

COMMUNITY LIVING HANDBOOK

Residence Services | Fall 2025



Čeq'əŋin 7é?lən
Cheko'nien House

We acknowledge and respect the Ləkʷəŋən (Songhees and Xʷsepsəm/Esquimalt) Peoples on whose territory the university stands, and the Ləkʷəŋən and W̱SÁNEĆ Peoples whose historical relationships with the land continue to this day.

Right: The Residence Services Indigenous Student Lounge is located in the lower level Snéqə ʔéʔlən (Sngequ House). Designed to support Indigenous students by providing cultural, social and educational programming, it is a welcoming and safe space on campus to pop in for coffee and a chat, as well as to connect with other Indigenous students and staff.

Below: Designed by Indigenous architect Alfred Waugh, the First Peoples House is located in the heart of campus and features house poles carved by Tsawout artist Doug LaFortune.





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If you would like additional support accessing the information in this handbook, please contact Residence Services at housing@uvic.ca or call 250-721-8395.

If there are any discrepancies between this publication and the University of Victoria Residence Services website, the website will take precedence.

RESIDENCE SERVICES STAFF

Our staff team is here to help you have the best residence experience possible. Here is a list of some of the people who will be important to you while you are living here.

Front Desk

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 deliveries
- Fee payments
- General inquiries for all residence questions

Business Operations

Business Operations: manages all processes related to housing applications, room offers and assignments and anything to do with students' housing accounts.

Admissions staff can answer questions about room applications, room assignments, room transfers and withdrawals.

Accounting staff can answer questions about fee payments, account details and refund processes.

Facilities

Residence Facilities: coordinates all housekeeping, maintenance and repairs.

The Facilities team:

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

Student Support

The Manager, Resident Supports aims to connect any residence student experiencing difficulties with support resources both on and off campus.

Conduct

The Residence Conduct Team consists of a Manager and roles including Community Coordinator and Community Standards Specialist to facilitate a safe community for all and uphold Community Standards. The team supports residents involved in our conduct processes and are here to facilitate a safe community for everyone and support anyone involved in our conduct processes.

Residence Life

Community Leaders (CLs), Residence Education

Community Leaders (RECLs) and Senior

Community Leaders (SCLs): your primary resource while living in residence!

These are student staff who live in residence and can help you:

- Build community through programs and events
- Locate campus resources
- Understand the Community Standards
- Work through community issues

Neighbourhood Managers (NMs): professional staff who oversee each of the neighbourhoods, support the residence experience and resolve conduct concerns.

Residence Education

The Residence Education team works to ensure that all residents have a positive, enriching experience. This team oversees residence programming and supports the Living Learning Communities (LLCs) in their educational programming and curricula. This team also oversees the day-to-day operations of the Indigenous Student Lounge.

Indigenous Student Lounge Advisors (ISLAs): your primary resource for accessing the Indigenous Student Lounge, cultural programming and support.



DAILY LIFE

Keys

Locked out? Lose your key? If you're locked out of your residence, Front Desk Staff will lend you spare keys three times for free. After the third time, your residence account will be charged 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 information on fees associated with lock-outs or changes, visit uvic.ca/residence/current-residents/living/lockouts-keys

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

Please always lock doors and do not let others in to the building behind you.

If the Front Desk is closed and you are locked out, please call Campus Security.

Laundry

Pay laundry machines are available throughout the residence complex.

- Lower floor or basement of most residence buildings
- Cluster residents use the laundry rooms adjacent to blocks 54 & 58

For use, residents will need to use the CP Mobile app or purchase a SmartCard at dispenser machines in the Residence Services main office.

For more info visit uvic.ca/residence/current-residents/living/laundry

ONECard

All residents must carry their physical or digital ONECard with them. Your ONECard will serve as your primary identification with Residence Services staff.

Mail & Packages

Residents are assigned a mailbox with their room number.

- Cluster mailboxes are located outside Block 51
- Ring Road mailboxes are located in the building lobby
- All other mailboxes are located between the Residence Services main office and Čeqʷəŋín ʔéʔlən̓j (Cheko'nien House)

Mailing Address

Student's Name
Building + Room #
UVIC Student Residences
PO Box 2100 Stn CSC
Victoria, BC V8W 3A4

Courier Address

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

Special Delivery

Parcels, large packages and boxes will be held at Residence Services office.

Students will be notified of special deliveries via email. Students are responsible for grocery/food deliveries and must arrange pick-up near their location.

Pick up: bring photo ID to Residence Services Front Desk.

NOTE: Residence Services will communicate with you through the email address you provided on your "Online Tools" page.

Please ensure this email is kept up-to-date and check it regularly.



Garbage & Recycling

Residents are required to take their own garbage, compost and recycling to the proper refuse compounds located throughout residence. Personal garbage must not be deposited in lounge or washroom bins. See the Recycling and Composting chart on page 6 to guide you.

Smoking, Vaping and Cannabis

Smoking on the UVic campus is only permitted in designated smoking areas. Smoking and vaping outside these areas are violations of Community Standards and will be followed up under the Conduct System. This includes the use of e-cigarettes, vapourizers and other smoking apparatuses.

Smoking cannabis is only permitted in designated cannabis smoking areas.

Please see page 16 for further information on expectations related to cannabis use and storage in residence.

Programming

Your Community Leader will run programs and facilitate events for your community. Participating in programming is a great way to meet your fellow residents and learn something new. Please see page 7 for more information.

Cleaning

Residents are responsible for the cleanliness of their personal living area. The upkeep of shared spaces is the joint responsibility of all residents living in the same unit or 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 and laundry facilities.

Maintenance

In case of a facilities emergency, contact Campus Security. If something in your room or building needs repairs, report it on the Housing Portal.

Click on the Maintenance Request tab.

uvic.starrezhousing.com/StarRezPortalX

Mold and Pests

You're responsible for keeping your room well ventilated to help prevent condensation, which can lead to mold and mildew. This means using fans, opening windows when possible, and not blocking air vents.

Ensure you are keeping your space clean and not creating conditions that could attract bugs, rodents or other pests. The university may send staff to inspect your unit for pests at any time, without notice, even if you're not home. If they decide pest control is needed, you'll be expected to follow all treatment instructions.

If you see mold or pests, or suspect there's an issue, report it right away through the housing portal.

Roommates

Mutual respect and open communication make for positive roommate experiences. You will 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.

Meal Plans

All students living in residence, with the exception of students living in Cluster, apartments or on pod floors are required to be on a meal plan.

For more information visit uvic.ca/food.

Room Transfers

Seeking to change rooms? Following a settling-in period at the start of the term, room transfer requests are considered between September 15 – December 1 for the Fall Term and January 15 – March 1 for the Spring Term.

Please note that room transfers are subject to availability and have associated costs. Transfer requests are considered for students who have paid their fees in full. Please refer to Schedule B 4.9 of the Residence Contract for instructions and fee information.

LANDFILL, RECYCLING AND COMPOSTING



Your waste, your responsibility

Use this reference to see where waste belongs in our main Sort-it-out Stations. Remember it's up to YOU to make the system work—a contaminated bin goes straight to the landfill! Any questions, please contact Waste Reduction at wastenot@uvic.ca. For more info, see uvic.ca/sustainability.



LOW WASTE TIPS

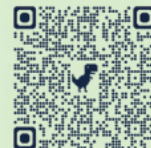
Reduce single-use, with the Eco-Box reusable container program.

Borrow a bike from Bike HUB.

Bring your reusable mug and get \$0.25 off at UVic Food Service locations and the SUB!

Visit the Free Store located in the SUB.

Illegal dumping is a serious offense. If you're unsure about how to dispose of your waste, use this QR code map of expanded recycling features on campus. It's a simple way to ensure your item doesn't end up in the landfill.



PROGRAMMING AND EVENTS

Programming is a key part of your student experience here at UVic. Within residence, each community has an assigned live-in student staff member—a Community Leader or Residence Education Community Leader. They host programming for individual student interests, foster engagement within the community and help build a strong sense of belonging at UVic. Residence Life constantly receives feedback and considers the life cycle of a university student to help shape our programming structure. Every program you see adapts to community needs, interests and, in the case of LLCs, the theme, to address students' sense of belonging and contribute to overall neighbourhood success.

Below is a breakdown of our programming structure and the types of events you could expect to see in your upcoming year at UVic residence.

Community Meetings

Meetings are hosted by your CL or RECL to help inform building residents about what's going on in their neighborhood, important announcements and connect students to different campus partners.

Community Connections

Small scale events hosted in your community space by your CL or RECL to encourage connections and provide opportunities for you to get to know other people on your floor.

Passive Programming

Events created by your CL or RECL enjoyed on your own time. These events are made to have students engaged when they have the flexibility to do so and are rooted in being informative.

For example, a guide to off campus housing, newsletters, a bulletin board filled with on campus resources, etc.

Neighbourhood Program

Programming with the whole building included! A series of events to get to know more people in your neighbourhood. These events and activities can also be yearlong support for community space such as a house kitchen drop-in, or the Cluster Clubhouse.

Active Programming

Large scale community focused events hosted by your CL or RECL for you to get involved with your community and actively attend an event either on or off campus.

Reswide Events

These events focus on programming for the entire residence community. Reswides are chosen themes that apply to the needs and interests shown by students such as Sports and Recreation, Harm Reduction, Games Hub, etc. All students in residence are welcome and it runs on either weekly or monthly basis dependent on the theme!

Programming doesn't end there. It's always growing and adapting to student needs so if you have an interest in a program or event on campus, reach out to the CL or RECL in your community to help bring it to life!

SUBSTANCE USE AND HARM REDUCTION

Substance use comes with risks and potential for harm. If you are using drugs or alcohol, make a plan in advance to reduce harms. See the tips below on safer use and how to check your drugs so that you know what you are using. Some substances can pose greater risks than others. Fentanyl, an opioid, is a strong pain killer that is being mixed into the unregulated drug supply in Victoria and is leading to an increase in accidental drug poisonings. A very small amount of Fentanyl can be fatal. uvic.ca/campus/overdose-prevention

Safer use tips

- Don't use alone. Have an overdose plan, stagger your use with someone else, have Naloxone nearby, and train people on how to respond.
- **Start low, go slow:** substances aren't always pure and can be stronger than expected. Having a poor health status (like being sick) can increase risk for overdose.
- Know the substance you are using and its expected effects
- If using alone, let someone know and ask them to check on you. Download Connect by Lifeguard: lifeguardddh.com
- Get your drugs checked
- One substance at a time. Mixing or using substances together increases the risk of overdose. This includes alcohol and prescription drugs.
- Find out how alcohol can affect you, plan ahead to reduce harms when drinking, and know the signs and how to respond to intoxication
- Learn about Canada's Guidance on Alcohol and Health published by the Canadian Centre on Substance Use and Addiction.

Know how to use Naloxone

Access Naloxone training through the University of Victoria Students' Society ([UVSS](#)) **Safer Use** training sessions or book a private appointment with a Student Wellness nurse.

Know the signs of an opioid poisoning

- Not moving and can't be woken
- Slow, shallow breathing or not breathing
- Person may be choking, making gurgling sounds, or snoring
- Blue or purple/grey or green lips and fingertips, depending on skin tone
- Cold, clammy skin
- Pupils are tiny

Responding to an opioid poisoning

The *Good Samaritan Drug Overdose Act* provides legal protection for people who experience or witness an overdose and call 9-1-1 or their local emergency number for help.

You will not get in trouble for phoning 9-1-1 or administering Naloxone, even if you have taken opioids or have a small amount of opioids in your possession.

If someone is accidentally poisoned by opioids:

Call 9-1-1, and follow their advice.
Then, have a bystander call
Campus Security at 250-721-7599 if possible.

There are Naloxone kits installed on every floor or lounge in residence buildings.

Learn where they are and how to use one.



Get your drugs checked:

Substance, 1802 Cook St.
Open Monday – Friday, 12pm–7pm
Hours may be subject to change
substance.uvic.ca



UVic Harm Reduction Resources

Access UVic's Harm Reduction Centre (including supplies), Naloxone training and community resources

SAFETY AND SECURITY

Medical Incident

- Contact 9-1-1 for medical emergencies.
- Then, contact Campus Security.
- For non-urgent inquiries, connect with the Student Wellness Centre during their business hours.

Personal Safety

For your safety:

- Contact 9-1-1 for safety emergencies, then Campus Security 250-721-7599.
- Report any suspicious activities, persons or hazards to Campus Security.
- 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 locks.
- Do not have open flames, including anything lit, anywhere in residence.
- Avoid attracting pests by keeping the building clean. Do not leave open food in your room and take garbage or recycling to the refuse area compound regularly.

Campus Safety Programs

Safe Walk: Campus Security will accompany you anywhere within campus boundaries 24 hours a day, 7 days a week.

Request a Safe Walk or Security Officer check in by:

- Calling **250-721-7599**.
- Using Campus Security Direct Dial phones.
- Using the UVic SafetyApp.

For more information visit

uvic.ca/security/home/safewalk.

Fire Safety

When a fire alarm sounds, you and all other occupants must evacuate the residence and follow the Evacuation Procedures listed below.

Privacy, Room Access & Inspections

Your room is considered a personal, private space and this privacy will be respected.

Residence Services staff and/or authorized personnel of the university may access your room without prior notice or permission if they have reason to believe there is:

- Something in your room creating noise or odour and is 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.
- Alleged Contract or Community Standards violations.

Evacuation Procedures

1. Always evacuate the building when you hear the fire alarm. Never treat it as a false alarm.
2. When you hear the alarm, close all windows and leave your unit, closing and locking the door behind you.
3. Alert your neighbours on either side of you as you immediately leave the building.
4. Move quickly away from the building to your designated meeting/muster point (ask your Community Leader if you are unsure of this location).
5. If you know people have been unable to evacuate the building, inform a Residence Services staff member and any emergency personnel on site.
6. Do not re-enter the building until emergency personnel have instructed it is safe to do so—even if the alarm bells stop ringing.

HEALTH, WELLNESS AND SUPPORT RESOURCES

The University of Victoria offers many resources intended to support student mental, physical, spiritual, academic, financial, social and community health and well-being. You can find a UVic resources list and contact information on page 25. Residence Services has both part-time student and full-time professional staff available to help residents get connected to support resources.

Residence Student Staff

Residence Education Community Leader (RECL) Community Leaders (CLs) and Senior Community Leaders (SCLs)

Residence student staff are part-time, upper year students hired and trained to live in each residence neighbourhood as peer-based support resources. Student staff facilitate events, uphold community standards, help build connections in your residence building and are very knowledgeable sources of information on the variety of services available at UVic. If you're not sure where to start, talking with residence student staff can be a great first step to take!

Neighbourhood Managers (NMs)

Neighbourhood Managers are full time professionals that supervise and lead the residence student staff teams. NMs are responsible for developing a positive and respectful living environment in residence. A big part of the NM role includes providing support and resource information to residents. You can reach out to your NM directly at reslife@uvic.ca.

Manager Resident Supports

The Manager, Resident Supports is a full-time professional position with Residence Services, dedicated to helping residents get connected to resources on or off campus that can support their unique circumstances. This is a non-clinical role that helps coordinate resource connections between students and various support services. The Manager, Resident Supports reaches out to residents directly that are involved in any incidents that require the support of campus security or emergency services.

If residents are experiencing any difficulties (academic, health, mental health, roommate, friend making etc.) they are welcome to reach out to book a phone, virtual or in-person conversation with Colleen Lewis at clewis2@uvic.ca.

Priority Consideration Related to Disability or a Chronic Health Condition

If you have a disability or chronic health condition that requires access to a specific type of housing, you are welcome to submit a request through our Priority Consideration process if you haven't already done so: uvic.ca/residence/future-residents/apply/students-with-disabilities

Student Wellness Centre

The Student Wellness Centre (SWC) combines three different services for students: Counselling, Health and Multifaith. The SWC aims to provide holistic care to support UVic students' wellbeing: emotionally, physically and spiritually. The SWC team includes counsellors, doctors, nurses, administrative staff, spiritual care providers and other practitioners.

At the Student Wellness Centre students can book appointments with counsellors, nurses, physicians and/or spiritual care providers. The SWC is located at the Health and Wellness Building. Appointment booking details, hours and location information can be found at uvic.ca/student-wellness.

Multifaith

Multifaith offers a range of community, spiritual and faith programming, from prayer, meditation and yoga to a weekly Pet Café featuring friendly therapy dogs. Multifaith is located at the [Multifaith Centre](#).



Free 24/7 Mental Health Supports:

SupportConnect **1-844-773-1427**

A free, confidential mental health support service for UVic students. Get connected with qualified counsellors, anytime, anywhere. You can get real-time support or request scheduled appointments. Download the Telus Health Student Support app to get started. No problem is too big or too small!

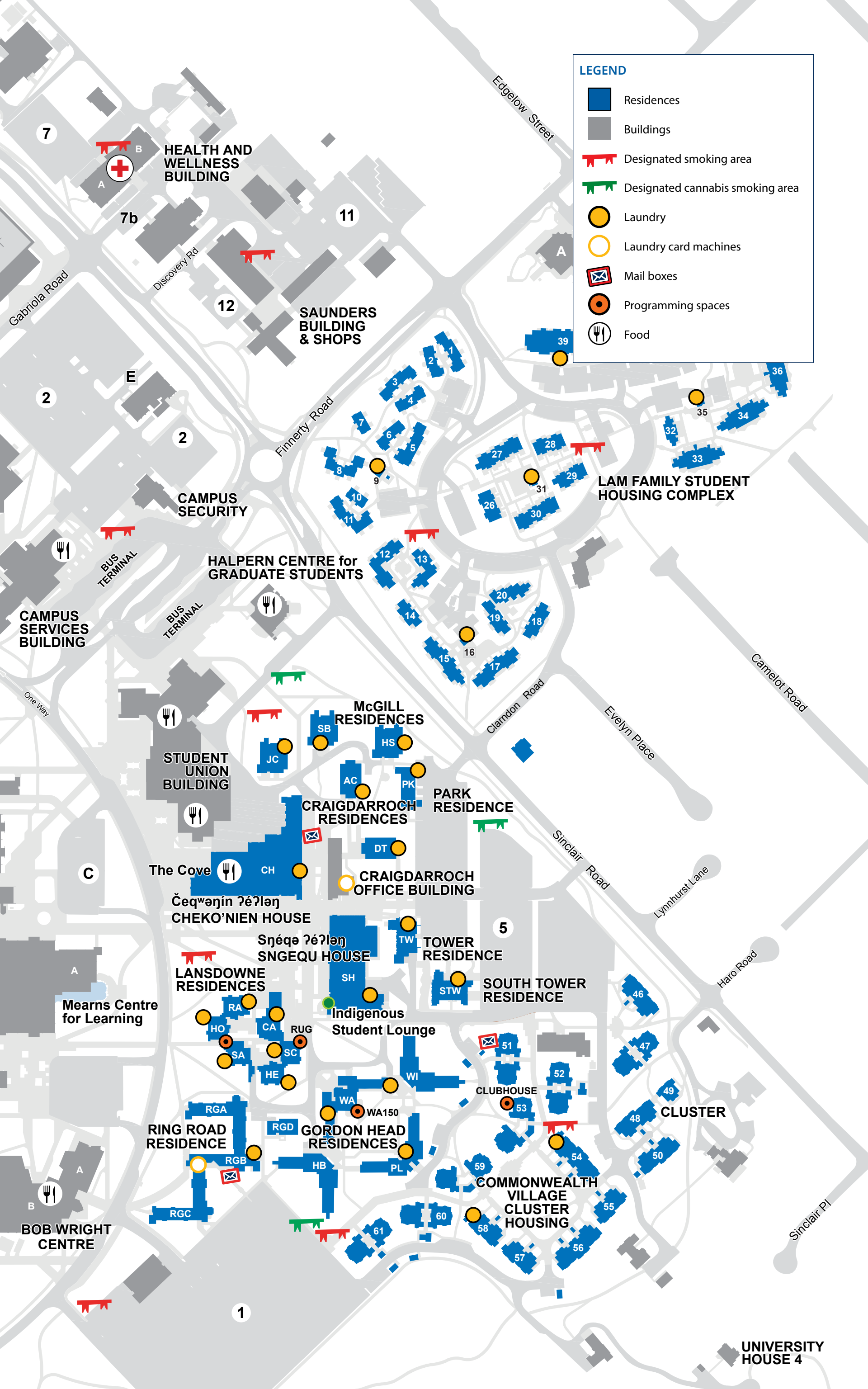
Here2Talk **1-877-857-3397**

Connects post secondary students with mental health support when they need it. Access free, confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.

Above: The Student Wellness Centre

Right: A weekly Pet Café with friendly therapy dogs is located at the Multifaith Centre.





COMMUNITY STANDARDS

Community Standards are the expectations for everyone living in residence in order to maintain positive, respectful and safe neighbourhoods. Following the Standards while you are here will help you to have the best possible experience. You are responsible for understanding the Standards.

- The Community Standards are detailed in this handbook and Schedule D of your Residence Contract.
- 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.

Privileges & Responsibilities

GUIDELINES	PRIVILEGES	RESPONSIBILITIES
Housing	You have the privilege of having housing on campus	You have the responsibility to respect the Community Standards and live within their guidelines in order to maintain this privilege
Guests	You have the privilege of having guests visit you in residence	You have the responsibility to (a) ensure that your guest(s) respect and abide by the Residence Community Standards, university policies, and the law, and (b) ensure that you have the permission of your roommates to host the guest(s)

Rights & Responsibilities

GUIDELINES	RIGHTS	RESPONSIBILITIES
Safety	You have the right to feel safe here	You have the responsibility to act in a way that does not endanger yourself or others
Respect	You can expect consideration and respect for your feelings and needs	You have the responsibility to act in a civil manner and to show respect for the rights of every other person in the community

GUIDELINES	RIGHTS	RESPONSIBILITIES
Fairness & Support	You have the right to expect fair and consistent service from Residence Services staff	You have a responsibility to address any questions or concerns directly with Residence Services staff
Clarity of Standards	You have the right to expect that the Community Standards outlined in this handbook and in the Residence Contract are clear	You have the responsibility to know the Community Standards and ask questions if you do not understand them
Cleanliness	You have a right to a living space that is clean and kept in good condition	You have the responsibility to assist in the upkeep of common areas by not leaving garbage or dishes in lounges, kitchens or common areas, by using appropriate disposal and recycling receptacles, and to keep your own room clean and in good condition
Autonomy in Managing Personal Health	You have the right to manage your own health and wellness	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
Consideration	You have a right to enjoy your living space	You have the responsibility to follow 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
Security of Property/Belongings	You can expect to live in an environment where your possessions and the communal spaces are shown respect	You have the responsibility to show everyone respect and to respect the property of others and the university

Community Standards

The following table outlines the Community Standards within the Residence Contract. Residence Services staff reserve the right to address issues not explicitly defined here and/or to alter sanctions as required to maintain the overall integrity and safety of the community and UVic property.

STANDARD	DESCRIPTION
Alcohol Use	Open Alcohol: Alcohol may only be consumed within a resident's room/apartment/Cluster unit. Consuming/serving alcohol or carrying unsealed liquor is not permitted in public spaces including but not limited to: lounges, patios, balconies, Cluster walkways, elevators, washrooms, laundry rooms, hallways, stairwells, main floor foyers, programming space and any outdoor residence space.
	Consumption by a Minor: Residents who are under the age of 19 may not possess or consume alcohol in residence.
	Mass Consumption: Participating in a game or activity that promotes or mimics the mass consumption of alcohol, such as cup or beer pong, regardless of liquid in cup, is not permitted. This includes but is not limited to, high risk drinking activities and/or the use of a drinking apparatus that promotes mass consumption (e.g. beer funnels). Kegs or other high volume containers (more than 2L) are not permitted within residence. Participating in an activity that can be construed to promote mass consumption is also prohibited.
	Overintoxication: Drinking to excess and/or consuming an amount of alcohol which leaves a person unable to care for their own health and safety is not permitted. Alcohol is not an excuse for disruptive or unacceptable behaviour.
Threat to the Dignity and Security of an Individual	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. Incidents will be referred to the Equity and Human Rights Office (EQHR) as appropriate.
Cannabis	Consumption: Consuming, serving or carrying unsealed cannabis is not permitted in any 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.
	Possession or Cultivation: The possession or cultivation of cannabis plants in your accommodation or elsewhere in the residence complex is prohibited.
	Manufacturing: Manufacturing of cannabis oil in a residence for the purpose of producing edibles for self or distribution, or other uses, is strictly prohibited.
	Consumption by a Minor: Residents who are under the age of 19 may not possess or consume cannabis in residence.
	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.

STANDARD	DESCRIPTION
Cleanliness Standards	Residents are expected to keep shared living areas, including common lounges, kitchens, double rooms, Cluster units, toilets and showers and the exterior of their room/unit doors clean. This includes not leaving food, dishes, and/or garbage in public spaces of the Residence complex, including stairwells, hallways and the exterior. Residents are responsible for keeping the interior of their room reasonably clean so that its conditions do not interfere with others' right to a clean, healthy space.
Cooperation with Staff and Others	Residents and guests shall cooperate with requests from staff members including Community Leaders, Campus Security, emergency personnel and the Saanich Police Department. Failure to cooperate with, and/or verbal or physical harassment or abuse of a staff member may result in university action, termination of residence contract and/or referral to campus partners. Misleading or providing false identification to staff will also result in Residence Community Standard action.
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 and may result in eviction. 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	Drug trafficking and possession/use of illegal drugs beyond small personal amounts is prohibited. For clarity, prohibition does not apply to possession or use of paraphernalia associated with safer drug use, possession or use of Naloxone, contacting emergency services for help including during an overdose, or disclosing to residence staff an overdose or addiction.
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 functions and social gatherings must adhere to fire code regulations and public health orders.
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 the first two weeks following move-in day and other dates as communicated by Residence Services. Room or unit owners who leave their door unsecured will be considered the host of any individuals who access the room or unit.
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, humiliation, or ridicule, or cause physical or emotional harm are prohibited. This includes actions and behaviours in an online environment.
Kitchen Use	Residents are required to remain present in the shared kitchens when cooking, baking, preparing food or cleaning. Residents are required to turn off all appliances (eg. stoves and ovens) when not in use. Deep frying food in shared kitchens is prohibited. When using stove, use of fan is required.

STANDARD	DESCRIPTION
Noise	Residents must abide by designated quiet hours in residence. See page 19 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.
Playing Sports or Sporting Activities in Residence Buildings	Residents are not permitted to engage in physically active games/activities inside residence complex buildings, including hallways and common rooms.
Pranks: Inappropriate or Destructive	Initiating, encouraging, supporting or participating in pranks that are inappropriate, disruptive, offensive, and/or hostile toward residents and/or staff, or that jeopardize the safety and security of others is prohibited.
Prohibited Areas	Residents are not permitted to access unauthorized areas, including but not limited to roof tops, the top of covered walkways and construction zones. Unauthorized access to residence rooms, apartments or Cluster units is also prohibited.
Removal of University Property	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.
Safety/Security/Fire Equipment	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 must follow all fire regulations, the directions of staff, and keep walkways, stairwells and fire exits clear at all times. Residents are required to evacuate buildings in the event of a fire alarm or other emergency. Failure to evacuate during these situations is prohibited.
Signs	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.
Smoking and Vapourizers	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. Smoking on residence property is only permitted at the designated smoking benches.
Theft	Theft or possession of another person's property or University property without permission is prohibited.
Throwing or Falling Objects	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.
Unauthorized Assignment	Your accommodation cannot be assigned, "sublet", lent or otherwise shared with another person.
Unauthorized Key Possession, Use and/or Unauthorized Entry	Unauthorized possession or use (including lending) of Residence Complex keys is prohibited. Residents are not permitted to copy any key or keycard provided by Residence Services. Propping open doors, tailgating and letting others in is prohibited.
Violence/Physical Aggression/ Sexualized Violence	Physical aggression, violence to self or others, and/or sexualized violence or sexually inappropriate behavior are not tolerated. Incidents will be referred to the Office of Student Life or EQHR/SVRO as appropriate.
Weapons	Possession of real or replica weapons of any kind in residence including but not limited to firearms (including air guns, water guns, paintball guns, 'Nerf' guns, and other projectiles), swords, hunting equipment, throwing or sporting knives, sling shots and archery equipment are prohibited. In addition, wielding and/or using any object in a threatening or aggressive manner is prohibited and may be referred to appropriate authorities. Edged weapons, including cooking and multitool, are not permitted outside of designated cooking spaces.

QUIET HOURS AND RESPONSIBLE HOSTING

Hosting Guests

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, these 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 in attendance
- Roommates must consult in advance and agree 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 (e.g., hallways, walkways, balconies)
- All functions and social gatherings must adhere to fire code regulations and occupancy limits
- Alcohol and other regulated or illegal substances may not be sold, and all provincial, residence and campus liquor policies must be respected
- Hosts must end social gatherings and have all guests vacated by Quiet Hours
- Please note that the university may change these limits during the year in order to uphold Community Standards or ensure health and safety in residence
- Social gatherings are not permitted during exam periods, holiday closures or other key dates (additional dates or restrictions may be communicated in advance to residents by email)
- Call the CL Help Phone or Campus Security if you need assistance (see “Helpful Contact Information” on page 24)

A Neighbourhood Manager is available to meet with you to discuss these guidelines if necessary. 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 or violates Community Standards.

Quiet Hours



At all times, it is your responsibility as an individual or in a group to not cause noise which interferes with a resident's right to reasonable quiet for sleep and study.

Additionally, Quiet Hours 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 & Occupancy Limits

The Residence Contract stipulates maximum occupancy limits or the number of people permitted in a room or unit during a social gathering.

Cluster: 16 people

Double rooms: 8 people

Single rooms: 4 people

Residence Apartments: 8 people

Please note that the university may change these limits during the year in order to uphold Community Standards. Changes may also occur to ensure health and safety or meet legal requirements.

For more details, please see Schedule D 4.4 of the Residence Contract.

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. Typically, behavioural concerns are reported through an Incident Report (IR) and addressed through our conduct follow up process.

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
- Provide opportunities for learning and growth
- Ensure the safety and protection of residents and residence property

Conduct Follow Up & Outcomes

The Conduct System is intended to be supportive and to help you succeed living here according to the Community Standards. Our processes also allow for the opportunity to repair harm that may have been caused to an individual or community.

Community Leaders (CLs), Senior Community Leaders (SCLs), Neighbourhood Managers (NMs) and conduct team staff are key resources in incident follow up. Other professional staff may be involved when necessary.

Incident outcomes are assessed on a case-by-case basis and through an evaluation of factors including, but not limited to:

- The nature of the conduct
- The level of risk posed by the conduct
- Individual and community impact
- Previous conduct history

Outcomes may include the following, at the discretion of Residence Life staff:

Educational Information & Dialogue: Clarification of Community Standards and support in identifying strategies for living in a high-density communal environment.

Sanctions: Sanctions may be educational, restorative, financial or disciplinary in nature. Sanction decisions are based on factors related to the incident, such as those described above.

Residence Conduct Status: Engagement with our conduct system may result in conversations, sanctions, or your contract receiving a provisional status or being terminated. Depending on the incident, statuses may not progress in the order as listed. Conduct statuses can be reviewed under the request for reconsideration process. Please see following pages for more information.

Referrals to Other Offices

The immediate referral of case/file records from Residence Services to other campus and community resources may be appropriate in some instances. These include the following:

- **Office of Student Life (uvic.ca/studentlife):**
A resident's conduct records may be referred to the Office of Student Life, for further investigation and action under the university's Non-Academic Misconduct Policy (AC1300)
- **Sexualized Violence Resource Office:**
A resident's conduct records may be referred to the SVRO, for further investigation and action under the university's Sexualized Violence Prevention and Response Policy (GV0245)
- **Equity and Human Rights Office (uvic.ca/equity)**
- **Campus Security (uvic.ca/security),** Saanich Police and/or other law enforcement agencies in cases of illegal activity
- Investigation under any other applicable policy of the university, or
- Alternative university discipline procedures

This table outlines the conduct statuses that can be applied to a resident, the residence services staff who may be involved in providing conduct follow-up and typical outcome of conduct follow-up.

MEETING TYPE	MEETING DESCRIPTION	FACILITATED BY	POSSIBLE OUTCOME
Community Management Meeting	<p>These are designed to address concerns that do not involve clear or substantiated violations of contractual agreements of the Community Standards. These are typically for situations that focus on minimal to no broader community impact.</p> <p>The goal is to have an educational conversation to provide information on a resident's rights and responsibilities when living in residence and navigate concerns without the need for a formal conduct process.</p>	Residence Life and Education student-staff, Neighbourhood Manager or Conduct Team staff	<ul style="list-style-type: none"> • Educational conversation about rights and responsibilities • Support resources explored • Confirmation of understanding and commitment moving forward
Community Standard Meeting	<p>These are designed to address situations where there are identified allegations of Community Standard violation, escalating or ongoing behaviour or the a resident's conduct has been identified as not a fit for the residence community, or may have impacted the community or the resident themselves.</p> <p>The goal is to provide an opportunity for accountability, reflection, and the development of meaningful strategies to support positive community engagement moving forward.</p>	Neighbourhood Manager or Conduct Team staff	<ul style="list-style-type: none"> • Educational conversation about rights and responsibilities • Support resources explored • Contractual status (provisional or termination of contract) • Educational sanctions • Accountability process

Possible Meeting Outcome Information

An Educational Sanction may be assigned when a resident's conduct does not align with the expectations of the residence community and may have negatively impacted the community and/or the resident themselves. The sanction involves an educational activity that is either assigned or agreed upon and developed alongside the resident, intending to support the resident reflecting on their actions, demonstrate an understanding of the Community Standards, and identify skills or resources necessary to live successfully in a high-density living environment. Support and resource information is also provided.

Provisional status may be assigned when a resident's conduct has negatively impacted the residence community and/or themselves, or when the resident continues to engage in behaviour that

is not aligned with the expectations of the residence community. This status may be assigned along with additional outcomes. Residents will also receive education about the expectations outlined in the Residence Contract, along with relevant support and resource information.

Termination of the Residence Contract (Eviction from Residence) may be assigned when the resident's conduct is identified as inappropriate for the residence community, has had significant harm or impact to the community and/or the resident themselves, and/or demonstrates a recurring pattern of unacceptable behaviour that is reoccurring and in violation of the Community Standards.

FREQUENTLY ASKED QUESTIONS

Where do the Community Standards apply?

The Community Standards apply on all residence property including buildings, outdoor areas, parking lots (numbers 1 and 5 along with connecting fire lanes) and The Cove.

What happens when there is a concern related to the Community Standards?

In many instances, a Community Leader (CL) will directly approach those involved to address the issue. CLs are trained to write Incident Reports (IRs) and confidentially submit them to Residence Services. Those reports are followed up by our Conduct and Support Systems. Campus and community partners (such as Campus Security) may also provide a report to Residence Services when they respond to concerns.

How do I report Community Standards concerns in my community?

You can talk to your CL or email reslife@uvic.ca for non-urgent concerns. Campus Security can also be contacted for Community Standards concerns.

How does Residence Services follow up on an IR?

The information in the IR is evaluated to determine what follow up is most appropriate. Next steps may include email communication from Residence Life, and/or a meeting with one of our staff.

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 with campus partners when necessary. Information you may choose to share during meetings may be shared and used in a review of reported concerns under appropriate university policies.

Can I bring a support person to the meeting?

Yes, you are welcome to bring a support person with you as long as they were not involved in the situation. This can be a family member, friend, etc.

I broke a Community Standard. Will I be evicted?

All incidents are reviewed and followed up on a case-by-case basis. Our system assesses risk, impact, previous history, nature of conduct, as well as learning

and accountability to determine possible next steps. Our system is not a strike system. We are mindful of every student's unique participation in each alleged violation, and overall totality of incident involvement. Terminating a residence contract is a last resort.

What happens when I meet with staff about an IR?

The meeting is an opportunity to review the information in the IR, provide your perspective and ask any questions. Depending on the situation, you may receive an outcome such as a sanction or conduct status.

What is a sanction?

A sanction is a consequence applied to a resident to support education and accountability for their role in an incident.

What does Provisional Status mean?

When your Contract is assigned Provisional Status it means your demonstrated choices and actions currently do not align with Community Standards and impact your community, other residents and/or yourself. It signals we have offered platforms to learn, address behaviour and/or resolve concerns.

Is a conduct status removed from my record at the end of the academic year?

Yes. Statuses applied in one year do not carry over into any subsequent years you live in residence.

Can an incident be referred to another office?

Yes. Incidents may be referred to the Office of Student Life, Campus Security, the Sexualized Violence Resource Office, Equity and Human Rights or police.

What if I have a concern about fairness or a status or sanction decision?

If you believe a decision or process is unfair, we encourage you to speak with the relevant appropriate staff member to try and resolve the issue. You may also request a reconsideration of the decision—see the request for reconsideration section of this handbook. Additionally, the UVic Office of the Ombudsperson is an independent, confidential resource for support with fairness concerns uvicombudsperson.ca.

REQUEST FOR RECONSIDERATION



How to have a Sanction, Provisional Status or Eviction decision reviewed

Deadline for Reconsideration

Five (5) university business days to submit your application from the receipt of your follow up letter with the assignment of the Provisional Status or Eviction decision.

Application Process

If you would like to have a meeting for your assigned status to be reviewed, please complete the following steps:

1. Visit the following link to begin the Request for Reconsideration form: uvic.ca/residence/current-residents/community-living-standards/request-for-reconsideration/index.php
You may also scan the QR code on this page to complete the form on a mobile device.
2. Follow the instructions outlined on the form and complete your request for review. Please note you will need to cite one of the following three criteria as grounds for your request:
 - 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
3. After submitting your request the Manager, Resident Supports will contact you via email to offer an optional orientation meeting to help you prepare before your reconsideration meeting.

The Meeting

1. A meeting will typically be scheduled within five (5) business days of receiving your submitted application. Be sure to check your email for the invitation and additional instructions (such as how to bring a support person).
2. The meeting will be held with a manager, associate director, or director within the Residence department. All eviction decision reviews will be heard by an associate director or director.
3. Once the meeting is complete you will be informed of a decision within in writing.
4. All decisions in the request for reconsideration process are final and not eligible for further review.
5. After being informed of the decision you will be contacted via email by the Manager, Resident Support about next steps.

Concerns about our 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 or email ombuddy@uvic.ca

HELPFUL CONTACT INFORMATION

CL Help Phones

8 pm – 11 pm (Sun-Thurs)
8 pm – 1 am (Fri-Sat)

CL Help Phone numbers are available across residence. The number for your community will be posted on our website and in your buildings, or ask your CL!

Residence Services Front Desk

Email housing@uvic.ca
Phone 250-721-8395

Other Health Numbers

BC Non-Emergency Health Information 8-1-1
Student Wellness Centre 250-721-8563
SupportConnect 1-844-773-1427

24 Hour Emergency Assistance

Ambulance/Fire/Police 9-1-1
Campus Security 250-721-7599
Vancouver Island Crisis Line 1-888-494-3888
Poison Control 1-800-567-8911

Self-Serve Online Services

Residence Services, Housing Portal and
Maintenance Requests
uvic.starrezhousing.com/StarRezPortalX

EMERGENCY
9-1-1

Call 9-1-1 for
medical emergencies,
fire, or police



CAMPUS SECURITY SERVICES
250-721-7599

24 hours, please contact
Campus Security for

- Emergency assistance after calling 911
- Community Standard concern
- Non-urgent safety concern
- A power outage
- Substantial water on the floor
- Urgent facility concerns



CAMPUS RESOURCES

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

Academic Advising

Jamie Cassels Centre,
Room A203
250-721-7567
uvic.ca/advising

Campus Recreation

CARSA
250-472-4000
uvic.ca/vikes

Campus Security

Campus Security Building
250-721-7599
uvic.ca/security

Centre for Accessible Learning

Campus Services Building,
Room 150
250-472-4947
uvic.ca/cal

Equity and Human Rights

Sedgewick Building, Room C115
250-721-8488
uvic.ca/equity

Food Services

Carroll Building (CA)
1-250-472-4777
Email: eat@uvic.ca
uvic.ca/food

Indigenous Student Support Centre

Human and Social Development Building, Room B211
250-721-6005
uvic.ca/hsd/undergraduate/indigenous/issc

International Centre for Students

Jamie Cassels Centre,
Room B272
250-721-6361
uvic.ca/international

Multifaith Services

Multifaith Centre
250-721-8338
uvic.ca/campus/multifaith-centre

Office of Indigenous Academic & Community Engagement

First Peoples House
250-853-3730
uvic.ca/iace

Office of Student Life

Jamie Cassels Centre,
Room B202
250-472-5617
uvic.ca/studentlife

Ombudsperson

Student Union Building,
Room B 205
250-721-8357
ombuddy@uvic.ca

Sexualized Violence Resource Office

Sedgewick Building,
Room C115
250-721-8021
uvic.ca/equity/sexualized-violence

Students' Society (UVSS)

Student Union Building
Room B128
250-472-4317
uvss.ca

Student Wellness: Mental, Physical and Spiritual Health

Health and Wellness Building
250-721-8563
uvic.ca/student-wellness

Anonymous Disclosure

uvic.ca/sexualizedviolence/policy/anonymous-disclosure/

SupportConnect

Toll-free (calls from North America): 1-844-773-1427
International collect calls:
1-250-999-7621
uvic.ca/supportconnect

Residence Services

Craigdarroch Office Building
250 721-8395
uvic.ca/residence



IMPORTANT DATES

Please check the university calendar for any updates.

September – December 2025

August 31 and September 1	Residence Term 1 Move-in
September 1	University closed (Labour Day)
September 3	First term classes begin for all faculties
September 16	Last day for 100% reduction of tuition fees for standard first term and full year courses
September 19	Last day for adding courses that begin in the first term
September 30	Last day for paying first term tuition fees without penalty
September 30	University closed (National Day for Truth and Reconciliation)
October 1	Term 2 Acceptance fee for housing is due.
October 7	Last day for 50% reduction of tuition fees for standard courses
October 13	University closed (Thanksgiving Day)
October 31	Last day for withdrawing from first term courses without penalty of failure
November 10–12	Reading Break for all faculties
November 10–12	Fall Convocation
November 11	University closed (Remembrance Day)
November 15	Balance of term 2 housing fees is due
December 3	Last day of classes in first term for all faculties
December 6	National Day of Remembrance and Action on Violence Against Women
December 6	First-term examinations begin for all faculties
December 20	First term examinations end for all faculties
December 25–31	University closed (Winter Break)

January – April 2026

January 1	University closed (Winter Break)
January 3	Residence Term 2 Move-in
January 5	Classes begin for all faculties
January 18	Last day for 100% reduction of second term fees for standard courses
January 21	Last day for adding courses that begin in the second term (except for Faculty of Law)
January 31	Last day for paying second term tuition fees without penalty
February 2	Housing applications for 2026-27 opens for all classifications
February 8	Last day for 50% reduction of tuition fees for standard courses
February 16	University closed (Family Day)
February 16–20	Reading Break for all faculties
February 28	Last day for withdrawing from full year and second term courses without penalty of failure
April 2	Last day of classes for all faculties
April 3	University closed (Good Friday)
April 6	University closed (Easter Monday)
April 7	Examinations begin for all faculties
April 22	Examinations end for all faculties
April 26	Residence closed

May – August 2026

TBC	Residence summer move in
May 18	University closed (Victoria Day)
June 8–12	Spring Convocation
July 1	University closed (Canada Day)
August 3	University closed (British Columbia Day)

