Welcome to UVic residences! UVic student residences house over 2300 students. Students come to our community from across Canada and the world, each student bringing different life experiences and perspectives to residence. This is what makes living in a residence community so interesting and dynamic.

**Philosophy & Guiding Principles**

The well-being of the residence community rests on the balance of the community’s ability to respect the needs of the individual and vice versa. Residence Services staff work with residents to create communities based upon mutual respect and integrity. This is best achieved when everyone is aware of their rights, as well as their responsibilities towards themselves, others, and the community. The following guiding principles describe your rights, privileges, and accompanying responsibilities as a resident within the residence community:

<table>
<thead>
<tr>
<th>GUIDELINES</th>
<th>RIGHTS</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety</td>
<td>You have the right to feel safe here</td>
<td>You have the responsibility to act in a way which doesn’t endanger yourself or others</td>
</tr>
<tr>
<td>Respect</td>
<td>You can expect consideration and respect for your feelings and needs</td>
<td>You have the responsibility to act in a civil manner and to show respect for the rights of every other person in the community</td>
</tr>
<tr>
<td>Fairness &amp; Support</td>
<td>You have the right to expect fair and consistent service from Residence Services staff</td>
<td>You have a responsibility to address any questions or concerns directly with Residence Services staff</td>
</tr>
<tr>
<td>Clarity of Standards</td>
<td>You have the right to expect that the Community Standards as outlined in this handbook and in the Residence Contract are clear</td>
<td>You have the responsibility to know the Community Standards and ask questions if you do not understand them</td>
</tr>
<tr>
<td>Housing</td>
<td>You have the privilege of having housing on campus</td>
<td>You have the responsibility to respect the Community Standards and live within their guidelines in order to maintain this privilege</td>
</tr>
<tr>
<td>Guests</td>
<td>You have the privilege of having guests visit you in residence</td>
<td>You have the responsibility to (a) ensure that you have the permission of your roommates/Cluster unit members to host the guest, and (b) ensure that your guest(s) respect and abide by the Residence Community Standards, University policies, and the law</td>
</tr>
<tr>
<td>Cleanliness</td>
<td>You have a right to a living space that is clean and kept in good condition</td>
<td>You have the responsibility to show everyone respect and to respect the property of others and the University</td>
</tr>
<tr>
<td>Reasonable Quiet</td>
<td>You have the right to live in an environment conducive to sleep and study</td>
<td>You have the responsibility to follow the standards regarding quiet hours and to always be considerate of others even when quiet hours are not in place (these are called consideration hours)</td>
</tr>
<tr>
<td>Autonomy in Managing Personal Health</td>
<td>You have the right to manage your own health and wellness</td>
<td>You have the responsibility to work with UVic staff and health providers to ensure your personal physical and/or mental health does not negatively impact the residence community or yourself</td>
</tr>
<tr>
<td>Consideration</td>
<td>You have a right to enjoy your living space</td>
<td>You have the responsibility to allow others a reasonable level of conversation and visiting during consideration hours as well as the responsibility to keep your own visiting and conversation during these times at a reasonable level</td>
</tr>
<tr>
<td>Security of Property/ Belongings</td>
<td>You can expect to live in an environment where your possessions and the communal spaces are shown respect</td>
<td>You have the responsibility to show everyone respect and to respect the property of others and the University</td>
</tr>
</tbody>
</table>
Residence Services is a large department consisting of up to 150 staff members. Here is a list of some of the people who will be important to you during your time in residence.

Community Leaders (CLs)
Community Leaders are student-staff members who act as your primary resource living in residence. CLs live in each residence neighbourhood and support students to ensure they have the best residence experience possible. CLs are available to provide conflict mediation/resolution, crisis intervention or a safe space to talk should you ever need it. They also organize and host programs and events throughout the year that help connect you with other people in your area, reduce stress and facilitate learning. CLs additionally work to uphold the Community Standards within their neighbourhood, addressing incidents in the moment and following up on behavioural and community concerns that are brought to the attention of Residence Services. We also have Residence Education Community Leaders (RECLs) in our Living Learning Communities who fill a similar role, and provide additional programs that align with their community’s theme.

Senior Community Leaders (SCLs)
Senior Community Leaders are student-staff members who work to support the overall Residence Life & Education Program through mentoring and coaching the CL team and collaborating with the professional Residence Services staff. SCLs work to model and uphold the Community Standards, and to develop residence-wide programs and educational opportunities for residents. SCLs also follow up on behavioural concerns that are brought to the attention of Residence Services staff.

Residence Life Coordinators (RLCs)
Residence Life Coordinators are professional staff members who live on-campus and work to support the overall Residence Life & Education Program. The five RLCs are responsible for developing a positive and respectful living environment that promotes academic success, leadership and civic engagement, personal growth, and inclusion among all residents. The RLCs supervise the CLs and SCLs, and also work on a variety of special projects designed to enhance the residence life experience. With regards to the Student Conduct System, the RLCs are responsible for following up on all behavioural concerns that are brought to the attention of Residence Services.

Front Desk Staff
The Front Desk Staff are your first point of contact when you enter the Craigdarroch Residence Services Office. They can assist you if you lose your keys, lock yourself out of your room, if you have a special mail delivery, or if you need to pay your residence fees. If you have a meeting with another Residence Services staff member, you will come to the front desk first. The Front Desk Staff can also answer many residence-related questions or refer students to someone who can.

Houskeeping Staff (Service Workers)
Service Workers are responsible for the basic cleaning and tidying of common areas in the residence community, including lounges, hallways and shared bathrooms. They are present in the residence buildings every day of the week during regular business hours. They work to provide residents with a clean and safe environment in which to live.

Other Coordinators
Residence Services employs several other professional staff members that work to support the Residence Life and Education Program. They are responsible for the development and delivery of key residence initiatives such as Residence Programming, the Judicial Conduct System, Community Service Learning, Living Learning Communities, and the Residence Resource Hub. In all these roles, Coordinators support and advise CLs, SCLs, and RLCs.

Manager, Residence Life and Education (MRLE)
The Manager of Residence Life and Education is responsible for the strategic development, management, and assessment of the Residence Life and Education program. The Manager supervises the professional Residence Life and Education staff team, oversees the residence education curriculum, and manages the administration of a fair and educational residence judicial system. The Manager ensures the development and maintenance of a Residence Life and Education program that supports healthy, safe, and academically-focused residence communities. The Manager or designate will be involved in all decisions regarding eviction from Residence.
Health and Wellness

In any population, physical, mental, and emotional health needs will vary from person to person. With this understanding, you are asked to respect the following guidelines:

If you have a contagious condition that is spread through close living conditions you will be asked to see a physician at Health Services and to follow all subsequent medical recommendations.

If you are managing a mental health condition, you will be asked to take proactive steps to minimize any potential negative impact to the community. The Residence Services staff can help facilitate this process by referrals to Counselling and/or Health Services.

Community living may not be appropriate for some students. Living in a community offers many benefits but also has the added stressor of living in close proximity with others. Should your actions or condition(s) negatively impact the community, Residence Services staff will address the behaviour and work with you to provide support where possible.

Personal Safety

- Keep your door and windows locked, especially when you are sleeping or not occupying the room, and carry your keys with you.
- Do not lend your keys to others.
- Be mindful of whom you are allowing to enter the building.
- Report any suspicious activities, persons or hazards to your Community Leader or Campus Security.

- Secure your valuables with security cables.
- Avoid attracting pests by keeping our buildings clean and be sure to not leave open food in your room. Take out any garbage or recycling regularly to disposal compound.
- Have your valuables engraved by Campus Security.
- Do not permit open flame (including but not limited to candles, incense or appliances) or smoking in your room or anywhere in residence buildings.

Safe Walk

Campus Security operates a service to accompany you from building to building, building to vehicle, and vice versa within the boundaries of campus 24 hours a day, 7 days a week. Call 250-721-7599 or use any of the Campus Security Direct Dial phones to request Safe Walk. The UVic Mobile application also contains a direct dial feature to Campus Security.

Campus Alone

Campus Security provides this service to individuals who are concerned for their personal safety while studying/working alone at night during Quiet Hours (ie. evenings, weekends, holidays). Depending on availability, a Security Officer will check on you prior to your departure from campus. Call 250-721-6683 to access Campus Alone.

Fire Safety

When a fire alarm sounds within a residence building or Cluster block, it is imperative that you and all other occupants evacuate the living area and follow the procedures listed below. Failure to leave the unit/building during a fire alarm is considered “Dangerous Activity” under the Community Standards System.

EVACUATION PROCEDURES

- Always evacuate the building when you hear the fire alarm. Never treat it as a false alarm.
- When you hear the alarm, close all windows and leave your unit, closing and locking the door behind you.
- Alert your neighbours on either side of you as you immediately leave the building.
- Move quickly away from the building to your designated meeting/muster point (ask your Community Leader if you are unsure of this location).
- If you know people have been unable to evacuate the building, inform a Residence Services staff member and any emergency personnel on site.
- Do not re-enter the building until the emergency personnel have instructed it is safe to do so.
Guests
Residents are responsible for their guests and their guests’ actions during their stay in residence. It is important that residents understand the responsibilities of being a host in residence and respect the following guidelines:

- The term “guest” may apply to an individual from a different residence or another room in the same residence. A guest may also be an individual who does not live in residence at UVic.
- A host must take full responsibility, and may be held accountable, for their guests’ actions in residence.
- Guests must be accompanied by a host on residence property at all times. Failure to be present does not change a host’s responsibility for their guest’s behaviour.
- Overnight guests are limited to one at a time for no more than three consecutive nights, and no more than nine nights total per semester unless permission is granted in writing from a Residence Life Coordinator.
- Each host must have the permission of their roommate (if applicable) to entertain overnight guests.
- Guests are not permitted during December and April exam period, as well as the first week following Move-In Day.

Quiet Hours
In order to maintain a community environment that is conducive to academic success and your health and wellness, it is necessary to set guidelines regarding acceptable noise. At all times, the general rule is that no individual or group should cause noise which interferes with a resident’s right to reasonable quiet for sleep and study.

Hosting a Responsible Party or Social Gathering
When hosting guests in your residence room or Cluster unit, all Community Standards must be upheld at all times, specifically the expectations regarding guests, noise, and alcohol.

- Room owners are considered “hosts” and must be present for the duration of the social gathering.
- As the host, you must be sober and immediately available to communicate with university personnel (i.e. Campus Security or Residence Services staff) as requested.
- As the host, you are responsible for the behaviour and actions of all of those who attend the gathering. If others arrive who are not welcome, it is your responsibility to request that these others leave and report them to university personnel. Non-resident guests must always be accompanied by a resident when in residence/Cluster buildings.
- In shared-double rooms and Cluster units, all roommates must be aware of and give permission in advance for a social gathering to be hosted in the room/unit.
- The social gathering must remain contained within your room/unit, and should not impact communal space (i.e. hallways, Cluster walkways, balconies, surrounding outside areas, etc.).
- All social gatherings must adhere to fire code regulations (e.g. number of people in the room/unit).
- Advertising for a social gathering (including on Facebook and other social networking websites) is only permitted if it is first approved in writing by a Residence Life Coordinator (RLC).
- Party lights and themed social gatherings are not permitted.
- Alcohol may not be sold, and all provincial, residence and campus liquor policies must be respected.
- Parties/social gatherings are not permitted during the exam periods, or when quiet hours are in effect.
- As the host, you must end the social gathering and have all guests vacated from your room/Cluster unit by no later than quiet hours.

QUIET HOURS
FOR ALL OF RESIDENCE ARE:
Sunday – Thursday
9 pm – 8 am
Friday – Saturday
12 am (midnight) – 10 am
As a host, you may book a meeting with an RLC to discuss the above guidelines. If you would like to request an exception to any of the above guidelines you are required to meet with an RLC to inquire about this possibility.

As the above definition of a party/social gathering may be vague under certain circumstances, university personnel (e.g. Residence Services staff, Campus Security, etc.) and emergency personnel (e.g. Saanich Police) will use their discretion when addressing such situations.

As the above definition of a party/social gathering may be vague under certain circumstances, university personnel (e.g. Residence Services staff, Campus Security, etc.) and emergency personnel (e.g. Saanich Police) will use their discretion when addressing such situations.

A responsible social gathering should not require continued university staff presence to ensure the above guidelines are followed. If the social gathering requires continued staff monitoring, you will be asked to end the function and have your guests leave.

It is strongly recommended that you participate in Hosting 101 to ensure your party is safe for you and your guests, all the while being fun. Hosting 101 will also help fund snacks and non-alcoholic drinks for your party.

Tips for being a responsible host
- remove any obvious hazards in your unit
- remain sober to help keep track of guests
- use plastic instead of glass containers to reduce the potential for injuries
- offer plenty of non-alcohol beverages and food
- make arrangements for your guests to get home safely or stay overnight

Don't be afraid to call the CL Help Phone or CSEC if you need assistance.

Keys: Lockouts, Lost Keys, and Lending
For the period of your stay in residence, you will be provided with three (3) free lock-outs. After the third lockout you will be assessed a $20 service charge per lock-out. This cost will be charged to your residence account. Residence Services staff may also request a meeting with you to discuss how further lockouts can be avoided.

Lock changes are required when keys are lost, and you are responsible for the associated fee.

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

Roommates
All students living in a shared unit with one or more roommates are expected to participate in our mandatory Roommates 101 program. This program helps to facilitate conversations between roommates and develop an agreement of what the coming year will look like in your shared space. Within the first few weeks of classes, you will be contacted by your Community Leader and invited to take part in this program. Like any relationship, it is important to approach your roommates with mutual respect and to be willing to communicate openly with one another. Please keep these key items in mind while developing your Roommate Agreement, and throughout the year. Finally, please note that your Community Leader is available to help coach you through roommate conflicts or lead a mediation session if necessary.

Roommates are mutually responsible for shared living spaces. Any charges for damages or cleaning that are assessed to shared living spaces may be divided amongst all roommates.

Room Transfers
There is a settling-in period in residence and room transfer requests will only be considered from October 1st to December 1st for the Fall Term and from February 1st to March 1st for the Spring Term to students who have paid their fees in full. To apply for a room switch, residents will need to complete an online Room Transfer Form and a non-refundable $15 application fee will be charged to the resident’s account. If you are offered and accept a room transfer, a $50 transfer fee must be paid at the time of acceptance. In addition, you will be charged/credited any differential in room rates. Please refer to the Residence Contract (Section 4.6) for complete instructions.
Residence Resource Hub

The Residence Resource Hub is a space where residence students can engage with the community by participating in drop-in programs, attending workshops, seeking academic supports, and booking study space. The Hub consists of the Health and Wellness Centre (HAWC) and the Academic Resource Centres (ARC and ARC Classroom). The Hub is located in the Lansdowne neighbourhood in Hodges and Sanderson.

The Health and Wellness Center

The HAWC (Sanderson 102) offers students a variety of health and wellness workshops, as well as free drop-in programs. Activities you can find in the HAWC, run by students, campus, and community partners may include: peer support, healthy smoothie making, meditation and yoga practice, health and wellness conversations, and many more!

The Academic Resource Center

The ARC is comprised of two rooms (Hodges 102 and Hodges 104) that offer a number of workshops, drop-in sessions, and programs to support your academic success at UVic. Partners offer programs that may include: academic support by faculty, labs for registered course support, academic support by faculty, labs for registered course support, and academic support by faculty, labs for registered course support. Partners offer programs that may include: academic support by faculty, labs for registered course support, academic support by faculty, labs for registered course support, and sessions in the Leadership Development Program.

All Hub events, workshops, and drop-ins are on the Residence Services website at housing.uvic.ca/winter/rl-resourcehub.php.
Q: Can I have anything on the walls?
Do not use tacks, pins or nails to hang things on residence walls. The University Bookstore has a number of approved products available for affixing items to walls. Anything hung to hang items on walls must be removable without peeling off paint, creating holes, or leaving residue. Drawing or painting on the walls is not allowed.

Q: Can I use common-area furniture in my room?
Please do not remove furniture from common areas. All furniture in residence is assigned to a specific room and may not be moved from one room to another. You may be billed for any damages and for any labour costs in relocating common-area furniture and will be subject to conduct follow-up.

Q: May I get a large refrigerator?
In dormitory rooms, bar-fridges under the size of 3 cubic ft are permitted, provided they are in excellent working conditions and conform to all safety, health and size regulations. Refrigerators are provided in Cluster Housing.

Q: What about window furnishings?
Curtains are provided in all of our residences and cannot be replaced. Residents are not permitted to hang flags, posters or bed sheets in the windows. No signs (electric or otherwise), posters, flags, or banners of any size may be hung outside or around residence, except with permission of Residence Services management. Alcohol containers should not be displayed in the windows.

Q: Can I make a snack?
Traditional dormitory lounges contain a kitchenette consisting of a counter and sink. The kitchenettes are not designed for food storage or the preparation of full meals. Small CSA-approved appliances supplied by the student are permitted in lounges; however, not in dormitory rooms. Please check with resfix@uvic.ca to determine whether your appliance is allowed in residence.

Q: Can I customize my furniture the way I like?
For safety reasons, furniture is not to be disassembled for any reason (including closet doors), nor is furniture to be reassembled in a manner for which it was not originally designed. You will be billed for any costs associated with re-assembling furniture, and will be subject to conduct follow-up.

Cleaning and Maintenance
Housekeeping staff provide basic tidying and cleaning of the common areas in residence. (Dormitories: Hallways, washrooms, lounges, laundry room. Cluster: Walkways, garbage rooms.)

Students in dormitory-style residences are responsible for tidiness and cleanliness of their own room. Students living in Cluster are responsible for the tidiness and upkeep of their bedroom and common areas (washroom, kitchen, lounge).

Shared vacuums can be found in each lounge or in each Cluster unit.

Garbage and Recycling
Residents are required to take their own garbage, compost and recycling to the proper refuse compounds and to sort their refuse into the appropriate bins. These compounds can be found throughout residence.

Cleaning and Tidiness
Residents are responsible for their own personal living area. The upkeep of shared areas is the joint responsibility of all residents in the living area. In the residence buildings (but not in Cluster units) hallways, lounges and washrooms are maintained by university housekeeping staff. Vacuum cleaners and cleaning materials for residents’ use are available in specified areas throughout residence.

In case of damage or vandalism to University property, Residence Services will try to identify the person(s) responsible in order to arrange for reparation. It is the responsibility of all members in the affected community to assist in identifying the person(s) responsible. If this is not possible, Residence Services may charge all residents, applying an equal portion of each resident’s security deposit to the cost of repairing the damage.

Garbage and Recycling
Residents are required to take their own garbage, compost and recycling to the proper refuse compounds and to sort their refuse into the appropriate bins. These compounds can be found throughout residence.

Walking and Composting
Here’s a handy reference of what gets sorted where in our main enclosure areas.

<table>
<thead>
<tr>
<th>Compostable Waste</th>
<th>Garbage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bottles/cans, plastics</td>
<td>Bottles/cans,</td>
</tr>
<tr>
<td>Plastic bags</td>
<td>Paper</td>
</tr>
<tr>
<td>Pads, sponges</td>
<td>Cartons</td>
</tr>
<tr>
<td>Watches, belts</td>
<td>Cardboard</td>
</tr>
<tr>
<td>Toys, games</td>
<td>Mixed paper</td>
</tr>
<tr>
<td>Cleaning supplies</td>
<td>Mixed paper</td>
</tr>
</tbody>
</table>

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

In general, your room is considered personal, private space. This privacy will be respected provided that the rights of your fellow residents are not violated (and no illegal activity is committed or suspected). Living in residence means that it is always necessary to demonstrate respect for your fellow residents and the physical space.

Residence Services staff may perform room, apartment or townhouse inspection for cleanliness and maintenance issues at a minimum of once per semester. Residents will be given 24 hours notice of such inspections. Please refer to the Residence Contract, section C 2.25 for additional information. Occasionally Residence Services staff may access your room without your permission. Instances where this could happen include:

- If you have left something on in your room that creates noise and interferes with others’ ability to sleep or study (i.e. a stereo or alarm clock)
- If there is reason to believe that there is something in your room that could be a fire hazard or other danger
- If there is reason to believe there is an emergency that requires attention

Smoking

Smoking on UVic campus is only permitted in designated smoking areas. It is against the Residence Contract to be smoking in areas other than the designated smoking areas on residence property.

To find the closest designated smoking area to you, visit: uvic.ca/smoking

Meal Plans

Dormitory Residents

All students living in dormitory residence are placed on a Standard meal plan, but can transfer to a Full or Light plan by visiting our main office no later than September 20 or January 20 of each term.

Additional Residence dollars can be added to any Residence Meal Plan at any UFS location using Debit, Credit, or Cash. The UFS Main Office or the ONECard Office accepts Visa, MC, Debit or Cash for adding funds. Alternatively funds may be added via our secure on-line web payment service; using using Visa, MasterCard, American Express, or Debit. The “Add Funds” icon is located on the UFS website or the ONECard website. Any amount added to any plan is allocated entirely to the Residence Dollars portion of the Meal Plan and is eligible for the Carryover Plan.

Carry Forward Plan

The Residence Meal plan is non-refundable. At the end of the second term in April, any Residence Meal Dollars added to any of the three plans throughout both terms, will be automatically transferred into the Carry Forward Plan.

The Carry Forward Plan allows you to continue spending your remaining money when you return to school whether you live on or off campus. The Plan is accepted at all our food outlets. You will receive a 5% discount and all applicable sales taxes will apply. This plan is non-refundable; money cannot be added to it.

Cluster or Apartment Residents

Students living in Cluster Housing or Residence Apartments are not required to purchase a meal plan but are eligible to purchase either of the following:

ONECard Flex:
- Offers students, staff and faculty on campus a 5% discount on all purchases at University Food Services outlets.
- Offered to students living off campus or in non-dormitory residence.
- Purchase is for one month, one term, or a full term max.
- Based on a minimum of 10 meals per week, meals at average price.
- Purchases are charged at Retail price and receive a 5% discount at all UFS locations.
- When your plan expires, any remaining balance will be automatically transferred into the Carry Forward Plan.

Carry Forward Plan:
- Offers 10% savings to students living off campus or in non-dormitory residence.
- Purchase is for one month, one term, or a full term max.
- Based on a minimum of 10 meals per week, meals at average price.
- Purchases are charged at Retail price and receive a 5% discount at all UFS locations.
- When your plan expires, any remaining balance will be automatically transferred into the Carry Forward Plan.

Please note that this meal plan information is subject to change. For the most up to date information, please contact the Food Services office.

Website: uvic.ca/food | Email: eat@uvic.ca
In Person: Carroll (CA) Residence Bldg
Follow us:
facebook.com/uvicfood
@UVicFood
COMMUNITY STANDARDS

The Residence Judicial Affairs system is a framework for building respectful and enriching residence communities at the University of Victoria. Using the Residence Contract as a foundation, the Residence Judicial Affairs system establishes and promotes Community Standards that support the safety, health and development of community members. In addition, this system outlines a process for addressing actions that negatively affect or threaten the safety of individuals or the community. Our expectation is that you do not involve yourself in any action or conduct which adversely affects yourself or any other person in the community. Violations of the Community Standards will be followed up with as per this section of the Community Living Handbook. Violations defined under the Community Standards are also defined in more detail under Schedule C of the Residence Contract. Some of our residence communities also include a Community Living Agreement and/or a Roommate Agreement. If you reside within this type of living environment it is expected that you abide by the agreement and the additional expectations of this community. Community Standards are not limited to residence buildings. Residence Services staff may follow up for incidents occurring anywhere on residence property (i.e. Cadboro Commons, parking lots) and sanctioned Residence Services events off-campus.

Upholding the Community Standards

The following chart describes the residence student conduct follow-up process under usual circumstances. Each incident is unique and is evaluated independently. Residence Services staff reserve the right to address issues not explicitly defined here and/or alter sanctions as required to maintain the overall integrity and safety of the community and university property.

The following table outlines some of the violations within the Residence Contract. Alleged violations will result in follow-up to determine whether or not an individual is held responsible. Students found responsible of any violations may be assigned a Conduct Status or sanction. Further information on Conduct Statuses and sanctions can be found further in this section.

It is also important to note that under all violations, a resident’s conduct record may be referred to the Judicial Affairs Office, Campus Security or law enforcement agencies at any time depending on the severity of the incident, time of year and prior conduct. Your behaviour in residence can have significant impacts outside of the residence environment and may affect your status as a student at the University. Statuses assigned to you in one academic year will be carried over into any subsequent years you live in residence. In addition, your conduct may affect your eligibility to return to residence.

If you have questions about what is in this section, or in the Residence Contract, consult with your Residence Life Coordinators (RLCS). Acting in violation of these Standards is not an acceptable way to question them.

**VIOLATION** | **DESCRIPTION**
--- | ---
Open Alcohol | Alcohol may only be consumed within a resident’s room/apartment/cluster unit. Consuming/ serving alcohol or carrying unsealed liquor is not permitted in public spaces including but not limited to: lounges, patios, balconies, cluster walkways, elevators, washrooms, laundry rooms, hallways, stairwells, main floor foyers, and any outdoor residence space.
Consumption by a Minor | Residents who are under the age of 19 may not possess or consume alcohol in residence.
Mass Consumption | Participating in a game or activity that promotes the mass consumption of alcohol, which includes but is not limited to, high risk drinking activities and/or the use of a drinking apparatus that promotes mass consumption (e.g. Beer funnels, etc), is not permitted. Kegs or other high volume containers (more than 2L) are not permitted within residence. Participating in an activity that can be construed to promote mass consumption is also prohibited.
Overintoxication | Drinking to excess and/or consuming an amount of alcohol which leaves a person unable to care for their own health and safety is not permitted.
Alcohol Use in Residence

Cafeteria/ Residence Retail | Inappropriate or disruptive behaviour in a University cafeteria or residence retail outlet is not permitted.
Cleanliness Standards | Residents are expected to keep shared living areas and the exterior of their room/unit doors clean. This includes but is not limited to leaving dishes in public spaces of residence.
Cooking | Some CSA approved appliances are allowed in residence rooms and lounges. Cooking devices that are open-coil, open-flame or gas based, including but not limited to hot plates, butane burners, and barbecues are not permitted in residence.
Cooperation with Staff and Others | Failure to cooperate with, and/or verbal or physical harassment of a University staff member (e.g., residence staff, Campus Security) or others (e.g., police, emergency responders) is strictly prohibited.
Damage to Property | Damage to the personal property of other residents or damage to residence property is strictly prohibited.
Dangerous Activity | Activities that are considered dangerous or potentially harmful to any person, including the resident engaging in the activities, are prohibited.
Dangerous Material | Possession or use of explosive or flammable material including, but not limited to firecrackers, fireworks, dynamite, gasoline, propane, or other such materials, is not permitted in residence property. Propane tanks are not permitted in residence.
Drugs | Any possession or involvement, whether direct or indirect, in any illegal drug (including marijuana) or drug-related activity is prohibited. Possession of drug-related paraphernalia that is associated with the possession, use or trafficking of illegal or prescription drugs/medication is strictly prohibited. Marijuana is considered an illegal drug for the purposes of the Residence Contract.
<table>
<thead>
<tr>
<th>VIOLATION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevator Tampering</td>
<td>Tampering with elevator safety systems or engaging in activities that may damage or interfere with the operation of the residence elevators is prohibited.</td>
</tr>
<tr>
<td>Flames</td>
<td>Initiating, encouraging, and/or taking part in a food fight in any way on residence property is prohibited (including the Cadboro Commons Cafeteria).</td>
</tr>
<tr>
<td>Functions and Social Gatherings</td>
<td>At all times when hosting guests in a residence room/apartment/Cluster unit, all Community Standards must be upheld; specifically those that pertain to alcohol, guests and noise.</td>
</tr>
<tr>
<td>Guests or Visitors</td>
<td>Residents are responsible for the actions of their guests in residence. Prior to having a guest, residents who share a room/Cluster unit must have the permission of their roommate(s). Residents are permitted to have an overnight guest for no more than three consecutive nights.</td>
</tr>
<tr>
<td>INITIATIONS/HAZING</td>
<td>Activities that single out particular residents, expose them to undue embarrassment or ridicule, or cause physical or emotional harm are prohibited. This includes actions and behaviours in an online environment.</td>
</tr>
<tr>
<td>Noise</td>
<td>Residents must abide by designated quiet hours in residence. See page 7 under Quiet Hours for more information. Subwoofers (bass amplifiers) are not permitted in residence.</td>
</tr>
<tr>
<td>Pets and Guide Animals</td>
<td>Pets are not allowed in residence. Guide animals are permitted in residence if the resident has submitted appropriate documentation and received prior approval by Residence Services.</td>
</tr>
<tr>
<td>Playing Sports or Sporting Activities in Residence Buildings, Hallways or Common Rooms</td>
<td>Residents are not permitted to engage in physically active games/activities inside residence complex buildings.</td>
</tr>
<tr>
<td>Pranks: Inappropriate or Destructive</td>
<td>Initiating, encouraging, supporting or participating in pranks that are inappropriate, disruptive, offensive or hostile toward residents and/or staff, or that jeopardize the safety and security of others is prohibited.</td>
</tr>
<tr>
<td>Prohibited Areas</td>
<td>Residents are not permitted to access unauthorized areas, including but not limited to roof tops, and the top of covered walkways. Unauthorized access to residence rooms, apartments or Cluster units is also prohibited.</td>
</tr>
<tr>
<td>Removal of University Property</td>
<td>Removing furniture or property from lounges and other common areas is not permitted. Taking University property out of residence is considered theft.</td>
</tr>
<tr>
<td>Safety/Security/ Fire Equipment</td>
<td>Activating, handling, using, covering, disengaging or otherwise interfering with any fire or safety equipment for any reason other than an emergency is prohibited whether such actions were intentional or not. Residents are required to evacuate buildings in the event of a fire alarm or other emergency. Failure to evacuate during these situations is prohibited.</td>
</tr>
<tr>
<td>Signs</td>
<td>No signs (electric or otherwise), posters, banners or flags of any size may be hung outside, or around the residence complex, unless prior approval is obtained from Residence Services.</td>
</tr>
<tr>
<td>Smoking and Incense</td>
<td>Smoking and incense are not permitted in residence buildings or on residence balconies and walkways; this includes the use of Hookahs, pipes, vaporizers, e-cigarettes and/or any other smoking device. Cigarette smoking on residence property is only permitted at the designated smoking benches.</td>
</tr>
<tr>
<td>Theft</td>
<td>Theft or possession of another person’s property without permission is prohibited.</td>
</tr>
<tr>
<td>Throwing or Falling Objects</td>
<td>Throwing, dropping, knocking or ejecting objects from residence buildings, windows, walkways, balconies or stairwells, whether intentionally or unintentionally is prohibited. Throwing objects within or at a residence building is prohibited.</td>
</tr>
<tr>
<td>Unauthorized Assignment</td>
<td>Your accommodation cannot be assigned, “sublet”, lent, or otherwise shared with another person.</td>
</tr>
<tr>
<td>Unauthorized Key Possession and/or Use</td>
<td>Unauthorized possession or use (including lending) of Residence Complex keys is prohibited. The resident is not permitted to copy any key or keycard provided by residence services.</td>
</tr>
<tr>
<td>Vandalism</td>
<td>Any wilful, malicious, or negligent destruction of public or private property in or around residence and/or failure to uphold reasonable standards of cleanliness is prohibited. Being present while vandalism occurs and failing to report such acts will be treated as vandalism.</td>
</tr>
<tr>
<td>Violence/Physical Aggression</td>
<td>Physical aggression, violence, and/or sexual assault are not tolerated in residence.</td>
</tr>
<tr>
<td>Weapons</td>
<td>Possession of real or replica weapons in residence including but not limited to firearms (including air guns and paintball guns), swords, hunting equipment, throwing or sporting knives, sling shots, and archery equipment is prohibited. Wielding and/or using any object in a threatening or aggressive manner is prohibited.</td>
</tr>
</tbody>
</table>
Student Conduct Follow Up

The following table outlines the range of statuses that can be applied to a student following violations of the Community Standards. These statuses may not progress in order (e.g. incidents of a severe nature may be followed up immediately with an On Probation or Eviction status even if no prior status has been assigned). In some cases, the immediate referral of student conduct records to the Judicial Affairs Office, Campus Security or police may be appropriate.

<table>
<thead>
<tr>
<th>CONDUCT STATUS</th>
<th>CONDUCT STATUS DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal Warning</td>
<td>a) The student’s conduct has come to the attention of Residence Services staff and/or their community. The behaviour has been identified as inappropriate for the residence community.</td>
</tr>
<tr>
<td>Written Warning</td>
<td>a) The student’s conduct has come to the attention of Residence Services and/or their community. This behaviour has impacted the community and/or the students themselves. The assignment of educational sanctions is a possibility.</td>
</tr>
<tr>
<td>On Notice</td>
<td>a) The student’s conduct has negatively impacted their residence community, and/or the student themselves. b) The student continues to engage in conduct that is not a fit for the residence community. The assignment of educational sanctions is likely.</td>
</tr>
<tr>
<td>On Probation</td>
<td>a) The student’s conduct has had a major negative impact on the community and/or the students themselves. b) The student continues to engage in conduct that is not a fit for the residence community. The assignment of educational sanctions and restrictions to their residency (e.g. guest restriction) is likely.</td>
</tr>
<tr>
<td>Eviction from Residence (Termination of Residence Contract)</td>
<td>a) The student continues to engage in conduct that is not a fit for the residence community. The student has exhausted all of their options with the Student Conduct System. b) The student’s conduct has been identified as dangerous and/or illegal (e.g. harassment, possession/use of a weapon, drug trafficking, etc.) severely impacting the safety of the residence community. This, in turn, has resulted in the Eviction from Residence (Termination of Residence Contract).</td>
</tr>
</tbody>
</table>

Conduct Statuses

The table below indicates the range of sanctions that may be applied during the conduct follow up process and the members of the Residence Life & Education team who may be involved in providing follow-up for each Conduct Status level within the Student Conduct System. Your status will remain in place for the duration of your stay in residence. Any status issued to you in a given year will be carried over to any subsequent years you live in residence.

Depending on the nature of the incident, a student’s conduct record may be forwarded to the Judicial Affairs Office, Campus Security or police regardless of current conduct status.

<table>
<thead>
<tr>
<th>CONDUCT STATUS</th>
<th>FOLLOW UP CONDUCTED BY</th>
<th>OUTCOME</th>
<th>AVENUE OF APPEAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal Warning</td>
<td>Community Leader, Senior Community Leader, Residence Life Coordinator</td>
<td>Meeting with staff</td>
<td>Director, Residence Services (or designate)</td>
</tr>
<tr>
<td>Written Warning</td>
<td>Senior Community Leader, Residence Life Coordinator</td>
<td>Meeting with staff, Sanction Letter</td>
<td>Director, Residence Services (or designate)</td>
</tr>
<tr>
<td>On Notice</td>
<td>Senior Community Leader, Residence Life Coordinator</td>
<td>Meeting with staff, Sanction Letter</td>
<td>Director, Residence Services (or designate)</td>
</tr>
<tr>
<td>On Probation</td>
<td>Residence Life Coordinator and/or Coordinator, Community Development &amp; Student Leadership</td>
<td>Meeting with staff, Sanction Letter</td>
<td>Director, Residence Services (or designate)</td>
</tr>
<tr>
<td>Eviction from Residence</td>
<td>Coordinator, Community Development &amp; Student Leadership and/or Manager, Residence Life &amp; Education</td>
<td>Residence Contract is terminated</td>
<td>Residence Services Judicial Appeal Board Chair: Director, Residence Services (or designate)</td>
</tr>
</tbody>
</table>

![Image of student conduct follow up process](image-url)
Sanctions
Residents may be required to complete or follow one or more of the sanction(s) listed below as part of the Residence Student Conduct follow-up process. This process is intended to be educational and should also allow for the opportunity to repair harm or wrongdoing that may have been caused to an individual and/or the community. The table below provides a list of sanctions that may be applied to student conduct cases in residence. This list is not exhaustive; other options for making amends, repairing harm and completing educational follow-up may be used at the discretion of Residence Life & Education staff.

<table>
<thead>
<tr>
<th>SANCTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Awareness Workshop</td>
<td>An interactive workshop in which students will discuss the health and social impacts of the misuse of alcohol. The purpose of the workshop is to provide residents with information about alcohol use and effects should they choose to use it in the future. While this is a health-related workshop, the community impact of alcohol misuse is also a focus of the session.</td>
</tr>
<tr>
<td>Alcohol Probation</td>
<td>A prescribed period of time wherein a resident is required to refrain from possessing or consuming alcohol on residence property or returning to residence while under the influence of alcohol.</td>
</tr>
<tr>
<td>Behaviour Contract</td>
<td>A formal document, signed by the resident, that outlines specific conditions under which the resident will be permitted to continue to remain living in residence for the remainder of the academic year. A behaviour contract may be required as a result of an incident or series of violations of the Community Standards.</td>
</tr>
<tr>
<td>Community Service</td>
<td>An assigned community-focused activity or project that involves service and learning by the resident within residence, as a consequence of certain violations of the Community Standards. The form of community service must be approved by the Residence Life Coordinator and be completed within the specified timeline. Examples include, but are not limited to: community clean-up, organizing and running a program for the building/community, creating a pamphlet or media presentation for the community that is reflective of the students learning.</td>
</tr>
<tr>
<td>Educational Sanction</td>
<td>An assigned activity, meeting, project or submission with the learning objective of engaging the resident in reflection and dialogue surrounding the issue(s) at hand. The details of the educational sanction must be approved by the Residence Life Coordinator and be completed within the specified timeline. Examples include, but are not limited to: reflection essays, educational pamphlets, apology letters, and meeting with campus partners.</td>
</tr>
<tr>
<td>Parent/Guardian Involvement</td>
<td>In situations where Residence Services is concerned for the health and well-being of a student, parental/guardian involvement may occur. Wherever possible the student will be involved in this process.</td>
</tr>
<tr>
<td>Relocation/Assigned Room Transfer</td>
<td>A mandatory and permanent move from a room in one residence building to a room in another, assigned by Residence Services staff as a result of violations of the Community Standards. Once a resident has been relocated/transferred they may be prohibited from entering the building where they previously lived.</td>
</tr>
</tbody>
</table>

Restitution for Damages: A condition requiring a resident to pay a fine for damage repair, clean-up or replacement charges, for violations of the Community Standards or Residence Contract that affect Residence and/or University property.

Restrictions/Loss of Privileges: A temporary or permanent loss of residence privileges as a result of certain or repeated violations of the Community Standards. Examples include, but are not limited to: guest restrictions, building access/visitation restrictions, and restrictions on hosting functions in the room/Cluster unit.

Removal of Privileges: The student may not be permitted to visit residence for the standing or following academic year. The student may also not be eligible to return to live in residence for the following year.

Referral of Case/File to the University's Judicial Affairs Office: The resident’s conduct records may be referred from Residence Services to the Office of Judicial Affairs, for further investigation and action under the university Resolution of Non-Academic Misconduct Allegations policy (Policy AC1300). Further action may include the imposition of additional minor and major sanctions under Policy AC1300 when appropriate.

Referral of Case/File to Alternate Offices: The resident’s conduct records may be referred to:
- Campus Security, Saanich Police and/or other law enforcement agencies in cases of illegal activity: the University’s Equity and Human Rights Office
- Alternative University discipline procedures
- Investigation under any other applicable policy of the University

Summary of process:
- The offense will enter our system at one of the following categories:
  - verbal warning
  - written warning
  - on notice
  - on probation
  - eviction from residence
- Sanctions may be applied:
  - referral of case/file to the Judicial Affairs Office and/or the police
  - referral of case to Restorative Justice Victoria
  - Other Sanction (see page 21-22)
APPEAL PROCESS

Appealing a Verbal or Written Warning, On Notice and/or On Probation Sanctions

Avenue of Appeal
- Director, Residence Services

Process for:
1. A resident may appeal the category and/or assigned sanctions on the following grounds:
   a. There is clear evidence of lack of procedural fairness and/or bias or unfair treatment in the process.
   b. There is new information available potentially rendering the original decision unreasonable in light of new information presented.
2. A resident has five (5) University business days from the receipt of their follow up letter to submit a request for an appeal. To initiate this process the resident must e-mail Residence Services (reslife@uvic.ca).
   a. Ensure the title of the email is: Residence Community Standards Appeal
   b. In the body of the email:
      i. Indicate your full name, building/Cluster unit, and room number.
      ii. Indicate your reason for entering an appeal (based on the requirements above).
3. Once your email has been received, the Manager, Residence Life & Education staff or other University staff.
4. Your case will be considered in conjunction with other reports and information presented by Residence Life & Education staff or other University staff.
5. You will be informed of the outcome of the appeal meeting within three (3) University business days.
6. The decision of the Director, Residence Services is final and not subject to further appeal.

Appealing the Eviction from Residence (Termination of Residence Contract)

Avenue of Appeal
- Residence Services Judicial Appeal Board, which consists of:
  - Director of Residence Services (or designate)
  - Two student representatives
  - Two University Administrators

Process:
1. A Resident is required to vacate the residence community by the deadline indicated in his or her eviction notice. This requirement will not be altered except in cases where the Appeal Committee overturns the eviction, or modifies the deadline due to exceptional circumstances.
2. A Resident has three (3) University business days from the receipt of an eviction notice to submit a completed appeal form to the Director of Residence Services (or designate). The appeal form is available online at (housing.uvic.ca/winter/rf-standards.php).
3. A Resident may appeal the eviction on the following grounds:
   a. That there is clear evidence of lack of procedural fairness and/or bias or unfair treatment in the process.
   b. That there is new information available potentially rendering the original decision unreasonable in light of new information presented.
   c. The severity of an eviction sanction reasonably exceeds the nature of the misconduct.
4. The Director of Residence Services (or designate) will call an Appeal Board hearing within 5 University business days of the receipt of the appeal form.
5. If an appeal meeting is scheduled, you will be invited to discuss your case with the Manager, Residence Life & Education (or designate) at the resident’s Office in Craigdarroch Office Building.
6. Appeal Process:
   i. Indicate your full name, building/Cluster unit, and room number.
   ii. In the body of the email, indicate your full name and incoming building/Cluster unit, and room number.
   iii. Describe the following:
      a. Your reason for appealing the sanction carryover.
      b. The steps you have taken to remedy the harm caused to the community, how you have positively contributed to the community since your sanction was received and your proposed action plan.
   6. Once your email has been received, the Manager, Residence Life & Education (or designate) will contact you within three (3) University business days. In most cases, you will be notified of the decision at this time. However, in some cases, you may be required to meet with the Manager, Residence Life & Education before an appeal decision has been made.
   7. If an appeal meeting is scheduled, you will be invited to discuss your case with the Manager, Residence Life & Education (or designate) at the resident’s Office in Craigdarroch Office Building.
   8. The outcome of the appeal is final and not subject to further appeal. Sanctions may be reinstated if the action plan is not completed.
9. In the event that the appeal process is successfully completed, past conduct may still be considered in future investigations if the behaviour in question is relevant.
RESOURCES

The following is a list of commonly used campus resources. For information on addition resources, check with your Community Leader.

**Counselling Services**
University Centre, Room B270
250-721-8341
uvic.ca/counselling
Counselling Services is available to currently enrolled students at UVic. Professional counsellors help students manage personal, career and academic concerns. A variety of counselling options are available to enable students to use new skills and strategies for managing stress and challenges.
Appointment options for students include brief check-in sessions, urgent daily bookings and emergency appointments for students in crisis.

**Multifaith Services**
Campus Services Building, Room 151
250-721-8338
uvic.ca/multifaith
Multifaith Chaplains Services provides religious support and spiritual care for the students and staff at UVic. They offer pastoral counselling, prayer and meditation groups, learning circles, religious education, retreats, and workshops on a variety of topics in order to support the faith development of the campus community.

**Health Services**
Jack Petersen Health Centre
250-721-8492
uvic.ca/health
Health Services offers comprehensive care for UVic students. In many ways, it’s like your family doctor away from home. They offer appointments with physicians, nurses and other health practitioners, limited urgent care and first aid, specialist referrals, telephone advice, and a doctor-on-call service for students.

**Campus Security**
Campus Security Building
250-721-6683 (non-emergency)
250-721-7599 (emergency)
uvic.ca/security
Campus Security Services promotes a safe and welcoming environment at UVic. Security Officers are on duty 24 hours a day, 7 days a week and are the first responders to all manner of emergencies. They monitor and respond to all campus alarms. They also manage parking permit sales, the issuance of citations and parking lot usage.

**Ombudsperson**
Student Union Building, Room B205
250-721-8357
uvicombudsperson.ca
The Ombudsperson’s Office is an independent, impartial and confidential resource for members of the UVic community. They provide information and guidance on rights & responsibilities, and UVic policies and procedures. They receive inquiries and complaints from students.

**Multifaith Services**
Campus Services Building, Room 151
250-721-8338
uvic.ca/multifaith
Multifaith Chaplains Services provides religious support and spiritual care for the students and staff at UVic. They offer pastoral counselling, prayer and meditation groups, learning circles, religious education, retreats, and workshops on a variety of topics in order to support the faith development of the campus community.

**Equity, Diversity & Human Rights**
Sedgewick Building, Room C115
250-721-8488
uvic.ca/eqhr
The Equity and Human Rights Office (EQHR) develops and implements educational programs, as well as investigating human rights complaints. They assist with dispute resolution and provide consultation on implementing equity plans.

**International & Exchange Student Services**
University Centre, Room A205
250-721-6361
uvic.ca/international
International & Exchange Student Services (IESS) is a resource for International Students, students on exchanges to UVic, UVic students on exchange, and students studying abroad. They offer services like the Buddy Program to International Students for friendship, mentorship, and support.

**Academic Advising**
University Centre, Room A203
250-721-7567
uvic.ca/advising
The Academic Advising Centre for Humanities, Science and Social Sciences supports students throughout their degree. They assist students with course selection and in developing personal academic plans that ensure they will meet their graduation requirements.

**Resource Centre for Students with a Disability (RCSD)**
Campus Services Building, Room 150
250-472-8947
uvic.ca/rcsd
The Resource Centre for Students with a Disability (RCSD) promotes educational equity and accessibility for students with disabilities and supports students in achieving academic goals. The RCSD provides services and programs and coordinates academic accommodations for students.

**Vikes Recreation**
CARS
250-472-4000
uvic.ca/vikes
Vikes Recreation offers fun, fitness, and recreation! They provide specific programming designed to meet the needs of students, informal and drop-in recreation opportunities and great events throughout the year.
### IMPORTANT DATES

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 1</td>
<td>Term 1 Residence Fees Due</td>
</tr>
<tr>
<td>September 4</td>
<td>Move In Day</td>
</tr>
<tr>
<td>September 7</td>
<td>First Term Classes Begin</td>
</tr>
<tr>
<td>September 23</td>
<td>Last day to add classes for Term 1</td>
</tr>
<tr>
<td>October 1</td>
<td>Term 2 Non-Refundable Residence Acceptance Fee Due</td>
</tr>
<tr>
<td>October 10</td>
<td>Thanksgiving Holiday</td>
</tr>
<tr>
<td>October 31</td>
<td>Last day to withdraw from Term 1 classes without penalty of failure</td>
</tr>
<tr>
<td>November 9-11</td>
<td>Reading Break</td>
</tr>
<tr>
<td>November 11</td>
<td>Remembrance Day</td>
</tr>
<tr>
<td>November 15</td>
<td>Term 2 Residence Fees Due</td>
</tr>
<tr>
<td>December 2</td>
<td>Last Day of Term 1 Classes</td>
</tr>
<tr>
<td>December 5-19</td>
<td>December Exam Period – student must vacate within 24 hours of last exam</td>
</tr>
<tr>
<td>December 20</td>
<td>Residences Close &amp; last meal in cafeteria</td>
</tr>
<tr>
<td>January 3</td>
<td>Residences Open</td>
</tr>
<tr>
<td>January 4</td>
<td>Second Term Classes Being</td>
</tr>
<tr>
<td>February 13-17</td>
<td>Reading Break</td>
</tr>
<tr>
<td>February 28</td>
<td>Last Day to withdraw from Term 2 classes without penalty of failure</td>
</tr>
<tr>
<td>April 4</td>
<td>Last day of Term 2 Classes</td>
</tr>
<tr>
<td>April 7-25</td>
<td>April Exam Period</td>
</tr>
<tr>
<td>April 26</td>
<td>Residences Close</td>
</tr>
</tbody>
</table>
HELPFUL CONTACT INFORMATION

CL HELP PHONES
8 pm – 11 pm (Sun-Thurs)
8 pm – 2 am (Fri-Sat)

<table>
<thead>
<tr>
<th>NEIGHBOURHOOD</th>
<th>Help Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cluster</td>
<td>250-507-0494</td>
</tr>
<tr>
<td>Craigdarroch</td>
<td>250-507-9612</td>
</tr>
<tr>
<td>Gordon Head</td>
<td>250-415-0030</td>
</tr>
<tr>
<td>Lansdowne</td>
<td>250-507-8149</td>
</tr>
<tr>
<td>McGill/Park</td>
<td>250-480-9555</td>
</tr>
<tr>
<td>Ring</td>
<td>250-507-9269</td>
</tr>
<tr>
<td>Towers</td>
<td>250-480-8798</td>
</tr>
</tbody>
</table>

24 Hour Emergency Assistance
Police/Fire/Ambulance: 9-1-1

Campus Security Emergency: 250-721-7599

Vancouver Island Crisis Line: 1-888-494-3888

Poison Control: 1-800-567-8911

Non-Emergency Assistance
BC Non-Emergency Health Information: 8-1-1

UVic Student Health Services: 250-721-8492

UVic Student Counselling Services: 250-721-8341

TOP 5 COMMUNITY STANDARDS TO BE AWARE OF

1 Drinking Games/ Mass Consumption
Any activity or game that promotes the mass consumption of alcohol is not permitted in Residence. This includes any paraphernalia such as Kegs, Beer Bongs, and Funnels.

2 Open Flames
Open flames such as burning candles, incense, hookahs and smoking cigarettes are a fire hazard to the community, and are not allowed in Residence.
Please ensure you use the smoking benches located outside should you wish to smoke.

3 Drugs
Possession or involvement with any illegal drug (including marijuana), or drug-related activity is prohibited.
Possession of drug-related paraphernalia is strictly prohibited.

4 E-Cigarettes/Vaporizers
While these items seem harmless, it is against the Community Standards to use e-cigarettes & vaporizers in residence. Please ensure you relocate to a smoking bench if you choose to use these items.

5 Party Lights/Speaker Systems
Light systems such as disco balls, strobes, or flashing lights attract crowds and can also be triggers for health concerns.
Large speaker systems are not permitted as they have a negative impact on the community by disrupting other students.
The Residence Resource Hub is here for you! Students can access academic, wellness, and social programs and resources in the Hub!

Events, workshops and weekly drop-in schedules are available at:

housing.uvic.ca/winter/rl-resourcehub.php

ACADEMIC RESOURCE CENTER: HODGES 102
ACADEMIC RESOURCE CENTER CLASSROOM: HODGES 104
HEALTH AND WELLNESS CENTER: SANDERSON 102