The Residence Guide

A GUIDE TO STANDARDS, EXPECTATIONS, & SUPPORTS IN RESIDENCE

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Updated 2020
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Welcome Home

Welcome to Residence Life at the University of Toronto Scarborough. Congratulations on choosing to join our community of learners.

Residence Life reaches beyond having a safe, affordable, comfortable place to live on campus. Our on campus residences are designed to support students in their academic goals and to support various learning outcomes for each student.

In residence students have the opportunity to learn and understand:

- The value of cultivating meaningful interpersonal relationships which involves developing friendships, relating to others maturely, handling interpersonal and group conflict constructively, listening to and considering others’ points of view, and treating others with respect.
- The diversities that exist in every community by seeking involvement with people different from oneself, by uncovering and challenging biases and assumptions of self and others.
- The impact of healthy and unhealthy choices related to well being, relationships, sexual, physical and mental health, stress, nutrition, exercise and rest.
- The application of knowledge acquired in or out of the classroom to their residence experience.
- The value of belonging to a community and engaging in that community for the benefit of the individual and the group through abiding by and appropriately challenging norms, participating in governance, respecting self, property, and others, appropriately challenging the unfair, unjust, or uncivil behaviour of other individuals or groups, participating in service, volunteer, and/or community activities.

Commitment to Inclusion & Diversity

The residence community at the University of Toronto Scarborough is a diverse community and a community that strives to be inclusive. We are diverse in cultural backgrounds, gender, age, ethnicity, abilities, sexual orientation, socio-economic status, religion and spirituality. 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. Each person must be treated with dignity and respect. Any form of harassment will not be tolerated. This includes and is not limited to verbal or written abuse, violence, threat and intimidation. Each community member who lives and works in Residence must be committed to these principles.
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 for reading all emails thoroughly in order to be informed about residence. SHRL will email students regularly regarding residence updates. Residence Life events and programs will be posted on the intranet. 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 thirteen University staff work to deliver student housing services and to support residents through various student life, facilities and admissions issues in residence.

Professional staff members lead the programs and supports available within the residence life experience at UTSC. Residents are encouraged to meet each staff member.

Counsellor in Residence
rescounsellor@utsc.utoronto.ca

The Residence Counsellor, or Counsellor in Residence is a professional social worker who has experience providing support to people facing a variety of mental health concerns and life stresses. They are available as a resource to support the wellbeing of any UTSC student living in residence, and provide individual counselling, as well as group counselling and programs throughout the year.

Residence Life Coordinators (RLCs)

The Residence Life Coordinators oversee the development of the residence community by leading the team of Residence Advisors. The RLCs are responsible for creating and implementing policies that promote respect, safety and effective community development as well as crisis response.

Dylan Williamson
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Kevin Bonnell,
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Residence Life Program Coordinator (RLPC)

The Residence Life Program Coordinator (RLPC) oversees the development and delivery of large-scale residence programs and events by supervising the Residence Engagement Facilitators, and workstudy students. The RLPC oversees major Residence Life projects throughout the year, including hiring and training the Residence Life Team, and planning Residence Orientation.

Heather Burns-Shillington
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Residence Life Team (RLT)

There are twenty-four student staff members who are part of the Residence Life Team. Members of the team include Residence Advisors, Lead Residence Advisors and the Residence Engagement Facilitators. Members of the Residence Life Team have a wealth of knowledge obtained through their experience as University students and through specialized residence life training.

Residence Advisors (RA)

Residence Advisors are community leaders (student staff) who organize events, 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 RA is assigned to a hall or floor/section within residence and will be responsible for the students within this area. Residents are encouraged to keep in regular contact with their RA.

Residence Engagement Facilitators (REF)

The Residence Engagement Facilitators help to plan, promote and run the Res Cup Events as well as residence-wide programming. Res Cup is an annual points-based, hall versus hall competition that occurs in residence.

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 at 416-688-3818. The On-Call phone is ON anytime the Student Housing & Residence Office is closed (evenings, weekends, and 24/7 on holidays). Residents are to call the RA cell phone 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-campuser student, please call Campus Community Police (contact Information available on page 19).

Scarbrough 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.

Student Housing & Residence Advisory Committee (SHAC)

SHAC discusses the student experience in residence, policies, procedures, services, supports, budget and residence fees. The Director of Student Housing & Residence Life takes all input 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.
Community Events

A community event/social gathering (including events at the Fire Pit) is defined as an event where more than 15 people (including the host & roommates) are present. Residents are welcome to host a community event/gathering in an apartment, townhouse, or at the fire pit providing they have approval from the Residence Life Coordinators beforehand. In the event that 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 5 working days before the event 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 at the Fire Pit

A fire pit can be found between Hickory Hall & Greypine Hall which is available for community organized events for members of the RLT. Please note that alcohol consumption is not permitted at approved events, nor can participants be under the influence of alcohol or substances. A fire extinguisher and a bucket of sand/dirt or water must be on site during an event that can be accessed quickly in case of an emergency. Accelerants, such as gasoline, lighter fluid, etc., cannot be used in starting or maintaining the fire. Please speak with the SHRL front desk staff to book a meeting with the Residence Life Coordinator at least 5 working days before the event to review the social gathering contract.

Events in the Residence Centre

The Residence Centre is designed to be a space where residence students can socialize, play piano, watch TV and organize events. Due to the multi-purpose use of the Residence Centre, 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. In the event that you are a resident, or non-residence student, or a community member and you have a program that you would like to hold in the Residence Centre, please email the RLPC at least 2 weeks in advance of the proposed date with a description 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 is not able to 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 upper year students. There is a minimum Grade Point Average (GPA) requirement of 3.1 cumulative to be readmitted to residence. Applications generally become available online in the winter semester.

Residence fees from the previous year must be paid in full by August 1st in order to be re-admitted to residence.
Living with Housemates

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 if you have lived in residence for 3 years, living with housemates can be challenging. If you are able to maintain healthy communication channels and work out differences patiently, it can also be very rewarding. 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 arrange house meetings with every unit in their area. It is very important that you attend this meeting as it is the RA’s opportunity to get to know you, 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 be bringing 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 (girlfriend, boyfriend, partner) 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 as well as complete strangers and it is important that they are cleared up before tension builds. Here are some important 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 with one another but everyone in the house may not necessarily become close. Friendships are key to the residence experience but please be mindful that factions are not created or that one member is not excluded from the house as a result.
• When you are in a disagreement with someone, try looking at the situation through their perspective before reacting.
• Meeting up as a house on a regular basis can be fun and productive. Informal meetings where you eat a meal together or hang out in the living room can lead to important 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

There will be times when a situation doesn’t seem it will easily be resolved. The RA’s have been trained in communication, mediation and active listening skills and 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. Room changes will only be considered after housemates have gone through a mediation process facilitated by an RA, as per the process outlined below. In the event that the Residence Life Coordinator approves a room change, the resident will be charged a $150 administrative fee.

Prior to a room change request being granted by the Residence Life Coordinator, residents must proceed through the following process/steps:

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

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

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

4. If necessary, the RA may conduct a conflict mediation and/or an additional house meeting with you and your roommates, in an attempt to resolve the conflict. Note: A Lead Residence Advisor (LRA) may be asked to facilitate a meeting in the event that the RA needs additional support.

5. 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.

6. Meet with the Residence Life Coordinator to explain the situation, and your request.

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

The earlier you start working through a problem, the easier it is to solve. Reach out for support at the earliest that you can!
The Residence Community Standards are the foundation of successful community living. Standards are articulated in the Rights and Responsibilities of a Resident and in 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 it is important that each resident understands their responsibility as a community member. Your independent choices will be respected, but it is also important to consider the impact of your actions on yourself, your housemates, and your community. If the impact of your actions is negative for others it may result in disciplinary actions from Student Housing & Residence Life.

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

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

The Student Code of Conduct can be found 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; and/or at approved residence events held either on or off campus; and/or 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 that are sponsored by Student Housing & Residence Life.
Rights & Responsibilities

Rights of a Resident
As a member of the Residence Community, each Resident has rights. A Resident has the right to:

1. Sleep, study and work in your room free of undue interference from Residents or guests.
2. Respect of your personal property.
3. Live in a clean environment.
4. Free access to your room without interference from roommates, housemates, Residents or guests.
5. Reasonable access to the townhouse or apartment and its facilities.
6. A reasonable amount of privacy.
7. Have your concerns considered.
8. Be free from fear of intimidation, physical and/or emotional harm.
9. 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.
10. 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.
11. 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.
12. To be treated fairly and have an unbiased conduct process.

Each Resident’s rights are protected by the Residence Community Standards

Responsibilities of a Resident
As a member of the Residence Community, each Resident has responsibilities. A Resident has the responsibility to:

1. Respect the rights, privileges and property of fellow residents and their guests, and of the neighbouring community.
2. Maintain an acceptable level of cleanliness in all common and private areas of your residence unit.
3. Behave in such a manner as to ensure the good condition of the Residence facilities and grounds.
4. Be responsible for the behaviour of their guests.
5. Recognize and respect authority of the Staff in Student Housing & Residence Life and the Residence Life Team.
6. Cooperate with residence procedures and investigations.
7. Recognize the responsibilities and duties of the Student Residence Council outlined in the Constitution of the Council.
8. Behave in such a manner as to permit Residence and University staff to perform their normal duties.
9. Abide by the Residence Community Standards, Rights and Responsibilities of Residents and residence policies.
10. Abide by the University of Toronto Code of Student Conduct.

Each Resident must respect the rights of other Residents
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.

1.2. Alcohol Paraphernalia
The possession of drinking paraphernalia that promote mass consumption of alcohol such as funnels, drinking hats, and brewing equipment are strictly prohibited in residence.

1.3. Cannabis Growth/Production
The growth of Cannabis within 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 who are under the legal age of 19 years are prohibited from possessing or consuming Cannabis or Cannabis by-products. Cannabis or Cannabis by-products must be contained within its original packaging provided by the Ontario Cannabis Store or other authorized retailer. The consumption of Cannabis is restricted to designated smoking areas only, and thus the consumption of Cannabis inside residence is strictly prohibited.

1.5. Illegal Substances/Drugs
The possession, use and trafficking of illegal substances and drugs is prohibited. These are all offences under the Residence Community Standards and 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 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 & the townhouses. Open alcohol is not permitted on campus, and consequently not permitted while walking around residence property.

1.8. Prescription Drugs
The misuse and abuse of prescription drugs is prohibited. These are all offences under the Residence Community Standards and 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 package and/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, and 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 causes damage to residence property, and residents will be billed for the cost of the repairs needed as per the Damage & Vandalism policy.

2.2. Bicycles
Bicycles are not allowed in the houses and apartment units and must be kept in residence storage rooms or on an outdoor bike rack.

2.3. Cleanly 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. 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
In the event that a resident damages 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. All materials and work must be carried out by the University to meet standards.

2.5. Furniture
Residents are not permitted to bring in external furniture to residence that is larger than a desk chair. In the event that you have health concerns that require special furniture, 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, and the removal of original residence furniture from townhouses, apartments, and Joan Foley Hall common rooms is strictly prohibited.

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 from the Residence Life Coordinator.

2.8. Pets
Pets are not permitted in residence, with the exception of 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 prior to moving in that they will be accompanied by a service animal. 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: http://aoda.hrandedequity.utoronto.ca/supports/

2.9. Prohibited Items
Lit candles/incense, halogen lamps, alcohol and drug paraphernalia and '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. If such materials are required for religious or cultural reasons, arrangements must be made 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 without prior approval and contract from the Residence Life Coordinator. See Community Events section of this guide for more information regarding community events at the fire pit.

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

- 4.1. Accompany their guest at all times while visiting
- 4.2. Ensure that their guest is abiding by all residence policies
- 4.3. Have agreement from their roommates to host a guest
- 4.3. Notify their roommates of their guest's presence in the unit
- 4.4. Host overnight guests for no more than a maximum of 4 nights per month
- 4.5. In the event that a guest is staying in the common space of a townhouse or apartment, explicit permission must be granted by your roommates

Please note that residents will be held responsible for their guest's behaviour, and they may receive disciplinary outcomes and/or charges should the guest violate residence policy or cause damage/vandalism to residence property. In the event that 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 will 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 authorized 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. In the event that 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. Unauthorized solicitation may be reported to the Residence Advisor on-call, or to Campus Community Police, and unauthorized solicitors will be escorted out by a residence staff member or Campus Community Police.

6.0. Respect and Dignity

6.1. Appropriate Behaviour
Engaging in actions that adversely affects oneself or others, or has the potential to, is prohibited. This includes failing to remove yourself from a situation that contravenes 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), who are 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 right 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 hate through any notice, poster, sign, symbol or emblem.
6.9. Noise
Within 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, quite 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
Physical aggression (whether consensual or not) will not be tolerated within residence. Any student who engages in physically aggressive behaviour, regardless of the intention, can face severe consequences.

7.0. Safety & Security

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

7.2. Door Propping
Propping of doors including townhouse doors (front and sliding/patio), apartment and common room doors, in addition to exterior doors of Joan Foley Hall is prohibited.

7.3. Exterior of Residences & Roofs
Items such as strings of lights cannot be hung on the exterior of townhouses or apartments. Accessing roofs, including Townhouses and the Joan Foley Hall rooftop is prohibited.

7.4. Locked Doors
Residents are encouraged to keep their bedroom doors locked at all times when they are not present in their room. Residents living in townhouses where there is a patio/sliding door present 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.

7.5. Lock Outs and Lost Keys
For the security and safety of our residents and community, residents have a duty to 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. Lockouts will be tracked by SHRL, and on the 4th lockout, a resident will be fined $25.00. Subsequent lockouts will receive additional $25.00 charges. In the event that keys are lost, charges for replacement will be posted onto a resident's ACORN account for the cost of replacement.

7.6. Screens
Screens must not be removed from windows.

7.8. Social Gathering
A social gathering is defined as an event where the number of guests exceeds 15 people. Social gatherings must be approved in advance. Please note the following applies to these types of events:
- The event must not exceed 30 people total inside the apartment, townhouse, or at the fire pit (including the back and 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.
- In the event that 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 2 business days in advance of the proposed social event date

7.9. Sport Activities/Equipment
Sports, sports-like activities, and the use of sport equipment are not permitted inside residence. This includes, but is not limited to, roller blades, skateboards, or the use of projectile objects such as baseballs, basketballs, footballs, cricket balls, snowballs, frisbees, etc.

7.10. Theft
Possession of another person’s or University property without permission is prohibited.
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 be in possession of keys other than those assigned to them by SHRL. Residents are only permitted 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 is occurring/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, and may ask that you make adjustments so that your actions are no longer negatively impacting others. If the situation can be resolved quickly, and easily, the RLT may just say 'thanks!' In some cases, 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 will work with you to come up with a resolution.

2. **An Incident Report may be written.**

Residence Life Staff are trained to document any violations of residence policies in an Incident Report. Incident Reports are used to document objective facts about the incident that has occurred including a resident's cooperation with staff, names of individuals present, behaviour occurring that contravenes residence policies, as well as the names of the staff members addressing the situation.

3. **We work together to find a resolution.**

Upon review of the facts documented in an Incident Report, a meeting may be requested with the residents named in the Incident Report by the Residence Life Coordinator. During this meeting, the Residence Life Coordinator will seek a deeper understanding of the incident and what happened, asking the resident to share their point of view. The applicable residence policies and 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 a variety of factors. Factors that are included when making a decision regarding 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 that has been violated, an outcome will be determined. Most outcomes are developmental or restorative in nature, however some may be disciplinary (i.e. fine). Some outcomes are very specific to certain residence policy violations (i.e. alcohol probation may be an outcome for an incident involving an infraction of the alcohol policies), and 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
For an understanding of what our judicial process looks like when following up on violations of residence policy, please refer to the chart below.
Outcomes & Levels of Offences

Our hope is that students living in residence will learn from their mistakes, potentially work to repair any harms identified (i.e. apologizing to someone in the event that 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 in nature, but occasionally a disciplinary sanction, such as a fine, is issued. Please note that prior behaviour in residence/prior incidents are taken into consideration when deciding upon an outcome. Disciplinary sanctions are applicable for the entire academic year, and in the event that an offence is particularly serious, the sanctions may be carried on into the following academic year.

The following outcomes can accompany any Level Offence (as stated below):

- **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 behavior 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 from the incident. These outcomes may include self-study seminars, reflection papers, or Residence Policy quizzes.
- **Community Involvement**: Community service to the Residence, Institution, or to the larger community or engagement through co-curricular involvement.
- **Loss of Privileges**: Specific privileges within residence may be suspended or revoked for a given time period (i.e. hosting guests, consuming alcohol in residence, etc.)
- **Monetary Sanctions (Fines)**: Includes fines and conditional fines that are placed on a student’s ACORN account.

- **Transfer**: A mandatory room change requested by a member of 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 of time where the resident is given the opportunity to modify unacceptable behaviour, to complete specific assignments, and to demonstrate a positive contribution to the community. Probation allows resident students the opportunity to demonstrate 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 responsibility is unable to be determined for behaviour (i.e. improper garbage disposal & inability to determine the responsible party).

**Suspension**: A suspension is defined as a period of time where a resident student is temporarily prohibited from residing in Residence. Throughout the suspension period, a resident is responsible for the full cost of the Residence unit in addition to being 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.

**Other sanctions as determined appropriate in the given circumstances.**

Levels of Offences

Please note that all violations of residence policy are assigned a value (from 0 to 4) and cumulatively tracked throughout the year. Points are assigned based on the following schema:

- **Level 1 Offence = 1 Point**
  - Actions that leads to the disruption of another’s right to peacefully use and enjoy the residence space, or compromise their safety.
- **Level 2 Offence = 2 Points**
  - Actions that are a significant disturbance to individuals or the surrounding community, and/or compromises community safety.
- **Level 3 Offence = 3 Points**
  - Actions that significantly endanger the safety & security of another.
- **Level 4 Offence = 4 Points**
  - Actions that seriously endanger individuals and/or the community or contravene any municipal, provincial, or federal laws. Such offences could lead to the immediate termination of contract or a behaviour contract.

Any resident with a level 4 discipline status will be required to appeal to the Director of Student Housing & Residence Life to be granted the right to be readmitted to residence the following term.
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 Community Police.

The University and Student Housing & Residence Life have policies and programs in place to promote safety and to 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 Community Police.

**Safety & Emergency Contacts**

**Safety Concerns**
Residents are to report any safety concerns or issues to Student Housing & Residence Life. During the day Monday to Friday from 9am to 5pm call the office at 416-287-7365. After hours and on weekends call the Residence Advisor Cell Phone at 416-688-3818. The Residence Life Coordinator also assists and supports students who have ongoing safety concerns and can assist the student in becoming connected with the appropriate services at the University.

**Referrals can include the following services:**

**Campus Community Police:**
www.utsc.utoronto.ca/police
416-287-7398 (non-emergencies)
416-287-7333 & 911 (emergencies)

**Community Safety Office:**
www.utoronto.ca/communitysafety
416-978-1485

**Sexual Harassment Office:**
416-978-3908

**Sexual Assault Counselling:**
416-978-0174

**Sexual & Gender Diversity Office:**
www.sgdo.utoronto.ca
416-946-5624

**Personal Counselling – Health & Wellness Centre:**
www.utsc.utoronto.ca/~wellness/
416-287-7065

**Anti-Racism & Cultural Diversity Office:**
www.antiracism.utoronto.ca
416-978-1259

**UTSC Women’s Centre:**
www.utsc.utoronto.ca/~scwc/
416-287-7024
Safety Reporting and Enquiries

Call Campus Police 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
- Non-life threatening violations of Federal, Provincial laws, Municipal by-laws and University policies
- Any other situation that looks suspicious or causes concern

Emergencies

In the case of life threatening emergencies (fire, a violent crime in progress, weapons and medical emergencies) call 911 immediately, then call Campus Police at 416-287-7333 and then if time permits call the RA Cell phone at 416-688-3818.

In the event of non-life threatening emergencies call Campus Police at 416-287-7333. 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 Police by picking up any emergency phone (red poles or yellow poles with blue lights) located on campus. Campus Police are dispatched by U of T Police at St, George Communications Centre. Please specify you’re calling from Scarborough when you call.

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 is 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 call Campus Police at 416-287-7333. Campus Police will assist other emergency services in arriving at the correct location on campus and will assist in the emergency response.

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 Police and are mounted on red poles with a blue fluorescent lighting and a white picture of a telephone.

Travel Safe Program

Use this service to walk from your residence to other locations on campus at night, or during the day. Escorts may be arranged 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.

Outside of the hours of this program, Campus Community Police can be contacted at 416-287-7398.
Residence Safety Tips

Residents are encouraged to follow these safety tips for personal safety and to promote a safe community. For more information on safety please visit the websites of the Campus Community Police 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 prior to 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 Community Police at 416-287-7333 and also report this to your Residence Advisor or the RA On Call at 416-688-3818.
- 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 a key element to promoting a safe environment together. If anything or anyone is in residence or on residence property that appears out of place call Campus Community Police to monitor the situation and call the RA On Call to report the situation.
- 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 that 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 RA On Call at 416-688-3818 and Campus Community Police 416-287-7333.
- 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 verified 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. Call Trace should only be used in serious situations, when you wish 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 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 Community Police if you are receiving unwelcome phone calls.
Residence Facilities

Communications & Technology

ResNet (Internet)
Wireless internet access is available throughout 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.

Residence Facilities

Residents play an important role in maintaining residence space by respecting facilities and by reporting any required repairs immediately. 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.

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 Residence Advisor On Call at 416-688-3818.

Emergencies can include: No Heat, No Water, Burst Pipe, No toilet, Flooding or Overflow, Sanitation back-up, Elevator break down, Key/cess issues.

Supplies

The following supplies can be picked up from Student Housing & Residence Life: Light bulbs (for townhouses), garbage bags, vacuum bags. Please bring your old lightbulbs to the SHRL office for recycling. Light Bulb replacements in Joan Foley Hall 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

Inspections will be scheduled on a regular basis to ensure that students are keeping townhouses and apartments clean and well maintained. Students will be notified of the house inspection in advance. In the event that the house does not pass inspection, a cleaning service will be brought into the unit at the expense of the residents of that unit. Inspections are necessary to ensure that students are living 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 failed repeatedly additional charges and sanctions will be issued and it could result in a student not being readmitted to residence.
Cleaning Guidelines
If cleaning guidelines are not followed by residents and a townhouse or apartment does not meet standards a cleaning service will be hired at the residents’ expense at a rate of $50 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 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, door knobs, around stove/cooking areas with an all purpose cleaner
- Wash out fridge regularly with liquid dish soap and leave an open box of Baking Soda to absorb odours. The temperature should be set 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 build up. This is important for health and fire prevention. Ensure you unplug the burners and remove the burner plates and properly clean under the plates. This is 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, which are available from the Student Housing & Residence Life Office. Remove garbage from kitchen to the outdoor storage space regularly.

Townhouses – Garbage bags must be tied and placed beside the central walkway road every Monday and Thursday morning between 8:00 am and 12:00 noon when it will be collected and disposed of. Do not use small, plastic grocery bags. Do not leave garbage out overnight. It will attract animals. You will be asked to re-bag garbage that is ripped open if it is left out at night. Garbage Rooms must be emptied out on a weekly basis.

Joan Foley Hall – Garbage must be in the garbage chute, located on each floor. Bags of garbage must not be left on the floor in the garbage room. Only medium-sized bags must be used.

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 newspaper or paper towel this will help collect any liquids that escape the bag. Cut large items like pumpkins and corn cobs into smaller pieces to promote rapid decomposition.

Compost Pick Up:
Townhouses – Compost is picked up with the garbage on Monday and Thursday mornings. Please place it at the curb along with your trash between 8:00am and 12:00 noon. Facilities staff will remove the bag and place a new bag in the bin.

Joan Foley Hall – Compost needs to be placed outside the suite door by 12pm on Monday and Thursday. Facilities Staff will pick up compost.

Recycling
Townhouses – Recycling needs to be placed outside along with garbage and compost by 12pm on Mondays and Thursdays. Outside of waste pick up times, there are recycling bins located behind North Residence near the parking lot. In the South Residences, recycling bins are located behind Dogwood Hall, across from Grey Pine Hall, and behind Joan Foley Hall. Please sort your recycling items carefully and follow the recycling rules as posted in your house.

Joan Foley Hall – There are recycling bins located in the garbage rooms on each floor of Joan Foley Hall. Please place all recycling in the bins and not on the floor.

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.

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 toasters, vacuum cleaners, chairs 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.

Proper Storage & Disposal of Food and Garbage
Properly storing and disposing of food and garbage will greatly reduce the risk of attracting insects. If insects do appear as a result of 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. In the event that you are experiencing fruit flies within your unit and seek out at home remedies to remove the fruit flies.

Shower
Ensure the curtain is closed and inside the bathtub and mop up water on floors in order to prevent mold. 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/portal immediately in order for the battery or detector to be replaced. Tampering with or disconnecting a smoke detector is a serious infraction compromising the safety of others and will result in disciplinary sanctions.

Snow Removal/Ice Control
University staff will remove snow and ice throughout residence. Safety issues related to snow and ice can be reported at uoft.me/portalx.

Stoves
Please clean the stovetop and oven regularly during the term, as it will be inspected. 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 in the toilet. If a toilet becomes blocked, do not flush. Use a toilet plunger and mop up any overflow immediately. If a toilet is overflowing, turn off water valve located behind the toilet. Report any issues with the toilet immediately.

You can submit a work order at uoft.me/portalx.