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Front Desk Staff: your first point of contact when you enter the Craigdarroch Residence Services Office. Front Desk Staff can help you with:

- Lock-outs / Lost keys
- Picking up special deliveries
- Paying fees
- General inquiries for all residence questions

Community Leaders: your primary resource for living in residence! CLs live in residence and can help you:

- Work through community conflicts
- Locate campus resources
- Understand community standards
- Build community through programs and events

Neighbourhood Managers: support the 7 residence neighbourhoods. NM’s can help you:

- Build your community
- Resolve conduct concerns
- Provide you with support and connect you to campus resources

Residence Facilities: conducts all housekeeping, maintenance and repairs. The Facilities team:

- Completes the basic cleaning and tidying of bathrooms and common areas in the residence communities
- Coordinates the repair and maintenance of any items owned by the university in your room or residence building

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

NOTE: Residence Services will communicate with you through the email address you provided on your “My Page”. Please ensure this email is kept up-to-date and check it regularly.
**DAILY LIFE**

**Roommates**
It is important that roommates have mutual respect and are willing to communicate openly with one another. Roommates 101 is a mandatory program with tips to help facilitate conversations between roommates and to develop a Roommate Agreement outlining what the coming year will look like in your shared space. Community Leaders will support you in making the Agreement.

**Room Transfers**
Seeking to change rooms? There is a settling-in period and room transfer requests are only considered between September 15 – December 1 for the Fall Term and January 15 – March 1 for the Spring Term.

Transfers are available to students who have paid their fees in full. Please refer to the Residence Contract (Section A 4.8) for instructions and fees information.

**Keys**
Locked out? Lose your key? If you’re locked out of your residence, Front Desk Staff will let you in three times for free. After 3, your residence account will be charged $20 for each additional “lock-out”. If you lose your keys, your lock will be changed and you will be charged the associated lock change fee.

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

**Meal Plans**
All students living in residence, with the exception of students living in the Cluster neighbourhood, are required to be on a meal plan.

For more info visit: uvic.ca/food

**Emergency**
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
- A threat to someone’s personal safety or
- Any other emergency

**Call 911 for fire, threats to safety and other emergencies.**
Laundry
SmartCard-operated, pay laundry machines are available throughout the residence complex.

- 1st floor or basement of most residence buildings
- Gordon Head residents use the laundry rooms in Wallace and Poole
- Cluster residents use the laundry rooms adjacent to blocks 54 & 58.

Laundry SmartCards can be purchased for $10 at SmartCard dispenser machines in the Residence Services Main Office, outside Residence Facilities Office and Sanderson Hall basement (HUB space).

For more info visit: uvic.ca/residence/family/living/laundry/

Cleaning
Residents are responsible for the cleanliness of their own personal living area. The upkeep of shared areas is the joint responsibility of all residents in the living area.

Housekeeping staff clean the residence common areas including: hallways, washrooms, lounges, and laundry rooms in all residence buildings except Cluster, where Housekeeping cleans only walkways, laundry and garbage rooms.

Garbage & Recycling
Residents are required to take their own garbage, compost and recycling to the proper refuse compounds located throughout residence. See the Garbage and Composting chart on page 6 to guide you.

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

Mail & Packages
Residents are assigned a mail box with their room number

- Cluster mailboxes located outside Block 51
- Ring Road mail boxes located in the residence lobby
- All other mailboxes located outside, behind Residence Services Main office

<table>
<thead>
<tr>
<th>Mailing Address</th>
<th>Courier Address</th>
<th>Special Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student’s Name</td>
<td>Student’s Name</td>
<td>Parcels, large packages, boxes and trunks will be held at Residence Services office</td>
</tr>
<tr>
<td>Building + Room #</td>
<td>Building + Room #</td>
<td>Students will be notified of special deliveries via email</td>
</tr>
<tr>
<td>UVIC Student Residences</td>
<td>University of Victoria</td>
<td>Pick up: bring photo ID and a copy of the special delivery notification to Front Desk</td>
</tr>
<tr>
<td>PO Box 2100 Stn CSC</td>
<td>Craigdarroch Office Building</td>
<td></td>
</tr>
<tr>
<td>Victoria, BC V8W 3A4</td>
<td>Parking Lot #5, Off Sinclair Rd</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Victoria, BC V8P 5C2</td>
<td></td>
</tr>
</tbody>
</table>
## GARBAGE & RECYCLING

### 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)
- FLATTENED 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’

#### BROWN TOTE
**PLASTIC, METAL AND PAPER CONTAINERS**

**ACCEPTABLE**
- Plastic bottles
- Hard plastics #1, 2, 3, 4, 5 and 7 (e.g. sushi and yogurt containers, coffee cup lids)
- Aluminum and tin cans
- Aluminum foil
- Juice & milk cartons
- COFFEE CUPS

**UNACCEPTABLE**
- Styrofoam
- Soft plastics (e.g. plastic bags)
- Mixed paper
- Cardboard
- General ‘garbage’
- Food waste
- Liquids

#### 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’

#### YELLOW TOTE
**GLASS**

**ACCEPTABLE**
- All glass bottles
- All glass jars
- No lids (please recycle in brown tote)
- Please empty and rinse containers

**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 and 7)
- Food waste
- Glass bottles and jars

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Any questions please contact the Waste Reduction Unit at wastenot@uvic.ca | For more info, see uvic.ca/sustainability
SMOKING, VAPING & CANNABIS

Smoking & Vaping
Smoking on the UVic campus is only permitted in designated smoking areas. This includes the use of e-cigarettes, vapourizers, and other smoking apparatuses.

Cannabis
Smoking cannabis is only permitted in designated cannabis smoking areas.

See Conduct System section on Cannabis (page 15) for further information on conduct related to cannabis use and storage in residence.

See the map below for designated smoking and cannabis areas in residence:
QUIET HOURS & RESPECTFUL HOSTING

Quiet Hours
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.

Quiet Hours during the year for all residence areas are:
Sunday to Thursday 9 pm - 8 am
Friday to Saturday 12 am (midnight) - 10 am.
During December and April exam periods, extended Quiet Hours will be in effect.

Hosting Guests 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, sober, and available to speak with university personnel if requested.
- Hosts are responsible for the behaviour and actions of those that attend.
- Non-resident guests must always be accompanied by the host; hosts should ask unwelcome guests to leave and report them to university personnel.
- All roommates must give advance permission for a social gathering to be held in the room/unit.
- The gathering must remain contained to your room/unit, and should not impact communal space (i.e., hallways, walkways, balconies, etc.).
- Advertising for a gathering (including on social media) is only permitted with approval from your Neighbourhood Manager (NM).
- 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.
- Hosts must end social gatherings and have all guests vacated by quiet hours.

Your NM is available to meet with you to discuss these guidelines. A responsible social gathering does not require continued University staff presence to ensure the guidelines are being followed. University and Emergency personnel will use discretion in responding to any concerns. You will be asked to end a social gathering if it requires continuous staff presence.

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 25)

Participate in Hosting 101 to ensure your gathering is safe for you and your guests while still being fun.
SAFETY & SECURITY

Personal Safety
For your safety:
- Keep your doors and windows locked, especially when you are sleeping or not occupying the room.
- Carry your keys with you and do not lend your keys to others.
- Do not allow strangers to enter the building.
- Secure your valuables with security cables.
- Have your valuables engraved by Campus Security.
- Do not have open flames anywhere in residence buildings.
- Avoid attracting pests by keeping the building clean. Do not leave open food in your room, and take garbage or recycling to the disposal compound regularly.
- Report any suspicious activities, persons, or hazards to your Community Leader or Campus Security.

Campus Safety Programs:
Safe Walk: Campus Security will accompany you anywhere within the boundaries of campus 24 hours/day x 7 days/week.
Request a Safe Walk or Security Officer check in by:
- Calling 250-721-7599
- Campus Security Direct Dial phones
- UVic Mobile app (direct dial to Campus Security)
For more information go to uvic.ca/security/home/safewalk

Fire Safety
When a fire alarm sounds, it is imperative that you and all other occupants evacuate the residence and follow the Evacuation Procedures listed below:

EVACUATION PROCEDURES
- Always evacuate the building when you hear the fire alarm. Never treat it as a false alarm.
- When you hear the alarm, close all windows and leave your unit, closing and locking the door behind you.
- Alert your neighbours on either side of you as you immediately leave the building.
- Move quickly away from the building to your 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.

Health & Wellness
There is a Health Clinic on campus.
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
- Contact Residence Services for help accommodating the recommendations including providing private, isolated rooms.
If you are managing a mental health condition, please:
- Take proactive steps to minimize any potential negative impact to yourself or the community.
Contact Residence Services staff for more information and for additional support or referrals.

Privacy, Room Access & Inspections
Your room is considered a personal, private space and this privacy will be respected.
Residence Services staff may access your room without prior notice or permission if they have reason to believe there is:
- Something in your room creating noise and interfering with others’ ability to sleep or study.
- Something in your room that could be a fire hazard or other danger.
- An emergency that requires attention.
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.

**Project Serve Day**

**September 14, 2019**  
Participate in Project Serve and spend the day volunteering with a local community organization.

- Get involved with a cause you care about or with a cause that relates to your field of study  
- Discover local organizations and learn more about challenges within the Victoria community  
- Meet like-minded people and expand your network

**Other Programming:**
Community Leaders facilitate residence programs and events to help students transition to university life. As a new student, you can expect to see programming on:

- Physical and Sexual Health  
- Mental Health  
- Substance Use  
- Academic Support  
- Community Engagement  
- And more

Talk to your Community Leader for more information!

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One day can affect great change.  
Join the movement to strengthen our community: participate in Project Serve Day on September 14th, 2019.  
To learn more visit: uvic.ca/project-serve
Community Standards are the expectations for everyone living in residence in order to maintain positive, respectful, and secure neighbourhoods. Following the standards while you are here will help you to have the best possible experience.

- The Community Standards are detailed in this handbook and Schedule C of your Residence Contract.
- You are responsible for understanding the standards.
- Some of our Residence Communities also include a Roommate Agreement created by those living in the same room or unit.

**Philosophy & Guiding Principles**

The well-being of the residence community rests on the balance of the community’s ability to respect the needs of the individual and vice versa. The following table describes your rights, responsibilities, and privileges as a resident.

<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>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>
<td></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 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>
<td></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 CL may write an Incident Report (IR) to submit to Residence Services. Campus Security may also provide a report to Residence Services when they respond to concerns.

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

How does Residence Services follow-up when they receive an IR?
A Neighbourhood Manager (NM) receives an IR related to their neighbourhood and determines the appropriate next steps. If you are named in an IR, you may be contacted for a follow up meeting with a Community Leader (CL), Senior Community Leader (SCL), or Neighbourhood Manager (NM).

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 a staff member 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 NM assigns a sanction.

What is a sanction?
A sanction is a consequence applied to a resident as a result of an incident. Sanctions are intended to support education and accountability. Please see pages 20 and 21 for examples.

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 pages 22 and 23 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 22 and 23 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 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
- Provide a fair, impartial, and transparent process
- Assist residents to resolve conduct-related challenges
- Ensure the security and protection of residents and 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</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>
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<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>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.</td>
</tr>
<tr>
<td>Cannabis</td>
<td><strong>Consumption</strong>: Consuming or serving cannabis or carrying unsealed cannabis is not permitted in any other areas including, but not limited to: lounges, patios, balconies, cluster walkways, elevators, washrooms, laundry rooms, hallways, stairwells, main floor foyers, lounges and any outdoor residence space other than the designated smoking areas.</td>
</tr>
<tr>
<td></td>
<td><strong>Possession or Cultivation</strong>: The possession or cultivation of cannabis plants in your accommodation or elsewhere in the residence complex is prohibited.</td>
</tr>
<tr>
<td></td>
<td><strong>Manufacturing</strong>: Manufacturing of cannabis oil in a residence for the purpose of producing edibles for self or distribution is strictly prohibited.</td>
</tr>
<tr>
<td></td>
<td>Consumption by a Minor: Residents who are under the age of 19 may not possess or consume cannabis in residence.</td>
</tr>
<tr>
<td>STANDARD</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Cannabis            | **Storage:** Cannabis products and equipment must be stored in a sealed container in your private space in your bedroom with labels clearly indicating they contain cannabis or are used to prepare or consume cannabis. It is important that any odour is undetectable inside or outside of your residence room.  

**Odour:** You are responsible to manage the odour or residual odour on your person or personal affects that may negatively impact others in the residence community. Residence Services expects that you will make every possible effort to conceal the detectable odour of cannabis anywhere within the residence complex. |
<p>| Damage to Property/Vandalism | Damage to the personal property of other residents or damage to residence property is strictly prohibited. Any wilful, malicious, or negligent destruction of public or private property in or around residence and/or failure to uphold reasonable standards of cleanliness is prohibited. Being present while vandalism occurs and failing to report such acts will be treated as vandalism. |
| Dangerous Activity/Material | Activities that are considered dangerous or potentially harmful to any person, including the resident engaging in the activities, are prohibited. 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 or drug-related activity is prohibited. Possession of drug-related paraphernalia that is associated with the possession, use or trafficking of illegal or prescription drugs/medication is strictly prohibited. |
| Flames and Incense  | Open flames, such as burning candles or incense, are not permitted in residence.                                                                                                                                 |
| Functions and Social Gatherings | At all times when hosting guests in a residence room/apartment/Cluster unit, all Community Standards must be upheld; specifically those that pertain to alcohol, guests and noise. All guests must vacate residence room/apartment/cluster unit by quiet hours. |
| Guests or Visitors   | Residents are responsible for the actions of their guests. Guests must be accompanied by their host at all times. Prior to having a guest, residents who share a room/Cluster unit must have the permission of their roommate(s). Residents are permitted to have an overnight guest for no more than three consecutive nights and no more than nine nights total per semester unless given written permission from a Neighborhood Manager. Each host must have the permission of their roommate (if applicable) to host overnight guests. Overnight guests are not permitted during December and April exam periods or during the first week following move-in day. |
| Inappropriate Behaviour | Acting, intentionally or recklessly, in a manner which threatens the personal safety, health, or well being of any person, either directly or indirectly, is prohibited. Inappropriate or disruptive behaviour, including but not limited to public urination, and the use of residence facilities outside of their intended use, is prohibited. |
| Initiations/Hazing   | Activities that single out particular residents, expose them to undue embarrassment or ridicule, or cause physical or emotional harm are prohibited. This includes actions and behaviours in an online environment. |
| Noise               | 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. |
| Pets and Service Animals | Pets are not allowed in residence. Service animals are permitted in residence if the resident has submitted appropriate documentation and received prior approval by Residence Services. |</p>
<table>
<thead>
<tr>
<th>STANDARD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<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>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 Vapourizers</td>
<td>Smoking and vaping are not permitted in residence buildings or on residence balconies and walkways; this includes the use of hookahs, pipes, vapourizers e-cigarettes and/or any other smoking device. 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, 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 Services 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 are determined on a case-by-case basis and through an evaluation of factors including, but not limited to the:

- The nature of the conduct
- The level of risk posed by the conduct
- 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.

### Conduct Statuses

<table>
<thead>
<tr>
<th>Conduct Status</th>
<th>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. |

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**Note:** Residence Services will communicate with you through the email address you provided on your "My Page". Please ensure this email is kept up-to-date and check it regularly.

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**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 22-23.
<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 NM</td>
<td>Educational Conversation; Meeting with Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Community Leader, and/or NM</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 22-23.</td>
</tr>
<tr>
<td>Senior Community Leader, and/or NM</td>
<td>Meeting with Staff; Sanction Letter; Applied Sanctions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NM, 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 (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 22-23.</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 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 list below is not exhaustive; other follow-up options may be used at the discretion of Residence Life 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>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.</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. 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 Conversation</td>
<td>A dialogue with a residence staff member to foster understanding about the Community Standards and the expectations of living in residence.</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. 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 live in 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>
<tr>
<td>SANCTION</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>----------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Restitution for Damages</td>
<td>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.</td>
</tr>
<tr>
<td>Restrictions/Loss of Privileges</td>
<td>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, intoxicating substance restrictions, building access/visitation restrictions, and restrictions on hosting functions in the room/Cluster unit.</td>
</tr>
<tr>
<td>Removal of Privileges</td>
<td>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.</td>
</tr>
<tr>
<td>Referral of Case/File to the University’s Office of Student Life</td>
<td>The resident’s conduct records may be referred from Residence Services to the Office of Student Life, for further investigation and action under the University’s Non-Academic Misconduct Policy (AC1300). Further action may include the imposition of additional minor and major sanctions under Policy AC1300 when appropriate.</td>
</tr>
<tr>
<td>Referral of Case/File to Alternate Offices</td>
<td>The resident’s conduct records may be referred to:</td>
</tr>
<tr>
<td></td>
<td>• Campus Security, Saanich Police and/or other law enforcement agencies in cases of illegal activity</td>
</tr>
<tr>
<td></td>
<td>• University’s Equity and Human Rights Office</td>
</tr>
<tr>
<td></td>
<td>• Alternative University discipline procedures</td>
</tr>
<tr>
<td></td>
<td>• Investigation under any other applicable policy of the University, such as the University’s Sexualized Violence Prevention and Response Policy (GV0245)</td>
</tr>
</tbody>
</table>
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 email 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 (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 (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 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 (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
The following is a list of commonly used campus resources. 
For information on additional resources, check with your Community Leader.

**Academic Advising**
University Centre, Room A203  
250-721-7567  
[uvic.ca/advising](http://uvic.ca/advising)

**Campus Recreation**
CARSA  
250-472-4000  
[uvic.ca/vikes](http://uvic.ca/vikes)

**Campus Security**
Campus Security Building  
250-721-6683 (non-emergency)  
250-721-7599 (emergency)  
[uvic.ca/security](http://uvic.ca/security)

**Centre for Accessible Learning**
Campus Services Building, Room 150  
250-472-4947  
[uvic.ca/cal](http://uvic.ca/cal)

**Counselling Services**
University Centre, Room B270  
250-721-8341  
[uvic.ca/counselling](http://uvic.ca/counselling)

**Equity, Diversity & Human Rights**
Sedgwick Building, Room C115  
250-721-8488  
[uvic.ca/equity](http://uvic.ca/equity)

**Health Services**
Jack Petersen Health Centre  
250-721-8492  
[uvic.ca/services/health](http://uvic.ca/services/health)

**International Student Services**
University Centre, Room B272  
250-721-6361  
[uvic.ca/international](http://uvic.ca/international)

**Multifaith Services**
Interfaith Chapel  
250-721-8338  
[uvic.ca/multifaith](http://uvic.ca/multifaith)

**Office of Student Life**
University Centre, Room B202  
250-472-5617  
[uvic.ca/studentlife](http://uvic.ca/studentlife)

**Ombudsperson**
Michael Williams Building, Room A138  
250-721-6223  
[uvicombudsperson.ca](http://uvicombudsperson.ca)

**Sexualized Violence Prevention Office**
Sedgwick Building, Room C115  
250-721-8021  
[uvic.ca/equity/sexualized-violence](http://uvic.ca/equity/sexualized-violence)

**Students’ Society (UVSS)**
Student Union Building Room B128  
250-472-4317  
[uvss.ca](http://uvss.ca)
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>Cluster</th>
<th>250-507-0494</th>
</tr>
</thead>
<tbody>
<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>Email</th>
<th><a href="mailto:reslife@uvic.ca">reslife@uvic.ca</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>250-472-4144</td>
</tr>
</tbody>
</table>

Front Desk

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:housing@uvic.ca">housing@uvic.ca</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>250-721-8395</td>
</tr>
</tbody>
</table>

24 Hour Emergency Assistance

<table>
<thead>
<tr>
<th>Police/Fire/Ambulance</th>
<th>9-1-1</th>
</tr>
</thead>
<tbody>
<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

| BC Non-Emergency Health Information | 8-1-1 |
| UVic Student Health Services       | 250-721-8492 |
| UVic Student Counselling Services  | 250-721-8341 |

My Community Leader(s) is/are ____________________________

My Neighbourhood Help Phone # is ____________________________
## IMPORTANT DATES

### September – December 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 1</td>
<td>Residence Move in Day</td>
</tr>
<tr>
<td>September 2</td>
<td>Residence Orientation</td>
</tr>
<tr>
<td>September 3</td>
<td>New Student Welcome</td>
</tr>
<tr>
<td>September 4</td>
<td>First term classes begin</td>
</tr>
<tr>
<td>September 20</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 14</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 11</td>
<td>Remembrance Day</td>
</tr>
<tr>
<td>November 11-13</td>
<td>Reading Break</td>
</tr>
<tr>
<td>November 15</td>
<td>Term 2 Residence Fees Due</td>
</tr>
<tr>
<td>December 4</td>
<td>Last day of first term classes</td>
</tr>
<tr>
<td>December 4</td>
<td>National Day of Remembrance and Action on Violence Against Women</td>
</tr>
<tr>
<td>December 7-21</td>
<td>December exam period – students must vacate residence within 24 hours of their last exam</td>
</tr>
<tr>
<td>December 22</td>
<td>Residences close; last meal in dining hall</td>
</tr>
</tbody>
</table>

### January – April 2020

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 3</td>
<td>Residence opens; January Move-in Day</td>
</tr>
<tr>
<td>January 6</td>
<td>Second term classes begin</td>
</tr>
<tr>
<td>February 17</td>
<td>Family Day</td>
</tr>
<tr>
<td>February 17-21</td>
<td>Reading Break</td>
</tr>
<tr>
<td>February 29</td>
<td>Last day to withdraw from full year and second term classes without penalty of failure</td>
</tr>
<tr>
<td>April 3</td>
<td>Last day of second term classes</td>
</tr>
<tr>
<td>April 6-24</td>
<td>April exam period</td>
</tr>
<tr>
<td>April 10-13</td>
<td>Easter Long Weekend</td>
</tr>
<tr>
<td>April 25</td>
<td>Residences close</td>
</tr>
</tbody>
</table>

### May – August 2020

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 3</td>
<td>Summer Move-in</td>
</tr>
<tr>
<td>August 1</td>
<td>Term 1 Residence Fees Due</td>
</tr>
</tbody>
</table>

[uvic.ca/residence](http://uvic.ca/residence)  [facebook.com/universityofvictoria](http://facebook.com/universityofvictoria)  [@uviccampuslife](http://twitter.com/uviccampuslife)