

Residence 2016

HANDBOOK AND RESIDENCE STANDARDS



Housing and
Residence Life Services
CARLETON UNIVERSITY

carleton.ca

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WELCOME



WELCOME TO THE CARLETON RESIDENCE COMMUNITY

Welcome Home!

On behalf of the Housing and Residence Life Services team, I want to offer you a warm welcome to Carleton's residence community.

The residence experience you'll receive at Carleton will provide you with opportunities to grow as an individual, build relationships and engage with your community. Your proximity to campus resources and class, the supports in residence and on-campus, and a variety of facilities in residence will help to make this experience unlike any other. We hope that you make the most of your year in residence and that it enables you to pursue your academic goals.

This handbook can be used to guide you through the residence experience: your room, your building and your community. Our preparation for your arrival is nearly complete – and we're committed to creating an exceptional community for you in 2016-2017.

Best wishes for a rewarding academic year,
Laura Storey
Director, Housing and Residence Life

OUR MISSION

Housing and Residence Life Services works to create a student-focused residence community and strives to continuously provide quality service to support our residents. We are committed to providing opportunities for personal growth and academic development while promoting a safe and inclusive living environment.

IMPORTANT DATES



SEPTEMBER	
1	Deadline to submit Late Arrival form to hold room past midnight, September 5th
3-4	Residence Move-In Weekend. Students will be provided with designated move-in date via e-mail in late July/early August
4	Residence meal plan commences at lunch
6	Unclaimed rooms will be offered to those on waitlist
19	Last day to decrease meal plan for the fall term (Applies only to residents in suite-style accommodation)
29	Requests for room changes opens at 8:30am. Room changes will be made on a first-come first-served basis, depending on availability
OCTOBER	
24-28	Fall Reading Week
31	Applications for Winter Term residence open. Depending on availability, space will be offered on a first-come first-served basis
NOVEMBER	
7-11	Residence maintenance room inspections
DECEMBER	
10-22	Fall Examination period. During this time, no overnight guests are permitted in residence
23	Residence will be closed and meal plans will be suspended from 4:00pm on December 23rd until noon on January 4th, 2017

JANUARY	
4	Residence reopens at 12:00pm and meal plans commence at dinner
16	Last day to decrease meal plan for the winter term. (Applies only to residents in suite-style accommodation)
FEBRUARY	
1	Applications available to those applying to return to residence in 2017/18
14	Deadline for Returning Residence applications
20-24	Reading Week
MARCH	
1	No credit of fees will be granted to a student leaving residence after this date
20-24	Residence maintenance room inspections
APRIL	
10-25	Winter term examination period. During this time, no overnight guests are permitted in residence. Students are required to vacate residence within 24hrs following their last regularly scheduled spring examination as listed in the official University exam schedule
26	Apart from the above, all students must check out of residence by noon

RESIDENCE LIVING



Living in residence at Carleton University will cultivate engaged leaders in their current and future communities. With an emphasis on self-awareness, positive relationships, and community engagement we engage our students with a variety of opportunities and experiences as a way to enrich the residence experience. Through community development initiatives, Residence Life Staff members assist students in focusing on having meaningful conversations, learning from each other, and developing a sense of belonging. Students are provided with tools to build a stronger foundation for their relationships with each other, create a support system in residence, and develop friendships to carry them through their university experience.

We place a strong focus on community to create a supportive environment where students come together to become accountable to each other. By developing a healthy living environment and empowering students to take ownership of their residence experience, we encourage residents to be engaged and continue learning outside of the classroom. Living in a community in residence creates an opportunity to share strengths, learn from peers, and make the most of university through experiential learning.

Living in residence is a privilege extended to students at Carleton University. By choosing to live in residence, you are provided with safe, maintained, secure and convenient

housing. You benefit from living in a community based on personal learning, development and growth, and are afforded opportunities to get involved; student involvement in extra-curricular activities has shown to be a strong contributor to academic success¹. Please visit the 'getting involved' section of our website to learn more.
housing.carleton.ca/

¹Kuh, G. D. 2009b. What student affairs professionals need to know about student engagement. *Journal of College Student Development*, 50: 683-706.

RESIDENCE INFORMATION



MAILING ADDRESS

Each resident will be assigned a mailbox located on the tunnel level of the Residence Commons building. You will receive your assigned mailbox number as well as a key for your mailbox when you move-in.

Name _____

Box # _____

Carleton University Residence
1233 Colonel By Drive
Ottawa, ON
K1S 5B7

RESIDENCE LIFE STAFF

The Residence Life Team is a dynamic group of individuals who are here to help support residence students. The staff includes: Residence Managers, Community Advisors, Community Developers, Residence Fellows, and the Department of Housing and Residence Life Services Office Staff.

RESIDENCE MANAGERS

Residence Managers live in the residence community and are responsible for a safe, healthy, and positive living environment for residence students that promotes academic and personal success. They supervise the student staff assigned to their communities and are a part of 24-hour on call rotation.

COMMUNITY ADVISORS

Community Advisors are a support and resource to both students and student staff in the residence community. They meet with students for violations of the Residence Standards as well as with those who make positive contributions to the community.

COMMUNITY DEVELOPMENT TEAM

Community Developers are a support and resource to students and student staff in the residence community. They oversee residence-wide initiatives and connect our residence community with campus partners.

RESIDENCE FELLOWS

Residence Fellows are the first contact and resource for their residents. They develop a community that is conducive to learning, self-awareness, positive relationships and community engagement.

DEPARTMENT OF HOUSING AND RESIDENCE LIFE SERVICES PROFESSIONAL STAFF

The Department of Housing and Residence Life Services office staff are full time professional staff members whose duties include: room assignment, meal plan changes, off-campus housing information, facilitating residence programs, and much more. The Housing Office is open from Monday to Friday from 8:30-4:30pm in 261 Stormont House.

RESIDENCE RECEPTION DESK

The Residence Reception Desk is located in the main hub of residence on the 2nd floor of the Residence Commons building and is open 24/7*. Occasionally, there are adjustments to the hours of operation. Please stop by the Residence Reception Desk for updates or visit housing.carleton.ca/living-in-residence/residence-reception-desk/

The Residence Reception Desk offers a wide range of services to students including:

- Key and Campus Card access troubleshooting
- Mail
- Adding funds to Campus Cards
- OC Transpo ticket sales and bus / O-Train information
- Directions
- General information about Campus and the Ottawa area
- Lost and found

Contact Information: (613) 520-5609
or rezdesk@carleton.ca

LIVING WITH A ROOMMATE

Whether this is your first time sharing living space with someone or if you've grown up sharing a room with siblings, living in residence and having a roommate is a transition that can be a rewarding element of your university experience. There can also be a few bumps along the road. Having a roommate and or suitemates will help to teach you respect, tolerance, patience, cooperation, and compromise. Being respectful of each other and keeping the lines of communication wide open are key to making this a positive and rewarding experience that you won't forget.

DO'S	DON'TS:
Be willing to compromise.	Don't make assumptions
Take time to clear your mind before addressing something that has made you upset	Do not gossip or unnecessarily involve others in conflict situations
Stay calm and choose your language wisely. "I" statements are very helpful in conflict situations	Don't minimize issues
Ask for clarification if you don't understand something	Don't be disrespectful
Be respectful	Don't overreact
Try to listen and understand the other person's point of view	Do not use accusatory language
Be fair	Don't act passively. Speak up if you are uneasy or dislike something that is occurring in your room
Keep lines of communication open	Do not expect a problem to resolve itself without saying anything
Think about how you would like to be treated and treat others the same way	Don't forget to be open-minded
Set expectations early with your Roommate Agreement	Don't forget to talk to your Residence Fellow. They can offer support and can help mediate roommate conflict



All residents will be required to complete a *Roommate or Suitemate Agreement* after they move in. The completion of this form, together, ensures that room/suitemates have a mutual understanding of each other's needs and expectations. Communication is the first key to solving any disputes which may arise between roommates, suitemates, or canmates. In the event of a conflict, we first encourage students to try to resolve the issue themselves. Residence Fellows are available as a neutral third party to try and help find a solution. The Residence Managers are an additional resource to help if conflicts continue. Room changes will only be made once all other resources have been exhausted.

Room Change Request* forms will be available on **September 29th. Room changes are offered on the basis of need and availability and cannot be guaranteed. Forms can be found online at housing.carleton.ca/forms/

GUESTS

To ensure a welcoming, safe, and study-focused environment, residents are limited to hosting a maximum of two guests at once. Each resident may host an overnight guest for a maximum of seven nights each semester, not to exceed three consecutive nights. Additionally, guests are not permitted during Orientation Week or during the Fall and Winter Examination periods.

CAMPUS CARD

While living on campus, your Campus Card will likely be one of the most important things you carry. Your Campus ID Card provides access to your residence building, floor and your meal plan. It lets you borrow books from the library, and can be used to pay for things like printing documents, buying snacks at vending machines and on-campus convenience stores, paying for parking, laundry, textbooks.... the list goes on! Visit www.carleton.ca/campuscard for more information.



PLEASE NOTE - You will be required to enter a four digit PIN code after swiping your Campus Card when entering your building and floor. After your card has been made, log into the Campus Card Web Card Centre and select 'Set PIN'.



DINING SERVICES

The residence dining hall, the Fresh Food Company, is an all-you-care-to-eat facility with an emphasis on freshness and variety. Students are able to enjoy an unlimited dining experience, and are permitted to take one piece of fruit to go.

DIETARY ACCOMMODATION

Students who require dietary accommodation have access to a team of chefs, and a Registered Dietitian to ensure that their dietary experience is nutritionally adequate.

Our dietary restrictions program clearly labels items which are Vegan, Vegetarian, No Gluten, and Halal for easy identification. Learn more here: [/dining.carleton.ca/nutrition/dietary-restrictions-program/](http://dining.carleton.ca/nutrition/dietary-restrictions-program/). Students with Celiac disease, non-celiac gluten sensitivity or gluten intolerance can also gain access to the Gluten Free Pantry. To request access to the Gluten Free Pantry, please fill out the form here: [/dining.carleton.ca/nutrition/gluten-free-pantry/](http://dining.carleton.ca/nutrition/gluten-free-pantry/)

MEAL PLANS

All students living in a traditional style residence are enrolled in an All Access Meal Plan (unlimited entry into the Residence Dining Hall and \$200 Dining 'Flex' Dollars). All students living in a suite style residence (Frontenac, Prescott, and Leeds) will have the option of the Reduced Meal Plan (seven meals per week and \$450 Flex Dollars). Meal plans for residents of Leeds and Frontenac houses are optional.

Students with an All Access Meal Plan may enter the dining hall, swiping in with their Campus Card, as often as they wish during dining hall hours of operation.

As students with the Reduced Meal Plan swipe into the dining hall, their meal count will be reduced by 1 until it reaches zero. On Sunday at midnight, the plans are all reset back to their full count - any unused meals from the previous week do not carry over. Students can keep track of how many meals they have left each week through the Meal Plan Review system found on Carleton Central. Meals cannot be transferred to other students.

MEAL TIMES

Weekdays:

Breakfast.....7:30 am to 10:59 am
Lunch11:00 am to 3:59 pm
Dinner.....4:00 pm to 10:00 pm

Weekends:

Breakfast.....9:00 am to 11:59 pm
Lunch12:00 pm to 3:59 pm
Dinner.....4:00 pm to 10:00 pm
Should you require to make changes to your meal plan, please refer to the "Fees and Food" section on the Housing website, [/housing.carleton.ca/fees-and-food/](http://housing.carleton.ca/fees-and-food/).

The All Access meal plan includes Dining Flex Dollars that can be used outside of the Fresh Food Company at any Dining Services location on campus. Dining Dollars are tax exempt and also receive a 2% discount on all purchases, but can only be used to purchase food. Please note that the funds are split by term and pro-rated based on the number of days in each term and any remaining Dining Dollars expire as of April 30th.

BOXED MEALS

Can't make it to the Fresh Food Company? Why not order a boxed meal to take with you?

Boxed meal requests must be made 48 hours before the requested meal. Pick up your meals at the desk at the Fresh Food Company and be sure to bring your Campus Card. Requests can be made online at www.dining.carleton.ca/locations/fresh-food-company

FRIDGES

Residents who are interested in having a refrigerator in their room **must** make arrangements with the University's contractor, Coldex, to rent a fridge for the academic year. Students are not permitted to bring their own fridge into residence. Please note: The suite-style residences, Prescott, Frontenac, and Leeds have a meal preparation area in the suite that includes a full size refrigerator for use by all residents of that assigned space. For more information please visit the Coldex website at www.coldexrents.com.

LAUNDRY

All washers and dryers in residence operate on your Campus Card - coins are not accepted. Money can be loaded onto your Campus Card at the Residence Reception Desk, the Campus Card office and online. Check out the E-Laundry website for additional information.

MAINTENANCE CONCERNS

If you have a **non-emergency** maintenance issue in your residence room you can use our online work order request to report your concern. Login to Carleton Central, click on 'Residence Maintenance', fill out your request, and hit 'submit'. Please note that response time for non-emergency work order requests can be up to 72 hours.

EMERGENCY MAINTENANCE ISSUE

Are you experiencing an emergency maintenance issue in residence? If it meets the following criteria, please phone the Residence Reception Desk immediately 737-5609 and appropriate staff will be dispatched to address the concern:

- The issue affects the living of residents in the room, floor, building(s).
 - The issue will cause further damage or loss to the student or University property.
 - The issue will significantly disrupt activity within the residence building(s).
- * If you are uncertain, please call the Residence Reception Desk 737-5609 or contact your Residence Fellow for appropriate advice.

BICYCLE STORAGE

There are secured bicycle compounds on campus which are offered through Parking Services. All bikes are left at the owner's risk so please invest in a sturdy U-lock. For additional information about bicycle storage on campus, check out the Parking Services website www.carleton.ca/parking

PARKING

If you plan on bringing a car with you to residence, there is a parking lot designated specifically for residence students. A permit for the Residence Garage (P18) is for the duration of the academic year. For more information about parking on campus including rates, please visit: www.carleton.ca/parking



RESIDENCE CLOSURE

December Shut-Down

Most residence buildings will be closed over the December holiday period. Students who indicated on their Residence Information form that they require accommodation during this closedown period will be assigned space in one of the buildings designated to remain open. These students will be contacted via e-mail and they will be required to complete a form seeking permission to remain in Residence. As residence fees do not include this closedown period, students with permission to remain will be charged a fee for room only. Students who do not indicate that they require accommodation over the December holiday period on the Residence Information form will not be permitted to remain in residence during this time. Most University services are suspended during this time period, including Food Service. Custodial and maintenance service are also reduced during this time period. Residence buildings close at 4pm on December 23rd and re-open on January 4th at noon.

April Shut-Down

It is important to note that students are required to vacate residence within 24hrs of their last regularly scheduled spring examination as listed in the Official University April Exam schedule spring examination as listed in the Official University April Exam Schedule.

Students requiring an extension to their move out date must apply with the Department of Housing and Residence Life Services by April 7th, 2017. Aside from the above, all students must check out of residence by **noon on April 26th, 2017.**

*If students have a take-home exam or final assignment that is due after their last scheduled spring exam, they must apply for an extension.

Extension Request forms can be found at housing.carleton.ca/forms/

PERSONAL SAFETY



REPORTING AN EMERGENCY

To report an **emergency** call **613-520-4444** for fire/police/ambulance response or dial extension **x4444** from any campus telephone.

Living in Residence is a very different environment than living at home. While you may be at ease and feel comfortable with your new surroundings, there are still precautions you should take. Regular patrols of campus are conducted by University Safety and Student Safety Patrol members. However, it is helpful to think of our campus as being a small city. If there are measures of personal safety that you would follow while off campus, please ensure you take them on campus and in residence as well. Be sure to lock windows and doors and do not open doors for those who are not residents.

FIRE ALARMS

Procedure during Fire Alarms:

- Always evacuate when the fire alarm sounds. Never assume it is a false alarm
- Remember to close and lock your door
- Exit from the nearest stairwell, never use the elevator during an alarm
- Move completely away from the building. Staff from Housing and Residence Life Services, Department of University Safety, or Fire Prevention will advise evacuees regarding a “Safe Destination” for everyone to go to during an evacuation.
- Never re-enter a building until the ‘All Clear’ signal has been given through the continuous sounding of the alarm (constant tone for 45-60 seconds) or upon instruction

Please visit the Environmental Health and Safety website for additional information.

SAFE WALK PROGRAM

Call **613-520-3612** and inform the dispatcher from Campus Safety that you would like a safe walk from your current location to your on-campus destination.

FOOT PATROL

Foot Patrol is a student-run, volunteer based service providing “safe walks” to members of the Carleton University community. Volunteers walk in pairs providing safe walks to on and off-campus destinations. Please call Foot Patrol directly for more information on off-campus destinations **613-520-4066**. If Foot Patrol is busy or off duty, call University Safety at **613-520-3612** for an on-campus Safe Walk.

SAFE PATHWAYS

We have designated pathways for walking after dark that have improved lighting, more frequent safety patrols and are more closely watched by CCTV cameras. Use these well marked routes.

HEALTH SERVICES



HEALTH AND COUNSELLING SERVICES

Health and Counselling Services (HCS) is a healthcare facility that provides medical, counselling, and health promotion programs to students and staff. Appointments can be made for general health concerns, and walk-in services are available for those in need of more immediate medical assistance. The main facility is located in the Carleton Technology and Training Centre where you can also find a

pharmacy to fill your prescriptions. For additional information, please visit www.carleton.ca/health

COUNSELLING IN RESIDENCE

We are very pleased to offer a unique Health and Counselling Services satellite office located in 131 Renfrew House where residence students can seek confidential counselling. Here, short term counselling is available as a support for students. Some examples

of issues students may discuss with a counsellor include: coping with stress, homesickness, handling a crisis, increasing self-esteem, gender identity, eating disorders, dealing with alcohol and drug concerns, and more. If you would like to meet with one of our counsellors in residence, please call **613-520-2600** extension **8061**. You can also find more information at www.carleton.ca/health/residence-counselling/

RESIDENCE STANDARDS



The well-being of the Residence community rests on the balance of the community's ability to respect the needs of the individual, and the individual's ability to respect the needs of the community. Our priority is to cultivate engaged leaders while living in residence and prepare them for the future communities and experiences after

residence. You will also be provided with experiences to develop your identity and purpose. This will be achieved through opportunities for intentional interactions and establishing respectful relationships all while working toward shared values in order to better the communities in which you live. Residence Life Staff work with residents to facilitate skill development

in areas including self-awareness, positive relationships and community engagement. This is best achieved when every individual values their rights and the accompanying responsibilities shared by all. The following guiding principles describe your rights, privileges, and accompanying responsibilities as a resident within the Residence community:

GUIDELINE	RIGHT	RESPONSIBILITY
Safety	Every resident has the right to feel safe;	You have the responsibility to act in a way which does not endanger yourself or others and to report any unsafe behaviour.
Respect	You have the right to a community based on mutual respect and acceptance; free from intimidation, harassment or discrimination;	You have the responsibility to treat all members of your community with respect, acceptance and understanding. This also means speaking up for the benefit of the community when you are aware of acts of harassment, intimidation or see others being treated with a lack of respect and dignity.
Fairness and Support	You have the right to expect fair and consistent service from Residence Staff to address any questions or concerns;	You have the responsibility to use effective communication skills and be responsive and cooperative in all interactions. This includes following relevant processes, and responding to correspondence in a timely manner. (*including email)
Clarity of Standards	You have the right to expect that the Residence Standards are clear;	You have the responsibility to know the standards and ask questions if you do not understand them.
Community Living	You have the right to enjoy all the of benefits of living in Residence including those related to academics, convenience, social activities, opportunities and resources;	You have the responsibility to contribute to the community in a positive way and be familiar with the high expectations valued by your community.
Cleanliness	You have the right to a living space that is clean and kept in good condition, inclusive of the common areas in your community;	You have the responsibility to maintain a clean and sanitary space, free from all pests and assist in the upkeep of common areas by cleaning up after yourself and using appropriate disposal and recycling receptacles.
Reasonable Quiet	You have the right to live in an environment conducive to sleep and study;	You have the responsibility to always be considerate of your noise and effectively communicate with members of your community when noise levels are unacceptable.
Autonomy in Managing Personal Health	You have the right to work with Carleton University staff to ensure your physical and/or mental health and wellness do not have an impact on the Residence community;	You have the responsibility to manage your own health and wellness.
Consideration	You have the right to enjoy your living space with consideration for and from your roommate(s), and other's living around you;	You have the responsibility to treat others with respect and consideration, and to effectively communicate the outlining of reasonable expectations in your shared living space.
Reasonable Privacy	You have the right to a reasonable amount of privacy and the safety and respect of your possessions;	You have the responsibility to take all necessary means to maintain the security of your community including upholding the integrity of access points to your community and locking up valuables.
Use of Tobacco	You have the right to smoke tobacco products outdoors at least 10 meters away from any residence building entrance;	You have the responsibility to respect other residents' ability to live in a Residence that is smoke free.
Use of Alcohol	You have the right to consume alcohol responsibly, in your room, if you are 19 years of age or older;	You have the responsibility to consume alcohol safely and discourage high risk behaviour related to alcohol.

Living in Residence is a privilege extended to students at Carleton University. By choosing to live in Residence, you are provided with safe, maintained, secure and convenient housing. You benefit from living in a community based on student development in self-awareness, positive relationships, and community engagement; student involvement in extra-curricular activities has shown to be a strong contributor to academic success (Kuh, 2009). Along with this, Residence is the center for many student support services. Residence Life, in partnership with Health and Counselling Services, shares the responsibility of supporting residents. You also have the privilege of enjoying social activities, provided they do not

conflict with the other residents' rights to pursue academic success or strive for personal well-being.

The Residence Standards will guide you in the well-being, safety and security of Residence, as well as outline the high expectations and accountability placed on those living in Residence. To enhance your Residence experience, you are encouraged to establish relationships and examine conflict in a positive manner when resolving community living issues on your own. Residence Staff are always ready to provide effective communication strategies to assist with the mediation and facilitate inclusive living arrangements if necessary. The Standards complement municipal, provincial, and federal

legislation and are written with consideration towards the Carleton University Student Rights and Responsibilities Policy, the University's student code of conduct.

Just as members of the Residence community have certain rights, they must also fulfill specific responsibilities. The Residence Standards have been developed in consultation with students to outline the behaviour expected within the Carleton University Residence community. The main objective of these standards is to support the physical and emotional safety of residents, protection of personal and University property, and contribute to the personal and academic thriving of residents.



RESIDENCE STUDENT CONDUCT PHILOSOPHY

Our Residence Student Conduct approach has a student-centered focus and is in place to support our residents in learning and self-awareness. Through engagement and reflection, this process provides residents with the opportunity to be accountable to their community and to contribute to the high standards and expectations of living in Residence. This philosophy is supported by Carleton University Residence's commitment to every individual's equality in relation to dignity and worth. Each individual will be provided with equal rights and opportunities without discrimination or harassment. Association or behaviour related to harassment, bullying, sexual assault, hazing or violence will not be tolerated.

COMMUNITY LIVING:

All members of a community are responsible for taking reasonable measures to ensure the health, safety, security, and well-being of themselves and others. This includes, but is not limited to, supporting an environment free of disruptive, harmful, or threatening behaviour and reporting suspicious activities such as unaccompanied strangers. A resident who perceives any possibility that a person may be in danger or pose a risk should immediately contact the Department of University Safety. All members of the Residence community have the right and responsibility to report Residence Standards violations to a Residence Staff member.

LIMITS OF SUPPORT:

When a resident exhibits unacceptable behaviour and/or psychological needs, beyond the scope and expertise of what may reasonably be provided by the Department of Housing and Residence Life Services, accommodation will be made in consultation with the resident and other relevant Student Service departments, including the Vice-President (Students and Enrolment) and the Student At Risk Evaluation Team (SARET). Where the behaviour and/or needs cannot be accommodated because it is deemed that continued occupancy could place the individual or other residents at risk, the Department of Housing and Residence Life Services

may take action that can include, but will not be limited to:

- Relocation to another residence;
- Suspension from the Residence;
- Termination of the Residence Agreement and/or restriction of future application to Residence.

Relocation; Suspension; Termination; or Restriction of Application will only occur when other accommodations have been unsuccessful or where the severity of the behaviour demands immediate response. Suspension or Termination will be implemented only after a review and referral process is completed for each case by the Department of Housing and Residence Life Services.

Staff who work in the Department of Housing and Residence Life Services are restricted from providing any information regarding Residents to third parties (including parents and/or guardians). Room numbers, addresses, phone numbers, account balances, student conduct history, grades,

conformation of occupancy, etc., are all considered private information under the Freedom of Information and Protection of Privacy Act (FIPPA), and cannot be released without a resident's written permission. FIPPA applies to all students, regardless of their age status as a minor.

Under FIPPA it should be noted that in circumstances where the Department of Housing and Residence Life Services staff have extraordinary concern(s) about a student's wellness and where the student is unable to make informed decisions and/or there is a legitimate concern about a student's safety or the safety of the broader community, the University can elect to contact a student's parents/guardian/emergency contact without their consent. Support in making the appropriate decisions regarding when to contact a third party without a student's consent will typically be done in consultation with the University's Student At-Risk Evaluation Team (SARET) and with the Vice-President (Students and Enrolment).



DEFINITIONS

Areas of Jurisdiction:

Follow-up of Residence Standards violations will take place if an incident occurs in the Residence community. The Residence community is bordered by Campus Avenue to the east and Library Road to the south and west. The Residence community comprises all surrounding parking lots and tunnels within this defined area.

Behaviour Bond:

A monetary charge put in place as a result of a violation of the Residence Standards, only to be cashed in the event of further harmful behaviour. Can also be used as an alternative for incomplete sanctions.

Behaviour Contract:

A set of behavioural guidelines and conditions, laid out in a contract to support a student's well-being and continued stay in residence. The guidelines establish conditions that help change a student's behaviour and positively contribute to the Residence community.

Discrimination:

A practice or action, whether intentional or not, and based upon prohibited grounds of discrimination that imposes burdens, obligations or disadvantages on an individual or group that are not imposed on others, or that withholds or limits access to opportunities, benefits and advantages available to others.

Emotional Support Animal:

Any animal that has been approved by the Department of Housing and Residence Life to support a student.

Fine:

A monetary charge placed on a student's account as a student conduct outcome.

Learning Connection:

An opportunity for student staff members to empower students and address minor incidents within their own communities focusing on accountability.

Guest:

Any person not holding a current Residence Agreement who has been invited into the Residence community by a host who is a current resident.

HARASSMENT:

Conduct that is abusive, demeaning, threatening, vexatious or intimidating or involves the misuse of authority or power that exceeds the bounds of freedom of expression or academic freedom.

Hazing:

Any act that endangers, or could reasonably be seen to endanger the mental and/or physical health or safety of a student for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in, a group or organization.

Private Areas:

Any residence bedroom, suite, pod, or bathroom (excluding communal or visitor bathrooms).

Restitution:

A monetary reimbursement to recover the loss or damage of Residence property as a result of an accident or incident.

Restricted Areas:

Rooftops, ledges, balconies, basements, custodial rooms, elevator shafts and maintenance areas.

Sanction:

Outcomes from the residence conduct process.

Service Animal:

Any guide dog, signal dog or other animal individually trained to assist a person with a disability. An animal is a service animal if it is readily apparent that the animal is used by a person for reasons relating to their disability or if the resident has a letter from a physician verifying that the animal is required for reasons relating to their disability.

ROLES

Advisor

A person who supports a student required to appear for a hearing to provide advice, guidance and/or moral support to the student, arranged by the student. For the purpose of this policy, the advisor may be the Ombudsperson, a representative from CUSA, RRRA, GSA, or another student. The Advisor may also accompany the student to the hearing. The Advisor is not considered to be a party at the hearing.

Appellant:

The student appealing the decision.

Assistant Director, Residence Life Services:

Supervises both professional and student staff members, and day to day operations of the Department of Housing and Residence Life Services.

Campus Safety Officer / Special Constable

Are professional staff employed by the Department of University Safety who share the responsibility for safety and security of students. The majority are Special Constables (peace officers), who have many of the same authorities as the police, but on campus.

Community Advisor

A support and resource to students and student staff in their Residence community. They meet with students for violations of the Residence Standards as well as positive contributors to the community, and also run educational workshops for students.

Community Developer

A support and resource to students and student staff in their Residence community. They oversee all residence-wide initiatives and connect our Residence community with campus partners.

Carleton University Resolution Board (CURB)

A board comprised of faculty, staff and students who hear appeals of the decisions of the Director of Housing and Residence Life Services.

Department of University Safety

The Department of University Safety addresses the needs of the community for personal safety, protection of property and parking needs.

Director, Housing and Residence Life

The Director, Housing and Residence Life exercises decision making authority over all aspects of the departmental operations.

Residence Fellow

Residence Fellows are the first contact and resource for their Residents. They develop a community that is conducive to learning, self-awareness, healthy relationships and community engagement.

Residence Manager

Residence Managers live in the Residence community and are responsible for a safe, healthy, and positive living environment for Residence students that promotes academic and personal success. They supervise the student staff assigned to their communities and are a part of 24-hour on call rotation.

Residence Peer Conduct Board

A board comprised of students with the responsibility of meeting with Residents and deciding outcomes for incidents in contradiction of the Residence Standards.

Residence Student Conduct Coordinator

The Residence Student Conduct Coordinator is responsible for effectively administering all aspects of student conduct within the Residence community.

Student Safety Patrollers

Students who are members of the Department of University Safety and share the responsibility for safety and security of students.

POLICIES



FUNDAMENTAL STANDARD:

All Residents and guests are responsible for upholding and abiding by municipal, provincial and federal laws, the Ontario and Canadian Human Rights Codes, all municipal by-laws of Ottawa and Carleton University Policies.

ALCOHOL:

The Department of Housing and Residence Life supports responsibility and safe practices in the use of alcohol by students who are 19 years of age or older and make the choice to consume alcohol. The following Residence Standards exist to promote responsible consumption and discourage high-risk activities related to alcohol. In addition, these policies exist to reinforce provincial and federal laws regarding alcohol consumption and ultimately to ensure the safety of Residents and their guests.

PRIVATE AREAS:

Students of legal age may consume alcohol responsibly in areas designated as private areas.

Alcohol transported outside of private areas must adhere to provincial and federal legislation and be sealed in its original container of purchase.

RESPONSIBLE DRINKING:

In accordance with provincial and federal legislation, residents who have reached the legal drinking age in Ontario - 19 years of age - are permitted to responsibly consume alcohol within the Residence community.

It is an expectation that all members of our community take responsibility for their actions when consuming alcohol and refrain from any behaviour that causes a disturbance in Residence.

Please be reminded that the distribution or sale of alcohol to minors is illegal in the province of Ontario.

SWIFT OR EXCESSIVE CONSUMPTION:

You are responsible for practicing safe and moderate consumption habits. As a result, it is expected that activities or accessories that promote excessive, swift or immoderate consumption are not permitted within the Residence community. The Department of University Safety reserves the right to require the removal of any accessories in order to minimize impact on the Residence community.

In particular, it is expected that you will not participate in, promote, or be a spectator of drinking games within the Residence community. Drinking games are defined as any activity, game, or contest in which the consumption of beverages is either a primary focus or used as a penalty, typically in response to a specified cue or prompt.

YOU MUST ENSURE THAT CONTAINERS FOR YOUR ALCOHOL BEVERAGES MEET THE FOLLOWING EXPECTATIONS:

Cans are the only acceptable container for beer products such as beer, lager, malt liquor, cider beer, or ale and should not be made out of glass.

Liquor and wine bottles may not exceed 750 ml, and cans may not exceed 355 ml.

ALCOHOL FREE COMMUNITY:

The Alcohol-Free Community provides students who have made a personal commitment to abstain from consuming alcohol an opportunity for an alcohol-free living experience. Students who choose to live in our Alcohol-Free Community, including their guests and/or visitors, are not permitted to possess and/or consume alcohol in this community.

CONTROLLED OR ILLEGAL SUBSTANCES:

In accordance with Federal law, possession, use, distribution or being under the influence of illegal drugs and/or use of medication for purposes other than those for which they were prescribed is not permitted in Residence. Evidence in these cases may include drug traces, drug paraphernalia, or the smell of prohibited substances (e.g. marijuana). As a member of the Residence community, it is your responsibility to report any instances of inappropriate behaviour related to illegal or controlled substances.

DAMAGES/VANDALISM:

You have the responsibility to report damages/vandalism to Residence Staff. If you are responsible for the damage please contact your Residence Fellow immediately. Should there be something in your room that requires repair, please submit a work order by logging into Carleton Central, locating the

“Housing Services” section and clicking the “Residence Maintenance” link at: housing.carleton.ca/contact/

Note that the submission of a work order is considered written permission for Facilities Staff to enter your room to make appropriate repairs.

When the individual(s) involved in or responsible for damages or vandalism can be identified, he or she will solely be responsible for the sanctions.

When the individual(s) involved in or responsible for damages or vandalism cannot be identified and repairs or cleaning are required, the charges will be billed equally to all residents in the room, section, floor, at a minimum of \$10.

FIRE SAFETY:

You have the responsibility to evacuate the building at the time of a fire alarm. All residents must immediately evacuate with the exception of those who require assistance to do so. You will be given approval once it is safe to return inside by an authorized personnel.

FIRE SAFETY EQUIPMENT & FIRES:

Discharging, tampering with, or operating any fire prevention, detection or lifesaving equipment for any purpose other than the control of fire is strictly prohibited. The misuse of fire prevention and safety equipment is a serious violation of the Residence Standards outlined in this document and can result in you being suspended or the termination of your Residence Agreement. Such equipment includes but is not limited to fire extinguishers, pull stations, alarms and smoke detectors. You have the responsibility to exercise the utmost care while living in Residence. Any negligent or intentional fires started by any person can lead to a resident’s immediate eviction.

Open flames, smoke, or vapor are not permitted inside or within 10 meters of any residence building. This includes but is not limited to candles, incense, cigarettes, vaporizers, hookahs, and e-cigarettes.

GAMBLING:

Residents are expected to refrain from participating in or hosting gaming activities or games of chance that involve or promote the exchange, winning, or loss of money or goods. Planned events involving activities of this nature must adhere to the Carleton University Gambling Policy.

GUESTS:

Establishing new, respectful relationships and connections is an important part of our goal to create a meaningful experience within the Residence community. As such, we recognize that hosting guests is an integral part of the Residence experience, but also a privilege extended to those engaging within our community. In order to ensure the safety and security of our Residence community, it is important that all residents and their guests value the rights and responsibilities outlined in this section:

RESPONSIBILITIES OF HOSTS:

- Residents have the right to live in a safe and secure environment. As such, residents who make the decision to host a guest must accept responsibility for the behaviour of their guests.
- Residents are responsible for ensuring that their guests are aware of and abide by all applicable Residence Standards, and do not engage in any behaviour that may result in harm to themselves or the Residence community.
- Residents must accompany their guests at all times within the Residence community. Unattended guests will be asked to leave the Residence community.

- The Department of Housing and Residence Life Services reserves the right to revoke or modify guest privileges to ensure the safety and security of the Residence community.

HOSTS MUST ENSURE THAT THE FOLLOWING LIMITS ARE NOT EXCEEDED WITH RESPECT TO HOSTING GUESTS IN RESIDENCE:

Residents are limited to hosting a maximum of two guests at once.

Each Resident may host an overnight guest for a maximum of seven nights each semester, not to exceed three consecutive nights.

**Please note: To ensure for a welcoming, safe, and study-focused environment, guests are not permitted during Orientation Week or during the fall and winter examination periods.*

NOISE:

All Residents within our community have the right to an environment that is conducive to studying and sleep. Additionally, all members of the community have the right to request that excessive or unreasonable noise is minimized to a non-disruptive level. In keeping with this, all members of our community have a responsibility to ensure that noise is kept at a level that does not have a significant impact on the Residence community.





CONSIDERATION HOURS:

Consideration hours are in effect at all times within the Residence community, including the exterior and common areas of buildings. At any given time, it is expected that noise will be kept to a level that contributes to an environment that is conducive to sleep and study. This means that volume should be limited to a level in which it cannot be heard clearly outside of a residence room, pod, or suite.

ADDITIONAL EXPECTATIONS:

Designated Quieter Communities – Additional consideration related to noise within the community is expected of those living in / visiting designated quieter communities. Residence Life Staff who work in these communities are responsible for working with all members of the community to define these additional expectations at the start of the academic year.

Examination Periods – Additional consideration related to noise is a responsibility of all within the Residence community during the December and April examination periods to ensure that the environment is conducive to studying.

OFFENSIVE MATERIALS:

You have the right to decorate your room to create a comfortable space for living. It is your responsibility to decorate using materials that are not offensive to anyone in your community. Unacceptable materials include, but are not limited to, profane language, pornography, material that promotes hatred and/or intolerance of others and promotional material for alcohol or illegal substances.

PETS:

No animals of any kind are permitted in residence with the exception of fish in a non-filtered tank.

ROOM ENTRY:

Privacy is an important component to living in a community; however, there may be certain circumstances where entry into a resident's room is required as per the following:

- a. Law enforcement officers in the performance of their duties.
- b. Authorized personnel to ensure health and safety of residents and to ensure all regulations and policies are maintained. These circumstances include, but are not limited to:

- i. Believing a student to be in the room, but no longer physically or mentally capable of response.
- ii. Reducing or preventing water damage during a flood or after a pipe has burst.
- iii. Verifying evacuation during a fire alarm.
- iv. Sounding of an alarm within the room when the resident is not present.
- v. Authorized personnel attending to make routine repairs. A report by the resident or by Facilities or Residence Staff of a damaged or broken item constitutes permission to enter the room or apartment to assess or make the repair.
- vi. Authorized personnel performing regular inspections for caretaking, safety, and security, for preventive maintenance or for regular maintenance of buildings. Notice for such entry will be posted 24 hours in advance.
- vii. Authorized personnel when there is probable cause to believe that a violation of Residence Standards or University policies, applicable laws or civil regulations is being committed.

Outside of the circumstances listed in (a and b) above, anyone wishing to enter another resident's room must have written permission to do so only in the presence of a Housing and Residence Life staff member and with the use of a set of Department of Housing and Residence Life Services issued master keys.

SERVICE ANIMALS AND EMOTIONAL SUPPORT ANIMALS:

As per the Carleton University Accessibility for Persons with Disabilities Policy, residents with disabilities are permitted to use service animals to access goods and services offered by Carleton University.

A service animal is any guide dog, signal dog or other animal individually trained to assist a person with a disability. An animal is a service animal if it is readily apparent that the animal is used by a person for reasons relating to their disability or if the resident has a letter from a physician verifying that the animal is required for reasons relating to their disability.

An emotional support animal is any animal approved by the Department of Housing and Residence Life Services to reside with a student for support. The student will be required to provide documentation clearly outlining the need for the presence of the animal.

In unique situations where the presence of the animal presents a significant risk for another person (e.g. severe allergies), the University is required to meet the needs of both residents in their situations and must devise an accommodation plan that enables both residents to access services and good accordingly.

SOLICITING:

It is an expectation that residence rooms, common spaces, telephones, and internet connections are not to be used for commercial purposes. In keeping with this, solicitation is not permitted within the Residence community.

All advertising within the Residence community must be approved by the Department of Housing and Residence Life Services.

THEFT

In Residence you have the right to a reasonable amount of privacy and the protection and safety of your possessions. You have the responsibility to take all necessary means to maintain the security of your community, including upholding the integrity of access points to your community and locking up valuables.

Theft is not welcome in our community and is treated very seriously within our student conduct process. Residence, in partnership with the Department of University Safety addresses all concerns related to the integrity of our building access points as quickly as possible. Students must play their part in maintaining the safety of our community, including reporting any suspicious behaviour to the Department of University Safety.

UNACCEPTABLE BEHAVIOUR: DISCRIMINATION, BULLYING, HAZING, VIOLENCE, HARASSMENT & PRANKS

The following section of this document outlines several Residence Standards violations, but this list is not exhaustive. Housing and Residence Life Services reserves the right to address any behaviour that contravenes this document, the University's Student

Rights and Responsibility policy, municipal, provincial, or federal legislation including the Criminal Code of Canada using the conduct processes outlined below at the department's sole discretion.

You have the right to a community based on mutual respect and acceptance; free from intimidation, harassment or discrimination; you have the responsibility to treat all members of your community with respect, acceptance and understanding. This also means speaking up when you are aware of acts of harassment, intimidation or see others being treated with a lack of respect and dignity. Harassment is understood as engagement in behavior (including innuendo) by an individual or group who knows or ought to know the behaviour is unwelcome/unwanted by others. Harassing behavior may also occur through text or social media (e.g., Twitter, Facebook, Yik-Yak).

You have the right to be safe from bodily harm, the threat of bodily harm or any form of threat, emotional harm, including but not limited to verbal, electronic messages, written messages, and graffiti. The Department of Housing and Residence Life Services will not tolerate violence or the threat of violence.

WEAPONS AND OTHER PROHIBITED ITEMS:

Weapons or anything that may resemble a weapon are not allowed in Residence.

Additionally any items related to drugs, swift or excessive consumption of alcohol, open flames and other fire hazards, or stolen property are

unauthorized by the Department of Housing and Residence Life Services and may be confiscated by the Department of University Safety.

Subwoofers are not permitted in Residence for any reason. The Department of Housing and Residence Life Services reserves the right to require the removal of this equipment from the community in order to minimize impact on the Residence community.

The use or possession of explosive or flammable material is not permitted in residence buildings. This may include, but is not limited to, firecrackers, fireworks, and barbecue propane/gasoline tanks.

Accessories that promote the swift or excessive consumption of alcohol or may be used to brew/make alcohol are not permitted within the Residence community.

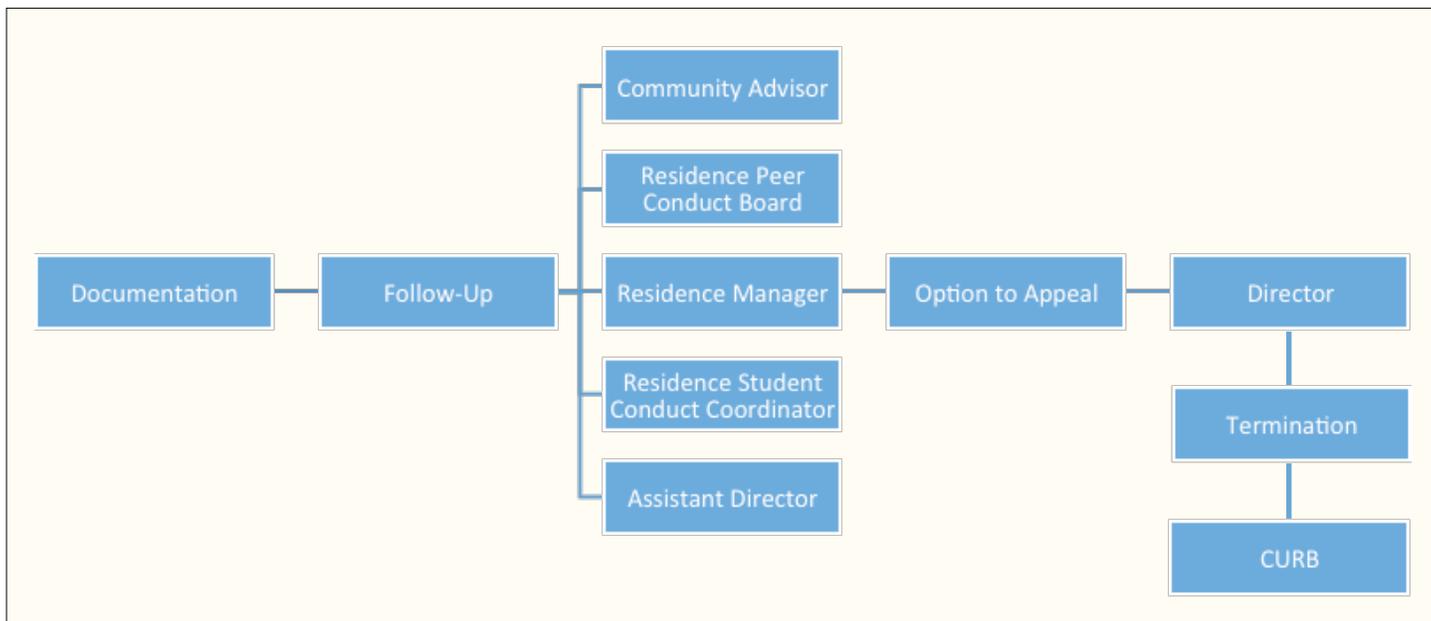
UNAUTHORIZED ENTRY AND KEY/ ACCESS CARDS:

You have the right to privacy and security in your personal space. You, in turn, have a responsibility to respect the personal space of others. In keeping with this, it is an expectation that residents and guests do not enter or remain in residence rooms that are not their own without the permission of the occupant(s). In addition, it is an expectation that residents refrain from entering any restricted premises (including rooftops, maintenance rooms, and offices) without proper authority.

To respect this principle of safety and security, it is an expectation that keys and access cards are only possessed and used by residents to whom they are assigned and should not be shared or copied for any reason.



PROCESS FOR ALLEGED VIOLATIONS/DECISION MAKING:



Our student-centered conduct approach requires engagement from you in the process. Residence Life Staff and the Department of University Safety are responsible for submitting documentation of behaviours suspected to be in violation of our Residence Standards and Polices. If you are involved in a situation you will be contacted by e-mail from a member of the Residence Life Staff to have a follow-up conversation about what has occurred. You will be made aware of the alleged behaviour, and given an opportunity to respond, as well as discuss your involvement and responsibility. The focus of the conversation will be on the harms caused by the behaviour and the impact on the community. You will then have an opportunity to be a part of the decision making process related to outcomes and next steps to determine how to best repair the harms to the community.

BURDEN AND STANDARD OF PROOF:

At each stage of the decision-making process the responsibility of establishing that there has been a violation by a student (Burden of Proof) will be on the Housing and Residence Life Services Department. Decisions will be based on the preponderance of evidence (Standard of Proof), which means that the evidence shows it is more likely than not the alleged behaviour occurred. The preponderance of evidence also requires the decision-maker to take into

account conflicting evidence, meaning the student has the opportunity to present their side of the situation.

In short, the documentation and accompanying evidence must prove 'more likely than not' that an incident occurred, and that you have the right to present information that may be in contradiction to what was documented by Residence Life Staff and to participate in deciding the resulting outcomes.

LATE-YEAR CONDUCT/SPECIAL CIRCUMSTANCES (ORIENTATION WEEK, EXAMS, END OF YEAR):

There are certain times of the year which may result in the conduct process being altered to accommodate Residents writing exams or leaving for academic breaks. During this time Residence Life Staff may make decisions concerning behaviour that is in contradiction to the Residence Standards and assign outcomes without your involvement in the process. While this may seem to be in contradiction of the Residence Student Conduct Philosophy, you always have the opportunity to appeal outcomes you feel may not be fair or reasonable.

OUTCOMES/SANCTIONS/WORKSHOPS:

The follow-up to a situation will look different based on the details of the circumstances and the individuals involved. As noted in the Student Conduct Philosophy a developmental or educational approach will be taken focusing on student reflection,

whenever possible, to all situations. Possible outcomes may have different themes including community impact and engagement, education, restoring harms, or positively rebuilding relationships. You have the right to be a part of this process as outlined previously and you have the responsibility to engage with Residence Life Staff and explore appropriate outcomes to situations in which you were involved.

Chronicity and severity of behaviour will form an important point of consideration within any student conduct process. Students who chronically affect their community in a negative way can expect increasingly serious sanctions. Multiple minor infractions can result in the termination of a student's Residence Agreement. Severe behaviours involving physical violence, verbal threats, possession of drugs for distribution and sale, sexual harassment and sexual assault, significant destruction of property, weapons and theft in Carleton's Residence community will be addressed promptly and seriously, with Residence termination a primary consideration.

LEARNING CONNECTIONS

This is a strategy in Residence to further address negative student behaviours. This strategy will involve our student staff members and empower them to address minor incidents within their own communities. Our student staff are already having meaningful, intentional

conversations but this initiative will provide a framework to focus these conversations specifically around student accountability. The intention is that student staff will address minor issues related to noise, guests, and minor alcohol related incidents. From these interactions students will have the opportunity to learn from their peers in the moment to better make decisions in the future. CAs may choose to follow-up with students involved in a learning connection to ensure it was a positive experience and there are no further questions.

These learning connections will focus on 4 main questions with the students:

- What happened?
- What is the impact?
- How can we move forward?
(To prevent future incidents)
- What have you learned?

COMMUNITY ENGAGEMENT SANCTIONS:

These sanctions are an opportunity for you to repair the harms that have been done to your community. Through your discussion with Residence Staff it may become clear that the community around you was affected by your behaviours or choices. These sanctions may include the creation of materials to promote a message to a community, apologies to different members of your community, or actions to restore relationships that may have been damaged by a situation.

Examples: Apology Letter, guest restrictions, Bounce Back program event planning, etc.

EDUCATIONAL SANCTIONS:

These sanctions are meant to educate yourself and/or the community further about a behaviour or choice. This sanction is intended to be remedial and provide further information to assist with decision making in the future. These sanctions can include information about harmful and positive effects to self and others, dangers associated with choices, and hazards to the community.

Examples: Posters, article review, educational workshop, creative presentation, community service, etc.

SELF-AWARENESS SANCTIONS:

These sanctions are intended to give you the opportunity to reflect on your own behaviour and examine your choices leading up to a behaviour and your resulting feelings you have about your actions after the fact. You will be

able to think about how your behaviour and identity aligns with the rights, responsibilities and high expectations associated with living in Residence.

Examples: Journaling exercises, video logs, Bounce Back program, reflection questions assignment, etc.

DISCRETIONARY SANCTIONS:

While the Residence conduct process is designed to be rehabilitative and reflective, Residence Life Staff reserve the right to issue fines and behaviour bonds in circumstances where there has been a serious breach of community standards or where there have been multiple or repeated violations. These types of sanctions may also be relevant in incidents related to damages or vandalism.

Examples: Behaviour contract, room reassignment, access restrictions, restitution for damages, or behaviour bonds etc.

RELOCATION:

A resident may be transferred to another room and/or building when their behaviour is disruptive to their community but does not warrant eviction from residence. This relocation is a mandatory and permanent change of room assignment within the Residence community. The intent of relocation is to allow the student a fresh start in a new environment. Normally 24 hours are allowed to complete the relocation, however, this time period may be shortened if warranted, by the Director, Housing and Residence Life Services. A room relocation under these circumstances will be accompanied by a restriction upon that student from entering their original residence building, floor and/or room.

TEMPORARY SUSPENSION:

The University reserves the right to bypass general procedures where immediate action is required because:

- A student's behaviour affects other residents of the community's use and enjoyment of their Residence privileges and facilities.
- There are reasonable grounds to believe that the safety of the Residence community is endangered.
- There is a high potential of physical danger posed by the student's continued presence.
- Damage to Residence property is likely.

- The continued presence of the student would be disruptive.

Pending convening of a hearing in Residence, and in cases where there is a real and present danger or high potential to cause harm posed by a Resident, the Director, Housing and Residence Life Services or delegate, may impose a temporary suspension whereby the student may be removed from Residence.

TERMINATION OF RESIDENCE AGREEMENT:

A Resident who has their Residence Agreement terminated must leave Residence within a time period determined by the Department of Housing and Residence Life Services. The time period will reflect the seriousness of the violation, and reflect the Department of Housing and Residence Life Services' assessment of the risk to students and property within Residence, if the resident were to remain. Termination of the Residence Agreement can result from individual offences of the Residence Standards and may also result from less serious, but repeated offences. Students who's Residence Agreement has been terminated will not be eligible for readmission to Residence in the future. Termination from Residence is also accompanied by a restriction from the Residence community. The Resident will receive a letter outlining the reason(s) for the eviction as well as any term and conditions related to their removal from Residence, including appeal information.

DENIAL OF READMISSION:

Denial of readmission to Residence can be levied in serious cases. This sanction will be communicated in writing to the resident, indicating the reason for the sanction and the period of time for which it will be in effect.

APPEALS

Residents have the right to appeal penalties and/or administrative decisions taken against them by the Department of Housing and Residence Life Services through its enforcement of the Residence Standards and application of Residence regulations.

A Resident who is the subject of such a penalty or administrative decision may appeal by forwarding their written statement of appeal to the Director of Housing and Residence Life, not later than seven (7) days from the date on which the penalty was assessed or administrative action taken.

If necessary, a meeting between the Director of Housing and Residence Life and the appellant may be arranged to discuss and clarify the points of the appeal. Such a meeting may be attended by another Carleton University Residence student, or an Advisor should the Appellant wish to have assistance in presenting his/her appeal. The decision of an appeal heard by the Director, Housing and Residence Life will be final, except in the case of termination of Residence Agreement.

Appeals must be submitted, in writing, no later than seven (7) days from the date on which the decision was made. The appeal must be made on at least one of the following grounds:

- Relevant evidence that emerges which was not available at the time of the original decision;
- There was clear evidence of bias in the hearing or original decision; or
- The non-academic misconduct procedures were not followed and the outcome of the case might have been substantially affected by this failure; or
- The severity of the sanction imposed reasonably exceeds the nature of the offence for reasons identified by the appellant.

Appeals are never to be submitted frivolously. An appeal submitted that is not based on the above grounds will not be heard.

APPEAL PROCESS

- 1.1 The appeal is submitted to the Director, Housing and Residence Life.
- 1.2 The Director reviews the appeal letter to determine if there are grounds for appeal.
- 1.3 The Appellant is notified of the determination if there are grounds for appeal.
 - a) If there are grounds, the Director notifies the Appellant and sets up a meeting within one (1) week at a mutually agreeable time.
 - b) If not, the Director notifies the Appellant that there are no grounds for appeal and the appeal process is complete.
- 1.4 In the case of a) above, the Director may call the Respondent or any other person related to the case for subsequent questioning and clarification.

1.5 Once the questioning is concluded, the Director may find the Appellant in violation or not in violation of the alleged offence and may impose new sanction(s), sustain the original sanction(s) or reduce the sanction(s).

1.6 The Director will notify the Appellant in writing of the outcome within five (5) working days and will meet, in person, where possible.

APPEALS OF TERMINATION OF RESIDENCE AGREEMENT - CARLETON UNIVERSITY RESOLUTION BOARD

In the case of termination of Residence Agreement, students may appeal in writing the decision of the Director of Housing and Residence Life, including the grounds for the appeal, to the Carleton University Resolution Board (CURB).

This appeal shall be filed through the Office of the Vice-President (Students and Enrolment) within ten (10) working days of receiving the Director of Housing and Residence Life's decision.

THE GROUNDS FOR APPEAL ARE:

- Relevant evidence that emerges which was not available at the time of the original decision;
- There was clear evidence of bias in the hearing or original decision; or
- The non-academic misconduct procedures were not followed and the outcome of the case might have been substantially affected by this failure; or
- The severity of the sanction imposed reasonably exceeds the nature of the offence for reasons identified by the appellant; or
- The student provides evidence that (a) an emergency or unforeseeable circumstance occurred preventing her/his participation in the hearing and that (b) s/he was prohibited from providing a minimum of 24 hours' notice to the Office of the Director, Housing and Residence Life or an appropriate designate such that the student was incapable of attending the interview or hearing.

Note: This ground for appeal requires compelling and convincing evidence. A simple assertion of inability to attend will rarely be acceptable.

NOTE: Mere dissatisfaction with the sanction imposed does not constitute grounds for an appeal.

Within ten (10) working days of receiving an appeal, the Vice-President (Students and Enrolment) shall convene a Carleton University Resolution Board hearing and notify the student in writing of the date of the hearing. The Carleton University Resolution Board can uphold the sanction, remove the sanction or adjust the sanction(s). The decision will be relayed to the student in writing within five (5) working days of the hearing, unless the decision can be made at the time of the hearing. The decision of the CURB will be final.

In circumstances involving behaviour by a Residence student which is deemed by the Department of Housing and Residence Life to threaten the safety and well-being of that resident or others in residence and which requires the immediate termination of the resident's Residence Agreement, the decision to terminate the Residence Agreement taken by the Director of Housing and Residence Life can be appealed in writing to CURB through the Office of the Vice-President (Students and Enrolment).

CURB may uphold the recommendation and apply the sanction to the student, or apply a lesser sanction. The decision will be relayed to the student in writing within seven (7) working days* of the decision of the Director of Housing and Residence Life to terminate the Residence Agreement.

RELATED POLICIES:

Can be found by following these links:
carleton.ca/secretariat/policies/
carleton.ca/equity/human-rights/policy/
carleton.ca/safety/

REFERENCES:

Kuh, G. D. 2009b. What student affairs professionals need to know about student engagement. *Journal of College Student Development*, 50: 683-706.

RESIDENCE AGREEMENT

Carleton University Residence Agreement

The Residence Agreement (the "Agreement") contains important legal terms and conditions about your rights and responsibilities while living in Residence. The Agreement contains provisions that create obligations for you and impose financial and/or other responsibilities and/or penalties should you fail to fulfill your obligations. Please read the conditions of the Agreement carefully.

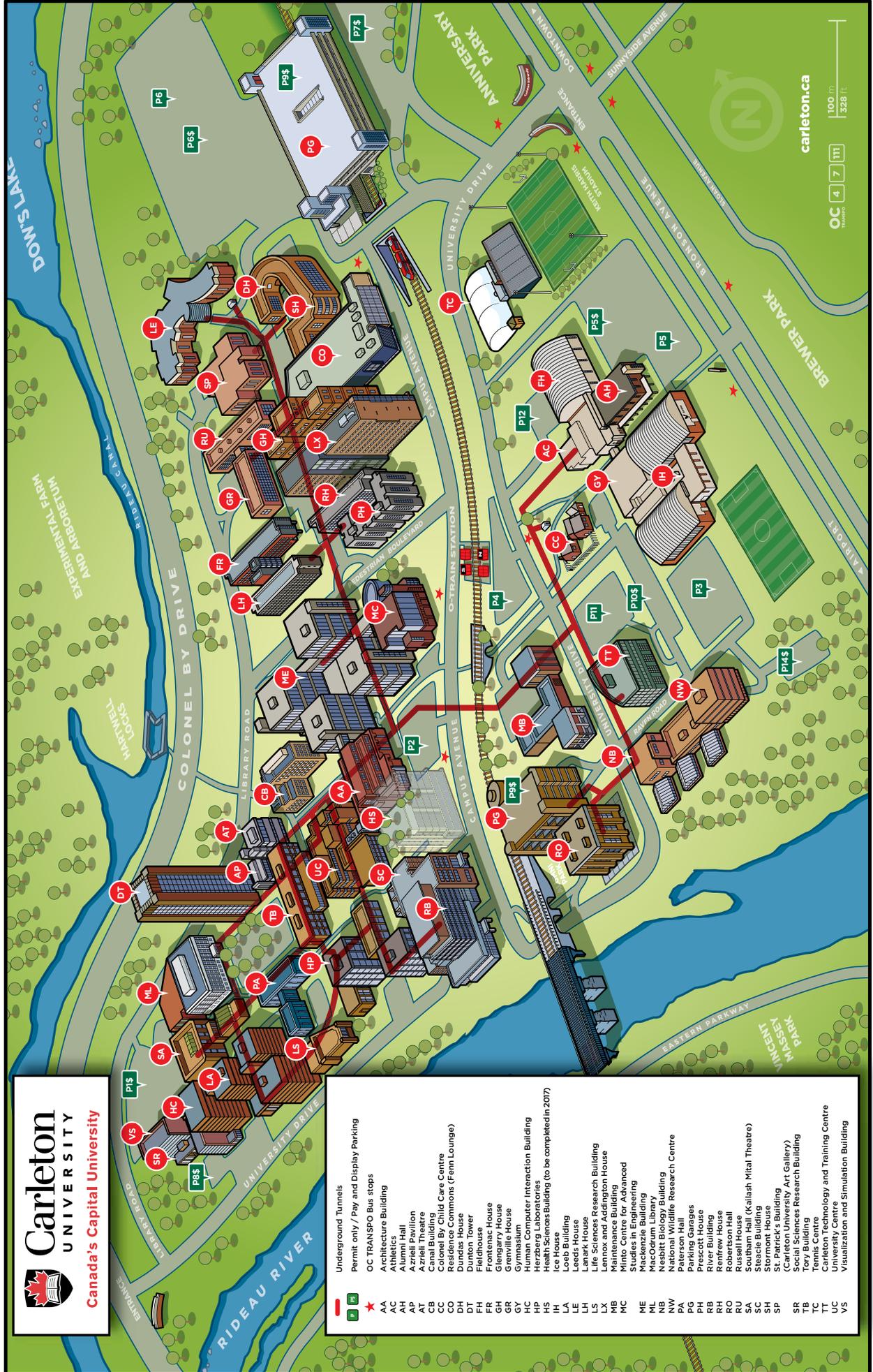
Upon my admission to Residence, and for the term of my residency, I become the "Resident" of the assigned "Room" and hereby acknowledge that this is a legal and binding agreement.

This Agreement becomes effective upon receipt by Carleton University ("the University") of the acceptance of an Offer of Residence. The acceptance of the accompanying terms and conditions shall be evidence that the Resident fully understands and agrees to be bound by the Residence Agreement and the Residence Standards as a condition of living in residence at Carleton University.

1. The Resident is assigned to a Room by the University. The Resident shall not assign this Agreement or permit any person to occupy the Room other than as assigned by the University.
2. The Resident must be a registered student at Carleton University in order to be assigned to and live in Residence. Priority for Residence will be given to full-time students.
3. The Resident agrees to comply with the express provisions of, as well as the spirit and intent of, the Residence Standards, and will, prior to taking occupancy, attest to have received, read and understood the Residence Standards. The Resident agrees to comply with and adhere to the Residence Standards and all University policies and regulations.
4. The Resident shall pay to the University the fees for Residence. The fees include:
 - a. A Residence deposit considered to be part of the first installment for Residence;
 - b. A fee for the occupation of the Room;
 - c. Communication fees;
 - d. RRRR/GRC fee;
 - e. A meal plan fee for those requiring a meal plan in Residence.
5. The Resident agrees that failure to pay fees by the given deadline(s) will result in an Extended Payment Charge and at the sole discretion of Carleton University, the possible withholding of academic results, restriction on future course registration and awarding of degrees. In addition, the failure to pay fees may at the sole discretion of Carleton University, also result in the termination of this Agreement.
6. The University shall permit the Resident to occupy the room for the following date(s):
 - a. September 3, 2016 to December 23, 2016 at 4:00 pm or until 24 hours after their last exam; whichever is earlier.
 - b. January 4th, 2017 to April 26th, 2017 at noon or until 24 hours after the last exam; whichever is earlier.
7. The Resident agrees that failure to arrive by September 5, 2016 at 10:00 am, without prior written notification to the Department, Housing and Residence Life Services, means forfeiture of the Room in Residence.
8. The Resident accepts full responsibility for the use of the assigned Room and its contents and accepts any and all financial responsibility for damages and/or losses incurred. The Resident agrees that Rooms will be inspected and at the determination of the University will be invoiced for cleaning and/or repairs required.
9. The Resident understands and agrees that any damages, theft and/or loss of University property in a common area which cannot be identified as the responsibility of specific individuals, will be the responsibility of the Residents living in the Residence section, floor or house in which the damage, theft and/or loss occurred. The Resident understands and agree that the costs for repairs, cleaning or replacement of University property will be divided and assigned to each applicable Resident.
10. The Resident accepts responsibility for obtaining appropriate and adequate insurance for fire, property damage, theft and general liability during the term of the Residence Agreement.
11. The Resident understands and agrees that Carleton University assumes no obligation or liability for lost, stolen or damaged items of personal property under any circumstance. Carleton University will not be liable, directly or indirectly, for any loss or theft of personal property or damage or destruction of personal property.
12. The Resident is responsible for cleaning and maintaining an orderly state of the Room during the term of the residency including ensuring the Room is clean and free from refuse.
13. The Resident agrees that the University reserves the right to have authorized staff enter Rooms and Suites to inspect its contents.
14. Requests to stay over winter break must come from the Resident via an application to stay in Residence. Buildings open over the winter break are Frontenac, Glengarry, Leeds, Lennox and Addington or Prescott Houses. The Resident may stay over the winter break if they register, receive approval and an additional flat rate fee.
15. The Resident shall not do or permit anything to be done in the Room or Building which:
 - a. is illegal;
 - b. is contrary to the Residence Standards or the University's policies;
 - c. is a nuisance or interferes with other resident's reasonable use and enjoyment of the Residence;
 - d. is a danger to anyone in Residence;
 - e. causes or could reasonably cause damage to a person or property in Residence;

16. The University may terminate this Agreement upon giving the Resident 72 hours' notice if:
 - a. the Resident ceases to be a student at the University;
 - b. the Resident fails to make any payment owing under this Agreement by the date on which it falls due.
17. Notwithstanding item 16, the University may choose to, and reserves the right to, terminate this Agreement by giving the Resident 24 hours' notice if the Resident where there is a breach of the Agreement and/or Residence Standards.
18. A Resident continuing as a student at the University assumes full responsibility for the Residence Fees for the academic year unless the Agreement is terminated as per section 19.
19. A resident who is unable to continue living in residence due to medical reasons, and/or exceptional circumstances beyond their control, may submit a written application, along with any applicable supporting evidence including medical documentation, to the University to request pro-rated refund of their residence fees. The application must be submitted within thirty (30) days of the Resident's withdrawal from Residence. Applications will be considered and determined by the University in its sole and absolute discretion.
20. Where this agreement is terminated:
 - a. the Resident shall pay to the University an administration and processing fee of \$700.00.
 - b. the University shall pay to the Resident a credit to their University student account for any amounts paid for the period after the date of termination or the date the Room was vacated (whichever is later), from which the University may off-set any amounts owing to it by the Resident pursuant to clause (a). No credit of fees shall be granted after March 1, 2017.
 - c. if the Residence Agreement is terminated for conduct reasons the Resident shall be liable for the full amount of residence fees and shall not be entitled to a refund of any part thereof.
21. The University may in its sole discretion, where circumstances warrant, assign an alternate Room (and Building, where applicable) to the Resident. Within 24 hours after the University provides notice, the Resident shall vacate the first Room and occupy the reassigned Room.
22. Where the Resident does not vacate the Room in accordance with this agreement, the Resident agrees that the University or its agents may enter and occupy the Room and that the Resident shall pay the University for any occupation of the Room beyond the date that they are required to vacate the room by this Agreement as well as the expense to remove any remaining contents.
23. The Resident understands that some buildings may contain a level of asbestos in building materials such as insulation, ceiling tiles, floor tiles and decorative coatings. When these building materials are intact and undisturbed, they pose no health risk since asbestos fibres are not released into the air. To prevent damage to potentially asbestos-containing materials residents must not stick, tack or nail any items to the walls, ceiling or floor in any room.
24. The Resident shall be issued a key, set of keys and/or a key card for access to the assigned Room. The Resident will also receive a Carleton University Campus Card which provides access to the assigned Residence.
25. The Resident accepts responsibility for the safe keeping of the keys and the access/Campus Card. The Resident agrees to report all lost or stolen keys, access/students cards to the Residence Desk within 24 hours of them missing.
26. The Resident accepts responsibility to pay a key replacement and lock change fee of \$100.00 for each lost or stolen key. After-hours calls to replace locks and keys on weekends may result in additional charges. The Resident accepts responsibility to pay a card replacement cost of \$20.00 for each lost or stolen access card.
27. The Resident agrees that keys and/or access/student cards will not be duplicated or transferred to other individuals.
28. All Residence keys and access cards must be returned when the Resident vacates the Room. Failure to return keys and access cards upon the end of the term of Residency will result in additional charges.
29. The Resident agrees to be accountable and responsible for the behaviour of their guests and to ensuring that guests observe the terms and conditions of this Agreement and the Residence Standards.
30. Each residence is associated with a specific non-refundable Residence Dining Plan. The Resident must subscribe to the plan associated with the room type to which they are assigned. Residence Dining privileges are for the exclusive use of the Resident paying fees and agrees that the dining privileges may not in whole or in part be transferred to any other individual's account in accordance with Canada Revenue Agency restrictions.
31. The Resident agrees and understand that Dining Plans will not be carried forward into the following academic year.
32. The Residence Agreement and Standards apply in all Residence Dining Areas.
33. Rules and regulations pertaining to the usage of any Residence and the conduct of its occupants are formulated by the University. As the living accommodation is provided by Carleton University to its residents, all major questions relating to the living accommodations are decided after consultation with student representatives, and the living accommodations are not intended for year-round occupancy.
34. The Resident hereby acknowledges that the occupation of a Room in Residence is not governed by or subject to the provisions of the Residential Tenancies Act, 2006, S.O. 2006, c.17

Disclaimer: If there is a discrepancy between this document and information posted on the Department of Housing and Residence Life Services website, the website prevails. The Department of Housing and Residence Life Services reserves the right to amend information and policies as necessary for the safety, security and well-being of residence staff and students.



- Underground Tunnels
- ★ Permit only / Pay and Display Parking
- OC TRANSPO Bus stops
- AA Architecture Building
- AB Athletes Hall
- AC Azrieli Pavilion
- AD Azzeli Theatre
- AE Canal Building
- AF Colonel By Child Care Centre
- AG Dundas House
- AH Dineen House
- AI Fieldhouse
- AL Frontenac House
- AM Glenville House
- AN Gymnasium
- AO Human Computer Interaction Building
- AP Lakeside Hall
- AQ Health Sciences Building (to be completed in 2017)
- AR Ice House
- AS Leob Building
- AT Leads House
- AV Lanark House
- AW Life Sciences Research Building
- AX Minnox and Ferguson House
- AY Minto Centre for Advanced Studies in Engineering
- AZ Mackenzie Building
- BA MacOdrum Library
- BB Nesbitt Biology Building
- BC National Wildlife Research Centre
- BD Parking Garages
- BE Prescott Garages
- BF River Building
- BG Renfrew House
- BH Robertson Hall
- BI Russell House
- BJ St. Patrick's Building (Kailash Mital Theatre)
- BK Student Union Building
- BL Stormont House
- BM St. Patrick's Building (Carleton University Art Gallery)
- BN Social Sciences Research Building
- BO Terry Building
- BP Tennis Centre
- BQ University Centre
- BR Visualization and Simulation Building
- BS
- BT
- BU
- BV
- BW
- BX
- BY
- BZ
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CONTACT US

Department of Housing & Residence Life Services
261 Stormont House
1125 Colonel By Dr.
Ottawa, ON
K1S 5B6
Phone: 613-520-5612
Fax: 613-520-3952
E-mail: accommodations@carleton.ca

Check out our website: housing.carleton.ca/
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