



Norman Bethune Residence Handbook FW 2010-2011

Emergency Information

Dial "9" to place external calls.
Dial extensions from any Residence or York telephone.

Fire, Police, Ambulance

Emergency: **9-911**
Police, non-emergency: **416-808-2222** TYY: **416-808-2222**

York Security (24 hours)

Emergency: **416-736-5333** or ext. **33333**
Non-emergency: **416-650-8000** or ext. **58000** TYY: **416-736-5470**
goSAFE student safety escort service: **416-736-5454** or ext. **55454**

Emergency Services

Life-threatening emergencies

- In case of an emergency, dial **9-911** from your room. Do not use your cell phone.
- Then contact York Security at ext. **33333** so they can help emergency personnel locate the Residence.
- Be sure to also contact a member of the Residence Life Staff who will assist emergency services.

Non-life-threatening emergencies

In situations that are non-life-threatening (lockouts, medical emergencies, security concerns and noise complaints), you should do **one** of the following:

- Inform a member of the Residence Life Staff;
- Call the Don-on-Duty; or
- Call York Security at **416-736-5333** or ext. **33333**.

Health Services

North York General Hospital

- Emergency (serious injuries): **416-756-6000**
4001 Leslie Street, Toronto (Leslie St. south of Sheppard Ave. E.)
- Urgent Care (broken bones & cuts): **416-633-9420**
Branson site, 555 Finch Avenue West, Toronto (Finch Ave. just west of Bathurst)
Open daily 9am to 9pm.

York Lanes Health Centre

416-736-5525 or ext. **55525**

Telehealth Ontario (24 hours)

Free phone access to a Registered Nurse: **1-866-797-0000**

Mental Health Crisis Line (24 hours)

416-498-0043

Poison Information Centre

416-813-5900

Sexual Assault:

Toronto Rape Crisis Centre/Multicultural Women Against Rape

24-hour crisis line: **416-597-8808** or connect with a counsellor 9:30am to 5pm at crisis@trcc.mwar.ca

www.trccmwar.ca/crisis.html

Women's College Hospital

Urgent Care Centre: **416-323-6300** from Monday-Friday during office hours or **416-323-7302** for after-hours assistance.

76 Grenville Street, 1st floor, Toronto

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Bethune Residence Contacts

Dial "9" to place external calls.

Dial extensions from any Residence or York telephone.

For life-threatening emergencies call 9-911 then contact York Security at 416-736-5333 or ext. 33333 so they can help emergency personnel locate the residence. Dial the call from your room telephone when possible instead of your cell phone.

Bethune Residence Life Coordinator

Ashley Grenville
416-736-2100 ext. 20018 (office)
118 Bethune Residence
bethune.rlc@yorku.ca
ashgrenv@yorku.ca

Residence Life Assistant

Kristal Ramsay
Room 202
bethune.rla@yorku.ca

Bethune Residence Don-On-Duty

Please contact the DOD for lock-outs, medical emergencies, security concerns, noise complaints or other emergencies.

**Don-On-Duty (DOD)
Emergency Phone*
647-999-8467**

DOD Hours:
6pm to 8am, Monday to Friday
24 hours on weekends (6pm Friday to 8am Monday)

- *When leaving a voice message be sure to:
- Enter your name and a telephone number/extension where you can be reached; and
 - Wait by that phone for a response.

House	Floor	Don	Room
James Maxwell	2,3,4	Mark Kulube	402E
David Suzuki	5,6	Raeanna Smith	602E
Gabrielle Roy	7,8	Toby Stimpson	802
Emily Stowe	9,10	Maia Miller	1002
Wendell MacLeod (Life Sciences House)	11,12	Nontokozi Langwenya	1202
Margaret Lawrence	13,14	Lina Pezzo	1402

Housing Staff

For lockouts and facility-related problems outside of the DOD hours, please contact Housing.

Housing Complex 2:
Bethune, Calumet, Pond Rd. & Stong Residences
416-736-2100 ext. 40597
8:30am to 4:30pm, Monday to Friday
Room 101, Bethune College

Online maintenance requests: www.yorku.ca/stuhouse/undergrad/resrepair

Porter Station

Monitoring of building access and guest sign-ins will be in effect from 7pm to 7:30am.

Residence equipment and entertainment sign-outs will be available only while Night Porters are on shift, between the hours of 7pm and 1am (12am during exams).

Porter Station Phone: ext. 66441

Welcome to Residence

Welcome to your new home at York. Your years in Residence promise to be among the most memorable and rewarding aspects of your experience at York. You'll learn more about yourself and your relationships with others; working and living in a Residence community strengthens the values of academic integrity, tolerance for other lifestyles, compassion for others, honour and trustworthiness.

The Residences at York are more than just a place to live. They are vibrant communities where students can make valuable social and intellectual connections. The colleges play an integral role in facilitating those connections and ensuring that as a resident, you have the support you need to make the most of your experience both inside and outside of the classroom.

Residence Life Staff are committed to working with you to make sure your Residence experience provides you with the support and opportunities you need to achieve your academic, social and personal growth goals. With your participation, we can work to provide you and your community members a safe environment where you can study, rest, try new things and connect with a variety of different people with different interests. We hope that you will take advantage of all the opportunities that living in Residence at York offers.

Chantal Joy
Assistant Director, Residence Life
Student Community & Leadership Development (SCLD)

The Purpose of the Handbook

This handbook was created to help you to take full advantage of all Residence services available to you. You'll be able to look up available services to get things done! You'll find helpful information about getting along with your roommate, personal safety tips, emergency procedures and important campus and community contacts.

Each undergraduate Residence has its own identity, culture, unique services and structure. Included in this Handbook is specific information about your Residence. You'll learn about your Residence's staff contacts, your college resources, services offered in your residence and any additional community standards that apply to your specific Residence.

Living in Residence requires everyone to take extra measures to ensure safety and contribute to a harmonious, cooperative neighborhood. All students are required to adhere to the Code of Student Rights & Responsibilities (www.yorku.ca/scdr/StudentConduct). You must make sure you are familiar with the terms and conditions outlined in the Residence Agreement (www.yorku.ca/stuhouse/undergrad/rescontracts) and the Residence handbook to understand your responsibilities and privileges as a member of the Residence community. If you have any questions, please talk to your Don. Any changes or updates to the handbook will be posted on www.yorku.ca/sclcd/reslife.

The Residence Life Community

The critical difference for students living off campus versus those living in Residence is the services that Residence personnel provide.

Housing and Residence Life Staff are committed to:

- Supporting students making the transition to living in Residence by building a sense of community.
- Creating a healthy, safe environment.
- Coordinating programming to meet educational and social objectives.
- Upholding policies and procedures of community standards.
- Supporting an academic lifestyle.

Building a Community

Getting involved

There are many ways to participate in your Residence community, including volunteer opportunities, paid positions and elected offices. Talk to your Don about ways to get involved in your Residence. It's a great way to connect with others in your Residence and at the same time get experience and develop leadership skills.

Planning events

Aside from providing accommodation, Residences strive to provide opportunities for personal growth and enriching life experiences. Most Residences have students who plan and organize activities – they are called Programmers. **Programmers** organize Residence events that are educational, social, sports-oriented, cultural and just plain fun! Residence special events are successful because of the help of many volunteers – get involved!

Residence Life Activity & Administrative Fee (RLAAF)

Programming opportunities are created by student leaders using the RLAAF funding for materials and programs. Everyone in Residence pays the RLAAF as part of their Residence fee, so plan to take advantage of what's being offered and attend your Residence programs. You'll increase your sense of community, feel connected in your new home, have fun and experience new things.

Residence Life Staff

Dons will be highly accessible to you and your floor residents. Dons are senior student staff members who strive to create a community environment, who can help you find answers to your questions and who promote awareness of diversity and respect. Dons are empowered to make sure you meet your responsibilities when living in residence while protecting your rights as a resident.

Dons undergo extensive training enabling them to build and maintain a community atmosphere and ensure health and safety requirements are met. Dons are trained as peer advisors to help students with issues such as academic concerns, stress management and roommate conflict. In addition, you can count on your Don to provide First Aid and CPR.

The **Don-On-Duty (DOD)** system provides an emergency contact overnight (6pm to 8am) and 24 hours on weekends (6pm Friday to 8am Monday). The DOD system allows your Don to have rotating evenings and weekends free. Please remember that Dons are also students; respect their need for personal time by making use of the Don-On-Duty system during the appropriate hours.

Most Residences use **Night Porters** stationed at the main entrance to the building between the hours of 7pm and 1am (midnight during exams). The Night Porters are student staff members who assist in maintaining the safety of residents by monitoring access to the building, facilitating guest sign-in procedures and monitoring and reporting breaches of security and voice complaints to ensure they are responded to in a timely fashion. They work closely with the Residence Watch Officers who also play an important role in maintaining safety in residence. Night Porters are trained in First Aid, CPR and intervention skills. In addition to their security role, Night Porters coordinate sign-outs of Residence equipment such as vacuums and entertainment media.

Also keeping you safe are the **Residence Watch Officers (RWO)**. RWOs are York Security Staff that work in the residence buildings. Their role includes monitoring exterior points of access to residence, conducting safety rounds of the building and responding to breaches of security. The RWOs work closely with the Night Porters and you can expect to see them at the Porter Station and throughout the building. Once the Night Porters go off-shift at 1am, the RWOs take over operations at the main entrance including guest sign-ins. Residence Watch Officers are on duty between 8:30pm and 7:30am.

Emergency Response Wardens are trained student volunteers who are "first responders" to assist with evacuations of the residence when the fire alarm system is activated. You can usually spot them by the orange safety vest and hat. The ERWs are trained to facilitate the evacuation of residents and ensure the Emergency Services staff have any pertinent information they need to ensure everyone gets out safely.

Interested in volunteering? Ask your Don for details about Emergency Response Warden roles, responsibilities and training. It's a great way to get involved and a valuable addition to a resumé.

Residence Life Coordinators (RLC) and **Residence Life Managers (RLM)** are professional full-time University staff members living in Residence and dedicated to facilitating the day-to-day management of the Residence. The RLC and RLMs supervise Residence Life Staff (Dons, Night Porters etc.) and coordinate programs in Residence aimed to complement your academic experience. The RLC and RLMs are also responsible for addressing inappropriate conduct in residence and adjudicating complaints under the Code of Student Rights & Responsibilities.

Residence-Specific Services

Bethune has both room and suite style accommodation.

Rooms

- Each Residence room is furnished with a bed, reading lamp, desk with light, chair, bookshelves, dresser, closet, phone, recycling box and wastebasket. Furniture cannot be removed from the Residence room and students are not permitted to bring a bed into Residence.
- Common rooms – located on the seventh, ninth, eleventh and thirteenth floors in the building and equipped with kitchenettes (including microwaves) and televisions as an added convenience to the students. Students are not permitted to stack or remove furniture from the common rooms. Kitchenettes are meant for snack preparation only and not cooking, as all students living on the upper floors are required to purchase a meal plan. Residents using these facilities should make every effort to keep them as clean as possible. Should the common rooms be left in unsanitary conditions they will be closed.

Suites

- Four- and twelve-person suites are located on the second through sixth floors of the Residence. Suite members share a washroom, kitchen and a small living room.
- Residents living in the suites are permitted to use their kitchens for all meal preparation as they are not required to purchase a meal plan.

Garbage & recycling: Garbage chutes are located in the hallway beside the north stairwell for garbage in small, tied bags. Recycling bins are located by the north entrance of the building for personal recycling. Common room recycling is taken out every Sunday and Wednesday. Porters only collect recycling from the four-person suites if a resident is there to let them in.

Laundry room: The laundry room is located in the basement of the residence. Cards can be purchased or refilled from the machine in the east entrance of the William Small Building.

Public Phones: There are courtesy phones located at the south and east entrances to the Residence as well as a pay phone located in the lobby.

Storage: Storage is NOT available to residents in Bethune. Residents should arrange to send items home that are not required on a regular basis or store them with a storage company over the summer months.

Rentals: The following items are available to sign out at the Porter Station: movies (DVD), DVD players, board games, computer room and piano room keys, vacuums, Playstation 2 and games. All items require a piece of photo ID. Keys are due back by 1am, vacuums must be returned before quiet hours and all other rentals are for a 24-hour period.

Events: House events are organized by the Don of each house. Each Don will be looking for a volunteer Event Coordinator to assist in some of the planning and implementation of House Events so be sure to ask about this opportunity when you arrive. Larger building wide programs are organized by one or all of the three Building Wide Programmers. Each Building Wide Programmer has a portfolio or topic that they will focus their programming on. The topics include: green initiatives and programs, social justice & diversity awareness and social programs & college life. All events and programs offer students and staff a great opportunity to interact, learn from one another and build a strong and vibrant community in Bethune.

Bethune College

College Contact Information

Office of the Master, 207 Bethune College
Tel: 416-736-5164 Email: bethune@yorku.ca
www.yorku.ca/bethune

	Name	E-mail	Phone
Master	John Amanatides	amana@yorku.ca	416-736-2100 ext. 22035
Secretary (to Master and Academic Advisor)	Nisa Haniff	nhaniff@yorku.ca	416-736-2100 ext. 22035
Administrative Assistant	Suzanne Park	spark@yorku.ca	416-736-2100 ext. 66456
Receptionist/Faculty Secretary	Sharon Martelli	smart@yorku.ca	416-736-2100 ext. 55164
Academic Advisor	James Elwick	bcacadv@yorku.ca	416-736-2100 ext. 33940

College Services and Facilities

Restaurants: The Complex 2 cafeteria is located on the first floor of Bethune. There are no restaurants located in Bethune. The Orange Snail located in Stong College is the closest restaurant and Tim Hortons is nearby in the William Small Building.

Life Sciences Help Centre (BC 102F): available for students in BIOL 1010, CHEM 1000, CHEM 1001 and MATH 1505. Staffed by outstanding student peer-tutors, it is open on weekdays from 2:30-6:30pm from Sept 20 to Oct 8 and Oct 18-Dec 3. For details and tutor schedule see www.yorku.ca/bethune/lifesci.

Wednesday Workshops: Be sure to reserve Wednesday afternoons after classes for some interesting and informative workshops, such as Career Centre Workshops, Learning Skills Workshops and SOS Workshops. The schedule can be found at www.yorku.ca/bethune/events.

Academic Advising (BC 210): Tues. and Weds. afternoons from 3-5pm for drop-in or book appointment through nbcacadv@yorku.ca.

Bethune Writing Centre – BWC (BC 206): The BWC offers free one-on-one or small group instruction for all Bethune-affiliated students. Book appointments online at www.yorku.ca/bethune/writing

Career Centre Advising: Wednesdays from 1-4pm. Drop-in or book appointment through Career Centre website at www.yorku.ca/careers

Science Librarians@Bethune (BC 206): Mondays from 2:30-4pm. Staffed by Librarians from Steacie Science & Engineering Library.

Student Ombuds Service – SOS (BC 208): A student-run peer advising service. Check out their website at www.yorku.ca/bethune/SOS.html

Lockers: available for rent through the Office of the Master for \$20 for academic year on a first-come, first-serve basis with priority given to Bethune students; must register first through Office of Master and provide own locks.

Newspaper: *The Lexicon*, BC 301, contact: lexicon@yorku.ca, telephone 416-736-5635, Web site: www.yorku.ca/lexicon

Student Clubs: Bethune is home to many student clubs, most of them near JACS and JCR. See www.yorku.ca/bethune/clubs.html

Student Spaces

- JACS (BC 112): with a projection TV, foosball and billiard table – a great place to hang out between and after. Open weekdays until 11pm and Saturdays 12noon-7pm; closed during Reading Weeks
- Junior Common Room – JCR (BC 115): a little quieter than JACS, it is also a great place to relax and meet friends. It is right beside JACS and the BCC (student council) and BAC (athletic council) offices, and near most of the student clubs.
- Study Hall (BC 102F): this brand new room is a great place for studying, especially in groups; also the home to Life Sciences Help Centre
- Group Study Room (BC 105): available for study groups (maximum 3 hrs/week – reserve through Master’s Office, 207 Bethune College)
- Silent Study Hall (BC 204): Some students need a very quiet place to study. This is the place for you.
- Piano Room (BC 105A): sound-proof room with a piano and space for 1 or 2 accompanists; key available from Masters Office on weekdays from 1-4pm or after hours via the porter station.

The following spaces are also available to students – reserve them through the Office of the Master, 207 Bethune College:

- Normans (Room 203A): this beautiful room is used for smaller events and seminars; accommodates 40 persons
- Paul Delaney Gallery (Room 320): great for holding larger events and seminars; accommodates 75 persons

Security & Personal Safety

Residence Life Staff work diligently to prevent unauthorized access to your home in Residence but they are not successful without everyone's cooperation. You can help by being supportive to and cooperative with staff and by taking measures to protect yourself. As safe as the York campuses are, there are still occurrences of theft and intrusions in our Residences. You need to protect yourself against that possibility.

Security in Residence

There are numerous systems in place in the Residence buildings designed to increase security. The systems in place are effective but like any other system, they require the cooperation of all residents to work well. Residents have to play their part in building security and make sure that they do not open the door for those who do not live here.

What you can do to help

- Do not prop open any exterior doors. You may be allowing an intruder in. Propping exterior doors open is a violation of Residence Community Standards (see page 19).
- Sign in your guests (for details see the Residence guest policy on page 22).
- Do not lend keys/key cards. Lending keys jeopardizes the safety of everyone in the Residence. You must open the door for your guests. Giving your keys to someone, even your family, is a serious breach of security and a violation of the Residence Housing Contract.
- Lock it! – Lock your room door every time you leave your room/suite to protect your possessions and when you go to sleep. You should never leave your doors unlocked. Keycard locks on bedroom doors can be locked from the inside by using the deadbolt. Even if you use the deadbolt, your roommate will be able to open the door with their keycard.
- Do not let anyone tailgate into the residence behind you. Ask them to show you they have a key of their own or let the door close and they can key themselves in.
- Report a stolen or lost key right away. Don't write on key cards or attach personal information to key rings. If found, a lost key ring should not provide any additional information about the owner.
- Report any security concerns you have or suspicious person to Security right away.

WHAT WE'VE DONE TO KEEP YOU SAFE

Residence Watch Officers (RWO)

- On-duty in Residence from 8:30pm-7:30am every day.
- Monitor building access points.
- Perform rounds of the building and check for safety, behavioural and maintenance problems.
- Facilitate a response to emergency situations.
- Operate guest sign-ins after 1am.

Don on Duty (DOD)

- Emergency contact in residences.
- On-duty overnight (6pm-8am) and 24 hrs. on weekends (6pm Friday-8am Monday).
- Work with Security, RWOs and night porters in emergency situations.

Night Porters

- Operate from 7pm-1am daily or until midnight during exams.
- Monitor building access at the main entrance.
- Operate guest sign-ins.
- Operate equipment sign-outs.
- Facilitate a response to noise complaints and breaches of security.

Surveillance Cameras

- Installed at all of the external points of entry/exit for the residences.
- Assist us in finding those responsible where breaches of security have occurred.
- Can also be used to help us respond where a door alarm is activated.

Alarmed Perimeter Doors

- Installed at all of the external points of entry/exit in the residences.
- An alarm rings at Security Control if these doors are forced open from the outside, or if the doors are propped or tampered with.
- Alarms will activate the camera monitoring system and alert the Security Control staff of the breach in security.
- Alarms will be investigated and students found responsible for causing a security breach will face sanctions under the Code of Student Rights & Responsibilities.
- These doors are to be used for emergency exits from the building (e.g. fire alarms).

Personal safety

Residents must exercise caution at all times and in all places. Although York's campuses are generally safe places, we recommend residents:

- Do not study alone in study halls or classrooms late at night.
- Do not walk around campus alone at night. Instead use goSAFE, York's safety escort service.
- Do not jog on or off campus alone at night.
- Do not personalize phone greetings or put your name on your room door.
- Lock your room door when you are at home and when you leave.
- Do not allow non-residents into the building at any time.
- Do not hold the Residence door open for strangers. Ask them to use their own key or key card.
- Report broken locks or doors to Housing immediately for repair.

goSAFE – Student Safety Escort Service

The goSAFE program coordinates Student Safety Officers to escort you on foot, bicycle or by van to parking lots, bus stops, buildings and Residence. They'll escort you to campus destinations and wait with you for buses and taxis or until your vehicle starts.

To arrange for an escort, make your way to one of the on-campus pick-up points for the scheduled route or call the Student Safety Office at 416-736-5454 or ext. 55454.

For more information: www.yorku.ca/goSAFE

Building Access and Security

Your cooperation is required: do not prop open any doors or windows where there can be access into and out of the building. Make sure windows are closed and secured in rooms and common areas that are unattended. Report windows that will not close to Housing for repair. You may be allowing an intruder in. Propping exterior doors open is a violation of Residence Community Standards (see page 19).

Residence key security

Don't lend keys/key cards. Lending keys jeopardizes the safety of everyone in Residence. You must open the door for guests. Giving your keys to someone, even your family, is a serious breach of security and a violation of the Residence Housing Contract.

Lock your room door every time you leave your room/suite to protect your possessions. Lock up when you go to sleep – you should never leave your doors unlocked.

Don't write on key cards or attach personal information to key rings. Keys should never provide information that would identify your room/suite if lost.

Lose your keys? Not sure?

Lost keys can present a huge safety risk to the entire residence community. It is important you report lost or stolen keys immediately! You can report them to the Housing office during the day or to Security Services after hours.

If you're not sure your keys are lost or think you may just have misplaced them, let Housing know right away. Depending on the situation, we may be able to give you more time to find your keys. But in the meantime, we can at least work to mitigate any safety concerns.

If the key is truly lost, you will be charged a replacement fee that can range as high as \$100, depending on the circumstances that led to the loss of the key.

Students who repeatedly lose their keys or who are found to have used keys in such a way as to compromise community safety will be held accountable under the Code of Student Rights & Responsibilities and may face consequences above and beyond the replacement cost. Such breaches of safety are considered very serious and will not be tolerated.

Residence door Security

Your cooperation is required; do not prop open any doors, especially fire doors or exterior doors. You may be allowing an intruder in. Propping exterior doors open is a violation of Residence Community Standards (see page 19).

Insurance for personal property

You should take out your own insurance for loss or theft of personal property, for damage or destruction of property by flood, fire or any other causes (e.g. loss of utilities). The University is not liable for any personal losses. Tenant insurance is available through private property insurers or you may be able to get an insurance rider on your parents' home policy.

Personal Threat

If you do not feel safe in your room, or need to talk about your feelings of personal threat, please speak to your Don, DOD or RLC/RLM. You can also call Security Services and ask them to send an Officer over to do a walk-by and make sure everything in your area is safe. Sometimes it's just a feeling you have and you don't know why. Trust your instincts and report it.

Sexual Assault

If you or someone you know has been sexually assaulted, it's normal to feel shocked, overwhelmed, guilty, violated, dirty, shameful and a host of other emotions. You are in a very vulnerable situation and taking care of yourself is first priority. There are a variety of resources available to you both on and off-campus. Please review the options below and ask for help in the manner which you feel most comfortable.

Please consider reporting your assault to Security Services or the Residence Life Staff. By doing so you will help us keep the campus community safe and we may also be able to offer you some options that help you feel safer in the aftermath of the assault. No one will force you to report to the police if you don't want to. Security Services has staff who are very knowledgeable and can give you detailed information about the options available to you. The Residence Life staff can also offer support – they can assist you in getting medical attention if you need it, escort you to the Sexual Assault Care Centre, and listen to your concerns without judgment.

If you are a victim of sexual assault and want medical attention, you can go directly to the New Women's College Hospital, Urgent Care Centre, 76 Grenville Street, 1st Floor, Toronto. To contact them call 416-323-6300, Monday to Friday, during office hours or the Urgent Care Centre at 416-323-7302 for after-hours assistance.

Locked out?

Contact Housing or the DOD to let you back into your room. Please be responsible with your keys; repeat lock-outs are taxing on the staff.

Stolen keys/Key cards

Report key theft immediately to Security and notify Housing. For your safety, a change of lock may be required.

Lost keys/Key cards

Report the loss to Housing as soon as possible. Depending on circumstances, you may be charged replacement costs.

For more information: www.womenscollegehospital.ca/programs/program118.html

If at any time you need to talk about a sexual assault, sexual harassment or survivor support, you can get peer support (for women or men) and referrals, 24 hours a day through York's Sexual Assault Survivors Support Line (SASSL) at **416-650-8056**. During York office hours you can contact Counselling & Disability Services (CDS) for counselling: **416-736-5297** or ext. **55297**.

Additional Toronto community support is available from:

- Toronto Rape Crisis Centre Crisis Line: **416-597-8808**
- North York Women's Shelter 24-hour crisis line: **416-635-9630**
- Distress Centre: **416-408-4357** TTY: **416-408-0007**. Trained volunteers provide telephone support, counselling and referrals for professional and emergency services.

Stress – Feeling Overwhelmed

Many students become overwhelmed with the pressures of academic life. Sometimes it helps to clarify your feelings by talking with someone. The Residence Life Staff are not healthcare professionals, but are trained to deal with students with the problems they face and they are knowledgeable about available resources on campus and in the Toronto area.

We encourage you to contact Residence Life Staff if you are feeling emotional distress and/or are experiencing symptoms of:

- Unusual thinking (the feeling that something odd or strange is happening);
- Thoughts of harming yourself;
- Suspicion (feeling that others are laughing at, or talking about, you);
- Misperceiving sounds, smells or things seen (hearing your name called, but no one is there);
- Disorganized thinking (trouble getting your point across or trouble understanding what others are trying to say); or
- Social withdrawal (you don't feel like being around other people).

Residence Life Staff are and have been university students and bring understanding and empathy to their role as resource persons. They're here to support you when you need it!

If you are feeling like you might harm yourself call 9-911 immediately. Please follow-up by calling Security or a Don to let them know that an emergency vehicle is on its way to you. They will assist Emergency Services in finding you and can also arrange for someone to accompany you to an emergency facility.

If you don't feel comfortable talking to the Residence Life Staff, there are lots of other people on campus who can help.

For non-crisis support or support after a crisis, the Counselling and Disability Services (CDS) offers many services. These include personal counselling, group development workshops, learning skills training and support for learning disabilities and psychiatric disabilities. You can find more information at www.yorku.ca/dshub.

Crisis

If you are experiencing a crisis we encourage you to call for help immediately. Call 9-911 for Emergency Services. Follow-up by alerting Security Services at ext. 33333 so they can help Emergency Services locate you. Because you are a member of the Residence family at York, don't be surprised if the Residence Life Staff or Security follows up with you afterwards to make sure you are okay and that you have the supports you need.

While Residence Life Staff or Security may be the first to lend help when you need it, in the case of crisis, there is another office that will step in to help. The office of Student Conduct & Dispute Resolution (SCDR) supports students impacted by critical incidents. This includes contacting the student and/or his/her family and assisting them by arranging appropriate referrals and support, both internal and external to York, related to well being, financial, academic and housing concerns. SCDR works directly with the Office of the President, Security Services, Housing Services, the Registrar's Office, Student Financial Services, the Centre for Women & Trans People and any other University unit that may be involved. Residence Life Staff will contact SCDR for incidents that impact students in Residence or you can contact SCDR directly to obtain services. For more information: www.yorku.ca/scdr/CriticalIncidentManagement.html

Additional Toronto community support

- Mental Health Crisis Line (24 hours): **416-498-0043**
- Centre for Addiction & Mental Health (CAMH): **416-535-8501**, press "0" and ask for "Emergency" or go directly to the CAMH Emergency room located at 250 College St., Toronto for assessment and referral (open 24 hours).
- Toronto Distress Centre (TDC): **416-408-4357** or **416-598-0166** or info@TorontoDistressCentre.com The Centre provides 24-hour, immediate emotional support, crisis intervention, suicide prevention and face-to-face counselling for people dealing with the effects of suicide and homicide.

Additional Resources

- Student Peer Support Centre: **416-736-5231** or scdr@yorku.ca or [www.yorku.ca/scdr/PeerSupport Team](http://www.yorku.ca/scdr/PeerSupportTeam);
- TBLGAY: **416-736-2100 ext 20494** or www.yorku.ca/tblgay or email: tblgay@yorku.ca
- York's Sexual Assault Survivors Support Line (SASSL): **416-650-8056** or www.yorku.ca/sassl/

York University defines critical incidents as:

- Medical emergencies involving a student.
- Critical illness of a student.
- Traumatic events that may affect students.

Fire Safety & Evacuation Procedures

Emergencies: Call 9-911 for the municipal emergency services and then York Security 416-736-5333 or ext. 33333

Fire safety is everyone's responsibility. You should become familiar with all Residence floor exits and know how to get to your designated evacuation assembly area. Talk to your Don if you have questions or concerns.

You can expect to participate in a fire evacuation drill at least once each semester. We encourage you to participate in those drills. Never assume that a fire alarm is only a drill. Remember, just because you can't see flames or smell smoke doesn't mean there isn't an emergency situation that requires immediate evacuation.

Fire safety personnel

York University Office of Emergency Preparedness trains a number of volunteer **Emergency Response Wardens (ERW)** in each Residence. York Security, Emergency Response Wardens and Residence Life Staff will direct and assist residents with evacuation until Toronto Fire Services arrive. If you have information about someone remaining in the building, please pass the information on to Security Services or the Emergency Response Warden right away. The ERW can be identified by the orange safety vest they will be wearing.

Fire equipment

If you are trained and feel comfortable extinguishing a small fire, then you may use the fire extinguishers provided on each floor. If you are not comfortable with assisting or the fire is large, then activate the fire alarm pull station and evacuate the building. If you've used an extinguisher, remember to report it to your Don so that it can be serviced or refilled.

Fire evacuation procedures

If the fire is in your room:

- Close the door behind you but do not lock it.
- Alert others to leave with you on your way to the nearest fire exit.
- Activate the nearest fire alarm pull station.
- Leave the building using the nearest stairs and exit.
- Help those who require assistance exit the building, if you can do so safely.
- Advise an Emergency Response Warden, Residence Life or Security staff of the location of the fire.

If the fire alarm sounds, you must leave your Residence immediately:

- Before leaving, check the door for heat; if hot to the touch, do not open. Use available materials like wet clothing or sheets to seal door cracks or clearances.
- If smoke is present, cover your mouth and nose and stay close to the floor.
- If your Residence door is not hot and smoke is not present, exit then lock your door and leave by the nearest stairs or exit route.
- Do not use the elevator. Elevators are shut down as part of the evacuation procedure.
- If smoke is encountered, use alternate stairs or return to your room/suite.
- Emergency Response Wardens and designated Residence Life Staff will assist with notifying residents and evacuation.
- Do not re-enter the building until permitted to do so by an authorized official.
- Ask your Don for clarification on any Fire Evacuation Procedures.

Assist persons with disabilities

- Residents who need assistance to evacuate the building should, in their best interest, inform the RLC/RLM and Housing prior to any emergency for a pre-planned assistance.
- Housing will address special needs in their accommodations, where available. The RLC/RLM will assist to develop an evacuation plan and inform emergency personnel.

Designated evacuation assembly area

Upon evacuating the building go directly to your Residence's designated evacuation assembly area. It is important you go there as the ERW and the Residence Life Staff will need to list the residents who evacuated safely and determine if anyone might still be in need of evacuation assistance.

Fire & evacuation assembly areas

Residence	Fire & Evacuation Assembly Area – Primary Location
Bethune	Parking lot south of Tait McKenzie Sports Centre
Calumet	Ian MacDonald Blvd. lawn, north of Calumet College
Founders	Basketball court south of Founders College
Pond	Pond Road, west parking lot
Stong	Stong Residence, across road near pond
Tatham	McLaughlin Road, north lawn
Vanier	Vanier College, basketball court
Winters	Ian MacDonald Blvd, north lawn

Fire prevention rules

Rules about fire safety arise out of accidents that could have been avoided. Your Residence Housing Contract requires you to follow the following fire prevention measures:

- No candles, incense or open flames permitted.
- No explosives or fireworks permitted.
- No decorating and/or posting on exterior surfaces, windows or hallway space, including room/suite door (i.e. flammable decorations hanging in hallway). Only white boards obtained from Housing are allowed on room doors.
- No propping fire doors open.
- No cooking appliances in rooms (unless they are approved appliances for suites).
- No cooking in kitchenettes; they are for snack preparation only.
- No smoking in Residence, on balconies and/or outside areas close to entrance window or ventilation air intakes.
- Do not block entrances, exits or hallways. Ensure exits are unobstructed.
- Do not park in or block fire and emergency vehicle laneways.
- Do not tamper with or remove your smoke detector. If your smoke detector's battery is low, please visit the complex housing office or porter station for a replacement.
- Inform Don when fire extinguishers are discharged.

Fire alarm and damage fees

As a reminder, your Undergraduate Residence Agreement places obligations and fines for fire damage and false alarms:

"Cooking is not allowed in residence rooms. You may keep a small compact refrigerator in your room and rental information can be provided. Kitchen equipment that is provided in the common rooms of traditional residences where a meal plan is mandatory is a privilege and added convenience to the resident. Use of such equipment and space is to be limited to snack preparation or house events authorized by residence staff. It is the residents' responsibility to keep kitchens clean. The privilege of cooking within Calumet, Bethune, and Pond Road suites also entails a responsibility that cooking facilities be used in a safe manner and be kept clean. Residents should never leave cooking unattended." Section IV, Rules & Regulations #12

"You are financially liable for any damages to your residence room, residence common areas, furnishings and fixtures, and for any charges incurred by you or by your guests. Residents who cause damage in any way, including through fire, are personally liable for that damage and will be charged for the full costs of repairing that damage. You are liable for any damage caused to University property and any such damage shall be charged to you." Section IV, Rules & Regulations #15

"Those who cause false fire alarms in Residences through careless cooking or in any other way are subject to disciplinary action and may be subject to criminal prosecution and/or costs assessed against the University by the Fire Department. All residents must follow the Fire Safety Procedures that are outlined in their Residence Agreement." Section IV, Rules & Regulations #17 b) and c)

See Residence Housing Contract at www.yorku.ca/stuhouse/undergrad/rescontracts

Building Emergency Procedures

1. Evacuation

(To follow when conditions outside are safer than inside, such as a fire or bomb threat.)

When the announcement is made or fire alarm is sounded:

- Take the closest and safest exit as posted (use secondary route if primary route is blocked or hazardous).
- Help those needing special assistance.
- Check for injuries.
- Go to the designated assembly area.
- Wait for further instructions.
- Do not re-enter the building until told it is safe to do so by Toronto Fire Services, Toronto Police Services or York Security.

2. Shelter in place

(For use when conditions inside are safer than outside, such as external gas or a chemical release.)

When the announcement is made:

- Move residents, students, staff/faculty inside as quickly as possible.
- Help those needing special assistance.
- Move out of the hallways into Residence rooms.
- Close windows and tape if possible, close doors and seal the gap between bottom of the door and the floor using a wet towel.
- Turn off any air conditioning or heating systems until advised it's safe to turn them on again.
- Stay away from all doors and windows.
- Wait for further instructions.

3. Severe weather – safe area

(For use in severe weather emergencies i.e. tornado.)

When announcement is made:

- If you are inside – stay inside and find the best shelter.
- If you are outside – get inside if you can do so safely; stay away from the outside of large buildings.

Shelter:

- Take shelter in a small interior room (i.e. closet) or an inner hallway.
- If there is a basement or ground floor – go to it.
- Stay away from windows or outside walls and doors.
- Take shelter under a large desk or table.
- Get as close to the ground as possible and protect your face and head.
- Remain in a safe area until the “all clear” is given.
- Wait for further instructions.

4. Earthquake – Drop, Cover and Hold

(To follow when an imminent danger threatens a building or your immediate surroundings.)

- DROP to the floor, take cover under a nearby table, desk or in a bathtub and face away from the windows.
- COVER your eyes by leaning over and placing your face against your arms.
- HOLD on to the table or desk legs and stay where you are!

Shelter:

- If you are inside – stay inside and find the best shelter.
- If you are outside – get inside if you can enter safely; stay away from the outside of large buildings.
- Take shelter in a small interior room (i.e. closet) or an inner hallway.
- If there is a basement or ground floor – go to it.
- Stay away from windows or outside walls and doors.
- Get as close to the ground as possible and protect your face and head.
- If you are in a wheelchair, lock the wheels and protect your face and neck.
- Remain in a safe area until the “all clear” is given.
- Wait for further instructions.

5. Lockdown

(To remove you from a violent or potentially violent situation, e.g. individual armed with gun, knife, explosives, etc.)

DO NOT CONFRONT THE PERSON

- Call Toronto Police Services via 911 first and as soon as possible and provide as much information as possible to 911 including:
 - The location of the suspect
 - Description of suspect, including name (if known), gender, race, height, hair colour, clothing description, weapons seen or indicated, what they said, did they indicate a specific target, direction of travel if they have left, and other information the operator requests
 - Building name, location and floor
 - Nature of business of the building (i.e. science labs, research labs, fine arts, registrar’s office, etc)
 - Any hazardous materials that may be present in the building – if known
 - Request an ambulance for anyone who is injured
 - Notify any others in the area of the situation using any means possible. (i.e. tell them directly, telephone, runners, etc)
- Call York University Security Services afterwards, if possible at extension 33333, or by calling 416-736-5333 or by using a Safety Phone

Shelter Inside:

- Close doors. Lock doors if possible. Barricade the doors
- Turn off everything that may indicate the room is occupied – lights, computers, cell phones, radios, etc. Do not use cell phones.
- Close any blinds or curtains on windows. Stay away from doors and try to keep out of the line of sight of windows.
- Sit or lie on the floor or crouch behind or under desks. Be as invisible as possible.
- BE QUIET.
- Do not respond to anyone at the door until you are given the “all clear” by Toronto Police or York University Security Services.
- If you are directed to leave your secured area by police, do so as quickly and quietly as possible and follow their specific directions. Assist those who may require help moving.
- DO NOT USE CELL PHONES DURING A LOCKDOWN. They may interfere with emergency communications. Police, fire and ambulance radio systems can be negatively impacted by high cell phone volume. The only exception to the above is in the event of a medical emergency in your immediate area, or if you have information specific to the current threat.

Shelter Outside:

DO NOT ENTER THE BUILDING

Move as far away as possible from the building under lockdown.

Await further direction from Toronto Police or York University Security Services.

DO NOT CALL THE LOCATION THAT IS IN LOCKDOWN.

Do not call anyone inside the building that is in lockdown. Information updates will be provided by police and University officials as soon as possible and safe to do so. DO NOT LEAVE YOUR SAFE AREA until you have been advised by Toronto Police or York University Security Services.

Undergraduate Residence Agreement

Your Residence Agreement outlines conditions about which you should be aware to ensure that you are not surprised by rental terms, eviction, re-application criteria and move-out procedures. For further details, please refer to the Undergraduate Residence Agreement: www.yorku.ca/stuhouse/undergrad/rescontracts

Rental Terms

Room transfers

Residents who are having difficulty with their room or building assignment must discuss and try to resolve their issue through the Residence Life Staff. Transfers will only occur as a final resolution after the issue has been mediated by Residence Life Staff or a member of the Peer Support Team through the office of Student Conduct and Dispute Resolution. Room transfers must be agreed upon by RLC/RLM and Housing Services.

Winter holidays – Residence closure

You need to make alternate accommodation plans for York winter holidays (for important dates, visit: www.registrar.yorku.ca/importantdates). The exact dates for winter holidays will be provided to you but generally the time is after fall term exam period and before the Winter term begins. You must move out within 24 hours after your last fall term exam. If you are returning to Residence for the Winter term, you do not have to vacate your room or your belongings for the Winter Residence closure. However, you will not have access to them during this time so be sure to take with you what you will need for the winter break.

Residences are closed for winter holidays and you aren't legally entitled to be present during the holiday closure unless you have written permission from the University. Security personnel will have the power to evict you for trespassing during this period. If you need more time after your last exam to vacate, we do make exceptions where the circumstances warrant. You can ask for an extension on your move-out date by contacting your RLC.

You can also request special permission from Housing to remain in residence during the winter break if you have extenuating circumstances that make it difficult for you to leave during that time. Please contact Housing for details on the procedures and additional fees.

Early cancellation and termination

Withdrawal from York University means withdrawal from Residence. If you withdraw or are removed from Residence before the Undergraduate Residence Agreement ends, you are responsible for room charges. Housing will try to find a suitable student to take over the agreement, but you can expect to pay additional fees for administration, damages, cleaning and lock changes if applicable.

Should you terminate your stay prior to the end of the Term, voluntary or otherwise, the unused or paid portions of accommodation are non-refundable. Neither additional fees nor parts thereof, such as those charged by the college for Residence Life Activity and Administration are refundable." Section V, Early Cancellation and Termination, #1

"If you withdraw from or are removed from residence for any reason after the first day of classes, including under Section 10 of the Code of Student Rights & Responsibilities, you will continue to be responsible for the payment of all residence fees for the full term of this agreement, unless a new tenant who is selected by Housing Services and is not already residing in a York residence enters into an occupancy agreement for your residence space. There is no guarantee that Housing Services can re-fill a space when a resident withdraws or is removed from residence. If you intend to withdraw from residence, you must inform Housing Services in writing immediately, so that Housing can try to re-fill the space." Section V, Early Cancellation and Termination, #2

"If you withdraw from the University during the term of this Agreement, then you are no longer eligible to live in residence. Residence privileges terminate at 12:00 noon on the effective date of withdrawal from the University. It is your responsibility to notify Housing Services of your withdrawal from the University and to return your keys accordingly. Residence fees are non-refundable per #1 and #2 above. Appeals for any refund of residence fees charged to your student account if you withdraw from the University are to be negotiated with the Office of Student Financial Services." Section V, Early Cancellation and Termination, #9

Eviction and Non-renewal of Residence Contract

The privilege of living in Residence is lost if you don't maintain academic, behavioural or no debt standards as defined in the Undergraduate Residence Agreement and the Residence Handbook. You must maintain a course load of 24 credits total for the Fall/Winter terms and achieve an average GPA of 4.0 or higher. If, at any point during the academic year, you drop to fewer than 24 credits or feel that your GPA is at risk, you must speak with your RLC or Academic Advisor who may waive this condition in writing. Failure to meet these standards could result in your removal from Residence or prevent you from returning to Residence in the future.

Residents may also be evicted if they don't comply with Residence Community Standards and the Code of Student Rights & Responsibilities (www.yorku.ca/scdr/StudentConduct). Evicted students are banned from visiting the Residence and may be banned from entering any other Residence for the duration of the academic year and cannot reapply to live in York Residence buildings.

Move Out Procedures

Your period of residency expires 24 hours after your final written exam of the fall/winter term. Extensions can be obtained for special circumstances; you will need to request permission from the RLC of your building. Residences will close at the end of the exam period at which point all students will be expected to have vacated the building. Should you require accommodation into the summer term, please contact Housing for your options.

Take your belongings with you!

When moving out at the end of the winter term, be sure to take all your belongings with you. Housing will not safeguard or store personal belongings. Items left in vacated rooms are treated as abandoned. Remember to redirect your mail – the University will not forward mail after you move out.

Leave your room in good condition

Avoid unnecessary Housing fines! Don't paint or make any physical alterations to your room/suite. You must leave your room in the same condition and furnishings in the same position in which you found it when you moved in. Housing will charge you for the cost of any required patching, repainting, repairs, cleaning services and missing items according to the room condition and inventory report which you signed at move-in.

Be sure to return room furniture to its original position and remove all your personal belongings. You can expect to pay for missing furniture, damages or cleaning services if the room isn't returned to move-in condition.

Return your keys!

Remember to return your keys to Housing upon moving out to avoid the costs of key replacement and pricey charges for a lock change.

Residence Agreement Fines & Fees

In addition to the rights and responsibilities outlined in the Code of Student Rights & Responsibilities and in this Handbook, Residents are obliged to follow the Undergraduate Residence Agreement – Terms and Conditions of Occupancy. Every resident is responsible for reading, understanding and adhering to the Undergraduate Residence Agreement, the Residence Handbook and the Code of Student Rights & Responsibilities.

Residence Life and Housing staff have the authority to discipline all Residents including non-York University students in Residence which may result in restrictions, fines, penalties or eviction. The Housing Office sets most replacement and repair fees according to time and materials, however cleaning fines are set according to sanctions that are deemed necessary by Housing and Residence Life Staff. All fees and fines that are Housing related will be charged to your student account.

The table below outlines possible sanctions for breaches of the Undergraduate Residence Agreement. Refer to the Agreement: www.yorku.ca/stuhouse/undergrad/rescontracts

	Residence Contract – Terms and Conditions	Sanctions
Residence Security	Residence doors are always locked and residents are prohibited from propping open exterior doors. Residents are responsible for taking reasonable personal precautions and reporting suspicious activity to Security. Residents are required to comply with Security Service's emergency guidelines and instructions.	A complaint is filed under the Code of Student Rights & Responsibilities.
Key Replacement	Residents will notify Security and Housing if their keys are stolen or lost. Residents are responsible for all costs for replacement keys and lock changes (i.e. keys: lost, stolen, not returned; eviction, withdrawal).	Fines, Lock Change Fees
Room/Common Room Damages	Residents are not permitted to paint or make physical alterations (nail holes) to the space or to remove or relocate residence furnishings. Residents are responsible for paying for damages, cleaning and replacement charges to return bedrooms and common rooms to their original condition.	Fines, Repair, Replacement and Cleaning Fees
Cleaning	Residents will participate in waste management and recycling programs. They will be responsible for cleaning and maintaining the health and safety of their own room and common areas and facilities.	Fines, Cleaning Fees
Pets & Animals	No pets or animals of any kind are permitted to visit or reside in Residence.	Fine, Cleaning Fees, A complaint is filed under the Code of Student Rights & Responsibilities.

Housing Services

The Undergraduate Housing department employs staff who manage the physical Residence building. Housing Services is responsible for providing day-to-day cleaning and maintenance services in the Residence building. Staff are also available at the Housing Complex office to receive courier and parcel deliveries, to handle maintenance and key requests and other general housing inquiries.

Housing services are organized into two Housing Complexes, each servicing four Residences. Each Complex has its own on-site supervisor and support staff to respond to students' needs during business hours.

Undergraduate Housing Offices (Monday to Friday, 8:30am to 4:30pm)	
Complex 1: Founders, Tatham Hall, Vanier & Winters Residences	Room 108, McLaughlin College Call ext. 33451 or 66991
Complex 2: Bethune, Calumet, Pond Road & Stong Residences	Room 101, Bethune College Call ext 40597
Pond Rd. Residence front desk if open Monday to Friday, 10am to 2pm, ext. 33506	

Maintenance & Repairs

Submit your non-urgent requests for maintenance and repairs online via the Housing Web site: www.yorku.ca/stuhouse/undergrad/resrepair

Routine maintenance

Housing Repair staff will carry out most routine repairs and may gain access to Residence rooms during normal business hours without the resident having to be present while maintenance is carried out. Other maintenance staff will be called when specialized trades work such as plumbing, electrical and cable repairs are required. York tradespersons wear ID badges and externally contracted workers are accompanied by Housing or Residence staff and are authorized to enter your room following procedures that respect your privacy while carrying out their duties.

Repairs are carried out during business hours (9am to 4pm, Monday to Friday) in a priority sequence. Maintenance normally responds within three working days, but you should expect a longer response time during September when there is a higher volume of requests after the move-in period.

If you don't allow repair staff access to your room, then you'll have to resubmit your maintenance request and wait in queue.

Emergency repairs/maintenance

Please report emergency repairs immediately to Housing during office hours or contact DOD after hours. Emergency repairs or maintenance include situations such as:

- Flooding,
- Broken doors or locks that prohibit access to your room/suite,
- Power outages,
- No heat,
- Broken glass, and
- No elevator service (if one elevator is still working, then it's not an emergency).

Repair and maintenance staff is authorized to enter rooms/suites/common areas at any time to respond to emergency repairs and situations where there are security, health and safety risks.

Maintenance Precautions

Residents have a responsibility to immediately report maintenance issues that may be deemed unsafe such as loose shelving or windows and doors that cannot be secured.

Shelving

- Check to see that your shelving units are securely fastened. If not, please submit an online maintenance request.
- Do not make modifications to supplied bookshelves.
- Do not overload your bookshelves. Do not place heavy items on upper shelves.
- Do not position your beds under your bookshelves.

Windows

- Make sure window latches/locks are released before attempting to open your window.
- Do not force windows open beyond their limit stop.
- Do not leave windows open when you are absent for any extended periods or during the Winter holiday closure. This may lead to damage caused by water leaks or frozen pipes and result in charges to your student account.
- If you experience problems with your windows such as leaks, broken cranks, cracked glass etc., report these using the online maintenance request form as soon as possible.
- Make sure that your window is closed and locked properly to avoid drafts, leaks or whistling noises.
- Don't remove your window screens. They help to block out insects and pests.
- If you have an inside window grill (Calumet residents), make sure there is no furniture obstructing the operation of the window grill in the event of a fire emergency.

Elevators

DO NOT engage in horseplay in and around elevators. There have been many incidents of doors getting knocked off of their mounting rollers due to kicking or pushing. This could lead to a serious accident as well as significant service delays for everyone living in the building.

Asbestos Information

Most buildings in Canada built prior to mid 1980s, including certain York University facilities, contain asbestos in one form or another. Scientific knowledge to date indicates asbestos in its non-friable form (such as in floor tiles, ceiling tiles etc.) poses no danger unless it is being drilled, ground, broken or sanded. Friable asbestos (i.e. material that can be easily ground to dust between fingers), inhaled in large quantities over a long period of time can be a health hazard. Asbestos can be safely managed by following York's procedure to prevent the release of friable asbestos.

York University has an Asbestos Management Program in place (www.yorku.ca/dohs/documents/AsbestosManagement.pdf) that fulfills the requirements of the current legislation. This program ensures that correct procedures are followed in the handling of asbestos and that every precaution is taken to reduce any potential exposure risk to the York University Community.

Asbestos friable material such as pipe insulation (in mechanical rooms accessible mainly to maintenance personnel) must not be touched or disturbed without strict safety measures. Asbestos used in decorative ceiling stucco, vinyl floor tile, dry wall joint compound, transite board, as found in some apartments, is non-friable. However, it can become friable if disturbed. To prevent the risk of unnecessary exposure, please do not damage these structures or make alterations or repairs to your rental suite without notifying Housing Services.

Additional information about asbestos is available at the Health Canada Web site:

www.hc-sc.gc.ca/hl-vs/alt_formats/pacrb-dgapcr/pdf/iyh-vsv/environ/asbestos-amiante-eng.pdf

or from York's Department of Occupational Health and Safety at 416-736-5491 or www.yorku.ca/dohs/resources.html.

If you have questions about your apartment, please contact Housing Services.

Cleaning & Recycling

You may lose your privilege to access common rooms and kitchens if they are left in an unclean and unsanitary condition.

You are expected to participate in York's recycling program. By following a few simple rules for cleaning and recycling we can avoid odours, pests and other unsanitary or unsafe conditions:

- Use garbage and recycling containers – don't litter!
- You are responsible for emptying your room/suite's recycling box into the larger common room bins.
- Don't throw food waste into the washroom garbage containers.
- Don't wash your dishes in washroom sinks – drains get clogged and washrooms get dirtier.
- Flush the toilet after use.
- Keep areas clear of trip and slip hazards – clean up your own spills.
- Keep kitchen areas clean at all times. It is your responsibility, not custodial staff, to keep kitchen areas clean. Make sure dishes and appliances are cleaned regularly.

Suites cleaning

Housing Services will conduct suite cleanliness inspections once per term. Residents will be responsible for taking corrective actions within one week from the inspection if deemed unacceptable. Failure to take corrective actions to bring suite cleanliness up to an acceptable standard will result in fines for cleaning staff to come in and provide a clean-up service.

Common areas in Residence

Please use courtesy when making use of common areas in residence be that common washrooms, lounges, common kitchens, suite kitchens, hallways and stairwells. Pick up after yourselves, treat the furnishings with respect and leave it better than you found it.

Housing provides basic cleaning in common areas of non-suite style Residences Monday to Friday such as vacuuming or mopping of floors. It's up to the residents using these facilities to make every effort to clean up after themselves for the enjoyment of all.

Common area furniture is not to be moved and must be kept clean. Any spills should be wiped up and dirty tables should be washed. If cleaning supplies are required, please speak with your Don. For non-suite style residences with snack kitchens, it is the residents' responsibility to clean the area after use. That includes cleaning counters, disposing of garbage appropriately, wiping up food spills from microwaves, stovetops and ovens after each use, keeping the fridge clean and free of expired foods, cleaning and putting away all dishes shortly after use. Failure to keep common areas clean may lead to the room being closed or community cleaning charges being imposed.

Please note that Housing does not provide room/suite cleaning services. You are responsible for maintaining your room/suite to Housing's cleaning standards. In the case of suites, residents need to collaborate in keeping counters, stoves and fridges clean. Cupboards need to be kept tidy and food stored appropriately. Dishes need to be cleaned and put away in a timely fashion. This is really important to prevent pests and other health and safety problems from arising. Failure to keep common areas and kitchen equipment in suites clean may lead to cleaning charges being billed jointly to the occupants of the suite. If health and safety concerns arise from the lack of cleanliness, additional measures may be taken and occupants may be held responsible for charges related to pest control.

Housing and Residence Life staff will conduct regular tours of the common areas both in non-suite style residence and in suites. Areas not being maintained will result in action being taken with residents of the area.

Kitchenettes

Kitchenettes in traditional style residences are equipped with a fridge, stove and microwave and are an added privilege intended for snack preparation and authorized house events only, not daily cooking. Custodial staff do not provide cleaning in kitchens except to sweep and mop the floor. Residents are responsible for cleaning up after themselves and keeping kitchen facilities and appliances as clean as possible at all times. Housing is not responsible for any lost/stolen food left in these kitchens.

"Common Areas: All residents have responsibility for the cleanliness of the common rooms, kitchens, washrooms, and other shared space within the building. You are expected to do your share in maintaining a standard of cleanliness which constitutes a hospitable and civil environment for everyone. Failure to keep common areas clean can result in loss of privileges and/or cleaning fines." Rules & Regulations #14

"Liability for Damage: You are financially liable for any damages to your residence room, residence common areas, furnishings and fixtures, and for any charges incurred by you or by your guests. Residents who cause damage in any way, including through fire, are personally liable for that damage and will be charged for the full costs of repairing that damage. You are liable for any damage caused to University property and any such damage shall be charged to you." Rules & Regulations #15

Rooms

Your room is equipped with a single bed and mattress, dresser, closet, desk, chair, waste bin, recycling bin and phone. Please make sure you complete your room inventory and condition report and hand it in to your Don within 48 hours after you move in so that you are not held responsible for any missing or damaged items! Students are required to supply their own linens and clean their own rooms. Furniture cannot be removed from a Residence room and students are not permitted to bring their own bed.

Telephone, Internet & Cable Services

Your room comes equipped with telephone and Internet service as part of the room fee. You may purchase additional cable service (see below). Please see www.yorku.ca/inres for more information.

Telephone

Your Residence phone allows you free local dialing, voicemail, call display and many other features. For your security, Residence phones have restrictions on long distance calls. To make long distance calls, you may purchase long distance cards from retail stores.

Internet & Cable

To activate your Internet (ResNet) service, you need to have an up-to-date antivirus program. You can download free Symantec Antivirus and Live Update programs. Cable splitting is not allowed, so you will have to subscribe and pay for cable TV by applying to Telecom York. You can get more information at www.yorku.ca/inres.

Problems?

Contact InRes Services (no maintenance paperwork required):
Computing Commons,
William Small Centre
416-736-5611
or ext. 55611
www.yorku.ca/inres or
inres@yorku.ca

Other Services

Mail & Courier

You will be provided with a key to a Residence mailbox. The University will not hold or redirect mail so make arrangements to have your mail redirected after you move out. Mail should be addressed using the following format:

Your name
Your room number, name of Residence
York University
4700 Keele Street
Toronto, ON M3J 1P3

Packages arriving for students by courier can be received and picked up at the Housing office during posted office hours. You will be notified when a delivery is received. Couriers are not permitted in the Residences unless you make special arrangements to meet the courier at the building entrance.

Parking

You can obtain a parking permit for a cost through Parking Services. Visitor parking is also available across campus at public parking lots.

Medical parking is also available for those who qualify. For more information: www.yorku.ca/parking

Entertainment media loans

Your Residence may offer special additional services and equipment such as electronic and board games and movies. The service is usually operated by Night Porters. As fees, return policies and fines are unique to Residences, refer to your Residence section on pages 2-3, or talk to your Don for details about this service.

Additional cleaning & moving equipment

Vacuums, irons, cleaning kits and trolleys may be provided by your Residence and can be borrowed from Residence Life Staff (usually during Night Porter shifts). Please refer to your Residence information on pages 2-3 or ask your Don for details and locations of these items.

Sharps & syringe disposal

For students requiring assistance for medical sharps disposal (those who require diabetes medication or other medications administered through the use of needles), and who do not already have a medical sharps disposal container, please contact Health Education & Promotion at 416-736-5196 or ext. 55196 to acquire a container and get assistance with disposal once your container is filled.

Residence Community Standards

Your Rights & Responsibilities in Residence

All York University students are obliged to adhere to the Code of Student Rights & Responsibilities (SCRR) which requires that all students conduct themselves in a way that supports research, teaching and learning, and that promotes an atmosphere of civility, diversity, equity and respect in their interactions with one another. www.yorku.ca/oscr

It is important to note that the Housing and Residence Life teams are committed to providing a safe, secure environment in which students can live and learn. This **Residence Handbook** outlines the residence policies and behavioural expectations which support this environment. A breach of the community standards outlined in the **Residence Handbook** is also a breach of the University's Code of Student Rights & Responsibilities.

It is the responsibility of Residence community members and Residence Life Staff to uphold the Code and the Residence Community Standards. When behaviour occurs that is in violation of the Code of Student Rights & Responsibilities or the Residence Community Standards, Residence Life Staff will respond immediately to ensure the safety and security of the community.

As a general principle, impairment by alcohol or other drugs is not a defence against being found responsible for breaching the standard of conduct described in this Code.

Prohibited Behaviours

Local Adjudicators and Peer Review Board (PRB) members can impose sanctions and take other measures set out in Section 14 of the Code of Student Rights & Responsibilities (CSRR). Within the residence community, before the Section 14 authority is exercised, the Respondent's behaviour will be assessed against the three-level scale of severity set out below. For each level, the tables below indicate the sanctions and measures that are likely to be applied.

LEVEL 1

At this level are forms of behaviour that diminish the civility and academic ambiance of residence space. Level 1 behaviour will result in a follow-up meeting with a Residence Don or Residence Life Coordinator (Local Adjudicator) if deemed necessary. See document titled Role of the Residence Don in Addressing Community Standards on page (see page 25) which outlines the Residence Don's responsibility in the case of a Level 1 incident.

In accordance with Section 14 of the CSRR, sanctions for behaviour at this level may include:

- (i) reprimand;
- (ii) educative requirements, such as community service, reflective essay, or research on a specified topic;
- (iii) refundable fine of up to \$500;
- (iv) restrictions on behaviour;
- (v) fines up to \$250;
- (vi) full restitution for damage up to \$500; or
- (viii) loss of non-essential services¹ (eg. guest privileges).

Recommendations and Agreements

Decision-makers may also make recommendations and/or acknowledge agreements coming from a party or parties to the complaint.

For example:

- (i) Refer parties to counselling services and other potential sources of support such as financial aid.
- (ii) Recommend participation in a conflict resolution or a restorative justice circle process.
- (iii) Recommend or assist with the preparation of an apology or statement of regret to a harmed party or to a symbolic representative of a community on campus (e.g. team, classmates, Assistant Director, Residence Life) according to specified guidelines and with the agreement of the Respondent.

¹In this Code, "non-essential services" means services that are not essential to the completion of academic requirements.

Type of Prohibited Behaviour	Description - Level 1
Alcohol use	<ul style="list-style-type: none"> • Possessing open alcohol in public areas within the residence (e.g., stairwells, hallways, common rooms and washrooms). • Possession or consumption of alcohol by persons under 19 years of age or supplying alcohol to anyone under the age of 19. • Participating in a game and/or activity that promote the consumption of alcohol.
Animals	<ul style="list-style-type: none"> • Housing pets, including fish, in residence on a temporary or permanent basis (guide dogs are exempted).
Building Alterations & Damage	<ul style="list-style-type: none"> • Removing residence property including furniture and window coverings • Relocating residence furniture in a manner that is unsafe (e.g. placing beds under shelves or raising beds). • Bringing own beds in without written permission from Housing Services at York. • Storing personal belongings outside of your residence room (such as bicycles, boots, garbage, materials for recycling). • Removing screens from windows or tampering with window mechanisms. • Painting or damaging the walls.
Cleanliness standards	<ul style="list-style-type: none"> • Compromising health and safety by failing to keep one's room/suite reasonably clean.
Disruptive Activity	<ul style="list-style-type: none"> • Potentially destructive activities that may damage the facilities and pose risks to residents moving through the building (ie. Sports in the hallway). • Blocking Fire Routes. • Failure to remove oneself from a situation that is contrary to community standards (i.e. joining in or passively condoning another person's disruptive behaviour).
Failure to Cooperate	<ul style="list-style-type: none"> • Failure to comply with the instructions or request of any residence staff member, Campus Security and any other University official (e.g., Residence Watch Officer), including the failure to present student identification card upon request.
Fire Safety	<ul style="list-style-type: none"> • Posting flammable materials on room doors or on surfaces other than authorized bulletin boards.
Guests	<ul style="list-style-type: none"> • Failure to sign in guest or abide by the Guests in Residence Policy.
Keys	<ul style="list-style-type: none"> • Loaning keys or any practice that jeopardizes the safety of the community. • Failure to report lost/stolen keys to Housing/Security. • Failure to return keys upon move out. • Repeated incidents of lost or stolen keys.
Noise	<ul style="list-style-type: none"> • Failure to maintain a level of noise that respects others in the residence community and their ability to study, sleep or otherwise enjoy the residence environment. • Failure to comply with quiet hours. • Using sub-woofers or amplifiers including computer speakers that have built-in sub-woofers. • Using musical instruments in rooms and other non-designated areas.
Posters	<ul style="list-style-type: none"> • Posting unapproved or inappropriate material in plain view or in public areas (e.g. bulletin boards, doors). • Damaging or removing signs or posters.
Pranks	<ul style="list-style-type: none"> • Initiating, participating in or encouraging raids and/or pranks that are destructive, harmful, malicious and/or offensive to residents and/or residence staff.
Smoking	<ul style="list-style-type: none"> • Smoking of any substances within 9 meters from any residence building.
Soliciting	<ul style="list-style-type: none"> • All forms of soliciting or canvassing in residence without prior approval from the Residence Life Coordinator/Manager. See residence contract http://www.yorku.ca/stuhouse/documents/Undergraduate_Residence_Agreement.pdf for more information on this. • Operating a private business or outside organization in residence.

LEVEL 2

At this level are actions that have a significant negative impact on other individuals within residence; actions that endanger the safety and security of oneself or others in residence; actions that undermine the dignity of another individual; or actions that result in damage to University property. Level 2 Prohibited Behaviour will usually result in a follow up meeting with a Residence Life Coordinator, other Local Adjudicator or the Residence Peer Board. Some cases may be referred to the University Tribunal.

Sanctions for this level may include:

Any sanctions, recommendations or agreements listed in Level 1 plus:

- (i) relocation to other University housing; or
- (ii) residence Suspension (up to five days).

Type of Prohibited Behaviour	Description - Level 2
Alcohol Use	<ul style="list-style-type: none"> • Possessing or consuming alcohol from containers classified as a keg or containers that are 60oz. or larger. • Over-consumption that results in a risk to the individual or in a disruption of the community.
Damage	<ul style="list-style-type: none"> • Vandalism and/or damage to University property including all or any forms of graffiti. • Vandalism and/or damage to residents' personal property. • Damage to elevators.
Disruptive Activity	<ul style="list-style-type: none"> • Destructive activities that cause damage to the facilities and pose risks to residents moving through the building (i.e. sports in the hallway). • Fraudulent reporting (e.g. unfounded complaints). • Unauthorized possession of another resident's property.
Failure to Cooperate	<ul style="list-style-type: none"> • Failure to comply with the instructions or requests of University personnel including Residence Life Staff and/or responding in a belligerent manner. • Failure to provide proper identification to University personnel upon request. • Knowingly providing false testimony or otherwise hindering the work of the Peer Review Board.
Fire and Life Safety	<ul style="list-style-type: none"> • Discharging, operating, disconnecting or otherwise tampering with fire alarms, smoke detectors or any fire prevention or detection equipment for any purpose other than the control of a fire. • Failure to evacuate during a fire alarm. • Entering a residence building after a fire alarm before authorization is given. • Any willful or negligent act that results in the activation of a fire alarm or a fire being ignited. • Lighting candles or burning any other substance in residence • Using hazardous materials. • Propping open fire and or external doors. • Using non-CSA-approved electrical appliances in residence.
Gambling	<ul style="list-style-type: none"> • Participating in and/or running an illegal gaming or gambling operation.
Guests	<ul style="list-style-type: none"> • Guest conduct that violates any Level 1 or 2 offence (the host resident will be held accountable). • Hosting a guest while guest privileges are restricted.
Harassment	<ul style="list-style-type: none"> • Harassment, gossip and slander including but not limited to via the Internet.
Illegal Substances	<ul style="list-style-type: none"> • Possessing and/or using illegal drugs, or any nonprescription narcotic, in or around residences.
Progression of offences	<ul style="list-style-type: none"> • Committing three or more Level 1 violations will escalate the case to a Level 2. A single incident involving multiple Level 1 violations will, likewise, be treated as a Level 2 offence.
Restricted Areas	<ul style="list-style-type: none"> • Accessing restricted areas (ie. Residence roof, restricted floors, mechanical rooms, tunnels).
Smoking	<ul style="list-style-type: none"> • Smoking of any substance by any means within Residence or in non-designated smoking areas.
Throwing Materials	<ul style="list-style-type: none"> • Throwing, or dropping material from residence buildings, windows and balconies.
Unauthorized Entry	<ul style="list-style-type: none"> • Entering another resident's room/suite or disturbing another resident's property without specific permission.

LEVEL 3

Level 3 behaviours are (a) serious breaches of the standard of conduct that are not expressly described under Level 1 or Level 2, (b) egregious examples of behaviour that if it were less serious could be assessed as Level 1 or 2, and (3) behaviours that constitute a cumulative series of breaches at any level. A Level 3 incident will sometimes be handled by Residence Peer Board or Local Adjudication but because of the seriousness of the behaviour, Level 3 cases may be referred directly for hearing by the University Tribunal.

Sanctions for this level at the Peer Review Board level may include:

Any sanctions, recommendations or agreements from Level 1 and 2 plus:

- (i) Denial or loss of Residence Eligibility.

Cases at this Level may be referred to the University Tribunal and the following sanctions (in addition to those itemized in Level 1 and 2) may be considered:

- (i) fines up to \$1000;
- (ii) campus restrictions;
- (iii) full restitution;
- (iv) suspension; or
- (iv) expulsion.

Type of Prohibited Behaviour	Description - Level 3
Disruptive Activity	<ul style="list-style-type: none">• Fraudulent reporting (i.e. Bomb or fire threats, unfounded complaints)• Harassment, gossip and slander including but not limited to the internet.• Theft of another resident's property of an amount of \$500 or more
Fire and Life Safety	<ul style="list-style-type: none">• Any malicious pull of fire alarms, or negligent or reckless act that results in the activation of a fire alarm.
Illegal Substances	<ul style="list-style-type: none">• Possessing, using, trafficking, distributing or manufacturing illegal drugs, or any nonprescription narcotic, in or around residences.
Inappropriate Behaviour	<ul style="list-style-type: none">• Inappropriate or disruptive conduct including behaviour that may be discriminating, harassing or retaliatory in nature and that has a negative impact on an individual or community.
Progression of offences	<ul style="list-style-type: none">• Committing four or more Level 1 offences or two or more Level 2 violations will escalate the case to a Level 3.
Violence	<ul style="list-style-type: none">• Any action that results in personal injury or trauma.• Acts of aggression and/or assault – physical, mental and/or sexual.• Uttering threats of harm to physical and mental wellbeing.
Weapons	<ul style="list-style-type: none">• Possessing any kind of weapon, or facsimile of a weapon in residence (e.g. guns, swords, knives including hunting/fishing knives, BB guns, paint-ball guns, bows & arrows, explosives, fireworks, mock weapons, including any for theatre or film use).

Guests in Residence

Guests in Residence

You are accountable for your guests' behaviour and must accompany your guests at all times. Guests refer to anyone you allow or provide access into the Residence building who does not live there.

Guest policy

Allowing guests in Residence while maintaining security is one of the biggest challenges in Residence. Residence Life Staff encourage you to enjoy the benefit of having guests but they must adhere to guest policies. You have a significant role to play by ensuring you don't unwittingly threaten Residence security or disrespect other residents' rights. Guests are prohibited from residing in Residence. The exception is on an occasional basis provided the following conditions are met:

Frequency of guest privileges

- The maximum number of guests that can be signed in by a resident at one time is three during normal academic term, however during the exam period only one guest is allowed and during Orientation Week there are no guests allowed.
- Overnight visitation shall not exceed three consecutive nights or nine nights total per month, where you can have up to two guests on each of those nine nights. All overnight guests must be approved by your roommate regardless of the frequency of visitation.
- In an effort to keep disturbances to a minimum, during the formal exam period, only one guest per resident is allowed at all times.
- No guests are permitted during the orientation period. If you plan on having friends/family visit you during this time please ensure that they have made arrangements for alternate accommodations.

Study groups

Special passes for study groups can be obtained. A pass is good for up to four people. They are subject to the following conditions:

- Resident must obtain pass 24 hours in advance.
- Passes are valid until 11pm.
- Group stays in designated study areas.
- All residence guest policies still apply.
- Abuse of study group privileges will result in passes being revoked. The resident will not be able to attain another pass.

To request a study group pass, sign up at the Porter Station at least 24 hours in advance of when you will need the pass.

Family Pass

If a resident wishes to have more than two family members visit at one time, a Family Pass can be obtained. This is subject to the following conditions:

- Resident must obtain a family pass from the Porter Station 24 hours in advance.
- All residence guest policies still apply.
- Abuse of family pass privileges will result in passes being revoked.

If family members are dropping things off and going back and forth between the resident's room and the car, they do not need to obtain a special pass. They do, however, have to sign-in with the Porter Desk and leave government issued photo ID until they are finished. Please ensure that your family members are aware of this policy as Residence Life Staff are not able to grant exceptions.

Orientation Week

Guests are not permitted during the orientation period. This assists in:

- Promoting residence community and involvement,
- Getting to know those who you will be living with, and
- Smoother facilitation of orientation week activities.

If you are moving in during this period, those assisting you with your move will be permitted entry for the duration of the move only. But please be prepared to escort your guests out once the move is complete. Again, please remember to arrange alternate accommodations for guests during this period.

Exam periods

Only one guest per resident is permitted at any given time during the formal exam periods. Exceptions for study groups will be made. See "Study groups" section above. Should you experience disruptions, we encourage you to report those to a member of the Residence Life Staff.

Sign-in procedures

- Residents must have the consent of their roommates and suitemates prior to inviting guests to their room/suite. Please speak to your Don if you have any ongoing concerns about guests.
- All guests must produce government-issued photo identification upon signing in.
- All guests must be signed in and out at the Night Porter station according to the sign-in procedures followed in their particular Residence.
- Use of public areas, such as common rooms and suite lounges, are prohibited for guests to sleep in.
- If a guest arrives prior to the Night Porter Station being opened, they must return at 7pm to sign in.

Guests must be approved

Always get consent from your roommate/suitemate to have a guest. All guests are required to check-in during the Night Porter's evening hours.

Guests must be admitted by a resident

For your safety, don't open a door for someone as a courtesy – residents should always use their own key and never allow someone to walk in behind you. Ask guests to phone the resident they are visiting to have them open the door.

Guests need to be identified

Serious sanctions will arise if guests present false identification/misrepresentation, fail to sign-in or are uncooperative with the staff.

Guests must follow guest policy and procedures

Make sure that your guests are familiar with the Residence Community Standards – you will be held accountable for your guests' behaviour. You are responsible for damages, fees and sanctions arising from their misconduct.

Guests must be accompanied

You must meet your guest at the front door to sign them in. You also must accompany guests while in Residence – you should escort them to the bathroom and out of the building when they leave. You may not loan your keys – if you do, you compromise the safety of the whole Residence and serious consequences will arise.

Personal Privacy

Please inform your visitors of the guest sign-in procedures and help the Residence Life Staff make your Residence a safe place.

In the interest of protecting your privacy, staff will not disclose to anyone, even your parents, your room number or even confirm that you live in Residence. Everyone wishing to visit you needs to have you meet them at the Porter Desk, have government issued photo identification and be signed in by you.

Friends & family accommodations

Visiting family and friends who are interested in short stay accommodation can contact York Suites by e-mailing suites@yorku.ca for more information. Hotel accommodations are also available through the Schulich Executive Learning Centre also situated on campus. E-Mail reservations@schulich.yorku.ca for reservations.

Noise & Quiet Hour Policy

The Residence "noise & quiet hour" policy is in place to maintain an atmosphere conducive to study, sleep and success. Respecting each others rights to sleep and study free from undue interference or distraction takes precedence over individuals' rights to entertain themselves or their guests.

All residents and visitors are expected to observe "quiet hours" by keeping noise to a minimum from:

- 11pm to 8:30am Sunday through Thursday
- 12midnight to 8:30am Friday and Saturday
- and 24 hours during the exam period.

Quiet hours are set in accordance with City of Toronto by-laws and are not negotiable, even on weekends. Students involved in noise disruptions during quiet hours can expect to be held accountable under the Code of Student Rights & Responsibilities and may, as a result, face sanctions. Repeat offenders can expect consequences to escalate.

Outside of quiet hours, residents must keep noise to a courteous level. Failure to do so may also result in disciplinary action being taken against the resident(s) involved. Please be cooperative when you are asked to reduce your noise or observe "noise & quiet hours." Residence is a compact community where noise travels easily so it is important to minimize your impact on others around you.

What is an acceptable level of noise?

An acceptable level of noise is one that will not impact on those around you. This will vary depending on the time of day. For example, a conversation in the hallway with a neighbour may be considered acceptable at 2pm but would be unacceptable at 2am. Please use good judgment in determining how your actions relate to those around you. Here are some tips to ensure that you are following the residence noise policy and acting in a way that is respecting those around you.

What is considered noisy?

- Stereos, televisions, radios, computers and other sound equipment must be used at a volume not audible in the hallway with the door closed. Headphones/earphones are recommended at all times and must be used at the request of the Don.
- Sub-woofers, amplifiers, bass-bins etc. for electronic equipment are strictly prohibited. If your computer speakers require a subwoofer to be plugged in, please turn off the bass using the speakers or your computer.
- Playing loud bass at any time is strictly prohibited. Bass carries well through the building and can be very disruptive to other residents.
- Excessive noise directed outside at any time, including speakers in windows and shouting out of window is strictly prohibited.
- Talking loudly or arguing in your room/suite may interfere with your adjoining neighbours' quiet time.
- Scraping furniture across the floor can be an annoyance to your neighbours living below you.
- Bouncing or banging objects on the floor or walls can also be disruptive for your neighbours
- During quiet hours, ambient noise is reduced. After 11 pm, please turn your volume down and lower your voice so that is no longer audible in the hallway.

Please be cooperative when you are asked to reduce your noise level or observe quiet hours, as noise reduction/cessation requests are at the discretion of your peers and the Residence Life Staff. If you have any concerns about a request you can discuss it with your Don after the fact. Remember, you may only receive one warning about the level of noise before a complaint is filed under the student code, so it is important that you understand what is acceptable. If you have any questions about acceptable noise levels, please speak with one of the Dons.

Tips for Handling Noisy Neighbours

- Always speak politely with the individual(s) before calling a Don. Most often, speaking to a neighbour yourself can be far more effective than involving the Don because the noise directly impacts you.
- Talk it out – let them know why it's important to reduce the noise level (i.e. studying for a tough exam, sleeping, suffering from a migraine, illness).
- Politely ask them to turn down the volume or lower their voices. Ask them to use headphones.

Tips for handling noisy neighbours:

- Always speak politely
- Talk it out
- Ask them to use headphones.

If these steps do not work, please inform your Don (before DOD hours) or the Don on Duty. Be sure to give them all of the details including your name, room number and the steps you have taken to this point. These details will be important to the Don's understanding of the situation and how it may be resolved.

Role of the Residence Don in Addressing Community Standards

Residence Dons are student staff members who are responsible for the development of a community based on mutual respect. Dons play an active role in policy enforcement within the residence buildings in an effort to ensure that community members adhere to the Code of Student Rights & Responsibilities and the Residence Community Standards.

Faced with a complaint and/or incident, Dons will address the behaviour in the moment and try to deal with the immediate issues. Any behaviour which may be considered prohibited by the Residence Community Standards or the Code of Student Rights & Responsibilities will result in an incident report being submitted to the Residence Life Coordinator/Manager (RLC/M). Residence Dons are expected to follow up with the students named in an incident report within 48 hours to discuss the incident, the student's perspective on the incident, encourage reflection and learning, and discuss potential remedies. If the incident is deemed to be Level 1 (see page 19), the student has accepted some responsibility and is open to working with the Don on a remedy. The Don, in consultation with the RLC/M, will administer the appropriate sanctions/outcomes.

Process for Dealing with a Breach of Community Standards

Many disputes can be resolved by using simple, polite requests for a change in behaviour to encourage appropriate conduct. Students are encouraged to make such informal attempts as a first step.

The Dons and other Residence Life Staff may also make similar requests and issue verbal warnings. These will also be documented through the Incident Reporting system as per their job requirements. See the Residence Resolution Flow Chart on page 27 for an overview of the complaint resolution process.

Complaint/Incident Report is Initiated

If a simple request or warning is insufficient, or inappropriate given the level of offense, an incident report will be submitted and/or a complaint under the Code of Student Rights & Responsibilities may be initiated. While the Residence Life Staff are required as part of their job to report a breach, any community member may file a complaint alleging a violation of the Code of Student Rights & Responsibilities and/or the Residence Community Standards. Additional information is available at www.yorku.ca/oscr.

Options for Addressing a Complaint

In cases where a warning is insufficient either because of the severity of the offense, a pattern of behaviour, or lack of cooperation, and so long as the case does indeed fall into the jurisdiction of the Code, then the following options may be pursued.

If the case falls into the Code's jurisdiction, then the Office may select from the options below:

- (i) informal resolution options;
- (ii) local adjudication (usually your RLC);
- (iii) referral to a Peer Review Board (for residence cases only); or
- (iv) referral to a University Tribunal.

Typically, and where appropriate, informal resolution options will be explored before the matter is referred to an adjudicative process. The choice of option depends mostly on the Level of Offense, but other factors may also be considered. For example, informal resolution options typically require willingness on the part of all those involved to participate in such remedies as mediation. Additional information is available at www.yorku.ca/oscr.

Your Rights & Responsibilities

Whatever avenue is pursued in resolving the complaint, the Respondent will be provided with an opportunity to tell their side of the story, present their case, and refute any details of the complaint they might deem inaccurate. Please consult the Code of Student Rights & Responsibilities for more information on your rights in each of these processes at www.yorku.ca/oscr.

Informal Resolution

There are several options for resolving a matter informally. Options may include providing advice, conflict coaching, conciliation, mediation and restorative justice circle. Within the residence community, according to the criteria outlined in the Residence Community Standards document, Dons and Residence Life staff members are empowered to attempt informal resolution before referring a matter to an adjudicative process. If either party does not respond to a notice for an informal resolution meeting, then the matter will normally proceed to adjudication. Additional information is available at www.yorku.ca/oscr.

Local Adjudication

When a Local Adjudicator receives a complaint, he or she will initiate an investigation. The Local Adjudicator will gather the facts of the case by meeting separately with the parties, and if necessary, with any relevant Witnesses that have been identified. Normally the Adjudicator will meet first with the Complainant and Witnesses for the complainant before meeting with the Respondent. The Local Adjudicator will also review relevant policies and any relevant documents and information that are provided to him or her.

Sanctions that may be considered are outlined in Section 14 of the Code. The Respondent will be given an opportunity to comment on the appropriateness of any sanctions that are within the authority of the Local Adjudicator and which may be applicable in his or her situation.

For cases involving allegations of danger to personal or community safety, the Office of Student Conflict Resolution or a Local Adjudicator may order interim behavioural restrictions. Additional information is available at www.yorku.ca/oscr.

Residence Peer Review Board

The Peer Review Board (PRB) is a panel of 3 to 5 student volunteers and provides an opportunity for a balanced airing of the case as presented by the various parties to the hearing. The philosophy of the PRB is to empower student peers to help to define and uphold community standards in the residence context. The role of the PRB is:

- To hear cases, make decisions and either impose or recommend sanctions (see Section 8 of the SCRR) for residence conduct matters.
- To consider the needs and interests of the community in balance with those of the individual(s) involved in any SCRR or Standards violations.
- To conduct hearings in a fair and consistent manner.
- To address behaviour that is inappropriate without making a judgment about the person who breached community standards.
- To address “harm” that has been caused that affects a resident, residents, the residence community and/or the larger York community.
- Where possible, to employ sanctions whose aim is educational not punitive.
- To make decisions in a fair and timely manner.
- To recommend (where appropriate) to the Assistant Director, Residence Life or his/her designate the sanctions of 1) removal from residence, or 2) residence probation.
- To make recommendations regarding residence policies.

Further details about the Peer Review Board and its proceedings can be found at <http://www.yorku.ca/sclcd/reslife/resources>.

Referral to the University Tribunal

If, at any time after receiving a complaint, the Local Adjudicator is of the opinion that the nature of the complaint makes resolution by the Local Adjudicator inappropriate, the Local Adjudicator may refer the complaint to be dealt with at a University Tribunal hearing.

For additional info on the University Tribunal and the sanctions it may apply please refer to the Code of Student Rights & Responsibilities at www.yorku.ca/oscr.

Standard of Proof in Adjudication

The process for addressing violations of the Code of Student Rights & Responsibilities and/or Residence Community Standards is informed by Administrative Law. As such, the process for resolving complaints is not based on the criminal court model where the standard of evidence is “beyond a reasonable doubt”, but instead is based on the principle of “balance of probabilities.” This means an adjudicator or board must determine whether the evidence shows that it is more likely than not that the alleged events and/or Code breach(es) occurred. Details can be found at www.yorku.ca/oscr.

Sanctions

The sanctions outlined below may be imposed for a breach of the Code. More than one sanction may be imposed concurrently for a single breach. When a sanction is being imposed, prior breaches of the Code may be considered.

May Be Imposed by the Local Adjudicator and Peer Review Board

The following sanctions may be imposed by Local Adjudicators and Peer Review Board:

- (i) reprimand;
- (ii) educative requirements, such as community service, reflective essay or research on a specified topic;
- (iii) refundable fine of up to \$500;
- (iv) restrictions on behaviour;
- (v) fines up to \$250;
- (vi) full restitution for damage up to \$500;
- (vii) loss of non-essential services;
- (viii) relocation to other University housing;
- (ix) residence suspension (up to five days);
- (x) denial or loss of residence eligibility.

May Be Recommended by the Local Adjudicator and Peer Review Board

In addition to the sanctions listed above, the Local Adjudicator or Peer Review Board may recommend the following sanctions to the Assistant Director, Residence Life (or Designate):

- (i) residence probation;
- (ii) removal from residence.

The Assistant Director, Residence Life may not apply these sanctions in the absence of a recommendation from a Peer Review Board or Local Adjudicator.

Roommate Resources

Being a Good Roommate/Suitemate

Living in Residence involves sharing space and respecting each other's privacy. Being a good roommate/suitemate means making allowances for others as well as asserting your needs. It's important to talk about your expectations for using your space during the first week living in Residence and on a monthly basis thereafter.

Most Residences will require you to draw up a roommate/suitemate contract to help you begin addressing expectations and later for resolving conflicts. By making it a priority to review this contract monthly, you will be taking huge steps to ensure that you are respecting each others needs and heading off potential conflicts. Should conflict arise, your Don will be available to help you work through issues.

You can get a copy of a Roommate/Suitemate Contract from your Don or download a copy from www.yorku.ca/scld/reslife. The following "Living Together" discussion points may help to start effective and positive conversations.

Living Together – Discussion Points

About Me	<ul style="list-style-type: none"> • My priorities are... (i.e. studying, sleeping, social activities) • My religious, spiritual, cultural customs or personal practices are... • My pet peeves are... • I manage my time, organize my work and personal space by doing...
Common Space	<ul style="list-style-type: none"> • Storage space (food labels, fridge space, cupboard, bathroom). • Shared resources (personal appliances, food, dishes, toiletries, cleaning supplies). • Cleaning (schedule, responsibilities, standards).
Privacy & Personal Space	<ul style="list-style-type: none"> • I need privacy/alone time when... • You will know when I need privacy when... • I feel this way about guests... • I feel this way about overnight guests... • I feel this way about intimate relations in our room...
Noise	<ul style="list-style-type: none"> • I need quiet (beyond quiet hours policy) when... • I can study/live with this level of noise/music/TV... • I need "X" hours of sleep and prefer to have quiet during these hours...
Exam Time	<ul style="list-style-type: none"> • My need for quiet during exam time is... • I feel this way about guests during exams... • I need the following to sleep during exams... • I usually study in this location/fashion during exams... • When I am stressed I...
Health & Safety	<ul style="list-style-type: none"> • I'm allergic or have a medical condition which requires me to... • In case of an emergency, I need you to... • I expect the door will be locked when...or left open when...
Dealing with Conflict	<ul style="list-style-type: none"> • When we have a disagreement, we will... • We will do "X" when someone violates any part of the Roommate/Suitemate Contract. • We'll deal with sensitive matters (such as body odours, offensive guests, personal relationships, religious/cultural differences) by...

Dealing with Roommate Conflict

Through your university experience you'll likely change your attitudes and some behaviours – that's natural. Your roommate will be going through changes as well. These changes may result in a conflict with your initial ideas for living together. Don't let issues build up. Address your tension points early. It's okay to ask to renegotiate your roommate contract; add points, revise or amend your contract according to your new needs. Schedule some time mid-semester to talk to your roommate about how living arrangements are going and address any unresolved issues.

In the event difficulties arise, your Don is available to assist you. Dons are trained in mediation skills. Mediation is when a neutral third party assists opposing parties to come to acceptable settlements. Please be mindful that unresolved issues tend to snowball, and it is important that you involve your Don proactively in any conflict. Waiting until you reach your breaking point will place added pressure on all parties in coming to an agreement. Your Don can assist you to work out issues, but Dons will not solve your problems for you. Some of the benefits of living in Residence are developing skills in tolerance for other lifestyles, compassion for others, honour and trustworthiness. Resolving roommate conflicts amicably is a testament to your personal growth.

Student Conduct & Dispute Resolution (SCDR) provides a team of students to provide Peer Support. These trained students can assist you with tips and suggestions for resolving conflicts and will mediate roommate/suitemate conflicts. Contact Peer Support through SCDR at 416-736-5231 or ext. 55231 or peersupport@yorku.ca

Human Rights Laws & York University

York University is a place where people value civility, diversity, equity and respect in their interactions with one another. To uphold these rights, all members of the Residence community should strive to create an environment free from discrimination and harassment. You have a significant part to play in understanding your role in protecting your rights and those of others as well as ensuring that you don't inadvertently infringe on others' rights. Residence Life Staff also work to promote a harassment- and discrimination-free environment in Residences.

Discrimination

Discrimination means treating people differently, negatively or adversely. It is unfair treatment based on a protected ground and/or characteristic according to human rights law. Discrimination can happen in different ways. For example:

- Refusing to share a room with a person because of his or her accent or skin colour (direct discrimination).
- Excluding a group or class of people, for example those with certain physical characteristics, from certain activities (indirect discrimination).
- Maintaining policies and practices that lead to some groups encountering barriers to advancement (systemic or adverse effect).
- Excluding someone from an event because of that person's relationship or association with someone who can be identified by a protected ground in the law (discrimination by association).

Sexual orientation discrimination, or harassment based on sexual orientation, is said to happen when someone is treated unfairly, disturbed or bothered because he or she is gay, lesbian, bisexual, transgendered, etc. or because of their involvement in a same-sex relationship. Examples of harassment based on sexual orientation are homophobic jokes; innuendo about a person's sexual orientation or same-sex partnership status; and display of disrespectful signs, caricatures, cartoons or graffiti.

Religion and discrimination

Religion is defined as including the beliefs, practices and observances that are part of a faith. It does not include personal moral, ethical or political views. Nor does it include violence or hate towards others. Where a rule conflicts with a religious requirement, there is a duty to ensure that individuals are able to observe their religion, unless this would cause undue hardship because of cost or health and safety reasons.

Unlawful discrimination based on religion can include:

- Refusing to make an exception to dress codes to recognize religious dress requirements;
- Refusing to allow individuals to observe periods of prayer at particular times during the day; and
- Refusing to permit individuals to take time off to observe a religious holiday.

Examples of unacceptable comments & behaviours

- Comments or jokes that may be, are known to be, or ought to be known to be, unwelcome or offensive regarding race, ethnic origin, religion, clothing, sexual orientation etc.
- Refusing to work with someone because of ethnic origin, religion, race, disability etc.
- Threats or verbal abuse.
- Imitating someone's accent.
- Calling somebody names.
- Making fun of a person with disabilities.
- Leering or staring.
- Displays of sexist, racist, pornographic pictures or drawings.
- Unwanted touching or physical contact.

Harassment

Harassment is a form of discrimination. It includes behaviour or comments that put down, insult, offend and show aversion to others. It is primarily behaviour that is known, or should be known, to be UNWELCOME.

Harassment can be based on a variety of protected grounds, such as skin colour, sexual orientation, gender, age and physical or mental ability. In these instances it is often known by terms such as racism, homophobia, sexism, ageism, ableism etc.

Racial harassment means someone is disturbing you, threatening you or treating you unfairly because of your race, skin colour or ancestry. It can be linked to where you were born, where you lived before moving to Ontario, your religious belief, your ethnic background, citizenship or even your language.

Racism happens when someone makes racial slurs or jokes; ridicules or insults you because of your racial identity; posts degrading cartoons of members of a particular racial group; or calls you names because of your race, colour, citizenship, place of origin, ancestry, ethnic background or creed.

Racial harassment will have a bad effect upon the places where you live, work or receive services. Even if harassment is not directed at you, it can still "poison" the environment for you and others.

Harassing behavior includes:

- Slurs, negative stereotyping, threats, intimidation.
- Disparaging jokes, innuendo.
- Belittling speech about an individual or group.
- Isolating someone.
- Vandalism to property.
- Physical assault

Sexual harassment means that someone is disturbing or bothering you by saying or doing unwanted or unwelcome things of a sexual or gender-related nature. For example, someone who makes unwelcome sexual or gender-related remarks and gestures by:

- Touching you inappropriately.
- Making offensive jokes or remarks about women or men.
- Making sexual requests or suggestions.
- Staring at or making unwelcome comments about your body.
- Displaying sexually offensive pictures.
- Being verbally abusive to you because of your gender.

Sexual harassment can also mean that someone is bothering you simply because you are a man or a woman. Making stereotypes (generalizations) about one gender or the other can also be a form of sexual harassment. Sexual harassment happens most often to women, but it can also happen to men or between members of the same sex. It can be a pattern of behaviour over time or a single incident.

Outcome of Discrimination & Harassment

Harassment and discrimination lead to what is known as a poisoned or hostile environment due to unfair treatment, insults, jokes, comments and/or public displays of offensive materials or behaviors. They create a hostile, fearful Residence or employment environment that unreasonably interferes with an individual's life, work performance or employment opportunities.

If you feel or think you are being harassed or a target for discrimination

If you feel that you have been harassed, you should try to tell that person to stop. Silence or doing nothing will not typically make harassment or discrimination stop and sometimes such behaviour can lead to violence. If you feel uncomfortable or threatened, speak to a person in authority like a Don, RLC, or RLM. Alternatively, contact the Centre for Human Rights.

Harassment or discrimination are prohibited by the York Code of Student Rights & Responsibilities: a complaint may be laid and the Office of Student Conduct & Dispute Resolution will address it. York University's Centre for Human Rights assists individuals and groups to address and resolve allegations of discrimination and harassment.

Tips to resolving problems effectively:

- Seek help from someone in authority and take action as soon as possible – waiting to deal with a problem may make it more difficult.
- Stay calm – if you are polite and focused on solving the problem, people will be more likely to help.
- Be specific, clear and concise when you are expressing your problem.

Human Rights Resources

Centre for Human Rights

The Centre provides an independent, impartial and confidential process through which any current student or employee of the York University community may pursue the just, fair and equitable resolution of complaints about discrimination and/or harassment.

Office of Student Conduct & Dispute Resolution

This Office administers the University's non-academic Code of Student Rights & Responsibilities for students and student groups. The Office includes complaint intake, investigation and the management of dispute resolution processes involving students. The Office of Student Conduct & Dispute Resolution oversees all student non-academic conduct issues at York University, including local dispute resolution and the University Tribunal.

Contact information

- York's Office of Student Conduct & Dispute Resolution: 416-736-5231 or ext. 55231
www.yorku.ca/scdr
- York's Centre for Human Rights: 416-736-5682 or ext. 55682
www.yorku.ca/rights

Keele Campus & Toronto Services

Keele Campus Services

- Aboriginal Services: 416-736-2100 ext. 22607
www.yorku.ca/sclcd/abserv
- Bookstore: 416-736-5024
www.bookstore.yorku.ca
- The Center For Women and Trans People: 416-736-2100 ext. 33484
www.yorku.ca/ywc/
- Community & Legal Aid Services Program (CLASP): 416-736-5029 or ext. 55029
www.osgoode.yorku.ca/clasp
- Counselling & Disability Services: 416-736-5297 or ext. 55297
www.yorku.ca/dshub
- Health Education & Promotion: 416-736-5196 or ext. 55196
www.yorku.ca/healthed
- Lost and Found: 416-736-2100 ext. 33369, S107, Ross Building
lost@yorku.ca www.yorku.ca/goSAFE/lostfound.html
- Religious Organizations recognized by the Interfaith Council:
www.yorku.ca/sclcd/organizations/clubs.php?list=religious
- Student Conduct & Dispute Resolution: 416-736-5231 or ext. 55231
www.yorku.ca/scdr
- Student Client Services (Registrar's Office & Financial Services): 416-872-9675
www.yorku.ca/scsweb
- Student Clubs, Government, Religious Organizations, Sport Clubs: 416-736-5144 or ext 55144
www.yorku.ca/sclcd
- Student Peer Support Centre: 416-736-5231 or ext. 55231, e-mail: scdr@yorku.ca
www.yorku.ca/scdr/PeerSupportTeam.html
- Tait Mackenzie Centre – Athletic Centre: 416-736-5185 or ext. 55185
www.recreation.yorku.ca
- Sport and Recreation:
www.sport.yorku.ca
- TBLGAY 416-736-2100 ext. 20494, e-mail tblgay@yorku.ca
www.yorku.ca/tblgay
- York Federation of Students – Health & Dental Plan: 416-736-5324 or ext. 55324
www.yfs.ca
- York International: 416-736-5177 or ext. 55177
<http://international.yorku.ca>
- York is U: 416-736-5492 or ext. 55492, e-mail: yorkisu@yorku.ca
www.yorku.ca/yorkisu
- York University Libraries: 416-736-5150 or ext. 55150
www.library.yorku.ca

Toronto Services

- Distress Centre: 416-408-4357. Trained volunteers provide telephone support, counselling and referrals to professional or emergency services.
- Hassle Free Clinic: Women 416-922-0566, Men 416-922-0603. Anonymous counselling and medical services, including birth control counselling, testing and treatment of sexually transmitted diseases. Ontario Health Insurance Plan (OHIP) not required.
- Mental Health Crisis Line (24 hours): 416-498-0043
- North York Women's Shelter: 24-hour crisis line 416-635-9630
- Toronto Area Gay & Lesbian Phone Line & Crisis Counselling: 416-964-6600 7pm to 10pm, Monday to Friday
- Toronto Rape Crisis Centre/Multicultural Women Against Rape 24-hour crisis line: 416-597-8808 or connect with a counsellor 9:30am to 5pm at crisis@trcc.mwar.ca or online at www.trccmwar.ca/crisis.html

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Student Community & Leadership Development

Residence Life is a program of the Centre for Student Community & Leadership Development.

Student Community & Leadership Development enriches student life by: promoting education, awareness and growth; celebrating diversity; encouraging collaboration; and developing citizenship.

Through the efforts of a dedicated, student-focused staff team, SCLD strives to provide meaningful student services and innovative programs. Our activities continue to evolve to meet the needs of York's diverse student community.

With a combination of assessment, planning and meaningful program design, we can effectively maximize opportunities for academic excellence and personal development.

416-736-5144
TTY/TTD: 416-736-5940
www.yorku.ca/scld

SCLD is a part of the Student Community Portfolio within the Division of Students.

