



# Residence Handbook 2026-2027

Aaniin, Boozhoo, Hello Everyone,

We acknowledge that the land that Fleming College is on, is the traditional territory of the Michi Saagig Anishnaabe, people of the North shore of Lake Ontario and its tributaries. Fleming College Campus locations are covered by eighteen treaties and agreements that the Michi Saagig Anishnaabe participated in from 1781 to 1923.

Fleming College has settled on this land and recognizes that the region is now home to many Indigenous people from across Turtle Island and the importance of respecting the voices and history of Indigenous communities. We are grateful to work on this land and will continue to build authentic and reciprocal relationships. On behalf of the Residence Life and Housing Services team, I would like to welcome everyone to Residence! The opportunity to live on- campus is about meeting new friends, continuing to explore and discover who you are, and learning to thrive in a supportive community.



We celebrate equity, diversity and inclusion and embrace the colleges shared commitment to being a welcoming place for all. We are committed to a respectful environment that recognizes the balance between individual needs and community well-being. The services in the residence communities are intentionally designed to make living easier so that you can focus on learning to be a successful student and community member.

Our goal is to play a part in your success at college. Our Residence Life Staff will be there for you through your residence experience and we encourage you to get involved and be part of building a memorable experience. We want to ensure your residence experience puts you on your pathway to graduation.

Kind regards,

Olivia Winder  
Manager, Residence Life

*The Residence Management reserves the right to amend this document for additional regulations or policies as the need arises to comply with college, provincial or federal policy and/or public health. Last updated January 29, 2026*

## Important Contact Numbers

Emergency (Fire, Police, Ambulance).....	911
Fire – Non-Emergency.....	705-745-3281
Police – 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 County-City Health Unit/Sexual Health Clinic .....	705-748-2021
Poison Control Ontario.....	1-800-268-9017
Lindsay Ross Memorial Hospital.....	705-324-6111
Haliburton Hospital.....	705-457-1392
Kawartha Lakes After Hours Clinic.....	<a href="https://cklfamilyhealthteam.com/after-hours-clinic/">https://cklfamilyhealthteam.com/after-hours-clinic/</a>

## Sutherland Campus

Fleming College .....	1-866-353-6464
Sutherland Campus.....	705-749-5530
Sutherland Residence.....	705-749-5100
Sutherland RA On-Call After Hours Number.....	705-740-4881
Sutherland Campus Security (Non-Emergent/General Inquiries).....	705-749-5530 x8000
Sutherland Campus Security (Emergency) .....	705-749-5530 x4444
Health Services.....	705-749-5504
Student Administrative Council (SAC).....	<a href="mailto:info@flemingsac.ca">info@flemingsac.ca</a> 705-749-5547
Sutherland Campus Store.....	705-749-5539

## Frost Campus

Fleming College .....	1-866-353-6464
Frost Campus .....	705-324-9144
Frost Residence.....	705-878-9328
Frost RA On-Call After Hours Number.....	705-340-8342
Frost Campus Security (Non-Emergent/General Inquiries).....	705-324-9144 x3998
Frost Campus Security (Emergency) .....	705-324-9144 x3999
Health Services.....	705-324-9144 x3232
Frost Student Association (representing Frost & Haliburton Campuses). <a href="mailto:info@frostsac.ca">info@frostsac.ca</a>	705-324-9144 x3047
Frost Campus Store.....	705-878-9307

## Haliburton Campus

Fleming College .....	1-866-353-6464
Haliburton Campus.....	705-457-1680
Haliburton Residence.....	705-749-5100
Health Services.....	705-324-9144 x3232
Frost Student Association (representing Frost & Haliburton Campuses). <a href="mailto:info@frostsac.ca">info@frostsac.ca</a>	705-324-9144 x3047
Makerspace – The Centre for Making.....	<a href="mailto:centre4making@flemingcollege.ca">centre4making@flemingcollege.ca</a> 705-457-1680

## **Other Campus Services**

Office of the Registrar..... [records@flemingcollege.ca](mailto:records@flemingcollege.ca) 1-866-353-6464 x1148  
Financial Aid..... [finaid@flemingcollege.ca](mailto:finaid@flemingcollege.ca) 705-749-5530 x1616  
International Student Services..... 705-749-5530 x1145

# Your Housing Staff and Supports



## **RESIDENCE ASSISTANTS (RA)**

Residence Assistants (RAs) are students that live in residence at Sutherland Residence Village and Frost Residence Village as peer leaders responsible for creating and maintaining an emotionally and physically safe residence environment. They actively build a sense of community and get residents involved in campus life. As strong students themselves, they can provide students suggestions about study habits, informal advice on how to work through potential conflict, and making positive choices that all lead toward graduation.

## **SENIOR RESIDENCE ASSISTANTS (SRA)**

Senior Residence Assistants (RAs) are senior students that live in residence at Sutherland Residence Village and Frost Residence Village as peer leaders, providing an additional layer of support to the Residence Community and Residence Life Staff. They mentor and guide the Residence Assistant team, assist in suitemate mediations, oversee Residence Council, and provide support to Residence Management.

## **DIRECTOR, STUDENT EXPERIENCE AND ATHLETICS**

The Director, Student Experience and Athletics is a member of the residence management team and provides oversight to the Residence Life, Student Experience, Athletics, and Off- Campus Housing departments at Fleming College.

## **MANAGER, RESIDENCE LIFE**

The Manager, Residence Life is responsible for the overall development and delivery of the student experience in residence at Sutherland, Frost, and Haliburton campuses. They work to create a welcoming living environment that provides space that is inclusive and diverse. They are responsible for leading the Residence Life team and providing resources to support students' needs including administering the Residence Community Standards that define acceptable behaviour.

## **RESIDENCE LIFE COMMUNITY SUPERVISOR**

The Residence Life Community Supervisor is a live-in member of the residence management team. They are responsible for contributing to a welcoming, safe, and inclusive residence community by supporting the Manager, Residence Life in the hiring, training, and supervising of the Residence Assistant team. They work to collaborate with campus partners to implement programming in residence that promotes the development of interpersonal relationships, life skills, and academic success.

## **STUDENT CASE MANAGEMENT SPECIALIST**

The Student Case Management Specialist is a member of the residence management team responsible for creating a supportive living & learning environment. This position works with students to navigate and connect with the many supports Fleming offers including Counselling, Accessible Education, Tutoring etc. The Student Case Management Specialist is also available to support students with their transition to living independently, including coordinating accommodation requests for students with identified disabilities. This position works in collaboration with campus partners to provide intensive case management support where needed.

## **HOUSING SERVICES STAFF**

Professional Housing Services staff play an active role in creating a welcoming and safe residence community and are integral in the delivery of residence services, administration, and operations. If you have questions or issues about the college, residence or community come and see them in the office.

## **HOUSING COMMUNITY COORDINATOR/OFF CAMPUS HOUSING**

The Housing Community Coordinator assists students searching for housing off-campus and supports maintaining a healthy, secure, housing environment. They work alongside students to understand the rights of tenants and landlords, often coordinating support across several student experience departments.

## **IT SUPPORT STAFF**

These staff are responsible for providing front line IT services to students living in residence. They assist students experiencing difficulty with their internet or VoIP phone connections along with implementing technology enhancements to improve the student experience.

## **MAINTENANCE STAFF**

College Maintenance staff provide front line maintenance service responding to work orders submitted by students, completing scheduled service to the various mechanical systems in the facility, and works with external contractors to keep the facility and grounds looking their best.

## CLEANING STAFF

The cleaning staff are responsible for cleaning the building entrances, grounds, hallways, stairways, laundry rooms, and study rooms. Residence cleaning staff will also perform light maintenance tasks, like changing a light bulb or repairing loose furniture.

## CAMPUS SECURITY

The College works with Campus Security Staff to maintain a safe living and learning campus environment. Campus Security staff are responsible for the security and safety under the direction of the Manager, Emergency Management & Campus Security.

# Keeping You Safe



Fleming College is committed to providing a safe and healthy residence living environment for all students, staff, and guests. All planning decisions will be guided by the health and safety protocols set forth by Federal, Provincial, and local public health authorities. Updated information requires the continual review and revision of protocols to ensure adherence to guidance documents and /or local, provincial, and federal public health advice, ministry directives and sector-specific requirements.



Residential services, amenities and community standards may need to be adjusted as needed.

## Campus Security

Fleming College employs Security staff who make routine patrols of the College and Residences and they 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, relate 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 and Residence grounds are 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. Emergency phones on the residence and main campus grounds are connected to an emergency telephone answering service. Residents are encouraged to notify Campus Security a Residence Staff Member when a security concern may arise 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 "Friend Walk" program when you feel uncomfortable walking alone. Familiarize yourself with these services, by downloading the Fleming Safe app or by calling Security. Alternatively, visit the information kiosk in the front foyer.
  - Keep your bedroom door locked at all times. Do not prop open your suite door and avoid opening your suite door to any strangers.
  - Do not let strangers into the buildings.
  - If you see something of concern, say something. Contact for assistance. Security will also be able to assess the situation and escalate to emergency services as needed. Campus Security is available to assist with General Inquiries for the College 24 hours a day, 7 days a week.

## **Cameras**

All main entrances to the residence buildings and some public outdoor spaces on campus are subject to video surveillance to ensure the maintenance of a safe environment for our residents. The surveillance cameras are 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 sent to the Residence Office for support.

## **Fire Alarms**

It is a 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 Community Standards.

## **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.

The use of portable heaters, burning incense, candles, wax warmers, real Christmas trees, lava lamps, halogen lamps, and lamps requiring combustible fuel are prohibited. Setting open fires, whether inside the building or outdoors elsewhere on campus is strictly prohibited.

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

Please be aware the capacity of a residence suite may not exceed 12-persons.

## **Medical Emergencies**

Students in need of immediate care are to call 705-749-5530 ext. 4444 (Sutherland Campus) or at 705-324-9144 x3999 (Frost Campus). Residents living at Sutherland Residence Village can also dial ext. 4444 directly 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	Frost Residence [Building name and number] [Floor and room number] Fleming College 1 Auk Trail P.O. Box 5500 Lindsay, ON K9V 6G6	Haliburton Residence [Building name and number] [Floor and room number] Fleming College 297 College Drive Haliburton, ON K0M 1S0
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## **Power Outage**

If 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 some time. In most cases, the power outage will be resolved quickly by Hydro One. In prolonged cases, other arrangements will be explored to minimize disruption until power is restored.

## **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 or guardian'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 one bedroom key, and an access key card. For the safety and security of all residents, residence keys and/or OneCards cannot be loaned or duplicated. 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 Procedure**

If you are locked out of your suite/bedroom a Residence or Campus Security staff member can assist you with proper identification. You can also notify the Residence Office and someone will be available to assist you. Repeat occurrences may be addressed through our Community Standards.

## **Firearms and Weapons**

Residents cannot possess or store weapons or replicas of any 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 firearm, i.e. pellet gun, slingshot. Possession/discharge of BB or air guns, ammunition, slingshots, knives, or any lethal weapons in any form (including martial arts equipment) is also prohibited. If you are unsure if something falls under this guideline, please contact the Residence Office.

## **First Aid**

The Residence Staff are trained in First Aid and CPR. Residence staff have access to a First Aid Kit in the Residence Office as well as an AED. We do suggest that each suite has some bandages, gauze, etc. on hand in case of an accident.

## **Emergency Contact Number**

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

## **Violence Response Protocol**

If there is a violent threat inside the Residence:

**RUN** – 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

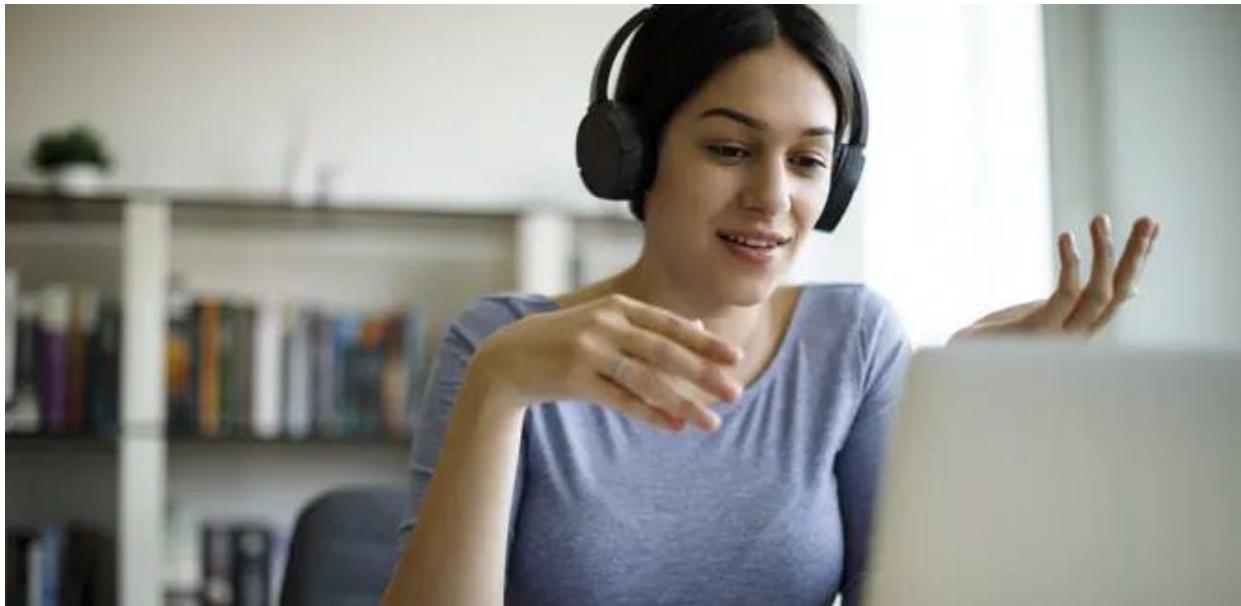
**FIGHT** – As a last resort you may have to defend yourself

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

## **Confiscation Protocol**

Prohibited items may be confiscated from residents at the discretion of the Residence Staff and/or members of Security. Should an item be confiscated from a suite or bedroom, the affected student(s) will be notified and provided further instruction. Personal items may be eligible for pick-up within 30 days of the incident. Confiscated items not claimed within 30 days from the incident will be deemed abandoned and disposed of.

# Student Success & Wellness



## **Welcoming Place for All**

Fleming Residence is a welcoming place for all. We take great pride in ensuring each student feels like Fleming is their home. We promote and engage in diversity activities and value the voice of all our students. Through the Residence Council, students can provide ideas to promote diversity events and feedback related to their experience. The Residence Team is responsible for engaging students in activities, conversations, and campaigns on themes of equity, diversity and inclusion in collaboration with campus partners.

## **Smudging**

Smudging is a cultural ceremony practiced by many Indigenous peoples. This tradition involves the burning of traditional medicines; most commonly used but not limited to sweetgrass, sage, cedar, and/or tobacco. A smudge is burned primarily for purification of self and space (home or living space), and to help create positivity. Sometimes this is done together with others, but a person may choose to smudge on their own. This is a personal practice and varies depending on someone's teachings and/or territory.

Smudging is recognized by the College as an Indigenous tradition and is permitted on campus. Smudging generally produces little smoke and dissipates relatively quickly. Smudging in residence must adhere to Housing's Fire Safety Plan which requires specific safety and notification procedures to take place before any smudging in any residence space(s). Please contact the Housing Office directly to make arrangements.

For further details: see Fleming's "Honouring the Rights of Indigenous Peoples" Policy #1-110 and the United Nations Declaration for the Rights of Indigenous Peoples:

"Indigenous peoples have the right to promote, develop and maintain their institutional structures and their distinctive customs, spirituality, traditions, procedures, practices and, in the cases where they exist, juridical systems or customs, following international human rights standards." – United Nations Declaration on the Rights of Indigenous Peoples [490].

If you self-identify as an Indigenous student (First Nations status or non-status, Métis or Inuit) and are looking for cultural support and resources please connect with Indigenous Student Services at <https://department.flemingcollege.ca/indigenous/>

## **Getting Involved**

There are many ways to get involved at Fleming Residence! We have opportunities for students to grow personally and gain skills to land that first job. Now is the best time to get involved as college provides many awesome opportunities. Below are some of the opportunities for students to get involved. If a student doesn't see something that interests them, reach out to the Housing team.

## **Residence Council**

Residence Council is a great way for students to meet one another, to learn about how to run events, run a board meeting, and to facilitate meaningful conversations about changes or ideas they would like the Residence to implement. Residence Council is an opportunity for students to connect and is an excellent starter program if a student wants to become a Resident Assistant. Sutherland and Frost Campuses offer a Residence Council that plans community events and discusses events in Residence.

## **Clubs**

Residence supports the administration of clubs through both the Student Administrative Council (SAC) at the Sutherland Campus, and the Frost Student Association (FSA) at the Frost and Haliburton campuses. You can pick up a clubs package from your student government, gather your friends with like interests and reach out to them! If you need help with this process you can reach out to your Residence Life Community Supervisor and they will help you get your club going in Residence. Visit your student government's website for more information on how to start a club.

SAC: [www.flemingsac.ca](http://www.flemingsac.ca)

FSA: [www.frostsa.ca](http://www.frostsa.ca)

## **Roommates: 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 assist.

Our approach is to help residents to learn through experience on how to get along with others in a living and learning residential setting. Residence Life Staff are available to assist suitemates to talk about their concerns in a respectful way; gain experience resolving interpersonal issues and learn to live cooperatively in a shared living environment. Given this approach, room transfers are a last resort, and Residence Life Management will only consider this as an option when all other attempts to resolve the conflict have been exhausted. Room transfers are subject to a \$150 administrative fee and residents will not be able to select the suite they are moved to.

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.
- Resident Assistants and Senior Residence Assistants are valuable resources in providing useful tips when experiencing conflict within your suite.
- Complete a suitemate agreement and a cleaning contract that identifies responsibilities for suitemates. These contracts are available at the Residence Life Office (SRV) or the Residence Program Office (Frost) or through the [Residence website](#).
- Don't let things build up; try to clear things up vs. allowing the issue to become too large.
- If you are not able to resolve suite issues, please contact a Residence Assistant, Senior Residence Assistant or the Residence Life Office.

## **Wellness Support Links**

We understand that being a student can be stressful at times. Please reach out to a Residence Life Staff or the Residence Office if you or someone you know need assistance at any time. We have a trained staff on site 24/7 to help respond to a wellness crisis. If the crisis is an emergency, please call 911. Listed below are some of the resources students can utilize to get help:

1. Your Residence Assistant (available at Sutherland and Frost Campus)
2. Residence Office Staff (available during business hours) – 705-749-5100 (Sutherland & Haliburton) or (705) 878-9328 (Frost)
3. Residence On-Call After-Hours Staff – Sutherland (705) 740-4881/Frost (705) 340-8342. Not available at the Haliburton Campus.
4. Security – Call 4444 from your suite phone (Sutherland), 705-324-9144 x3999 (Frost), and/or 705-749-5530 x4444 (Haliburton & Sutherland)
5. Good to Talk – 1-866-925-5454 or text GOOD2TALKON to 686868
6. We Speak Student - [www.wespeakstudent.com](http://www.wespeakstudent.com) (compassionate and confidential support, short term therapy, and virtual resources)
7. Connex Ontario – 1-866-531-2600 (free and confidential health service information for people experiencing problems with alcohol, drugs, mental health and/or gambling).
8. MORCARE for International Students (International Student plan) [www.morcare.ca](http://www.morcare.ca)
9. 9-8-8 Crisis Line – People across Canada can call or text 988 for help when in crisis or thinking of suicide
10. Bounce Back – [www.bouncebackontario.ca](http://www.bouncebackontario.ca) (a free skill-building program to help manage low mood, mild to moderate depression or anxiety, stress, or worry)
11. Reach out to our counselling or health services departments (Information below in next section)

## **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. When the campus is open, students can make an appointment with a counsellor, <https://flemingcollege.ca/student-experience/counselling>

## **Health Services**

All health-related questions are welcomed and treated confidentially. Appointments are required and your health card must be shown at each visit. <https://flemingcollege.ca/student-experience/health-services>

## **Plan of Care**

Before starting college, students must develop a Plan of Care for issues that 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 will support your success at school. Students need to be aware that they are responsible for their 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 Care provider in co-operation with College Health & Wellness Services.

# **Amenities & Services**

## **Beach Volleyball Court**

A beach volleyball court is available for residents to spontaneously arrange activities. No reservation is required.

## **Bicycle Storage**

Limited bicycle racks are provided for your convenience in the bicycle storage room (bicycle shed at Frost), located on the 1<sup>st</sup> 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. Make sure you remember your bike when you move out!

Please be aware, bicycles requiring gas are not permitted within the Bicycle Storage areas in residence. Please register these vehicles through Parking Services and park in the designated outdoor College Parking Lots.

## **TV and Cable Services**

All Residence common rooms are equipped with a SmartTV which students may log into with their personal subscriptions (Netflix, Disney+, Amazon Prime, etc.). Students who wish to have cable in their private bedroom will have to make their hook-up and financial arrangements by calling Cogeco. Unauthorized connections will be considered theft and dealt with through the Residence Community Standards.

## **EcoShed/EcoRoom (Garbage, Recycling & Compost)**

Refuse and recycling can be deposited in the Eco Shed/EcoRoom at each of our campuses. At Sutherland Residence Village, Garbage must be disposed of in the compactor and recycling is to be sorted and disposed of in the appropriate bins. At Frost and Haliburton Residence, all garbage and recycling must be sorted and placed directly in the correctly labelled bins. Please take the time to recycle and follow the directions on the bins to ensure you're doing your part for the environment.

## **Food Services**

### Meal Plans

Students living in residence can purchase meal plans. Students living in residence are not required to purchase a full meal plan but rather the different options are intended to supplement meals you cook for yourself. <https://fleming.campusdish.com/MealPlans>

### Vending Machines

Pop and snack machines are available (pop machine only at Frost) in both of our laundry rooms. Please see the Residence Office if you experience a mechanical error after inserting coins into the machine. OneCard is also a method of payment for the vending machines.

All residence suites come with a full kitchen and appliances (stove, fridge, and microwave). You can bring into your additional appliances such as a toaster oven, electric frying pan, or air fryer.

## **Internet & Wi-Fi (ResNet)**

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 computers. Networking components such as routers, wireless printers, or network switches may not be added to ResNet.

Technical assistance is available to help you get connected to ResNet and answer any questions you might have. ResNet Policies & Procedures must be followed at all times. Wireless routers are not permitted in Residence.

## **Laundry Rooms**

Laundry rooms with modern, card-operated washers and dryers are located on the first floor of building 1 and building 5 (Sutherland Residence), and building 2 (Frost Residence) and are open for residents 24 hours a day, seven days a week. Laundry works with your Fleming One Card, which you can load funds online at any time to pay for laundry. There are step-by-step instructions in each laundry room; please read these carefully before doing your laundry.

## **Mail & Parcel Services**

Students living in residence are permitted to receive letter mail and parcels throughout the academic term. If a resident receives a letter, parcel, registered mail, or a couriered parcel, the item will be placed in a parcel locker for pick-up. Following this process, the resident will receive a notification email from LuxerOne (please be aware this email notification may be sent to your Junk Mail. Please ensure to mark this as safe to avoid notification delays). Parcel lockers can be found outside of the Residence Office and can be accessed 24 hours a day, 7 days a week. Please note, the Residence Office cannot accept Collect on Delivery (C.O.D.) parcels, parcels requiring a signature, or parcels requiring a courier code. Please check your Fleming College email daily

for mail and parcel notifications. Stamps and envelopes may be purchased at the college bookstore.

Please be aware the College, including the Residence Office, will not accept any deliveries of alcohol and/or cannabis to its residence properties. HelloFresh and other food delivery boxes will be held for 48 hours. In a resident fails to pick up their box within this timeframe, it will be disposed.

Sutherland Mailing Address	Frost Mailing Address	Haliburton Mailing Address
Your Name Sutherland Residence Village Room Number Fleming College 1 Residence Circle, P. O. Box 4375 Peterborough, ON, K9K 2N7	Your Name Frost Residence - Room Number Fleming College 1 Auk Trail, P.O. Box 5500 Lindsay, ON K9V 6G6	Your Name Haliburton Residence Room Number Fleming College 297 College Drive Haliburton, ON K0M 1S0

## Maintenance / Work Orders

If you have a repair that needs attention, please complete an online work order through the [Online Housing 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 undo 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.

## OneCard

Each student will be issued a Fleming OneCard, from the OneCard 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. OneCards cannot be loaned or duplicated. OneCard provides students with access to their residence building and suite, College services, including point of sale for vending purchases in Residence, on-campus dining, laundry, printing/copying, Book Store purchases, access to the Peterborough Sport and Wellness (Sutherland) and Lindsay Recreation Centre (Frost) and other transactions on campus.

## Parking

Residents who bring a vehicle to the residence must purchase a parking permit and park in the Pine or Beech Lot (Sutherland Residence), R Lot (Frost Residence), or designated parking lot (Haliburton Residence). Residence parking is limited, and permits will be issued on a first-come, first-served basis. Parking permits must be purchased through the [Parking Website](#). 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 requiring parking for less than that time 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 please refer to the [Parking Website](#).

#### Temporary Parking

Visitors can park in the Pine Lot ('R' Lot at Frost) during the following hours: Monday to Thursday, 8:00 pm to 8:00 am and on weekends from Friday at 8:00 pm. Those vehicles parked in the designated Residence lots 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.

#### **Lost and Found Items**

Found something? Please bring any lost and found items to the Security Office at main campus. All items are kept by Campus Security in a secured location for a period of 90 days and then disposed of according to policy. If your name, student number, or telephone number is anywhere on the item, we will do our best to get in touch with you by phone or email.

In the event you report a lost items to us and we do not have it, we will record your information and advise you via your Fleming e-mail address if the item is found.

#### **Phones (Sutherland Residence)**

Phones are supplied for every common area. 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 \$440.

# Living in Residence



## **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, Research Excellence and Security, 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.

## **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.

## **Move-In**

Move-In Day can be stressful for new students, their families and supporters. College staff will be on-site to ensure your move-in goes smoothly. A staff member will be available to guide you to your room and can assist you with any concerns/questions you may have about residence.

## **Caution / Key Deposit**

Residents are required to pay a 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 the 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.

## **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 after a member of the Residence Management team has tried to intervene and has determined the issue(s) cannot be resolved. Under no circumstances are residents to arrange their bedroom change or switch without permission. There may be a \$150 administrative fee for room transfers, depending on the circumstances. Please note that room transfers within a specific suite will not be granted.

## **Room Consolidation Policy**

Consolidation is the process of combining students into one suite who are living 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 the flexibility to change the gender status of suites to increase the building's capacity to provide accommodation for new students.

## **Cancellation of Resident Contract**

The residence will provide written notice sent electronically to the college email address before cancelling a student's Resident Contract. This will be enforced for overdue financial accounts for residence fees owed to the College, unpaid fines/damages, and repeated 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 to change locks will be billed back to the student.

## **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 Resident Contract, whichever date is first. We encourage you to plan early for your departure from the residence at the end of each semester. Residents failing to move-out by the deadline provided will be subject to a late move-out fee of \$75 per hour. This protocol 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 a member of the Residence Management team to students who can demonstrate a legitimate need. Students enrolled in an academic program that runs longer than the academic semester can apply for an extension by a member of the Residence Management team 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 before the final bedroom inspection. Failure to return keys upon move-out will result in an immediate \$75.00 charge. Residents will then be given a 1-week grace period to return their keyset to the Residence Office after which a lock change will be required at an additional charge of \$70.00.

Anything left behind will be disposed of and a disposal fee will be charged to the student. Fleming Housing Services will not hold your items after you leave. At the time of checkout, 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 should the move out occur during office hours (8:30 am to 4:30 pm). Refunds will be processed once the inspection reports are completed. You will be issued a statement of account once your refund has been requested.

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

### **Residence Closure**

If the college and/or health unit closes the residence students will be required to vacate as soon as possible, most likely within a couple days and students must remove all their belongings without exception. Notice will be provided to residents with respect to refunds to student accounts, noting there are overhead costs associated with a closure that cannot be refunded.

## **Living Expectations**

### **Cleaning Standards**

By choosing to live in residence you have agreed to keep your living space (suite common areas and bedroom) clean. Suietmates 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 [here](#). A cleaning schedule is provided to ensure shared spaces remain clean. Work with your suitemates to divide and assign the cleaning duties fairly. 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. 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**

When you move in, you will receive instructions on how to complete a Bedroom and Common Area Inspection. 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, washrooms) unless specific individuals take responsibility. At various times of year and upon your move-out, your suite and bedroom will be assessed. Areas that are determined to be very dirty that require College intervention will be charged as indicated below:

#### **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 the 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 mailboxes, laundry rooms, and bike area and Eco Shed where residents from all buildings have access, the repairs will be assessed to all residents unless the responsibility is admitted.

### **Cleaning Over the 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.

### **Decorating**

Residents cannot decorate their suite with paint, wallpaper, etc. The use of all tapes, pushpins or screws, and nails to attach posters, pictures, or other items to the wall or ceiling is prohibited. Students will be charged for all damages resulting from the inappropriate use of adhesives. 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 contribute towards a positive residence community and cannot display any form of politics, pornography, sexually offensive pictures, explicit language, alcohol or cannabis use, or inappropriate gender-related material. City or College property/signage (eg. pylons, street signs, building signs, business signs) may be interpreted as stolen property and are strictly prohibited from residence.

Alcohol-related materials or monuments demonstrating excessive alcohol consumption are not permitted to be on display.

### **Real Christmas trees and string lighting are not permitted in Residence due to safety hazards.**

Residents cannot 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 window coverings must remain intact.

Decorations on suite doors and hallways are not permitted as they may affect the regular cleaning process, may leave damage, or may affect the safety of the door/space. Decorations are reserved for inside of a suite and bedrooms.

## **Extra Furniture**

*No extra furniture is permitted without prior approval from the Residence Office.*

For those students requiring additional support (mattress, desk chair) a doctor's note before arrival will be required before move-in. The Residence Management Team will review and approve requests. 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. Doctor's notes must be sent to [residence@flemingcollege.ca](mailto:residence@flemingcollege.ca) for review.

## **Indoor Recreation**

Indoor recreation causes excessive noise and damages; therefore, there will be no roller-blading, hockey, golf, ball throwing, ping pong, 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 (Field House and/or Lindsay Recreation Centre facilities at Frost campus).

## **Pets**

We love pets too; however, residents and their guests are prohibited from bringing pets into the residence. The only exceptions are approved service animals and non-dangerous 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**

All students requesting the use of a Service Animal in Residence are required to first register with, and meet a counsellor from, Fleming College's Accessible Education Services (AES). Students must complete a registration package that provides the information necessary to assess the request and to allow the College to establish expectations regarding the Service Animal. The required documentation includes:

1. The name, species, and size of the animal
2. Proof of current vaccinations & spay/neutering from a licensed veterinarian
3. Emergency contact information and details of an alternate caregiver located on or near campus
4. Certification confirming appropriate and professional training of the Service Animal
5. Information verifying how the Service Animal supports the handler's accommodation needs

Upon completion of registration, AES will communicate relevant information to the Residence Office to facilitate the implementation of the approved accommodation(s). Students are then required to contact the Residence Office directly to sign a Service Plan specific to their residence accommodation.

## **Inspections**

Periodic room inspections will be made, and due notice will be given to all residents. Typically, midterm inspections will occur prior to the Reading Week each term, and in the final month of the term, prior to exams, in preparation for the end of term move-out. Additional inspections may

occur throughout the term at the discretion of Residence Management.

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.

Please be aware, suitemates are required to bring their own supplies to contribute to the cleanliness of the suite. Residents are encouraged to bring their own broom, dustpan, wipes, and/or vacuum as needed.

## **Room Entry**

Residence Staff reserve the right to enter bedrooms/suites from time-to-time to perform health & safety, 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 ensure the privacy of each student, the College reserves the right to enter a bedroom/suite at any time in case of a health and safety issue, emergency, and/or community disturbances. Where the safety of a resident is in question or that reasonable directive to open a door by Residence Staff or Security is denied, Residence Staff/Security may enter a bedroom/suite to ensure the resident is safe and/or the Residence Community Standards are being upheld.

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

## **Storage**

There is no extra storage space in the Residence. Please arrange to have trunks, etc. sent home to your permanent residence when you move in. Hockey and sports equipment, except for bikes, will need to be stored in your bedroom and cannot be stored in the common areas of the suite.

## **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. Students found responsible through the Residence Community Standards process will be responsible for the costs associated to repair the vandalism, as determined by the Residence Office, and any outcomes assessed through the Residence Community Standards.

## **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. Removal of a window screen is subject follow up as outlined in the Residence Community Standards.

## **Solicitation & Posting**

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

## **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 nine (9) metres of any residence building/structure. Please refer to the Cannabis policy for specific information related to the consumption of Cannabis.

Please note the Peterborough Fire Department/Kawartha Lake Fire Rescue Service/ Haliburton County Fire and Emergency Services reserves the right to inspect bedrooms and/or issue fines where incidents of Smoking or tampering with Fire equipment is documented. For more information, please reach out to the Residence Management Team on policies and procedures.

# **Residence Community Standards**



## **Fundamental Standard**

All residents and their guests are responsible for upholding and abiding by municipal, public health, provincial and federal laws, the Ontario and Canadian Human Rights Code, all municipal by-laws, and Fleming College Policies.

By choosing to live in a Fleming College Residence, students accept the full responsibility to adopt a lifestyle that requires respect for the needs of many other people that are living close to you, as well as for your surroundings. Residents have the responsibility to respect other students and staff in residence; respectful language and behaviour is a fundamental standard at Fleming College. The Residence Community Standards 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.

The main objective of these standards is to support the physical and emotional safety of residents, protection of personal and College property, and contribute to the personal and academic success of residents. The Residence Community Standards complement municipal, provincial, and federal legislation and are written with consideration of the College's Student Rights and Responsibilities Policy. Everyone will be provided with equal rights and opportunities without discrimination or harassment, further:

- a) Each resident is responsible for familiarizing themselves with the Resident Contract, the Residence Handbook that outlines the Residence Community Standards, Student Rights & Responsibilities Policy, Sexual Violence Prevention Policy, Violence Prevention Policy, Harassment & Discrimination Policy, Information Technology Services (ITS) Appropriate Use Policy, and ResNet Policies & Procedures, as well as for behaving in a manner consistent with the provisions of these policies.
- b) The Residence Community Standards apply to and covers all residents and their guests.
- c) 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.

## **Limits of Support**

When a resident exhibits unacceptable behaviour and/or physiological needs, beyond the scope and expertise of what may reasonably be provided by the Housing Services department, accommodation will be made in consultation with the residence and other relevant Student Experience departments including the Behaviour Assessment Management Team. Where the behaviour and/or needs cannot be accommodated because it is deemed that continued occupancy could place the individual or other residences or staff at risk, the department may take action that can include, but will not be limited to interim measures; relocation to another residence building; suspension from residence; termination of the residence contract and/or restriction of future application or visitation to the residence.

## **Interim Safety Measures**

Interim safety measures are actions taken to ensure the safety & health of all residents involved during the investigation 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 the investigation.

Some examples of possible interim measures may include, but are not limited to:

- A behavioural contract outlining specific conditions, for example, access, substance use, or no contact instructions
- A student being moved within the residence or removed from the residence.

### **Failure to Respond to Reasonable Directives**

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 is employed to assist in the provision of a safe, secure, and comfortable living environment. As such, staff works with all residents to enforce policies and educate residents in the process.

### **Sexual Violence Prevention 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. This policy intends to make individuals feel comfortable about making a report in good faith about sexual violence that they have experienced or witnessed.

Reported incidents of sexual violence in residence or on college property, regardless of circumstances will be documented and the case will be administered under the Student Rights & Responsibilities Policy with Residence sanctions that could include eviction.  
<https://department.flemingcollege.ca/sexual-assault/>

### **Violence Prevention Policy**

Fleming College is committed to fostering a safe and welcoming working and learning environment that is free from threatening behaviour and all forms of violence as enshrined in established provincial and federal statutes. These include, but are not limited to, the Occupational Health & Safety Act (OHSA), the Criminal Code of Canada, and the Charter of Rights and Freedoms.

To that end, no person shall engage in violent conduct or make threats, implied or directly, on College property or in connection with College business.

Reported incidents of violence in residence or on college property, regardless of circumstances will be documented and the case will be administered under the Student Rights & Responsibilities Policy with Residence sanctions that could include eviction.

### **Discrimination & Harassment Policy**

Fleming College is committed to providing a living, 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.

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.

<https://flemingcollege.ca/PDF/Accessibility/Harassment-And-Discrimination-Prevention.pdf>

Depending on severity of report incidents of Discrimination and Harassment in residence or on college property, could be administered under the Student Rights & Responsibilities Policy with Residence sanctions that could include eviction.

### **Illegal Drug Protocol**

Contravening federal, provincial, and municipal or college policy regarding drugs, drug paraphernalia or controlled substances will result in disciplinary action and/or prosecution by the police. Drugs and drug paraphernalia will be confiscated.

Reported incidents involving illegal drugs or drug paraphernalia, the selling of illegal drugs in residence, or on college property, regardless of circumstances will be documented and the case will be administered under the Student Rights & Responsibilities Policy with Residence sanctions that could include eviction.

### **Social or Community Disturbance**

A Community Disturbance includes any behaviour that may intentionally or unintentionally negatively impact another resident and their ability to live safely and peacefully within the Residence Community.

Any social gathering on Residence property, or inside Residence will be shut down if the determination made by the Residence Staff or Campus Security is that the behaviour violates the Residence Community Standards. Social gatherings that exceed the maximum capacity of a suite (12) will be dispersed.

Behaviours that may constitute as a Community Disturbance that overlap with Student Rights & Responsibilities Policy, such as the Violence Prevention Policy, Harassment & Discrimination Policy, or Weapons Policy for example may be administered under the Office of Student Rights & Responsibilities with Residence sanctions that could include eviction.

## **Noise Protocol**

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 earphones with you.

**QUIET HOURS: 11:00 pm – 8:00 am Sunday to Thursday  
1:00 am – 10:00 am 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, speakers, sub-woofers, televisions, computers, video games, etc. is a privilege that must not be abused. Please adjust your base levels accordingly to respect those living besides, above/below your suite/bedroom.

For the exam period, there is a 23-hour Quiet Period in place. The 23-hour Quiet Hours period begins one week before each term's move-out, however may be extended to support the needs of the Residence Community. Normal noise level is permitted between 6:00 – 7:00 pm daily only during the 23-Quiet Period.

The expectation is that residents will always maintain reasonable noise levels to provide a living environment that 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, Residence reserves the right to request that the equipment be removed.

## **Guest Protocol**

The guest protocol is designed to protect the rights and privileges of all residents. Overnight guests are defined as any person staying in residence past quiet hours (11:00 pm – 8:00 am Sunday to Thursday & 1:00 am – 10:00 am Friday and Saturday). Non-residents are not permitted without a guest request submitted through the Housing Portal. **The Residence Office requires these requests a minimum 24 hours in advance.** If a guest is unexpected and an overnight guest registration form has not been completed, the resident must notify the RA On-Call prior to the guest staying to obtain authorization. Guests must always check-in with a proof of ID at the Residence Life Office upon arrival.

When a resident invites a guest, they are responsible for that guest at all times and in all respects, for the duration of their stay in residence. The Resident is also responsible for informing their guest of the Community Standards as stated in the Residence Handbook. Guests must sleep in their host's bedroom and not in the living room. Guests will be requested to provide ID to Residence Life Staff, Campus Security and identified College Officials upon request. Guests will be removed from residence if they fail to provide their ID or violate the Residence Community Standards or Student Rights & Responsibilities Policy. 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.

All visitors who park at Fleming College are required to pay for parking during the posted enforcement times and are required to follow the college parking regulations. Payment can be through the purchase of a Parking Permit or Use of a Pay & Display Machine. Approved visitors will require to

provide their license plate, and vehicle make and model.

Please note that an overnight guest must be at least 16 years of age. Each resident is allowed a maximum of one guest at a time (maximum 12 persons in a suite at any given point). There is a maximum of six guests per suite allowed and the duration of their stay cannot exceed 72 hours. **Each resident is allowed a maximum of 12 overnight visits throughout each semester.** One form must be used for each visit. Guest passes will not be authorized until Week 2 of each semester and guests will not be permitted during exam periods or identified times by Residence Life throughout the term.

## **Alcohol Protocol**

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 and glass single serving alcohol bottles are not permitted on residence property and will be confiscated. Cans are the only acceptable container for beer products such as beer, lager, malt liquor, cider beers, or ale.
- b) Possession of, or consumption of, alcoholic beverages by persons under the age of 19 is not permitted.
- c) Open alcohol is not permitted in public areas including the stairwells, hallways, laundry rooms, outside on residence property, parking lots, or anywhere outside of student suites. Alcohol must be transported in a box, bag, backpack, etc. so that it is not easily accessible.
- d) Promotion or participation in events that promote excessive alcohol consumption, including but not limited to drinking games, are prohibited. Any paraphernalia associated with events that promote excessive alcohol consumption may be confiscated.
- e) 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).
- f) Collection and storage of alcohol containers are not permitted (i.e. beer case walls, shelves of liquor bottles, monuments to alcohol, etc.)
- g) Homebrewing is prohibited in residence.

### Mail Ordering Alcohol

The College, including the Residence Office, will not accept any deliveries of alcohol and/or cannabis to its residence properties.

## **Cannabis Possession and Use Policy**

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

The following rules are in effect at all Residence properties:

- a) The possession of Cannabis and Cannabis products (i.e. baked goods, oils) by individuals over the age of 19, in quantities approved under the legislation, is permitted on Residence property, provided that the Cannabis products are for personal use and not for distribution.
- b) Individuals over the age of 19 may only store legal quantities of Cannabis and all associated paraphernalia in scent-proof containers in their bedroom. To transport Cannabis, it must be in a box/bag/knapsack/etc. so that it is not easily accessible.
- c) The smoking, inhalation, vaping, or ingestion of Cannabis or Cannabis products is not permitted in residence or on college property, including college parking lots.
- d) Possession of Cannabis on residence property by persons under the age of 19 is not permitted.
- e) The possession or growing of Cannabis plants is not permitted in residence. Residents are not permitted to possess products to grow Cannabis plants (i.e. seeds, hydroponic lighting)
- f) The making of Cannabis products (i.e. baked goods, oils) is not permitted in Residence.

#### Medical Cannabis

Students who require accommodation for the use of medical Cannabis on residence property must seek approval through the AES office and accommodation process.

#### Mail Ordering Cannabis

The College, including the Residence Office, will not accept any deliveries of cannabis to its residence properties.

#### **Parking/Driving Violations**

Unsafe driving may result in the driver and/or vehicle owner losing driving and parking privileges on-campus in addition to any outcomes under the Residence Community Standards and/or Student Rights & Responsibilities Policy. This may result in the Police being contacted.

#### **Unauthorized Entry**

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 do not enter or remain in residence buildings, suites or rooms that are not their own without the permission of the occupant(s).

Also, it is an expectation that residents refrain from entering any restricted premises without proper approval from the Residence Office.

# Residence Community Standard Outcomes

When a resident is found in violation of the Residence Community Standards, an appropriate outcome may be administered. These may include but are not limited to the following:

## **Verbal/Written Notice**

Residence Life Staff and/or Security will request that the individual cease the behaviour and they will submit a report. The Residence Life Office may send a follow-up communication to confirm the student is aware of the expectations while living in residence and offer to talk further should the student have any questions.

## **Conflict Mediation**

Mediation may take place between two or more parties involved in specific violations of the Residence Standards. A member of Residence Life Staff will serve as a 'mediator' to conduct the conversation toward a common resolution.

## **Restorative Conversation**

Residents will be required to meet with the Residence Life Staff to talk about the reported violation and associated behaviour to discuss what happened, learn about the impact to themselves and/or the community, and develop individualized strategies to avoid repeated behaviour. This will include developing a sense of responsibility for the student's choices and impact. As part of this conversation, the student will acknowledge and take accountability for future decisions as part of their agreement to living in residence as a member of the community.

## **Student Learning**

An educational assignment, completion of an online module or mandatory attendance at an assigned workshop are examples of Student Learning sanctions which will encourage a resident to learn more about a topic. The purpose of this sanction is to deepen a student's understanding and guide them to make a more educated choice in the future. Most Student Learning assignments require a time commitment and a follow-up component submitted to Residence Management to demonstrate learning has occurred.

## **Student Success Plan**

Residents will be required to meet with the Residence Life Staff to develop an individualized plan that could include referrals to other student services (tutoring, health services, counselling, accessible education services etc.) Students may also partake in follow-up meetings to ensure the student remains on-track. This plan will be built alongside the student to help them succeed and act as a preventative measure before escalating to a Behavioural Agreement with Restrictions.

## **Special Project or Task**

Residents may be asked to perform such services as working with a Residence Assistant on programming or while on duty, for a specified time. Reflective assignments and/or special projects assigned may be related to the infraction that was committed.

## **Fines**

Fines may be administered at the discretion of Residence Life Management for Residence Community Standard Violations, repeat conduct concerns, incomplete sanctions, and/or refusal to participate in the Residence Conduct Process. Fines may be administered in lieu or in conjunction with other outcomes due the severity of the incident. Fines must be paid within one week of their posted date or may result in late fees.

## **Bedroom/Suite Inspection**

Circumstances may arise where a suite and/or bedroom inspection will be required as an outcome. The inspection may be completed by Residence Life Staff, Residence Management, or an external stakeholder (such as the local Police Department or Fire Service).

Under rare circumstances, to ensure the safety of the Residence Community, or College environment, an invasive room search may be required. The search may be completed by Residence Management, Campus Security, or an external stakeholder (such as the local Police Department or Fire Service).

## **Restitution Charges**

Circumstances may arise where restitution charges (recovery of cost for damage) are levied against a resident or multiple residents. Cleaning charges may also be administered whereby a student does not maintain an acceptable level of cleanliness as determined by the Residence Office. Ongoing issues may require the student to pay for regularly scheduled cleaning as provided and managed by the Residence Office..

Failure to pay restitution or a fine in the time prescribed may result in further disciplinary action and transcripts withheld from the resident until all fines are paid in full.

## **Residence Relocation**

Permanent Residence Relocation: A mandatory and permanent move from one residence to another may be required. The intent of Relocation is to allow the resident 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.

## **Behavioural Agreement with Restrictions**

A behavioural contract is a mutually acceptable agreement between the College/Residence and the resident that specifies certain behaviour with which the resident must comply. A behavioural contract may also involve alcohol, cannabis, access, or other restrictions.

## **Probation Agreement**

The Residence Management Team has the authority to place a student on probation in residence. When such a sanction is levied, the Residence Management Team 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 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 Resident Contract, the Residence Community Standards, the Student Rights & Responsibilities Policy, Sexual Violence Prevention Policy, the Harassment & Discrimination Policy, the Information Technology Services (ITS) Appropriate Use Policy and the ResNet Policies & Procedures. The resident may be permitted to re-enter the Residence on the date specified in the suspension letter, or may be provided alternative outcomes such as residence re-location, eviction, and/or denial of readmission following the completion of an investigation of the incident.

## **Denial of Readmission**

A resident may be denied the option to apply to return to residence based on the severity of the incident, or rate of recidivism at the sole discretion of the Residence Management Team.

## **Eviction**

A resident may be required to vacate Residence for any default under, breach of contravention of the Resident Contract, Residence Community Standards, Student Rights & Responsibilities Policy, Violence Prevention Policy, Sexual Violence Prevention Policy, Harassment & Discrimination Policy, Information Technology Services (ITS) Appropriate Use Policy and ResNet Policies & Procedures.

The resident will be given written notice 3 days in advance. This notice period may be less if a serious violation of the Student Rights & Responsibilities Violence Prevention Policy and/or Harassment & Discrimination Policy occurs at the sole discretion of the Case Manager and Residence Management Team.

Eviction or administrative cancellation of a resident's contract will only be implemented by Residence Management Team. A financial penalty may apply. When such a sanction is levied, a member of the Residence Management Team 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 and adhere to the instructions provided that could include a No Trespass Order.

Violations that may result in eviction include but are not limited to:

- Illegal drugs or illegal drug/smoking paraphernalia in residence/college property
- Harassment and/or discrimination
- Violence including physical assault
- Sexual violence or assault
- Use and/or storage of weapons
- Tampering with life safety equipment
- Repeated infractions over a specific time

## **No Trespass Order**

Residence at Fleming College is private property. Individuals may be denied permission to enter residence at the discretion of their host resident, Residence Management, the Office of Student Rights and Responsibilities, and/or Campus Security. Under these circumstances, a person may be trespassed from Residence property. Verbal and Written (including signage) No Trespass

Orders hold equal merit.

Any person who enters Fleming College property when prohibited under the Trespass to Property Act, R.S.O 1990, will be guilty of an offence and on conviction will be liable to a fine of not more than \$10,000.

## **Referral of Case/File to Student Rights & Responsibilities or Alternate Offices**

The resident's conduct record can be referred to the Student Rights & Responsibilities Office before, during or after an investigation if the situation warrants. This would occur in the case of a violation whose severity warrants consideration at the campus level, or a non-resolvable conflict of interest. Where the Residence Agreement has been terminated, any future violations that occur in Residence will be addressed through the Student Rights & Responsibilities Policy in consultation with Housing Services. The resident's conduct record may also be referred to Campus Security, Police Services and/or other law enforcement agencies in cases of suspicious and/or illegal activity.

# **Process for Alleged Violations**

## **Definitions**

### **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; and, a clear statement indicating the behaviour which offended.

### **Complainant**

The individual or individuals reporting the incident.

### **Respondent**

The individual or individuals responding to the complaint.

### **Case Manager**

The Case Manager assigned to the incident report is a professional staff member that will lead the information gathering process, provide student support, and determine the outcome.

### **Balance of Probabilities**

The 'balance of probabilities' is described as 'more probable than not' or more technically the chance the violation occurred is more than 50 percent. This is a civil standard of proof where the Case Manager must determine whether it is likely the violation(s) happened based on the information available. This is not the criminal standard of proof.

## Due Process

- i. Resident Life Staff and/or Security will document the details of the incident and report the behaviours/actions that are reported to have violated the Residence Community Standards.
- ii. A member of the Residence Management Team will review the documented incidents and assign an appropriate Case Manager.
- iii. The Case Manager will review the information available and determine the next steps. The next steps may include escalation to the Office of Student Rights and Responsibilities and or continued follow-up with the person(s) involved to gather information.
- iv. The Case Manager may review prior incidents before contacting the student reported to have violated the Residence Community Standards.
- v. As appropriate, the Case Manager may implement Interim Safety Measures.
- vi. Based on the severity of the incident, meetings will be scheduled with the students involved to gather information. The Case Manager will explain an overview of the incident so that the Respondent is aware so they can respond.
- vii. Using a balance of probabilities, the Case Manager will provide notice of their findings and outcome to the Respondent. This may include details of a sanction if one is administered.

## 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 will result in escalated outcomes.

## Appeals

### Appeals Process

Decisions of the Residence Management Team that result in eviction only may be appealed to the Residence Life Judicial Appeal Board c/o the Director, Student Experience & Athletics.

Appeals are to be submitted online within three (3) College business days of the receipt of an eviction letter using the Residence Eviction Appeal Form, located at:

<https://flemingc.starrezhousing.com/StarRezPortalX>.

During the investigation, the student(s) is still required to adhere to the conditions of the sanction(s) issued that may include moving out of the residence.

A resident may only appeal the eviction on one, or both, of the following grounds:

1. **Personal Bias / Unfair Treatment:** perceived unfair treatment based on the Case Director not following the process as outlined in the Residence Student Handbook. Perceived unfair treatment based on the sanction not fitting or appropriate based on the 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 are met, the resident will be informed in writing within three (3) College business days the request for appeal has been denied.

If any of the terms and conditions of the Residence Agreement are broken prior to the date of the eviction deadline as stipulated in the eviction letter, the resident will be immediately evicted.

### **Eviction Appeal Procedure**

1. A Resident is required to vacate the residence community by the deadline indicated in their eviction notice. This requirement will not be altered except in cases where the Appeal Board overturns the eviction or modifies the deadline due to exceptional circumstances.
2. In situations where the eviction is due to physical harm or threats of violence the eviction deadline will be within 24 hours of receiving the eviction letter regardless of the appeal process.
3. A Resident has three (3) College business days from the receipt of an Eviction notice to submit a completed online appeal form.
4. The Director, Student Experience & Athletics (or designate) that their sole discretion will review the appeal information submitted to determine if the grounds for an appeal have been met and respond to the Resident in three (3) business days.
  - a. The Director, Student Experience & Athletics will notify the resident their appeal will be heard and may choose to extend the move-out date, at their sole discretion, until after the appeal decision.
5. If grounds for an appeal have been met, the Director, Student Experience & Athletics (or designate) will call an Appeal Board hearing within five (5) College business days.
6. A Resident may be accompanied by an advisor from the College / Community member (e.g. counsellor, faculty member, student, etc.). The role of such an advisor would be to advise and support the Resident during the proceedings, not to speak on behalf of the Resident.
7. The Appeal Board will review the appeal form submitted by the resident, as well as any other relevant documents. The Appeal Board may also choose to interview the Resident, and/or other individuals with information relevant to the eviction decision.
8. The Appeal Board decision will be to uphold or grant the appeal. The Appeal Board does not have the authority to issue a subsequent sanction. The Residence Management Team will determine if another sanction will be applicable based on the findings.
9. Once the Appeal Board has met and made a decision, the resident will be informed of the decision in writing within three (3) business days of the meeting.
10. The decision of the Appeal Board is final and not subject to further appeal.