

Residence Community Standards

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

Trent Student Housing respectfully acknowledges that we are on the treaty and traditional territory of the Mississauga Anishinaabeg. We offer our gratitude to the First Peoples for their care for, and teachings about, our earth and our relations.

May we honour those teachings.



STUDENT HOUSING

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Welcome to Residence at Trent University

Who's in your Residence Community?

Residence Life Dons

The Residence Life Dons are located in each residence community across campus. Your Don is your first point of contact 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, along with the After Hours Support Associates.

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 Standards and supervise the Residence Life Dons. 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 Student Housing at 705-748-1011 ext. 7127 or email residence@trentu.ca to be redirected appropriately.

Student Housing Office

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 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.

After Hours Support Associates

After Hours Support 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 Dons, Campus Security, the Residence Life Coordinators, and Student Housing Coordinator.

Section A - Welcome to Residence

Our Shared Commitments to Building Community Together

Welcome to Trent University Residence! Living in residence is about 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 Living 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 Student Housing 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 Living 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 Living Standards are applicable in all areas within residence buildings, at events organized or sponsored by Student Housing, and when a resident's online behaviour has a negative impact on another resident's wellbeing. The Student Housing 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 Student Housing staff, and we are all responsible for supporting community wellbeing. To address safety concerns or harmful behaviours within our residence communities, we may seek guidance from our campus partners such as 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 Student Housing, 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, including 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 out for one another, and helping maintain a secure environment contributes to achieving proactive safety practices. Student Housing 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 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 uphold at all times. 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; visit the [Peterborough Student Services](#) or [Durham Student Services](#) websites.

TRENT UNIVERSITY STUDENT HOUSING

Upholding Legal Commitments

In addition to our campus standards, we must always be aware of our place in our larger local communities. The community expectations and standards apply to how Trent University residents carry themselves while on campus and 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 resident 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 changing 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 [Trent University Discrimination and Harassment Policy](#), all members of the Trent University community share the responsibility to create and maintain an environment free from sexual violence and to intervene or offer to get help if it is not safe to do so. Sexual violence 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, Student Housing 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, resource, and referral options. For more information and resources visit the [Trent University Sexual Violence website](#).



Our Residence Standards

In addition to the above campus standards and 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 and kindness and actively choosing behaviour that supports others' wellbeing;
- Communicate and act in ways that encourage positive behaviour and are respectful and inclusive, 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 when possible through peaceful, non-violent approaches while taking responsibility for one's own behaviour;

- Know that impairment due to the use of any substance is never considered an excuse for not meeting the Residence Community Living Standards;
- Follow all verbal or written directions from Student Housing staff, Campus Safety, and other authorized University staff acting in their role. 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;



Community Safety and Civility Standards

Student Housing 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. Student Housing staff will respect the privacy of all individuals concerned 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, including not 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 or pranks, practical jokes, or stunts that could cause fear, harm, or threaten the safety of others;
- Respect building facilities, systems, equipment, 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 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 on the back of each room door to ensure generally 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, 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, that 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: microwaves are not permitted in individual residence bedrooms and can only be used in designated kitchen or kitchenette areas.

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 Living 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, 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 residence community 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, avoiding severe intoxication, and not encouraging or supporting 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 intoxication-related disruptions in private and public areas;
- Limit use of items that encourage excessive alcohol consumption including large-volume containers to less than 1 litre;
- 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 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:

- 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, avoiding severe intoxication, and not encouraging or supporting 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 the 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 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 Student Housing staff 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 Student Housing 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 Agreement created in collaboration with their roommate(s), 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).

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) do not take responsibility, 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 residence community) and hosting guests (individuals living outside of residence) in residence spaces. To host visitors and guests, residents are expected to:

- Ensure their visitors and guests are aware of and follow the Residence Agreement and Residence Community Standards;
- Obtain permission from roommate(s) 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 overnight visitors and guests to one visitor or guest per resident;
- 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 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 Student Housing 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 Student Housing 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 Student Housing 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 in a shared living environment.

Prohibited items include:

- 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 Don 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;
- Minimize noise during Quiet Hours between Sunday – Thursday: 11:00 pm to 8:00 am Friday – Saturday: 1:00 am to 8:00 am;
- Respect Extended Quiet Hours taking place 9:00 pm to 8:00 pm every day during the examination periods;
- Enjoy a break from the examination quiet hours between 8:00 pm - 9:00 pm.



Conflict in the Community

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

Identifying and Sharing Concerns:

With Peers

When conflict emerges within our communities, all residents are expected to attempt to speak to 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 Student Housing staff. It is our continued goal to support residents in attempting to resolve conflict through conversation first. For strategies on having difficult conversations, visit...

With Student Housing Staff

If the situation is not resolved, we encourage residents to bring their concerns forward to Student Housing 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 values: engaged growth and learning; inclusion, belonging, and collective wellness; respect and accountability; and safety and security.

Responding to Concerns & Unmet Residence Community Living Standards

Initial Resolution of Concerns

When concerns or harmful behaviours take place or once an incident occurs and the Student Housing 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 Student Housing.

Addressing Possible Deviations from the Residence Community Living Standards

Potential deviations from the Residence Community Living Standards, also referred to as possible breaches, that are observed or witnessed by many groups, including but not limited to Student Housing 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 next possible steps.

When there is a possible breach of the Residence Community Living Standards, residents will be offered an opportunity to resolve concerns through discussion with a representative from Student Housing.



Conflict in the Community Continued

Meeting with Student Housing Staff or Campus Partners

After reviewing documentation, a meeting may be scheduled, with advanced notice, so residents can receive information, share greater detail, their perspectives, and identify their role in the incident, the need for staff to speak with others, and how to take accountability and repair harm if 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.

During these discussions, the Student Housing 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 Student Housing 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 the Student Housing staff, commonly the Residence Life Coordinator of the Student Housing Coordinator, or members of management, 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 Living 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, also referred to as interim measures, are short-term conditions put in place pending the resolution of a significant incident in a residence that is believed to, or has the potential to, continue to cause harm or safety concerns to a resident or the residence communities; or impacts 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 Living 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, Residence Life & Education has the authority to interpret the Residence Community Living 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.

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.

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 warning issued to a resident.

Reflective 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, 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 Living Standards breach. Examples include, but are not limited to: community clean-up or organizing and running an event for the community.



Outcomes Continued

Restitution: 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).

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.

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 Student Housing or the residents 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), Dining Hall(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 Living Standards or for incidents that result in safety concerns, as determined by Student Housing, may lose the ability to reside in a Trent University residence in subsequent years.

Termination of Residence Agreement: Termination of a residents Residence Agreement can result from breaches of the Residence Community Living Standards and/or the Residence Agreement or from demonstrated patterns of behaviour that is contrary to the Residence Community Living 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 frame may be extended or shortened based on Student Housing or residents needs. Students removed from residence must accept all financial penalties listed in the Residence Agreement for terminations for disciplinary reasons. 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 Life Senior Don	Residence Life Coordinator or Student Housing Coordinator
Residence Life Coordinator or Student Housing Coordinator	Assistant Director, Residence Life
Assistant Director, Residence Life	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:

- Complete the appeal form on the Trent University Student Housing Portal, or arrange to meet with the Community Care Coordinator to seek assistance in completing the appeal form or in an alternate format, such as an oral submission;
- Attach any new information or supporting documentation to the digital submission;
- 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, Residence Life & Education or their designate to determine if a ground for appeal is met.



Process for Appeal Continued

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 reviewing staff member will review all information submitted and either come to a decision or request a meeting with the resident to further discuss their appeal. 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 an appeal process will be:

- Upholding the original decision and/or resulting outcome(s);
- Modifying the original decision and/or resulting outcome(s) to be either more or less significant or impactful than the original decision;
- 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 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.