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Welcome to residence at the University of Victoria! UVic is home to over 2300 students, who come to our community from across Canada and around the world. Each student brings different life experiences and perspective to residence. This is what makes living in residence so interesting and dynamic. UVic residence is split into seven different neighbourhoods:

**Cluster**

**Buildings:** 118 Apartment and Townhouse Units  
**Number of residents per unit:** 4  
**Number of Student Staff:** 13  
**Why we love this neighborhood:**  
In the only suite style community, you share an apartment with three other roommates. Each apartment has a cozy home feeling with its own kitchen and living room! As well, there are two Living Learning Communities in Cluster: Health and Wellness, and Sustainability.

**Craigdarroch**

**Buildings:** Margaret Newton (MN), Emily Carr (EC), Sir Arthur Currie (SAC), David Thompson (DT)  
**Number of residents per building:** 80-90  
**Number of Student Staff:** 13  
**Why we love this neighborhood:**  
There are both single and double rooms in these buildings. There is a lounge on each floor (except for the first floor) and so many opportunities to make friends! Close to the Student Union Building and Cadboro Commons, This neighbourhood is in the centre of the action!

**Gordon Head**

**Buildings:** Robert Wallace (WA), Richard Wilson (WI), Roderick Haig-Brown (HB), Poole (PL)  
**Number of residents per building:** ~100  
**Number of Student Staff:** 13  
**Why we love this neighborhood:**  
Each building in this neighbourhood contains single rooms, and each floor has its own lounge. The Haig Brown building in this neighbourhood is a designated Quiet building. Gordon Head is home to GH Games, which features a friendly rivalry between buildings to compete for house points and prizes!

**Lansdowne**

**Buildings:** Alice Ravenhill (RA), Nancy Hodges (HO), Elma Sanderson (SA), John Helmcken (HE), Lansdowne Residence #1 (LD), Robert Carroll (CA)  
**Number of residents per building:** ~50  
**Number of Student Staff:** 13  
**Why we love this neighborhood:**  
There are both single and double rooms in these buildings. The buildings are smaller in size and within easy distance of one another, so there is plenty of opportunity to get to know other members of your neighbourhood! There is one lounge and one study room in each of the Lansdowne buildings.
McPark

**Buildings:** Joseph Cunliffe (JC)
Shirley Baker (SB)
Hugh Stephen (HS)
Park Hall (PK)

**Number of residents per building:** ~60
**Number of Student Staff:** 9

**Why we love this neighborhood:**
Located on the edge of the residence community, the buildings in the McPark neighbourhood all contain single rooms. Each building has recently been given a fresh coat of paint, and each lounge was renovated. Every floor has its own lounge so there is plenty of shared space to hang out with friends!

Ring Road

**Buildings:** Ring Road (RG)

**Number of residents:** 300
**Number of Student Staff:** 11

**Why we love this neighborhood:**
Ring Road is the largest building in residence and is home to the Engineering, Humanities, Science and Business Living Learning Communities. In Theme Throwdown, the Living Learning Communities compete against each other in fun events and competitions! This building is also home to Quiet and Substance Free floors.

Towers

**Buildings:** Tower (TW)
South Tower (STW)

**Number of residents per building:** ~115
**Number of Student Staff:** 11

**Why we love this neighborhood:**
The Towers buildings are home to more of our Living Learning Communities! You can find Global Citizenship, Health and Wellness, Leadership, Sustainability and the Arts Collective in these buildings. In Theme Throwdown, the Living Learning Communities compete against each other in fun events and competitions. These are the tallest residence buildings and the views from the upper floors are stunning!
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. These people are all here to help you have the most positive residence experience possible.

**Student Staff**
We have a variety of student staff members who act as your primary resource for living in residence. These Community Leaders, Residence Education Community Leaders, and Senior Community Leaders all live in residence with you and perform the following roles:

- conflict resolution/mediation support
- crisis intervention
- provide a safe space to talk
- organize and host programs and events
- address violations of the Community Standards

**Professional Staff**
Residence Life and Education has a team of professional staff who work to support the overall Residence Life & Education Program. They:

- supervise student staff
- follow up on behavioural concerns
- oversee and support residence programming
- offer further support for residence students

More information about the professional staff's roles in responding to behavioural concerns can be found in the “Community Standards” section (starting on page 16).

To speak with a professional staff member, contact Residence Life and Education Reception at reslife@uvic.ca or 250-472-4144.

**Support Staff**
Residence Services has many other staff who are here to help support you in your time in residence. Some that you will likely interact with are the Front Desk Staff and the Housekeeping Staff (Service Workers).

- Front Desk staff are your first point of contact when you enter the Craigdarroch Residence Services Office, and they can help you with keys, paying fees, or finding answers to residence-related questions.
- Service Workers are responsible for the basic cleaning and tidying of common areas in the residence community. They work to provide residents with a clean and safe environment in which to live.
COMMUNITY LIVING

Keys: Lock-outs, 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 lock-out 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 lock-outs 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 with the purpose of developing 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 are only considered from September 15 to December 1 for the Fall Term and from January 15 to March 1 for the Spring Term. Transfers are available to students who have paid their fees in full. To apply for a room transfer, residents will need to complete an online Room Transfer Form. In addition, a non-refundable $20 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 A 4.8) for complete instructions.

Guests
Residents are considered “hosts” when they have visitors in their residence unit, and as such residents are responsible for their guests and their guests’ actions. 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, an individual from another room in the same residence, or an individual who does not live in residence at UVic (called “non-resident guests”).
• If you are hosting or visiting someone in a different room or residence, you are both responsible for upholding the Community Standards.

Non-Resident and Overnight Guests
A host must take full responsibility, and may be held accountable, for their guests’ actions in residence.

• Non-resident 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 host overnight guests. Overnight guests are not permitted during December and April exam period, or during 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.

Quiet Hours during the year for all residence areas are:
- **Sunday to Thursday 9 pm-8 am**
- **Friday to Saturday 12 am (midnight)-10 am**.

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

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

In addition, the following guidelines must be followed:
- Hosts must be present 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 unwelcome people arrive, it is your responsibility to request that they leave and report them to university personnel.
- Non-resident guests must always be accompanied by a resident when in residence 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.
- Advertising for a social gathering (including on social media) is only permitted with approval from your 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 quiet hours.

As a host, you may book a meeting with an RLC to discuss the above guidelines. As the above definition of a party/social gathering may be vague under certain circumstances, university personnel and emergency personnel 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.

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

TIPS FOR RESPONSIBLE HOSTING:
- Remove any obvious hazards in your unit
- Remain sober and 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
- Call the CL Help Phone or CSEC if you need assistance, (see “Helpful Contact Information” section on page 32)
Health and Wellness

Physical, mental, and emotional health needs 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, please see a physician at Health Services and follow all subsequent medical recommendations. Residence Services can provide help with accommodating the recommendations including providing isolated private rooms. Please contact your Residence Life Coordinator or the Front Desk for more information.

- If you are managing a mental health condition, please take proactive steps to minimize any potential negative impact to yourself or the community. The Residence Services staff can help facilitate this process by referrals to Counselling, the Office of Student Life, 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 stress of living in close proximity with others. Should your actions or condition(s) negatively impact the community, Residence 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 building clean. Be sure to not leave open food in your room, and take garbage or recycling to the disposal compound regularly.
- Have your valuables engraved by Campus Security.
- We do not permit open flame in your room or anywhere in residence buildings. This includes, but is not limited to, candles, incense, appliances or smoking.

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 or working alone at night during Quiet Hours (ie. evenings, weekends, holidays). When you contact Campus Alone, you can request that a Security Officer check on you. For more detailed information about the service, please see uvic.ca/security/home/safewalk. To access the service for direct support, call 250-721-7599.

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.

EVACUATION PROCEDURES

- Always evacuate the building when you hear the fire alarm. Never treat it as a false alarm.
- When you hear the alarm, close all windows and leave your unit, closing and locking the door behind you.
- Alert your neighbours on either side of you as you immediately leave the building.
- Move quickly away from the building to your designated meeting/muster point (ask your Community Leader if you are unsure of this location).
- If you know people have been unable to evacuate the building, inform a Residence Services staff member and any emergency personnel on site.
- Do not re-enter the building until emergency personnel have instructed it is safe to do so.
Residence Services provides many opportunities for students to learn, develop, and engage with their communities. These could be residence-wide events with over 300 people, small group outings with your floor community, or even one on one interactions with your Community Leader.

**Community Service Learning**
Community Service Learning (CSL) programs are intentional engagements with partners around Victoria designed to help students contribute to their new community at the University of Victoria, while simultaneously integrating a learning component that supports students’ education. Throughout the year there are numerous opportunities to get involved with non-profit organizations around the city, all led by our Community Leaders who draw from elements of experiential education theory. Ask your Community Leader about how to get involved with our CSL projects throughout the year!

The largest Community Service Learning opportunity is Project Serve Day, which happens each September. Project Serve Day is a one day event that brings over 300 students to volunteer at over 20 different non-profits around Greater Victoria. This platform is a fantastic way for students to find organizations to continue volunteering with throughout the year.

**Leadership Development Program**
The Leadership Development Program is a series of workshops which help students develop valuable skills around personal and professional leadership. Students earning six or more LDP credits over the course of the year can put the LDP certificate on their Co-Curricular Record. Ask your CL for more information about LDPs throughout the year!

**Other Programming**
Programs in residence are specifically designed to be open to all residents and aim to help students transition to university life. They are run by upper year students who have experienced university life and have received comprehensive training. Students can expect staff to provide opportunities for them to learn about community living, prepare for academic success, and develop other valuable life skills.
FACILITIES

Front Desk

The Residence Services Main Office is located in the Craigdarroch Office Building. The Front Desk is staffed 24 hours a day Monday to Friday and 8:00 am until 6:00 am on Saturdays, Sundays, and statutory holidays; however, most services (ie. Residence Life & Education, Admissions, Facilities) only operate during the work week from 8:30 am - 4:30 pm. The front doors are normally locked after 10 pm, but a staff person is available by ringing the door bell.

You are likely to visit the Front Desk for the following services:
- Lock-outs/Lost keys
- Picking up special deliveries
- Meeting with a Residence Services staff member
- Paying fees
- General inquiries

Check Out Procedures

Residents are required to vacate their residence room and return all keys 24-hours following their last final exam in both December and April. Requests to stay past your designated move-out time will be assessed on a case-by-case basis. Students may apply for an extension. Information for how to apply will be emailed to you each semester.

Residents are not required to move their belongings out of residence during the Winter University Closure if they are returning to residence for Term 2.

After move-out, you are not permitted to remain in residence as a “guest” of another resident.

Mail

Students living on campus are assigned a mail box which is labelled with the same number as your room. Cluster student mail boxes are located outside Block 51; Ring Road Hall student mail boxes are located in the lobby of the residence; and all other mailboxes are located outside, behind the Residence Services Main Office.

Letters sent through regular mail will be put into your mailbox the same day they are delivered to Residence Services.

Parcels, large packages, boxes and trunks will be held in the Residence Services office for pick up. You will be sent an email indicating a special delivery has arrived. When picking up a special delivery, students are required to present photo ID and present a copy of the email notification.

All correspondence mailed to you must include the following information:

Regular Mail
- Student’s Name
- Building + Room #
- UVic Student Residences
- PO Box 2100 STN CSC
- Victoria BC V8W 3A4

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

Card-operated pay laundry machines are available throughout the residence complex. Washers and dryers are located on the first floor or basement of most residence buildings. Students living in Gordon Head use the laundry rooms in Wallace and Poole. Students living in Cluster use the laundry rooms adjacent to blocks 54 and 58.

To use the laundry facilities, residents will need to purchase a SmartCard at dispenser machines located in the Residence Services Main Office and outside of Caps Bistro in the Cadboro Commons Building.

SmartCards cost $10 and can be registered at smartlaundry.ca. Registering a laundry card will allow you to:
- purchase a value code to load onto your laundry card
- review and print transactions history
- obtain machine availability
- report laundry problems

Cards can be loaded up to $99 and have no expiry date. Balances are non-refundable. Lost cards cannot be replaced.

For further information about laundry cards and machines, please contact Coinamatic at 1-800-561-1972 or coinamatic.com.

Room or Building Maintenance Requests

If you find something in your room or building that is broken, report it on the Housing Portal (ress.uvic.ca/StarRezPortal).

Please Note: These services are managed Mon-Fri 8:00 am-4:00 pm. Requests made outside of regular weekday hours or on weekends will be processed on the next business day.

At any time, please contact Campus Security at 250-721-7599 or the Residence Services Front Desk at 250-721-8395 if there is:
- a power outage,
- substantial water on the floor,
- water leaking from the ceiling,
- a threat to someone’s personal safety, or
- any other emergency.
Cleaning and Maintenance
Housekeeping staff provide basic tidying and cleaning of the common areas in residence. (Residence buildings: hallways, washroom, lounges, laundry room; Cluster: walkways, garbage rooms).

Students in dormitory/traditional-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).

When repairs are necessary in residence buildings, Residence Services will make every effort to limit disruptions due to maintenance requirements.

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.

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**RECYCLING & COMPOSTING**

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

**BLUE TOTE**
**MIXED PAPER**

**ACCEPTABLE ✓**
- White paper
- Cereal boxes (remove inserts)
- FLATTEDENED cardboard
- Magazines
- Newspapers
- Books
- Pizza boxes

**UNACCEPTABLE ✗**
- Bottles and cans
- Hard plastics (#1-7)
- Soft plastics (e.g. plastic bags)
- COFFEE CUPS
- Food waste
- General ‘garbage’

**YELLOW TOTE**
**GLASS**

**ACCEPTABLE ✓**
- All glass bottles
- All glass jars
- No lids

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

**GREY TOTE**
**GARBAGE**

**ACCEPTABLE ✓**
- Foil lined bags
- Chip bags
- Soft plastics
- Styrofoam
- Non-recyclables and non-compostables

**UNACCEPTABLE ✗**
- Paper
- Cardboard
- Bottles and cans
- Hard plastics (#1,2,3,4,5,6 and 7)
- Food waste
- Glass bottles and jars

**GREEN TOTE**
**COMPOSTABLE WASTE**

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

**UNACCEPTABLE ✗**
- Bottles and cans
- Hard plastics (#1-7)
- Cardboard
- Soft plastics (e.g. plastic bags)
- General ‘garbage’

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

Q: Can I hang 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 used 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 bring my own furniture?
The only furniture allowed in residence is university-issued. Mattresses, chairs, or other types of furniture are not allowed.

In special circumstances, permission may be given for residents to have additional furniture. Requests can be submitted on the Housing Portal (ress.uvic.ca/StarRezPortal). In your request, include the furniture dimensions and reasons for the request. In some cases, small pieces of furniture (i.e. bookshelf and/or end tables) will be authorized; however, pieces larger than 3’x3’x3’ (i.e. sofa, love seat, extra bed, bean bag chair, etc.) are prohibited.

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.

Q: May I get a small refrigerator?
Bar-fridges under the size of 3 cubic feet are permitted in residence rooms, provided they are in excellent working conditions and conform to all safety, health and size regulation. Refrigerators are provided in Cluster Housing.

Q: What about window furnishing?
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 microwave oven, 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 residence rooms. Submit a request on the Housing Portal (ress.uvic.ca/StarRezPortal) to determine whether your appliance is allowed in residence.
Privacy, Room Access, and Inspections

In general, your room is considered a 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 A 4.3 for additional information. Occasionally Residence Services staff may access your room without your permission. Instances where this could happen include:

- a. 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)
- b. If there is reason to believe that there is something in your room that could be a fire hazard or other danger
- c. If there is reason to believe there is an emergency that requires attention

Smoking

Smoking on the 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. This includes the use of e-cigarettes, vaporizers, and other smoking apparatuses. Smoking areas are indicated by a marked bench and cigarette receptacle.

To find the closest designated smoking area to you, visit: uvic.ca/ohse/health/smoke-free
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. To transfer your meal plan, please contact the University Food Services Main Office directly no later than September 20 in the first term or January 20 in the second term.

Additional Residence dollars can be added to any Residence Meal Plan at any University Food Services (UFS) location using Debit, Credit, or cash. The UFS Main Office or the ONECard Office accepts Visa, M/C, Debit or Cash for adding funds. Alternatively, funds may be added via our secure online web payment service; 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 UFS outlets

Tax Exempt Meal 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, contact the UFS office.

uvic.ca/food
eat@uvic.ca
Carroll (CA) Residence Bldg
facebook.com/uvicfood
@UVicFood
Community Standards & THE CONDUCT SYSTEM

Community Standards identify the behaviours and expectations necessary to support positive and secure neighbourhoods. As we welcome you to your new home at the University of Victoria, it is essential that you be aware of the Standards so that you can have the best possible experience living on campus. The Community Standards are detailed on the following pages of this Handbook and in Schedule C of your Residence Contract.

You are responsible for reading the Standards so that you are informed and prepared to live according to the unique requirements of a high density living and study environment. It is our expectation that the Standards will guide your choices and actions while you are here, and that you will behave in a manner that promotes a safe and respectful community for you and your fellow residents.

Some of our residence communities also include a Roommate Agreement. If you reside within this type of living environment, you will have the opportunity to write this agreement with those who also share your living space. It is expected that you abide by the agreement and the additional expectations of this community.

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>PRIVILEGES &amp; RESPONSIBILITIES</th>
<th>GUIDELINES</th>
<th>PRIVILEGES</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td></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></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 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>GUIDELINES</td>
<td>RIGHTS</td>
<td>RESPONSIBILITIES</td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>--------</td>
<td>-----------------</td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td>You have the right to feel safe here</td>
<td>You have the responsibility to act in a way that does not endanger yourself or others</td>
<td></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>
<td></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>
<td></td>
</tr>
<tr>
<td>Clarity of Standards</td>
<td>You have the right to expect that the Community Standards 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>
<td></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 assist in the upkeep of common areas by not leaving garbage or dishes in lounges or common areas, by using appropriate disposal and recycling receptacles, and to keep your own room clean and in good condition</td>
<td></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>
<td></td>
</tr>
<tr>
<td>Consideration</td>
<td>You have a right to enjoy your living space</td>
<td>You have the responsibility to follow the standards regarding Quiet Hours, and allow others a reasonable level of conversation and visiting during consideration hours as well as the responsibility to keep your own visiting and conversation during these times at a reasonable level</td>
<td></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>
<td></td>
</tr>
</tbody>
</table>
FREQUENTLY ASKED QUESTIONS

Do the Community Standards apply anywhere other than residence buildings?
Yes. Residence Services staff may follow up regarding incidents occurring anywhere on residence property, including areas such as Cadboro Commons and parking lots. The Standards also apply at endorsed Residence Services events off-campus.

What if I disagree with a Community Standard?
Come and talk to us about it. Please be aware that while we welcome you respectfully sharing your opinion, violating a Standard as a way to question it is not acceptable and could impact your ability to live here.

What happens when there is concern about conduct related to the Community Standards?
In most instances, a Community Leader (CL) will directly approach those involved to address the issue. The staff member may write an Incident Report (IR) to submit to Residence Services. Campus Security will also respond to concerns when necessary and will also provide a report to Residence Services.

What is an Incident Report?
An Incident Report is a confidential written record of a conduct-related concern made by a Residence Services staff member. Incident Reports provide the basis for staff to follow up and resolve concerns related to the Community Standards.

How does Residence Services follow-up when they receive an IR?
A Residence Life Coordinator (RLC) receives an IR related to their neighbourhood and determines the appropriate next steps. When a resident is named in a report, they are typically contacted by Residence Services and invited to meet with their RLC, or depending on the situation, their SCL or CL.

Are meetings about an incident confidential?
Yes, within the limits of the law. The information you provide is part of a confidential record and shared only on a need-to-know basis.

Are all incidents treated in the same way?
Incidents are addressed on a case-by-case basis. This means that decisions take into account the specific circumstances of each situation.

What happens when I meet with an RLC about an IR?
The meeting is an opportunity to review the information in the IR, provide your point of view, and ask any questions you may have. Sometimes no further follow-up is required. Depending on the situation, an outcome of incident follow-up may be that an RLC assigns a sanction.

What is a sanction?
A sanction is a possible outcome of a conduct follow-up process that typically requires a commitment on the part of a resident involved in an incident. Sanctions are intended to promote personal accountability and the repair of harm. Please see page 24 for examples of sanctions.

If I receive a sanction, will it be removed from my record at the end of the academic year?
No. Conduct statuses assigned to you in one academic year will be carried over into any subsequent years you live in residence. Please note that your conduct may affect your eligibility to return to residence. See page 27 for important information for how to appeal a sanction that has been carried over from one year to the next.

Can an incident be referred to an office other than Residence Services?
Yes. It is important to be aware that incidents may be referred to the Office of Student Life, Campus Security, the Sexualized Violence Prevention Office or police. Your behaviour in residence can have significant impacts outside of the residence environment and may affect your status as a student or Vikes athlete at the University.

What if I believe a sanction decision is unfair?
If possible, we encourage you to express your concern to the appropriate staff member to see if you can resolve the issue directly. You also have the option of appealing a decision. Please see the section titled “Appeal Process” on pages 26 and 27 of this Handbook.

What if I want to express a concern about fairness to someone other than a Residence Services staff member?
The UVic Office of the Ombudsperson is an independent, impartial, and confidential resource for students if they have concerns about fairness and due process. Please see uvicombudsperson.ca for more information.
The pages that follow describe the typical progressive steps of the Conduct System, including follow-up processes between staff and residents, conduct status descriptions, possible sanctions and conduct process outcomes, and appeal processes.

**The Conduct System**

The Conduct System is a procedural framework for responding to behaviours or circumstances that are not in keeping with the Community Standards. Using the Residence Contract and the Community Standards as a foundation, the key goals of the Conduct System are to:

- support individual and neighbourhood wellbeing, development, and safety,
- provide a fair, impartial, and transparent process for resolving concerns,
- assist residents to resolve conduct-related challenges in a collaborative way, and
- ensure the security and protection of residence property.

The following table outlines some of the Standards within the Residence Contract. 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 UVic property.

<table>
<thead>
<tr>
<th>STANDARD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Use in Residence</td>
<td><strong>Open Alcohol</strong> 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.</td>
</tr>
<tr>
<td></td>
<td><strong>Consumption by a Minor</strong> Residents who are under the age of 19 may not possess or consume alcohol in residence.</td>
</tr>
<tr>
<td></td>
<td><strong>Mass Consumption</strong> 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 (i.e., beer funnels), is not permitted. Kegs or other high volume containers (more than 2L) are not permitted within residence. Participating in an activity that can be construed to promote mass consumption is also prohibited.</td>
</tr>
<tr>
<td></td>
<td><strong>Overintoxication</strong> 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.</td>
</tr>
<tr>
<td>Attack on the Dignity and Security of an Individual</td>
<td><strong>Activity (verbal, written, electronic, graphic, physical) that is threatening, racist, sexist, homophobic, or any form of discrimination, harassment, sexual harassment or unwanted sexual attention is prohibited.</strong></td>
</tr>
<tr>
<td>Cafeteria/Residence Retail</td>
<td><strong>Inappropriate or disruptive behaviour in a University cafeteria or residence retail outlet is not permitted.</strong></td>
</tr>
<tr>
<td>Cleanliness Standards</td>
<td><strong>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.</strong></td>
</tr>
<tr>
<td>Cooking</td>
<td><strong>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 barbeques are not permitted in residence.</strong></td>
</tr>
<tr>
<td>STANDARD</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Cooperation with Staff and Others</td>
<td>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.</td>
</tr>
<tr>
<td>Damage to Property/Vandalism</td>
<td>Damage to the personal property of other residents or damage to residence property is strictly prohibited. Any wilful, malicious, or negligent destruction of public or private property in or around residence and/or failure to uphold reasonable standards of cleanliness is prohibited. Being present while vandalism occurs and failing to report such acts will be treated as vandalism.</td>
</tr>
<tr>
<td>Dangerous Activity/Material</td>
<td>Activities that are considered dangerous or potentially harmful to any person, including the resident engaging in the activities, are prohibited. 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.</td>
</tr>
<tr>
<td>Drugs</td>
<td>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.</td>
</tr>
<tr>
<td>Flames and Incense</td>
<td>Open flames, such as burning candles or incense, are not permitted in residence.</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. All guests must vacate residence room/apartment/cluster unit by quiet hours.</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>Inappropriate Behaviour</td>
<td>Acting, intentionally or recklessly, in a manner which threatens the personal safety, health, or well being of any person, either directly or indirectly, is prohibited. Inappropriate or disruptive behaviour, including but not limited to public urination, and the use of residence facilities outside of their intended use, is prohibited.</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 9 under Quiet Hours for more information. Subwoofers (bass amplifiers) are not permitted in residence.</td>
</tr>
<tr>
<td>Pets and Service Animals</td>
<td>Pets are not allowed in residence. Service animals are permitted in residence if the resident has submitted appropriate documentation and received prior approval by Residence Services.</td>
</tr>
<tr>
<td>Playing Sports or Sporting Activities in Residence Buildings</td>
<td>Residents are not permitted to engage in physically active games/activities inside residence complex buildings, including hallways and common rooms.</td>
</tr>
<tr>
<td>STANDARD</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</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 rooms, individual units, 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 Vaporizers</td>
<td>Smoking and vaping 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, Use and/or Unauthorized Entry</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>Violence/Physical Aggression/Sexualized Violence</td>
<td>Physical aggression, violence to self or others, and/or sexualized violence or sexually inappropriate behavior are not tolerated.</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>
Conduct Follow Up: Statuses, Roles, Outcomes & Appeals

This table outlines:

- the range of statuses that can be applied to a student as a result of a conduct process,
- the Residence Life and Education staff who may be involved in providing conduct follow up,
- typical outcomes of conduct follow up, and
- information about avenues of appeal and appeal deadlines.

The conduct statuses in this table are determined on a case-by-case basis, and through an evaluation of several factors including but not limited to: the nature and severity of the conduct, the conduct history of the student involved, and individual and community impact. Depending on the incident, statuses may not progress in the order as listed. In addition, the immediate referral of student conduct records to the Office of Student Life, Campus Security or police may be appropriate in some instances.

<table>
<thead>
<tr>
<th>CONDUCT STATUS</th>
<th>CONDUCT STATUS DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal Warning</td>
<td>The student’s conduct has come to the attention of Residence Services staff and/or the community, and has been identified as inappropriate for the residence community.</td>
</tr>
<tr>
<td>Written Warning</td>
<td>The student’s conduct has come to the attention of Residence Services staff and/or the community, and has impacted the community and/or the student themselves. The assignment of educational sanctions is a possibility.</td>
</tr>
</tbody>
</table>
| On Notice | a. The student’s conduct has negatively impacted the 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. |
| On Probation | a. The student’s conduct has had a major negative impact on the 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 and restrictions to their residency is likely (eg. guest restrictions.) |
| Eviction from Residence (Termination of Residence Contract) | a. The student continues to engage in conduct that is not a fit for the residence community. The student has exhausted all of their option within the residence conduct system.  
| | b. The student’s conduct has been identified as dangerous and/or illegal, and is a risk to the safety of the residence community. |

PLEASE NOTE:
Your conduct 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. This may affect your eligibility to return to residence in future years. To appeal the carry over of your assigned conduct status please see pages 26-27.
<table>
<thead>
<tr>
<th>FOLLOW UP FACILITATED BY</th>
<th>OUTCOME</th>
<th>AVENUE OF APPEAL</th>
<th>DEADLINE FOR REQUESTING AN APPEAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Leader, Senior Community leader, and/or Residence Life Coordinator</td>
<td>Meeting with Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Community Leader, and/or Residence Life Coordinator</td>
<td>Meeting with Staff; Sanction Letter; Applied Sanctions</td>
<td>Director, Residence Services (or designate)</td>
<td>5 University Business Days after assignment of conduct status. More information about requesting an appeal can be found on page 26-27.</td>
</tr>
<tr>
<td>Senior Community Leader, and/or Residence Life Coordinator</td>
<td>Meeting with Staff; Sanction Letter; Applied Sanctions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residence Life Coordinator, and/or Student Conduct Officer</td>
<td>Meeting with Staff; Sanction Letter; Applied Sanctions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Conduct Officer, and/or Associate Director, Residence Life &amp; Education (or designate)</td>
<td>Residence Contract is terminated. Student is not welcome back in the residence for the next academic year.</td>
<td>Residence Services Judicial Appeal Board Chair: Director, Residence Services (or designate)</td>
<td>3 University Business Days from the receipt of eviction notice. More information about requesting an appeal can be found on page 26-27.</td>
</tr>
</tbody>
</table>
Outcomes
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 wrong doing 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>Interim Eviction</td>
<td>Residents under investigation for potential violations may be temporarily removed from residence or relocated pending the outcome of the investigation. In these circumstances, the resident will be required to find alternative accommodation off campus and will not be permitted in the residence complex.</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. If a resident is moved at the initiation of Residence Services to a room with a higher fee than their original room, they will continue to be charged at the original room rate.</td>
</tr>
</tbody>
</table>
The violation will be categorized in our system as one of the following:
- Verbal Warning
- Written Warning
- On Notice
- On Probation
- Eviction from Residence

The following sanctions may be applied:
- Residence Sanctions
- Referral of case/file to the Office of Student Life, Campus Security, and/or the police
### Appealing a Verbal or Written Warning, On Notice and/or On Probation Sanctions

**Avenue of Appeal**
- Director, Residence Services (or designate)

**Deadline for Appeal**
- Five (5) University business days from the receipt of follow up letter

**Process**
1. A resident may appeal a status and/or assigned sanctions on the following grounds:
   a. There is clear evidence of lack of procedural fairness and/or bias or unfair treatment in the process
   b. Relevant information has emerged that was not available at the time of the original decision
   c. The severity of the sanction imposed reasonably exceeds the nature of the misconduct
2. To initiate this process, the resident must 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 Director, Residence Services will contact you within five (5) University business days with a decision as to whether an appeal meeting will be scheduled.
4. If an appeal meeting is scheduled, you will be invited to discuss your case with the Director, Residence Services.
   a. Your case will be considered in conjunction with other reports and information presented by Residence Life & Education staff or other University staff
5. You will be informed of the outcome of the appeal meeting within three (3) University business days.
6. The decision of the Director, Residence Services (or designate) is final and not subject to further appeal.

### Appealing 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

**Deadline for Appeal**
- Three (3) University business days from the receipt of an eviction notice

**Process**
1. A Resident may appeal the eviction on the following grounds only:
   a. There is clear indication of a lack of procedural fairness and/or bias or unfair treatment in the process
   b. Relevant information has emerged that was not available at the time of the original decision
   c. The severity of the sanction imposed reasonably exceeds the nature of the misconduct
2. To initiate this process, please complete the appeal form available at uvic.ca/residence/assets/docs/EvictionAppealForm.pdf. The document must be clearly marked “Eviction Appeal” and delivered to the Residence Services Main Office in Craigdarroch Office Building.
3. The Director of Residence Services (or designate) will call an Appeal Board hearing within five (5) University business days of the receipt of the appeal.
4. You will be informed of the decision of the Appeal Board within 24 hours.
5. A Resident is required to vacate the residence community by the deadline indicated in 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.
Appealing the Carryover of Verbal or Written Warning, On Notice and/or On Probation Standings

Avenue of Appeal
- Associate Director, Residence Life & Education (or designate)

Deadline for Appeal
- Up until September 30th from the time of receipt of the housing offer

Process
1. You may appeal the carryover of assigned sanctions from one academic year to a following academic year. Please note this appeal process is not applicable for a resident who disagrees with the assigned Conduct Status as part of the original conduct follow-up process. For information on this process, please refer to the appeal process for Written or Verbal Warnings, On Notice and/or On Probation sanctions.

2. A resident may appeal on the following grounds:
   a. Demonstrated willingness to repair harm to the community
   b. Desire to contribute positively to the residence community
   c. Demonstrated learning from past conduct
   d. A clear action plan to initiate and/or participate in positive contribution

3. To initiate the appeal process, you must email reslife@uvic.ca with the following information:
   a. Ensure the title of the email is: Appeal Sanction Carryover
   b. In the body of the email, indicate your full name and incoming building/Cluster unit, and room number
   c. Describe the following:
      i. Your reason for appealing the sanction carryover
      ii. The steps you have taken to remedy the harm caused to the community and how you have positively contributed to the community since your sanction was received and your proposed action plan
   d. Once your email has been received, the Associate Director, 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 Associate Director, Residence Life & Education before an appeal decision has been made.
      i. If an appeal meeting is scheduled, you will be invited to discuss your case with the Associate Director, Residence Life & Education (or designate). If you are unavailable to meet during the summer months, a meeting will be scheduled in the month of September.
      ii. The outcome of the appeal is final and not subject to further appeal
      iii. Sanctions may be reinstated if the action plan is not completed
      iv. In the event that the appeal process is successfully completed, past conduct may still be considered in future investigations if the behaviour in question is relevant

CONCERNS ABOUT OUR APPEALS PROCESS?
The Office of the Ombudsperson is an independent, impartial, and confidential resource for students and may be able to help. For more information, please go to uvicombudsperson.ca
RESOURCES

The following is a list of commonly used campus resources. For information on additional 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.

Health Services
Jack Petersen Health Centre
250-721-8492
uvic.ca/services/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.

Students’ Society (UVSS)
Student Union Building Room B128
250-472-4317
uvss.ca
The University of Victoria Students’ Society is a student governed society that represents undergraduate students at the University of Victoria.

Multifaith Services
Interfaith Chapel
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.

Ombudsperson
Michael Williams Building, Room A138
250-721-6223
uvicombudsperson.ca
The Ombudspersons’ 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.

Office of Student Life
University Centre, Room B202
250-472-5617
uvic.ca/studentlife
The Office of Student Life is dedicated to promoting a safe and inclusive campus community in support of fairness, responsibility and respect for all.

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.
Equity, Diversity & Human Rights
Sedgewick Building, Room C115
250-721-8488
uvic.ca/equity
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.

Sexualized Violence Prevention Office
Sedgewick Building, Room C115
250-721-8021
uvic.ca/equity/sexualized-violence
The Sexualized Violence and Resource Office is the main point of contact for members of the UVic community impacted by sexualized violence. All community members should feel welcome to make a disclosure directly to the Office. Students and other community members can also contact the Office to receive information about the Sexualized Violence Prevention and Response policy as well as on- and off-campus support services.

International Student Services
University Centre, Room B272
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.

Campus Recreation
CARSA
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.

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.

Centre for Accessible Learning
Campus Services Building, Room 150
250-472-4947
uvic.ca/cal
The Centre for Accessible Learning (CAL) promotes educational equity and accessibility for students with disabilities and supports students in achieving academic goals. CAL provides services and programs and coordinates academic accommodations for students.
<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 2</td>
<td>Residence Move-in Day</td>
</tr>
<tr>
<td>September 5</td>
<td>First term classes begin</td>
</tr>
<tr>
<td>September 21</td>
<td>Last day to add classes for first term</td>
</tr>
<tr>
<td>October 1</td>
<td>Term 2 non-refundable residence acceptance fee due</td>
</tr>
<tr>
<td>October 9</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>October 31</td>
<td>Last day to withdraw from first term classes without penalty of failure</td>
</tr>
<tr>
<td>November 12-14</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 5</td>
<td>Last day of first term classes</td>
</tr>
<tr>
<td>December 8-22</td>
<td>December exam period – student must vacate within 24 hours of last exam</td>
</tr>
<tr>
<td>December 23</td>
<td>Residences close</td>
</tr>
<tr>
<td></td>
<td>Last meal in cafeteria</td>
</tr>
<tr>
<td>January 6</td>
<td>Residences open</td>
</tr>
<tr>
<td>January 7</td>
<td>Second term classes begin</td>
</tr>
<tr>
<td>February 18-22</td>
<td>Reading break</td>
</tr>
<tr>
<td>February 28</td>
<td>Last day to withdraw from full year and second term classes without penalty of failure</td>
</tr>
<tr>
<td>April 5</td>
<td>Last day of second term classes</td>
</tr>
<tr>
<td>April 8-27</td>
<td>April exam period</td>
</tr>
<tr>
<td>April 19-22</td>
<td>Easter Long Weekend</td>
</tr>
<tr>
<td>April 28</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)

NEIGHBOURHOOD Help Phone #

<table>
<thead>
<tr>
<th>Neighborhood</th>
<th>Phone Number</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>

Residence Life and Education Reception

<table>
<thead>
<tr>
<th>Category</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:reslife@uvic.ca">reslife@uvic.ca</a></td>
</tr>
<tr>
<td>Phone</td>
<td>250-472-4144</td>
</tr>
</tbody>
</table>

24 Hour Emergency Assistance

<table>
<thead>
<tr>
<th>Category</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police/Fire/Ambulance</td>
<td>9-1-1</td>
</tr>
<tr>
<td>Campus Security Emergency</td>
<td>250-721-7599</td>
</tr>
<tr>
<td>Vancouver Island Crisis Line</td>
<td>1-800-567-8911</td>
</tr>
<tr>
<td>Poison Control</td>
<td>1-800-567-8911</td>
</tr>
</tbody>
</table>

Non-Emergency Assistance

<table>
<thead>
<tr>
<th>Category</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC Non-Emergency Health Information</td>
<td>8-1-1</td>
</tr>
<tr>
<td>UVic Student Health Services</td>
<td>250-721-8492</td>
</tr>
<tr>
<td>UVic Student Counselling Services</td>
<td>250-721-8341</td>
</tr>
</tbody>
</table>
1 Alcohol
Any activity or game that promotes the mass consumption of alcohol is not permitted in Residence. This includes the act of “shotgunning” and any paraphernalia such as Kegs, Beer Bongs, and Funnels. Open alcohol is not permitted outside of residence rooms, which includes: lounges, bathroom, elevators, hallways, stairwells and any outdoor residence space.

2 Smoking & Vaporizers
Smoking and the use of vaporizers is not permitted in residence buildings or on balconies. This includes the use of pipes, e-cigarettes, and/or any other smoking device. Please ensure you go to the smoking benches located outside should you wish to use these items.

3 Fire Safety
In the event of a fire alarm, all residents must leave the building. Covering smoke detectors and activating fire equipment for any reason other than an emergency is prohibited. Candles, barbeques, fuel tanks, combustibles or flames of any sort are a significant risk to fire safety, and are not allowed within residence.

4 Noise
You have the responsibility to allow others a reasonable level of conversation and visiting. Residents must abide by designated Quiet Hours.

**Quiet Hours:**
Sunday – Thursday
9 pm – 8 am

Friday – Saturday
12 am (midnight) – 10 am

5 Guests
Residents are responsible for the actions of their guests in Residence. Before you have a guest stay with you in your room, check your roommate agreement and get permission from your roommate(s). If you are hosting or visiting someone in a different room or residence, you are both responsible for upholding the Community Standards. Guests should leave by Quiet Hours.