



**Victoria University  
Residence Handbook  
2021-2022**

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## **SECTION 1 VICTORIA UNIVERSITY RESIDENCES**

### **BACKGROUND AND PHILOSOPHY**

The Office of the Dean of Students within Victoria University aims to provide a holistic and engaging community focused on student success within our four residence buildings. Living in a campus residence is considered a privilege and certain responsibilities come along with that privilege. This document intends to outline those responsibilities and expectations, so that you, as the resident, are aware of the University's expectations with regard to your conduct. It is expected that all residents will use common sense and courtesy, respect for each other's rights, and a shared commitment to community life, which enhances the academic, personal, and social experiences inherent in the pursuit of a university education.

As the owner of the residences, the University accepts the legal obligation to protect the rights of its residents with respect to safety, maintenance and general upkeep, reasonable quiet, and freedom from nuisance and disturbance. A second obligation is to protect the property itself from abuse and destruction. Residence accommodation has been made possible in part by the care, consideration, and efforts of students who have lived here in past years. All residents are encouraged to take an active part in residence life, and to bring forward any concerns to their residence council leaders, or residence staff (Dons, staff in Office of the Dean of Students).

**THE OFFICE OF THE DEAN OF STUDENTS** is responsible for Residence Life at Victoria University; it is located in the Goldring Student Centre at 150 Charles St. W, Toronto. For more information about staff in the Office of the Dean of Students, including roles, responsibilities, and contact information, please visit:

[http://www.vic.utoronto.ca/students/Office\\_of\\_the\\_Dean\\_of\\_Students.htm](http://www.vic.utoronto.ca/students/Office_of_the_Dean_of_Students.htm)

**Office Hours: Monday to Friday 9:00 am - 5:00 pm\***

\*In Person Office Hours are subject to change with the COVID-19 pandemic. To connect with a member of the Dean's Office during work hours, please e-mail

[vic.dean@utoronto.ca](mailto:vic.dean@utoronto.ca) with your concern, and a staff member will set up an appointment with you. If you require assistance after hours, please contact the Residence Services Desk at 416-585-4524 with your concern, to be transferred to a Residence Don on Duty, Dean's Office Staff On Call, or other staff and support services as needed.

## **RESIDENCE DONS**

The role of the Residence Don at Victoria University is mainly one of mentor/educator. Dons are expected to engage actively in forming and developing a residence community supportive of the academic goals of the institution. The Don is responsible for assisting and advising residence students, for maintaining reasonable levels of conduct, safety, and security, and for encouraging residence activities, events and programs. The Don also refers students to services available on campus and in the community.

**Note: Residence Dons are part of a rotating on-call schedule. The Dons On Call are available on a 24 hour basis, and can be reached by calling the Residence Services Desk at 416-585-4524. Please clearly identify yourself and your concern, so the Don can attend as quickly as possible.**

**RESIDENCE SERVICES DESK AT MARGARET ADDISON HALL** is located in the foyer of Margaret Addison Hall, 140 Charles Street West.

- In August/September, residents check in with Residence Services, and at the end of the school year, all keys and check out materials are returned to the Residence Services desk.
- Residence Services staff issue replacement keys, for a fee.
- Among the other services offered by the Residence Services Desk are directory assistance for Victoria University phone numbers and temporary key sign-outs.
- Residence Services administers Victoria University Campus Parking.
- General inquiries about services, and calls for security, should be directed to **416-585-4524**. In case of extreme emergencies (fire, police, or ambulance) you should dial 911 first and then report it to Residence Services.

**The desk is open 24 hours a day, seven days a week (excluding the university closure period during the winter break) and can be reached by dialing "0" on a university phone or 416-585-4524 free from any pay phone on campus.**

**PHYSICAL PLANT SERVICES** are responsible for performing maintenance and repairs for the entire University. Referrals and/or requests for services from residence students can be directed through the Vic website: <https://vicu.macmms.com/>  
The central Physical Plant office is located in the basement of Old Vic. Painters, carpenters, electricians, plumbing and heating services are all dispatched from this area.

## INTERNET ACCESS

All student rooms in Margaret Addison Hall, Annesley Hall, Rowell Jackman Hall and Burwash Hall are wired for direct high-speed Ethernet access to the internet. Students can access to the wired network, with a computer equipped with an Ethernet card. Residents must supply their own CAT5e/CAT6 straight through patch cables (the cable to connect your computer to the wall jack).

There are also wireless locations throughout the University of Toronto campus, including Ned's Café, the Goldring Student Centre, Burwash Dining Hall, and Old Vic. As well, students are able to connect to wireless internet in their rooms at Rowell Jackman and respective common rooms throughout the Victoria University Residences. Residents must register for internet access with a sign up process via a hyperlink which will be given to each student once checked into residence.

Any students tampering with university computer equipment or using internet access for unlawful or inappropriate activity will be subject to disciplinary action.

If you require support for internet, please e-mail: [vicu.helpdesk@utoronto.ca](mailto:vicu.helpdesk@utoronto.ca) with the following information:

- Your Building & Room number
- Your Availability
- WIFI or Wired Internet Issues
- Your Operating System
- Date & Time of the problem

## GENERAL CONSIDERATIONS

The campus community and all residence students are subject to the laws of the land. Notwithstanding any actions that may arise from offences under the Federal Criminal Code, Provincial Statutes or the City of Toronto By-laws, Victoria University reserves the right to take internal disciplinary actions and make such rules and regulations as it deems necessary to ensure the privacy, safety, and security of its residence students.

**Residents should familiarize themselves with all regulations, which the University and the student governing bodies in the Residences have enacted or may enact.** Your agreement to live under these rules and regulations is a condition of your residency. Residents who commit serious offences (e.g., acts of vandalism, theft, assault) anywhere on campus risk losing residence privileges as a result. **The main focus that should guide student behaviour in residence is a commitment to community living and continual consideration for others and property.**

All students living in residence are required to sign a Residence Agreement. Students under 18 years of age at the time of the agreement must have the signature of a parent or legal guardian. **It is your responsibility to know the conditions and regulations in the Residence Agreement, which you have already signed, upon check in to Victoria Residences. To refer to the Residence Agreement, please visit:** <http://www.vic.utoronto.ca/students/residence.htm>

## **SECTION 2**

# **RESIDENCE BEHAVIOUR CODE AND GUIDE TO COMMUNITY STANDARDS AND CONSEQUENCES**

**Preamble:** The Victoria University Residence Behaviour Code provides a framework for student behaviour that promotes students success both academically and personally in a communal environment. The policies intend to provide guidelines and consequences for activities that contravene the rights of others to pursue their successes, with the goal of maximum responsibility to community members and intervention by residence life staff only when community resolution is not sufficient.

The Behaviour Code is designed to meet the unique community needs of Victoria residence students, and was created by a committee that included elected residence government representatives, Dons, and other residence life staff, while soliciting input related to best practices at Ontario universities as well as other University of Toronto colleges. All policies are in addition to the University of Toronto Code of Student Conduct as well as existing provincial and federal laws and statutes. Additionally, the Residence Agreement makes reference to all policies that students in residence must follow, including, but not limited to, The University of Toronto Code of Student Conduct, Victoria University Alcohol Policy and Procedures, The Residence Handbook, and Covid-19 Special Rules, Guidelines, and Support Applicable to University Residences. These policies cannot protect individuals from external action based on their contravention, and Victoria University may take action independently from such processes should the community benefit from a more expeditious process and more community-relevant outcome.

The Victoria University Residence Behaviour Code was reviewed in the 2008-09 academic year, and changes were adapted at the Campus Life Committee of the Victoria University Board of Regents on March 24<sup>th</sup>, 2009.

### **How does the process work?**

The Office of the Dean of Students is charged by the Victoria University Board of Regents, as agreed in provisions of the University Of Toronto Code Of Student Conduct (<http://www.governingcouncil.utoronto.ca/policies/studentc.htm>), to deal with all residence student conduct violations. In many cases, for low impact, non-recurring situations, residence Dons can resolve issues with a verbal warning.

Any individual policy and Residence Agreement violations that cannot be resolved in this manner are documented by Residence Dons or other university officials and forwarded to the Office of the Dean of Students. Offenses are categorized into four groups indicating escalating seriousness or repeated contraventions. Should a report of a conduct violation be filed, the following process will take place:

- 1) The Residence Life Coordinator will review the file, and recommend follow-up. This may include:
  - a) a decision that the violation does not require further follow-up
  - b) a discussion with a Senior Residence Don and recommended sanction
  - c) a meeting with the Residence Life Coordinator and recommended sanction
  - d) a meeting with the Dean/Associate Dean/Assistant Dean and recommended sanction

### **Possible Sanctions**

Sanctions are intended to allow the student who has violated residence policy to understand the impact of their actions on the community, and where possible and necessary, to restore a sense of justice to others. Where possible, non-punitive sanctions should be considered, and should take into consideration the input of the violator. Options are at the discretion of the Residence Life Coordinator, based on their belief that the sanction will offer an effective and long-term resolution. All sanctions will be communicated in writing on a timely basis.

### **Can community sanctions be imposed?**

Yes. The Dean of Students may recommend sanctions concerning a particular residence or group of individuals if group behaviour warrants such action, or if responsibility for damage to physical property or people from a specific community remains unresolved. This may include restitution for damages, and when necessary, financial charges will be applied to students' ROSI accounts. The same appeal process applies to this type of decision.

### **How are decisions about the level of offense and outcomes made?**

While attempts are made to categorize offenses, each activity and person merits independent consideration. As such, determination of the level under which any activity or behaviour falls, and the corresponding outcome, will be at the professional discretion of Residence Life Staff. In exercising this discretion, consideration will be given to intentional, negligent or inadvertent violation of policies.

### **APPEAL PROCESS**

The University of Toronto and Victoria University's Board of Regents have entrusted the Office of the Dean of Students with decisions about residence student conduct. However, provisions of natural justice require that an appeal process is provided. An appeal may be granted by the Principal of Victoria College, based on a letter from the violator, provided within one week of notification of sanction, under the following conditions:

- 1) There has been a clear violation of the procedure of determining a sanction,
- 2) New information has become available that calls the outcome into question,
- 3) The violator believes that the sanction is too severe.

The Principal of Victoria College will review the letter to determine whether to uphold the sanction, recommend that a new sanction be agreed upon, or determine that based on the letter the sanction should be removed.

## **TYPES OF OFFENCES**

### **1. LEVEL ONE OFFENCES**

Level 1 offenses are actions which **disrupt the right of any student** to reasonable use of their room, common area, and/or which compromise health, hygiene, or cleanliness in the residence. These include but are not limited to:

- 1) Non-compliance with quiet hours (11 p.m. – 9 a.m. Sunday through Thursday, and 1 a.m. – 9 a.m. on Friday and Saturday). NOTE: This offense will be considered a **Level 2 offense** during 24 hour/extended quiet hours during exam periods.
- 2) Excessive or inconsiderate noise or disorderly conduct at any time
- 3) Violating the Residence Guest Policy
- 4) Violating the Victoria University Postering Policy
- 5) Transportation or consumption of open alcohol outside of residence buildings

### **2. LEVEL TWO OFFENCES**

Level 2 offenses are actions which **are a significant disturbance to individuals or the surrounding community**, or which may result in compromising personal or community safety. Level 2 offenses include but are not limited to:

- 1) Repeated or multiple Level 1 offenses
- 2) Failure to accept the authority of Residence or University staff, either verbally or in writing
- 3) Failure to vacate a residence room, other than ones' own, after the occupant or residence life staff member has requested
- 4) Removing screens from windows
- 5) Smoking in residence, or within 9 metres of any residence door or window, or violation of the University of Toronto or Victoria University Smoking policy in another capacity
- 6) Accidental damage of residence property
- 7) Possession of stolen items
- 8) Violating the Victoria University Alcohol Policy (in addition to sanction under this code, the Alcohol Policy may require additional sanctions)
- 9) Participating in any activity designed to encourage or accomplish rapid consumption of alcohol
- 10) Posting offensive or harassing statements or materials

### **3. LEVEL THREE OFFENCES**

Level 3 offenses **endanger the safety and security of individuals or the residence community**. Consideration of residence privileges are a possible outcome of violation of this category. Level 3 offenses include but are not limited to:

- 1) Multiple or repeated Level 2 offenses
- 2) Accessing residence roofs or other unauthorized areas
- 3) Intentionally damaging residence or university property, or the property of other community members
- 4) Tampering with, damaging or otherwise altering any security equipment, including door locks, blocking or propping fire doors
- 5) Tampering with, damaging or otherwise altering fire equipment including fire alarm stations and smoke detectors
- 6) Creating a fire hazard, including using incense or candles
- 7) Failing to follow expected actions during fire alarms
- 8) Having pets in residence which violate the Pets Policy (see below)
- 9) Engaging in any physical altercation where the risk of harm is possible
- 10) Verbal or written insult, harassment, or assault, including targeting a community member through media such as Facebook or email
- 11) Duplication or lending of residence keys or T-cards
- 12) Negative or discriminatory statements involving race, sexual orientation, religion, etc
- 13) Accessing a bedroom or suite, locked or unlocked, without the expressed permission of the occupant(s)
- 14) Possessing or using illegal narcotics in residence or on Victoria University grounds
- 15) Distributing legal narcotics to others

#### **4. LEVEL FOUR OFFENCES**

Level 4 offenses are actions which **contravene federal, provincial or municipal laws**, including the Criminal Code and Narcotics Act of Canada, the Ontario Human Rights and Liquor License acts, and many City of Toronto By-laws. Level 4 offenses most often result in eviction from residences, and include but are not limited to:

- 1) Use or possession of firearms or other illegal weapons
- 2) Distributing illegal narcotics
- 3) Participating in or causing harm to anyone in the residence community by means of sexual, physical, or mental abuse or assault

### **SECTION 3 ALCOHOL**

Alcoholic beverages and the consumption thereof come under the legal regulations of the Ontario Liquor Licence Act. Failure to comply with such regulations can be cause for serious action. Residents are reminded that it is illegal for a person to act as an agent for the liquor requirements of others. In Ontario, the legal age for consumption of alcohol is 19 years. At Victoria University, residents must:

1. Abide by the provincial law and the university regulations. Underage drinking is illegal and not permitted;

2. Not buy alcohol for minors (anyone under the age of 19);
3. Not have, obtain, or make a fake ID – if you have one it can be confiscated and legal action may be taken;
4. Understand and act in accordance with the commitment that the Victoria residence community is a supportive social environment for those who choose not to drink;
5. Not engage in or encourage drinking which results in unacceptable behaviour that violates community standards. If you require safety-related care or damage property you will be spoken to by residence staff and or the Residence Life Coordinator;
6. Inform a Residence Don, or other residence staff member immediately if someone has consumed too much alcohol and is at risk to themselves or the community (so the individual can receive assistance or intervention);
7. Understand that repeated unacceptable behaviour related to excessive drinking may result in a referral to the Residence Life Coordinator;
8. Understand that alcohol consumption is not an excuse for conduct that violates University or societal regulations.

**It is your responsibility to know the rules and regulations of the Victoria University residence system regarding the use of alcohol.**

### **Victoria University Alcohol Policy**

**(Presented to Board of Regents, April, 2014)**

**Preamble:**

Alcohol issues on campus are a shared responsibility. Victoria University, as an institution, takes the position that all faculty, students, staff and visitors to the campus have an obligation to make legal and responsible decisions concerning the use of alcohol. The University will intervene when alcohol is used illegally or when its abuse leads to conduct that endangers the individual or individuals involved, or that results in damage to the property and assets of the University or disrupts its activities or interferes with the rights of other persons.

The Board of Regents has delegated the effective implementation of this policy to the President or an appointed delegate. The policy will be reviewed by the senior management of the University at least once a year. A report on any recommendations for changes to this policy will be presented to the Campus Life Committee. The committee will make formal recommendations to the Executive Committee of the Board of Regents who will present any revisions to the Board of Regents

**Licensing and Regulations:**

- 1) The University has a legal obligation to manage alcohol use on campus in a way that is consistent with the terms of its liquor licence and all other applicable legislation.

- 2) The University has a legal obligation to protect the safety of all members of its community and to protect the University from liability with respect to alcohol-related incidents
- 3) The senior administration of the University will ensure that those units responsible for the purchase, sale and delivery of alcohol on campus shall meet periodically to ensure a consistent approach to alcohol service and management
- 4) Specific regulations and practices concerning alcohol service will be developed in the context of the *Liquor Licence Act and Regulations* in consultation with appropriate committees of the Board of Regents
- 5) Regulations, practices and policies concerning the sale and consumption of alcohol at Victoria University in the University of Toronto shall apply equally to all members of the Victoria University community.

**Alcohol Service:**

- 1) Events or activities involving the sale or the serving of alcohol at the University shall be restricted to areas licensed by the Alcohol and Gaming Commission of Ontario (AGCO) or under a Special Occasion Permit or a Catering Endorsement issued by the AGCO and authorized by one of the University's liquor licence holders.
- 2) Residences shall have and maintain procedures consistent with legislation, this policy and relevant University regulations concerning the service of alcohol, including restriction of consumption in public spaces, policies regarding private parties and policies regarding educational efforts to promote responsible consumption of alcohol.
- 3) Only individuals who have successfully completed the University's Server Training Program or are certified by a similar authorized training programme approved by the AGCO shall undertake the service of alcohol on University property.
- 4) Alcohol shall not be served to any person under the legal drinking age. Any event or activity involving the sale or service of alcohol at which under-age persons are expected to attend shall employ previously approved control procedures to ensure that no underage drinking takes place. Alcohol shall never be served to an intoxicated individual.
- 5) Any advertisements for events or activities at which alcohol is served shall abide by relevant legislation and relevant University policies; mention of alcohol on such materials shall be restricted to the information that the event is licensed.

**Education:**

- 1) The University should take steps to encourage responsible decision-making about the use of alcohol on campus by offering educational programmes both in alcohol awareness and in serving practices
- 2) Educational programmes regarding alcohol should be widely publicized and information disseminated to the University community.
- 3) Alcohol education programmes should be developed and reviewed by the appropriate committee of the Board of Regents in consultation with the senior administration and event organizers

- 4) Student training sessions such as event planning for residence don training, risk management, leadership training and orientation coordinator training should include information about alcohol, server intervention, harm reduction and safety awareness

## **SECTION 4**

### **OTHER RESIDENCE POLICIES**

#### **BED BUGS**

Sometimes bedbugs are unknowingly brought to the residence by a student's luggage or person. The declining use of pesticides coupled with increased exposure from travel, have allowed small outbreaks of bedbugs to occur in homes, fine hotels, cruise ships, and university residences across Canada and the U.S..

Things to look for that might indicate bed bugs:

- Bite marks that are in rows and clusters
- Blood spots on linen
- Dead bugs, moulting, eggs, or fecal material
- Living bedbugs.

Bedbugs are visible to the naked eye. An adult bed bug is approximately the size of an apple seed, while a newly hatched nymph is the size of a letter on a penny.

**If you suspect bed bugs, please contact your Don or the Office of the Dean of Students immediately (416-585-4494). After 5:00 PM, please report this to the Residence Services desk (416-585-4524), who will connect you to a Don on Duty. If you knowingly ignore or fail to report the presence of bedbugs in your room, disciplinary action will incur.** Physical Plant or Housekeeping staff will come to inspect your room possibly along with a member of pest control. Research has shown that the bed bugs typically live in the immediate vicinity of their "host" so the inspection will take focus on the area immediately on/around your bed.

#### **BICYCLE PARKING AND STORAGE**

Residents and their guests are requested not to chain bicycles in lobby areas, or to the fencing in the Quad. Further, all residents are reminded that it is a violation of the fire code to park/chain bikes in any stairwell or hallway. The University reserves the right to remove any bikes or locks in these areas. Outdoor bike racks are available around campus – however, you should be aware of additional risk of theft.

For storage of personal items during the summer months, please contact **Store Your Dorm** at 1-866-636-3676 or visit their website at: <http://www.storeyourdorm.ca/next/>

#### **CLEANING EXPECTATIONS**

Residents are responsible for the cleanliness of their rooms. Bathrooms in the Burwash Hall Upper Houses, Annesley Hall, and Margaret Addison Hall, and main hallways and common rooms (excluding common suite areas in Rowell Jackman Hall) in all residences

are maintained by Victoria University cleaning staff that can be identified by their uniforms and nametags. Most of the residents' responsibilities are a matter of common sense, but here are some general guidelines of what is expected:

- (a) Keep the floor/house/apartment kitchen clean and neat; this includes washing your dishes.
- (b) The common areas are shared community spaces, so ensure to clean up after yourself.
- (c) Empty the garbage cans in your room in the designated garbage and recycling collection areas.
- (d) Clean up after social functions or gatherings in the lounge/common room.

A minimum charge of \$75.00 will be made against a student's account if a room or common area is not left in an acceptable condition at check-out. This charge will apply only if the room requires more than regular end-of-year cleaning.

Rowell Jackman Hall residents are responsible for the cleanliness of their room, bathroom, kitchen, and common areas within the suite. Burwash Lower House residents (and others with semi-private bathrooms) are expected to clean their bathrooms.

Requests for maintenance/cleaning may be made by visiting the website and submitting an on-line request, at <http://www.vic.utoronto.ca/service.htm>, (under Maintenance Request Form or Housekeeping Request Form).

### **DISCRIMINATORY HARASSMENT**

While recognizing the importance of free inquiry and open discussion of all issues, Victoria University's commitment to developing, maintaining, and safeguarding a residence atmosphere free from discriminatory harassment means that words, symbols, and/or actions, which make the educational and social environment at Victoria University hostile or insulting or threatening or unwelcoming for a person because of his or her or their race, gender, religion, colour, creed, ability, sexual orientation, marital status, family status, national origin, ancestry, or age, are unacceptable.

The University accepts its responsibility to promote actively, through educational experiences, the values of tolerance and diversity essential to the free exchange of ideas and a productive learning environment. Further, the University will pursue remedies and apply sanctions as necessary in response to violations of this rule concerning discriminatory harassment.

### **DRUGS**

The trafficking, use, or possession of controlled substances is a Federal offence and as such cannot be tolerated by the University. The University may evict for any offences under the drug policy. Offences include not only personal possession, use, and trafficking of drugs/controlled substances, but also possession, use and/or trafficking by any guest or visitor anywhere on campus. It is the resident's responsibility to take appropriate measures to see that their behaviour is not misinterpreted. If you are looking for support

and need to talk about an alcohol or drug problem see your Don, an employee of the Office of the Dean of Students, or consult directly with Health Services or student counselling services for guidance and advice.

**Note:** Possession of cannabis is permitted in residence for Students 19 years of age and older as per the Canadian Cannabis Act. Cannabis related behaviour that impacts the community negatively may result in facing sanctions from the Office of the Dean of Students.

If you are 19 years of age or older:

- It is the student's responsibility to ensure that personal use does not impact others living in the residence community.
- Students must ensure that cannabis is stored in their private residence room at all times.
- Cooking with cannabis is not allowed in residence.
- Cultivating/growing cannabis is not allowed in residence.
- Storage: Cannabis must be appropriately stored in private residence rooms to limit odour concerns in residence.
- **Distribution of cannabis under any circumstances to individuals who are under 19 years of age is a violation of university policy, and the law.**

## **FOOD & COOKING IN ROOMS**

If you find it necessary to keep food in your room, please keep it in sealed containers and clean up any crumbs/dishes immediately. Students should realize that pest control is becoming increasingly difficult in Toronto and that any kind of pest control program is especially difficult to administer if residences are not kept clean. Your co-operation in this matter can help reduce the amount of chemicals in your environment.

Residence rooms are not designed for cooking. Cooking in rooms is not permitted due to the increased danger of fire, the possibility of heat damage to furniture, the possibility of splattering grease on furniture, bedding, curtains, and because it can create unpleasant odours.

## **FURNITURE**

Each room is designed as a combined bedroom/study, but the contents of the rooms vary from area to area. On arrival you will be presented with an inventory of the room's contents and condition which you will be asked to complete. After you inspect the premises you will be asked to sign assuming responsibility for the room and its contents.

Please remember that furniture cannot be removed from individual rooms or common rooms as there is not adequate storage space elsewhere and furniture left in hallways is not permitted.

## **GUESTS**

Guests may stay in your room for two consecutive nights to a maximum of ten (10) nights per term (that is from Sept. to Dec. and Jan. to April). As a courtesy, the Don of the floor or house should be made aware of the presence of guests in the area.

No guests are permitted to enter the residences unescorted. Residents should also escort the visitor to and from their room. All residents are responsible for the behaviour of their guests and will be subject to any disciplinary action resulting from their guest's actions even when they are not present. All guests must be accommodated in the host's room (not in common areas).

For Margaret Addison Hall, Rowell Jackman Hall, Burwash Hall, and Annesley Hall residents, visitors must phone the resident from the lobby. The resident must come down to the lobby to meet the visitor and accompany him/her/them to the door when he/she/they leaves. Please do not let someone into the building until they have properly identified themselves.

Occupants of double rooms in all residence areas are reminded that they must have their roommate's permission to allow visitors into their room. This is an issue of some concern, particularly to first-year students who are adjusting to the complexities of sharing space and roommate co-operation. Please be sensitive to the differences in backgrounds, experiences and expectations of your room/suite mates and other fellow residents.

In Rowell Jackman Hall, residents should secure the permission from all of their suitemates before having visitors, particularly overnight.

No overnight guests are permitted in residence during the 24 hour quiet and exam periods in December/April.

**\*\*During the COVID-19 pandemic, please refer to the Covid-19 Special Rules, Guidelines, and Support Applicable to University Residences document for current rules and updates on the status of guests in residences.**

## **KEYS**

Keys are issued at the beginning of the year at the Residence Services Desk at Margaret Addison Hall, 140 Charles Street West, or at your designated check-in location. **ALL keys, which include room card and mailbox key (including the metal door key for RJH Residents) must be returned at the end of the residence period or upon withdrawal.**

All students must be photographed upon receipt of their keys. This allows the Residence Services Desk staff to identify residents should they need to borrow a key when they get locked out of their room. **BORROWED KEYS MUST BE RETURNED AT THE LATEST BY NOON THE FOLLOWING DAY. FAILURE TO DO SO WILL RESULT IN A FINE OF \$5.00 PER DAY TO A MAXIMUM OF \$25.00.**

There are a number of abuses of key systems to which residences fall prey. Unfortunately the selfish and/or careless actions of a few can compromise the security of all residents in a Hall or House. Please note the following guidelines which are in place for your own security:

- a) NO KEYS ARE TO BE COPIED.
- b) Residents are entitled to obtain and possess only one key for the front door of their house or hall and one key for their room.
- c) Lost keys are to be reported immediately to the Residence Services Desk at Margaret Addison Hall.
- d) Replacement keys will be purchased from the Residence Services Desk for \$25.00 per key. Identification is required by the staff person on duty before the key will be issued.
- e) Residents are reminded also that lost or misplaced keys are a security risk which affects all residents. Please do not loan your keys and always keep them in a secure place.
- f) Any resident who obtains a key under false pretences, or who offers access to a room or building to another individual by obtaining a second key for that room or building, will be subject to disciplinary action.

### **PETS**

It is residence policy that students may not keep pets of any kind within or upon the premises. Fish contained in aquariums are acceptable and must be approved in advance; however amphibians such as snakes and lizards, and exotic insects are prohibited. If in doubt, please feel welcome to ask a Don or Residence Life Staff member. If you require an Emotional Support Animal or a Service Animal, please contact [vic.dean@utoronto.ca](mailto:vic.dean@utoronto.ca) for information on how to get connected with Accessibility Services to register your animal before it can be brought into residence.

### **POSTERING POLICY**

Students wishing to place posters on campus and/or the residences must first get the permission from the Office of the Dean of Students. All posters must be signed/initialled by a Dean's Office designate. Students must limit postering to the bulletin boards and are responsible for removing posters following the event. Similarly all banners require the approval of the Office of the Dean of Students.

The University of Toronto postering policy states that "no posters may be posted on any tree, hedge, building, wall, door, window, lamppost, bench, telephone booth, pole, garbage can, recycling bin, building sign, mailbox, fence, etc., or any place other than designated poster kiosks". If you violate this policy, you may be charged for costs associated with removal and cleaning of the area.

### **QUIET HOURS**

During the school term, quiet hours are established from 11 PM to 9 AM (quiet hours begin at 1 AM on Friday and Saturday nights). During exam periods quiet hours are in

effect twenty-four hours a day, beginning the last day of classes in December and April. Quiet hours cannot be lessened, but extending or increasing quiet hours can be negotiated on each floor/house with the Don. No residence parties can be held during the quiet hour periods, and overnight guests are not permitted during the final exam period in December and April. It is also expected that all residents will be sufficiently quiet at all other times to permit those who wish to study, rest, or sleep to do so without being disturbed. Any complaints may be directed to the individual(s) involved or to the Don if the situation is unresolved. While individual and community responsibility is encouraged, it is expected that at times the Dons will act in the general interests of the Floor/House and request a reduction in sound levels without waiting for a resident to complain.

### **ROOF AND WINDOW ACCESS**

Under no circumstance should students access or use roofs, landings or parapet of any Victoria University Building. Students are also not permitted to tamper with residence windows as this compromises the safety of the window itself. Any of these acts put the student at risk or harm or injury and are considered serious infractions. They will be dealt with through the Residence Behaviour Code.

### **SMOKING**

The following text is taken from the U of T Smoking Policy to which Vic subscribes:

The University is committed to providing a safe and healthy environment for its faculty, staff, students, volunteers, and visitors. There are numerous health benefits of a smoke-free campus including but not limited to: providing a healthier campus environment for all community members, encouraging a cleaner campus, discouraging tobacco use and providing health leadership. This Policy is part of the University's commitment towards these aims".

Following is the Victoria University Smoke Free Policy, which refers to the Smoke Free Ontario Act (2017); Ontario Regulation 268/18; Toronto Municipal Code, Chapter 709; and the University of Toronto Smoke Free Policy.

## **VICTORIA UNIVERSITY SMOKE-FREE POLICY**

**Approval Authority:** Board of Regents

**Effective Date:** April 4, 2019

To request an official copy of this policy, contact:

Office of the Bursar

73 Queen's Park Cres. E

Victoria University

Toronto, ON M5S 1K7

Phone: 416-585-4507

E-mail: [vicu.regents@utoronto.ca](mailto:vicu.regents@utoronto.ca)

Victoria University is committed to providing a safe and healthy environment for its faculty, staff, students, volunteers, and visitors. This Policy is part of that commitment.

**1. General prohibition against smoking:** Smoking is not permitted on any part of the Victoria University campus, except pursuant to this Policy.

2. **Application:** This Policy applies to all who are present on the Victoria University campus at any time and for any purposes, including but not limited to employees, students, contractors, volunteers, and visitors.

3. **Smoking definition:** For purposes of this Policy, the word “smoking” includes the following: smoking or holding lighted tobacco or cannabis, and use of an electronic cigarette or other vaping device.

4. **Enforcement:** Enforcement will depend on the individual’s relationship with the University, the nature of the infraction, and the place in which it occurred.

5. **Sale of products:** Smoking products will not be sold on premises owned or occupied by Victoria University.

6. **Indigenous ceremonial activities:** Where smoking is a feature of Indigenous ceremonial activities the Policy will accommodate such uses in accordance with applicable law. Members of the University community that intend to hold such ceremonial activities should consult with their department head, Director of Physical Plant and the appropriate Indigenous Offices at the University of Toronto to determine whether the activity will be appropriate.

7. **Accommodation:** This Policy is subject to the duty to accommodate persons with disabilities in accordance with the Human Rights Code of Ontario.

8. **Signage:** Signs will be posted at University buildings, and other appropriate locations, in compliance with provincial law, municipal bylaws, and this Policy.

11. **Education:** The University will provide education to inform members of its community about the serious health effects, both direct and indirect, of smoking. This responsibility will reside in the Human Resources Department.

10. **Cessation support:** The University will assist students and employees with information about cessation support programs. Employees may contact human resources for details, and students may contact the Office of the Registrar or Office of the Dean of Students.

## **APPLICABLE LEGISLATION AND BYLAWS**

The following are links to provincial and municipal\* legal requirements relating to smoking. Legal requirements will prevail in the event of conflict with the Policy. Legislation, regulation, and the Municipal Code may be amended from time to time.

Smoke-Free Ontario Act, 2017 <https://www.ontario.ca/laws/statute/17s26>

Ontario Regulation 268/18

<https://www.ontariocanada.com/registry/view.do?postingId=26469&language=en>

Toronto Municipal Code, Chapter 709

[https://www.toronto.ca/legdocs/municode/1184\\_709.pdf](https://www.toronto.ca/legdocs/municode/1184_709.pdf)

University of Toronto Smoke Free Policy

<http://www.governingcouncil.lamp4.utoronto.ca/wp-content/uploads/2018/11/a1119-2i-2018-2019uab.pdf>

## **SECTION 5**

# **PERSONAL & COMMUNITY SAFETY, SECURITY, & LIABILITY**

### **BUILDING SECURITY RULES & GUIDELINES**

- 1) Never prop open or bolt open doors, even for a brief time. It may save you a few extra steps or a few moments, but it places the safety of everyone in your building at risk.
- 2) Roller blades or skateboards are not permissible in buildings.
- 3) Do not leave your room bolted open.
- 4) If a tradesperson, repair person, or courier requests admittance to your room, ask for identification. If you are not satisfied with the person's credentials, direct him/her/them to someone in authority for assistance (Don, Dean's Office Staff, Security) or the Residence Services Desk located at 140 Charles St. West.
- 5) If someone unknown requests entrance to your building, or attempts to enter a locked area with you, refuse them entry. Tell them, "I'm sorry, but we are very concerned about security in this building". If they persist, direct them to someone in authority. Report any unauthorized entry to your building to the Residence Services desk at 416-585-4524
- 6) Be especially aware of maintaining security in your residence during weekends, holidays or vacation periods, or during quiet times, when there are fewer people around.
- 7) Report strangers in the building to the Residence Services Desk at Margaret Addison Hall immediately (416-585-4524)
- 8) Use the buddy system. If you are going to work or study late at night in a university building, try to locate yourself close to someone you know, or let someone else know where you are and when you expect to leave.

### **DAMAGE PREVENTION**

Reasonable care of all rooms is expected of every resident. Unnecessary damage to furniture, fixtures, doors, walls, etc. automatically increases operational costs which in turn influence the cost of living in residence. Students' rooms will be assessed upon check-in and check-out for any damages to the space. Damage charges will be posted directly to a student's ROSI/ACORN account. Individual residents should ensure that wall surfaces used for posters will not be damaged by the adhesive material used.

For safety's sake, do not use open flame (prohibited), burn candles (prohibited), overload electrical outlets, etc. Careless damage is costly. Residents who cause damage to common areas or private rooms will be charged for the necessary repairs. In cases where the perpetrator remains unidentified, damages are the responsibility of individual floors/houses/apartments.

### **EMERGENCY & CRITICAL INCIDENTS**

In an emergency situation please call one of the numbers below. When calling, stay calm and carefully explain the problem and location to the staff member on duty. Do not hang up until told to do so.

- 1) Call **911** to reach the Toronto Police Emergency Control Centre.
- 2) Call **416-585-4524** to reach the Residence Services Desk at Margaret Addison Hall, Residence Dons and Victoria University Security.
- 3) Call **416-978-2222** to reach the Campus Police Emergency line.

### **FIRE SAFETY**

The ringing of ALARM BELLS is your cue to immediately evacuate the premises quickly and go completely outside. Please do not congregate inside the building or block access. Please treat every alarm as a genuine alarm. An evacuation information sheet is posted on the back of every room door. Please read it thoroughly. If your room is not equipped with this information please see your Don immediately to have it replaced.

At the sound of the Alarm Bells residents are requested to:

- a) Close windows
- b) Take a towel (for heavy smoke)
- c) Put on a coat and slippers or shoes
- d) Leave light on in room
- e) Leave door closed
- f) Rouse people in other rooms on either side of you (this kind of "buddy-system" ensures that no one is left behind)
- g) Leave residence by designated exits (it is mandatory for all University buildings to be evacuated upon the sounding of the building fire alarm)
- h) Proceed in a quiet and orderly fashion out of and away from the building
- i) Do not use elevators
- j) Do not re-enter the building until authorized to do so by university personnel or a fire officer

Red fire alarm pull stations are located in all floor/house areas. Please familiarize yourself with their locations and your exit path.

If you discover a fire:

- a) Close the door to any room where a fire is located
- b) Activate the nearest wall mounted pull station
- c) Call 416-585-4524 to inform Victoria University Security

- d) Rouse a neighbour and send him/her/them to the front door of the building to meet firefighters and police in order to take them to the location of the fire.
- e) If the fire is small and you are certain you and others are safe, attempt to put it out with a fire extinguisher; if not, evacuate.
- f) Evacuate the building.
- g) Report to the Fire Officer if anyone is suspected of being in the building after general evacuation, also location of the fire, if known.

Abuse of the alarm system or any of the emergency equipment is an offence under the Criminal Code of Canada. Issuing a false alarm by pulling an alarm or triggering a smoke or heat detector is a serious offence. Offenders are subject to prosecution, residence sanctions, or possible eviction. In the case where no individual accepts responsibility for creating a false alarm, the floor, house or area may be charged.

Any residents involved in misuse of fire detection, alarm and/or prevention equipment, misuse of dangerous or flammable items, or any other act which may be construed as endangering the lives and welfare of residents may be subject to eviction and/or prosecution. Your questions or suggestions about Fire Safety in the Residences should be directed to your Don, the Residence Life Coordinator, Associate Dean of Students or the Dean of Students.

### **INITIATION**

Due to a history of bullying, intimidating and unacceptable practices in Universities, initiation activities are not permitted. New students should be welcomed into the community - not initiated. Organizers and participants of initiation type activities taking place on or off campus will be subject to disciplinary action.

### **PERSONAL PROPERTY LIABILITY & INSURANCE:**

Victoria University does not assume any responsibility for money or personal property in your room, and you are advised to lock your room door on leaving. It is also recommended that you carry some form of personal property insurance which covers items which you have in your room, as the university assumes no liability for losses which may be incurred by reason of fire, theft or water damage. This insurance can often be extended from an existing home insurance policy if arrangements are made. Incidents of loss of personal property or suspected theft should be reported immediately to a Don or the Office of the Dean of Students who may refer the incident to campus security, Campus Police, or the Metropolitan Toronto Police, and post warnings for other students.

### **Tips to Protect Your Property:**

- 1) Lock your doors and windows whenever you leave the room.
- 2) Never prop open your door or leave your door bolted open.
- 3) Be suspicious of and report unknown persons loitering in the lobby or checking doors.

- 4) Your valuables should be recorded and engraved with your name and serial numbers. Any other identifying numbers on your electronic devices should be recorded.
- 5) Do not hold doors open for individuals to enter the building.
- 6) For Bicycles:
  - Register your bicycle at a local police station
  - If your bicycle is stolen on campus, report the theft immediately to the Campus Police at 416-978-2222
  - **Please Note:** The University reserves the right to remove any bikes or locks that are chained to fencing, stairwells, or left in any hallways, due to fire code violations.

### **PERSONAL SAFETY**

Personal safety and crime reduction on campus are shared responsibilities. The University's success in reducing crime is dependent upon the support of staff and cooperation of students. By following the advice in this section and by reporting any crimes to the Residence Services desk, at Margaret Addison Hall, you will not only improve your own security but will contribute to a university - wide effort of making our campus safer. Safety is everyone's responsibility, whether you are staff, student or faculty. Below, please find resources to contact (both emergency and non-emergency) to improve personal safety and security, as well as community well being.

In emergencies requiring immediate police response, Toronto Police Emergency Control Centre can be reached by dialling 911. You can also dial "0" from any campus pay phone at no cost to contact the Residence Services Desk (or call **416-584-4524**) for any emergency.

### **SEXUAL HARASSMENT AND ASSAULT**

Victoria University and the University of Toronto are committed to maintaining a working and learning environment free of sexual harassment. Sexual harassment can be verbal or physical and can include sexual innuendo, suggestive comments, leering, obscene gestures, touching or assault. Sexual harassment can happen to anyone. The University has a policy and procedures to deal with sexual harassment. If a student feels that she/he/they may be involved in a situation of sexual harassment, the Sexual Violence Prevention & Support Centre can be consulted confidentially by calling 416-978-2266. The Office is located in the Gerstein Library. Students may also wish to speak with other Dean's Office members, including a Don, the Residence Life Coordinator, Assistant Dean of Student Life, Associate Dean, or the Dean of Students for counselling and/or assistance.

### **VIOLENCE ON CAMPUS**

Under no circumstances is it acceptable in residence or on campus to resort to physical violence. This proscription includes hitting, punching, shoving and pushing. Threats of violence and/or attempts to intimidate or influence the behaviour of others by gesture,

insinuation or extortion will not be tolerated. Eviction from residence would be the usual disciplinary action in such circumstances.

## **REPORTING INCIDENTS**

**Victoria University has a layered response to campus concerns. You are able to report incidents to the following supports:**

- **Residence Dons** are primary contacts and resources, and will be available as much as possible to address concerns. The Dons on Duty can be dispatched through the Residence Services Desk (416-585-4524)
- **The Residence Services Desk** is a 24 hour service desk that can provide referrals. Security at Victoria University can be dispatched through the Residences Services Desk (416-585-4524)
- **Office of the Dean of Students** is able to connect and refer students to resources on campus. The Office is located in the Goldring Student Centre and is open Monday to Friday 9AM-5PM (416-585-4494 or vic.dean@utoronto.ca)
- **Toronto Police Services** can be reached by dialling **911** for emergencies requiring immediate police response.

If you report an incident or situation, the following is the process that you can expect:

### **If you call:**

#### **The Residence Services Desk 416-585-4524**

A staff person will assess your request. If it is a residence or campus concern such as noise or another non-threatening disturbance, the Don On Duty, and possibly an evening security staff member will be contacted. The Don or staff person will address the situation or provide advice to you, and follow up with you as necessary. Depending on the nature of the incident, an incident report may be filed with the Office of the Dean of Students, and individuals involved in the incident may be contacted for further discussion.

If it is a concern requiring police assistance, such as an assault or theft, either campus or Toronto police will be called to respond as soon as possible. In addition, university staff will be notified to follow-up with the incident. A report will be filed with the Office of the Dean of Students for further follow-up with individuals involved in the incident.

### **If you call:**

#### **Toronto Police Emergency Control Centre – 911**

You will receive emergency response assistance and advice. Please contact the Residence Services Desk at your earliest convenience to inform them of the incident and to ensure that university follow-up is done. The U of T campus police emergency phone line is: **416-978-2222**.

**For more support and resources please visit our ask. listen. talk. page located online at:**

**<http://www.vic.utoronto.ca/>**

## **NAMES AND NUMBERS TO KNOW**

### **Victoria University Website**

[www.vicu.utoronto.ca](http://www.vicu.utoronto.ca)

### **Office of the Dean of Students**

416-585-4494

[vic.dean@utoronto.ca](mailto:vic.dean@utoronto.ca)

[http://www.vic.utoronto.ca/students/Office\\_of\\_the\\_Dean\\_of\\_Students.htm](http://www.vic.utoronto.ca/students/Office_of_the_Dean_of_Students.htm)

### **Residence Services & Security**

416-585-4524

<http://www.vicu.utoronto.ca/hospitality/resaccommodations.htm>

[accom.victoria@utoronto.ca](mailto:accom.victoria@utoronto.ca)

### **Physical Plant Services**

<http://www.vic.utoronto.ca/service/physicalplant.htm>

### **Food Services**

[http://www.vicu.utoronto.ca/hospitality/Food\\_Services.htm](http://www.vicu.utoronto.ca/hospitality/Food_Services.htm)

## Appendix A – Information and Technology Summary of Guidelines

Welcome to the Victoria University campus network – RESNET. ResNet is part of the University of Toronto Residence network. Victoria University is committed to ensuring a positive working and learning environment. For this reason we would like to point out the following policies regarding the appropriate use of the network.

- **Before you may access the network, you must read and agree with the University of Toronto Policy “<https://www.provost.utoronto.ca/planning-policy/information-communication-technology-appropriate-use/>.”**
- **You must have virus protection and an application firewall.**
- **You may only use ResNet to perform legal activities.** Thus, the transferring of copyright software, music, movies and games is forbidden. Victoria University will take action against students who use ResNet illegally – see the University of Toronto Policy noted above.
- **All devices connected to Victoria University’s network must be registered/issued a network address through the ResNet Sign-up page (<https://resnet.utoronto.ca>).**
- **Attempts to "spoof" or disguise one's hardware address or IP address will result in an immediate loss of network privileges.**
- You may not use wireless routers or access points.
- **You may not run servers (i.e. FTP, HTTP, SMTP, etc.)** Running a server not only consumes network bandwidth, it also makes the computer prone to malicious attack. As such, servers are not permitted.

Awareness of these guidelines is mandatory. Victoria University reserves the right to assess the severity of a violation and its consequent penalty. This policy will be reviewed annually by Victoria University.

If you are going to attend classes remotely, it is highly advisable that you connect your laptop to the wired network to get a better connection. Wireless connections might have delays and you might experience audio or video issues.

For technical support, please email us at [vicu.helpdesk@utoronto.ca](mailto:vicu.helpdesk@utoronto.ca) or call us at 416-585-4421. We are located in rm. 04C in the basement of old Victoria College building (IT/ResNet Office). You need to make an appointment to see us. Drop in appointments are not allowed during the COVID-19 pandemic.

**\*\*Please refer to your check in package / e-mail for instructions from the Victoria University IT Department for setting up your wired Ethernet internet access in residence.**

**COVID-19 SPECIAL RULES, GUIDELINES AND SUPPORT APPLICABLE TO UNIVERSITY  
RESIDENCES  
VICTORIA UNIVERSITY**

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

*This document does not replace any published community standards specific to a particular University residence; however, if there is a conflict between the terms of this document and any existing published community standards, the terms of this document will prevail, particularly with respect to guests/visitors, use of common spaces and facility access. This document is not intended to conflict with or replace the University's Code of Student Conduct: <https://governingcouncil.utoronto.ca/secretariat/policies/code-student-conduct-december-13-2019> or the Policy On Non-Medical Masks or Face Coverings. This document is subject to the duty to accommodate persons in accordance with the Human Rights Code of Ontario.*

**RULES APPLICABLE TO RESIDENCES**

**1. FACE COVERING**

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

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

**2. VISITORS/GUESTS**

***Rule:*** *Residents will not be permitted to have external visitors/guests attend the residence.*

***Note:*** In line with public health directives, this rule includes visitors/guests from other residence buildings across the University of Toronto, off-campus friends and family

member or study partners. Residents of Victoria University buildings (Annesley Hall, Burwash Hall, Margaret Addison Hall, and Rowell Jackman Hall) are permitted to visit residents in other Victoria University Residences. There will be a limit of one visitor per student at a time, and all residents must be wearing masks/face coverings. A one-time exception for external visitors will be made, however, on each resident student's move-in day, when up to 2 visitors per student, wearing masks, may accompany the resident student. These visitors are required to go directly to the resident student's room, and may be in residence only during an allocated move-in window.

### 3. PHYSICAL DISTANCING

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

***Note:*** Physical distancing should be followed wherever possible, even in spaces where there is no posted signage.

### 4. COMMON SPACE

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

***Note:*** Common spaces in the residences (and throughout Victoria University) will either be closed or will be open but with a number of restrictions and safety measures in place, such as strict physical distancing and maximum occupancy requirements. Student residents must follow all directives around use of common spaces. For example, if a resident enters a space that is at maximum capacity, that resident should not remain in the space. If common spaces are open, a system will be in place to ensure equal access to those common spaces.

### 5. SIGNAGE

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

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

### 6. REPORTING ILLNESS

***Rule:*** If a student is feeling ill or experiences any symptoms of illness, they should remain in their bedroom and immediately notify residence staff by calling the 24 hour Residence Services Desk at 416-585-4524. A staff member from the Dean's Office will follow up with you via phone concerning next steps. In the case of emergency, they should call 9-1-1 immediately.

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

## 7. SELF-ISOLATING

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

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

*Students shall inform Victoria University Residence Services Staff by calling 416-585-4524 if they are self-isolating.*

**Note:** Residents who are self-isolating and/or quarantined in their residence room should adhere to the public health directives located at:

<https://www.toronto.ca/wp-content/uploads/2020/04/95bd-COVID-19-How-to-Self-Isolate.pdf>.

Specifically, residents self-isolating or quarantining in their residence rooms **are** prohibited from accessing or using shared residence facilities, such as laundry rooms, fitness rooms, study spaces and cafeterias and must remain in their room at all times. Residents who need to open the door of their self-isolation accommodation (e.g., to retrieve groceries or meals) must wash their hands immediately before doing so, and wear a face covering when the door is open.

## 8. SANCTIONS

Non-compliance with these rules may pose a health and safety threat to the community and will be treated as a serious matter. The University will make every effort to resolve these issues informally when possible and appropriate but may also impose sanctions where individuals or groups of students are not in compliance with these rules. These sanctions will depend on the nature of the non-compliance, the place in which it occurred, and the impact on others. Sanctions include but are not limited to fines, restricted access to spaces, and expulsion from the residence. Enforcement, sanctions and appeals to sanctions will be carried out in accordance with existing residence policy. The University reserves the right to report non-compliance to Public Health officials or to any other official, within or outside the University, who need to know about the non-compliance in order to protect the health and safety of the University community or the public.

### **GUIDELINES, INFORMATION AND SUPPORT**

- Handwashing and hygiene are critical to reducing the spread of COVID-19. Hands should be washed frequently and with soap and water for 20 seconds or using an alcohol-based hand sanitizer containing at least 60% alcohol. Touching one's eyes, nose, and mouth with unwashed hands should be avoided.
- The University has implemented changes to cleaning protocol that include increased frequency of cleaning of shared public spaces and additional hand sanitizer stations and wipe dispensers in many high-traffic, high-use areas.
- Recognizing that student residents may require additional support during COVID-19, the University has made available a number of supports available to you. These supports include the Health and Wellness Office and a special program called U of T My Student Support Program that provides students with immediate and/or ongoing confidential, 24-hour support for any school, health, or general life concern at no cost to students.
- Overall well-being-including physical and mental health is a significant part of what makes students academically successful. If you require additional supports please do not hesitate to reach out the Office of the Dean of Students or the Office of the Registrar and Academic Advising. Victoria University also has personal counsellors who are accessible by contacting Health and Wellness at U of T (416-978-8030) or asking for a referral from staff in either the Dean's Office or the Registrar's Office.
  - Office of the Dean of Students  
(416) 585-4494  
[vic.dean@utoronto.ca](mailto:vic.dean@utoronto.ca)
  - Office of the Registrar and Academic Advising  
(416) 585-4508  
[vic.registrar@utoronto.ca](mailto:vic.registrar@utoronto.ca)
- Residence Dons are also available for peer support. You can access a Residence Don by calling the 24 hour Residence Services Desk at 416-585-4524. Residence Dons will also be providing lots of virtual community programming for students in residence, covering a wide range of topics from self-care and wellness strategies to support for transition into university, while also building community through social activities.
- All students who test positive for COVID-19 should immediately take the following actions:
  - report this result directly to U of T's Occupational Health Nurse by email at [ehs.occhealth@utoronto.ca](mailto:ehs.occhealth@utoronto.ca)
  - report their diagnosis to the **Office of the Dean of Students** by calling the Residence Services Desk at 416-585-4524
  - complete the **self-declaration form through ACORN**
- For more general information:
  - [Toronto Public Health Hotline](#) is available to answer questions about COVID-19 from 8:30 a.m. –8 p.m. Translation will be available in multiple languages. Phone: 416-388-7600; TTY: 416-392-0658; Email: [PublicHealth@toronto.ca](mailto:PublicHealth@toronto.ca)
  - [Telehealth Ontario](#) is a free, confidential service available to get health advice or information (including but not limited to COVID). Calls are answered by Registered Nurses who respond 24 hours per day, seven days per week. Phone:

1-866-797-0000 or TTY: 1-866-797-0007

- <https://www.utoronto.ca/utogether2020> provides helpful resources for students.

For further information, contact the Office of the Dean of Students at [vic.dean@utoronto.ca](mailto:vic.dean@utoronto.ca).