

RESIDENCE GUIDEBOOK

2022-2023



TRENT 
UNIVERSITY

STUDENT HOUSING

WELCOME TO RESIDENCE



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WELCOME TO RESIDENCE AT TRENT UNIVERSITY

On behalf of the Trent Student Housing team I am pleased to welcome you to your new home for the 2022-2023 academic year. During your stay with us, you will have opportunities to make life-long friendships, get involved in residence and college life, and discover yourself through your academic and non-academic pursuits..

This Guidebook is designed to assist you in getting to know your community, and within you will find valuable information about your college, safety procedures, and policies that will help guide you throughout the year.

Living in residence means being part of the incredible Trent community. You are joining a diverse community of people with similarities, differences, preferences, needs and beliefs. Part of the journey will be about becoming an integral member of our community, where you have influence on, and ownership of, its development.

Student Housing embraces, values, and celebrates the diversity and lived experiences of our students and fosters an inclusive community within the

residences. We are committed to equity, diversity, inclusion, and anti-racism and through our programs and services actively work to educate students and staff in developing communities where students experience a sense of belonging.

We all share collective responsibility to create and uphold an inclusive and respectful environment. Every person deserves to be treated with dignity and respect. Discrimination, racism, and harassment have no place in residence.

As a resident, you will have choices about how you will experience your time with us, and each resident bears the duty to understand how their choices impact the community. The Trent Student Housing team is here to assist and support you in making choices to ensure you can be successful and overcome challenges you may face.

If you have a question or concern, please don't hesitate to reach out to any member of the Trent Student Housing team. We are always happy to help.



I wish you the very best for the upcoming academic year.

Jen Coulter, B.A.(Hons.), M.A.
Director, Student Housing
& Residence Life

The Student Housing team is excited to welcome you to your new home!



I love residence as it supports international students like myself navigate through Trent University."

– Alliah Allen Housing Admissions Assistant



THE TRENT DURHAM GTA EXPERIENCE

Residence is your home away from home.

On the Doorstep of Canada's Largest Metropolis Home to Trent's Durham GTA Campus, the City of Oshawa in the Durham Region offers the best of both worlds: a smaller close-knit community in the Greater Toronto Area, where Canada's largest and most culturally-diverse city provides endless placement and employment opportunities.

Outdoor enthusiasts will appreciate the Region's natural beauty, as you explore the extensive trails network or savour the natural greenbelt. Enjoy state-of-the-art sports facilities, premier shopping centres and a thriving arts and entertainment scene – all minutes away from the Oshawa GO Station and Highway 401. For students who want to be close to the action while enjoying the charm of a close-knit community, the GTA is a wonderful place to visit and discover.

A HUB OF LEARNING AND INNOVATION

Personal, Purposeful, and Transformative.

Building on a tradition of academic excellence spanning nearly four decades, Trent University Durham offers a dynamic and rigorous education experience grounded in the social sciences and humanities and unparalleled in the Durham Region and eastern GTA.

The Thornton Road Campus, which opened in 2010, is the next evolution for Trent University Durham. As a hub of learning and innovation, the dedicated campus allows students to continue to experience the Trent difference closer to home.

Providing students with a warm, friendly and welcoming environment, Trent University Durham boasts vibrant community connections that provide unique leadership and learning opportunities for all students, faculty and staff. Through involvement in research, course development, community-based projects, volunteer activities and events, Trent enables and encourages contributions to a better world.

WHO'S WHO IN YOUR COMMUNITY



Student Housing Office Staff

Student Housing Office staff are responsible for all facets of the student experience in housing. The staff is available to assist you with whatever you need. Student Housing Office Staff contact information is available through our website here: www.trentu.ca/housing/contact-us

Service Centre Assistants

Service Centre Assistants Service Centre Assistants work at our service centres to help students with any residence inquiries they might have. From lost keys to lock outs – they are there to help point you in the right direction.

Residence Life Staff

Residence Life Coordinator

The Residence Life Coordinators are full-time, live-in, professional staff who are responsible for the operations of the Residence on their bank of campus. They work to maintain Trent University's Residence Standards and supervise the Residence Life Dons. Residence Life Coordinators provide support for emergency situations at all times. To connect with the Residence Life Coordinator responsible for your residence, please call Student Housing at 705-748-1011 ext. 7127, to be redirected appropriately.

Residence Education Coordinator

The Residence Education Coordinator is a full-time professional staff member who is dedicated to creating and enhancing existing co-curricular learning opportunities within the College Residence environment. Through the creation of meaningful and engaging initiatives, the Residence Education Coordinator strives to provide an environment that fosters community engagement, academic exploration, and personal growth.

Residence Conduct and Support Coordinator

The Residence Conduct and Support Coordinator is a full-time professional staff member who is responsible for coordinating the student conduct process in residence. They support individual student's needs, conduct high-level investigations and provide assistance to Residence Life Staff on conduct related issues. The Residence Conduct Coordinator also plans preventative education initiatives.

Residence Life & Education Assistants

The Residence Life and Education Assistants are student staff that enhance the educational experience for students living within the College Residence. With engaging displays and interactive and fun events, the Residence Life and Education Assistants will ensure that your time in residence is both memorable and engaging.

Senior Residence Life Dons

Senior Residence Life Dons are experienced leaders within the Residence Life Staff who work closely with the Residence Life Coordinator. Senior Residence Life Dons are not assigned to a community but provide broader support to the students and Residence Life Staff in the College Residence to which they are assigned. Senior Residence Life Dons assist in facilitating College Residence Council to deliver student-led initiatives to residence students, and work closely with the College Office and College Cabinet to communicate College-wide events to residence students. Senior Residence Life Dons facilitate broad community building and learning experiences amongst students in an effort to co-create a positive educational experience in residence. Senior Residence Life Dons may meet with residence students in an educational capacity to discuss violations of the residence standards and/or overall student wellbeing. Senior Residence Life Dons live in their assigned College Residence and hold office hours in order to best serve residence students.

Residence Life Dons

The Residence Life Dons are located in each residence community across campus. Your Don is your point person for support that you may need, and they are able to help connect you with the many services offered at Trent University. Residence Life Dons run programs and events and help to establish students' sense of community within residence. Residence Life Dons are on duty and provide after-hours support every evening.

Dining Plan & Trent Food Services

Each residence room type is associated with a specific nonrefundable Residence Dining Plan (see figure 1 in your residence agreement). All Residents must subscribe to the plan associated with the room type to which they are assigned. Residence Dining privileges are for the exclusive use of the Resident paying fees and may not in whole or in part be transferred to any other individual. Dining Plans have no cash value and are nonrefundable.

Traditional Style Rooms in

Durham have a \$4,850 Dining Plan with the option of adding Trent Cash to enhance your dining options. Have dietary restrictions? Ask to speak with the chef at your Dining Hall about meal options available to you and to ensure that there are always options! For more information about menu items, locations and hours of operation, visit your Dining Hall or email food@trentu.ca.

Trent Cash

Trent Cash is your ticket to dining beyond the basics. Trent Cash can be used to:

- Supplement your basic dining plan if you are a larger eater or if you intend to stay on campus most weekends
- Purchase some convenience and snack items that cannot be purchased as part of your basic dining plan
- Trent Cash can be used to purchase your textbooks through the Campus Store, vending, printing, copying and buying Trent swag through the TDSA.

Any funds that are left in your Trent Cash account at the end of a year automatically carry forward to the next year. Trent Cash is refundable upon withdrawal or graduation. Please see www.trentu.ca/trentucard for details.





YOUR EXPERIENCE

GETTING INVOLVED

Residence Council

Each residence has a first-year student residence council. This council, comprised of first-year residence students from every community provides engaging programming and advocacy for students in residence. For more information on how you can get involved with your Residence Council, chat with your Residence Life Don during Orientation Week!

Co-curricular Program

The co-curricular record is a portal in which all volunteer and service learning experience at Trent is recorded. The co-curricular record is an adjunct to academic transcripts and provides a valuable tool to demonstrate your volunteer community experience and the practical and social skills you have developed at Trent U Durham to potential employers.

Clubs

The Trent Durham Student Association (TDSA) provides students with a managed club system where students can either join an existing club or create a new club. Information about current active clubs can be found here: www.mytdsa.ca/clubs.html

Academic Mentoring Program

Peer Mentoring is students helping students transition into academic and social life at Trent University Durham GTA. More information can be found here: <https://www.trentu.ca/durham/node/56>

Pen Pals

Pen pals is a program where Trent Durham students send and receive letters with students from a local elementary school and meet on special occasions throughout the year. Find out more and sign up on campus during the first week of September.

For more information about any of these opportunities, please email Chris Nelan at christophernelan@trentu.ca

With student groups covering a wide array of interests, from music to politics, it is easy to get involved at Trent University. If there isn't a group you like, you can always just start your own!

LIVING IN RESIDENCE

Service Centres

Service Centres are your one stop shop for any residence inquiries you might have! We have friendly Service Centre Assistants who are there to answer your questions, and point you in the right direction. Want to pick up mail? Locked out of your room? Lost your keys? Have a question about how to fill out a Maintenance Request Form? We've got you covered.

Service Centre - Durham

Location: DR 227

Monday - Friday 8am - 8pm
905-435-5100 ext. 5150

Please note that hours may vary during Reading Weeks and exam periods.

Bikes

There is plenty of bike storage across campus with bike racks stationed outside of most main entrances. Unfortunately, there is no storage available within the residences or other campus buildings.

Fridges

Students are able to have a mini fridge in their room. It must be 4 cubic feet or smaller.

Many of our students choose to rent from the Coldex Fridge Rental Company. Coldex provides mini fridges of a variety of sizes that have all been approved by Ontario Universities. Once your reservation and payment has been made, Coldex will have your fridge delivered directly to your residence room! Coldex is also responsible for picking the fridges back up at the end of the school year making your move-in and move-out procedure as simple as possible.

To book your fridge, please follow this link: www.coldexrents.com/school/trent

Decorating

Every student wants to make their residence room their own with a variety of decorations. We encourage students to make their residence room feel like home, and we do have some criteria that we wish for students to follow when adding decorations to their rooms by asking that students use removable adhesives when hanging posters and pictures on the walls.

Sticky tack and removable LED lights should not be used as it does damage the walls. If you do put up hooks, like command hooks, they must be removed before moving out.

Room Inspections

When you move into your residence room, you have 48 hours to fill out a room inspection form online. You can find it on MyTrent -> Supports -> Housing -> Housing Portal. This allows you to mark any damage or concerns in your room so our facilities team can follow up. If you do not fill out this form, your room will be determined to be in good condition upon moving in.

An inspection of your room will be completed by Student Housing staff once you have departed from residence to assess the cleaning conditions and identify any damage or maintenance concerns. Additional charges related to the cleanliness concerns, damages, or concerns with the contents of the room (i.e. missing furniture), may be added to your student account. If you receive a damages email upon moving out of residence, an appeals process will be outlined to you at that time.

Roommate Conflict

If conflict arises throughout the year, show your roommate respect by speaking with them in-person. Find a time that works for all parties to share how their behaviour is impacting you. Residence Life Dons can coach you on effectively communicating with your roommate and can follow up to monitor how your discussion with your roommate goes. You may also ask for a copy of your Roommate Agreement to be able to refer to in your discussion and to revise it if needed. Afterwards, try providing some time and opportunity to live with the agreed upon revisions in place. If the situation is still not resolved, you may request a meeting with your Residence Life Coordinator. Your Residence Life Coordinator would be able to meet with you to hear your concerns, and depending on the circumstances, may conduct a roommate mediation with all parties involved.

Room transfers are an option, managed by your Residence Life Coordinator, as a last resort after all other options have been exhausted. We recommend roommates actively participate in roommate mediation if there is conflict.

Room Transfers

Room Transfers may be offered by Student Housing based on our room availability. If an optional room transfer process will be initiated, Student Housing will communicate this to all residents and students will be able to request a room transfer via the Housing Portal. Additional fees will apply as per the Residence Agreement. Typically, Transfers are offered in October and February of each academic year.

Laundry

Laundry facilities are available to students in each residence free of charge. Students are responsible for providing their own detergent and laundry softener.

Check-Out Procedures

Mid-Year

Once a student has filled out the residence cancellation form on the Housing Portal, all personal belongings must be removed from your residence room, including garbage. When you are ready to leave, please go to the Service Centre closest to you and one of the Service Centre Assistants will help you. You will bring your keys back to the Service Centre, and the staff will complete the check out process upon your departure. An inspection of your room will be completed after your departure from residence to note any damages, cleaning required or missing furniture/items.

If you are moving out after hours, please drop your keys off at the key drop off bin outside of the front doors of Blackburn Hall.

End of Academic Year

When moving out at the end of the school year in April, instructions will be provided by your Residence Life Don and Residence Life Coordinator. All personal belongings must be removed from your residence room, including garbage. Further instructions on how to check out and the process in which to return your keys will be provided in late March. An inspection of your room will be completed after your departure from residence to note any damages, cleaning required or missing furniture/items.

TVs

Students are welcome to bring personal televisions into their residence rooms, however cable is not offered by the University.

All common rooms in all on-campus residences have Smart TVs that are accessible to students 24/7.

Cleaning & Maintenance

All measures and directives are and will be guided by public health advice, and in accordance with appropriate federal and provincial government directives. Student Housing is and will continue to provide regular cleaning and maintenance services to all public/ shared spaces within residence. There will be a particular emphasis on high-touch surfaces for cleaning. Students within our suite style residence buildings will be required to clean their spaces within their unit, however, maintenance services will still be provided.

Signage and educational materials, such as cleanliness guidelines for students, will also be placed around all residence spaces and provided by the Residence Life Dons to educate students on proper cleaning and hygiene, while highlighting appropriate physical distancing in a residence environment.

Student Housing will be increasing hand hygiene stations across residence buildings and will take further precautions that follow appropriate physical distancing measures and directives..

Submitting a Residence Maintenance Request

If you notice any facilities concerns in your building, residence community, or residence room, complete a Residence Maintenance Request Form through the Housing Portal which is accessed through MyTrent. The Housing Portal

icon is located under the Support Tab in the Student Housing section. When you open the link, it will take you to the Housing Portal where you will be able to access the Residence Maintenance Request Form. Work orders are processed Monday to Friday, 9 am to 4 pm. If your matter is of an urgent nature we encourage students to contact their Residence Life Don or Campus Security.

Mail

A mailbox key will be provided to you in your move-in day package as every residence student receives access to a mailbox on campus. Mail is collected and distributed Monday to Friday, except on holidays. Anything larger than the size of your assigned mailbox will be kept at your Service Centre and a package delivery notice will be sent to your TrentU email address directing you to pick it up. You must show photo identification to retrieve your delivery.

All mail and packages should have the below address for proper delivery.

Durham Campus:

Student Name
Room Number
75 Thornton Road South
Oshawa, Ontario
L1J 5Y1

Ordering Food

(Please note: This is different from your mailing address.)

Ordering food and having it delivered to campus is a very common occurrence in residence. When you are ordering, you may need the specific address of the building you are living in.

Durham Campus:

Student Name
Room Number
75 Thornton Road South
Oshawa, Ontario
L1J 5Y1



COUNSELLING

STUDENT WELLNESS CENTRE

The mission of the Student Wellness Centre is to provide integrated services to address the holistic needs of students studying at Trent. The Wellness Centre is made up of Counselling Services, Student Health Services, and Student Accessibility Services (SAS). You can find all of the resources available through the Wellness Centre at <https://www.trentu.ca/wellness>.

Counselling Services

Our Mission Statement

The Trent University Counselling Services provides personal counselling services to full and part-time undergraduate and graduate students. Counselling Services acknowledges and celebrates the strengths and fragility of the human spirit. We are committed to providing services which respect the dignity and value of all people inclusive of age, gender, ethnicity, physical qualities, sexual identity and ability.

Who We Are

Services are provided by qualified professional counsellors and supervised graduate interns or practicum students. Full time and contracted clinical staff are credentialed professionals whose practice is governed by their respective professional colleges and/or associations. All of our counsellors are very familiar with the wide range of personal issues that can interfere with a student's academic success and quality of life.

What We Do

Counselling Services offers counselling on an individual basis to help students with personal concerns that interfere with academic performance and emotional wellbeing. Often, a few sessions are sufficient to find a solution or at least view the issue from a more manageable perspective.

Support Services

Trent Durham Counselling Services office is currently only accessible remotely as part of the Trent University's precautions in response to [COVID-19](#). However, Trent Durham Counselling Services would like you to know that you are not alone – we are still here for you.

We are providing support through remote options including phone or confidential video sessions.

If you have connected with us previously and wish to reconnect, we invite you email your therapist directly to arrange an appointment. If you are reaching out for the first time, please email durham@trentu.ca and you will be connected to a therapist.

**For immediate crisis support you are encouraged to call one of the following 24/7 services or 911:
Ontario Shores Crisis Line: 1-800-263-2679**

[Durham Mental Health Services](#) / Mobile Services: Short term crisis beds, visits and free and confidential support line for individuals 16+ with a history of mental illness. 905.666.0483 or 1.800.742.1890

[Durham Distress Centre](#): telephone counselling, crisis and suicide intervention and referral. **905.430.2522** or **1.800.452.0688 ONTX**

[Ontario Online & Text Crisis Services](#): Text is available from your mobile phone from 2pm to 2am daily and is accessed by dialing 258258. You will need to complete a pre-chat survey and agree to terms and conditions of service and a responder will be available to you.

[Talk4Healing](#): Culturally grounded crisis line for Indigenous women **1.888.200.9997**

[Durham Region Domestic Violence / Sexual Assault Care Centre \(Lakeridge Health\)](#): Crisis line providing counselling and referrals for sexual assault victims, all ages. **905.576.8711**

Peer Support

[LGBT Youthline](#) offers confidential and non-judgmental peer support through phone, text and chat services. Get in touch with a peer support volunteer from Sunday to Friday 4pm – 9:30pm

1.800.268.9688 Text **647.694.4275** Live Chat Option

[Trans Lifeline](#) is a peer support service run by trans people, for trans and questioning callers. If you are in crisis or just need someone to talk to, this hotline is available to support you and provide further resources. **1.877.330.6366**

[Big White Wall](#) is an online peer-peer support community for mental health; offered 24/7 and is moderated by clinical professionals.

Online Resources

[Anxiety Canada](#) provides tools and resources to help manage anxiety.

[BounceBack](#) is a skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ to manage low mood, depression, anxiety, stress and worry. This support is delivered over the phone with a coach and through online videos.

[ConnexOntario](#) is funded through the Ontario Government and provides confidential health services information for people seeking treatment for needs related to alcohol, drugs, mental health and/or gambling. This service navigation and information is live-answer, 24/7.

[Depression Hurts](#) is an online service provided by the Mood Disorders Society of Canada; offering information, education, skills and strategies to help manage symptoms of Depression.

[Good2Talk](#) provides confidential support services for post-secondary students in Ontario. **1.866.925.5454**
Text **GOOD2TALKON** to **686868**

[IM Well](#) is offered through Student VIP and your student association; check out the suite of services and tools available to you.

[Suicide Prevention Info \(APP\)](#)

[Talk4Healing](#) is a culturally grounded, fully confidential helpline for Indigenous women available in 14 languages all across Ontario. **1.855.554.HEAL** Live Chat Option

CARD OFFICE

The TrentU Card is your official Trent University student card that provides access to your Dining Plan, Trent Cash (campus debit card), Campus Store and so much more!. The TrentU Card provides students with safe, convenient access to their money. Visit www.trentu.ca/trentucard for more details.

TrentU Card Tips

- Do not hole-punch your cards – they will deactivate.
- Add money to your Trent Cash by making a selection through the Housing Room Selection process, or online through the MyTrent Portal
- Lost card? Deactivate your card online through your MyTrent Portal.

Office Hours

For Durham students you can visit the Housing Service Centre for Card Office inquiries during the Card Office operating hours: Monday through Friday 9 am – 12:30 pm and 1 pm – 4 pm

You can also contact them by phone at **705-748-1011** ext. **7431** or by email at campuscard@trentu.ca

TRANSIT

Full-time Trent University Durham students are issued a separate transit card that identifies them as bus pass holders.

The student bus pass provides unlimited access to Durham Region Transit during the academic year (September-May).

Full-time Trent University Durham students can pick up their transit card from the INFO desk in the atrium at the end of August.

For more information regarding transit options at Durham, please visit: <https://www.trentu.ca/durham/student-life/student-supportservices/transit>

PARKING

Parking is free at Trent University Durham.

Students and staff need to fill out an application to receive a free parking pass that must be displayed in their vehicle at all times.

Parking is limited at the Durham campus and we encourage all students, staff, and faculty to take transit, carpool, or bike to campus.

The passes are located in the Main Office, Room 101.

SAFETY AND SECURITY

PHONE NUMBERS

Residence Life Don Support Phone:

Durham 289-385-6540

Trent University Campus Security:

Durham 905-435-5111



Medical Emergencies

Medical emergencies are taken very seriously in residence. All Residence Life Staff are trained in First Aid and CPR and are ready to help in crisis situations. Trent University also has a series of on-campus services that can assist in medical emergencies. Students are advised to use their judgement when responding to a medical emergency; calling 911 is always a first priority.

Fire Safety

All Trent University buildings and all residence rooms are equipped with fire detection systems. Each building has slightly different fire detection and alarm systems and these include at least one of: fire alarms, sprinklers, smoke detectors, and/or heat detectors. Some residence rooms also have accessible systems present that can alert students who are not able to respond to traditional fire alarming systems. The fire evacuation process is very simple at Trent University.

If you see a fire, trigger the alarm, and if you sound the alarm evacuate the building, call campus security and/or Don Support Phone. Note that this also applies to residence fire drills.

If you refuse to leave a building during a fire alarm or fire drill you are breaking the law and as a result you may receive serious fines from the fire department and/or serious residence outcomes under the Residence Standards. If your accessibility needs make it difficult for you to exit the building in case of fire (Example: you are not able to access an elevator) an individualized plan will be designed and followed.

After calling 911, call Trent University Campus Security, the Don Support Phone, and/or the Trent University Emergency Response team to ensure the professional EMS staff is guided to the student needing assistance. A resident should only attempt to help directly if they are sober, fully qualified, and feel confident to do so. It is advised that students maintain regular

appointments with a doctor (these can be arranged through Trent University Health Services) and notify their Don of any medical conditions they have or accommodations they require. The best way to avoid an emergency is to be proactive and aware of risks in advance.

What to do if a fire is present:

- If the alarm is not sounding and you see fire, sound the alarm
- If you sound the alarm evacuate the building, call Campus Security and/or Don Support Phone and notify them of where the fire is; security will need to direct the fire response team to the appropriate area of campus
- If you hear the alarm anywhere on campus leave the building as soon as possible, close doors behind you but do not lock them in case the fire department needs access to that room
- Evacuate to an area a safe distance from the affected building and make sure your evacuation is not a podium or roof of a building
- Follow the instructions of security and present residence life staff, they will be wearing clothing to identify themselves (vests/jackets) and are trained on safely evacuating students, if weather is not ideal for standing outdoors, they will work on gaining access to a nearby, unaffected building

- Do not enter the building on fire or in which the alarm is sounding until it has been deemed safe by the fire department and until residence life staff allow you to enter.

In order to ensure that residences are at as low risk for fire as possible, there are very specific policies surrounding fire safety present. These include information on the prohibition of smoking in residence, the propping of fire doors, burning of substances in residence, tampering with fire safety equipment, etc. Please review these policies before moving into residence, as fire safety is all about prevention and requires an active effort on our side and yours.



Residence Security

Trent University Campus Security

Trent University has its own Campus Security staff. This team works together to make the campus one that is safe for all those who attend, live at, work at, or visit Trent University. Trent University Campus Security has staff on call 24/7, 365 days a year. Whenever you are on campus, whether it be during the academic year, during the summer, or when the University is closed on Christmas Day, Campus Security is never more than a call away.

(905) 435-5111 (Durham)

Campus Security is dispatched to all medical emergencies on campus in case EMS needs to be contacted and guided to the specific area of the student. Campus Security also works alongside the Residence Life Staff, to facilitate conversations about drugs in residence and address people who are present in residence but shouldn't be. The Security staff are highly trained in their field and are a great campus resource. They will often be the very first party contacted when you call the Don Support Phone.

After Hours Support

Every single night that residence is open there are Dons who provide after-hours support. These staff do rounds of residence checking for safety/ facilities concerns and keeping an eye out for the safety of students. During large-scale campus events, and some holidays, the Don Support Phone is active.

Call the Don Support Phone when:

- A residence guest won't leave or is causing trouble
- A residence student is endangering themselves or others
- A medical emergency occurs (use your judgement to determine if Security or 911 should be contacted FIRST)
- A fire is present (pull the alarm FIRST)
- You need someone to talk to about a situation that is affecting you
- You have a concern you feel is not being addressed and you need it to be solved as soon as possible
- You find a facilities concern (a broken sink, or door, or toilet, or a leak)
- You are locked out of your room

WHEN TO CALL THE DON ON-DUTY:

Residence Life Dons get extensive training regarding campus resources and will ensure the correct resource is contacted if you are not sure who to call.

Dons are on-duty from 8pm to 8am every day that residence is open.

Asbestos

Trent University is committed to promoting the health, safety and well-being of its student residents.

Asbestos continues to be present in a number of residences, including in materials such as insulation around piping and mechanical equipment, flooring, and wall finishes.

Recognizing the hazards that may arise when asbestos fibres become airborne as a result of disturbance or deterioration, the university is committed to a strict management program of all asbestos-containing materials in university buildings and any activities that may disturb such materials.

The university is committed to comply with the legislative requirements outlined under the Ontario Regulation respecting Asbestos on Construction Projects in Building and Repair Operations (O.Reg 278/05).

The university has an obligation to inform all occupants of any buildings containing asbestos. An inventory of asbestos, by college, is available from Trent University Student Housing in Blackburn Hall, Suite 129. Additional information can be obtained by contacting Student Housing at x7127.

Personal Safety and Mental Health

Starting university is exciting, but it can be stressful, too. The good news? You don't have to handle anxiety, depression, or other mental health difficulties on your own.

Trent works hard to create a safe and supportive environment—an environment that encourages a supportive and open campus-wide dialogue about mental health issues. That's the key to keeping everyone safe and healthy: the individual who is struggling as well as the other members of our campus community.

Not sure who to turn to or how to access the support you need, if you're going through a rough time?

There are a number of services and supports available to you while you're living in residence:

Your Residence Life Don:

Your Don is an upper-year student who has been trained to offer support and who can help you tap into other mental health services.

Your Residence Life Coordinator (RLC):

Your RLC has received comprehensive training in mental health first aid.

The majority of students living with mental health challenges manage to function well in a residence environment. Occasionally, residence is not the best environment for a student who is struggling. In such a situation, Student Housing will support the student in exploring other options for housing and connect them with campus and community resources when additional support is needed.

On-campus mental health supports:

Trent Health Services, the Counselling Centre, Student Accessibility Services, and Student Housing all work together to assist students who are struggling.

Sexual Violence and Sexual Consent

Ontario has a provincial action plan to prevent sexual violence, including on campuses.

Students new to Trent participate in the prevention programming Consent at Trent during orientation week as one part of our efforts to end sexual violence.

Sexual violence means any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, stealthing, indecent exposure, voyeurism and sexual exploitation.

Participating in sexual activity of any nature is a choice. Ensuring that you have sexual consent, and give consent is an important part of all sexual encounters

Consent is an active, direct, voluntary, unimpaired, continual and conscious choice and agreement between persons to engage in physical contact or sexual activity.

- Consent is active, not passive, coerced or silent. It is a clear "yes", not an absence of "no".
- Consent must be continuous throughout the sexual encounter and can be revoked at any time.
- Consent is the responsibility of the person who wants to engage in sexual activity to make sure that they have consent from the other person(s) involved.
- Consent to one sexual act does not constitute or imply consent to a different sexual act.
- Consent is required regardless of the parties' relationship status or sexual history together.
- Consent cannot be given by a person who is incapacitated by alcohol or drugs or who is unconscious or otherwise lacks the capacity to give consent. If a participant's judgement is impaired, consent is not valid.
- Consent cannot be given if the instigator is in a position to confer, grant or deny a benefit or advancement to the other person and the instigator knows or ought reasonably to know that the solicitation or advance is unwelcome. This definition applies equally to all persons regardless of sexual orientation.

Ask first, and keep asking – use your words! Consent is sexy.

- "Do you want to keep going?"
- "Do you like this?"
- "Is this turning you on?"
- "How do you feel about this?"
- "Are you doing okay?"

GETTING HELP

It's never your fault if you're sexually assaulted. Remember that sexual assault can happen regardless of precautions. As a community, we can ALL work together to help prevent it from happening.

There are supports available to students both on and off campus.

If someone has recently experienced sexual assault and needs healthcare and crisis support, they should go to the Emergency Room at the Peterborough Regional Health Centre and ask to see the Sexual Assault Nurse Examiner. Care is provided 24/7.

Sexual Violence Prevention Manager: Arwen Sweet

By phone: **705-748-1011** ext. **7792**

By email: arwensweet@trentu.ca

During offices hours, **Student Health Services** can be reached at **705-748-1481**, and Counseling Services can be reached at **705-748-1386** or by stopping by these offices.

RESIDENCE STANDARDS



Section A – Preamble

Section B – Resident Rights and Responsibilities

Section C – Residence Standards

Section D – Community Support System

Section E – Appeal Process

All safety measures related to COVID-19 will be provided prior to the arrival of students to residence. Trent Housing will consult with Durham Public Health to ensure safety of all residents and staff. To review the current COVID-19 Precautionary Measures Policies please visit the [Trent Housing website](#).

Section A – Preamble

The Residence Standards are intended to permit and encourage residents to live productively and peacefully in an environment that is responsible, respectful, inclusive and supportive; and that promotes academic success and community involvement. Living in residence at Trent University is a privilege. In order to be clear about the expectations that accompany this privilege, the Residence Guidebook was created to ensure that it supports the residence experience. It describes the foundations of appropriate behaviour for the residence community, as well potential consequences for inappropriate behaviours. We sincerely hope that you will be mindful of the impact of your choices on your own well-being as a student, on the well-being of other residents, and on the residence community. It is our privilege to work with outstanding students such as yourself as we strive to build strong communities that support individuals' personal and academic pursuits.

Section B – Resident Rights and Responsibilities

The wellbeing of the residence community rests on the balance of the community’s ability to respect the needs of the individual, and the individual’s ability to respect the needs of the community. Our staff work with residents to create communities that support academic success and are based on mutual respect and personal development.

The guiding principles below describe your rights, privileges, and accompanying responsibilities as a resident within the residence community.

Privileges & Responsibilities	GUIDELINES	PRIVILEGES	RESPONSIBILITIES	
	Housing		You have the privilege of having housing in residence.	You have the responsibility to respect the Residence Standards and live within their guidelines in order to maintain this privilege.
	Common Space		You have the privilege of using common spaces such as common rooms, study spaces, public washrooms, dining halls and outdoor spaces.	You have the responsibility to uphold these spaces by treating them with respect i.e. ensuring cleanliness after use, respecting university property and ensuring appropriate behaviour while in the spaces.
	Guests		You have the privilege of having guests visit you in residence.	You have the responsibility to ensure that you have the permission of your roommate(s) to host the guest, and (b) ensure that your guest(s) respect and abide by the Residence Residence Standards, University policies, and the law.





Rights & Responsibilities

GUIDELINES	RIGHTS	RESPONSIBILITIES
Safety & Security	You have the right to feel safe in the residence community including but not limited to living in an environment where your possessions and the communal spaces are shown respect.	You have the responsibility to act in a way that does not endanger yourself or others. You are responsible for using security mechanisms provided in your residence and reporting any unsafe behaviours or conditions. You have the responsibility to show everyone respect and to respect the property of others and the University.
Respect	You have the right for others to consider and respect your feelings and needs; to reside in a community based on mutual respect and acceptance, free from intimidation, harassment or discrimination.	You have the responsibility to act in a civil manner and treat all members of your community with respect, acceptance and understanding.
Fairness & Support	You have the right to fair and consistent service from Residence Staff.	You are responsible for being responsive and cooperative in all dealings with Residence Staff.
Cleanliness	You have the right to a living space that is clean and kept in good condition.	You have the responsibility to assist in the upkeep or common areas by not leaving garbage or dishes in the lounges or common areas, by using appropriate disposal and recycling receptacles and to keep your own room clean and in good condition. You are responsible for reporting if facilities or equipment issues to Residence Staff.
Clarity of Standards	You have the right to have clear Residence Standards.	You have the responsibility to know the Residence Standards and ask questions if you do not understand them.
Healthy Wellbeing	You have the right to manage own health and safety	You have responsibility to ensure your self-management is reducing harm/risk to yourself or community.



Section C - Standards

Fundamental Standard: All Residents and their guests are responsible for upholding the laws of Ontario and Canada, The Human Rights Codes of Ontario and Canada, the civic by-laws and Trent policies.

For all safety measures related to COVID-19, Trent Student Housing will consult with Peterborough Public Health to ensure safety of all residents and staff. Updates will be posted on the Trent Student Housing website, and/or emailed to your trentu.ca email account.

Advertising Policy

The Advertising Policy is in place to guide advertising practices in our residence community. It is the right of each Resident to respect the community by having Residence Staff uphold the advertising standards and it is the responsibility of all Residents to adhere to the guidelines for advertising in the residence community. Such conduct and behaviour includes, but is not limited to:

- Door-to-door selling or soliciting is prohibited in residence. Special circumstances can be made with prior approval of the Residence Life Coordinator.
- Advertising and postings in Residence must be placed in designated areas, once approved by a Residence Life Staff member.
- All postings are to be removed in a timely manner
- All postings must be written and displayed in a manner that is respectful, does not discriminate and does not use offensive language, including language that violates the Trent University's Policy on Discrimination and Harassment.

Alcohol Policy

The Alcohol Policy is in place to ensure the safety of residents and their guests, to minimize risk associated to alcohol consumption and to promote positive behaviours associated with alcohol use. It is the right of each Resident to manage their own health and wellbeing and it is your responsibility as a Resident to manage their consumption by practicing the Canadian Low-Risk Alcohol Drinking Guidelines. Such conduct and behaviour includes, but is not limited to:

- It is illegal for any person under 19 years of age to consume alcohol in the province of Ontario. It is not permitted to be intoxicated in a public area or in public within the College or building.
- Large volume containers exceeding 1 litre or paraphernalia that promotes the excessive consumption of alcohol are not permitted in residence.
- Promotion or participation in events that promote excessive alcohol consumption, including but not limited to drinking games, are prohibited.
- Glass beer bottles, for safety reasons, are not permitted in residence areas or public areas.
- No person shall consume, transport or otherwise be in possession of any alcoholic beverage in an open container in a public area of the Residence.

Building Policy

The Building Policy is in place to guide appropriate building usage in our residence community. It is the right of each Resident to have a living in an environment where your possessions and the communal spaces are shown respect and a living space that is clean and kept in good condition and it is your responsibility as a Resident to respect the property of others and the University and to assist in the upkeep or common areas by not leaving garbage or dishes in the lounges or common areas, by using appropriate disposal and recycling receptacles and to keep your own room clean and in good condition. Such conduct and behaviour includes, but is not limited to:

- Residents are responsible for keeping their residence room and shared living areas clean.
- Elevators, including their controls, must not be misused
- Personal belongings are not to be stored in common living areas. This may include, but is not limited to: sports equipment, bicycles and musical instruments.
- Residents are not permitted to remove or make changes to furniture, fixtures or interiors of their residence room.
- Making an unauthorized room or roommate change is prohibited.
- Residents are not permitted to bring their own beds or any additional furniture into residence rooms or common areas unless medical documentation in the form of an accommodation request is provided to and approved by Student Housing, or prior written permission is received.
- Window screens must not be removed from windows.
- Sports are not permitted in residence areas.
- Deliveries from the LCBO, Ontario Cannabis Store and/ or any legal cannabis vendor sanctioned by the Ontario government will not be accepted on campus. Residents who are of legal age wishing to receive mail deliveries of alcohol and/or cannabis may make arrangements with off campus Canada Post offices.

Cannabis Policy

The Cannabis Policy is in place to ensure the safety of residents and their guests. To minimize community concerns associated with cannabis consumption and to promote positive behaviours associated with cannabis use. It is the right of each Resident to manage their own health and wellbeing and it is your responsibility as a Resident to manage their consumption by practicing the Canadian Lower Risk Cannabis Use Guidelines. Such conduct and behaviour includes, but is not limited to:

- It is illegal for any person under 19 years of age to consume cannabis in the province of Ontario.
- It is illegal to be in possession of more than 30 grams of cannabis. Residents who are of age may possess up to 30 grams of cannabis in residence. Cannabis must be stored in a sealed container.
- Promotion or participation in events that promote excessive cannabis consumption are prohibited.
- Smoking or vaping cannabis is prohibited in residence.
- Use of cannabis related paraphernalia, including but not limited to vaporizers, hookahs, and pipes are prohibited in residence. Residents may store cannabis related paraphernalia in their residence room.
- The cultivation of cannabis plants or cannabis related products is prohibited in residence.
- Cannabis shall not be consumed in a public area. Residents wishing to transport must do so in a concealed container
- Cooking cannabis in all residence spaces including but not limited to residence lounges, study rooms, bedrooms, or suites is prohibited.

Damages & Vandalism Policy

The Damages & Vandalism Policy is in place to ensure that residents understand the impact of vandalism i.e. intentional destruction or defacement of the campus property and damage i.e. the unintentional destruction or defacement of the campus property. It is right have communal and private spaces that are upheld in good condition by the University and it is the responsibility of all Residents to respect all spaces in the residence community and report any facilities or equipment issues to Residence Staff . Such conduct and behaviour includes, but is not limited to:

- If the resident(s) involved or responsible for damages or vandalism can be identified, they will solely be liable for restitution. If the resident(s) involved in or responsible for damages or vandalism cannot be identified and repairs or cleaning are required, the charges will be billed equally to all residents in the section, tower, floor, house or apartment
- Residents are required to report any damages. It is not permitted to repair any damages on their own.

Drug Policy

The Drug Policy is in place to ensure the safety of residents and their guests. It is important to note that impairment due to the use of illegal substances is never considered an excuse for violation of the Residence Standards. It is the right of each Resident to manage their own health and wellbeing and it is your responsibility as a Resident to ensure your self-management is reducing harm/risk to yourself or community if consuming substances. Such conduct and behaviour includes, but is not limited to:

- Residents are prohibited from using, being under the influence of, possession, of illegal drugs, controlled substances, non-prescription drugs and/or drugs not prescribed to the person in possession of these drugs
- Equipment or materials that are used to facilitate the use/misuse of illegal drugs or controlled substances are strictly prohibited.
- Abuse or misuse of prescription drugs or intentional overdose of prescription drugs is strictly prohibited

Fire Safety Policy

The Fire Safety Policy is in place the ensure Residents are to exercise the utmost care related to fire safety while living in residence. Any negligent or intentional fires started by any person(s) may result in residence and university sanctions and possible criminal charges. Such conduct and behaviour includes, but is not limited to:

- Residents must evacuate the building immediately on the sound of the fire alarm. Evacuation requirements apply to fire drills as well. Tampering with fire safety equipment and electrical equipment including but not limited to fire extinguishers, sprinklers, fire alarms, smoke detectors and emergency contact speakers, is prohibited.
- Propping open exterior doors or doors leading to hallways and other public areas is prohibited due to risk of extended damage in the case of a fire.
- Open flames, candles, incense, halogen lamps and storage of hazardous items are not permitted in residence.
- All electrical appliances must be CSA approved.
- Any appliances such as kettles, toasters, coffeemakers, crockpots and toaster ovens are only permitted in designated kitchen spaces and are not permitted in residence rooms.
- Decorations in residence cannot include flammable items such as dried leaves, straw and live trees
- Exits from a room or building and fire safety equipment must be kept free of clutter and must be accessible at all times.
- Burning of anything in residence including but not limited to posters, walls, boards, and ceilings is prohibited



Guest Policy

The Guest Policy is in place to ensure the safety of residents and their guests while in our Residence Community. Residents have the privileges to have guest visit their residence space and the responsibility to ensure that you have the permission of your roommate(s) to host the guest, and (b) ensure that your guest(s) respect and abide by the Residence Residence Standards, University policies, and the law. Such conduct and behaviour includes, but is not limited to:

- Guests must always be accompanied by and signed in by the Resident host.
- Guests must be aware of, and comply with, the Residence Agreement and Residence Standards. Each Resident host assumes complete responsibility for unacceptable behaviour by any of their guests.
- Guests may be asked to leave and may be banned from Residence if the Residence Standards are not followed.
- The maximum number of guests allowed is one per room occupant.
- Where applicable, roommates must mutually consent to the accommodation of an overnight guest.
- Residents, with or without a roommate, may not have their guests stay longer than two consecutive nights, to a maximum of four times per semester.
- Guests who do not hold a current Residence Agreement are not permitted in residence during 23-hour quiet hours or during Orientation Week.
- Student Housing may enact temporary modifications to the guest policy to ensure the safety and security of the community (i.e. for special events or due to emergency purposes). Any temporary changes to the guest policy will be communicated to all residents in advance.

Harassment & Discrimination Policy

In accordance with Trent University's Policy on Discrimination and Harassment, Harassment means: "Engaging in a course of vexatious misconduct, which may include verbal misconduct, that is of a serious nature, that is experienced first-hand, that is based on a prohibited ground of discrimination as defined by this policy, and that is known or ought reasonably to be known to be unwelcome." The Policy on Discrimination and Harassment can be found on the Human Rights website: trentu.ca/humanrights. Harassment and Discrimination has the impact of creating a hostile living or working environment. Harassment limits the rights of an individual to live in Residence without fear of the conduct from other Residents or Guests that is offensive, intimidating, threatening, demeaning or abusive. Any form of harassment whether verbal or written, in person or via email, electronic messaging system or other electronic/internet based process or telephone is unacceptable in the Residence community and will be dealt with through the Community Support System. All members of the University community have the right to equal treatment according to the Policy on Discrimination and Harassment.

Examples of unacceptable behaviour include, but are not limited to:

- Residents are prohibited from distributing or posting electronic, paper or other formats of materials that are racist, sexist, homophobic, discriminatory, offensive, and inappropriate or threatening in nature. This includes voicemail, telephone calls, internet/email messages and any and all electronic messaging systems. Residence Life Staff reserve the right to remove all offensive material posted in public spaces.
- Residents are prohibited from engaging in inappropriate behaviour and encouraging others to engage in inappropriate behaviour.
- Residents are prohibited from repeatedly making unwanted contact without the other person's consent.
- Residents are prohibited from engaging in practical jokes, pranks and actions that are considered to be demeaning and offensive to others.
- Residents are prohibited from verbal or physical threats against a person or property.
- Residents are prohibited from bullying and hazing of other residents.

Health & Safety Policy

The Health and Safety policy is in place to define conduct, behaviour or health related incidents that threaten the safety or wellbeing of anyone in Residence, including oneself. Residents have the right to feel safe in the residence community and manage their own health and well-being and the responsibility to act in a way that does not endanger yourself or others. Such conduct and behaviour includes, but is not limited to:

- Residents are prohibited from severe intoxication from consumption of alcohol, cannabis, illegal drugs, abuse of prescription drugs, or other substances that requires attention from other residents, Trent University Emergency First Response Team, Campus Security, emergency personnel or Residence Life Staff.
- Residents are prohibited from aiding and abetting in conduct including but not limited to encouragement of excessive consumption of alcohol and/or cannabis.
- The Residence Life Coordinator must be notified immediately of a Resident who contracts a communicable disease.
- Proper storage and disposal of food and waste is required

Noise Policy

The Noise Policy is in place to ensure Residents can create a space the right of each Resident or neighbouring occupants (e.g. faculty, tenants, staff) to request the termination of unreasonable noise. It is the responsibility of all Residents to work to minimize the impact of noise on the residence community. Such conduct and behaviour includes, but is not limited to:

- Residents shall be mindful of the level of noise on the floor, in their room or in common areas which may disturb the study or sleep of another Resident.

Quiet Hours are the following:

Sunday – Thursday: 11:00 pm to 8:00 am

Friday – Saturday: 1:00 am to 8:00 am

- Courtesy hours are in effect 24 hours a day, 7 days week. Residents are to be mindful of the disturbing effect of their noise on others and to respect the requests of others to cease making noise at any time.
- Sound amplifiers including but not limited to subwoofers or instrument amplifiers are not permitted to be used within residence.

Room Entry Policy

The Room Entry Policy is in place to ensure privacy for all residents. Residence understands that privacy is an important component to living in a community; however, there may be certain circumstances where entry into a Resident's room is required as per the following:

- a. Law enforcement officers in the performance of their duties.
- b. Authorized personnel to ensure health and safety of Residents and to ensure all regulations and policies are maintained. These circumstances include, but are not limited to:
 - A resident to be in the room or apartment, but no longer physically or mentally capable of response.
 - Reducing or preventing water damage during a flood or after a pipe has burst.
 - Verifying evacuation during a fire alarm.
 - Sounding of an alarm within the room when the Resident is not present
 - Authorized personnel attending to make routine repairs. A report by the Resident of a damaged or broken item constitutes permission to enter the room or apartment to assess or make repair.
 - Authorized personnel performing regular inspections for caretaking, safety, and security, for preventive maintenance or for regular maintenance of buildings. Notice for such entry will be provided 24 hours in advance.
 - Authorized personnel when there is probable cause to believe that a violation of Residence Standards or University policies, applicable laws or civil regulations is being committed.

Note: Outside of the circumstances listed above, anyone wishing to enter another Resident's room must have written permission, do so only in the presence of a Student Housing staff member and with the use of a set of Student Housing' issued master keys.

Service Animal Policy

In accordance with Trent University, Pets On Campus Policy any animal not prohibited by the municipality in which Trent property is located. The term 'pet' does not include service and support animals or animals used in teaching and research where approved by the University's Animal Care Committee.

- Residents should acquire approval from Student Housing prior to the arrival of the services animal.

Sexual Violence Policy

In accordance with Trent University Sexual Violence Policy any act of sexual violence is not acceptable. Any and all reported acts of sexual violence will be addressed in a thorough and timely manner in accordance with the wishes of the person who has experienced sexual violence.

Examples of sexual violence include, but are not limited to:

- Sexual harassment – engaging in vexatious and/or inappropriate comments or conduct against another person because of sex, sexual orientation, gender identity or expression.
- Sexual coercion – unreasonable or persistent pressure to seek consent for sexual activity
- Sexual exploitation – taking nonconsensual or abusive sexual advantage or another person. It includes, but is not restricted to, the digital or electronic broadcasting, distributing, recording and/or photographing of people involved in sexual acts without the consent
- Stalking – refers to behaviours as defined by the Criminal Code as criminal harassment in the context of sexual or intimate partner violence
- Sexual Assault – is an assault, as defined in Section 265(1) of the Criminal Code, committed in circumstances of a sexual nature such that the sexual integrity of the person who has experienced sexual violence is violated.

It should be noted that Student Housing Staff will safeguard the confidentiality of those disclosing sexual violence in accordance with applicable laws, and that incidents of sexual violence can be addressed, at the discretion of the person experiencing sexual violence, with the exception that the University may choose to investigate and take action to safeguard members of the Trent community if there is a risk of imminent physical harm as per the Sexual Violence Prevention & Response Policy.

Service Animals are permitted throughout the campus except in food preparation areas. In the event that the presence of a service animal restricts the ability of another person to access an area, the parties involved will be consulted for resolution.

Smoking Policy

In accordance with Trent University Smoke Free Policy, this policy is in place to reduce social exposure to smoking and secondhand smoke on Trent property and ensure Trent University's compliance with the Smoke Free Ontario Act, Regulations (48/06 made under the Act, the Electronic Cigarettes Act, 2014 (Bill 45) and the Cannabis Act, 2017.

- All Residence buildings including resident's rooms are smoke free. Smoking of any kind is not permitted in these areas including but not limited to the use of electronic cigarettes, vaporizers or cannabis products.
- Residents are prohibited from selling or supplying tobacco or cannabis, tobacco or cannabis products, or electronic cigarettes.
- Residents are not permitted to smoke or hold lighted tobacco or cannabis anywhere except designated smoking areas.
- All forms of smoking is not permitted within 9 metres of any residence building.

Note: This policy does not apply to tobacco used for traditional Aboriginal cultural or spiritual purposes. It does not apply to tobacco or cannabis used for scientific research or testing, or to approved products intended for use in nicotine replacement therapy. When possible, residence students should acquire approval from Student Housing prior to proceeding with these practices in a residence facility.

Technology Policy

The Technology Policy is in place to ensure safety through technology in our residence community. It is the right of Residents to have access to internet in our communities and the responsibility of residents to be respectful when using any and all use of all personal technologies and for any material posted on the Internet. Such conduct and behaviour includes, but is not limited to:

- Residents using Trent University IT, a contracted service provider or Student Housing equipment are responsible for following Trent University Acceptable Use Policy and Residence Technology Policy.
- Unauthorized use or access to wireless routers, wireless printers, and cable TV are prohibited.
- Use of electronic devices such as mobile phones or other devices with camera features is not permitted in residence washrooms.

Unacceptable Behaviour Policy

The Unacceptable Behaviour Policy is in place to ensure respect and safety in our communities. It is the right of Residents to be treated with fairness and respect from community members and Residence Staff and it is the responsibility to act appropriately and respectfully and to conduct themselves in a manner. Such conduct and behaviour includes, but is not limited to:

- Interactions with all members of the University and/or Residence community are expected to demonstrate respect.
- Residents will comply with verbal and/or written instructions of any University Officers, including Campus Security, the Residence Life Coordinators, the Residence Life Staff, or any other university employee working within the Residences and acting within the scope of their authority.
- Operation of any business is prohibited in Residence.
- Residents will comply with any assigned in outcomes by Student Housing staff.
- Removal of other's personal belongings or property without the owner's permission is considered theft and is strictly prohibited.
- The intentional submission of a false report of any policy violation is, in itself, considered a violation of Residence Standards.

The Violent Behaviour Policy

The Violent Behaviour Policy includes but is not limited to disruptive behaviour such as: abuse (physical or verbal), bullying, coercion, damaged property, discrimination, fighting, intimidation, possession of weapons, sexual assault and/or threats of violence. Depending on the situation, the Office of Student Affairs and/or police may be involved. Such conduct and behaviour includes, but is not limited to:

- Distributing or posting electronic, paper or other formats of materials that are threatening in nature. This includes voicemail, telephone calls, internet/email messages and any and all electronic messaging systems.
- Engaging in inappropriate behaviour and encouraging others to engage in inappropriate behaviour.
- Practical jokes, pranks and actions that threaten the safety of others.
- Verbal or physical threats against a person or property
- Bullying or hazing of others students
- Utilizing or threatening self or others with a weapon(s).
- Fighting and physical violence.
- Damages to person or property.

Note: All Residents have the responsibility to act appropriately and respectfully and to conduct themselves in a manner that does not place themselves or others at risk. If a student feels that they are being harassed or have experienced or witnessed threatening or violent behaviour they are asked to talk to their Residence Life Coordinator or Campus Security immediately. Any written or electronic form of harassment should be kept for documentation or photographed.

Weapons Policy

In accordance with Trent University Weapons Policy, no person, while on property controlled, leased or owned by Trent University shall store, use or carry a weapon. A weapon is defined as anything used, designed to be used or intended for use in causing death or injury to any person or for the purpose of threatening or intimidating any person, or a device designed to look like a weapon (CCC S. 2 and 84). Examples of weapons include, but are not limited to, firearms, explosives (including fireworks), air guns, pellet guns, BB guns, paint guns, crossbows, long bows, swords, martial arts weapons, prohibited blades, combat knives, brass knuckles, replica or imitation firearms including toys and any other prohibited device as defined by the Criminal Code of Canada.

Exceptions:

- a. This policy does not apply to Police Officers, Peace Officers or Licensed Guards carrying issued weapons in the performance of their duties.
- b. Exceptions to this policy may be granted for a Trent University sanctioned event or activity.
- c. Exceptions require written approval signed by the appropriate unit head/ department chair and the Director, Risk Management. The written approval will include a detailed list of weapons involved, the purpose of the event and the provisions for safe storage and transport of the weapons when not in use. The Director, Risk Management will resolve any concerns in advance of the event and inform the appropriate Vice president and all relevant university departments/units and external agencies, such as the police. Any weapons that are required to be stored on property controlled, leased or owned by Trent University must be stored safely and in accordance with all applicable laws, regulations and policies by the department responsible for the event or activity. Any individuals bringing or using firearms on campus must produce proof that they are appropriately licensed to own or carry the firearms. No weapons will be permitted to be stored in any Trent University residence facilities, including apartments and guest suites.
- d. This policy exempts ceremonial knives carried or used to meet religious obligations and small folding or utility knives used solely for a lawful purpose that are not brandished or worn in such a manner as to cause alarm.

Campus Security will seize any unauthorized weapons found on campus and/or in residence and make every effort to notify the owner that they have done so. The weapons will be returned to the owner/user once either authorization has been received or the owner can satisfy Campus Security that they have arranged to have them stored permanently off campus. Weapons not claimed by the owner within one month of seizure will be destroyed by Campus Security. Firearms will be immediately turned over to the Peterborough Lakefield Community Police. Individuals in possession of unauthorized weapons on campus and/or in residence may also be subject to disciplinary action up to and including expulsion from the University or termination of employment, depending on the circumstances. In the case of prohibited or non-registered firearms and other illegal weapons, the individual may also be subject to criminal prosecution.



Student Housing staff will process the majority of Residence Standards allegations. However, it should be noted that cases can be referred to the Trent University Charter of Student Rights & Responsibilities 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 Trent University Charter of Student Rights & Responsibilities in consultation with Student Housing.

Section D - Community Support System

The purpose of the Community Support System is to assist all Residents in developing an awareness of how their behaviour impacts the community in which they live. The Community Support System in residence is based on a residence learning model. It is intended to give Residents an opportunity to learn from mistakes and exercise more appropriate decision making in the future.

The Residence Standards are enforced:

- a. In all residence areas, including residential Colleges, the apartments, Annex grounds and Symons grounds, hallways, guest suites, entryways, dining halls and public areas.
- b. At all residence events sponsored by Student Housing that are held within a Residence Area or hosted in non-residence off campus facilities.
- c. When behaviour online that has a negative impact on the individual's well-being while in residence.

Violations of the Residence Standards can be reported by members of many different groups, including but not limited to, Student Housing Staff, Trent University Campus Security Guards, guards or staff of the Annex locations, law enforcement officials, or other Trent University officials.

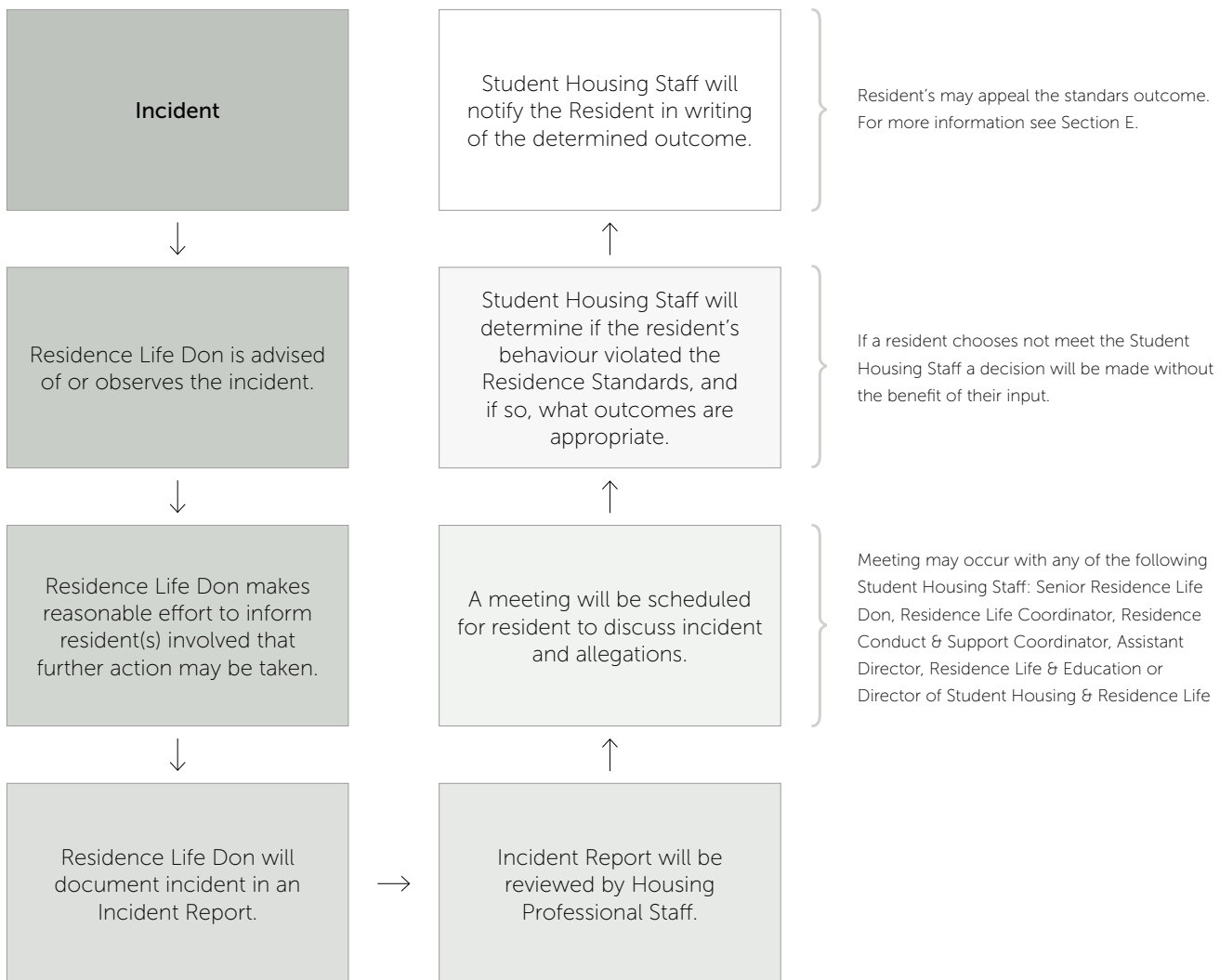
Definitions

Term	Descriptions
Meeting	The meeting between the Resident and Residence Life Coordinator, Residence Conduct & Support Coordinator and/or Residence Life Senior Don to discuss allegations in residence.
Incident Report	The form completed by the Student Housing staff member and/or other University staff that describes the situation, time, date, location, and parties involved and can be paper or on-line.
Allegation	The possible violation(s) of the Residence Standards as documented in an incident report. A Resident is identified in an incident report s involved in a possible violation is processed through the Community Support System.
Outcome(s)	The determined result for the Resident who is held accountable for a violation of the Residence Standards.

Follow-up

At every opportunity, Residence Life Dons will try to resolve conflict and address community incidents. Residence Life Dons will focus on the impact of the incident on the community, the potential for resolution and the probability of the Resident[s] learning from their choices. In these cases, resolution reached between the Resident[s] and Residence Life Don may be documented and kept in the Resident[s]' Student Housing file.

Residence Standards Violation Follow Up



Preponderance of Evidence

At each stage of decision-making under the Community Support System, the onus of establishing that there has been a violation of the Residence Standards shall be on the University, represented by Student Housing. Decisions will be based on a preponderance of evidence, meaning the evidence shows it is more likely than not that the alleged violation occurred.

Authority

In the event of questions or challenges related to the interpretation of the Residence Standards, the Assistant Director, Residence Life & Education or designate has the final authority to interpret the Residence Standards. Procedures have been developed to encourage appropriate, positive and productive behaviour and to work with Resident(s) to address behaviour that is inconsistent with the Residence Standards or which warrants an intervention in a situation of concern. The degree of seriousness and overall impact on the community will determine the level of consequences.

Outcomes

Residents may be required to complete or follow one or more of the outcomes(s) listed below as part of the conduct follow-up process. This process is intended to be educational and should also allow for the opportunity to repair harm or wrong doing that may have been caused to an individual and/or the community. Should a student be found responsible for engaging in prohibited conduct a number of factors (severity of behaviour, acceptance of responsibility, willingness to restore the relationship or situation, mitigating factors and cumulative or repeated behaviour) can contribute to the decision to impose one or multiple outcomes. The list below is not exhaustive other follow-up options may be used at the discretion of Residence Life staff

Educational Conversation

A dialogue with a residence staff member to foster understanding about the Residence Standards and the expectations of living in residence.

Warning

A warning is given to inform the Resident that a specific behaviour does not meet the minimum expectations for Residence living. This outcome takes the form of a written or verbal warning issued to a Resident. A warning is not imposed for a specific length of time.

Educational Assignment

An assigned activity, meeting, project or submission with the learning objective of engaging the resident in reflection and dialogue surrounding the issue(s) at hand. Examples include, but are not limited to: reflection essays, educational pamphlets, apology letters, and meeting with campus partners.

Community Services

An assigned community-focused activity or project that involves service and learning by the resident within residence, as a consequence of certain violations of the Residence Standards. Examples include, but are not limited to: community clean-up, organizing and running a program for the building/community, creating a pamphlet or media presentation for the community that is reflective of the students learning.

Conflict Mediation

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

Restitution

Restitution is monetary reimbursement for actual damage to, destruction of, or misappropriation of University property, or property of any person while on University premises. It is not a fine.

Academic Hold on University Records

A hold may be placed on the records of Residents who do not complete their outcome(s) as dictated in their sanction letter. These Residents are not able to register and/or change classes until all disciplinary sanction(s) have been completed in their entirety.

Loss of Privileges

The resident may not be permitted specific privileges for a given time period or until behaviour has improved. This includes access to lounges or other residence halls and the ability to have guests.

Behaviour Contract

A formal document that the resident will agree to a contract, set by Student Housing Professional Staff that outlines specific conditions that must be followed for continued to live in residence.

Residence Relocation

Permanent Residence Relocation: A mandatory and permanent move from one residence to another may be required. This 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.

Short Term Residence Relocation: A mandatory and temporary move of a Resident from one residence to another. The intent of the relocation is to protect the rights of residents within the community while giving the resident an opportunity to continue contributing to the community following completion of an investigation or outcome. Normally 24 hours are allowed to complete the Short Term Residence Relocation; however, this time period may be shortened if warranted.

Probation

Substance Probation: A formal disciplinary status imposed for a specific period of time. A probation period during which alcohol and/or cannabis is not permitted to be consumed or possessed by the Resident in Residence, nor is the Resident permitted to be in Residence while under the influence of alcohol and/or cannabis

Residence Probation: A formal disciplinary status imposed for a specific period of time. An all-encompassing probation period during which further offences will likely lead to more severe sanctions

Termination of Residence Agreement

This outcome involves removal from the University Residence community and Termination of the Residence Agreement. Termination can result from individual offences of the Residence Standards and/ or Residence Agreement and may also result from less serious, but repeated offences. A Resident whose Agreement is terminated as an outcome must permanently vacate the Residence within 24 hours of being given the notification of their Meeting outcome(s) or the outcome(s) of an Appeal that results in Termination of Agreement. The time frame may be shortened if safety and/or community well-being are at immediate risk. Students removed from Residence must accept all financial penalties according to the Residence Standards and the Residence Agreement with reference to Agreements that are terminated for disciplinary reasons. Removals are permanent and preclude visitation in all Residences (unless noted otherwise) and possibly Dining Halls (see Restriction).

Restriction/Trespassing Notice

A formal action that results in a Resident's loss of visitation rights. Restricted Individuals are prohibited from entering a designated Residence(s), Dining Hall(s) or other specific areas. Violation(s) of Restriction will necessitate a citation for trespassing issued by local police, as well as possible recommendation for further disciplinary action from the University.

Referral of Case/File to Trent University Charter of Student Rights & Responsibilities or Alternate Offices

The resident's conduct record can be referred to the Trent University Charter of Student Rights & Responsibilities 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 Trent University Charter of Student Rights & Responsibilities in consultation with Student Housing.

The resident's conduct record may also be referred to Trent University Campus Security, Peterborough Police Services and/or other law enforcement agencies in cases of illegal activity.

Residence Eligibility

The resident who have been found responsible for two or more incidents in one academic year, as determined by the Student Housing through the Community Support System, may lose the right to reside in a Trent University Residence the following year.

Note:

- Outcomes may be applied to an entire community when the individual(s) involved cannot be identified.
- Student Housing maintains the right to impose Interim Measures upon a Resident(s) until the Community Support System process has been completed when there is significant risk associated with alleged behaviour of the Resident(s). The Interim Measures can be imposed by Student Housing Staff.

Section E - Appeal Process

Avenue of Appeal

Issues Outcome:	Appeal to:
Residence Life Don or Residence Life Senior Don	Residence Life Coordinator
Residence Life Coordinator	Residence Conduct & Support Coordinator
Residence Conduct & Support Coordinator	Assistant Director, Residence Life & Education or designate

Deadline for Appeal

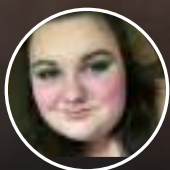
- An appeal of an outcome must be submitted within three (3) business days of receiving the outcome(s)

Process for Appeal

1. A resident may appeal an assigned outcome on at least one the following grounds:
 - a. New evidence has become available that was not reasonably available at the time of the Meeting, which supports the case of the Appellant.
 - b. The given sanction is too severe considering the offence involved. Note that any prior sanctions are considered when sanctions are issued.
 - c. The Community Support System process was not followed and this impacted the decision. Evidence supporting this must be provided when the appeal is submitted
 2. A resident must complete the appeal form found on the Trent University Portal under Student Housing. An appeal must never be submitted frivolously.
 3. An appeal will be heard by the appropriate Student Housing Staff. The reviewing staff member will review all documentation related to the incident(s) and may choose to call for questioning the Appellant, Student Housing Staff, witnesses and any other individuals involved in the incident. The person hearing the appeal may call the resident or any other person related to the case, for subsequent questioning and clarification.
- The resident is entitled to:
- o Reasonable notice of time, date and location of a meeting.
 - o Call on a reasonable number of witnesses to present evidence related to the appeal.
 - o Disclosure of evidence considered by the reviewing staff member when arriving at a decision.
 - o The decision on the appeal to be made within a reasonable amount of time and conveyed to the resident.
4. The reviewing staff member may find the resident accountable or not accountable for the violation this will result in the following actions:
 - a. Impose a new outcome or additional outcome(s)
 - b. Sustain the original outcome(s)
 - c. Reduce the outcome(s).
 5. The reviewing staff member will notify the Appellant of the result of the appeal in writing. The decision made on the appeal is final. The decision of the staff member reviewing the appeal is final. There are no further appeals beyond that level. In the Community Support System, appeals cannot be heard beyond the level of Assistant Director, Residence Life & Education.

Ombudsman

In the event that a resident is unsatisfied after having exhausted the procedures in the residence standards appeal process, they have the option of filing a complaint with the Ontario Ombudsman. The Ombudsman is an independent officer of the Ontario Legislature who investigates complaints from the public about Ontario government services (including universities), recommending improvements for governments, and resolving individual issues.



“Working at Student Housing is an incredibly welcoming and inclusive experience. I love being able to help students find their new home away from home!”

— Cierra Cherwaty Housing Admissions Assistant

IMPORTANT DATES

RESIDENCE DATES

September 5	Move-In
Thursday December 22	Residence Closes for the Winter Break
Saturday January 7	Residence Opens for the spring term
Monday April 24	Residence Closes for the Summer Break

PORTION OF THE UNIVERSITY SCHEDULE

Thursday September 8	Classes Begin
Monday October 10	Thanksgiving Holiday
Monday October 24	Reading Break Begins
Monday October 31	Classes resume after reading break
Wednesday December 7	Last day of class
Friday December 9	Examination Period Begins
Thursday December 22	Examination Period Ends
Monday January 9	Classes begin
Monday February 20	Family Day/Reading Break Begins
Monday February 27	Classes resume after reading break
Thursday April 6	Last day of class
Friday April 7	University Closed: Good Friday
Tuesday April 11	Examination Period Begins





COMMON TRENT ACRONYMS

RESIDENCE

DRA	Main Durham Building
DRB	Durham Residence
HAA	Housing Admissions Assistant
RLC	Residence Life Coordinator
REC	Residence Education Coordinator
RLEA	Residence Life & Education Assistant
RCSC	Residence Conduct & Support Coordinator
SCA	Service Centre Assistant
OMA	Occupancy Management Assistant
O-week	University Departments/Services

UNIVERSITY DEPARTMENTS/SERVICES

FM	Facilities Management
SAS	Student Accessibility Services
RO	Registrar's Office
OSA	Office of Student Affairs
TI	Trent Internation
OSAP	Ontario Student Assistance Program
TWSP	Trent Work Study Program

CLUBS & GROUPS

TDSA	Trent Durham Student Association
TGSA	Trent Graduate Student Association
ABC	African, Black, Caribbean Club
CYIC	Child & Youth Studies Intersectionality Circle
MSA	Muslim Students Association
TDPS	Trent Durham Philosophy Society
TOPS	Trent Oshawa Psychology Association
TESSO	Trent English Student Society of Oshawa
THICC	Trent History in Community Club
TDWSG	Trent Durham Women's Support Group

DEGREE LINGO

B.A.	Bachelor of Arts
B.Sc.	Bachelor of Science
B.B.A.	Bachelor of Business Administration
B.A.S.	Bachelor of Arts and Science
B.Ed.	Bachelor of Education
B.S.W.	Bachelor of Social Work
EL	Experiential Learning
M.Mgt.	Master of Management

TIMETABLE

BLKBRD	Blackboard
LEC	Lecture
LAB	Laboratory
OCC	Oshawa Civic Centre
ONS	Ontario Shores
SEM	Seminar
TCH	TeachingCity Hub
TUT	Tutorial
WEB	Online or remote course
WRK	Workshop



STUDENT HOUSING

Accessible versions of this document are available upon request at trentu.ca/accessible

