

Residence Community Standards

Welcome | Bienvenue | Boozhoo | Bienvenido |
Marhabaan | huānyíng guānglín | hwanyeonghamnida
ll'askavo prosymo | dobro pozhalovat' | Svāgat

Trent University, in Peterborough and Durham, is located on the treaty and traditional territory of the Mississauga (Michi Saagiig) Anishnaabeg, which includes Curve Lake First Nation, Alderville First Nation, Hiawatha First Nation, and the Mississaugas of Scugog Island First Nation. Specific to this region, Treaty 20 was signed in 1818, followed by the Williams Treaties in 1923. We offer our gratitude to the First Nations for their care for, and teachings about, our earth and our relations.



STUDENT HOUSING

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Welcome to Residence at Trent University

Who's in your Residence Community?

Housing and Conference Services Office

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

Residence Life Coordinator & Student Housing Coordinator

The Residence Life Coordinators (Peterborough Campus) and Student Housing Coordinator (Oshawa Durham Campus) are full-time, live-in, professional staff who are responsible for the operations of the Residence for their College. They work to provide support and referrals to students in their residence(s), maintain Trent University's Residence Community Standards, and supervise the Residence Assistants. Residence Life Coordinators / Student Housing Coordinators provide support for emergency situations at all times. To connect with the Residence Life Coordinator or Student Housing Coordinator responsible for your residence, please call Housing and Conference Services at 705-748-1011 ext. 7127 or email residence@trentu.ca to be redirected appropriately.

After Hours Associates

After Hours Associates are full-time, professional staff members that focus on maintaining safety and security for students in residence between 10PM – 8AM every day. They work closely with our Residence Assistants, Campus Safety, the Residence Life Coordinators, and Student Housing Coordinator.

Residence Assistants

The Residence Assistants (RA) are in each residence community across campus. Your RA is your first point of contact for support you may need, and they can help connect you with the many services offered at Trent University. RAs help run events and play a significant role in establishing students' sense of community within residence. RAs are on duty and provide after-hour support every evening, along with the After-Hours Associates.

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.



Section A - Welcome to Residence

Our Shared Commitments to Building Community Together

Welcome to Trent University Residence! Living in residence is more than a place to sleep; it's about being part of a vibrant, supportive community where residents can grow, connect, and thrive. Strong residence communities rely on mutual accountability, clear expectations, and access to consistent support. This document, the Residence Community Standards, outlines the shared expectations that help make this possible. By living respectfully and responsibly together, we create a space where everyone can feel safe, included, and supported in their home at Trent. Residents have the right to fair and consistent service from Housing and Conference Services staff and to clear, accessible community standards. In return, residents are expected to know and follow these standards, engage cooperatively with staff, and seek clarification when needed. As an institution, we are committed to communicating expectations clearly, applying them fairly, and offering support that helps every resident succeed.

Our Understanding & Use of the Residence Community Living Standards

The Residence Community Standards are intended to describe the foundations of respectful behaviour for all residents and to outline the steps to address the impact of harmful behaviours on oneself or on other residents. The Residence Community Standards are applicable in all areas within residence buildings, at events organized or sponsored by Housing and Conference Services, and when a resident's online behaviour has a negative impact on another resident's wellbeing. The Housing and Conference Services staff strive to build communities that support individuals' personal and academic pursuits. As a resident, you are part of the broader Trent University community, as are the Housing and Conference Services staff, and we all are responsible for supporting community wellbeing. To address safety concerns or harmful behaviours within our residence communities, we may seek guidance from our campus partners including, but not limited to, Campus Safety and Risk Management, the Office of Student Affairs, Equity & Human Rights Office and the Student Wellness Centre. Sometimes, we refer concerns or incidents directly to these partners and/or to other policies such as the Trent University Charter of Student Rights & Responsibilities or other University wide policies such as the Trent University Discrimination and Harassment Policy and Sexual Violence Prevention and Response.

Section B - Our Guiding Principles

The following guiding principles form the foundation of how everyone in Housing and Conference Services, including residents, staff, guests and visitors, can work together to achieve safe and positive living environments.

Engagement, Growth & Learning

Residence is not just a place to live – it's a place to connect. Residents are encouraged to get involved, build meaningful relationships, embrace personal development, and contribute positively to community life. We are committed to supporting this growth through resources and mentorship, including offering opportunities and support for social connection, leadership, and engagement.

Inclusion, Belonging & Collective Wellbeing

Our communities are strongest when everyone feels welcomed and valued. Living in residence means balancing personal independence with shared responsibility, including valuing diverse lived experiences and identities. Fostering a culture of belonging and inclusion means that everyone can learn from and alongside one another, creating meaningful connections that enhance students' university experience and beyond. In turn, we are committed to providing a supportive environment, access to resources, and timely responses that promote individual and community wellbeing.

Respect & Accountability

Healthy residence communities are built on mutual respect, acceptance, and care. This involves recognizing the impact of individual and collective choices and treating one another with dignity and civility. Residents are expected to take responsibility for their actions and work to repair harm when it occurs. By contributing to an environment free from intimidation, harassment, or discrimination, we can collectively foster inclusive and respectful communities where every individual's experiences, needs, abilities, and identities are valued.

Safety & Security

A sense of safety is essential to thriving in residence. Residents are expected to actively manage their own health and safety in ways that reduce risk and harm to themselves and the community. Following safety policies, looking for one another, and helping maintain a secure environment contributes to achieving proactive safety practices. Housing and Conference Services staff are dedicated to providing responsive support and clear communication in times of concern or crisis to enhance individual and collective safety and security.

Section C - Our Campus Policies & Standards

Fundamental Standard

To support a safe, respectful, and positive living environment, there are important universal standards that everyone at Trent University is required to respect and always uphold. These rules help protect individual and collective rights, promote community wellbeing, and ensure fairness across our campus communities, including residence. For non-emergent situations, please speak to a Residence Life Coordinator or Student Housing Coordinator as soon as possible. For emergent situations such as immediate threats of violence, phone 911 and Campus Safety first, and connect with the Residence Life Coordinator or Student Housing Coordinator when possible.

Supporting Collective Health & Safety

All Trent University community members are required to uphold the Trent University Health and Safety Policy as well as related policies such as the Discrimination and Harassment Policy and Sexual Violence Prevention and Response to support a healthy and safe environment for all students, employees, and visitors within our building and facilities. We offer a broad range of environmental, health, and safety initiatives and services that ensure the wellbeing of everyone on campus as well as compliance with provincial and federal laws. Residents who are feeling physically unwell are strongly encouraged to seek medical support for individual wellbeing as well as protecting the health of our communal living environment. For information about how to access student support services and resources, please visit the Peterborough Student Services or Durham Student Services websites.

TRENT UNIVERSITY STUDENT HOUSING

Upholding Legal Commitments

In addition to our campus policies, we must always be aware of our place in our larger local communities. The community's expectations and standards apply to how Trent University residents carry themselves while on campus, and they extend to our actions in all spaces to ensure we are continually contributing positively to the Peterborough and Durham communities. All individuals and their visitors and guests are responsible for upholding the laws of Ontario and Canada, the Human Rights Codes of Ontario and Canada, the Accessibility for Ontarians with Disabilities Act, applicable privacy legislation, civic by-laws, and Trent University policies. In emergent or severe situations, Trent University collaborates with local police services to ensure residents and community safety.

In times of emergency beyond the control of the University, such as global events or natural disasters, the University may adjust or introduce new rules to help keep our residence communities safe and well. This could include following revised government directives or adding temporary rules to reduce risk and support everyone's wellbeing. Any changes to the rules would be communicated to residents at the earliest opportunity.



Championing Equity, Diversity and Inclusion

Trent University is committed to ensuring that its staff and students are included, inspired, safe, supported, and celebrated. Guided by human rights principles and practices, we seek to actively promote an accessible, equitable, and inclusive campus society that reflects and embraces diversity. To champion equity, diversity, and inclusion, all residence community members are required to uphold the commitments and protect the rights outlined in the Trent University Discrimination and Harassment Policy. For more information, visit the Trent University Equity and Human Rights Office website.



Fostering a Culture of Consent

We believe that safe and respectful communities must be built on a foundation of an ongoing commitment to consent and fostering respectful and caring relationships. As outlined in the Trent University Sexual Violence Prevention and Response Policy and, Discrimination and Harassment Policy, all members of the Trent University community share the responsibility to create and maintain an environment free from sexual violence/harm and to intervene or offer to get help if it is not safe to do so. Sexual violence/harm will be addressed at the discretion of the person who has experienced violence or harm. It is important to note that the University may choose to take appropriate action to safeguard members of the Trent University community when there is a risk of imminent physical harm. If a student discloses an incident of sexual violence/harm, Housing and Conference Services staff will safeguard the confidentiality of the student in accordance with applicable information privacy laws.

Students who have experienced previous and/or recent sexual or gender-based violence will be provided with support, resources, and referral options. For more information and resources, please visit the Trent University Sexual Violence website.



Our Residence Standards

In addition to the above campus policies, residents are expected to uphold these residence standards to foster communities that are inclusive, safe, and support a positive experience for all students. Behaviours or actions that do not meet these standards will be addressed as outlined in the “Conflict in the Community” section.

Community Respect and Wellbeing Standard

Consistently engaging in respectful behaviour is necessary to ensure mutual respect and collective wellbeing in our communities. To achieve this shared goal, all residents must:

- Treat every community member with respect, kindness, and actively choose behaviour that supports others’ wellbeing. This includes, but is not limited to, our RAs, AHAs, and RLCs/SHC;
- Communicate and act in ways that encourage positive behaviour, respect, and inclusivity, whether in person or through phone, email, messaging platforms, or social media;
- Respect others’ boundaries and avoid unwanted contact of any kind;
- Choose and engage in responsible social activities that respects other resident’s rights to a quiet and respectful living environment;
- Engage with supports (e.g., medical, spiritual, naturopathic or mental health providers, or healers) to ensure personal physical and/or mental health does not negatively impact the residence community or oneself;
- Respect the property and belongings of others, including always asking for permission before using or removing items of others;
- Ensure all shared and personal spaces remain free from disturbing, offensive, threatening, or inappropriate materials;
- Resolve conflicts directly and in-person, when possible, through peaceful, non-violent approaches while taking responsibility for one’s own behaviour;
- Participate honestly and respectfully in all residence processes, including submitting applications and residence maintenance requests, making requests, reporting incidents, and following through on assigned outcomes;
- Engage with the residence communities in ways that respect others’ space, specifically by refraining from canvassing or soliciting to promote social-political or commercial interests;
- Know that impairment due to the use of any substance is never considered an excuse for not meeting the Residence Community Standards;
- Follow all verbal or written directions from Housing and Conference Services staff, Campus Safety, and other authorized University staff acting in their role.



Community Safety and Civility Standards

Housing and Conference Services staff take all reasonable steps to protect all individuals in the community from harmful behaviours including acts of violence, discrimination and harassment, and will respond to all incidents and complaints in a fair and timely manner. Housing and Conference Services staff will respect the privacy of all individuals unless sharing identifying information is necessary as per other Trent University policies or required by law.

Every member of our residence communities has an essential role to play in maintaining Trent University's expectations to ensure safety. To achieve this shared goal, all residents must:

- Create environments that allow all community members to live in residence without fear, hate, intimidation or threatening conduct from other residents or their visitors and guests in any form, whether verbal, written or electronic through any means of communication;
- Refrain from any form of harassment, including verbal, written, physical, or online behaviour that causes fear, harm, or distress to others;

- Use language that aligns with the Trent University Discrimination and Harassment Policy, and avoid using slurs, hate speech, or discriminatory language based on race, gender, sexuality, ability, religion, or other personal characteristics;
- Refrain from inappropriate, harmful or targeted actions such as bullying, hazing, pranks, practical jokes, or stunts that could cause fear, harm, or threaten the safety of others;
- Respect building facilities, systems, equipment, signage, and staying clear of restricted areas;
- Ensure weapons (items intended to cause harm to people or property or replicas of these), are not present in residence, in accordance with the Trent University Weapons Policy, which also outlines how to obtain an exception if needed.

Fire Safety Standard

Practicing the utmost care related to fire safety while living in residence is essential. All residents must know the location of their fire exit, fire alarm, designated gathering spot (identified as 'muster points'), and fire extinguisher closest to their

residence room and familiarize themselves with the evacuation procedures located at the back of each room door to ensure general preparedness in case of a fire.

To support a safe living environment, all residents must:

- Evacuate the building immediately when the fire alarm sounds, including during fire drills;
- Learn the location of fire safety equipment, including fire pull stations, fire extinguishers, and fire exit signs;
- Keep all exterior doors and interior hallway doors closed to help prevent the spread of fire and smoke, and keep exits and access to fire safety equipment clear and accessible at all times;
- Use fire safety equipment responsibly; never tampering with fire extinguishers, sprinklers, smoke detectors, fire alarms, emergency contact speakers, or other safety devices;
- Learn and maintain room occupancy expectations such as, the number of people allowed within a certain space at one time;
- Refrain from burning any materials in residence. For smudging, please refer to our campus policy regarding smudging.



Fire Safety Standard Continued

- Avoid bringing flammable and hazardous materials into the building;
- Choose decorations that are fire-safe and do not easily catch fire, burn, or create a hazard;
- Use only Canadian Standards Association (CSA) Fire Safety-approved electrical appliances:
- In residence rooms: electrical appliances with automatic shutoff or single use functions like a kettle or single-cup coffee maker.
- In designated kitchen or kitchenette areas: electrical appliances like microwaves, crockpots, rice cookers, or toasters.
- NOTE: residents cannot bring their own fridges or microwaves. These appliances can be rented through Coldex – Trent.

Responsible Substance Use Standard

The safety and wellbeing of our communities is our top priority. If anyone has consumed too much of a substance, whether alcohol, cannabis or other drugs, the priority of Trent University staff is to provide residents, visitors, and guests with assistance and resources to prioritize their safety.

If a resident, visitor, or guest seeks medical assistance due to alcohol or drug use, whether for themselves or someone else, they will not face formal consequences through the Residence Community Standards for being over-intoxicated or in distress in relation to the incident. This applies when:

- Help is actively sought (e.g., calling Campus Safety or emergency services);
- Individuals cooperate with responders and any follow-up;
- The incident does not involve other serious policy breaches (e.g. violence, property damage, or harassment).

We strongly encourage all residents to prioritize safety and seek help without fear of punishment. Supporting one another is a core part of upholding our community standards.

Alcohol

Should residents choose to consume alcohol, drinking responsibly helps keep our residence communities safe, respectful, and enjoyable for everyone. Drinking must take place legally, in moderation, within individual limits, and with consideration for how actions may affect others in the communal living environment. To uphold our alcohol use standards, residents must:

- Follow all laws related to alcohol use, sale, and possession: in Ontario, only individuals 19 years of age or older may consume alcohol;
- Drink responsibly in moderation, avoid severe intoxication, and do not encourage or support activities that promote the excessive use of alcohol such as drinking games;
- Transport alcohol in sealed and safe (non-glass) containers when moving through public areas;
- Avoid consumption of alcohol in shared areas and avoid intoxication-related disruptions in private and public areas;
- Limit the use of items/containers that encourage excessive alcohol consumption to less than 1 litre including large-volume containers;
- Make personal arrangements for deliveries of alcohol or cannabis from legal vendors, as campus services will not accept these on residents' behalf.



Cannabis

Using cannabis responsibly helps maintain a safe and respectful living environment for everyone. If residents choose to use cannabis, they must do so legally, in moderation, and in ways that do not negatively impact themselves or others. Those requiring accommodations for medical cannabis prescriptions or accessibility to designated smoking areas can refer to the Trent University Smoke-Free Policy to develop an individualized plan to accommodate their needs.

To use cannabis responsibly, residents must:

- Follow all laws related to cannabis use, sale, and possession: in Ontario, only individuals 19 years of age or older may use cannabis;
- Possess no more than 30 grams of cannabis at any one time and store it in a sealed container within their residence room;
- Use cannabis in moderation, avoid severe intoxication, and do not encourage or support activities that promote excessive cannabis use;
- Safely store cannabis-related paraphernalia (e.g., vaporizers, pipes) in sealed spaces within private rooms;
- Transport cannabis in closed or concealed containers;
- Refrain from smoking or vaping anywhere inside residence buildings;
- Respect that growing cannabis plants or producing cannabis products is not allowed in residence, including cooking or preparing cannabis products in any residence spaces.

Smoking

As a commitment to a healthy and safe environment and to reduce social exposure to smoking and second-hand smoke, Trent University is a smoke-free campus. To ensure Trent University remains a smoke-free campus, residents must:

- Smoke only in designated smoking areas on campus and respect shared community spaces;
- Use vaporizers, (e-)cigarettes, or vape pens only in designated areas on campus.

Residents can utilize the [Trent University Interactive Campus Map](#) to identify designated areas and learn more by reviewing the [Trent University Smoke Free Policy](#).

A Note About Tobacco

Tobacco for traditional or ceremonial purposes may be used in alignment with the [Trent University Smoke-Free Policy](#).

Other Substance Use and Harm Reduction

Residents have the right to make choices that support their own health and wellbeing. With that right comes the responsibility to ensure those choices do not cause harm to themselves or to others in the residence communities. We are committed to fostering an environment where personal care, harm reduction, and community safety go hand in hand. To uphold this standard, residents are expected to:

- Follow the law: distributing, selling, or trafficking of prescribed, legal, prohibited, or other similar substances is against the law in Canada;
- Store prescription medication safely and as directed;
- Use substances as intended or as prescribed in ways that prioritize personal safety and do not negatively impact oneself or our communities;
- Avoid the use or possession of illegal drugs, non-prescribed controlled substances, or medications not prescribed to them.



Individual and Shared Spaces Standard

It is the right of each resident to have a living environment where their possessions and communal spaces are shown respect. Systems are established within our residence communities to help residents meet this standard, including places to wash dishes, to sort garbage and recycling, and to keep rooms and common areas clean and in good condition. Keeping our individual and shared spaces clean and maintained is important because it minimizes the likelihood of attracting bugs or pests, reduces smells, and allows Campus Safety, the fire department and paramedics to access space in the event of an emergency. If something is broken or damaged, it should be reported to Housing and Conference Services staff by filing a maintenance report promptly to allow authorized staff to complete all repairs.

To maintain individual spaces, residents are expected to:

- Keep individual areas clean and in good condition;
- Store and dispose of food and waste appropriately;
- Request and receive approval from Housing and Conference Services before moving rooms or changing roommates;
- Leave the unused side of a double room or unoccupied bedroom empty and ready for a potential roommate;
- Honour the roommate/suitemate agreement created in collaboration with their roommate(s)/suite mates, as a shared commitment to respectful co-living;
- Use only the furniture provided by the University, unless otherwise approved through an Accessibility & Unique Needs request;
- Maintain the original condition of the room, including furniture, fixtures, and interiors. It is important not to damage walls, floors, or windows and not make any permanent changes to the room.

To maintain shared spaces, residents are expected to:

- Keep common areas clean and free of garbage;
- Keep residence keys secure at all times. Do not lend them to others or make copies;
- Leave all repairs and maintenance to authorized University staff;
- Ensure all posted materials are respectful and free from words or imagery that breaches the Trent University Discrimination and Harassment Policy;
- Store personal belongings, including sports equipment, bicycles, and musical instruments, in personal or designated storage areas;
- Enjoy sports and recreational activities in their appropriate locations (e.g. outside).
- Run in appropriate spaces on campus and therefore should not be running in the hallways.

A Note About Damages

If damages or vandalism occur in shared spaces and specific residents take responsibility or are found responsible for the damages, they will be held solely responsible for the cost of cleaning or repairs. In the event that individual(s) are not found responsible for the damages, costs may be shared equally among all residents in the affected area, resulting in a community charge being added to each student's Student Account.



Visitors and Guests Standard

Residents have the privilege of having visitors (a resident from another Trent University residence community) and hosting guests (individuals living outside of Trent residences) in residence spaces. To host visitors and guests, residents are expected to:

- Ensure visitors and guests are aware of and follow the Residence Agreement and Residence Community Standards;
- Obtain permission from roommate(s)/suite mates prior to welcoming a visitor or guest;
- Accompany their visitors and guests at all times while they are in residence;
- Take full responsibility for the behaviour and conduct of their visitors and guests;
- Limit the number of visitors and guests to two in the daytime (8 a.m. - 11 p.m. on weekdays and 8 a.m. - 1 a.m. on weekends) and one visitor or guest per resident overnight (11 p.m. - 8 a.m. on weekdays and 1 a.m. - 8 a.m. on weekends); these hours coincide with the hours outlined in the Noise Standard;
- Limit visitor and guest stays to no more than two consecutive nights, up to four times per semester;
- Understand that visitors and guests who do not follow the community standards may be asked to leave temporarily or permanently;
- Refrain from hosting visitors and guests during Orientation Week, 23-hour quiet hours (exam season), or other large-scale campus events;
- Communicate with your Residence Life Coordinator or your Student Housing Coordinator if a guest is younger than 16.

A Note About Guests

Student Housing may implement temporary modifications to the visitor and guest guidelines to ensure the health, safety, and security of the communities.

Responsible Technology Use Standard

Members of the Trent University community rely on technology in multiple aspects of their studies, their work, and other activities. In doing so, residents use personal devices to engage in various platforms and frequently use electronic systems, networks, and devices that the University owns, provides, or administers. The University makes these systems available for residents for the purpose of carrying out these various activities, including academic studies.

To promote trust within residence communities and the greater Trent University community, residents are responsible for following the Trent University Computing Resources Acceptable Use Policy and must:

- Respect network access rights and limits on any use of a computing or network resource through quotas, time limits, and other mechanisms or devices;
- Demonstrate respect when using electronic devices such as mobile phones or other devices with cameras in shared and public spaces to respect others' right to privacy.



Animals in Residence Standard

While pets are not allowed in residence, service animals are welcomed in continuous alignment with the Trent University Service Animal Policy. To learn more and register a service animal, connect with Student Accessibility Services by completing a Service Animal Recommendation Form.

Residence Belongings Standard

While many personal items are welcome in residence, some are not permitted due to safety, size, or their potential impact on the community. Additional prohibited items may be identified or approved by Housing and Conference Services staff with notice provided to residents in writing. Residents may be permitted to have prohibited items in residence out of necessity or due to extenuating or exceptional circumstances after being granted an exception by Housing and Conference Services staff. In addition to items prohibited by the Criminal Code of Canada, items that are used, or intended to be used, for illegal or harmful purposes are also considered to be prohibited. If residents have any questions or want to understand why certain items are not allowed, reach out to the Housing and Conference Services staff. This list includes common examples but is not exhaustive. Items will also be assessed based on whether they have a purpose and a need for a shared living environment.

Prohibited items include:

- Personal mini-fridges and microwaves
- Air fryers in bedrooms - they can only be used within a kitchen space.
- Large sound amplifiers (including instrument amplifiers);

- Large furniture;
- Construction equipment and large power tools;
- Portable air conditioner or space heater;
- Large mobility devices (i.e., electric bikes or scooters) with rechargeable batteries;
- Glass beer bottles, large volume containers of alcohol (over 1L);
- Fencing, archery or martial arts equipment;
- Air guns, BB guns, paintball guns;
- Knives (including switchblades and combat knives), swords, firearms or any other weapon, or replicas of any of these as outlined in the Trent University Weapons Policy.

Noise Standard

Collectively, residents can create a space that is respectful of others by minimizing the impact of noise on the residence communities. Specific quiet times exist at certain hours and periods of the year to limit disruptive noise that can impact any resident's ability to study, sleep, and rest. Each resident or neighbouring resident has the right and responsibility to ask their peer to stop disruptive noise and/or to call the RA or After-Hours Associate on Duty to ask for help in addressing the impact of noise.

To help ensure a peaceful and respectful environment, residents are expected to:

- Be mindful of their noise levels at all times. These are called "Courtesy Hours". This means that residents are consistently respectful of their volume. This includes when in the residence hallways.
- Minimize noise during Quiet Hours between Sunday – Thursday: 11:00 pm to 8:00 am and Friday – Saturday: 1:00 am to 8:00 am;
- Respect Extended Quiet Hours taking place from 9:00 pm to 8:00 pm every day during the December and April examination periods; enjoy a break from the examination quiet hours between 8:00 pm - 9:00 pm. Please remember residents still need to be courteous during this time.



Conflict in the Community

Conflict is a natural part of community life and an opportunity for learning, growth, and connection. Housing and Conference Services staff and other Trent University campus services are here to support residents in navigating community conflict.

Identifying and Sharing Concerns:

With Peers

When conflict emerges within our communities, all residents are expected to attempt to speak with the individual(s) they conflict with and resolve the situation on their own with a willingness to understand others' perspectives and experiences. Conflict is dynamic and may be resolved through respectful dialogue and/or intervention by Housing and Conference Services staff. It is our continued goal to support residents in building healthy relationships through conversation first.

With Student Housing Staff

If the situation is not resolved, we encourage residents to bring their concerns forward to Housing and Conference Services staff. We can intervene to ensure safety and uphold the standards that protect our communities. We are committed to helping resolve conflicts in ways that reflect our shared learning goals: self-discovery, community engagement, and lifelong learning.

Responding to Concerns & Unmet Residence Community Living Standards

Initial Resolution of Concerns

If concerns or harmful behaviours arise and the Housing and Conference Services staff member is made aware either by directly witnessing an incident or having concerns reported to them by a community member, the staff member will first make an effort to address and resolve the matter by having a timely discussion with those involved, if it is appropriate and safe to do so. Whether through conflict coaching, facilitated conversations, restorative approaches, staff intervention, or the process outlined below, residents will be offered an opportunity to resolve concerns through conversation with a representative from Housing and Conference Services.

Addressing Possible Deviations from the Residence Community Living Standards

Potential deviations from the Residence Community Standards, also referred to as possible violations, that are observed or witnessed by many groups, including but not limited to Housing and Conference Services staff, Trent University Campus Safety guards, and other Trent University officials will be documented using an internal communication tool called an Incident Report. This report helps University staff review and understand what happened and assess the next possible steps.

When there is a possible violation of the Residence Community Standards, residents will be offered an opportunity to resolve concerns through discussion with a representative from Housing and Conference Services.



Conflict in the Community Continued

Meeting with Student Housing Staff or Campus Partners

After reviewing documentation, a meeting may be scheduled with a Housing and Conference Services representative with advanced notice. This provides residents with the opportunity to receive information, provide additional context/details, share their perspectives, and identify their role in the incident. These meetings will explore the potential need for further conversations, involving the importance of taking accountability and repairing harm where necessary to move forward.

Residents are welcome to have a support person who will not participate in the discussion but is present to provide emotional, cultural, or other support to the resident. This support person cannot be involved in the incident(s) of discussion. During these discussions, the Housing and Conference Services staff member may inform the resident that further action to resolve the incident may be necessary.

Resolving Concerns

If a student takes accountability for the harmful behaviour or breach, they will work with Housing and Conference Services staff to identify strategies to repair harms caused and discuss how to move forward, which may include the use of one or more outcomes listed below.

If a resident does not accept responsibility for identified harmful behaviour(s) but Housing and Conference Services staff determines that the behaviour is more than likely to have taken place, the staff may find a resident responsible for a breach of the community standards and assign appropriate outcomes to the resident.

Outcomes are likely to increase in severity if a resident has multiple breaches of the Residence Community Standards. Any decision to hold a resident responsible or not responsible will be communicated in writing, including reasons for the decision and information regarding the right to appeal, if applicable.

Temporary Measures

Temporary measures are short-term conditions put in place pending the resolution of a significant incident in a residence. Temporary measures may be enacted if the incident has the potential to continue to cause harm or safety concerns to a resident or the residence communities; or impact the integrity or ability to review the reported incident. Temporary measures may include but are not limited to residence room relocation, no contact directives, limitations on access to specified buildings or areas, restrictions on guest privileges, and temporary separation (i.e., suspension) from residence.

Temporary measures are not an outcome, nor do they represent a final decision. They are actions taken while an incident is being reviewed. A resident may request a review of the temporary measures to the original decision maker at any time based on one or more of the following conditions:

- Change in circumstance - new information has become available that substantially changes the circumstances upon which the original decision was made.
- Undue hardship - the Temporary Measure(s) significantly impact a resident's ability to continue their education.
- Disproportionate measure - the measure imposed is excessive to the original safety concerns raised, or the resident wishes to propose alternate measures that address the identified concern.



Conflict in the Community Continued

Decision-Making Authority

The University is responsible for determining if and how a standard has not been met within the Residence Community Standards. Decisions will be based on the information available demonstrating that it is more likely than not that the alleged behaviour occurred, and as a result the standard was not met. The Director, Student Living and Learning has the authority to interpret the Residence Community Standards in the event of questions or disagreements on the intent or the meaning of these Standards, including to inform the assessment of outcomes for residents.

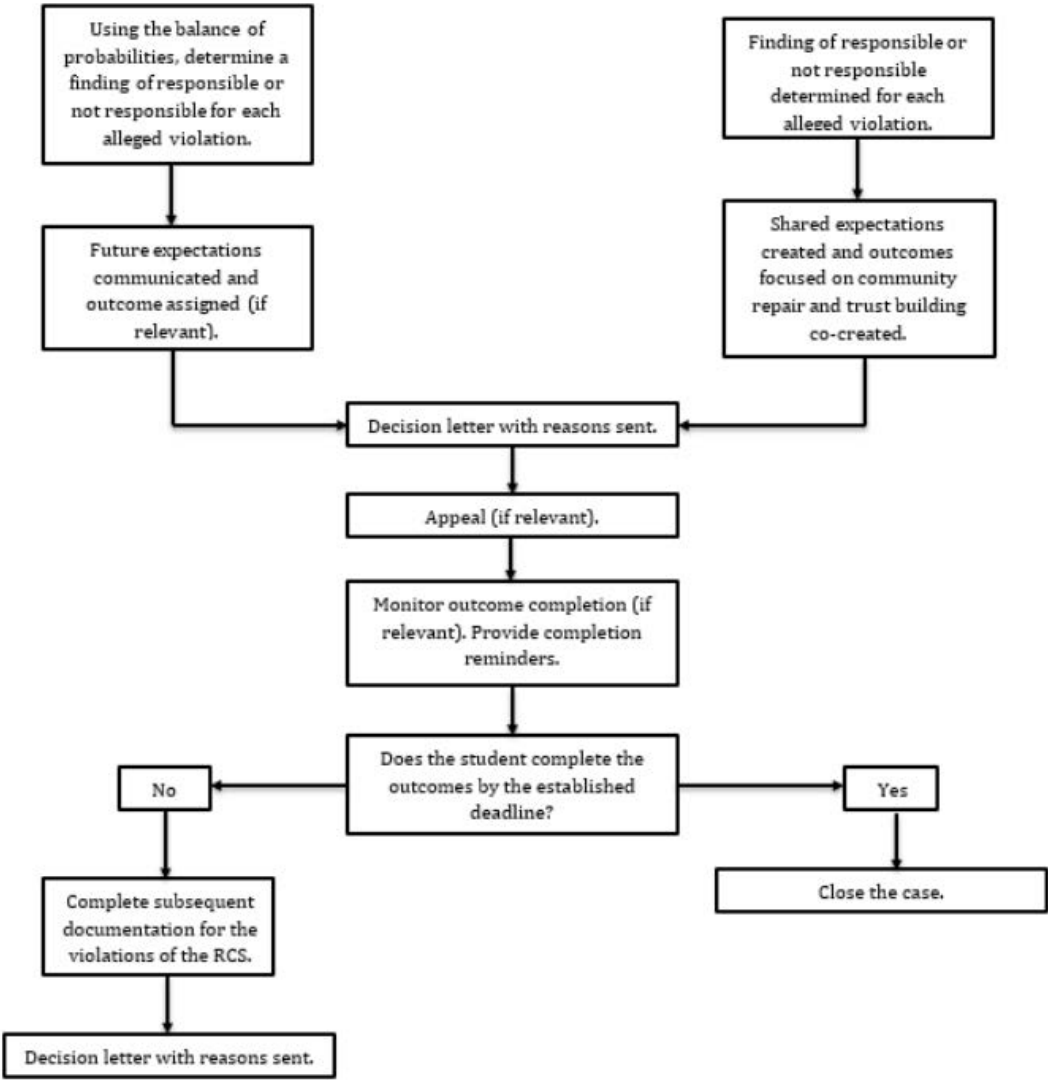


Image: flowchart of decision-making authority



Outcomes

If a resident takes responsibility for or is found responsible for not meeting a standard within the Residence Community Living Standards, they may agree to or be required to complete one or more of the outcomes(s) listed below.

Outcomes are intended to help residents make amends within their community, learn from mistakes, and prevent future breaches of the Residence Community Living Standards.

Outcomes used will be determined based on the severity and impact of the behaviour, acceptance of responsibility, willingness to restore the relationship or situation, mitigating factors and previous conduct history. The list below is not exhaustive - other outcomes may be used at the discretion of Student Housing. Not completing an agreed upon or assigned outcome may result in an additional breach of the Residence Community Living Standards and further follow-up.

Written Warning: A written warning is given to inform the resident that specific behaviour does not meet the minimum expectations for residence living. This outcome takes the form of a written warning issued to a resident.

Verbal Warning: a verbal warning is communicated to the resident verbally by a Housing staff member to address behaviour. While informal in nature, a verbal warning is to promote accountability, learning, and the development of respectful living practices within residence. This outcome can be issued by Residence Assistants, After Hours Associates, RLCs/SHC, or other management staff within Housing and Conference Services.

Standards Reminder: This is given to residents in response to an incident and used to remind a resident of residence expectations, community standards, or university policies when behaviours, actions, or circumstances suggest clarification may be beneficial.

Educational Assignment: An assigned activity, meeting, project or submission with the 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, personal action plan, or dialogue with an assigned University staff member.

Apology: A written letter or verbal dialogue shared with individuals on campus impacted by behaviour. An apology must include: an acknowledgement of the behaviour, reflection and understanding of harms caused, active accountability for that harm, and steps toward improvement.

Community Project: A community-focused activity or project that addresses the community impact of the Residence Community Standards breach. Examples include but are not limited to: community clean-up or organizing and running an event for the community.

Restitution & Community Charges: Restitution is monetary reimbursement for actual damage to or destruction of University property or a charge for service (e.g., repairing damage to shared spaces, the fire department being dispatched for fire safety negligence). If the person responsible is not identified through investigation, the charges associated with the incident will be placed on all members of the appropriate residence community.

On Notice: The resident may be put on notice because their behaviour or conduct history is not aligned with the Residence Community Standards. Generally, this outcome is used for less serious incidents or for students who have a history of prior incident reports. If a student is 'on notice' and there is subsequent behaviour contrary to the RCS, the student may be placed on Probation.



Outcomes continued

Loss of Privileges: The resident may not be permitted specific privileges for a given time period. This includes, but is not limited to, access to lounges or other residences and the ability to have visitors and guests.

Substance Probation: A probation period during which alcohol and/or cannabis is not permitted to be consumed or possessed by the resident, nor is the resident permitted to be in residence while under the influence of alcohol and/or cannabis.

Residence Probation: A probation period during which further breaches of the Residence Community Standards may lead to more significant outcomes. Should another breach take place, residents' risk having their Residence Agreement terminated. Residents on Residence Probation may have their application to return to residence affected or may be ineligible to return to Residence in subsequent academic years.

No Contact Directive: No Contact Directives prohibit residents from contacting certain individuals directly or indirectly, in-person, electronically, or through other individuals. Failure to abide by a No Contact Directive may result in Campus Safety and/or law enforcement becoming involved.

Residence Relocation: A mandatory and permanent move from one residence to another. Normally, 48 hours are allowed to complete the Relocation; however, this period may be extended or shortened based on Housing and Conference Services or the resident's needs.

Restriction/Trespassing Notice: A formal action that results in a resident's loss of access. Restricted individuals are prohibited from entering a designated residence(s) or other specific areas. Restrictions may extend into shared spaces that exist outside of residence buildings, such as dining halls, and in these cases, restrictions would be actioned through collaboration with Campus Safety. Breaching of a restriction may result in a citation for trespassing issued by Campus Safety, and/or further consequences.

Residence Eligibility: A resident who has been found responsible for multiple breaches of the Residence Community Standards or for incidents that result in safety concerns, as determined by Housing and Conference Services, may lose the ability to reside in a Trent University residence in subsequent years.

Termination of Residence Agreement: Termination of a resident's Residence Agreement can result from violations of the Residence Community Standards and/or the Residence Agreement or from demonstrated patterns of behaviour that is contrary to the Residence Community Standards. A resident whose Agreement is terminated as an outcome must permanently vacate the residence within 24 hours of being given the notification of their outcome(s) or the outcome(s) of an Appeal that results in Termination of Agreement. The time limit may be extended or shortened based on Housing and Conference Services or resident needs. Students removed from residence must accept all financial penalties listed in the Residence Agreement for terminations for disciplinary reasons. The Termination of Residence Agreement includes restrictions on visitation in all residences and/or Dining Halls (unless noted otherwise) and may impact a resident's eligibility to return to Residence in subsequent academic years.

Section D - Appealing a Decision

Avenue of Appeal

Issues Outcome:	Appeal to:
Residence Assistant or Senior Residence Assistant	Residence Life Coordinator or Student Housing Coordinator
Residence Life Coordinator or Student Housing Coordinator	Assistant Director, Residence Life or designate
Assistant Director, Residence Life or designate	Director or designate

Residents may appeal a decision based on one or more of the following grounds within five (5) business days of receiving the final decision:

- A significant error in following the response when standards are not met;
- Clear information demonstrating a significant conflict of interest involving the decision-maker;
- Significant new information, that was not available at the time of the decision being made, that has the potential to change the decision.

All outcomes resulting from decisions will remain in effect until the completion of the appeal process. To submit an appeal:

- Follow the instructions within your outcomes letter;
- Attach any new information or supporting documentation to the digital submission that needs to pertain to one or more of the grounds listed above;
- Identify the preferred outcome of the appeal (i.e. what outcome the resident would like to see).

Process for Appeal

All appeal requests will be reviewed within three (3) business days, by the Director, Student Living and Learning or their designate to determine if a ground for appeal is met. If a ground for appeal has been met, an appeal may be resolved by requesting that the decision maker review their original decision, or by forwarding the appeal request to the staff member directly senior to the original decision-maker to be reviewed. The appellate will review all information submitted and either come to a decision or request a meeting with the resident to further discuss their appeal.



Process for Appeal Continued

The reviewing staff member may elect to speak with individuals involved in the decision under appeal. This portion of the process is anticipated to take no longer than five (5) business days.

The resolution of the appeal process will be:

- Upholding the original decision and/or resulting outcome(s);
- Modifying the original decision and/or resulting outcome(s);
- Overturning the original decision and/or resulting outcome(s).

The reviewing staff member will notify the resident who submitted the appeal of the result of the appeal in writing. The decision resulting from an appeal is considered final, and there are no further opportunities to appeal against the decision.

Ombudsperson

If 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.

Questions about Residence Community Standards

If you have questions about the Residence Community Standards, please email residence@trentu.ca and it will be forwarded to the appropriate person. You can also ask your Residence Assistant (RA), the After-Hours Associates, or your RLC/SHC as they all would be ready and willing to help you with your inquiry.