



WEST

RESIDENCE LIVING

Student Housing Services | University of Guelph



IMPROVE LIFE.



WELCOME

As a resident living at West, you have an opportunity to experience a neighbourhood that supports our campus values of Inclusivity, Engagement and Respect.

INCLUSIVITY

Our West neighbourhood provides a great way to experience independent living and offers opportunities for interaction within a diverse community. Our community is a blend of undergraduate, graduate students, and student families.

ENGAGEMENT

Living at West Residence allows you the opportunity to determine your degree of involvement. Our Community Life Staff provide a variety of opportunities for participation and engagement in all kinds of neighbourhood activities! Everyone is invited to get involved, try something different, and meet new people. Our staff work hard to support, develop, and facilitate programs that support your career, personal, and academic success. Community members and staff will also often work together to plan community trips, BBQs, and activity groups. Have an idea? The staff at West would love to hear from you! Send us your thoughts and suggestions on activities at comlife@uoguelph.ca.

RESPECT

West Residence is a blended community, with accommodations for senior undergraduates and those for our students with families. As in any other neighbourhood, our community members help to define how the neighbourhood functions and interacts. Student Housing Services (SHS) recognizes the importance of this and therefore highly encourages residents to help define what constitutes “Respect” in West. Our staff work to guide residents through conflict situations and work to educate residents on community issues. All members of the community are encouraged to work together to build relationships that are based on mutual respect. A truly successful community is one where members are interdependent and have a shared understanding of the responsibilities for themselves, others, and the facilities.

AS A COMMUNITY MEMBER AT WEST, YOU HAVE THE FOLLOWING RIGHTS TO:

- An environment that is conducive to learning, wellness, and safety;
- Have your person, property, and views respected;
- Feel safe and secure in your community;
- Fair treatment in all community life matters;
- Be free from fear, intimidation, and threats.

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WHAT CAN YOU EXPECT FROM US?

Our goal is to provide safe, comfortable, and affordable accommodation that support both our students and families as they work towards the successful completion of their academic pursuits. At West, you can expect to see our Community Life Staff creating opportunities for interaction and engagement, providing referrals to services and resources, and intervening when necessary if the rights and needs of others are not respected. We also strive to provide excellent service to all of our residents.

WHAT DO WE EXPECT FROM YOU?

Successful communities are built on common understandings that include shared values and expectations. At West, our expectation is that each member in our community is welcome, valued and respected, and able to succeed academically and socially. As such, community members are expected to:

- Understand and abide by the University's [Policy on Non-Academic Misconduct](#) as well as all Federal, Provincial and Municipal laws;
- Follow all rules and regulations established by SHS and the University of Guelph (this includes parking regulations and checkout procedures) as part of your Residence contract;
- Report damages, safety concerns, and unruly behaviour to Community Life Staff or the Family Housing Office.

SHS communicates with residents via their U of G email account. For this reason, we ask that you check and respond to your U of G email regularly.

SHS advises all members of the West Residence Community to purchase personal content insurance to safeguard your belongings.

HEALTH & PERSONAL SAFETY

EMERGENCY SERVICES

- In the event of an emergency, Campus Community Police will respond to West Residence. Emergency poles with blue lights and an emergency telephone are located around West Residence;
- Community Life Facilitator on call may be reached through the Prairie Desk [ext. 58123]
- View the West Residence Area Map [here](#)
- SafeWalk is also available to West residents by calling 519-824-4120 ext. 53200.

Campus Community Police can be reached at 519-840-5000 for emergency situations or at 519-824-4120 x 52245 for general inquiries or information.



WEST RES
IS 1500
STEPS
FROM
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LIVING IN WEST



We have highlighted below some guidelines as part of the West Residence Community Living Standards (West RCLS) so that you and others can have a great experience.

AS A CITIZEN & COMMUNITY MEMBER

You are responsible for your own behaviour and actions to ensure a positive neighbourhood environment and roommate relationships. We remind you that all Federal, Provincial and Municipal laws must be upheld. Additional guidelines that support responsibility and safety of community members are highlighted below.

ALCOHOL & DRUGS

Consumption of alcohol is permitted in West Residence units by those of legal age, but may not be consumed in public areas. Residents are prohibited from possessing, using, or trafficking drugs in residence that are in contravention of the Controlled Drugs and Substances Act. Drug paraphernalia is also not permitted. Behaviour which is deemed by SHS to be harmful to oneself or to others (e.g. excessive alcohol consumption, hosting of parties etc;) will prompt a response from Community Life Staff. **DRUG PARAPHERNALIA:** Equipment or materials that are used to produce, and consume illegal drugs or substances. Examples of drug paraphernalia include bongos, pipes, scales, and grinders. **This is subject to change pending new legislation.**

BUILDING & NEIGHBOURHOOD CARE

Facilities are shared by residents of West and by those in Family Housing. Community members are seen as partners with SHS to maintain an environment that is clean, safe, and secure. We look to members of the community to report any damage/vandalism,

needed repairs, and to uphold overall facility standards. Residents must not engage in behaviour that cause (or have the potential to cause) damage or disruption to the facilities or services provided. Community members are also responsible for proper disposal of garbage and waste.

FIRE SAFETY

Residents are expected to follow all fire safety laws and University fire safety regulations and must not engage in behaviour that might endanger the safety of oneself or others. This includes, but is not limited to, tampering with a smoke detector, not evacuating during a fire alarm, and discharging a fire extinguisher for any purpose other than the control of fire. All residents must evacuate their unit during a fire alarm.

BARBEQUES

Residents of West have the privilege of using BBQs, provided they are used in designated locations and meet required safety standards. A community BBQ area is located near the Community Centre and can be signed out at the Family Housing Office. For additional information on these locations please speak with the Community Life Staff.



CHECK OUT OUR
ROOMMATE
RESOURCES ON
OUR WEBSITE



AS A NEIGHBOUR

A wonderful aspect to West is experiencing the benefits of having neighbours. A 'good morning' or a quick chat over a shared fence provide a feeling of community. We encourage you to take the time to get to know your neighbours. Here are a few ways you can be a great neighbour.

NOISE

Community members are expected to respect and accommodate each other's needs for study, sleep, relaxation and enjoyment. In order to support this and local bylaws, noise is to be kept to a minimum after 11pm. All residents must observe consideration hours. **CONSIDERATION HOURS:** An individual's right to reasonable quiet supersedes another's desire to make noise. Consideration Hours are in effect 24 hours a day, 7 days a week.

RESPONSIBLE BEHAVIOR

Residents are expected to engage in behaviour that is respectful, cooperative, safe, and demonstrative of a 'considerate neighbour'. Members of the West community are asked to be considerate to the needs of those around them and with whom they share living space and facilities.

SMOKING

We are transitioning to a smoke free property. During this transition, residents who smoke are asked to smoke in designated locations only and to be sensitive to the impact on others. Smoking inside a unit or in non designated areas is not permitted. Use of e-cigarettes or vaping is not permitted in residence.

AS A ROOMMATE

Having a roommate can be a fantastic experience! To help you make the best of the experience we encourage you to have a conversation from the start about personal habits, preferences and needs. We also encourage you to talk about how concerns will be communicated, should they arise. Don't forget that the Community Life Staff are also available to help. Below are a few topics you might want to discuss with your roommate.

GUESTS

Guests and visitors are important aspects of independent living. Residents have the opportunity to invite guests to stay or visit but you should be sensitive to the shared living arrangement and your roommate's needs. We strongly encourage residents to discuss overnight guests with roommates prior to arrival. Since we know you, but not your guests, residents are responsible for the actions and behaviour of their guests. Guests are not extended the privilege of prolonged or excessive stays. "Excessive Stays" can be considered three consecutive days. **GUEST:** Is a non-resident of a building who is associated with a host-resident.

FURNITURE

We want you to be comfortable in your home and because of this you are permitted to bring some additional furniture (other than

what is provided in your unit), provided it does not infringe on your roommate or have the potential to adversely affect the conditions of the unit or others (i.e. furniture must be kept clean, be bedbug free, not interfere with fire exits). We encourage you to wait until all roommates have moved in before doing so. Please check with our office to avoid any additional costs.

CLEANLINESS

Residents are responsible for the cleanliness and up keep of their rooms. Further, residents are equally responsible for keeping common areas, bathrooms, and kitchens up to acceptable standards (as determined by SHS) with their roommate(s). Unacceptable cleanliness standards and/or failing to remove garbage may lead to pests, odour, or adverse health effects. For specific guidelines and suggestions on how to avoid additional cleaning charges please visit the Family Housing Office.

PETS

West residents are permitted non-dangerous fish in small aquaria. No other pets are permitted. West residents may notice pets in their community; these pets are owned by residents of our Family Housing population.

OVER 50
DIFFERENT
COUNTRIES ARE
REPRESENTED
IN WEST RESI-
DENCE AND FAM-
ILY HOUSING



INTERACTING WITH THE COMMUNITY



As in all communities, there may be an occasion when a conflict arises. We encourage community members to approach each other in a calm and respectful manner.

By talking out any conflict or concern, members of the community are able to find common ground and understanding so that everyone's needs are met. Conflict in West is minimal, but occasionally residents may disagree on outdoor noise levels or experience a disagreement with a roommate. With these types of conflicts, 95% can be resolved between community members.

Should a concern arise that involves children or minors from the community (eg. excessive noise, damage), we ask that residents speak with the parent/guardians of the minors or the Community Life Manager.

In the few situations that require the support of a third party, our Community Life staff are available to help facilitate dialogue, conversations and community agreements. Please contact them should you need assistance in approaching a situation or addressing a conflict.

In some cases, the staff may complete a Community Resolution or Incident Report depending on the nature of the behaviour or incident. **COMMUNITY RESOLUTION:** If an incident is not of a serious nature and can be resolved readily by staff, the Community Life Staff will facilitate and engage in restorative conversations and discussions around harm. A Community Resolution includes expectations for future behaviour. **INCIDENT REPORT:** Written observations of an event or violation of the West Residence Community Living Standards. Incident Reports are completed by Community Life Staff and forwarded electronically to residents.

The Community Life Manager may also intervene if a situation warrants a more formal response or intervention. The Community Life Manager may utilize a variety of tools and outcomes in order to ensure a respectful, safe and enjoyable experience for everyone. You will be notified via your U of G email account of any follow up or meeting requests from the Community Life Manager.

HOW MIGHT SHS RESPOND IF A SITUATION PERSISTS?

Our hope is that residents will work with us to repair any negative impact that may have occurred as a result of behaviour that is contrary to our community values and the West RCLS.

OUTCOMES

In order to accomplish this goal, one or more of the following may be used as outcomes following an incident (listed in alphabetical order).

BEHAVIORAL CONTRACT

A set of behaviour expectations or conditions that are determined with the resident.

EVICITION

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.





CONFLICT IN WEST IS MINIMAL AND MOST IS RESOLVED BETWEEN COMMUNITY MEMBERS.



LOSS OF PRIVILEGES

The Community Life Manager may restrict certain privileges should a situation warrant such action. This may include, but is not limited to, a loss of guest privileges, restrictions on use of Community Centre, or loss of West parking privileges.

MONETARY SANCTIONS

Includes fines and/or conditional fines which are placed on a resident's account. Monetary sanctions range from \$25 to \$500. The maximum of \$500 is typically associated with tampering of fire safety equipment.

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 may be banned from a specific residence area or residence building. Violation of a posting may result in a charge pursuant to the Trespass to Property Act by Campus Community Police.

PROBATION

Is a non-academic status, typically imposed for the duration of the a student's Residence Contract. During a probation period, privileges may be lost and any subsequent violations may result in further action, typically eviction or referral to the University Judicial Committee.

RESTITUTION

Is a monetary reimbursement for actual damages or loss of University or personal property.

SERVICE PROJECT & EDUCATIONAL OPPORTUNITY

An opportunity to learn, develop, reflect and/or make amends (ie. Service hours, projects, interactive seminar, online workshop or reflection assignment).

TRANSFER

When a resident is required to relocate to an alternative residence or room [room costs will be applied].

WRITTEN APOLOGY

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

INDIVIDUAL & PROCESS PROTECTIONS

RIGHT TO APPEAL

If you receive an outcome and wish to appeal, you must submit an Appeal/Request to Review form to the Community Standards Officer within three (3) business days upon receiving the decision letter. Your letter should be structured around one or more of the following:

- 1: A lack of procedural fairness;
- 2: The outcome is unreasonable given the behaviour involved;
- 3: New information has come to light that was unavailable at the time of the original decision.

Upon receiving your appeal, a meeting will be arranged with the Community Standards Officer (CSO) to discuss the contents of your appeal and possible resolutions. The CSO will then work with you to discuss all options available to pursue your appeal. Students receive one appeal route only per decision. All appeal outcomes are final and cannot be appealed. For further information on appeals please visit our website.

ADDITIONAL INFORMATION

STANDARD OF PROOF

The model used by SHS is one of a balance of probabilities. If, after all credible information has been heard, the Student Housing Services' staff member believes that the incident is

more likely to have occurred than not and there is reasonable proof that the person(s) responsible can be determined, then the standard of proof has been met.

AUTHORITY

The West 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 the West Residence Area that does not comply with a) the West RCLS b) Federal, Provincial and Municipal laws and/or c) University policies and regulations, will be addressed. WEST RESIDENCE AREA: Student Housing Service's authority for Family Housing and West Residence is contained within a specific area. This area includes between the Dairy Bush path (South), McGilvray Street (East), fire route (West) and the parking lot at the north end.

PRIOR BEHAVIOR

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

RESIDENCE CONTRACT

The Residence Contract serves as the overarching document that defines the relationship between the student and Student Housing Services.

12 MINUTES TO
WALK FROM WEST
TO UNIVERSITY
CENTRE



YOU'VE MOVED IN

We are thrilled you are here! Listed below are some items that will help you get acquainted with your new home. The majority of this information will also be covered in your orientation meeting with a member of the Community Life Staff.

CONTACT US

FAMILY HOUSING OFFICE

The Family Housing Office is located at 132-78 College. Visit the office for general inquiries, community life or facilities. The office is open Monday to Friday (closed for lunch) and some weekend hours. General questions can be emailed to housing@uoguelph.ca.

COMMUNITY LIFE

Community Life staff work out of our Family Housing Office. Contact Community Life for any community issues such as unresolved noise complaints, roommate concerns, personal support and connections to campus services. Have an idea for a community event? We're here to help you get it going! For Community Life inquiries please contact: 519-824-4120 x54097 or email comlife@uoguelph.ca. Check with the Family Housing office for the CLF office hours.

FACILITIES

Facilities related inquiries from students can be emailed to famhous@uoguelph.ca or for a more immediate question or need please contact the 24 hour Prairie Desk at 519-824-4120 x58123. Send us work orders through our online form. Check out the [West map!](#)

For Facilities Emergencies after hours (i.e. no hot water, overflowing toilet, burst pipe) please contact Campus Community Police 519-840-5000.

For general information please visit the Student Housing Services website. Staff are also available to assist you at Student Housing Services in Maritime Hall (8:30am - 4:45pm) or email housing@uoguelph.ca.



ORIENTATION TO WEST

LOCKED OUT?

During business hours (typically until 4:45pm) you can come to the Family Housing Office to sign out a spare key for your unit; please bring ID with you. After business hours contact the Prairie Desk at 519-824-4120 x 58123 for lock outs.

LOST KEYS?

If you have lost your keys you must notify the Prairie desk at x 58123 and we will request a lock change. You will be billed the cost of a lock change at a rate of \$75.00.

MAIL SERVICE

Mailboxes are located on the outer wall of the community centre. You will be provided with one (1) mailbox key upon move-in. Mailboxes are shared among all residents in a unit. Inquiries regarding mail service should be directed to Canada Post. Courier service is typically delivered to your door unless alternate instructions are provided.

PARKING

Parking is available through the Family Housing office. Parking passes must be displayed in vehicles. Visitor parking is available for short term occupancy only. Parking is monitored by SHS staff.

WALKWAYS

Walkways between the housing blocks and play area are to provide a safe route for pedestrians and children. These areas are not to be blocked or used by any motor vehicle.

STORAGE


Personal items (e.g. household furniture) should not be stored in any outdoor common area, including unit entrances. Patio furniture is permitted on patios only. Bicycles can be locked and kept on provided bicycle racks, in your unit's storage locker or stored in your backyard. Bicycles are not to be stored inside or locked to any trees in the community.

GARBAGE

Garbage, recycling and composters are located in the parking lot at 78 College Avenue. Information about recycling will be provided during your first house chat or welcome event.

LAUNDRY

A community laundry room is available 24 hours a day for residents. Machines are coin operated and take Loonies or quarters only (\$2 per load for wash, \$2 for dry). If machine is out of order please see the Family Housing office or follow the instructions for maintenance issues in the laundry room.



10,260 CYCLES
OF LAUNDRY ARE
DONE AT WEST
IN A YEAR!





WEST IS THE ONLY PLACE ON CAMPUS WHERE YOUR NEIGHBOURS ARE HORSES



APPLIANCES

Each unit is equipped with a refrigerator/freezer and a stove. Should you require assistance or are experiencing problems with these appliances please submit an online work order. Air conditioners are permitted in West Residence (with some restrictions and additional costs). See our [policy on air conditioners](#) for full details.

INTERNET

Internet is available for residents and is provided through TekSavvy as a contracted service provider. See our [TekSavvy User Instructions and Technical Support information](#). Users must adhere to the University of Guelph Acceptable Use Policy.

TELEPHONE & LANDLINE

Residents of West are responsible for arranging their own telephone service with a provider of their choice.

CABLE

Residents are responsible for arranging their own cable. Rogers is the local cable provider. See staff for more information.



ADMINISTRATIVE FEES

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

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

COMMUNITY CENTRE

Residents may book the community centre at West. For additional information, please visit the Family Housing Office or make a [booking request](#) online.

AIR EXCHANGE

Air exchange units are located in the interior storage room. Please keep the air exchange set as high as possible when the shower is running and for 15 minutes afterwards. Keeping your air exchange on high will also help to avoid setting off smoke detectors when cooking.

CITY OF GUELPH

The City of Guelph is a vibrant and engaging community. For information on City services, resources and programs visit the [City of Guelph website](#).

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



CHECK OUT
THE MONTHLY
NEWSLETTER
FOR ALL
UPCOMING
EVENTS!



PARTICIPATE AND GET INVOLVED

There are a number of ways to participate in Community Life at West. We offer academic support in the form of programs designed to provide you with answers to questions regarding graduate studies, career development, as well as social programs to encourage community development.

A number of opportunities and community outreach experiences and programs are also promoted by staff to connect students with the larger community and City of Guelph. The leadership team that supports West includes the Community Life Manager, Community Life Facilitators and practicum students. Interested in joining the staff team? Speak to the Community Life Manager today!

VOLUNTEER

We often rely on the help of volunteers in our community to support programs and activities. Volunteers have assisted with programming planning, organizing and implementation. Volunteers have helped with language teaching, cultural shows, conversation partners, community socials and craft and cooking lessons. We could not do what we do without the support of our volunteers. If you are interested in volunteering with Community Life email us comlife@uoguelph.ca.

INTRAMURALS

Through a partnership established between the Student Housing Services and Athletics departments, Gryphons who live in residence now have another way to take part in our internationally

recognized intramural program. Join with fellow students from your community for some friendly competition against students and teams representing residences across campus. For more information speak with Community Life or visit reslife.uoguelph.ca.

INTERHALL COUNCIL

Interhall Council is the residence student government for the University of Guelph. The West Residence Advisor represents the student body and also offers a number of programs and activities to enhance your experience. For more information about events happening in West, check out the IHC website and join their Facebook page!

Contact the staff if you have any questions, ideas, or concerns regarding life at West!

WEST RESIDENCE LIVING

**STUDENT HOUSING
SERVICES MARITIME HALL
UNIVERSITY OF GUELPH**

50 Stone Road,
Guelph Ontario
N1G 2W1

www.housing.uoguelph.ca
reslife@uoguelph.ca

