



UNIVERSITY OF
TORONTO
SCARBOROUGH

**STUDENT HOUSING
& RESIDENCE LIFE**

THE RESIDENCE GUIDE

**A GUIDE TO RESOURCES, SUPPORTS, AND
COMMUNITY STANDARDS IN RESIDENCE**



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IMPORTANT DATES 2023 - 2024

September 1 and 2, 2023

Move-In Days (by appointment)

Sept 30, 2023

Balance of Fall Session Residence Fees due

November 17, 2023 by 4 PM

Last day to register for residence accommodation over winter break period

November 30, 2023

Winter Session Residence Fees due

December 19, 2023, by 12 PM

Last day to receive mail/parcels for 2023

December 21, 2023 by 12 PM

(or 24 hours after last exam, whichever is sooner)
Last day for Residents to leave for winter break

December 21 and 22, 2023

Winter room inspection

December 21, 2023 - January 6, 2024

University closed, Residence closed

January 7, 2024

Residence re-opens at 10am for Winter session

April 26, 2024

Last day of academic year residence operations

April 26, 2024 by 12 PM

(or 24 hours after last exam, whichever is sooner)
Last day for Residents to move out



WELCOME HOME

Congratulations on choosing to join our community of learners.

You Belong Here.

Residence is more than just a place to live.

Welcome Home at UTSC! We are so excited to welcome you to our beautiful campus. Living in residence is an exciting and enriching experience. Beyond providing a safe, affordable, and convenient place to live on campus, we are here to ease your transition to university and support you in your academic and personal goals.

Commitment to Inclusion & Diversity

The residence community at the University of Toronto Scarborough, located in Canada's most diverse city, is home to hundreds of diverse students from all of the globe.

We communicate and interact with each other in a way that promotes awareness, learning and understanding of the diversity that exists within Residence, the University and the local and global community. We are a diverse community that celebrates and is proud of the enriching opportunities that come from the diverse backgrounds, ways of knowing, ideas, perspective, and experiences represented by our community. Each community member who lives and works in Residence must be committed to these principles.



LAND ACKNOWLEDGEMENT

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to live on this land.

ACTIVITIES, SUPPORTS, & SERVICES



Communicating With Students Throughout The Year

Student Housing & Residence Life (SHRL) will communicate with students primarily through emails. Students are responsible for checking their university-issued email account regularly and reading all emails thoroughly to be informed about residence. SHRL will email students regularly regarding residence updates. Residence Life events and programs will be posted on the SHRL website. Notice of repairs that will require entrance by the Facilities Staff will also be emailed to students. Student Housing & Residence Life is located in the Residence Centre. Here a team of University staff work to deliver student housing services and to support residents through various student life, facilities and admissions issues in residence.

Counsellor in Residence

The Counsellor in Residence is a professional social worker who has experience providing support to people facing various mental health concerns and life stresses. They are available as a resource to support the well-being of any UTSC resident through individual counselling, group counselling, and programs throughout the year.

email: rescounsellor@utsc.utoronto.ca

Residence Life Coordinators (RLCs)

The Residence Life Coordinators oversee the development of thriving residence communities. They do this by leading team of Residence Advisors and promote residence engagement by implementing supports that ensure safety, respect, and inclusion for all community members. RLCs are full-time professional staff members who live in the residence community who also support students in need after hours.

Residence Life Program Coordinator (RLPC)

The Residence Life Program Coordinator (RLPC) oversees the development and delivery of largescale residence programs and events by supervising the Residence Engagement Facilitators and workstudy students. The RLPC also oversees major Residence Life projects throughout the year, such as Residence Orientation and Residence Life Team recruitment and hiring.



Upper-year student leaders make up our Residence Life Team (RLT). Members of the team include Residence Advisors and Community Advisors. Residence Life Team members have a wealth of knowledge obtained through their experience as University students and community leaders, as well as participation in a robust residence life training.

Residence Advisors (RA)

Residence Advisors are community leaders who organize activities, advise students on access supports and services on campus, mediate situations, build community, and ensure residence community standards and policies are understood and followed. Each is assigned to a community within the residence and will be responsible for the students within this area. Residents are encouraged to keep in regular contact with their RA.

Community Advisors (CA)

In Student Housing & Residence Life, we know how important a sense of community is to an enjoyable and enriching residence experience. We want you to have fun, while also learning the skills to be an independent students, and that is where our Community Advisors come into play. The role of the CA is to run programs and activities so that you always have a new event to look forward to attending when you are taking a break from your studies. The CA's are role models within the residence community and senior students you can turn to for advice.

Scarborough Campus Residence Council (SCRC)

The SCRC is a group of students elected by their peers who are here to represent the interests of residents. SCRC offers events and services throughout the year for residents.

Residence Life Team On-Call

If assistance is required outside the posted Student Housing & Residence Life office hours, residents must call the RLT on call for their community. The RLT On-Call phone is ON anytime the Student Housing & Residence Office is closed (evenings, weekends, and 24/7 on holidays). Residents are to call when assistance is required or in the event of an emergency.

*Please note that this resource is for current residence students only. If you are a parent, or an off-campus student, please call Campus Safety (contact Information available on page 19).

Community	Phone Number
Harmony Commons Floors 2-5	416-420-6783
Harmony Commons Floors 6-9	647-300-4560
Joan Foley Hall and Townhouses Juniper to Maple (J, K, L, M)	416-427-9380
Townhouses Aspen to Hickory (A, B, C, D, E, F, G, H, I)	416-688-3818

Student Housing & Residence Advisory Committee (SHAC)

Students are important partners in all that we do and Student Housing & Residence Life values student input. SHAC discusses the student experience in residence, policies, procedures, services, supports, budget and residence fees.

Student Housing & Residence Life leadership takes all student feedback as advice regarding the direction of the supports and services in residence. This committee is comprised of current residents and meets throughout the academic semesters to help us shape future goals and initiatives.

In Residence, students have the opportunity to learn beyond the classroom!

RESIDENCE CURRICULUM

At UTSC we aim to help to grow and develop both in and out of the classroom through our Residence Curriculum.

At UTSC, we are more than just a place to live.



UTSC Student Housing and Residence Life provides residents with experiential living and learning opportunities in an environment that emphasizes equity, diversity, and inclusion. While living in residence, our students will engage in transformative learning experiences that foster personal growth and wellness, build meaningful connections, and promote inclusive, socially conscious communities. Our Residence Curriculum focuses on **five key learning goals:** Personal Wellness, Life Skills, Community Engagement, Social Responsibility, and Academic Achievement. Come learn with us!

PERSONAL WELLNESS



Personal wellness is different for everyone. As students embark on and continue their university journey, they will learn what a positive sense of physical, mental, emotional and spiritual wellness means for them.

Student Housing and Residence Life supports that journey by providing a space where residents can interact, connect, and learn from each other while building healthy relationships, resiliency, and a sense of balance.



Students will...

- Identify the factors that impact their own personal wellness.
- Develop strategies to support their wellness.
- Apply skills to manage challenges in healthy and productive ways.



LIFE SKILLS

University is a time of transition, exploration, and self-discovery.

Building life skills is the process of developing strategies to solve problems that students will face in their everyday life.

Student Housing & Residence Life provides a space where residents can grow positively, safely, and independently.



Students will...

- Identify everyday skills fundamental for living independently.
- Understand the various resources and services that can support their student experience.
- Develop strategies to manage everyday independent living situations.
- Integrate knowledge and skills to manage challenges of everyday life.



COMMUNITY ENGAGEMENT

Student Housing and Residence Life provides not only a space for students to live, but a space to belong. An engaged community member understands the impact one has on their community.

Student Housing & Residence Life facilitates opportunities for students to actively participate in their community, providing enriching learning experiences that benefit residents, their current community, and their future communities.



Students will...

- Recognize ways they have an impact on their residence, campus, local or global communities.
- Understand how to meaningfully and responsibly participate in their community.
- Demonstrate the ability to consider multiple perspectives when interacting with others.
- Contribute to their communities in positive ways.

SOCIAL RESPONSIBILITY

Student Housing & Residence Life understands social responsibility to be an essential component of inclusive excellence. Social responsibility means being accountable for how we engage with the environment around us and being conscious of how our actions may impact individuals and society.

Student Housing & Residence Life provides space for residents to collaborate, explore new and different perspectives, and consciously make decisions that positively impact their communities and others.



Students will...

- Identify the impact they have on the land or people around them.
- Recognize the responsibility of all individuals in creating sustainable, equitable, inclusive societies.
- Develop strategies to address systemic barriers to equity and inclusion.
- Engage critically with social justice issues that impact themselves and others in ways that are meaningful for them.

ACADEMIC ACHIEVEMENT



Academic achievement refers to student's academic performance and accomplishments as they engage in transformative learning. UTSC Residence enhances the academic experience of students by fostering vibrant intellectual living and learning communities.

Residents will have opportunities to engage in academic initiatives and programs designed to develop study skills, promote academic peer bonding and networking, and foster student-faculty interactions outside the classroom.

Student Housing and Residence Life supports academic achievement by facilitating student participation and engagement with UTSC and promoting academic peer and faculty connections that support a successful academic transition.



Students will...

- Identify the factors that contribute to their academic achievement.
- Create an academic network of peers, faculty, and campus support services.
- Exhibit a growth-oriented and optimistic attitude towards academic challenges.
- Demonstrate effective learning strategies to advance their academic pursuits.

Community Events

EVENTS

A community event/social gathering is an event where more than 15 people (including the host & roommates) are present. Residents are welcome to host a community event/gathering in their apartment or townhouse, providing they have approval from the Residence Life Coordinators beforehand.

If you would like to host an event, please speak with the SHRL front desk staff to book a meeting with the Residence Life Coordinator at least five working days before the event. The Residence Life Coordinator will then arrange a meeting with you to review the social gathering contract. Please note that alcohol consumption is not permitted at approved events, nor can participants be under the influence of alcohol or substances.

Events in the Residence Centre & Spaces

The Residence Centre and common spaces are where residence students can socialize, play piano, watch TV and organize events. Due to the multi-purpose use of these spaces, we cannot guarantee a quiet environment for studying. Typically, events held in the Residence Centre are organized by members of the Residence Life Team, SHRL, or the SCRC.

If you are a resident, non-residence student, or community member and have a program you would like to hold in the Residence Centre or other large residence space; please email the Residence Life Program Coordinator at least 2 weeks before the proposed date of your event. Please note that programs that have not received approval will be cancelled before or during the event, and the approval of any future requests will be jeopardized.



HOUSING ASSIGNMENTS

& Re-Admission into Residence as an Upper-Year Student



Housing Assignments

A great deal of time and effort is spent on house assignments. A variety of contributing factors means that Student Housing & Residence Life cannot accommodate all of the housing and housemate preferences requested. ***It is important to remember that applicants can note preferences, but these preferences are not a guarantee.*** Student Housing & Residence Life is committed to meeting documented accessibility and health-related needs. Once residence house assignments are completed, changes cannot be made. Limited exceptions may apply.



Eligibility for Re-admission & Applying to Residence as an Upper Year Student

A portion of residence beds may be available to upperyear students. There is a minimum Grade Point Average (GPA) requirement of 1.6 cumulative to be readmitted to the residence. Applications generally become available online in the winter semester. Residence fees from the previous year must be paid in full by August 1st to be readmitted to the residence.

LIVING *with* HOUSE MATES

Open communication and understanding is key in developing a positive living environment.

Engaging With Your Residence Community

Whether this is your first time living in residence or you have lived in residence before living with housemates can be challenging. If you can maintain healthy communication channels and work out differences patiently, it can also be enriching. As long as the agreements made between housemates adhere to the Residence Community Standards, you have a lot of flexibility to create a comfortable living environment for everyone.

House Meeting With Your Residence Advisor (RA)

The RA's facilitate house meetings with every unit in their area. You must attend this meeting. It is the RA's opportunity to get to know you and tell you about residence life if this is your first year here or tell you about any new developments if you have lived here before. The RA will also facilitate some exercises that will help you learn more about each other and communicate openly throughout the year.



Common Points of Discussion When Getting to Know Your Housemates

How will the cleaning schedule be established?

Pet peeves.

When you'll bring guests over and who these guests may be (example, family members, friends from out of town staying for a weekend).

When dates or significant others may be visiting.

What causes each housemate stress, and how they respond when they're stressed.

Everyone has a different standard for cleanliness and noise. What are standards that you can all agree on?

When do people usually go to sleep, and who is a light sleeper? This is especially important for roommates.

Whose room is closest to the living room/kitchen/bathroom, and how sensitive are they to noise?

Who gets what space in the refrigerator and cupboards? What food can be shared? Who has food allergies, and how serious? What other dietary needs do people have?

What objects can be shared (plates, cutlery, stereo in the living room, etc) and what should not be touched? How does each person feel about alcohol and alcohol consumption?

How much privacy/personal space does each person need?

What do we need to compromise on?

COMMUNICATION

The key to maintaining a positive environment while living with housemates is open communication. Misunderstandings happen all the time between close friends and strangers, and they must be cleared up before tension builds. Here are some essential things to consider when communicating:



Everyone has a different communication style. What's your style? What style does each of your roommates prefer?

A rotating chore schedule can help ensure that everyone does their part to keep the house clean. Your RA will have a chore schedule template for you to use.

It will be natural for members of the house to develop strong friendships, but everyone in the house may not necessarily become close. Friendships are critical to the residence experience, but please be mindful that factions are not created or that one member is not excluded from the house.

When you disagree with someone, try looking at the situation through their perspective before reacting.

Meeting up as a house regularly can be fun and productive. Informal meetings where you eat a meal together or hang out in the living room can lead to meaningful discussions about house issues. Formal regular house meetings can also work if this is what you and your housemates prefer.

STEPS to working through CONFLICT

Attend and actively participate in an RA facilitated house meeting, where your RA will develop a roommate agreement with you and your roommates (this will happen at the beginning of the semester).

Discuss concerns with your roommates, and attempt to work out your differences/come to an agreement.

Meet with the RA on your floor/in your hall. The RA may provide tips on how to overcome the conflict with your roommates.

If necessary, the RA may conduct a **conflict mediation or an additional house meeting** with you and your roommates in an attempt to resolve the conflict. Note: A Community Advisor (CA) may facilitate a discussion if the RA needs additional support.

If steps 1 through 4 are unsuccessful, residents may request a meeting with the Residence Life Coordinator to review the room change process and formally request a room change.

The Residence Life Coordinator may facilitate a conflict mediation with the parties involved to assist in the situation. Alternatively, a room change may be granted if the conflict is unresolvable and only if space in residence permits.

There will be times when a situation doesn't seem like you will efficiently resolve it. The RAs have been trained in communication, mediation and active listening skills. They can approach the situation objectively to help all parties involved.

It's best to ask for help as early as possible since tension can build if you wait too long. Student Housing & Residence Life will only consider room changes after housemates have gone through a mediation process facilitated by an RA, as per the outlined process below. If the Residence Life Coordinator approves a room change, the resident will be charged a \$150 administrative fee.

Before a room change request is granted by the Residence Life Coordinator, residents must proceed through the following process/steps.



The earlier you start working through a problem, the easier it is to solve. Reach out for support at the earliest that you can!



RESIDENCE COMMUNITY STANDARDS

Community standards exist to uphold and value the rights and responsibilities of the individual and the rights and wellbeing of the community.

The Residence Community Standards are the foundation of successful community living. Standards are articulated in the Rights and Responsibilities of a Resident and all Residence Policies. Community Standards exist to uphold and value the rights and responsibilities of the individual and the rights and wellbeing of the community. While living in residence, each resident must understand their responsibility as a community member. Others will respect your independent choices, but it is also essential to consider the impact of your actions on yourself, your housemates, and your community. Suppose the impact of your actions is harmful or potentially harmful to others. In that case, it may result in disciplinary actions from Student Housing & Residence Life.

This section provides a clear statement about the rights of every residence member. It outlines what kind of behaviour is expected and what is unacceptable. Procedures exist to investigate each reported incident or behaviour. The degree to which a violation is committed will determine the outcomes imposed.

In electronically submitting the Residence Agreement (when students apply to the residence), residents have agreed to follow Residence Community Standards and all policies outlined in this Residence Guide. In some cases, serious incidents will also be referred to the University of Toronto Code of Student Conduct.

One can find the Student Code of Conduct online at:

<https://governingcouncil.utoronto.ca/secretariat/policies/code-student-conduct-december-13-2019>

Residence Community Standards apply to all students living in residence and to guests of residents. Residence Community Standards apply to conduct that occurs:

- In residence
- At approved residence events held either on or off campus
- On the internet or through social media

The Residence Community Standards are enforced in all townhouses, apartments, residence buildings and grounds, and at all residence events held off-campus sponsored by Student Housing & Residence Life.



RIGHTS OF RESIDENTS

As a member of the Residence Community, each Resident has rights.



Each Resident's rights are protected by the Residence Community Standards.

Sleep, study and work in your room free of undue interference from Residents or guests.

Respect of your personal property.

Live in a clean environment.

Free access to your room without interference from roommates, housemates, Residents or guests.

Reasonable access to the townhouse or apartment and its facilities.

A reasonable amount of privacy.

Have your concerns considered.

Be free from fear of intimidation, physical and/or emotional harm.

Enjoy the rights and freedoms recognized by law, subject only to restrictions necessary to ensure the advancement of the Residence Community in such matters as alcohol, smoking, fire safety and community safety.

Be free from discrimination on the basis of race, ancestry, religious beliefs, physical and intellectual abilities, marital status, sexual orientation, colour, place of origin, gender, mental abilities, family status, source of income, socioeconomic background, or age.

Enjoy an atmosphere intending to remain free from behaviour which is reasonably interpreted as unwelcome including, but not limited to, remarks, jokes or actions which demean another person and/or deny individuals their dignity and respect.

To be treated fairly and have an unbiased conduct process.

RESPONSIBILITIES OF RESIDENTS

As a member of the Residence Community, each Resident has responsibilities.

Respect the rights, privileges and property of fellow residents and their guests, and of the neighbouring community.

Maintain an acceptable level of cleanliness in all common and private areas of your residence unit.

Behave in such a manner as to ensure the good condition of the Residence facilities and grounds.

Be responsible for the behaviour of their guests.

Recognize and respect authority of the Staff in Student Housing & Residence Life and the Residence Life Team.

Cooperate with residence procedures and investigations.

Recognize the responsibilities and duties of the Student Residence Council outlined in the Constitution of the Council.

Behave in such a manner as to permit Residence and University staff to perform their normal duties.

Abide by the Residence Community Standards, Rights and Responsibilities of Residents and residence policies.

Abide by the University of Toronto Code of Student Conduct.



RESIDENCE POLICIES

The following policies exist to promote safety and to create a community that is characterized by mutual respect. Policies exist to protect individuals as well as the greater community. Failure to comply with the following policies could result in disciplinary sanctions/outcomes.

1.0. Alcohol, Cannabis & Drugs

1.1. Alcohol Consumption

Residents who are 19 years or older are permitted to consume alcohol within their residence unit or apartment. Students who are under the legal drinking age of 19 years are prohibited from consuming alcohol in residence. No individual may give, or provide alcoholic beverages to anyone under the legal drinking age.

1.2. Alcohol Paraphernalia

The possession of drinking paraphernalia that promotes mass consumption of alcohol such as funnels, drinking hats, and brewing equipment is strictly prohibited in residence.

1.3. Cannabis Growth/Production

The growth of Cannabis within the residence is strictly prohibited. In addition, the production of Cannabis by-products such as butter, edibles, shatter, etc., are strictly prohibited in residence.

1.4. Cannabis Possession & Consumption

Residents who are 19 years or older may possess up to 30 g of dried Cannabis or the equivalent in cannabis by-products. Students under the legal age of 19 years are prohibited from possessing or consuming Cannabis or Cannabis by-products. One must contain cannabis or Cannabis by-products within its original packaging provided by the Ontario...

...Cannabis Store or other authorized retailers. The consumption of Cannabis is restricted to designated smoking areas only. Thus the consumption of Cannabis inside the residence is strictly prohibited.

1.5. Illegal Substances/Drugs

The possession, use and trafficking of illegal substances and drugs are prohibited. These are all offences under the Residence Community Standards, the University of Toronto Student Code of Conduct and could also lead to charges under the Criminal Code of Canada and the Narcotics Act of Ontario. Any evidence of possession, use, or trafficking of illegal substances or drugs may lead to a Termination of Residence Agreement. Evidence can include residue, paraphernalia, odour and any attempts to cover the odour.

1.6. Mass Consumption

High-risk drinking practices such as large volume containers, drinking games (beer pong, water pong, flip cup, etc.), and jello shooters are strictly prohibited in residence. Large volume containers are defined as any container of alcohol above the size of 750 ml (i.e. Texas Mickeys, Kegs, Mini Kegs, etc.)

1.7. Open Alcohol

Open alcohol is not permitted in hallways, common rooms, outside of Residence units/townhouses, or in the laundry rooms in Joan Foley Hall, Harmony Commons, & the townhouses. Open alcohol... [cont.]

...is not permitted on campus and consequently not allowed while walking around residence property.

1.8. Prescription Drugs

The misuse and abuse of prescription drugs are prohibited. These are all offences under the Residence Community Standards, the University of Toronto Student Code of Conduct and could also lead to charges under the Criminal Code of Canada and the Narcotics Act of Ontario. Any evidence of misuse, abuse or trafficking of drugs may lead to a Termination of Residence Agreement. Prescription drugs should be in original packages with the resident's name. Students should follow instructions on the box or from the physician.

1.9. Sale of Alcohol/Cannabis

The direct or indirect sale of alcohol or Cannabis is not permitted in residence. There must be no cash exchange for alcohol or Cannabis in residence. Residents cannot obtain permits to license their apartments or townhouses.

2.0. Building Care

2.1. Adhering or Hanging Items

Posters and items can be adhered to walls, doors and windows with painter's tape or Command Strips only. Nails, screws, tacks and any other kind of tape are not permitted. Hanging items by methods other than painter's tape or command strips cause damage to residence property. Residents will be billed for the repairs needed as per the Damage & Vandalism policy.

2.2. Bicycles

Bicycles are not allowed in houses and apartment units. They must be kept in residence storage rooms, central bike rooms, or on an outdoor bike rack. Bike rentals can be signed out through our bike share program.

2.3. Clean Living Space (interior & exterior)

Residents must maintain a basic level of...

...cleanliness in all areas of the townhouses and apartments by routinely cleaning and removing recycling and garbage. Please refer to the Residence Facilities section of the guide for tips and expectations of cleaning. House checks will be conducted throughout the academic year to ensure all areas are treated with care. Failure to keep living spaces clean can result in disciplinary sanctions and cleaning charges billed to residents. Cleaning charges will be billed to residents at a minimum of \$100.

2.4. Damage and Vandalism

If residents damage or vandalizes residence or student property, the resident will be charged the cost of the damage/vandalism and will result in a disciplinary outcome. Residents must not repair damages on their own. The University must carry out all materials and work to meet standards.

2.5. Furniture

Residents are not permitted to bring in external furniture to the residence that is larger than a desk chair. Suppose you have health concerns that require special furniture. In that case, we strongly encourage you to notify Student Housing & Residence Life, as well as AccessAbility Services. Prohibited furniture found in residence will need to be disposed of immediately. Removing original residence furniture from townhouses, apartments, Harmony Commons or Joan Foley Hall common rooms is strictly prohibited. No routes of egress (hallways or doorways) shall be blocked by furniture.

2.6. Garbage

All residents must properly dispose of garbage/waste as per the expectations outlined in the Residence Facilities section of the guide. Failure to place garbage outside before pickup hours, improper bagging, placing garbage bags in the incorrect area, or improper sorting of waste will result in disciplinary outcomes and/or fines billed to individual residents, or shared community fines.

2.7. Mini/Bar Fridges

Mini and Bar Fridges are only permitted in residence for health reasons. Residents requiring Mini/ Bar Fridges in their room or suite for health reasons should contact the Student Housing & Residence Life Office to obtain approval.

2.8. Pets

Pets are not permitted in residence, except for fish in small fish bowls. Any visiting guests must leave their pets outside.

The only exception to this policy is if the animal is a trained Service Animal or Certified Emotional Support Animal. Students living in residence should inform Student Housing & Residence Life before moving in that a service animal will accompany them. To help with this process, it is also recommended that students complete the service animal registration process through the AccessAbility Services office.

Additional information about service animals on campus can be found here: <https://people.utoronto.ca/inclusion/accessibility/policies/service-animals-guideline/>

2.9. Prohibited Items

Lit candles/incense, halogen lamps, alcohol and drug paraphernalia and self-heating meals or 'instant hot pots' are prohibited in residence.

3.0. Fire Safety

3.1. Candles/Open Flames

Candles, incense, and other types of open flames are prohibited in residence. Suppose such materials are required for religious or cultural reasons. In that case, residents must make arrangements in advance with the Residence Life Coordinator.

3.2. Deep Frying

Deep frying in a pot is not permitted in residence. If you would like to deep fry food, you must do so in a closed, electric deep fryer. Please note, light pan-frying is permitted but must be monitored carefully.

3.3. Failure to Evacuate

All fire evacuation procedures are posted in residence, and all residents and guests are required by law to evacuate residence at the time of a fire alarm, including fire evacuation exercises/drills.

3.4. Fire Pit Usage

The use of the fire pit is prohibited by students.

3.5. Fire Safety Equipment

Damaging, discharging, tampering with, or operating any fire safety equipment is strictly prohibited. This includes, but is not limited to, smoke/carbon monoxide detectors, fire extinguishers, fire panels (if your house is equipped with one), and pull stations.

3.6. Smoking/Vaping

Smoking inside any of the Residence buildings is prohibited according to Provincial law. In addition, the use of electronic cigarettes (e-cigarettes) / vapes, hookahs, and personal vaporizers are prohibited in residence. Smoking outside of designated smoking areas is strictly prohibited.

4.0. Guests

4.1. During the first full week of the academic year, guests will not be permitted, with the exception of parents, friends, and family members who may temporarily enter the Residence to help residents

Residents have the privilege of inviting guests to their residence units, provided they:

4.2. Accompany their guest at all times

4.3. Ensure that their guest is abiding by all residence policies

4.4. Have agreement from their roommates to host a guest

4.5. Notify their roommates of their guest's presence in the unit

4.6. Host overnight guests for no more than a maximum of 4 nights per month

4.7. If a guest is staying in the common areas of a townhouse or apartment, explicit permission must be granted by your roommates.

Note: residents will be held responsible for their guest's behaviour. They may receive disciplinary outcomes or charges should the guest violate residence policy or cause damage/vandalism to the residence property. If concerns are raised about a guest violating any of the residence policies, they may be asked to leave and could potentially be trespassed from residence.

5.0. Marketing in Residence

5.1. Posters

Advertising space in residence (including social media) can only be used to advertise residence activities or residence-approved activities organized by SHRL, the Residence Life Team, or the Scarborough Campus Residence Council. All other UTSC community members must bring promotional materials to SHRL one week in advance and be reviewed for distribution by the Residence Life Program Coordinator (RLPC). Only university-organized initiatives will be considered, provided the initiative is in line with the Residence Community Standards. Advertisement without official approval from the RLPC will jeopardize approval of future events.

5.2. Solicitation & Promotion (Including Ticket Sales)

Solicitation for commercial, ideological, or religious purposes is not permitted in residence. If you would like to promote events or sell tickets to residents, you must make an appointment one week in advance with the Residence Life Program Coordinator to seek approval for this. The unauthorized solicitation may be reported to the Residence Advisor on-call, or Campus Safety, and unauthorized solicitors will be escorted out by a residence staff member or Campus Safety.

6.0. Respect and Dignity

6.1. Appropriate Behaviour

Engaging in actions that adversely affect oneself or others, or have the potential to, is...

...prohibited. This includes failing to remove yourself from a situation that contradicts Residence Community Standards.

6.2. Civility

Residents must not intimidate, threaten, or interfere with any person, including other students, members of the Residence Life Team, Facilities and SHRL staff.

6.3. Cooperation with Staff

Failure to comply with the directions or instructions of the Residence Life Team or any University employees (including SHRL and Facilities staff) acting within the scope of their role is prohibited.

6.4. Discrimination

Any act that results in the unjust or prejudicial treatment of an individual or group on the basis of race, gender, origin, religion, age, sexual orientation, ability, or other human rights protected grounds is prohibited.

6.5. Gambling

Gambling is prohibited in residence.

6.6. Graphic Materials

The display or distribution of pornographic or graphic material in public areas, common areas, areas where it is visible to the residence community or public, or online is prohibited.

6.7. Harassment

Any behaviour, attention, or conduct (oral, written, physical, or verbal) by a resident/group that knows or ought to reasonable know that such attention is unwanted, unwelcome, offensive, humiliating, or intimidating is not permitted. This includes, but is not limited to, bullying, hazing, or racial slurs.

6.8. Hate Activity

Any activity, comments, or actions against a person or property that is motivated in any part by the resident's bias, prejudice, or hate based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical ability, sexual orientation, or any other similar factor is prohibited within residence. This includes, but is not limited to, hate crime, hate propaganda, telephone/ electronic...

...communications promoting hate, and the display of hatred through any notice, poster, sign, symbol or emblem.

6.9. Noise

Within the residence, consideration hours are observed at all times (including hours outside of quiet hours). Unless otherwise advised by Student Housing & Residence Life, or a Residence Life Staff member, quiet hours are observed in residence at minimum from:

- Sunday to Thursday: 11:00 PM to 8:00 AM
- Friday & Saturday Evenings: 12:00 AM to 9:00 AM
- Final exam periods: 23 hours a day (consideration hour from 6:00 to 7:00 PM)

During quiet hours, it is expected that noise, music, or socialization will not disturb members within the townhouses and/or apartment.

6.10. Sexual Violence

As per the University of Toronto Governing Council policy on Sexual Violence and Sexual Harassment, "any sexual act or act targeting a person's sexuality, gender identity, or gender expression where 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.

6.11. Violence

SHRL will not tolerate physical aggression (whether consensual or not) within the residence. Any student who engages in physically aggressive behaviour, regardless of the intention, can face severe consequences.

7.0. Safety & Security

7.1. Accessing Unauthorized Areas

Entering/accessing unauthorized areas unless accompanied by a Residence Staff member is prohibited. This includes areas not normally...

...used by persons other than Residence Staff including, but not limited to: units not assigned to themselves, restricted doorways/ entrances, locked basement areas, roof tops, mechanical rooms, or any area marked "off limits to unauthorized personnel" or "staff only," or as it is implied by being locked.

7.2 Access to the Residence Centre

Only residents and their guests are allowed to be in the Residence Centre unless a specific event is held that is open to non-residence students. Suppose non-residence students are found in the Residence Centre without their resident host or permission from SHRL staff. In that case, they will be asked to leave.

7.3. Door Propping

Propping of doors, including townhouse doors (front and sliding/patio), apartment and common room doors, in addition to residence exterior doors, is prohibited.

7.4 Common Spaces & Lounges

Common spaces are to be used by residents of the building and their guests. Residents must be present with their guests while using common spaces.

7.5. Exterior of Residences

Residents cannot hang items such as strings of lights on the exterior of townhouses or apartments. The exterior unit number of the units must always be visible.

7.6. Locked Doors

Residents living in townhouses with a patio/sliding door must manually lock and secure the door using the patio door security bar. For residents living in Joan Foley Hall, the front suite door must be manually locked upon exiting the suite using the key card or upon entry using the deadbolt. Residents are also encouraged to keep their bedroom doors locked at all times when they are not present in their room.

7.7. Lock Outs and Lost Keys

For the security and safety of our residents and community, residents must disclose...

...lockouts and lost keys (Swipe, Bedroom or Mailbox Key) immediately to the SHRL office during office hours or to the RLT on-call after office hours.

SHRL will track lockouts, and on the 4th lockout, a resident will be fined \$25.00. Subsequent lockouts will receive additional \$25.00 charges. If keys are lost, charges for replacement will be posted onto a resident's ACORN account for the cost of replacement.

7.8. Screens

Residents must not remove screens from windows.

7.9. Unsanctioned Social Gatherings

A social gathering is defined as an event where the number of guests exceeds 15 people. Social gatherings must be approved in advance. Unsanctioned social gatherings are not permitted. Please note the following applies to these types of events:

- The event must not exceed 30 people total inside the apartment, townhouse (including the back and the front yard of townhouses), and including housemates/roommates present at the time of the event
- The event must have 1 Organizer and 2 Monitors who are responsible for the behaviour of the event's guests.
- If alcohol is to be present at the event, the organizer must be 19+, and the monitors must be 18+
- Both the organizer and the monitors must meet with the Residence Life Coordinator at least two business days in advance of the proposed social event date

7.10. Sports Activities/Equipment

Sports, sports-like activities, and the use of sports equipment indoors is prohibited unless approved in advance for an event by the Residence Life Program Coordinator.

7.11. Unauthorized Lending/Possession of Keys

Residents are not permitted to lend their keys to anyone, including, but not limited to, guests, family members, or other residents. In addition, residents are not permitted to have keys other than those assigned to them by SHRL. Residents are only allowed to occupy the unit assigned to them, and unauthorized occupancy of a residence unit is strictly prohibited.

7.12. Weapons & Replicas

Weapons and replica weapons are not permitted in residence. This includes airsoft and paintball guns.



RESIDENCE CONDUCT PROCESS & OUTCOMES

What happens if you violate a residence policy?

1. We'll talk with you!

In most cases where behaviour occurs or has occurred that contravenes residence policies, you will be approached by a member of the Residence Life Team or a SHRL staff member. These individuals will speak with you about the behaviour. They may ask that you make adjustments so that your actions are no longer negatively impacting others. The RLT will need to ensure that the behaviour not only stops, but ensure that you understand how others have been impacted, and that there is agreement from you that such behaviour will not continue in the future. In this type of situation, a Residence Life Coordinator may work with you to come up with a resolution.

2. We will write a report.

Residence Life Staff are trained to document any violations of residence policies. This documentation is utilized to report objective facts about the incident that occurred, including a resident's cooperation with staff, names of individuals present, behaviour occurring that contravenes residence policies, and the names of the staff members addressing the situation.

3. We work together to find a resolution.

Upon review of the facts documented in a report, a resident may receive a policy reminder notification, an on-notice letter, or a request to meet with a Residence Life Coordinator or Community Advisor. If a meeting is requested, the member of staff will seek a deeper understanding of the incident and what happened, asking the resident to share their perspective. The applicable residence policies and the impact of the behaviour will be discussed, and then an outcome will be reached in collaboration with the resident when possible.

4. How is a decision reached?

Decisions are reached in collaboration with the resident when possible. Outcomes are determined based on a balance of probabilities/preponderance of evidence (more on this below) and various other factors. Factors included when deciding an outcome include, but are not limited to, a resident's prior behaviour in residence, their level of involvement in both the current and prior incidents, acceptance of responsibility, etc. Based on all of this, and the residence policy violated, an outcome will be determined. Most outcomes are developmental or restorative; however, some may be disciplinary (i.e. fines). Some outcomes are particular to certain residence policy violations (i.e., alcohol probation may be an outcome for an incident involving an infraction of the alcohol policies). Some are more generic/widely applicable to a wide variety of situations (i.e. reflection assignment).

5. Can I appeal a decision?

All residents have a right to file an appeal. Detailed instructions on how to submit an appeal will be included in all outcome letters. Appeals that do not meet the following conditions will not be considered:

- The Residence Discipline Process was not followed
- New evidence was found after the investigation meeting

Appeal Process:

- Appeals must be submitted in writing within 5 working days after the sanction is given
- Appeals must be submitted to the Manager, Residence Life
- Termination of Contract sanction appeals must be submitted to the Dean of Student Experience & Wellbeing

**Balance of
Probabilities/
Preponderance
of Evidence**

Unlike in criminal matters, SHRL will use the balance of probabilities to determine accountability. This means that if, after all credible information has been heard and collected from all students involved, the SHRL adjudicator 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. As every case is different, there is no way to determine a clear system for what constitutes a preponderance of evidence, and thus, it is up to the investigating party from SHRL to determine this on a case-by-case basis.

Process

To understand what our judicial process looks like when following up on violations of residence policy, please refer to the chart below.

**Please note that in the last month of the academic term, due to exam periods, limited staffing, and nearing the end of housing contracts, a Residence Life Coordinator may move forward with a decision on a case without meeting with the resident. Within these special circumstances, the report will be reviewed and a decision will be made based on the report. Please note that a resident still has the right to appeal.*

Residence policy violation occurs, and is addressed by Residence Advisor, or another RLT/SHRL staff member

Report submitted to Residence Life Coordinator within 24 hours of incident

Report is received and reviewed by Residence Life Coordinator

Request to meet may be sent to residents involved, briefly outlining policy violation and requesting to book meeting with Residence Life

Meeting with Residence Coordinator or Community Advisor occurs to assess involvement, level of responsibility, impact of behaviour, and determine outcomes/sanctions

Following meeting, the resident receives written notice of sanction (outcome letter/restorative agreement), outlining any sanctions/outcomes and their respective due dates (if applicable)

Sanction is completed within the number of days specified in the outcome letter. The Residence Life Coordinator supervises and reviews completion of sanction.

CASE CLOSED

Resident submits a written appeal of decision to the Manager, Residence Life within 5 business days of receiving outcome letter

Manager, Residence Life conducts appeal meeting and further investigation (if applicable)

Appeal Denied:
Original sanction occurs within 5 days of receiving your appeal outcome letter.

CASE CLOSED or further opportunity for appeal may be available.

Appeal Granted:
If applicable, sanction occurs within 5 days of receiving your appeal outcome letter.

CASE CLOSED

Outcomes & Levels of Offences

We hope that students living in residence will learn from their mistakes, potentially work to repair any harms identified (i.e. apologizing to someone if an incident occurred between two individuals), and work to change their behaviour to prevent further violations of residence policy from occurring. As such, outcomes are typically educational, developmental, or restorative, but occasionally, a disciplinary sanction, such as a fine is issued. Please note that prior behaviour in residence/previous incidents is considered when deciding upon an outcome. Disciplinary sanctions are applicable for the entire academic year. If an offence is severe, the sanctions may be carried on into the following academic year.

Written Apology:

A written expression of one's remorse or regret for an action or behaviour that has impacted others and a commitment to change behaviour in the future.

Behaviour Contract:

An agreement between a student and SHRL that outlines a set of expectations or conditions for behaviour that are determined with the resident.

Educational Opportunity/Outcome:

An opportunity for you to learn, develop, reflect on the incident. These outcomes may include self-study seminars, reflection papers, or Residence Policy quizzes.

Community Involvement:

Community service to the Residence, Institution, or larger community or engagement through co-curricular involvement.

Loss of Privileges:

Specific privileges within residence may be suspended or revoked for a given period (i.e. hosting guests, consuming alcohol in residence, etc.)

Monetary Sanctions (Fines):

Includes fines and conditional fines placed on a student's ACORN account.

Transfer:

A mandatory room change requested by the Residence Life Management Team (RLC or MRL). Room fees will be applied.

Posting/Notice of Trespass:

A notice given to a resident stating that they are banned from a specific residence area or building.

Revoking Residence Eligibility:

An inability to apply to live in residence for subsequent terms.

Probation:

A period where the resident can modify unacceptable behaviour, complete specific assignments, and demonstrate a positive contribution to the community. Probation allows resident students to show that they want to remain in residence and understand what is required to maintain their residence status. Further violations in residence will result in the termination of a resident student's Residence Agreement.

Restitution & Community Fines:

A monetary reimbursement for damages or loss of residence or personal property. This may include fines split amongst a community where SHRL cannot determine responsibility for behaviour (i.e. improper garbage disposal & inability to determine the responsible party).

Suspension:

A suspension is defined as a period where a resident student is temporarily prohibited from residing in residence. Throughout the suspension period, a resident is responsible for the total cost of the Residence unit and is restricted from entering all other residence property.

Eviction:

The cancellation of a resident's Residence Agreement with cause. The decision letter will explain the rationale for this sanction and will include conditions of the eviction. Residents who are evicted from residence may also be restricted from the residence property and/or University of Toronto properties and risk forfeiting their Residence fees.





SAFETY & EMERGENCY CONTACTS

Residents can contribute to a safe environment by following policies, using services available and reporting any concerns immediately to Student Housing & Residence Life or to the Campus Safety.

The University and Student Housing & Residence Life have policies and programs to promote safety and respond to emergencies. Everyone has a role in keeping our community safe. Residents can contribute to a safe environment by following policies, using services available and reporting any concerns immediately to Student Housing & Residence Life or to the Campus Safety.

Safety Concerns

Residents are to report any safety concerns or issues to Student Housing & Residence Life. During the day, Monday to Friday, from 9 am to 5 pm, call the office at 416-287-7365. After hours and on weekends, call the RLT On-Call Phone for your community (page 4). The Residence Life Coordinator also assists and supports students who have ongoing safety concerns and can help the student in becoming connected with the appropriate services at the University. We are here to help.

Referrals can include the following services:

Campus Safety:

www.utsc.utoronto.ca/safety
416-287-7398 (non-emergencies)

416-978-2222 & 911 (emergencies)

Community Safety Office:

www.utoronto.ca/communitysafety
416-978-1485

Sexual Violence Prevention & Support Centre

<https://www.svpscentre.utoronto.ca/>
416-978-2266
svpscentre@utoronto.ca

Note: The centre is open from 9 AM to 5 PM, Monday to Friday

Sexual & Gender Diversity Office:

<https://sgdo.utoronto.ca/>
416-946-5624

Personal Counselling – Health & Wellness Centre:

<https://www.utoronto.ca/hwc/>
416-287-7065

Anti-Racism & Cultural Diversity Office:

www.antiracism.utoronto.ca
416-978-1259

UTSC Women's & Trans* Centre:

<https://www.utscwomensandrancentre.com/>
416-287-7024

MySSP

Tel: 1-844-451-9700
Web: [MySSP.app](#)



Safety Reporting and Enquiries

Call Campus Safety at the University of Toronto Scarborough to report any of the following:

- Suspicious persons
- Unsafe conditions on campus
- Traffic violations and unsafe driving
- Parking violations
- Prior criminal incidents (thefts, mischief, assault)
- Vehicle accidents (no injuries)
- Property Damage
- Insecure Premises
- Lost and Found
- Scam/Fraud
- Non-life threatening violations of Federal, Provincial laws, Municipal by-laws and University policies
- Any other situation that looks suspicious or causes concern

Calling for Help

Remain calm and speak clearly. Identify which emergency service you require (Police, Fire and Ambulance) and be prepared to provide the following information:

- What is happening?
- What is your location?
- What are your name, address and telephone number?

Remain on the line to provide additional information if requested to do so by the operator.

DO NOT HANG UP until the operator advises you to do so; if calling 911 first, then call or have someone call else, **Campus Safety at (416) 287-7398**. Campus Safety will assist other emergency services in arriving at the correct campus location and assist in the emergency response.

Emergencies

In the case of life-threatening emergencies (fire, a violent crime in progress, weapons and medical emergencies), call 911 immediately, then call Campus Safety at 416-978-2222 and then if time permits, call the RLT on-call phone for your community (page 4).

In the event of non-life-threatening emergencies, call Campus Safety at (416) 287-7398. These emergencies can include suspicious behaviour or circumstances, feeling that a crime is imminent, you or another is unsafe. While on campus, students can make direct contact with Campus Safety by picking up any emergency phone (red poles or yellow poles with blue lights) located on campus. Campus Safety are dispatched by the St. George Communications Centre. Please specify you're calling from Scarborough when you call.

Emergency Telephones

Eight phones are located both in the North and South Residences and in the parking lots. The phones are a direct line to U of T Campus Safety and are mounted on red poles with blue fluorescent lighting and a white telephone picture.

Travel Safe Program

Use this service to walk from your residence to other locations on campus at night or during the day. One may arrange an escort by calling **416-287-7022** during service hours:

- **Sept to April:** Monday to Friday - 2:30 p.m. - 3:00 a.m.
- **May to August:** Monday to Friday 4:30 p.m. - 1:00 a.m.
- **Sept to April:** Monday to Friday - 2:30 p.m. - 3:00 a.m.
- **May to August:** Monday to Friday 4:30 p.m. - 1:00 a.m.

RESIDENCE SAFETY TIPS

Residents are encouraged to follow these safety tips for personal safety and to promote a safe community. For more safety information, please visit the Campus Safety and the Community Safety Office.

Keep doors and windows locked. Maintain an understanding with your housemates to keep first-floor windows and doors locked at all times, even if you are away for only a few minutes. Always use the security bar on the patio doors in townhouses.

Keep your bedroom door locked when you are out.

Identify all visitors before permitting entry into your home.

Keep keys in your possession (Residence Policy).

If you observe suspicious behavior, activities, or sounds within residence property or someone knocks on your door to solicit, call Campus Safety at 416-287-7398 and also report this to your Residence Advisor or the RA On Call for your community (page 4).

Residents are encouraged to look out for one another by participating in a community watch. Working together and being alert to potential safety issues is crucial to promoting a safe environment together. If anything or anyone is in residence or on residence property that appears out of place, call Campus Safety to monitor the situation and call the RLT on-call to report the concern.

Keep curtains drawn whenever possible to prevent outsiders from being able to observe you or any personal information from your belongings.

Don't advertise. Never leave a note on the door that provides personal information or indicates that you are not at home. If you return to your residence and suspect that it has been entered illegally, do not enter. Call the RLT on-call for your community (page 4) and Campus Safety (416) 287-7398.

If someone you don't know calls for permission to enter your residence, do not permit entry without verifying it with Student Housing & Residence Life. Also, be reminded that even though the University has confirmed an individual, do not hesitate to ask for identification.

If you receive a harassing, obscene or threatening phone call, hang up immediately. Do not provide any personal information about you and your housemates. You may wish to use Call Trace. Call Trace will work on blocked numbers. You should only use call Trace in severe situations when you want to take legal action against the caller. You should be prepared to contact the Police and have the caller charged. Bell Canada will release the traced number only on the presentation of proper legal authorization and only to the Police. A five-dollar charge is in effect. Press *57 after hanging up on a prank call to activate Call Trace. Call your Residence Advisor and the Campus Safety if you are receiving unwelcome phone calls.



RESIDENCE FACILITIES

Communications & Technology

ResNet (Internet)

Wireless internet access is available throughout the residence. ResNet (Residence Network) is monitored and supported by Information & Instruction Technological Services (IITS). This internet service is included in the residence fees. Residents are subject to the ResNet Agreement.

IT Support

416.287.4357 (HELP)

Student Helpdesk

Email: askshd.utoronto.ca
Office: BV487 | IC35 | Library

Residence Facilities

Residents play an important role in maintaining residence space by respecting facilities and immediately reporting any required repairs. The residence is maintained by University Staff and a variety of contractors hired by the University.

Reporting Repairs

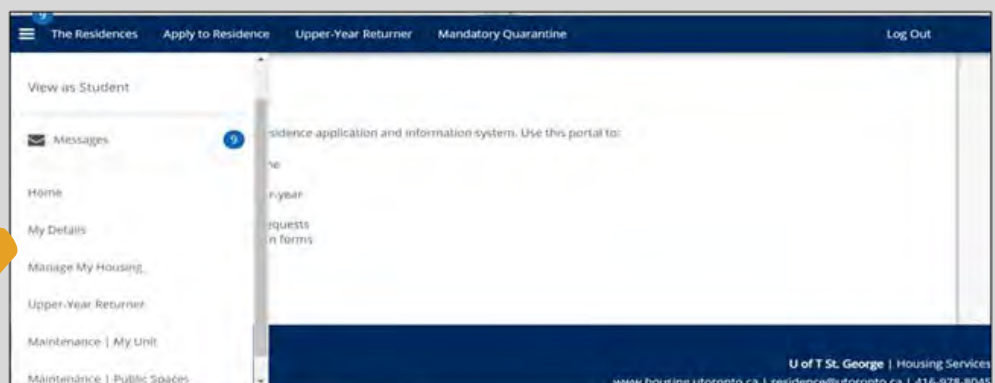
The completion of a Work Request Form will notify Facilities of deficiencies or repairs needed in your house/ suite. **Work Request Forms are available online at uoft.me/portalx.** By submitting a work order, residents are authorizing Facilities staff to enter the unit. Please let your roommates know if you request a repair and that maintenance is expected to enter the house.

Submitting a Maintenance Request

1. Go to the StarRez Portal (<http://starrez.utoronto.ca/>).
Login using your UTORid and password.



2. Click the menu in the top left corner and select "Maintenance | My Unit."



3. Carefully read the instructions and determine if you need to report the concern as an emergency.

Maintenance emergencies include:

- Flooding and leaks
- Loss of heat
- Loss of electrical power
- No working toilet in a unit with one toilet
- Premises are not secure due to a window/door lock issue
- Appliance breakdown
- No hot water
- No access/door battery issue
- Broken key
- Slippery outside conditions during winter months
- Fire – Get out and call 9-1-1
- The “Fire Stop” extinguishing powder has released

4. **If it is a maintenance emergency**, phone the Residence office during office hours (416-287-7365) or the Residence Life Team on-call after hours (see page 4) to report the issue, then submit the online form.

If the issue is not an emergency, proceed with clicking “New Request” and submit the form.

The Residences Apply to Residence Upper-Year Returner Mandatory Quarantine Log Out

Submit a new maintenance request by choosing **New Request** below is a list of your maintenance requests.

Reporting a maintenance emergency

To report a maintenance emergency (such as flooding, loss of heat, or electrical power):

1. Submit a new request below **AND**
2. Immediately call: **416-287-7365** during office hours (Monday to Friday 9am-5pm) OR **416-488-8815** outside office hours (weeknights, weekends, and holidays).

Job Type:
My Jobs

No maintenance requests found

NEW REQUEST

If you are unsure if the issue is an emergency, it is always better to call to ask.

5. Choose the location of the issue (Bedroom or in one of the shared areas).

Room

Room Category:
My Room

Please select a Room Space for this maintenance job:

Room Description	Room Space	Room Type
A-01-G	A-01-G-1	UTSC-4-Singles

Room

Room Category:
Shared Rooms

Please select a Room Space for this maintenance job:

Room Description	Room Space	Room Type
A-01-Basement	A-01-Basement	Basement
A-01-HallBath	A-01-HallBath	HallBath
A-01-Kitchen	A-01-Kitchen	Kitchen
A-01-LivingRoom	A-01-LivingRoom	Living Room

6. Use dropdown menus to identify the category and item of the issue, and then write a description of the issue. Be as specific as possible. Click the box to acknowledge a staff member will enter your space to respond to the issue even if you are not there.

The Residences Apply to Residence Upper-Year Returner Mandatory Quarantine Log Out

Search

General

Category:
(Please Select Category)

Item:
(Please Select Item)

Description:
+ empty

I agree to allow a staff member into my room while I am not there:

7. Read through the COVID-19 Health and Safety Policy, and then click “Save Request.” Facilities staff will respond to requests in a priority sequence. You can monitor the status of your maintenance request in the Portal.

The Residences Apply to Residence Upper-Year Returner Mandatory Quarantine Log Out

COVID-19 Health & Safety Policy

By submitting a maintenance request you are consenting to following the requirements:

You are responsible to advise housemates that a work order has been submitted and maintenance staff will be entering the unit. All housemates must be ready to provide confirmation of a current UCheck.

When maintenance staff arrive, they will request confirmation of a current UCheck prior to entering. Staff will not enter the house if students fail to provide proof of their UCheck.

While maintenance staff work in your unit, all housemates must follow COVID-19 guidelines by wearing a mask, maintaining a distance of at least 2 metres, avoiding contact, and moving to another area.

These measures ensure both your safety and safety of our staff team.

GO BACK **SAVE REQUEST**

Should you have any questions about your request, email residence.utscc@utoronto.ca. Do not submit a duplicate maintenance request prior to contacting our office.

Emergency repairs must be reported by phone:



Monday to Friday 9:00am - 5:00pm - call Student Housing & Residence Life at **416-287-7365**

After hours emergencies on evenings & weekends call the RLT On-Call for your community (**see page 4**)

Emergencies can include:

No Heat, No Water, Burst Pipe, No toilet, Flooding or Overflow, Sanitation back-up, Elevator break down, Key/access issues.

It is the responsibility of residents to report maintenance problems. Residents must report concerns immediately to prevent the problem from becoming more extensive, unsafe and more expensive to fix. Increased repair costs due to neglect on the part of residents can lead to increased residence fees. The maintenance budget will cover normal wear and tear; however, residents will be charged for damage caused by willful or irresponsible behaviour. Regular work requests typically are responded to within 36 hours. Emergencies and urgent matters will be given top priority and Residence Facilities Staff will inform residents if repairs/replacements are delayed.

Supplies

The following supplies can be picked up from Laundry Rooms: garbage, recycling and compost bags.

Please bring old lightbulbs to the SHRL office for recycling. Light Bulb replacements require a work order to be placed.

Regularly check and change the vacuum bag when it is full. New bags are available from the Student Housing & Residence Life Office.

House Inspections

SHRL will schedule inspections regularly to ensure that students are keeping townhouses and apartments clean and well maintained.

SHRL will notify students of the house inspection in advance. If the house does not pass inspection, a cleaning service will be brought into the unit at the expense of the residents of that unit.

Checks are necessary to ensure that students live in a safe and healthy environment and that excessive wear and tear is not occurring due to a lack of cleanliness in the residence space.

If inspections are repeatedly failed additional charges and sanctions will be issued. It could result in a student not being readmitted to the residence.



Room Maintenance

It is the responsibility of residents to report maintenance problems. Residents must report concerns immediately to prevent the problem from becoming more extensive, unsafe and more expensive to fix. Increased repair costs due to neglect on the part of residents can lead to increased residence fees. The maintenance budget will cover normal wear and tear; however, residents will be charged for damage caused by willful or irresponsible behaviour. Regular work requests typically are responded to within 36 hours. Emergencies and urgent matters will be given top priority and Residence Facilities Staff will inform residents if repairs/replacements are delayed.

WORK ORDERS

If you find something that needs repairing in your room or a common area, please submit a work order for the item on StarRez. Please describe the issue so that our maintenance staff can easily find and fix the issue to the best of their ability.

Cleaning Guidelines

If residents do not follow cleaning guidelines and a townhouse or apartment does not meet standards, SHRL will hire a cleaning service at the residents' expense at a rate of \$150-\$180.00 per hour, per clean

General guidelines applying to all areas of the house or apartment include:

- Take out garbage, compost and recycling twice weekly
- Clean outside garbage bin & remove all garbage
- Clean & sweep areas behind/front of house
- Vacuum all carpeted areas regularly
- Dust all furniture and clean window sills
- Wipe off the dust on all baseboard heaters
- Using a tub and tile cleaner and an abrasive sponge scrub bathtub, wall surround and tub ledge. There should be no visible black, grey or brown buildup
- Scrub the toilet bowl to remove any noticeable brown, black or grey rings. Wipe toilet seat and tank with a disinfectant
- Wipe down all sinks and countertops weekly using a disinfectant cleaner
- Vacuum all floors - Tiled floors wash well with warm water and all-purpose cleaner weekly
- Wipe high traffic wall areas, around light switches, doorknobs, around stove/cooking areas with an all-purpose cleaner
- Wash out the fridge regularly with liquid dish soap and leave an open box of Baking Soda to absorb odours. Residents should set the temperature at around #5. Keep the drip tray clear of food/dirt. It will be necessary to defrost and wash out the fridge/ freezer if frost builds up from an overloaded fridge
- Keep the oven and stove clean and free of grease and food buildup. This is important for health and fire prevention. Ensure you unplug the burners and remove the burner plates, and adequately clean under the plates. Dirty ovens and stovetops are the most common cause for charges at move out.

Garbage, Composting & Recycling

Roommates are encouraged to work out a weekly schedule that shares duties for removing all types of waste.



Garbage

All garbage containers need to be lined with garbage bags available from the laundry rooms. Remove garbage from the kitchen to the outdoor storage space regularly.

Joan Foley Hall:

Garbage must be placed in the garbage chute, located on each floor. Residents must not leave bags of garbage on the garbage floor in the garbage room and put them down in the garbage chute. Residents must use only medium-sized bags for garbage disposal.

Harmony Commons:

Garbage bags must be tied and placed in the bins located in the garbage rooms on each floor.

Townhouses:

Garbage bags must be tied and placed beside the central walkway road every Monday and Thursday morning between 8:00 AM and 11:00 AM when Residence Facilities Staff will collect it.

Do not use small, plastic grocery bags. Do not leave garbage out overnight. It will attract animals. You will be asked to re-bag trash that is ripped open if it is left out at night. Residents must empty exterior garbage rooms weekly.

Composting

Dispose of your kitchen scraps in the compost pail provided and close the lid to avoid odours. Wash out your compost pail regularly. If you line it each week with a newspaper or paper towel, this will help collect any liquids that escape the bag. Cut large items like pumpkins and corncobs into smaller pieces to promote rapid decomposition.

Composting Pick Up:

Joan Foley Hall & Harmony Commons:

Compost is to be delivered to the garbage room on each floor and disposed of in the green bin beside the recycling bins.

Townhouses:

Compost is picked up with the garbage on Monday and Thursday mornings. Please place it at the curb along with your trash between 8:00 AM and 11 AM. New compost bags are available in the laundry rooms.

Recycling

Joan Foley Hall & Harmony Commons:

There are recycling bins located in the garbage rooms on each floor. Please place all recycling in the bins and not on the floor.

Townhouses:

Recycling needs to be placed outside and garbage and compost by 11 AM on Mondays and Thursdays. Out of waste pick-up times, garbage, recycling, and compost bins are located behind Joan Foley Hall. Please sort your recycling items carefully and follow the recycling rules as posted in your house.

Cleaning & Maintenance

If your living space requires repairs or maintenance, you can fill out a work request online at uoft.me/portalx.

Drains

Fill out a Work Order if drains are not running freely. Hair, food particles, and grease are the most likely causes of blocked drains and require students to be cautious with all three. Please do not put grease or any food items down drains.

Heaters

If there is no heat in your room, it may have been switched off during the summer. Check the switch on the baseboard and if it does not work, submit a Work Order at uoft.me/portalx.

Laundry

T-Card-operated machines are in the basements of Birch, Grey Pine and Larch Hall. Laundry rooms are located across the common rooms in Joan Foley Hall. Central laundry for Harmony Commons is in the basement.

Lights – Street

All street lights are numbered behind the lamp. Please report any that are not working to the Student Housing & Residence Life office.

Maintenance/Service

For any broken items such as vacuum cleaners, chairs, etc. please fill out a Work Order at uoft.me/portalx.

Patio Doors

Do not use these during bad weather as wet and icy steps and patio stones are hazardous. Please use the security bar on townhouse patio doors consistently to help keep your house secure.

Insects, Pests, & Garbage

Properly storing and disposing of food and garbage will significantly reduce the risk of attracting insects. If insects do appear due to poor storage or lack of disposal, fill out a Work Order at uoft.me/portalx.

In some cases, the cost may be charged to the resident. If you are experiencing fruit flies within your unit, ensure that all garbage has been removed from your unit and seek out at home remedies to remove the fruit flies.

Showers

Ensure the curtain is closed and inside the bathtub and mop up water on floors to prevent mould. Shower curtains will come clean by a wipe down with a damp cloth or paper towel and hung back up to dry. Do not put the shower curtain in the dryer.

Smoke Detectors

If the smoke detector continues to beep or appears to be malfunctioning, file a Work Order at uoft.me/portalx immediately for the battery or detector to be replaced. Tampering with or disconnecting a smoke detector is a severe infraction compromising the safety of others and will result in disciplinary sanctions.

Snow Removal/Ice Control

University staff will remove snow and ice throughout the residence, usually within 24 hours. Residents can report safety issues related to snow and ice at uoft.me/portalx.

Stoves

Please clean the stovetop and oven regularly during the term, as Residence Facilities Staff will inspect it. Do not put aluminum foil under the elements or in the oven because it can cause a short and is dangerous. Do not use the “self clean” feature to clean the oven. If you wish to clean the oven, please place a Work Order, and Residence Facilities staff will use the “self clean” feature.

Toilets

Do not dispose of sanitary napkins, cardboard tubes, paper towels or wads of paper, or food in the toilet. If a bathroom becomes blocked, do not flush. Use a toilet plunger and mop up any overflow immediately. If a toilet is overflowing, turn off the water valve located behind the toilet. Report any issues with the toilet immediately.

You can
submit
a work
order at:



ADDENDUM:

COVID-19 Special Rules, Guidelines, and Support Applicable to University Residences

PURPOSE

The University is committed to providing a safe and healthy environment for its community members. As part of this commitment and in response to COVID-19, the purpose of this document is to ensure that existing University and government directives are applied to, and understood in the context of, student residence environments. This document aligns with public health directives and guidelines but is subject to change as public health guidance and understanding about COVID-19 evolve. These rules will apply until further notice.

This document does not replace any published community standards specific to a particular University residence; however, if there is a conflict between the terms of this document and any existing published community standards, the terms of this document will prevail, particularly with respect to guests/visitors, use of common spaces and facility access. This document is not intended to conflict with or replace the University's Code of Student Conduct:

<https://governingcouncil.utoronto.ca/secretariat/policies/code-student-conduct-december-13-2019> or the Policy On Non-Medical Masks or Face Coverings. This document is subject to the duty to accommodate persons in accordance with the Human Rights Code of Ontario.

RULES APPLICABLE TO RESIDENCES

1. UCHECK: COVID SELF-ASSESSMENT

Rule: Residence students must complete UCheck every day.

Note: UCheck is the easiest and most secure way to complete the required self-assessment and generate a COVID-19 risk status prior to coming to U of T. It is accessible via web browsers on computers, tablets, and smartphones (<https://ucheck.utoronto.ca/>). **IMPORTANT:** If you receive a red status result, contact residence at (416-287-7365 or residence.utsc@utoronto.ca) and follow the provided instructions.

2. FACE COVERINGS

Rule: In compliance with the University's Policy on Non-Medical Masks or Face Coverings, student residents **MUST** wear a mask or a face covering in residence while outside of their townhouse or apartment in common indoor spaces. This includes but is not limited to hallways, elevators, laundry rooms, floor common rooms, lobbies, foyers, entrance and exit areas. See note below for exemptions and exceptions.

Note: In a residential setting, there are some common-sense exceptions to this general rule, for example, eating, drinking. There are also exemptions to this rule, for example, if a resident has a medical condition that makes it difficult to breathe while wearing a mask or face-covering. Please read the University's Policy on Non-Medical Masks or Face Coverings for more detail. Please read the Joint Provostial and Human Resources Guideline on Non-Medical Masks for more information about exemptions to this rule.

3. VISITORS/GUESTS

Rule: Residents will not be permitted to have off-campus guests attend the residence.

Note: Student residents may visit student residents from other UTSC residence buildings, in line with public health directives on capacity limits. A maximum of 10 residence students is allowable in a townhouse or apartment at a given time. When there is a guest(s) visiting a unit, all individuals in the unit must wear a mask.

In order to keep our residence community safe, off-campus friends and family members, or study partners will not be permitted to attend the residence. A one-time exception will be made, however, on each resident student's move-in day, when up to 2 visitors per student, wearing masks, may accompany the resident student. These visitors are required to go directly to the resident student's room, and may be in residence only during an allocated move-in window. The rules regarding visitors/guests may be modified as the COVID-19 pandemic progresses.

4. PHYSICAL DISTANCING

Rule: Residents must practice physical distancing in residence by maintaining a minimum of 2 metres between themselves and others.

Note: Residents must practice physical distancing in residence by maintaining a minimum of 2 metres between themselves and others.

5. COMMON SPACE

Rule: Use of common spaces in a residence must adhere to all posted signage and all implemented safety measures.

Note: Common spaces in the residences (and throughout UTSC) will either be closed or will be open but with a number of restrictions and safety measures in place, such as strict physical distancing and maximum occupancy requirements. Student residents must follow all directives around use of common spaces. For example, if a resident enters a space that is at maximum capacity, that resident should not remain in the space. The rules regarding common spaces may be modified as the COVID-19 pandemic progresses

6. SIGNAGE

Rule: Residents must follow all posted signage and floor markings.

Note: There will be health and safety posted signage throughout the residence. Some examples include signage respecting elevator occupancy limits, space closures, requirements to wear face coverings or masks, physical distancing and to instructions to yield and follow directional markings.

7. REPORTING ILLNESS

Rule: If a student is feeling ill or experiences any symptoms of illness, they should remain in their bedroom and immediately notify residence staff. In the case of emergency, they should call 9-1-1 immediately.

Note: In addition to notifying residence staff, students may also contact Toronto Public Health or Telehealth Ontario as listed below for assistance.

8. SELF-ISOLATING

Rule: In accordance with all government requirements, all members of the community must self-isolate if they:

- Have COVID-19 or symptoms of COVID-19; OR
- May have been exposed to someone with COVID-19 or someone with symptoms of COVID-19; OR
- Have returned from anywhere outside of Canada within the past 14 days.

Students shall inform Student Housing & Residence Life (residences@utsc.utoronto.ca, 416-287-7365) if they are self-isolating.

Note: Residents who are self-isolating and/or quarantined in their residence room should adhere to the public health directives. More information can be located [here](#). Specifically, residents self-isolating or quarantining in their residence rooms are prohibited from accessing or using shared residence facilities, such as laundry rooms, fitness rooms, study spaces and cafeterias and must remain in their room at all times. Residents who need to open the door of their self-isolation accommodation (e.g., to retrieve groceries or meals) must wash their hands immediately before doing so, and wear a face covering when the door is open.

9. SANCTIONS

Non-compliance with these rules may pose a health and safety threat to the community and will be treated as a serious matter. The University will make every effort to resolve these issues informally when possible and appropriate but may also impose sanctions where individuals or groups of students are not in compliance with these rules. These sanctions will depend on the nature of the non-compliance, the place in which it occurred, and the impact on others. Sanctions include but are not limited to fines, restricted access to spaces, and expulsion from the residence.

Enforcement, sanctions and appeals to sanctions will be carried out in accordance with existing residence policy. The University reserves the right to report non-compliance to Public Health officials or to any other official, within or outside the University, who need to know about the non-compliance in order to protect the health and safety of the University community or the public.



GUIDELINES, INFORMATION AND SUPPORT

- Handwashing and hygiene are critical to reducing the spread of COVID-19. Hands should be washed frequently and with soap and water for 20 seconds or using an alcohol-based hand sanitizer containing at least 60% alcohol. Touching one's eyes, nose, and mouth with unwashed hands should be avoided.
- The University has implemented changes to cleaning protocol that include increased frequency of cleaning of shared public spaces and additional hand sanitizer stations and wipe dispensers in many high-traffic, high-use areas.
- Recognizing that student residents may require additional support during COVID-19, the University has made available a number of supports available to you. These supports include the Health and Wellness Centre and a special program called U of T My Student Support Program (My SSP) that provides students with immediate and/or ongoing confidential, 24-hour support for any school, health, or general life concern at no cost to students.
- Additional supports in residence include connecting with your Resident Advisor (RA) or our Residence Counsellor. You can book appointments with the Residence Counsellor. Current students living in residence can make a counselling appointment by calling Health & Wellness at 416-287-7065 (press 2) or emailing health.utscc@utoronto.ca.
- All students who test positive for COVID-19 should immediately take the following actions:
 - Report this result directly to U of T's Occupational Health Nurse by email at ehs.occhealth@utoronto.ca
 - Report their diagnosis to Student Housing & Residence Life through the following methods:
 - Office hours: call 416-287-7365
 - After hours: call RA on Call at 416-688-3818
 - Complete the self-declaration form through ACORN
- For more general information:
 - **Toronto Public Health Hotline** is available to answer questions about COVID-19 from 8:30 a.m. –8 p.m. Translation will be available in multiple languages.
 - Phone: 416-388-7600;
 - TTY: 416-392-0658;
 - Email: PublicHealth@toronto.ca
 - **Telehealth Ontario** is a free, confidential service available to get health advice or information (including but not limited to COVID). Calls are answered by Registered Nurses who respond 24 hours per day, seven days per week.
 - Phone: 1-866-797-0000
 - or TTY: 1-866-797-0007 o
 - <https://www.utoronto.ca/utogether2020> provides helpful resources for students.

For further information, contact Student Housing & Residence Life at residences@utsc.utoronto.ca, 416-287-7365.