

# UNIVERSITY OF ALBERTA RESIDENCE COMMUNITY STANDARDS POLICY

## I. PREAMBLE

The primary objective of all University of Alberta Residences is to support the successful pursuit of academic studies. Living in residence provides many personal and social benefits; correspondingly, all Residents are jointly responsible for a comfortable, safe, and secure living environment conducive to academic study and learning.

The tenancy relationship between the University of Alberta (“the University”) and Residents is contractual, governed by the Residence Agreement, which is administered by Residence Services and signed by the Resident. This policy forms one aspect of that tenancy relationship. It in no way restricts the University from enforcing the Residence Agreement, which may include eviction or other consequences.

## A. PRINCIPLES

This policy outlines expectations for community living in an academic environment. It is based on four principles:

- a) It affirms the freedoms recognized in the Code of Student Behaviour, Section 30.1; in particular, the freedom to create, learn, study, associate, speak and write, and the associated obligations to respect these freedoms exercised by others;
- b) Every individual is equal in worth and dignity and possesses the same rights and opportunities, free from discrimination and harassment;
- c) Residence Services exists to support the academic mission of the University, allowing all students the living environment necessary to work toward their academic goals; and
- d) Residents can expect a fair and transparent process, regardless of the route taken, and have the right to seek external advice and support to affirm these processes.

## B. PURPOSE

This policy assists in outlining expectations for appropriate behaviour for students living in the University Residences in order to maintain a high standard of cooperative living in an academic setting. All University Residences are subject to this policy. It applies to every Resident in any University Residence facility, whether it is their home residence or one in which they are a guest. This policy strives to balance interests of the Residents with the needs of the residence community, a community which is made up of individuals from diverse backgrounds, with a wide range of beliefs, opinions and values. It comprises four main objectives:

- a) To promote behaviour among Residents and their guests that creates an environment supportive to academic study and learning.

- b) To protect Residents' well-being and property, as well as that of the University.
- c) To encourage Residents to participate in the betterment of their community by resolving issues together in a responsible manner, with the goal of repairing harm and rebuilding the community.
- d) To foster growth, self-discipline, and accountability by helping Residents to understand how their actions and behaviours, both in real life and virtual environments, affect others so that they can make better decisions in the future.

## C. PROCESS

1. This policy establishes a fair and transparent process based in part on the principles of Restorative Justice. The Restorative Justice process is available for use in cases of negative, disruptive, or inappropriate behaviour where the conditions laid out in this policy are met.

This policy provides a framework to:

- a. Recognize and prevent unacceptable behaviour in the Residence Community, and
  - b. Resolve issues and provide remedies in a positive and constructive way for behaviour that harms the Residence Community or individual(s) within the Community.
2. This policy fits within a network of interconnected documents, policies and procedures related to Residences, including:
- a. The Residence Agreement (see "Information for Students on the Residence Agreement", located on the Residence Services website);
  - b. Residence-specific rules on the Residence Services website, jointly approved by the University and the Residence Students' Associations;
  - c. The Code of Student Behaviour, available online;
  - d. The Application for Residence;
  - e. The Residence Services acceptance letter and package;
  - f. The Housing Telephone Service Agreement, where applicable;
  - g. The Residence Internet Service Agreement, where applicable; and
  - h. Various other policies, rules and regulations adopted by the University, including as Landlord, from time to time.
3. Residents are also members of the University Community and are therefore also subject to the Code of Student Behaviour at all times.
4. Residence Services will report annually with respect to this policy to the GFC Campus Law Review Committee (CLRC) in accordance with the CLRC Terms of Reference. A formal review of the policy and procedure will occur after the first and second years of operation and periodically thereafter as required by CLRC. The review will be conducted by a group of key stakeholders, including students and staff.

## II. RIGHTS AND RESPONSIBILITIES

### A. RESIDENT RIGHTS

Students living in residence at the University have the right to:

- a. Be treated with dignity and respect;
- b. A safe, secure environment, whether in private, shared, common or public space;
- c. A living environment free from threats, fear, intimidation, harassment or abuse;
- d. Learn, study, and express beliefs, opinions and values, while respecting the safety, security, and dignity of other community members;
- e. Communicate concerns to their peers, neighbours, roommates, Residence Life staff, or other University officials;
- f. Enjoy the social benefits of living in a residence community and equal access to common areas and their contents;
- g. Privacy and control of their private living space, within the limits of the Residence Agreement;
- h. Have their personal property respected;
- i. An environment with noise levels conducive to academic pursuits, according to the guidelines established for each University Residence community; and
- j. Be free from pressure to do anything unsafe, or anything that compromises their dignity or that of another.

### B. RESIDENT RESPONSIBILITIES

Students living in residence at the University have the responsibility to:

- a) Treat other Residents and staff members with dignity and respect, including in virtual environments;
- b) Respect the property of other residents and of the University;
- c) Respect the rights of others to their beliefs, values and opinions, whether or not they agree;
- d) Foster a community in which all Residents are free to pursue their academic goals, in accordance with the University's academic mission;
- e) Be respectful when communicating concerns to peers, neighbours, roommates, and staff, and participate constructively when engaging in conflict resolution;
- f) Comply with all safety procedures and contribute to maintaining a safe environment;
- g) Respect and abide by any formal or informal agreements made with other residents, Residence Life staff or Student Staff;
- h) Only use alcohol or other drugs in a manner consistent with legislation, University policies, their own health and safety, and the health and safety of others;
- i) Act in a way that conforms to the Residence specific rules (for example, French Language at Residence Saint-Jean, the alcohol-free environment at Augustana, the Global Education

program at International House, cohort and theme communities, noise designations, cleanliness expectations and other rules as outlined on the Residence Services website);

j) Contribute to an inclusive environment in which all members of the Residence Community are allowed to participate in social, academic, and other activities.

In addition, Residents are responsible for ensuring that their guests are informed of the above rights and responsibilities and behave accordingly. Residents will be held accountable for the actions of their guests, should those actions cause Harm to an individual and/or the residence community.

### C. RESIDENCE SERVICES RESPONSIBILITIES

Residence Services has responsibility to:

- a) Foster a safe, secure and healthy environment conducive to academic success;
- b) Provide students with information and resources on Restorative Justice and the processes employed, and University resources;
- c) Initiate the Restorative Justice process under this policy;
- d) Enforce the Residence Agreement signed by the Resident;
- e) Investigate allegations of negative, inappropriate, or disruptive behaviour in conjunction with University of Alberta Protective Services, where appropriate; and
- f) Initiate charges under the Code of Student Behaviour where appropriate.

## **III. PROCEDURES FOR INSTANCES IN WHICH COMMUNITY STANDARDS HAVE NOT BEEN MET**

### A. PROCEDURE FOR REPORTING AND ROUTING AN INCIDENT TO THE APPROPRIATE PROCESS

- 1) These procedures do not apply in circumstances where the University acting as Landlord addresses a breach of the Residence Agreement relating to non-payment of funds, or to issues of safety and security, including but not limited to disruptive, threatening or violent conduct.
- 2) Upon becoming aware of an incident, a Residence Life or Student Staff member will initiate the Residence Life reporting process.
- 3) Minor Incidents: If an incident is assessed by either a Student Staff Member or a Residence Life Staff member to be of a Minor nature, that staff member may simply resolve the situation through a discussion with the Resident; that is, develop a Community Resolution.
- 4) In the case where a community (floor, unit, stairwell, etc) is engaging in behaviour contrary to the Community Standards, a Residence Life staff member may hold a restorative discussion with the group in order to develop a Community Resolution.
- 5) Incidents that are not considered Minor, or that have not already been resolved in a Restorative Meeting, must be documented in an Incident Report. An Incident Report may describe a single incident or refer to multiple Community Resolutions with a Resident which have not solved the issue.

6) Upon receiving an Incident Report, the Residence Area Coordinator will make an assessment as follows:

- i) If the Incident Report details an incident that could be addressed either through the Restorative Justice process or as a breach of the Residence Agreement, an internal investigation will be initiated as needed.
- ii) If the Incident Report describes a violation of the Code of Student Behaviour, and the criteria for the Restorative process as identified in this policy are not met, the matter will be handled in accordance with the procedures established in the Code.

## B. PROCEDURES FOR INTERNAL INVESTIGATIONS

- 1) Each University Residence is required to establish and communicate a means of appointing internal investigators. They may be Residence Life Staff, Student Staff or University of Alberta Protective Services. The original author of the Incident Report must not be the individual conducting the investigation.
- 2) Investigations will be conducted according to the principles of natural justice. The investigator will gather available relevant information about the incident, including collecting witness statements and documenting physical evidence. The investigator will provide a written summary of discussions with the Resident who is the subject of the Incident Report, the author of the Incident Report, and other individuals involved. If the identity of the Resident is unknown, the investigation will begin by attempting to establish the identity of the person(s) who caused the Harm.
- 3) If at any point during the investigation it becomes apparent that the incident is of a more serious or complex nature, the investigator will return the matter to the Residence Area Coordinator, who will make a decision regarding process according to Item III B.7) of this policy.
- 4) Internal investigations will normally be completed within 14 calendar days. In extenuating circumstances, discretion to allow more time shall lie with the Residence Area Coordinator. Once completed, the investigation report will be submitted to the Residence Area Coordinator.
- 5) Where the Incident Report requires no further investigation and/or the parties agree to the facts of the case, the Residence Area Coordinator may forego further investigation and proceed to make a decision on which process will be used to resolve the issue.
- 6) The Restorative Justice process will be the preferred process for incidents within University Residences. An incident qualifies for a Restorative Meeting or Restorative Conference if it meets all of the following criteria:
  - a) The identity of the Resident who committed the infraction is known (hereafter referred to as the Respondent);
  - b) That Resident is willing to participate in a Restorative Justice process;
  - c) The Harmed Party(ies) is/are willing to participate either in person, by providing an Impact Statement or by designating a representative;
  - d) Harm to an individual, the community or property can be identified; and
  - e) The nature of the incident is appropriate to the Restorative Justice process.
- 7) In cases where the criteria for the Restorative Justice Process, as outlined above, are not met, the Residence Area Coordinator make a final determination as to process. Incidents not addressed under the Restorative Justice process will be:

- a) Forwarded to the Landlord for consideration, if the incident is a breach of the Residence Agreement, or
- b) Handled in accordance with the procedures established in the Code of Student Behaviour, if the incident details a violation of the Code.

The Residence Area Coordinator's decision as to which process will be followed is not subject to appeal.

### C. PROCEDURES FOR RESTORATIVE JUSTICE PROCESSES

- 1) In all cases where the criteria for Restorative Justice are met, it shall be preferred over other processes.
- 2) The following procedures will be followed at the Restorative Conference (see Appendix B for further guidelines on facilitating the Restorative Conference.)
  - i) The Conference will be co-facilitated. Participants in the process will include two Facilitators, the Harmed Party(ies), either in person or by Impact Statement, and the Respondent(s).
  - ii) The Respondent(s) and the Harmed Party(ies), where applicable, may each bring one support person. The support person will be allowed to participate in the discussions but is not a signatory to the Restorative Agreement.
  - iii) If at any point during the Conference, it becomes apparent that the criteria as listed in Item III B. 6) are no longer being met, the Facilitators will adjourn the Conference and the matter will be returned to the Residence Area Coordinator, who will make a decision regarding process according to Item III B.7) of this policy.
  - iv) After each party is satisfied that his or her perspective has been heard, the Facilitators will facilitate a discussion in which the participants will collectively seek to identify the Harms in need of remedy, both to individuals and to the community.
  - v) When the list of Harms is complete to the satisfaction of the participants, the group will work together to generate options for restorative remedies (see Appendix D for examples of possible restorative remedies). A remedy must function to repair an identified Harm and/or rebuild trust, and be:
    - a. Appropriate, relevant, and commensurate to the harm caused;
    - b. Fair and agreeable to all parties;
    - c. Realistic and achievable; and
    - d. Specific and objective enough to be measurable.
  - vi) When all parties agree to remedy(ies) that will satisfactorily address the Harms and/or rebuild trust, a Facilitator will write the agreed upon remedy(ies) into a Restorative Agreement (see Appendix E for an example Restorative Agreement). The Restorative Agreement will include, at a minimum:
    - a. A list of the participants and their roles in the Restorative Conference;
    - b. A list of agreed remedies to repair the Harm done; and
    - c. A required completion date.
  - vii) The Facilitators, the Respondent(s) and the Harmed Party(ies) will sign the Restorative Agreement. Where a Harmed Party has participated by Impact Statement, a Facilitator will sign

on behalf of the Harmed Party. The Restorative Agreement will become the official document of this process; all other notes generated during the meeting will be destroyed. Copies of the Restorative Agreement will be provided to:

- a. The Respondent(s);
- b. The Harmed Party(ies); and
- c. Residence Services.

viii) In cases where the Restorative Agreement is not feasible, or where it is in conflict with University policies or municipal, provincial or federal law, the Residence Area Coordinator will contact the Coordinator to reconvene the group and change the remedies.

ix) Residence Life Staff or Student Staff will follow up with the Respondent(s) to ensure the terms of the Restorative Agreement are fulfilled. If a Respondent fails to complete the agreed remedies listed on the Restorative Agreement by the date specified, the matter will be considered a breach of the Residence Agreement and the Residence Area Coordinator will forward it to the Landlord.

- i) If no agreement can be reached, the Facilitators will return the matter to the Residence Area Coordinator, who will make a decision regarding process according to Item III B.7) of this policy.

## **IV. LINKS**

Residence Services Web for Current Residents

<http://www.residence.ualberta.ca/en/CurrentResidents.aspx>

Residence Specific Information

<http://www.residence.ualberta.ca/CurrentResidents/YourResidence.aspx>

<http://www.residence.ualberta.ca/CurrentResidents/CommunityStandards/HouseRules.aspx>

Information for Students on the Residence Agreement

<http://www.residence.ualberta.ca/CurrentResidents/CommunityStandards/ResidenceAgreement.aspx>

Code of Student Behaviour

<http://www.governance.ualberta.ca/CodesofConductandResidenceCommunityStandards/>

Student OmbudService

<http://www.ombudservice.ualberta.ca/>

## **IV. DEFINITIONS**

1) Community Resolution – A Restorative Justice process for Minor Incidents or community issues. It may be:

- a. The outcome of a discussion between Residence Life Staff or Student Staff and an individual Resident concerning a Minor Incident. A written notification serves as confirmation of the discussion; or
- b. The outcome of a discussion between Residence Life Staff or Student Staff and a residence community (e.g. floor, unit, stairwell) concerning a pattern of behaviour. A written summary serves as confirmation of the discussion.

2) Facilitator - A member of Residence Life staff or Student Staff that facilitates a Restorative Justice process within Residence. Normally, Community Resolutions are facilitated by Resident Assistants (RAs), Restorative Meetings are facilitated by Senior Resident Assistants (SRAs) or Residence Coordinators (RCs), and Restorative Conferences are co-facilitated by two Residence Coordinators (RCs) or a Residence Coordinator (RC) and a Senior Resident Assistant (SRA).

3) Harm – Any action which negatively affects a person, their property and/or reputation, or the Residence community for which concrete or symbolic reparation can be made.

4) Harmed Party – A person who was either harmed directly or is representative of a community to which harm was done.

5) Incident Report – A written record of an incident. Not all Incident Reports need to refer to contraventions of the Community Standards. An Incident Report can also document a series of lower level interventions which have not changed a behaviour, or document the need for a repair, for example.

6) Impact Statement – A written description of the effect or harm caused by a particular behaviour or pattern of behaviours, submitted by a Harmed Party in lieu of participating in a Restorative Conference in person.

7) Landlord – An official who acts on behalf of the University of Alberta in enforcing the terms of the Residence Agreement.

8) Minor Incidents – Incidents in which the Harm is to the community in general, and which can be resolved with a Community Resolution, or incidents in which an individual Harmed Party agrees that a Community Resolution is appropriate and he or she does not need to be involved in the outcome. Examples may include, but are not limited to, occasional noise complaints, cleaning issues, garbage disposal, etc.

9) Residence Agreement – The document signed by the Resident and the University which defines the tenancy relationship.

10) Residence Area Coordinator – The individual who oversees the implementation of the restorative process and makes the decision as to which policy will be applied when an incident occurs.

11) Residence Life Staff - Professional student affairs staff employed by Residence Services, including but not limited to: Residence Coordinators (RCs), Residence Administrators, Residence Area Coordinators (RACs), and the Assistant Dean of Students -Residence Life.

12) Residence Students' Association – An organized body of student representatives in each residence community which facilitates opportunities for involvement and represents student interests in various University processes. An umbrella organization, the Residence Halls Association (RHA), provides a unified voice on behalf of University residents. The RHA (or delegated group) may stand in for any University Residence which does not have a students' association.

13) Resident – A student who has signed a Residence Contract with the University and who lives in Residence.

14) Respondent – A participant in the Restorative Justice process whose actions or behaviours have harmed another person, the community or the institution.

15) Restorative Agreement – An agreement between Facilitator(s), Respondent(s) and Harmed Party(ies), which outlines the actions the Respondent(s) will take to restore the community and/or rebuild trust, either by concrete remedies or symbolic action. The Agreement must be agreed upon by the Facilitator(s), the Respondent(s) and the Harmed Party(ies).

16) Restorative Conference – A Restorative Justice process which involves two Facilitators, and may involve multiple Respondent(s) and/or Harmed Party(ies), and support person(s). A successful Restorative Conference results in a Restorative Agreement created and signed by the parties.

17) Restorative Justice – A voluntary process that emphasizes repairing the Harm caused to individuals or the community and rebuilding trust lost as a result of the Harm caused. It entails the participation of both the person(s) who caused the Harm and the Harmed Party(ies) in a facilitated process in which all parties generate and agree to the resolution.

18) Restorative Meeting – a Restorative Justice process which involves a Facilitator, a Harmed Party and a Respondent. A Restorative Meeting may be spontaneous or planned, and may occur before or after an Incident Report is filed. A successful Restorative Meeting results in a Restorative Agreement created by the parties.

19) Student staff – Staff employed by Residence Services who are also students and Residents, including but not limited to: Resident Assistants (RAs) and Senior Resident Assistants (SRAs) and Residence Interns. See the Residence Services website for residence-specific information about student staff.

20) University Community - Includes those who are employed by the University, who are officially associated with the University, and those who are Students, former Students, or alumni of the University.

21) University Residence – Any student housing facility owned and operated by the University of Alberta. A comprehensive list of University Residences is found on the Residence Services website.

## APPENDIX A – Example Documentation for Community Resolutions

A Community Resolution can take many forms, but the outcome must be documented using an approved Residence Services system. The student must also be informed of the Community Resolution in writing. Below are several suggestions on how documentation can be composed.

Subject: Community Resolution (CR)

Hi [student], (copied to RC)

Just following up on the conversation we had yesterday: I wanted to thank you for agreeing to wash your dishes, and also for your willingness to consider the rest of unit, and your effect on them.

Please do not hesitate to contact me for any reason.

For more information on Restorative Justice please visit the Residence Services [website](#).

Here are some additional resources:

[Student OmbudService](#)

[Office of Safe Disclosure and Human Rights](#)

Sincerely,

[name]

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Subject: Community Resolution (CR)

Hi RC, (copied to student)

I had a very productive chat with [student, unit #] last night in which she agreed to wash her dishes within two hours of cooking from now on.

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Floor or Unit Community Resolution (CR)

Thanks, everyone, for meeting with me last night. As a recap of our discussion, we all agreed that Sundays will be our cleaning day, and we will divide up the duties as follows: ...

For more information on Restorative Justice please visit the Residence Services [website](#).

Here are some additional resources:

[Student OmbudService](#)

[Office of Safe Disclosure and Human Rights](#)

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Hi [student], (copied to RC)

Just following up on our conversation from this morning – I understand you did not intend to disturb your neighbour by playing your stereo last night and that you feel that the complaint was unreasonable. I remind you that quiet hours are from 11pm to 7am, but it is clear that people don't always agree on the level of noise acceptability. If you'd like, I could sit down with the two of you and try to help you come to a compromise that works for both of you.

Let me know what I can do to help!

For more information on Restorative Justice please visit the Residence Services [website](#).

Here are some additional resources:

[Student OmbudService](#)

[Office of Safe Disclosure and Human Rights](#)

[Note: this is not a CR, but an offer to facilitate an agreement between two students.]

## **APPENDIX B – Suggested Guidelines for Chairing Restorative Conferences**

In addition to the procedures outlined in the Community Standards Policy, this document provides guidelines for ensuring that a Restorative Conference is effective and productive for participants.

- 1) The co-Facilitators will divide up the duties below as they see fit.
- 2) A Facilitator will review the process to ensure everyone understands how it will work, and will confirm with all parties that they are acceptable as facilitators of the discussions and Restorative Agreement.
- 3) A Facilitator will lead the participants in establishing ground rules for the meeting. Ground rules the participants agree on might include, but are not limited to:
  - Participants will refrain from interrupting when a participant is speaking;
  - Participants will not to discuss the matter during breaks in the meeting;
  - Participants will agree to seek clarification from a Facilitator when they do not understand a statement or procedure.
- 4) A Facilitator will confirm with all parties that their attendance is voluntary, that they have signed the Confidentiality Agreement, and that they understand and are willing to participate in the restorative process in good faith and under the guidelines agreed upon. If at any point a participant no longer wishes to participate in the process for any reason, he or she must inform a Facilitator. The Facilitator will adjourn the meeting and return the matter to the Residence Area Coordinator, who will make a decision regarding process according to Item III B.7) of this policy.
- 5) A Facilitator will either read aloud or summarize the Investigation Report or Incident Report for participants.
- 6) Once the incident is understood, the Harmed Party(ies) will be invited, one at a time, to describe the impact of the incident on them, their community, their property, or any other Harm. If a Harmed Party opts to participate by submitting an Impact Statement, a Facilitator will read that statement aloud to the other participants.
- 7) Participants can pose questions and ask for clarifications. No questions in relation to an Impact Statement should be entertained, since the author is not present.
- 8) The Respondent(s) are invited, one at a time, to provide an oral statement in which they acknowledge the impact of the Harm they caused.
- 9) Participants can pose questions and ask for clarifications.

The Facilitators will lead a discussion in which all participants suggest possible remedies to address the Harms identified. This list is negotiated among the participants until the signatories to the Agreement agree that it is complete and conforms to the criteria set out in this policy.

## APPENDIX C – Example Confidentiality Agreement

### Restorative Conference Confidentiality

For the Restorative Justice process to be effective it is necessary and fundamental that confidentiality be protected and preserved, including as provided for under Alberta's Freedom of Information and Protection of Privacy (FOIPP) legislation.

Participants may not disclose to anyone confidential information<sup>1</sup> gained during the course of Restorative Conference except in accordance with the accompanying Procedures or to the extent required or permitted by law or University policy.

Records and reports of Restorative Conferences are the property of the University and shall be retained and disposed of in accordance with the retention and disposition schedule held by Residence Services.

**By signing below, you agree that your participation in the Restorative Conference process will be governed by this Agreement and that you have the responsibility to maintain confidentiality.**

**DATED THIS \_\_\_ DAY OF \_\_\_\_\_ 20\_\_**

Printed Name _____	Signature _____

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<sup>1</sup> Confidential information does not include information that is in the public domain; information that is already, or is subsequently, disclosed or obtained without obligation of confidentiality; or information, the non-disclosure of which would present a risk to the public or the University community.

## APPENDIX D – Examples of Restorative Remedies [No changes]

Harm can be physical, emotional, reputational or other.

The type of harm done should guide the type of remedy used to make remedies for that harm. Sometimes harm can be repaired through concrete remedies when harm is measurable and repairable. Other harms may be more difficult to measure and may not be immediately obvious. In these cases, symbolic remedies can be used to show good faith and begin to rebuild trust in the community.

### *Concrete Remedies:*

When harm is measurable and repairable, remedies should be designed to restore the community, as far as possible, to its state before the harm was caused. Examples include, but are not limited to:

- Replace an item that has been lost or broken.
- Arrange and pay for repair of a damaged item that belongs to another resident.
- Pay for repairs of any damage caused to the University.
- Remove offensive postings, posters, websites, etc. or post corrections and/or apologies.

### *Symbolic Remedies:*

When the harm is to a person's emotions or reputation and is less quantifiable, remedies should be designed to enable the Harmed party(ies) to feel better about the situation and move forward and should enable the Respondent to rebuild trust and reintegrate into the community. Examples include, but are not limited to:

- Write an apology to the Harmed Party(ies) in an attempt to rebuild trust.
- Post a correction to websites, social networking pages, etc, to set the record straight.
- Write an essay on the impact of a certain behaviour on a community.<sup>2</sup>
- Create a poster, video, presentation, or other media project on the impact of behaviour on a community.<sup>2</sup>
- Refrain from drinking alcohol/pledge to drink only in moderation as an act of good faith.
- Become an active volunteer of some kind in the Residence and/or University community.
- Perform some action "in kind" to attempt to make up for the harms caused.

Restorative remedies are context-specific; the remedies will reflect the identified Harms and the attempt to repair those Harms rather than focussing on the incident itself. In other words, similar incidents may result in different remedies, depending on the Harms identified.

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<sup>2</sup> May be collected into a resource library (names and personal identifiers removed).

# Residence Restorative Agreement

Date:

Participants:	Name
Facilitator	
Facilitator	
Respondent	
Respondent	
Harmed Party	
Harmed Party	
Harmed Party	
Support Person	
Support Person	
Support Person	

As a result of having participated in a Restorative Process, we agree that the following actions will be taken no later than [DATE]:

NAME will [write an apology to...]

NAME will [pay for damages]

NAME will [etc.]

Failure to fulfil the conditions listed here will constitute a breach of the Residence Agreement.

Signatures:

Facilitator:

\_\_\_\_\_  
Signature

Respondent:

\_\_\_\_\_  
Signature

Harmed party:

\_\_\_\_\_  
Signature

(add more spaces as needed)