We acknowledge with respect the Lekwungen peoples on whose traditional territory the university stands and the Songhees, Esquimalt and WSÁNEĆ peoples whose historical relationships with the land continue to this day.
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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 special deliveries
- Paying fees
- General inquiries for all residence questions

**Residence Life**

Community Leaders (CLs): your primary resource for living in residence!

Senior CLs and CLs live in residence and can help you:
- Build community through programs and events
- Locate campus resources
- Understand community standards
- Work through community issues

Neighbourhood Managers (NMs): support each of the residence neighbourhoods

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

**Facilities**

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
Mutual respect and open communication make for positive roommate experiences. Our mandatory Roommates 101 Program provides tips for living with a roommate and guides you in developing 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? 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. 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.

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 the third time, 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

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 the Programming page in this handbook for more information.

Laundry
SmartCard-operated, pay laundry machines are available throughout the residence complex.
- 1st floor or basement of most residence buildings
- 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 the 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 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, 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 Recycling 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 mailboxes are painted pink and are located near the Residence Services Main office

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, boxes and trunks will be held at Residence Services office.
Students will be notified of special deliveries via email.
Pick up: bring photo ID and a copy of the special delivery notification to Front Desk.
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

Any questions please contact the Waste Reduction Unit at wastenot@uvic.ca
For more info, see uvic.ca/sustainability
QUIET HOURS & 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, the following guidelines must be followed:

- Due to public health orders related to COVID-19, you may not host non-resident guests in the residence complex.
- 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.
- 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.).
- All functions and social gatherings must adhere to fire code regulations.
- Alcohol 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.
- Parties/social gatherings are not permitted during the exam periods.
- Call the CL Help Phone or CSEC if you need assistance (see “Helpful Contact Information” on the inside back cover).

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. Maximum occupancy limits vary depending on whether you are living in a Cluster unit, a double room, or a single room.

Please note that the University may change these limits during the year in order to uphold Community Standards. Changes may also occur in response to public health orders or legal requirements to restrict the size of gatherings or impose physical distancing measures.

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

An 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.

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.
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.

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.

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

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.

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.
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 the section on Cannabis in the Conduct System section of this handbook for further information on expectations related to cannabis use and storage in residence.

See the map below for designated smoking and cannabis areas in residence. Please note that the area marked in red is a no-access construction zone.

**KEY**
- Designated smoking
- Designated cannabis smoking area
HEALTH & WELLNESS

As a student at the University of Victoria, you have access to on campus health and wellness resources. Please see pages 24 and 25 for a list and contact details. Residence Services staff can assist you if would like more information.

Your Physical Health

Living in the residence community offers many benefits and the additional responsibilities that come with living in close proximity to others. Every resident plays a vital role in protecting our communities by practicing good health and hygiene habits. Please follow the important guidelines below.

If you may have a contagious condition that can be spread to others through close living conditions, please:

- Contact the Student Wellness Centre and follow all subsequent medical recommendations.
- A Neighbourhood Manager may reach out to you to confirm if you require any further residence-based support.

In keeping with our goal to maintain safe and healthy communities, all residents must adhere to physical distancing guidelines as recommended by the university and provincial and regional health authorities. Please note that failure to follow the guidelines could impact your ability to remain living here.

Residence Services is committed to communicating information about communicable diseases if they may impact you. Please check your email regularly for communication from us.

Your Mental Health

The transition to campus life brings many changes. Most students will experience stress as they transition into and through residence and their university careers. It is natural to experience variance in your mental health. UVic has many avenues of support and we can help you navigate the resource options to find the ones that best fit your individual needs.

If you are concerned about your mental health, or you experience distress and/or prolonged difficulties, we encourage you to contact a Neighbourhood Manager or other Residence Services staff member who can help connect you to supports through a possible referral to the Student Wellness Centre and/or the Office of Student Life. Please see page 24 for more resource information.

Residence Services will respond to incidents involving significant behavioural or mental health concerns with the aim of reducing immediate risks to the health and safety of an individual and/or community, and to assist students in accessing supports. If a student’s support needs exceed our expertise and capacity, steps will be taken with the student involved and campus resources as appropriate.

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<thead>
<tr>
<th>SUPPORTING YOUR MENTAL HEALTH</th>
<th>SIGNS SOMEONE MAY BE STRUGGLING</th>
<th>HELPING A FRIEND WHO IS STRUGGLING</th>
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<tr>
<td>set reasonable expectations for yourself</td>
<td>loss of interest in activities they usually enjoy</td>
<td>reach out; express your concern</td>
</tr>
<tr>
<td>maintain good health habits such as eating well, getting enough sleep, and assessing your substance use</td>
<td>expressed feelings of sadness or hopelessness; increased irritability</td>
<td>take time to listen</td>
</tr>
<tr>
<td>foster connections; talk with friends and meet new people</td>
<td>changes in hygiene or sleep habits concerning communications</td>
<td>ask how you can help</td>
</tr>
<tr>
<td>access campus resources if you need support</td>
<td>withdrawal or isolation</td>
<td>don’t try to fix the problem or assume you know what’s best for them</td>
</tr>
<tr>
<td></td>
<td>harmful or increased substance use</td>
<td>set healthy boundaries; be realistic about the support you can provide</td>
</tr>
</tbody>
</table>

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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/assets/docs/Priority-Consideration-Information-Guide.pdf

UVIC’S NEW 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, psychiatrists, administrative staff, chaplains and other practitioners.

Counselling and Health are located at the Health and Wellness Building. They offer same-day and pre-booked appointments Monday-Friday for UVic students.

Multifaith offers a range of community, spiritual and faith programming, including prayer, meditation and yoga to a weekly Pet Café with friendly therapy dogs. Multifaith is located at the Multifaith Centre.

Artist rendering (below) of the new Student Wellness Centre. Credit: Kasian
Residence Services provides many opportunities for students to learn, develop, and engage with their communities. Your Community Leader will run programs and facilitate events to make your floor feel like home. Programming will help you make friends, learn something new, and get to know your neighbours. These could be small-group outings with your floor community, or one-on-one interactions with your Community Leader or the chance to connect online with a group of people who share your interests.

**Programming, Activities & Events**

Community Leaders facilitate residence programs and events both online and in person to help students transition to university life. As a new student you can expect to participate in activities that allow you to:

- Decorate your floor
- Contribute to your residence community
- Learn about living on your own
- Try out a skill or create something new
- Get to know campus
- Learn about health and wellness
- Build skills for academic success
- Explore Victoria

And lots more!

Talk to your Community Leader for more information or to share what you’d like to see happen in your community!

Keep an eye out for posters such as the ones below that provide educational information and program registration opportunities. Some posters also invite your in-the-moment response and engagement with a programming idea or question of interest to your community.
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.

- The Community Standards are detailed in this handbook and Schedule D 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.

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<thead>
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<th>PRIVILEGES &amp; RESPONSIBILITIES</th>
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<tr>
<th>RIGHTS &amp; RESPONSIBILITIES</th>
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<td>Category</td>
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<td>Clarity of Standards</td>
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<tr>
<td>Cleanliness</td>
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<td>Autonomy in Managing Personal</td>
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<tr>
<td>Health</td>
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<tr>
<td>Consideration</td>
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<tr>
<td>Security of Property/Belongings</td>
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</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>STANDARD</th>
<th>DESCRIPTION</th>
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</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>
</tr>
<tr>
<td></td>
<td><strong>Mass Consumption</strong> Participating in a game or activity that promotes the mass consumption of alcohol, which includes but is not limited to, high risk drinking activities and/or the use of a drinking apparatus that promotes mass consumption (i.e., beer funnels), is not permitted. Kegs or other high volume containers (more than 2L) are not permitted within residence. Participating in an activity that can be construed to promote mass consumption is also prohibited.</td>
</tr>
<tr>
<td></td>
<td><strong>Overintoxication</strong> Drinking to excess and/or consuming an amount of alcohol which leaves a person unable to care for their own health and safety is not permitted.</td>
</tr>
<tr>
<td>Attack on the Dignity and Security of an Individual</td>
<td>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></td>
<td><strong>Storage</strong>: Cannabis products and equipment must be stored in a sealed container in your private space in your bedroom with labels clearing indicating they contain cannabis or are used to prepare or consume cannabis. It is important that any odour in undetectable inside or outside of your residence room.</td>
</tr>
<tr>
<td></td>
<td><strong>Odour</strong>: 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 detectible odour of cannabis anywhere within the residence complex.</td>
</tr>
<tr>
<td><strong>Cooperation with Staff and Others</strong></td>
<td>Residents and guests shall cooperate with requests from staff members, Campus Security Services, 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, eviction from residence, and/or referral to the Office of Student Life for Non-Academic Student Misconduct Policy follow-up. Misleading or providing false identification to staff will also result in Residence Community Standard action.</td>
</tr>
<tr>
<td><strong>Damage to Property/Vandalism</strong></td>
<td>Damage to the personal property of other residents or damage to residence property is strictly prohibited. Any wilful, malicious, or negligent destruction of public or private property in or around residence and/or failure to uphold reasonable standards of cleanliness is prohibited. Being present while vandalism occurs and failing to report such acts will be treated as vandalism.</td>
</tr>
<tr>
<td><strong>Dangerous Activity/Material</strong></td>
<td>Activities that are considered dangerous or potentially harmful to any person, including the resident engaging in the activities, are prohibited. Possession or use of explosive or flammable material including, but not limited to firecrackers, fireworks, dynamite, gasoline, propane, or other such materials, is not permitted in residence property. Propane tanks are not permitted in residence.</td>
</tr>
<tr>
<td><strong>Drugs</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Flames and Incense</strong></td>
<td>Open flames, such as burning candles or incense, are not permitted in residence.</td>
</tr>
<tr>
<td><strong>Functions and Social Gatherings</strong></td>
<td>At all times when hosting guests in a residence room/apartment/Cluster unit, all Community Standards must be upheld; specifically those that pertain to alcohol, guests and noise. All guests must vacate residence room/apartment/cluster unit by quiet hours. All functions and social gatherings must adhere to fire code regulations and public health orders.</td>
</tr>
<tr>
<td><strong>Guests or Visitors</strong></td>
<td>For 2020-21 non-resident guests are not permitted in the residence complex. 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.</td>
</tr>
<tr>
<td><strong>Inappropriate Behaviour</strong></td>
<td>Acting, intentionally or recklessly, in a manner which threatens the personal safety, health, or well being of any person, either directly or indirectly, is prohibited. Inappropriate or disruptive behaviour, including but not limited to public urination, and the use of residence facilities outside of their intended use, is prohibited.</td>
</tr>
<tr>
<td><strong>Initiations/Hazing</strong></td>
<td>Activities that single out particular residents, expose them to undue embarrassment or ridicule, or cause physical or emotional harm are prohibited. This includes actions and behaviours in an online environment.</td>
</tr>
<tr>
<td><strong>Noise</strong></td>
<td>Residents must abide by designated quiet hours in residence. See page 7 under Quiet Hours for more information. Subwoofers (bass amplifiers) are not permitted in residence.</td>
</tr>
<tr>
<td><strong>Pets and Service Animals</strong></td>
<td>Pets are not allowed in residence. Service animals are permitted in residence if the resident has submitted appropriate documentation and received prior approval by Residence Services.</td>
</tr>
<tr>
<td>Playing Sports or Sporting Activities in Residence Buildings</td>
<td>Residents are not permitted to engage in physically active games/activities inside residence complex buildings, including hallways and common rooms.</td>
</tr>
<tr>
<td>------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Pranks: Inappropriate or Destructive</td>
<td>Initiating, encouraging, supporting or participating in pranks that are inappropriate, disruptive, offensive or hostile toward residents and/or staff, or that jeopardize the safety and security of others is prohibited.</td>
</tr>
<tr>
<td>Prohibited Areas</td>
<td>Residents are not permitted to access unauthorized areas, including but not limited to roof tops, the top of covered walkways, and construction zones. 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 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.</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>
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, the Modular Dining Facility 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. We welcome you respectfully sharing your opinion. However, 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 a conduct concern 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 (IR) is a confidential written record of a conduct-related concern made by a Residence Services staff member. IRs provide the basis for staff to follow up and resolve the concern.

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 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 staff about an IR?
The meeting is an opportunity to review the information in the IR, provide your point of view, and ask any questions. Sometimes no further follow-up is required. Depending on the situation, an outcome of incident follow up may be the assignment of 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. For example, a resident might be assigned community service as a way to address harm and give back to a community.

Is a conduct status removed from my record at the end of the academic year?
No. Statuses applied in one year are carried over into any subsequent years you live in residence. Your conduct status may affect your eligibility to return to residence. Please see the Appeals section of this handbook for how to appeal a status from a previous year.

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. 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?
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 Appeals section 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 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) and Neighbourhood Managers (NMs) 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**: Residence conduct statuses include On Notice, On Probation, and Eviction. Please see the table on page 21 for more information. Depending on the incident, statuses may not progress in the order as listed. Conduct statuses can be appealed. Please see the Appeals section of this handbook 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**: 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)
  - the Equity and Human Rights Office,
  - Campus 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.

**PLEASE NOTE**:

Your conduct status will remain in place for the duration of your stay and will be carried over to any subsequent years you live in residence. The 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 the Appeals section of this handbook.

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.
This table outlines:

- The conduct statuses that can be applied to a student
- The Residence Services staff who may be involved in providing conduct follow up
- Typical outcomes of conduct follow up
- Avenues of appeal and appeal deadlines

<table>
<thead>
<tr>
<th>FOLLOW UP/CONDUCT STATUS</th>
<th>FOLLOW UP/CONDUCT STATUS DESCRIPTION</th>
<th>FOLLOW UP FACILITATED BY</th>
<th>OUTCOME</th>
<th>AVENUE OF APPEAL</th>
<th>DEADLINE FOR REQUESTING AN APPEAL</th>
</tr>
</thead>
</table>
| Educational Information & Dialogue (No Conduct Status Applied) | a. The student’s conduct has been identified as inappropriate for the residence community, or may have impacted the community or the resident themselves.  
b. Education regarding the Community Standards as well as support and resource information is provided. No conduct status is assigned. | Community Leader and/or Senior Community Leader | Educational information provided by email and/or meeting with Staff | N/A | N/A |
| 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. | NM | Meeting with Staff, Decision Letter, Possible Sanctions | Director, Residence Services (or designate) | 5 university business days after assignment of conduct status. More information about requesting an appeal can be found in the Appeals section of this handbook. |
| 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.) | NM, Student Conduct Officer, and/or Residence Conduct Team Manager | Meeting with Staff, Decision Letter, Possible Sanctions | | |
| 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. | Student Conduct Officer, Residence Conduct Team Manager and/or Associate Director, Residence Life and Education (or designate) | Residence Contract is terminated. Student is not welcome back in the residence for the next academic year. | Residence Services Judicial Appeal Board Chair: Director, Residence Services (or designate) | 3 University Business Days from the receipt of eviction notice. More information about requesting an appeal can be found in the Appeals section of this handbook. |
APPEALS

Appealing On Notice and/or On Probation Sanctions

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

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

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)

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

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

Process
1. A Resident 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 On Notice and/or On Probation Standings

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

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

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 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 and Education (or designate) will contact you within three (3) University business days. In most cases, you will be notified of the decision at this time. However, in some cases, you may be required to meet with the Associate Director, Residence Life and Education before an appeal decision has been made.

   i. If an appeal meeting is scheduled, you will be invited to discuss your case with the Associate Director, Residence Life and Education (or designate). If you are unavailable to meet during the summer months, a meeting will be scheduled in the month of September.

   ii. The outcome of the appeal is final and not subject to further appeal

   iii. Sanctions may be reinstated if the action plan is not completed

   iv. In the event that the appeal process is successfully completed, past conduct may still be considered in future investigations if the behaviour in question is relevant

CONCERNS ABOUT OUR APPEALS PROCESS?
The Office of the Ombudsperson is an independent, impartial, and confidential resource for students and may be able to help. For more information, please go to uvicombudsperson.ca
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**  
Health and Wellness Building  
250-721-8341  
[uvic.ca/counselling](http://uvic.ca/counselling)

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

**Food Services**  
Carroll Building (CA)  
Phone: 1-250-472-4777  
Email: eat@uvic.ca  
[uvic.ca/food](http://uvic.ca/food)

**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**  
Student Union Building, Room B205  
250-721-8357  
[uvicombudsperson.ca](http://uvicombudsperson.ca)

**Sexualized Violence Resource Office**  
Sedgewick 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)

**Student Wellness Centre**  
Health and Wellness Building  
250-721-8492  
[uvic.ca/student-wellness-centre](http://uvic.ca/student-wellness-centre)
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.

If you would like additional support to read the information in this handbook, please contact Residence Life and Education at reslife@uvic.ca or call 250-472-4144.
## IMPORTANT DATES

### September – December 2020

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 6 – 7</td>
<td>Residence Orientation</td>
</tr>
<tr>
<td>September 7</td>
<td>Labour Day</td>
</tr>
<tr>
<td>September 8</td>
<td>First Year Registration</td>
</tr>
<tr>
<td>September 9</td>
<td>First Term classes begin</td>
</tr>
<tr>
<td>September 22</td>
<td>Last day for full tuition refund for dropped classes</td>
</tr>
<tr>
<td>September 25</td>
<td>Last day to add first term or full year courses</td>
</tr>
<tr>
<td>September 30</td>
<td>Last day for paying first term fees without penalty</td>
</tr>
<tr>
<td>October 12</td>
<td>Thanksgiving Day (no classes)</td>
</tr>
<tr>
<td>October 13</td>
<td>Last day for 50% tuition refund for dropped courses</td>
</tr>
<tr>
<td>October 31</td>
<td>Last day to withdraw from first term courses without penalty</td>
</tr>
<tr>
<td>November 9 – 10</td>
<td>Fall Convocation</td>
</tr>
<tr>
<td>November 9 – 11</td>
<td>Term 1 Reading Break</td>
</tr>
<tr>
<td>November 11</td>
<td>Remembrance Day (University closed)</td>
</tr>
<tr>
<td>November 15</td>
<td>Term 2 residence fees due</td>
</tr>
<tr>
<td>December 4</td>
<td>National Day of Remembrance and Action on Violence Against Women (classes cancelled 11:30-12:30)</td>
</tr>
<tr>
<td>December 4</td>
<td>Last day of first term classes</td>
</tr>
<tr>
<td>December 7 – 21</td>
<td>Exam Period</td>
</tr>
<tr>
<td>December 22</td>
<td>Residences close</td>
</tr>
<tr>
<td>Dec. 25 – Jan. 3</td>
<td>University Winter Closure</td>
</tr>
</tbody>
</table>

### January – April 2021

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 6</td>
<td>Second term classes begin</td>
</tr>
<tr>
<td>January 19</td>
<td>Last day for full tuition refund for second term class withdrawals</td>
</tr>
<tr>
<td>January 20</td>
<td>Last day to add courses for second term</td>
</tr>
<tr>
<td>January 31</td>
<td>Last day for paying second term fees without penalty</td>
</tr>
<tr>
<td>February 7</td>
<td>Last day for 50% tuition refund for second term course withdrawals</td>
</tr>
<tr>
<td>February 15</td>
<td>Family Day (University closed)</td>
</tr>
<tr>
<td>February 15 – 19</td>
<td>Term 2 Reading Break</td>
</tr>
<tr>
<td>February 28</td>
<td>Last day to withdraw from full year and second term courses without penalty</td>
</tr>
<tr>
<td>April 2</td>
<td>Good Friday (University closed)</td>
</tr>
<tr>
<td>April 5</td>
<td>Easter Monday (University closed)</td>
</tr>
<tr>
<td>April 7</td>
<td>Last day of classes</td>
</tr>
<tr>
<td>April 10 – 26</td>
<td>Exam period</td>
</tr>
<tr>
<td>April 27</td>
<td>Residences close</td>
</tr>
</tbody>
</table>

### May – August 2021

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2</td>
<td>Residence summer move in</td>
</tr>
<tr>
<td>May 24</td>
<td>Victoria Day (University closed)</td>
</tr>
<tr>
<td>May 31</td>
<td>Summer fees deadline</td>
</tr>
<tr>
<td>June 7 – 11</td>
<td>Spring Convocation</td>
</tr>
<tr>
<td>July 1</td>
<td>Canada Day (University Closed)</td>
</tr>
<tr>
<td>August 2</td>
<td>British Columbia Day (University Closed)</td>
</tr>
</tbody>
</table>

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uvic.ca/residence  
facebook.com/universityofvictoria  
@uviccampuslife