

Fleming College | Housing Services



Student Handbook *Sutherland Residence Village*

2018 - 2019



MESSAGE FROM THE RESIDENCE MANAGER AND DIRECTOR OF HOUSING, FOOD & CONFERENCE SERVICES AND STUDENT CONDUCT

Dear Resident,

Welcome to the Sutherland Residence Village. We are extremely pleased that you will be part of the residence community while you are pursuing your academic studies at Fleming. The residence is designed to foster freedom of thought, unconventional opinions, and encourages a community of difference.

We aspire to the ideal of openness, to the creation of an atmosphere that allows for differences, and recognizes that diversity is the virtual core of residential life. Please join us in this affirmation of our common humanity. Living in our residence community will be enjoyable and rewarding if you take an active part in the community's activities.

The Residence Community Standards was developed in partnership with students and staff at Fleming College. The policies have been designed to protect the rights and property of residents and to foster mutual respect and co-operation.

We hope that the Sutherland Residence Village will offer you a variety of activities that aid in your social, emotional, and academic well-being. I hope that the programs will increase your sense of responsibility and self-worth. There are several upper year student staff that are available to assist you in this life transition.

I hope you enjoy your residence experience at Fleming and we encourage your feedback.

Drew Simon

Drew Simon
Manager, Residence Life

Travis Doak

Travis Doak
Director, Housing, Food & Conference Services and Student Conduct

The Residence Management reserves the right to amend this document for additional regulations or policies as the need arises. Students will always be informed in writing when such changes occur.

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Residence Staff:

DIRECTOR OF HOUSING, FOOD & CONFERENCE SERVICES AND STUDENT CONDUCT

Travis Doak, Director of Housing, Food & Conference Services and Student Conduct is responsible for the overall operations of Residences and Off-Campus Housing at Fleming College. The goal is to develop a community based on respect, individual responsibility and involvement in which programs, activities, and discussions take place formally and informally that assist, you, the student to make informed decisions in your life.

RESIDENCE MANAGER

Drew Simon, Residence Manager, is responsible for the day to day operations of the Sutherland Residence Village and works towards ensuring student success through the Residence Life Staff (RLS). The manager oversees all programming initiatives, administers the residence community standards that define acceptable behaviour in residence and acts as a point of contact for students to speak with.

RESIDENCE LIFE COORDINATOR

The Residence Life & Off-Campus Housing Coordinator is responsible for overseeing Residence Life Staff (RLS), dealing with student discipline, implementing a variety of programs that meet the diverse needs of residence students and responding to student inquiries and Community Standard violations.

RESIDENCE LIFE ASSISTANTS

The Residence Life Assistants play an active role in developing a community at residence as well as assisting the manager in the day-to-day running of the residence. If you have questions or issues about the college, residence or community come and see them in the office.

RESIDENCE SYSTEMS ADMINISTRATOR

The Residence Systems Administrator is responsible for providing front line IT Service to students living in Residence. They will assist students experiencing any difficulty with their internet or VoIP phone connections through a detailed troubleshooting methodology.

RESIDENCE MAINTENANCE WORKER

The Residence Maintenance Worker provides front line maintenance service responding to work orders submitted by students; completing scheduled service to the various mechanical systems in the facility; and working with external contractors to keep the facility and grounds looking their best.

Residence Student Leaders:

SENIOR RESIDENT ASSISTANTS (SRA)

The Senior Resident Assistants can be viewed as a liaison between the residence administration and the residents. He/she is responsible for the safety and good order of their building as well as dealing with discipline issues. The SRA is a resource person for student to answer questions about campus life, handle emergencies, and help out where needed.

RESIDENT ASSISTANTS (RA)

The Resident Assistant represents the residents living on his/her floor. They work closely with the SRA's and manager to maintain a safe learning environment for all residents. They are staff of Fleming College that provide resource and referral services to a variety of your concerns as well as work with security to ensure the residence community standards policies are upheld. They will be

stopping by your suite on a regular basis to promote activities and answer any questions you may have about your post-secondary experience.

RESIDENCE COUNCIL

Residence Council consists of a group of elected students who advise and assist the residence with running programs/activities that represent a variety of needs and interests. This mission of this representative body is to provide positive leadership and educational opportunities in an environment that is conducive to personal and social development.

If you are interested in Residence Student Leadership opportunities, please contact the Residence Office for more details about how to get involved.

Residence Amenities / Services:

Barbecue

A barbecue is supplied for the residents' use. When cooking, please follow safety rules posted, respect all resident's usage time and make sure both the safety valve and the tank are turned off each time. Barbecues may be stored (and not available) during the winter semester, dependant on weather. Please ensure that you clean the BBQ after every use to keep it operating efficiently.

Beach Volleyball Court

Located between the Pacific (Building 6) and Mountain House (Building 5), a beach volleyball court is available for residents to spontaneously arrange activities. No reservation is required. Volleyballs can be signed out at the Residence Office.

Bicycle Storage

Limited bicycle racks are provided for your convenience in the bicycle storage room, located on the 1st floor in Atlantic House (Building 2). Please ensure that you lock your bicycle to the racks provided, as the college is not responsible for lost or stolen items. Remember to include your bike when purchasing content insurance. Bicycles are not to be secured to trees, signs, etc. Bicycles are not permitted in bedrooms, suites, common areas, hallways, or the laundry rooms.

Cable (Provided by Cogeco)

Cable service is supplied in all living rooms (common area) in each suite. This service includes both the Basic and Variety Value Pak, which has a line-up of 65 channels; Cable jacks have been installed in each bedroom. Students who wish to have cable in their private bedroom will have to make their own hook up and financial arrangements by calling Cogeco at 1-866-427-7451. Unauthorized connections will be considered theft and dealt with through the Residence Community Standards.

Car Battery Booster

Students living in residence can sign out a car battery booster at the Front Office in Newfoundland House (Building 1).

Counselling

Qualified counsellors are available to help students resolve issues relating to academic, career, personal concerns or disability accommodations in a supportive and confidential environment. To make an appointment with a counsellor, call 705-749-5527 or ext 1647 or go in person to the Counselling Office, located across from the Registrar's Office in the Learning Commons (room 471).

Eco Shed

Refuse and recycling can be deposited in the Eco Shed which is across the pathway from Atlantic House (Building 2). Please take the time to recycle and follow the directions on the bins to ensure you're doing your part for the environment.

Equipment Sign out

The residence has vacuum cleaners, shovels, recreational equipment, sports equipment and board games available for your use. Come to the residence office or talk to the residence staff about what is available. You will be required to leave your Photo ID card when borrowing equipment. All equipment is to be returned immediately after you have finished using it.

First Aid

The residence staff is trained in First Aid and CPR. Residence staff have access to a First Aid Kit in their building and there is one located in the Residence office. We do suggest that each suite have some bandages, gauze, etc. on hand in case of an accident.

Health Services

Health Services is located in A2113. A Registered Nurse is on campus Monday-Friday, 8:30 a.m. - 4:30 p.m. All health-related questions are welcomed and treated in a confidential manner. An on-site Physician service is available three days a week. Contact Health Services at extension 1504 for specific days. Appointments are required and your health card must be shown at each visit.

Internet (RezNet)

Every bedroom is directly connected to the Fleming College network, providing a wired internet connection as well as wireless access in bedrooms and suites for students bringing their own computers.

Technical assistance is available to help you get connected to RezNet and answer any questions you might have. RezNet Policies & Procedures must be followed at all times.

**** PLEASE NOTE: WIRELESS ROUTERS ARE NOT PERMITTED IN RESIDENCE. ****

Networking components such as routers, wireless printers, or network switches may not be added to RezNet. Wireless hotspots are also available in our study rooms, laundry rooms, and our Market Place.

Laundry Rooms

Two laundry rooms with modern, card-operated washers and dryers are located on the first floor of building 1 and building 5 and are open for residents 24 hours a day, seven days a week. Upon Move-In, you will receive a \$10 pre-loaded laundry card, which provides access to our laundry machine system. When needed, you may load your card with more funds at the Laundry Re-load Centre located in the laundry room (cash, debit or credit accepted), or you may purchase vouchers online as long as you register your card. Laundry machines are supplied and maintained by Coinamatic. Rates for drying are \$1.75 for 56 minutes and rates for washing vary depending on settings (\$2.00 - \$2.75). There are step by step instructions in each laundry room; please read these carefully before doing your laundry. Residents are reminded to treat their laundry card as cash; if lost, the value on the card will be lost and replacement cards cost \$10 (available for purchase at the Re-load Centre).

Mail Boxes

Each resident is provided with an individual mailbox located by the Residence Office. The office staff will not provide access to your mailbox if you do not have your key. Mail is delivered and picked up daily (Monday – Friday) at the residence. If residents receive a parcel, registered mail or a couriered parcel, a notice is placed in their mailbox. Bring the notice to the office to pick up the parcel between 8:30-4:30pm (Monday-Friday). We cannot accept Collect on Delivery (C.O.D.) parcels. Please check your mailbox daily. Stamps and envelopes may be purchased at the college bookstore.

Mailing Address

Your Name
Sutherland Residence Village
Room Number
Fleming College
1 Residence Circle, P. O. Box 4375
Peterborough, ON, K9K 2N7

Marketplace

A marketplace featuring dinner specials and general convenience items is available to all residence students, located in the Eastern House (Building 3). Cash, Debit, Credit Cards, and Meal Plan Cards are accepted. Open 7 days a week (unless posted otherwise).

Meal Plans

All students living in the residence are required to purchase a meal plan. The meal plan cost is a minimum of \$750.00 per semester. There are a variety of food options including: Tim Horton's, Extreme Pita, Umami Noodle and Rice Bar, Salad Bar, Epic Burger, Smokes Pouterie and Pizza Pizza on-campus. Please keep in mind that this is not a full meal plan but rather it is intended to supplement meals you cook for yourself. Each suite comes with a full kitchen and appliances (stove, fridge, and microwave) are included. You are able to bring into your additional appliances such as a toaster oven, electric frying pan, or George Foreman grill.

Parking

Residents who bring a vehicle to residence must purchase a parking permit and park in the Pine or Beech Lot. This permit includes a "hanging tag" that must be displayed at all times in the front window area of your vehicle. Residence parking is limited and permits will be issued on a first-come, first served basis. Parking permits must be purchased at the College Information Kiosk in the main foyer of the College. Please inform them you will be living in residence. Maintenance or repairs to automobiles or motorcycles/scooters will not be permitted in any college parking lot. There is no snowmobile or ATV parking at residence. Residents who require temporary parking (minimum one month) can purchase a short-term pass from the College Information Kiosk. Residents requiring parking for less than that time period will have to pay the daily rate at one of the pay and display machines. The College assumes no responsibility (damages, vandalism) for automobiles or their contents while on campus. If you have any questions about parking contact Campus Security, the College Information Kiosk or refer to our website: <https://department.flemingcollege.ca/security>.

Parking for Guests of Residents

Guests are able to park in the Pine Lot during the following hours: Monday to Thursday, 8:00pm to 8:00am and on weekends from Friday at 8:00pm. Those vehicles parked in the Pine Lot outside of these times without parking permits will be ticketed and/or towed away. Outside of the specified times above, all guests are expected to pay daily rates at a pay and display machine located in the parking lot.

Phones

Phones are supplied for every resident in their bedroom. Local calls are free. For long distance calls please purchase a calling card. **You must dial 8 before placing an outside call.** The current replacement cost for a VoIP phone is \$100.00.

Photo ID

Each student will be issued a Fleming photo ID card from the Registrar's Office. **This ID should be carried at all times** and will be deemed the only acceptable identification in residence.

You will need it when asked by staff members or security for identification as this will assist us in maintaining the security of the premises.

Recycling

Residents are responsible for the disposal of their garbage and recyclable materials in the Eco Shed located near the residence buildings. Residents are required to sort their waste into the proper containers: fine paper, newspaper, cans, glass, plastic, compost and other waste. We also have a vermi-composting program and compost bins are in all suites. Batteries and printer cartridges can be recycling in the residence office.

Study Lounges

Student study lounges are available 24 hours a day. These are located in Mountain House (Building 5) and Pacific House (Building 6) and offer wireless internet.

Vending Machines

Pop and snack machines are available in both of our laundry rooms.

Vending Machines Refund Policy

Please see the residence office if you experience a mechanical error after inserting coins into the machine.

Policies and Procedures:

Academic Year Contract

Your Residence contract begins when residence opens on Monday September 3, 2018 at 8:00am and ends Saturday April 20, 2019 (latest 2:00 pm). Please note that your contract requires you to vacate the residence for the Winter Break on Saturday December 15, 2018 (latest 2:00 pm) until Residence Opens on Monday January 6, 2019 at 10:00am. There are no circumstances that allow a student to remain in residence over the winter closure period. You may leave your belongings in the residence.

Cancellation of Residence Contract

The residence will provide three (3) notices before cancelling a student's residence contract. This will be enforced for overdue financial accounts for residence fees owed to the College, unpaid fines/damages, and repeat failure to attend meetings during an incident investigation. The cancellation of the residence room will come in the form of a notice informing the student that the bedroom locks will be changed. The cost of material and labour will be billed back to the student. This notice will be sent to the student electronically to the college email address as well as to the student's in-residence mailbox.

Caution / Key Deposit

Residents are required to pay a \$375 caution/key deposit once they have been accepted for occupancy. Any damage or cleaning charges recorded on your final move out bedroom and common area inspection form will be deducted from your deposit. **Charges for repairs during your stay at residence must be paid within 10 business days of an invoice being issued unless otherwise stated.** Your deposit also covers your guests, so please ensure that they respect the facilities.

Cleaning

By choosing to live in residence you have agreed to keep your living space (suite common areas and bedroom) clean. Suitemates have the shared responsibility to clean the common areas such as the entrance, kitchen, appliances, bathrooms, eating area and living area. Residents are individually responsible for the condition of their bedrooms.

To assist residents, a list of cleaning duties is available on-line at <https://department.flemingcollege.ca/housing/cleaning> Working with your suitemates you can assign daily, weekly and bi-weekly duties to share the cleaning duties.

If you are not able to manage the assignment of cleaning duties on your own, you may contact the Residence Life Staff or Residence Office to request a **Cleaning Contract**. A staff member will work with the residents of a suite to create the Cleaning Contract and they will follow-up with the suite to ensure the duties are completed.

Cleaning & Damage Charges (Bedroom, Suite, Public Areas)

When you move in, you will receive instructions how to complete a Bedroom and Common Area Inspection. Residence Staff will facilitate the completion of the Common Area Inspection with your suitemates. **Take the time to record any damages or problems that exist in your bedroom/suite so that you are not liable for damages already incurred.** You are personally responsible for the condition of your bedroom and collectively with your suitemates for other areas of the suite (living room, kitchen and washrooms) unless specific individuals take responsibility. Upon move-out, your suite and bedroom will be assessed. Areas that are determined to be very dirty will be charged as indicated below (common area charges will be equally shared between suitemates).

Cleanliness Assessment Charges

Common Area	\$240 (cost equally shared by all suitemates)
Bedroom	\$50

The cost of the repair (parts and/or labour) will be billed to the resident(s). Repairs will only be completed by College personnel or external contractors as chosen by the College. If the damage was deliberate, the resident(s) involved may be disciplined in addition to the cost of repairing the damage.

Specifically, for wall damage the College will repair the gypsum and repaint the length of wall. The cost of the repair will be charged to the resident(s) responsible.

Residents are financially responsible for any damage to the hallways, public areas outside of suites, stairwells, etc., within their building. If a resident and/or their guest do not admit responsibility, the repair costs will be assessed and shared by all occupants of the building in which the damage occurred, regardless if you were present when the damage occurred. In the areas of the mail boxes, laundry rooms and bike area and Eco Shed where residents from all buildings have access, the repairs will be assessed to all residents unless responsibility is admitted.

Cleaning Staff

Cleaning staff are hired by the College and are responsible for cleaning the building entrances, hallways, stairways, laundry rooms and study rooms. We do ask for your co-operation in picking up your refuse and depositing it in the waste containers provided. All residents have the responsibility to ensure that their bedroom and suite are kept in a sanitary manner.

Note: Due to the type of air- pressure assisted toilets in suites pucks or other devices used to clean cannot be left inside the bowl. They can cause damage and suitemates will be responsible.

Consolidation Policy

Consolidation is the process of combining students into one suite who are in different suites that are not full. This may require students to move to a new suite/bedroom with other students who are in a similar situation to create suites without vacancies. The process provides the Residence Office with flexibility to change the gender status of suites to increase the building's capacity to provide accommodation for new students.

Decorating

Residents cannot decorate their suite with paint, wallpaper, etc. Posters or pictures are to be affixed to the walls with white adhesive that does not remove paint. The use of all tapes, pushpins or screws and nails to attach posters, pictures or other items to the wall or ceiling is prohibited. Decorations that are hung in living rooms, hallways, lobbies, stairwells, bathrooms, exterior suite or bedroom doors, or any interior area of a bedroom that can be seen from an open door must not display any form of pornography, sexually offensive pictures or any other inappropriate gender-related material Alcohol-related materials are not permitted to be on display.

Real Christmas trees are not permitted in Residence due to safety hazards.

It is important that residents do not cover or partially cover the windows with any type of decoration (i.e. flags, posters, banners, etc.), as uneven heating could cause a thermal break in the glass. The affixed drapes must also remain intact.

Discrimination & Harassment

Fleming College is committed to providing a learning and working environment that is free of harassment and discrimination. Every individual has the right to an environment characterized by mutual respect. Every individual has the responsibility to treat all members of the college and residence community with respect and without harassment. Harassment is defined as any attention or conduct (oral, written, electronic, graphic, or physical) by an individual or group who knows, or ought to reasonably know, that such attention is unwelcome/unwanted, offensive or intimidating. The Ontario Human Rights Commission's list of sexual harassment or inappropriate gender-related conduct includes "display of sexually offensive pictures, graffiti or other materials". Displaying, or making available for viewing, pornographic material in the hallways, common areas, lobbies, stairwells, bathrooms, exterior room doors, or any interior area of a bedroom that can be seen from an open door is prohibited and is considered a form of harassment.

Any and all forms of harassment or discrimination are unacceptable and will not be tolerated in our residence or college community. Ignorance, anger, alcohol or substance abuse will not be accepted as an excuse, reason or rationale for such behaviour. Furthermore, it is expected that if a student is aware of a problem that he/she would advise a member of the Residence Life Staff so that steps may be taken to prevent the situation from escalating.

Emergency Contact Number

Unless otherwise notified, the resident is authorizing Residence Management to contact the said person in the event of a serious emergency as determined in the sole discretion of Residence Management.

Extra Furniture

Residents are permitted to bring in small extra furniture that meets our criteria. Small three shelf drawers (plastic), small lamps, foldable chairs and compact refrigerators are allowed in the bedroom. These fridge/freezer units must be no larger than 5 cubic feet and energy efficient with an industry standard approval marking. Small freezers can be stored in the common area as long as all suitemates agree. Note: Dishwashers are not permitted in residence. All cooking appliances must be stored and used in the kitchen and not in the bedrooms. **For those students requiring additional support (mattress, desk chair) a doctor's note prior to arrival will be required. Please fax to 705-749-5104.** The note should contain the reason for needing to bring your own mattress/desk chair. These items will be considered extra furniture if a doctor's note is not on file.

Financial Account

Your financial account provides a breakdown of all fees owed and paid to Fleming College. You are responsible for ensuring that your financial account remains paid. You will be notified by email (Fleming account) for any additional charges posted to your account by residence staff.

Firearms and Weapons

Residents cannot possess or store weapons in any building or property of the college or the Residence at any time and will be confiscated. The term "weapon" refers not only to restricted or prohibited weapons, defined by legislation, but also to any type of firearm or part thereof, explosive device, ammunition, shot or gun powder, fireworks and firecrackers, chainsaws, paintball guns, highly flammable materials or archery equipment, or any item which may be construed as a weapon or fire arm, i.e. pellet gun, sling shot. Possession/discharge of BB or air guns, ammunition, slingshots, knives or any lethal weapons in any form (including martial arts equipment) is also prohibited. This does not include instruments or equipment which are normally used as part of an academic course of instruction, provided that the student does not intend to use such items as weapons. If you are unsure if something falls under this guideline please contact the Residence Office.

Freedom of Information & Protection of Privacy Act (FIPPA)

The information contained on your residence application and subsequent forms in your file is used for administrative and statistical purposes at Fleming College and the Ministry of Colleges & Universities, as established by Section 5 of the Ministry of Colleges & Universities Act. We are obliged to obey strict standards as to the collection, storage, use and dissemination of personal information. Before information can be given to a third party (i.e. family member) on your behalf, we must receive written authorization from you.

Please give your address, bedroom number and phone number to your family and friends as the residence staff will not/cannot give out this information.

Guest Policy

The guest policy is designed to protect the rights and privileges of all residents. Overnight guests, are defined as any person staying in residence past quiet hours. Non-residents are not permitted without all suitemates' signed approval and the signed authorization form, which can be found at the residence office or provided by a Residence Life Staff member. The residence office requires these forms 24 hours in advance. If a guest is unexpected and an overnight guest registration form has not been completed, the resident must notify a Senior Resident Assistant prior to the guest staying

to obtain authorization. Guest passes will not be authorized in the first 72 hours of the start or end of each semester. Please refer to exact dates in the Residence Contract.

When a resident invites a guest, he/she is responsible for that guest at all times and in all respects, for the duration of their stay in residence. Guests must sleep in your bedroom and not in the living room. Your guest must carry their guest pass at all times and present it when asked by a Residence Life Staff member/Security. Guests will be removed from the residence if they fail to produce their pass or violate the student code of conduct. Any non-resident that is let into a building using an access card will be the responsibility of the student registered to that access card.

Please note that an overnight guest must be at least 16 years of age. Each resident is allowed a maximum of two guests. There is a maximum of six guests per suite allowed overnight and the duration of their stay cannot exceed seventy two (72) hours. Special cases extending either the duration of stay or number of guests may be discussed with the Residence Manager. One form must be used for each visit.

Indoor Recreation

Indoor recreation causes excessive noise and damages; therefore there will be no roller-blading, hockey, golf, ball throwing, tennis, etc. anywhere inside the buildings. Weight benches, punching bags, dartboards and table-sized games such as foosball and air hockey are not permitted (small free weights are allowed). Residents are encouraged to sign up for intramural sports and use the Health and Wellness Centre

Inspections

Periodic room inspections will be made and due notice will be given to all residents. There will be at least one inspection completed per semester. While vacuum cleaners are available on a loan basis they are not a service provided by the Residence Office. We recommend that you purchase a vacuum to ensure one is readily available for your suite.

The inspection consists of the following:

- Checking fire alarms and smoke detectors
- Advising students on the cleanliness of their suite, or any improper health conditions, such as the build-up of garbage and/or recycling.
- Identifying repairs so a request can be made to have the work completed.
- Ensuring the Residence Community Standards are upheld (i.e. cleanliness, decorating policy, bicycles in bedrooms/suites, etc.).
- Providing residents the opportunity to discuss concerns they may have about their bedroom/suite.

Insurance for Personal Property

The college assumes no liability for lost, stolen or damaged items of personal property. While the residence provides a fridge, stove, and microwave we cannot guarantee that issues will not arise which may damage your contents within it. We repair/fix any maintenance issues with your appliances but do not replace the contents within it. **It is the responsibility of each resident to arrange for insurance coverage for personal property brought into the Residence or the College.** We encourage all residents to contact an insurance company to arrange for Tenant's Insurance or check your parent's insurance policy, as it may cover your property. If you experience an incident involving your personal property please notify a member of the Residence Life Staff (RLS) and they can provide further instruction.

Keys / Lock Replacement

Residents will receive four (4) keys, which consist of a suite key, bedroom key, mailbox key and a Chubb card. If a student loses a key they are to notify the Residence Office immediately. The cost of replacing each missing key is \$25.00. The cost to change a lock is \$45 per door.

Lock Out Policy

If you are locked out of your suite/bedroom a Senior Resident Assistant can assist you with proper identification. You can also notify the Residence Office and someone will be available to assist you. Repeat occurrences will be addressed through our student code of conduct sanctions.

Maintenance / Repair Requests

If you have a repair that needs attention, please complete an on-line work order through the Online Residence Portal. If the repair is urgent, please contact the residence office immediately. These work orders are assessed and completed on a priority basis and charges will be administered to those students who have inflicted the damage written on the work order. General maintenance is not charged to the student. Any maintenance request made by a resident regarding a specific problem will be deemed as permission to enter that bedroom/suite to rectify the situation.

Residents **MUST NOT** attempt to repair any damages in their bedroom or suite. The residence will undue all work completed by the student and bill accordingly. We anticipate normal wear and tear in the bedrooms, suites and buildings; however, repairs required for damages caused by other means will be your financial responsibility.

Move-In

Move-in day can be stressful for new students and their families. College staff will be on site to ensure your move-in goes smoothly. Upon check in you will receive a student handbook, keys (suite, bedroom, mailbox, Chubb Access Card) and a lanyard. A staff member will be available to show you to your room and can assist you with any concerns/questions you may have about residence. There is a mandatory orientation meeting for residence students so ensure you arrive to the residence before 3:00 p.m.

Move-Out

You are required to vacate your room within 24 hours of your last official exam/project or scheduled class or as dated in the Residence Contract, whichever date is first. We encourage you to plan early for your departure from residence at the end of each semester. This policy is in place to ensure all students completing academic requirements have an environment conducive to studying. Extensions to remain more than 24 hours after your last exam (no later than the last contract date) will only be granted by the Residence Manager to students who can demonstrate a legitimate need. Students enrolled in an academic program which runs longer than the academic semester can apply for an extension to the Residence Manager with a written note from their Program Coordinator.

Residents are required to clean their bedroom/suite, remove all personal belongings and hand in their keys prior to the final bedroom inspection. Anything left behind will be disposed of and charged a disposal fee to the student. At the time of checkout, the staff will determine, cleaning charges that will be deducted from the caution fee of each resident. Students will be provided with an opportunity to have a Residence Life Staff member complete the inspection while being present in the bedroom. Refunds will be processed once the inspection reports are completed. You will be issued a summary of the charges and a copy of the bedroom/suite inspection form after check-out.

Remember that you are responsible for your bedroom and collectively for your suite. Suitemates can all leave at different times. Work with your suitemates to ensure your suite is in excellent condition to avoid any charges.

Noise Policy

With so many students living in residence and requiring different levels of quiet to study we ask for your consideration when making noise to respect those living around you. If you enjoy loud music you should consider bringing a set of ear phones with you.

QUIET HOURS: 11:00pm – 8:00am Sunday to Thursday 1:00am – 10:00am Friday and Saturday

All hours outside of our quiet hours are **consideration hours**. Quiet hours may be extended, but not shortened. The use of all audio-visual equipment such as stereos, CD players, sub-woofers, televisions, computers, video games, etc. is a privilege which must not be abused. Please adjust your base levels accordingly to respect those living beside, above/below your suite/bedroom.

For the exam period there is a 23 hour Quiet Policy in place and a No Guest Policy. The 23 hour Quiet Hours & No Guests period begins at 10:00 am the Saturday before the last week of the semester to the last Friday of the semester ending at 4:00 pm. Normal noise level is permitted between 6:00 – 7:00 p.m. daily only.

It is expected that residents would have reasonable noise levels at all times to provide a living environment which is conducive to academic success and peaceful enjoyment of all residents. If there is a conflict about suitable volume levels, the resident owning the equipment may be requested by the residence staff to disconnect the equipment. If the preceding conditions are not met, the residence reserves the right to request that the equipment be removed from the residence.

Pets

We love pets too; however, residents and their guests are prohibited from bringing pets into residence. The only exception will be fish, or amphibians that are unable to breathe outside of water) in an aquarium no larger than 10 litres or 2.5 gallons. The local Animal Control Officer will remove animals found at large, chained on the grounds, or tied to trees. Please remember that your guests must also adhere to this policy. Service animals are permitted and must be approved by the Residence Manager.

Roommate Conflict: Tips & Suggestions

We recognize that whenever people live together in close quarters, conflicting situations arise. It is important to note that conflict is normal and should be expected in a communal living environment. It is an expectation that many of these situations within the residence can be resolved directly in a mature manner by the parties in conflict, without the help of Residence Life Staff. However, in situations where this cannot be achieved, the Residence Life Staff will provide assistance.

Our approach is to help residents to learn through experience how to get along with others in a living and learning residential setting. Residence life staff is available to assist suitemates to talk about their concerns in a respectful way; gain experience resolving interpersonal issues; and learn to live co-operatively in a shared living environment. Given this approach, room transfers are a last resort and the Residence Manager, or designate will only consider this as an option when all other attempts to resolve the conflict have been exhausted.

We have a variety of resources available online to support our residents that are available 24/7 at <https://department.flemingcollege.ca/housing/suitemate-information>.

Here are a few suggestions to assist you in resolving conflict:

- Discuss your concerns directly with the other resident(s) in a respectful manner.
- If the issue concerns the entire suite, call a suite meeting to be able to have a constructive conversation in regards to the issue being presented.
- Your Resident Assistant and Senior Resident Assistants are valuable resources in providing useful tips when experiencing conflict within your suite.
- Complete a suitemate / cleaning contract that identifies responsibilities for suitemates. These contracts are available at the Residence Office.
- Don't let things build up; try to clear things up instead of allowing the issue to become too large.
- If you are not able to resolve suite issues please let the Residence Office or your Resident Assistant or Senior Resident Assistant. In addition, you may complete a Suitemate Conflict Complaint Form available online at <https://department.flemingcollege.ca/housing/suitemate-complaint-form>. A meeting can then be arranged with the Residence Manager or Residence Life Coordinator.
- No roommate transfer requests will be granted unless a Suite Meeting with the Residence Manager or Residence Life Coordinator has taken place. Only after a Suite Meeting has taken place and the Residence Office has deemed it necessary will room transfer requests be granted

Room Changes

Although rare, room changes may occur to accommodate various circumstances. Requests must be made in writing to the Residence Office for consideration and will only be considered after 30 days of move in and a member of the Residence Life Staff has tried to intervene and resolve the issue(s). Under no circumstances are residents to arrange their own bedroom change or switch without permission. There may be a \$50 administrative fee for room transfers, depending on the circumstances. Please note that room transfers within a specific suite will not be granted.

Room Entry / Inspections

Residence staff reserves the right to enter bedrooms/suites from time-to-time to perform maintenance, installation, and scheduled room inspections. Wherever possible, 24 hours' notice of such entry will be given to a resident.

Although the College wishes to assure the privacy of each student, it reserves the right to enter a bedroom/suite at any time in case of an emergency and/or community disturbances. Where the safety of a resident is in question or that reasonable directive to open a door by a resident staff or security person is denied, staff members/security may enter a bedroom/suite to ensure the resident is safe and/or the Residence Community Standards are being upheld.

The local Emergency Services may enter suites and/or bedrooms at any time without notice.

Semester Break

There is often a turnover of students at the end of each semester. Each suite is required to have their living room, kitchen and bathrooms looking as clean as they did during your move-in for any new students moving in over the break. If, over the semester break, management deems your suite

is not up to an acceptable standard of cleanliness, the suitemates in that suite will be billed equally for the cleaning that is required

Smoking

Fleming College is a smoke-free environment. This included e-cigarettes, vaporizers and chewing tobacco. All areas of the residence (bedrooms, suites, washrooms, hallways, laundry rooms, stairwells and entrances) are smoke free. If a resident is found in possession of an ashtray containing cigarette butts/residue in their bedroom/suite, this will also constitute a violation of the non-smoking policy. Residents and guests are required to refrain from smoking within four (4) meters of any residence building/structure.

Solicitation & Posting Policy

No advertising, selling or commercial solicitation is permitted in the residence facilities without the prior approval of the Residence Manager. Any posting of approved signage will be managed by the Residence Office.

Storage

There is no extra storage space in Residence. Please arrange to have trunks, etc. sent home to your permanent residence when you move in. Hockey and sports equipment, with the exception of bikes, will need to be stored in your bedroom.

Summer Housing

For those students needing accommodation over the summer period, residence is available. All students will be located in one building unless numbers exceed available spaces. For further information please visit the Residence office.

Vandalism

All incidents involving vandalism to college property will be investigated and dealt with accordingly. Cameras are installed around the residence to help ensure the residence is a safe and secure facility free from vandalism.

Windows & Window Screens

Please leave your window screens intact. Impromptu inspections are performed around the exterior of the building to ensure your screens remain in place.

Safety, Security and Emergencies

Campus Security

The college has security staff who, make regular routine patrols of the College and residence and are available to assist residents. If a security guard should ask a non-resident to leave the premises for security reasons any disrespect to the security personnel will be documented and where possible related back to the resident hosting the non-resident (whether signed in or not). Other security features include our security key system and lit walkways.

The college grounds are considered to be private property and any access is by college permission. After dark students are encouraged to walk only in lit areas around the residence and main buildings. The security service provided by the college will provide "Safe Walk" assistance. Emergency phones on the residence and main campus grounds are connected to an emergency telephone answering service. Residents are encouraged to notify a Residence Staff Member when a security concern may arise in order for us to address the safety of our residents.

Here are a few tips:

- At night, try to stay in well-lit areas and use routes that appear more heavily travelled.
- Avoid walking alone through isolated areas; avoid shortcuts through parking lots, parks and deserted areas.
- Use a buddy system; when with a friend at a party or pub, agree to watch out for each other, leave the event together or in a group.
- Use the “Safe Walk” program when you feel uncomfortable walking alone. Familiarize yourself with these services, call (extension 4444) or visit the information kiosk in the front foyer.
- Lock your suite and bedroom doors.
- Do not let strangers into the buildings.

Violence Response Protocol

If there is a violent threat inside the Residence:

GET OUT – Exiting the area or building is a good option

- Choose a safe exit and leave immediately
- Notify anyone you encounter to get out
- Once in a safe place call 911

HIDE – If you can’t safely get out then hiding is another option

- Close and lock your suite/bedroom door. If it can’t be locked, tie or barricade it shut
- Stay out of the line of sight and remain quiet
- Silence cell phones and other devices
- Do not answer the door

FIGHT – As a last resort you may have to defend yourself

- Quietly develop a plan to subdue the attacker(s)
- Improvise weapons from objects in the room
- Commit to an aggressive attack
- Stop the threat

Fire Alarms

It is provincial law that all residents must evacuate during a fire alarm; persons found not evacuating will be prosecuted under the law and/or the residence code of conduct.

Fire Safety

There is a smoke detector located in every bedroom and common room, including stairwells. Tampering with, discharging, damaging or removing fire extinguishers or any part of the fire alarm system (including covering smoke and fire detectors), or violating fire safety and fire protection procedures is strictly prohibited. Please refer to the Fire Evacuation Procedures posted on your floor. Please ensure that all suitemates evacuate if it is safe to do so. Let’s take care of each another. Use of portable heaters, burning incense, candles, halogen lamps and lamps requiring combustible fuel are prohibited. Please note that Real Christmas trees are not permitted due to fire safety. Setting open fires, whether inside the building or out-of-doors elsewhere on campus is strictly prohibited.

Fire rated doors (including hall way and suite doors) cannot be propped open and/or decorated because this creates a safety hazard.

Medical Emergencies

Students in need of immediate care are to call Ext. 4444 from their residence phone. A security representative/Residence Life Staff member will be available to assist. In serious medical situations please call 911 and provide your location (Address, Building) and then call security.

Sutherland Residence Village
[Building name and number]
[Floor and room number]
Fleming College
1 Residence Circle
Peterborough, ON K9K 2N7

Plan of Care & Safety Plan

Before starting college, it is important that students develop a Plan of Care and Safety Plan for issues which may develop while away from home. For those who have identified concerns of an ongoing nature, such as medical or mental health issues, developing a Plan of Care and Safety Plan will significantly support your success at school. Students need to be aware that they are significantly responsible for their own safety and that if they have any health concerns requiring special support, equipment, care, or medication that they should develop a plan of care with their Health Provider prior to attending college. They may need to connect with local professional support agencies prior to moving to the area. They may need to make an appointment with the counselor, nurse, Program Coordinator, or Residence Manager to share or fine-tune their Plan of Care and Safety Plan.

Power Outage

In the event that a power outage affects the residence we will do our best to ensure stairwells are lit. Our emergency lights located on each floor/stairwell will activate to help provide lighting for a period of time. In most cases the power outage will be resolved quickly by the City of Peterborough. In prolonged cases other arrangements will be made to provide temporary accommodations.

Security Cameras

All main entrances to the residence buildings are subject to video surveillance to ensure the maintenance of a safe environment for our residents. The surveillance cameras are clearly identified with signage at each location and are not located in any private areas (i.e. bedrooms, washrooms etc.). Personal information collected in video surveillance is collected under the authority of the Ministry of Colleges & Universities Act, R.S.O.1990 c.M.19,s.5 and will be used only to maintain security on the Residence property. Questions about the collection, use and/or retention of this personal information should be addressed to the Director, Housing & Conference Services.

Residence Community Standards

By choosing to live in a Fleming College Residence, you are accepting the full responsibility to adopt a lifestyle which requires respect for the needs of many other people that are living close to you, as well as for your surroundings. The Residence Community Standards and policies have been developed to protect the rights and property of residents and to encourage mutual respect in our community. If a breach is reported the complaint will be investigated. The College will use the balance of probabilities to determine whether the reported breach is more likely to be true than not true, as determined through due process.

- a) The Residence Community Standards applies to and covers all residents and their guests.
- b) Every individual is equal in dignity and worth and should be provided with equal rights and opportunities without harassment and/or discrimination.
- c) Each resident living in residence is guaranteed the active right to the peaceful enjoyment of his/her bedroom.
- d) The objective of the Residence Community Standards is to promote responsible behaviour among residents and their guests. This creates an effective study and learning environment, which ensures the physical safety and emotional well-being of the resident as well as the protection of personal and residence property.
- e) It is the responsibility of each resident to familiarize him/herself with the Residence Agreement, the Residence Handbook that outlines the Residence Community Standards, the Student Rights & Responsibilities Policy, Sexual Violence Policy, the Harassment & Discrimination Policy, the Information Technology Services (ITS) Appropriate Use Policy and the RezNet Policies & Procedures and to behave in a manner consistent with the provisions of these policies.
- f) All municipal, provincial, federal and college polices apply at residence.
- g) Failure to attend discipline meetings set by the residence office may result in a student being issued an appropriate sanction in absentia, or may result in further disciplinary sanctions. These sanctions will only be issued under the direction of the Residence Manager.

Interim Measures

Interim measures are measures taken to ensure the safety of all residents involved during the fact findings process. These measures do not mean there is a finding of guilt, but rather acknowledges the seriousness of the report and works to reduce the possible impacts of further harm. These measures are temporary for the duration of the fact finding process and may be removed or replaced by sanctions based on the outcome of an investigation. Some examples of possible interim measures may include, but are not limited to:

- A behavioural contract outlining specific conditions
- A student being moved within residence, or removed from residence
- A student being asked to participate in their academics online or from home
- A temporary dismissal or suspension of academic or work privileges will include access to College campuses and/or Residence.

Failure to Respond to Reasonable Directives Policy

Failure to respond to or failure to follow, the reasonable directive of a college employee will be dealt with under the Community Standards. Residence Staff are employed to assist in the provision of a safe, secure and comfortable living environment. As such, the staff work with all residents to enforce policies and educate residents in the process.

Social or Community Disturbance

Physical abuse, verbal threats of violence or conduct unbecoming (including harassment and discrimination) that threatens the health or safety of any person will not be tolerated at Fleming College. Such conduct may lead to disciplinary action including eviction from residence and, where appropriate, disciplinary action under the Students Rights and Responsibilities Policy.

Any social gathering will be shut down, if it is determined by the residence staff that the behaviour is in violation of the Residence Community Standards.

Alcohol Policy

Provincial law prohibits the possession, selling, furnishing or giving of alcoholic beverages to anyone under the age of nineteen (19). All federal and provincial liquor regulations will be enforced at Fleming College Residences.

The following rules are in effect at Residence:

- a) Beer bottles are not permitted on residence property and will be confiscated.
- b) Possession of, or consumption of, alcoholic beverages by persons under the age of 19 is not permitted.
- c) Alcohol is not permitted in public areas including the stairwells, hallways, laundry rooms, or anywhere outside of student suites.
- d) Alcohol is not permitted outside of residence buildings.
- e) Home brewing is prohibited in residence.
- f) Kegs or other devices used for mass consumption are not permitted in residence. (Any container which holds more than 65 ounces or 2 litres is prohibited).
- g) Drinking games (i.e. century club, funnelling, beer pong including water pong etc.) are extremely dangerous and therefore drinking games and their paraphernalia are not permitted and will be confiscated.
- h) Collection and storage of alcohol containers are not permitted (i.e. beer case walls, shelves of liquor bottles, monuments to alcohol etc.)
- i) To transport alcohol it must be in a box/bag/knapsack/etc. so that it is not easily accessible.

Illegal Drug Policy

Contravening federal, provincial, and municipal or college policy regarding drugs, drug paraphernalia (i.e. bongos) or controlled substances will result in disciplinary action and/or prosecution by the police. Drugs and drug paraphernalia will be confiscated. Any incident involving illegal drugs or drug paraphernalia, the selling of illegal drugs in residence or on college property, regardless of circumstances will be documented and result in eviction.

Sexual Violence Policy

Sexual assault and sexual violence are unacceptable and will not be tolerated. The College is committed to challenging and preventing sexual violence and creating a safe space for everyone in our College community. The College is expected to be a safe and positive space where members of the College community feel able to work, learn and express themselves in an environment free from sexual violence.

All reported incidents of sexual violence will be investigated to the best of the administration's ability and in a manner that ensures due process. It is this policy's intention to make individuals feel comfortable about making a report in good faith about sexual violence that they have experienced or witnessed.

Sanctions

Level One Infractions (Minimum Fine \$50)

Level one infractions are considered to be any actions or activities that infringe upon the rights of others to peaceful enjoyment at the Residence. Level one infractions can result in a verbal warning, written warnings with fines, probation or eviction from the residence.

- a) Making excessive noise that disrupts an environment conducive to academic learning.
- b) Misusing common facilities (i.e. leaving dirty pots, pans, dishes etc.) around for extended periods of time, misusing appliances.
- c) Failing to maintain an acceptable level of cleanliness in the residence (bedroom and

- common areas).
- d) Having a guest stay overnight without prior permission of suitemates, and/or without following proper overnight guest registration procedures.
 - e) Making an unauthorized bedroom or suitemate transfer.
 - f) Bringing in extra furniture; refer to page 11 regarding extra furniture
 - g) Keeping bicycles or motorized cycles inside of bedrooms, suites, stairwells and other areas within the residence.
 - h) Smoking within 4 metres (12 feet) of any building.
 - i) Any violation of the decorating policy.
 - j) Removing screens from windows.
 - k) Participating in drinking games;
 - l) Having bottles in residence
 - m) Repeated occurrences of lock outs of a suite or bedroom.

Level Two Infractions (Minimum Fine \$100)

Level two infractions create a significant nuisance for other individuals or endanger the safety and security of any individuals through such activities that may be harmful or potentially harmful. Sanctions for Level Two infractions include a written warning with fine, probation or eviction, depending on the seriousness of the action.

- a) Underage drinking (Possession of, or consumption of, alcoholic beverages by persons under the age of nineteen (19).
- b) Excessive consumption of alcoholic beverages that results in the disruption of community standards.
- c) Selling alcohol on residence property.
- d) Carrying open alcoholic beverages or drinking outside residents' living quarters (i.e. in hallways, stairwells or lobby areas of the residence).
- e) Contravening municipal by-laws with respect to noise/unauthorized parties (arranged through posters, social media sites).
- f) Failure to comply with the Residence Smoking Policy
- g) Discharging, tampering with, or operating any fire prevention or detection equipment (i.e. extinguisher, detector, hoses, alarms) for any purpose other than the control of a fire.
- h) Failing to follow fire emergency procedures during a fire alarm.
- i) Storing or using firearms, weapons, explosive substances (i.e. firecrackers) or chainsaws in the residence. This includes any item which is intended as, or may be construed as, a weapon or firearm (i.e. sling shot, pellet gun and martial arts equipment).
- j) Tampering with residence safety equipment (i.e. intercoms, doors, fire pull station).
- k) Having halogen lamps, storing combustible fuels, candle/incense use will be confiscated.
- l) Deliberately destroying (vandalizing) college or residence property or property of other individuals.
- m) Theft or possession of stolen property.
- n) Threatening, harassing or assaulting others (as outlined under Harassment & Discrimination in the Residence Community Standards section of this Handbook and the college's Student Rights & Responsibilities and the college's Harassment & Discrimination). Other infractions of personal safety.
- o) Physical altercation (shoving, fighting) that could constitute physical abuse or assault.
- p) Failure to respond to or failure to follow the reasonable directives of Residence Life Staff/Security.
- q) Participating in and/or running an illegal gaming or gambling operation.

- r) Loaning or duplication of keys. Guests are not permitted to carry your keys.
- s) Indoor recreation and/or water fights.
- t) Throwing or allowing to be thrown, any objects from residence, outside windows etc.
- u) Throwing snowballs at an unwilling participant or at the residence building(s) or within the residence vicinity.
- v) Keeping of pets of any description—other than small fish, or amphibians that are unable to breathe outside of water).
- w) Disorderly Conduct: Any actions, (including pranks) that impact a resident's ability to use college facilities, or create damages to college property. This also includes actions that impact the quality of life for other residents.
- x) Rez Net Violations.
- y) Urinating in Public.

Residence Community Sanctions

Verbal/Written Warning

A first-time violation is typically responded to with a warning to the residence. Residence Life Staff and/or Security will request that the individual cease the behaviour and they will submit a report. The Residence Life Office will issue the applicable warning and the violation(s) will be explained in writing.

Incident Report

An incident report, which is written by Residence Life Staff and or Security, will include the date, time and nature of the offence; a clear statement indicating the behaviour which caused the offence.

Repeat Occurrence

If you receive a second Incident Report for a repeat occurrence it will be levied at the next level offence, and an additional fine and/or a special task within the residence or community service may be assigned. Repeat occurrences could result in eviction.

Restitution/Fines

Circumstances may arise where charges (recovery of cost for damage) are levied against a resident or multiple residents. Depending on the specific circumstances, fines appropriate to the violation may be assessed in addition to the damage/recovery charge (i.e. damage to residence property will be charged at the cost of replacement (material and labour) to the resident(s) who is/are responsible and a Level Two fine assessed for damage to college property). Failure to pay restitution or a fine in the 30 days prescribed may result in further disciplinary action and transcripts withheld from the resident until all fines are paid in full. Larger amounts may result in a lock-out and cancellation of a student's residence contract.

Special Projects or Tasks

Residents may be asked to perform such services as working with a Senior Resident Assistant or Resident Assistant on programming or while on duty, for a specified period of time. Educational sanctions and/or special projects assigned may be related to the infraction that was committed.

Behavioural Contract (i.e. Alcohol, Guest Restrictions)

A behavioural contract is a mutually acceptable agreement between the college/residence and the resident, which specifies certain behaviour with which the resident must comply. If the contract is broken, and the fact that it is broken is determined by due process, the resident may be evicted from the Residence. A behavioural contract may also involve alcohol probation.

Probation

The Residence Manager has the authority to place a student on probation in residence. When such a sanction is levied, the Residence Manager will communicate the sanction in writing to the resident. Once a resident has been placed on probation in residence, any further offence of any kind may result in suspension or eviction from the Residence. Probation will normally last until the end of the academic year and, in exceptional cases, probation status may be extended to the subsequent year.

Temporary Suspension

A resident may be required to temporarily leave the Residence for a specific length of time for any default under, breach of contravention of the Residence Contract, the Residence Community Standards, the Student Rights & Responsibilities Policy, Sexual Violence Policy, the Harassment & Discrimination Policy, the Information Technology Services (ITS) Appropriate Use Policy and the RezNet Policies & Procedures. The resident will be able to re-enter the Residence on the date specified in the suspension letter.

Eviction

A resident may be required to vacate the residence for any default under, breach of contravention of the Residence Contract, the Residence Community Standards, the Student Rights & Responsibilities Policy, Sexual Violence Policy, the Harassment & Discrimination Policy, the Information Technology Services (ITS) Appropriate Use Policy and the RezNet Policies & Procedures. The resident would be given written notice forty-eight (48) hours in advance. This notice period may be less if a serious violation of the Student Rights & Responsibilities and/or Harassment & Discrimination Policy occurs.

Evictions or administrative cancellation of a resident's contract will be implemented by residence management only. A financial penalty may apply. When such a sanction is levied, the Residence Manager will communicate the sanction in writing to the resident. The letter will indicate the reason(s) for the sanction and will include conditions of the eviction. The resident must leave by the date stated in the letter.

Evictable offences may include but are not limited to:

- a) Illegal drugs or drug/smoking paraphernalia in residence/college property (includes salvia)
- b) Assault (physical and/or sexual)
- c) Use and/or storage of weapons including, but not limited to, firearms, explosive devices, ammunition, sling shots, knives, fireworks, firecrackers or highly flammable materials etc.
- d) Tampering with life safety equipment, i.e., pulling a fire alarm station
- e) Harassment and discrimination in any form
- f) Repeated infractions over specific period of time

Persona Non Grata (No Trespassing Policy)

Any person declared persona non grata does not have the right to enter onto Residence property. Such a person found on Residence property is liable to be charged with trespassing. A "No Trespass" form is filed with the Peterborough Police Department.

Appeals

Decisions of the Resident Assistants and Senior Residence Assistants can be directed to the Residence Manager. A meeting can be scheduled through the Residence Life Office to discuss any concerns a resident may have.

Decisions of the Residence Manager that result in eviction only may be appealed to the Residence Life Judicial Appeal Board. Appeals are to be submitted online within 3 business days of the receipt of an eviction letter using the Residence Eviction Appeal Form, located at: <https://residence.flemingc.on.ca/StarRezPortal>.

[Continued on the following page]

A resident may appeal the eviction on the following grounds:

1. **Personal Bias / Unfair Treatment:** perceived unfair treatment based on the Case Manager not following the process as outlined in this policy. Perceived unfair treatment based on the sanction not fitting or appropriate based on the policy violation.
2. **New information / Extenuating Circumstances:** If the complaint or respondent has new information, or documentation of extenuating circumstances that was not available at the time of the original investigation.

If neither of these grounds is met, the resident will be informed in writing within two (2) College business days the request for appeal has been denied.

If the appeal is granted, an investigation will take place that involves reviewing all the information relating to the incident. During the investigation the student(s) is still required to adhere to the conditions of the sanction(s) issued.

Student Residence Phone Service

Every bedroom at the Sutherland Residence Village is equipped with a VoIP phone. The following document outlines guidelines and instructions on how to use the phone system.

The Cisco IP Phone 7960 and Cisco IP Phone 7940 are full-feature telephones that provide voice communication over an IP (Internet Protocol) network. The phone functions much like traditional analog phones, allowing you to place and receive telephone calls. They also support features that you have come to expect from a telephone—such as speed dialling, redial, call transfer, conference calling, and voice mail access. This phone is also used for important notifications that are sent in cases of an emergency.

In the event you have phone issues or questions not answered in this booklet please contact the Residence Office located in Newfoundland House, Building 1 or call 705-749-5100.

Emergency Numbers

In case of a Life threatening emergency dial **911**. **Please remember this number is to be used only for LIFE THREATENING EMERGENCIES.**

To contact **Campus Security** dial **4444**.

Individual Phone Number

Let family and friends know how to call you. Your number is 705-749-6100, then your extension. (Your extension is the 5 digit number that appears on your LCD screen). **Please note due to Freedom of Information we are not able to provide your bedroom ext. number to anyone other than yourself.**

Internal Calls

Dial the person's extension, ie, 71011.

External Call

To place a call (calling home, for pizza, movie times, etc) dial "8" then the number.

Long Distance

Long distance and International calls can only be made using calling cards. Cards can be purchased at most grocery, convenience, department stores, the Fleming Bookstore and on-line through various phone company services.

Voicemail

Each phone comes with voicemail which can be accessed by pushing the "messages" button at any time. The default password is 12345, it is STRONGLY suggested that you change this right away.

When you login for the first time, listen to the instructions on how to change your greeting, play messages, listen to messages etc. When a message is waiting for you the phone will have a red light on. If you are away from the Residence and want to check your voicemail, dial 705-749-6100, press * key, enter your (extension number) and then enter your password.

How Do I Adjust the Speakerphone and Handset Volume?

Press the up or down **Volume** button when the handset or speakerphone is in use. To save the volume setting for future calls, press the **Save** key.

How Do I Adjust the Ringer Volume?

To change the volume used by the ringer, press the up or down Volume button while the handset is in its cradle. Continue pressing the Volume button to hear sample rings and to adjust the volume to the desired level. This setting is saved automatically.

How Do I Change the Ringer Sound?

- Press the **Settings** button
- Select **Ring Type** from the Settings menu
- Press the **Select** key
- To scroll through the list of ring types, press the up or down **Navigation** buttons
- Press the **Play** key to hear the selected ring type
- When you find the ring you want, press **Select** and then press the **OK** key
- Press the **Save** key to save your selection and exit the Settings menu

How Do I Place a Call on Hold?

To place a call on hold, press the **Hold** soft key. To return to the call, press the **Resume** key.

How Do I Redial a Number?

To redial the most recently dialled number, press the **Redial** key.

Replacement Cost

The current cost of a Cisco IP Phone is \$100.00. You are responsible for your phone and will be charged for its repair or replacement should it be damaged. Please be careful when using your phone to prevent the chances of accidental damage occurring, and report issues immediately to the Residence Office.

Road Map of Your Phone

Refer to the following illustrations and table to identify the keys and parts on your Cisco IP Phone and to find a description of related features.



1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Model Type	Indicates your Cisco IP Phone model.
4	Line or speed dial buttons	Opens a new line, speed dials the number on the LCD screen, or ends a call. The Cisco IP Phone 7940 has two.
5	Footstand adjustment	Adjusts the angle of the phone base.
6	Directories button	Provides access to call histories and directories.
7	i button	Displays help on your LCD screen for a phone key or function.
8	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.

9	Speaker button	Toggles the speaker button on and off
10	Mute button	Toggles the mute button on and off
11	N/A	N/A
	Volume button	Increases or decreases volume for the handset, or speakerphone. Also controls the ringer volume (if on-hook), and the LCD contrast.
13	Services button	Provides access to phone services
14	Messages button	Provides access to a message system
15	Navigation button	Enables you to scroll through text and select features played on the LCD screen
16	Dial pad	Works exactly like the dial pad on a traditional telephone.
17	Soft keys	Enables you to engage any of the functions displayed on the corresponding LCD tabs. Soft key functions change depending on the status of the phone

Important Contact Numbers

Ambulance – Emergency.....	911
Fire – Emergency.....	911
Fire – Non Emergency.....	705-745-3281
Police – Emergency.....	911
OPP – Non-Emergency.....	705-742-0401
Peterborough/Lakefield Community Police – Non-Emergency.....	705-876-1122
Peterborough Regional Health Centre.....	705-743-2121
Kawartha Sexual Assault Centre	1-866-298-7778
Telehealth Ontario for free access to a Registered Nurse.....	1-866-797-0000
Peterborough Day Clinic	705-740-6880
Peterborough County-City Health Unit/Sexual Health Clinic	705-748-2021
Poison Control Ontario.....	1-800-268-9017