

2023-2024

# RCLS

**Residence Community**

**Living Standards**

# HELLO!

Welcome to Residence! Meeting new people, adjusting to university, and living with others will bring many new experiences, both fun and challenging. There are many individuals who are part of our residence communities who are here to support YOU and your academic success. Our Residence Life Staff are a tremendous resource for you to utilize, as they were one first-year students like you!

## LEARNING AND COMMUNITY

We hope these new experiences in Residence bring lots of learning. From sharing common space, living with others, understanding what a “boogie is”, how to manage your time, respecting diverse perspectives, and ultimately- what it means to be part of a community.

## OUR PHILOSOPHY

We know that mistakes will happen and, while we deal with serious issues in a manner appropriate to the behaviour, in most situations our goals with the conduct system are to help students:

- Learn appropriate behaviours
- Restore the situation by repairing harms
- Re-connect by rebuilding trust

To learn more about our approach and Restorative philosophy, check out the [Process section](#).

As a member of a residence community, you have agreed to contribute to this type of learning environment and abide by a set of expectations to support community living. This document outlines standards to help support you and others to have a fantastic experience in residence this year.

If you think you will struggle to share your space with others, get along with people with different interests and values, or to adapt to live by the Residence Community Living Standards then you may want to spend time reflecting on whether residence is the community you choose to be part of.

## CONNECT WITH US

We want to hear from you and answer any questions you may have. If we don't know the answer, we will get one for you. For general inquiries, visit Student Housing Services in Maritime Hall (8:30 am - 4:30 pm) or e-mail [residencelife@uoguelph.ca](mailto:residencelife@uoguelph.ca).

For questions regarding the Residence Community Living Standards (RCLS), contact the Residence Behaviour and Wellness Manager at [rbwm@uoguelph.ca](mailto:rbwm@uoguelph.ca).

Residence Life Management offices and Residence Service Desks are located throughout our buildings. [Click here for current hours and contact information](#).



# THE BASICS

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- Drinking games & activities that encourage the rapid consumption of alcohol are not permitted.
- You must be of legal age to possess or use alcohol or cannabis. See our Cannabis or Alcohol Policy for more information.
- Activities that compromise the safety of others, such as tampering with fire safety equipment, is taken seriously and may result in a fine and/or eviction.
- Cooperation with staff is expected.
- Parties with alcohol and loud music are not permitted.
- Quiet hours start at 1 AM on Friday & Saturday and 11 PM every other night.
- Residents are responsible for the actions and behaviour of their guests.

**TO ACCESS THE RESIDENCE LIFE  
STAFF ON CALL, CONTACT YOUR DESK:  
519-824-4120**

**NORTH X 58122**

**SOUTH X 58123**

**EAST X 58124**

**IN CASE OF AN EMERGENCY,  
CONTACT THE CAMPUS SAFETY  
OFFICE AT 519-840-5000.**



# COMMUNICABLE DISEASES AND THE RCLS

We strongly encourage everyone to stay up to date with vaccinations relevant to Communicable Diseases. The University may implement masking and vaccine requirements at any time and with little notice. The University (through Student Housing Services (SHS)) may, as necessary to allow for isolation, quarantine or other appropriate health-related measure consistent with governmental, public health and/or medical guidance (as determined by SHS in its sole discretion) due to a Communicable Disease, change the Residence or room assignment of a Resident if a situation is deemed by SHS to threaten the health and safety of that Resident or of other Residents. Such a change: may be made at any time; for any length of time; and, without limitation, may be a change made to the location of the assignment, occupancy type, or roommate. SHS may assign a resident to a location determined by SHS to be appropriate in the circumstances (including but not limited to a new room, floor, building, off-campus facility operated by a third-party contractor who has a relationship with University, or a resident's permanent home address) as necessary to allow for isolation, quarantine or other appropriate health-related measure consistent with governmental, public health and/or medical guidance (as determined by SHS in its sole discretion) due to a Communicable Disease.

In order to maintain communities that are safe and respectful while Communicable Diseases are relevant, students may be expected to comply with all applicable governmental public health orders and University requirements addressing health or safety, including, but not limited to mitigating the risk of Communicable Disease. Without limiting the generality of the foregoing, the University's requirements may include:



## MASKS

Requiring all students to wear a mask in residence.



## GUESTS

Restricting guest access to some or all buildings.



## CAPACITY MODIFICATIONS

Limiting the number of people permitted in a lounge or bedroom at a given time.

### Other requirements may include:

- Pre-screening measures;
- Educational training;
- Communicable Disease testing as University deems appropriate consistent with governmental, public health and/or medical requirements;
- Information reporting and assisting with contact tracing;
- Using personal protective equipment consistent with governmental and/or public health requirements;
- Complying with campus density restrictions and physical/social distancing guidelines;
- Implementing personal hygiene and respiratory etiquette;
- Complying with any isolation, quarantine or other measures consistent with governmental, public health and/or medical requirements;
- Complying with any residence or room assignment or re-assignment as described above.



# COMMUNITY MEMBERS



**AADYA**  
RESIDENCE ASSISTANT

**MEET OUR  
RESIDENCE  
LIFE STAFF**

**CLICK HERE**

Our community in residence includes many different folks who all work together to ensure residence is the best space it can be. These community members include:

- YOU** Each and every student is a member of our residence community by choosing to live here.
- OTHER STUDENTS** You can expect the community you are living in to be shared by many other students. Some of these students will have similar interests and lifestyles to you while other students may not.
- RESIDENCE LIFE STAFF (RLS)** There are over 170 upper-year students who work and/or live in residence to help ensure your experience is the best it can be. [Learn more about specific roles on our website.](#)
- RESIDENCE LIFE MANAGEMENT TEAM** These are the professional staff who manage the students and staff in the residence halls. They include Assistant Residence Life Managers (ARLMs – South Area), Residence Life Managers (RLMs – East and North Areas), Area Coordinators (ACs) and more.
- DESK SERVICES STAFF** Are professional staff and student employees who work in our 3 Residence Services Desks located in Prairie Hall, Dundas Hall, and L/A. To access RLS on-call, report damages, or ask for help for any issue you may be having, contact your Residence Service Desk at 519-824-4120:
- NORTH x 58122 OPEN 24 HOURS
  - SOUTH x 58123 OPEN 24 HOURS
  - EAST x 58124 OPEN UNTIL 12 MIDNIGHT
- GUEST TABLE STAFF** These are students who work in residence to help educate residents on responsible hosting of guests and facilitate the guest sign in process. If you're bringing in a guest during stage 2 or 3, make sure they have proper ID and are signed in.
- INTERHALL COUNCIL** Represent you as your Residence student government. All residence halls will have a President, Vice-President, Social Coordinator, and Public Relations Officer and host weekly hall council meetings to help bring residents together.
- CAMPUS SAFETY OFFICE** You may find our friendly CSO Officers walking through the halls as well. Sometimes they are there to attend to issues in the community but most of the time they just want to say hi and get to know you. If you ever encounter an emergency, contact the Campus Safety Office at 519-840-5000.

# COMMUNITY LIVING

Community living works best when the rights of others are respected and individuals take responsibility for their actions.

## YOU HAVE THE RIGHT

- To an environment that is conducive to learning, wellness and academics
- To have your person, property and views respected
- To feel safe and secure in your residence community
- To be treated fairly and have an unbiased conduct process

## YOU HAVE THE RESPONSIBILITY

- Not to contribute, condone or act in a way that infringes upon another student's rights
- To treat all members of the residence community with respect
- To act in a responsible manner that does not compromise your own safety or endanger the health and safety of others
- To read, understand and abide by the [Residence Contract](#), the RCLS and the University's [Policy on Non-Academic Misconduct](#).

## AS A RESIDENT, STUDENT HOUSING SERVICES REQUIRES THAT YOU:

- Check and respond to your U of G email account regularly
- Follow all rules and regulations as established by Student Housing Services
- Follow all administrative procedures such as room checkouts and lockouts
- Carry your University of Guelph student identification with you

## WE ASK THAT YOU:

- Work together to keep our communities safe. When things happen in the community that threaten it, help hold others accountable or ask for help from Residence Life Staff, Desk Staff, or Campus Safety Office.



# INTRODUCTION TO OUR COMMUNITY STANDARDS

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As a resident, it is your responsibility to comply with the behavioural standards outlined in this document. Our Residence Community Living Standards (RCLS) exist to support your learning and overall personal wellness. Ignorance, anger, alcohol or substance abuse will not be accepted as an excuse, reason or rationale for unacceptable behaviour.

The RCLS also encourages you to take responsibility for your actions to ensure that everyone in residence has a safe and enjoyable experience. If you have any questions regarding the RCLS please contact us at [communitystandards@uoguelph.ca](mailto:communitystandards@uoguelph.ca) or talk to your Residence Assistant, Assistant Residence Life Manager, Residence Life Manager, or Area Coordinator.

Behaviour that does not comply with our RCLS will typically be followed up by the Residence Life Staff (RLS). The RLS will identify any problematic behaviour and will take steps to resolve or document the incident. Additional information on how we address and resolve behaviour that does not comply with the RCLS is outlined in the [Process section](#).

Of course, all residents must abide by all Federal, Provincial, and Municipal laws as well as University policies and regulations. Any behaviour by residents that does not comply with these statutes and policies will be addressed. We encourage all residents to read the University of Guelph's [Policy on Non Academic Misconduct](#).

The Residence Community Living Standards are categorized into seven areas: Alcohol, Cannabis & Drugs, Guests, Respect, Fire Safety, Building Care, Safety & Security, and Dignity & Integrity. The RCLS which also fall under the [Policy on Non Academic Misconduct](#) are indicated by an asterisk “\*”. These RCLS may be associated with common campus outcomes.

Student Housing Services (SHS) is committed to supporting the personal, social, and academic success of students who live in residence. Exceptions to the Residence Contract, which include the Residence Community Living Standards, may be made to meet a medical, religious or cultural accommodation request.

Students who wish to request special consideration with respect to a Residence Community Living Standard policy (e.g. use of candles, medical) may do so by contacting their Residence Life Manager (North and East Residence Areas) or Assistant Residence Life Manager (South Residence Area). Contact information is available on our [Contact Residence Life website](#).

Please note that accommodations are not guaranteed as Student Housing must consider the potential impact on the health and safety of the surrounding residence community, as well as any legal obligations that may exist.

## ALCOHOL, CANNABIS & ILLEGAL DRUGS

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Any conduct or behaviour related to alcohol, cannabis, or illegal drugs that threatens the safety or well-being of oneself or others is prohibited. Full details available in the [Alcohol Policy](#) and [Cannabis Policy](#).

## ALCOHOL

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### ALCOHOL CONSUMPTION – ORIENTATION WEEK

Residence is alcohol free throughout Orientation Week. All residence students are not permitted to be in possession of, consume, or be under the influence of alcohol.

### ALCOHOL PARAPHERNALIA

Drinking accessories such as funnels, brewing equipment and drinking hats are not permitted in residence.

### BEER BOTTLES

Beer Bottles is defined as a glass container that contains any alcoholic beverage considered to be a beer, lager, malt liquor, cider, or ale. Beer Bottles have proven to be a safety hazard in residence due to broken glass. Consequently, Student Housing Services maintains a “no beer bottle” policy.

### OPEN ALCOHOL\*

Residence students of legal age may consume alcohol in private and designated areas only. Alcohol consumption is prohibited on street level, residence desk areas, lobbies, foyers, elevators, stairwells, hallways, washrooms and common rooms/lounges. Alcohol must be transported in a closed container.

## PROMOTION OF ALCOHOL CULTURE

Drinking games, including waterpong, and other activities that result in the swift or high-volume consumption of alcohol are prohibited in residence. Possession or consumption from 'common source' alcohol or large volume alcohol container is also prohibited. Large volume container is defined as a container holding more than 500ml of beer in a single container or 750ml/26 ounces of any other type of alcohol, including, but not limited to wines and spirits.

## PARTIES OR SOCIAL GATHERINGS

Residents are not permitted to host or advertise an organized or spontaneous party in residence. A party is defined as any social gathering over and above the maximum capacity of a residence room or more than 7 people that meets one or both of the following criteria:

- Alcohol is being consumed as one of the primary activities;
- Music is a major part of the atmosphere and is too loud to be considered "background music".

## UNDERAGE DRINKING \*

Students must abide by all Federal, Provincial legislation and University policies. The legal drinking age is 19 years of age.

## CANNABIS

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### CANNABIS CONSUMPTION – ORIENTATION WEEK

Residence is cannabis free during orientation week. All residence students are not permitted to be in possession of, consume, or be under the influence of cannabis.

### UNCONCEALED CANNABIS

The possession of cannabis is restricted to bedrooms and suites. Cannabis is not permitted on street level, residence desk areas, lobbies, foyers, elevators, stairwells, hallways, washrooms and common rooms/lounges. Cannabis must be stored in its original packaging or an air-tight container. The scent of cannabis must not be noticeable.

### UNDERAGE CANNABIS POSSESSION/USE

Students must abide by all Federal, Provincial legislation and University policies. The legal age to possess or use cannabis and any by-products is 19 years of age. The following is not permitted in residence:

- the smoking of cannabis in residence or on University of Guelph property
- the possession of cannabis seeds or plants
- making edibles in residence. You may possess and use edibles in your private room if they are acquired legally and you are of legal age.
- possessing more than 30g of legally acquired dried cannabis, or the equivalent in oils or edibles.

## ILLEGAL DRUGS AND SUBSTANCES \*

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Students are prohibited from possessing, using or trafficking drugs in residence which are in contravention of the Controlled Drugs and Substance Act. Possession of drugs in quantities that are deemed to be significant (i.e. not for personal use) or unexplainable by medical documentation are strictly prohibited. Circumstances that lead to drug suspicion will prompt an investigation from the Residence Life Staff or Campus Safety Office. Drug suspicion is defined as specific and direct observations regarding the physical surroundings or the behaviour, speech, or smell of an illegal drug.

## GUESTS

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**We will be starting the year in Stage 1 of the guest policy (as of August 20th, 2023).**

A guest is defined as any individual who does not reside in the building they are currently in.

There are three stages to the guest policy, which are outlined below. The decision to move between phases will be dependent on the time of year, current building trends, University policies, and the safety and security of students. Student Housing Services reserves the right to modify the dates communicated below based on community need.

### STAGE 1: NO GUESTS

SHS has a no guest policy in place every year during Orientation week to support the development of relationships amongst students in their immediate community. Guests are also restricted during times of the year that are traditionally busier. For the 2023-2024 academic year, Residence will be in Stage 1 during the following times:

- August 20th, noon - September 11th, noon



- September 22nd, noon – September 24th, noon
- October 28th, noon - October 29th, noon
- March 16th, noon - March 18th, noon

## STAGE 2: ON-CAMPUS GUESTS

Guests will be permitted from other on-campus residences only. Only other registered residents with Student Housing Services may be a guest in another residence hall. On-campus guests must be with their host at all times. Hosts must register all on-campus guests and will be permitted to have 2 on-campus guests at a time for up to 3 consecutive nights. For the 2023-2024 academic year, we will be in Stage 2 during the following times:

- October 29th, noon – November 1st, noon
- December 1st, noon – end of the fall term
- April 8th – end of the winter term

[More information on how to register your on-campus guest can be found on our Guest Registration page.](#)

## STAGE 3: OFF-CAMPUS GUESTS

Guest permissions will extend to individuals off-campus, provided the guest has not been previously banned from residence. Hosts must register all guests, be present with them at all times, and will be permitted to have 2 guests at a time for up to 3 consecutive nights. We will be in Stage 3 during all other dates not indicated above.

[More information on how to register your on-campus guest can be found on our Guest Registration page.](#)

## RESPECT

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Behaviour that interferes with a resident's right to study, sleep, and learn or is a nuisance to the surrounding community is not permitted.

## NOT COOPERATING WITH STAFF

Failing to follow the directions or instructions of Residence Life Staff or University employees who are acting within the scope of their position (e.g. compliance with verbal/written requests, providing proper ID and providing information to staff) is not permitted.

## GAMBLING

Participating in and/or running gaming-related events (when there is an exchange of money) is not permitted in residence. This includes but is not limited to, poker nights, hockey pools, and raffles, draws, or bingo.

## NOISE

An individual's right to reasonable quiet supersedes another's desire to make noise. Unless otherwise advised, Quiet Hours are observed in residence at minimum from:

- Sunday to Thursday: 11:00 p.m. to 8:00 a.m.
- Friday & Saturday Evenings: 1:00 a.m. to 8:00 a.m.
- Final exam periods: 23 hours a day

Residents are expected to modify use of an area (e.g. outdoor basketball court, lounges, crossroads) during quiet hours to avoid study interference. High levels of bass or music from speakers or other equipment is prohibited at all times. Weekend Quiet Hours may be adjusted in relation to major midterms. Consideration Hours are in effect 24 hours a day, 7 days a week.

## PHYSICALLY ACTIVE GAMES OR ACTIVITIES IN RESIDENCE

Students are not permitted to participate in potentially destructive activities that may cause personal injuries and/or property damage (i.e. sports played indoors, using inline skates, bicycles, skateboards, or hoverboards within residence or running in the hallways).

## RESPONSIBLE BEHAVIOUR

Actions that adversely affect oneself or others, or have the potential to, as a result of not adhering to the RCLS. This includes failing to remove yourself from a situation that in and of itself contravenes the RCLS, or violating a condition from a previous violation (e.g. [guest probation](#), [posting](#), etc.).

## PRANKS

Initiating, supporting, or participating in pranks that are inappropriate, disruptive, offensive, and/or damaging to property are prohibited.



# FIRE SAFETY

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Behaviour which endangers the safety of others (ie. tampering with a smoke detector, not evacuating during a fire alarm) is prohibited.

## FAILURE TO EVACUATE

All students and guests are required to evacuate the building immediately once a fire alarm sounds.

## FLAMMABLE MATERIALS

The use or possession of explosive or flammable material is not permitted in residence buildings (e.g. fireworks and propane/gasoline tanks).

## FIRE SAFETY EQUIPMENT & FIRES \*

Discharging, tampering with or operating any fire prevention or detection equipment for any purpose other than the control of fire is strictly prohibited. Such equipment includes fire extinguishers, pull stations, alarms and smoke and heat detectors (typically located on the ceilings). Tampering with fire safety equipment or any negligent or intentional fires will result in significant outcomes, such as substantial fines and/or eviction.

## SMOKING \*

Our campus community is tobacco and smoke-free. Use of e-cigarettes, vaping, or use of any tobacco products (e.g. chew, dip, shisha, etc) is not permitted in residence or on campus. We encourage all residents to read the [full Smoke-Free U of G policy](#).

[Click here for more information on Fire Safety in the University of Guelph residences.](#)

# SAFETY & SECURITY

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Behaviour that jeopardizes or has the potential to jeopardize the safety & security of oneself, others or the residence community is prohibited.

## DOOR PROPPING & INAPPROPRIATE USE

Any attempt to prop exterior residence doors or tamper with perimeter door equipment is not permitted. Students are expected to abide by the access hours/restricted use signs posted on exterior residence doors and use main doors for entry and exit.

## RESTRICTED OR UNAUTHORIZED AREAS \*

Residents are not permitted in restricted or unauthorized



## MOCK RESIDENCE BURN

▶ VIDEO

*How fast do you think fire moves? How much time do you have to evacuate your residence room? The answer might surprise you. Check out the video above or the live Mock Residence Burn demonstration during Orientation Week.*

areas (except in emergencies). For example, students found on a roof, restricted balconies, tunnels, attics, or another resident's room without their permission may be evicted.

## UNAUTHORIZED KEY POSSESSION/USE \*

Residents are not permitted to copy, lend or be in the possession of unauthorized keys, fobs, or student IDs.

## THEFT \*

Possession of another person's or University property without permission is prohibited.

## WEAPONS \*

Firearms or any other weapons or items that are created or intended to cause harm, could be seen as intimidating, or mistaken for a weapon are strictly prohibited. Examples include, but are not limited to, restricted weapons, fencing foils, ceremonial or decorative swords, airsoft guns and paintball guns.

# DIGNITY & INTEGRITY

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Behaviour that has the potential to or causes bodily harm, interference, fear or intimidation is not permitted. Learn more from the [Office of Diversity and Human Rights](#).

## CIVILITY

Residents must not intimidate, interfere with, threaten or otherwise obstruct any person, including Residence Life Staff.

## DISCRIMINATION \*

Any conduct that results in the adverse treatment of an individual or group based on race, gender, origin, religion, age, sexual orientation, ability or other human right protected grounds, is strictly prohibited.

## HATE ACTIVITY \*

Any comments or actions against a person or group motivated by bias, prejudice or hate based on any individual right or protection (e.g. race, ancestry, religion,

sex, age, marital status etc.) is prohibited within residence. This includes but is not limited to, hate crime, hate propaganda, telephone/electronic communications promoting hate, and the display of hate through any notice, poster, sign, symbol or emblem.

## HARASSMENT \*

Any attention or conduct (oral, written, virtual, or physical) by an individual/group who knows or ought to reasonably know that such attention or conduct is unwelcome, unwanted, offensive or intimidating is not permitted. This includes, but is not limited to, bullying, hazing, or racial slurs.

## GRAPHIC MATERIALS

Displaying pornographic or graphic material in public areas, common areas, or where it is visible to the residence community or public is prohibited.

## SEXUAL VIOLENCE \*

Sexual Violence is any sexual act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation. Any form of Sexual Violence will not be tolerated within residence and can face severe consequences such as eviction.

## VIOLENCE \*

[Physical aggression](#) (consensual or not) will not be tolerated. Residents are strongly encouraged to vacate the premises and call for assistance when encountering violent situations. Any student who engages in physically aggressive behaviour, regardless of the intention, can face severe consequences such as eviction.

## BUILDING CARE

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Actions that have the potential to cause damage to a residence building or compromise services provided by Student Housing Services are not permitted.

## CLEANLINESS STANDARDS

Students are expected to keep their rooms/units and shared living areas clean and at a standard acceptable to Student Housing Services to avoid issues such as pests, bed bugs, and irritants to others. Removing garbage in a timely fashion in the proper receptacle and cleaning up after oneself is expected.

## EQUIPMENT STORAGE

Students are not to store any personal belongings or room property in common/shared living areas (e.g. bicycles, hockey equipment, musical instruments or items of furniture).

## PETS

Pets are not permitted in residence with the exception of non-dangerous fish in small aquaria (less than 4 litres) and service animals that have been approved by the Director of Student Housing Services. [More information about service animals in residence can be found here.](#)

## POSTERING & DECORATING

Residents are permitted to poster/decorate in designated areas provided it is in accordance with the [SHS Poster Policy](#).

## PROPERTY DAMAGE \*

Acts of vandalism or altering any part of a physical space are prohibited in residence. Students are encouraged to report any accidental or intentional damage to property to a Residence Desk.

## PROHIBITED ITEMS & USE

Items that are known to cause damage to facilities or increase the risk of harm to others are not permitted. Examples include, but are not limited to, lit candles/incense, air conditioning units, hoverboards, halogen lamps, strip lights directly affixed to walls, inflatable pools, etc. Electrical or other cooking appliances (e.g. toasters, hot plates, kettles, coffee machines, etc) are permitted only in areas with approved kitchen facilities. Prohibited items may be confiscated.

## REMOVAL OF STUDENT HOUSING PROPERTY \*

Removing, unbolting, and/or relocating furniture or other items from lounges, residence rooms, dining areas and other common living areas is not permitted.

## SOLICITATION

Residents are not permitted to use any space or service in residence for commercial purposes (i.e. profit-driven activities, promoting goods or services and/or hosting events which are intended to promote/sell goods).

## TELECOMMUNICATIONS & PIRACY

Students are to comply with the University's Acceptable Use Policy and the ResNet Computing Agreement. Residents shall not run or install personal routers, wires, cables or other electronic connections between rooms, in hallways, between windows or outside buildings.

# PROCESS

## WHAT HAPPENS IF I DO SOMETHING CONTRARY TO THE RESIDENCE COMMUNITY LIVING STANDARDS?

### WE'LL TALK WITH YOU

In most cases when there is behaviour that may not comply with the RCLS you will be approached by one of our Residence Life Staff. They will talk with you about the problematic behaviour (e.g. if your music is too loud) and ask you to make adjustments so that your behaviour isn't impacting others in a negative way.

### WE WORK TO FIND A RESOLUTION

Some situations may be easy to resolve while others may take some more time. In some cases, the Residence Life Staff will need to ensure that the behaviour stops, you understand how others may have been impacted, and there is agreement from you that it will not continue in the future. In these situations, the Residence Life Staff will work with you to develop a resolution and will then summarize the conversation as a [Community Resolution](#), which you will receive via your University of Guelph email account. If this attempt fails or the situation cannot be readily resolved, then the RLS will complete an [Incident Report](#).

## HOW ARE MOST THINGS RESOLVED IN RESIDENCE?



BETWEEN YOU, AN RA OR A (A)RLM.



BETWEEN YOU, A MEMBER OF RLS AND AN IMPACTED PARTY.



TOGETHER, AS A COMMUNITY.





**PRAVEEN ATHERAY**  
RESIDENCE LIFE MANAGER

## COMMUNITY RESOLUTIONS

A Community Resolution (CR) is a type of documentation that Residence Life Staff will complete when a violation of the RCLS occurs that is easily resolvable. For a CR to be completed, the following must take place: the situation is easily resolvable, you take responsibility for the behaviour involved, and are not overly intoxicated. The CR is then e-mailed to you to identify the RCLS violation and summarize the interaction with RLS. Any violation that compromises the health and safety of others is not eligible for a CR. Students who have received multiple CRs in an academic year will have all future incidents documented as an Incident Report. If you wish to speak about the CR you received, please contact your [Residence Life Manager, Assistant Residence Life Manager, or Area Coordinator](#).

## INCIDENT REPORTS

There are, of course, situations that the Residence Life Staff cannot resolve quickly as they require more time, information, or support. For these incidents, the Residence Life Staff will document the facts in an [Incident Report](#). You will be sent an e-mail with a copy of any Incident Report's received and will be given the opportunity to meet with a member of the Residence Life Management Team, such as Erin, to share your perspective on what took place.

## MEETING WITH A MANAGER

Receiving an IR does not automatically mean you are responsible for the behaviour listed. Upon reviewing the facts documented in an Incident Report, a meeting may be requested (by either party), or further information may be gathered. You are always encouraged to express your point of view. A meeting is typically used to discuss what happened, investigate any discrepancies, and talk about who was impacted and how to move forward.

## YOUR OPINION MATTERS

It is important you have the opportunity to have a voice in the conduct process and feel heard. We encourage all students to attend meetings about their behaviour in residence. However, if you choose not to share your perspective then a decision will be made about your involvement and potential outcomes without your input.

## RESTORATIVE APPROACH

Our primary goal is to help you learn from behaviour that has had an impact on others (i.e. harms) and to make things right by repairing harms and rebuilding trust within the community. RLS will always try, through their conversations, to understand what harms may have been created and how things can be mended, or made right. Ultimately, we want students to learn and for communities to grow. A restorative approach is only possible with your active participation.

## WHAT IS A CIRCLE?

A circle is a process that RLS may use to address community concerns or restore a situation. It looks as it sounds: those students who were both affected and responsible come together to discuss community experiences and issues in order to find a resolution and move forward.

# OUTCOMES

## WHAT WILL THE DECISION BE?

Our hope is that students will learn from mistakes, work to repair any negative impact from problematic behaviour and rebuild trust in the community. In order to accomplish these goals, one or more of the outcomes listed below may be used. The types of outcomes discussed with you will shift if you continue to be involved in multiple incidents throughout the year.

## POSSIBLE OUTCOMES

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### APOLOGY

An expression of remorse for an action or behaviour that includes a commitment to make amends.

### CONFISCATION OF PROPERTY

Items which do not comply with the Residence Community Living Standards may be confiscated or destroyed as per the Confiscation of Property Policy.

### EVICTION

The termination of a student's Residence Contract requiring them to vacate residence by a specific date or immediately, if deemed necessary by Student Housing Services. Other conditions including posting may apply.

### LOSS OF PRIVILEGES

Specific privileges may be suspended or revoked for a given time period (ie. access to lounges, hosting a guest, consuming alcohol in residence). A loss of privilege may also be associated with a probation period in which any subsequent incidents or breach of restricted privileges may result in further action.

### MONETARY SANCTIONS

Includes fines and [conditional fines](#) which are placed on a resident's account. Monetary sanctions range from \$25 to \$500. Some violations have [institutionally established](#) set fines.

### ON NOTICE

A status to inform students that their behaviour or conduct history is unacceptable. Generally used for less serious incidents or for students who have prior [Community Resolutions](#) or [Incident Reports](#). If a student is on notice and there is subsequent behaviour contrary to the RCLS, the student may be placed on residence probation.

### POSTING

A student is banned from a residence area or residence building. Violations of a posting may result in a charge pursuant to the Trespass to Property Act.

### PROBATION (RESIDENCE & NON-ACADEMIC)

Is a formal status, typically imposed for one or more semesters. During the [probation](#) period, privileges (e.g. alcohol, guests, etc.) may be lost and any subsequent violations may result in further action, including eviction or sanctions from the [University Judicial Committee](#).

### RESTITUTION & COMMUNITY BILLING

Is a monetary reimbursement for actual damages or loss to the University.

### RESTORATIVE AGREEMENT

An agreement made with a resident to outline specific goals or expectations as a means to repair harm and rebuild trust.

### EDUCATIONAL OPPORTUNITY

An [opportunity](#) to learn, develop, reflect or make amends (e.g. projects, interactive seminar, online workshop or reflective assignment).

### SUSPENSION

A period of time where a student is temporarily prohibited from residing in residence. During this time a student is responsible for the full cost of the residence space and is restricted from entering all residences.

### TRANSFER

When a resident is required to relocate to an alternative residence or room (any additional room costs will be applied).

# INDIVIDUAL & PROCESS PROTECTIONS

## RIGHT TO APPEAL

If you have been found in violation of the Residence Community Living Standards (RCLS), and you disagree with this finding, you have the right to appeal.

- Your appeal must be submitted within five (5) business days of receiving the decision letter to [rbwm@uoguelph.ca](mailto:rbwm@uoguelph.ca). Appeals must be based on the appeal grounds noted below and include an appeal statement and original outcome letter/agreement when submitted.
- The outcome is unreasonable given the behaviour involved;
- New information has come to light that was unavailable at the time of the original decision.

Once submitted, the appeal will go to the Residence Behaviour and Wellness Manager for review. The Residence Behaviour and Wellness Manager will determine whether you have provided sufficient information based on the grounds above and may request to meet with you so more information may be gathered. If your appeal moves forward, it will then be heard by another member of the Student Housing Services team. Alternatively, you may choose to explore Alternative Dispute Resolution with the Residence Behaviour and Wellness Manager.

Please note, if you are appealing on-notice status as an outcome and have not met with the individual sending you the letter, please contact them to book a meeting to review the case. Their contact information can be found at the bottom of the letter you received.

A formal appeal is only required if you are still not satisfied with the Manager/Coordinator's decision after you have met with them.

For more information regarding the appeal process, please [refer to the Frequently Asked Questions on our website](#) or contact the Residence Behaviour and Wellness Manager at [rbwm@uoguelph.ca](mailto:rbwm@uoguelph.ca).

## ADDITIONAL INFORMATION

### STANDARD OF PROOF

The standard of proof used within the Residence Community Living Standards is a balance of probability. If, after all credible information has been heard, the Student Housing Services' personnel involved believe that the incident is more likely than not to have occurred and there is reasonable evidence that the person(s) responsible can be determined, then the standard of proof has been met.

### AUTHORITY

The RCLS are governed by Student Housing Services under the authority of the University of Guelph and in accordance with the [Policy on Non-Academic Misconduct](#). Any behaviour by a resident or individual within a defined Residence Area that does not comply with a) these Residence Community Living Standards; b) University policies and regulations; and/or c) Federal, Provincial and Municipal laws may result in staff addressing problematic behaviour.

### PRIOR BEHAVIOUR

A resident's prior behaviour (including prior Community Resolutions or Incident Reports) is considered when outcomes are issued. Outcomes are progressive as violations of the RCLS occur. Prior behaviour in residence may also be considered at University Judicial Committee hearings.

### RESIDENCE CONTRACT

Serves as the overarching document that defines the relationship between the student and Student Housing Services.



## ADMINISTRATIVE FEES

Residents must check out of residence as per guidelines outlined by Student Housing Services.

The following are fees that may be applied:

Improper Checkout	\$125.00
Lock Change	\$75.00
Abandoned Property Removal	\$25.00
Key Sign Out (after 3 per semester)	\$5.00
Late Extension Requests	\$20.00
Late Key Return	\$20.00

\*Fees are not inclusive of all fees that may be applied. Additional fees and administrative policies are available on our website.

## DEFINITIONS

**CONDITIONAL FINE:** Act as a guarantee for future behaviour and is removed if there are no subsequent violations of the RCLS.

**COMMUNITY BILLING:** When vandalism occurs and cannot be attributed to a specific individual, the incurred damage costs are split among the residents of the floor/building where the incident occurred.

**DRUG PARAPHERNALIA:** Equipment or materials that are used to produce, and consume illegal drugs or substances.

**GUEST:** A guest is a non-resident of the building who is associated with a host-resident (ie. registered, let into the building, provided access etc...)

**KEY:** Refers to a key or any item (ie. fob, student ID) that grants access to a particular area or residence.

**PHYSICAL AGGRESSION:** Any offensive or defensive action or attack that results in an individual being compromised. These behaviours include, but are not limited to, hitting, punching, slapping, kicking, pushing, pulling, fighting, retaliation, sexual assault, and threats of violence.

**PROBATION STATUS:** Alcohol or Cannabis Probation is a status that restricts an individual's privilege of consuming, possessing or being under the influence of alcohol or cannabis. Guest Probation indicates that an individual is not permitted the privilege of hosting guests in residence. Non-Academic Probation is a status under the Policy of Non-Academic Misconduct which indicates that further violations may result in additional outcomes such as Level II Non-Academic Probation or suspension/expulsion from the University. Typically Non-Academic Probation is only applied to non-residence students who are within a residence zone; significant violations; or for violations that occur towards the end of the Residence Contract. Residence Probation is a status that indicates that further infractions of the RCLS may result in eviction from residence.

**SEXUAL VIOLENCE:** Any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism and sexual exploitation. Sexual assault can also include coercing or pressuring someone to have sex and/or sexual contact with someone who is incapacitated or sleeping.

**UNWELCOMED PERSON:** A non-resident of a building who is present in a residence area without a host-resident will be required to vacate residence (at minimum).

**VANDALISM:** Is defined as the intentional or malicious destruction or defacement of public or private property.



# Learn More

## About the Residence Community Living Standards

**Website** | [housing.uoguelph.ca/rcls](https://housing.uoguelph.ca/rcls)

More information on processes, policies, and living in residence.

**Email** | [rbwm@uoguelph.ca](mailto:rbwm@uoguelph.ca)

Ask questions about anything related to the RCLS.

**Phone** | **(519) 824-4120 ext. 58701**

Speak with our Housing Team and get in contact with the Residence Life Management Team.

### **Student Housing Services**

Maritime Hall  
50 Stone Road East, Guelph,  
Ontario, Canada, N1G 2W1

[housing.uoguelph.ca](https://housing.uoguelph.ca)

**IMPROVE LIFE.**