

RESIDENCE GUIDEBOOK

2019-2020



WELCOME TO RESIDENCE

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WELCOME TO RESIDENCE

Welcome to residence at Trent University! The Housing Services team is excited to welcome you to your new home for the next eight months! During your stay with us, you will have opportunities to make life-long friendships, get involved in College life, and discover yourself through your academic and non-academic pursuits. It is our hope that you feel supported and an integral member of a dynamic College community.

Residences at Trent are based on a college model, where residences are not just a place you live, but part of a unique college community that includes classrooms, faculty space, common rooms, and a dining hall. Your community will be defined by much more than the living space. You are joining a community of

people with similarities, differences, preferences, needs and beliefs. Part of the journey will be about becoming an integral member of the College community, where you have influence on, and ownership of, its development.

Your success is important to us, and the Housing Services team is here to assist and support you in making choices to ensure you can be successful and overcome challenges you may face.

You will get the most out of your experience by getting involved in your community and seeking support as you need it.

It is the responsibility of each member of the residence community to contribute to creating and upholding a



strong, respectful residence environment. As a resident, you will have choices about how you will experience your time with us, and each resident bears the duty to understand how their choices impact the community. This Guidebook is designed to assist you in getting to know your community, and within you will find valuable information about your college, safety procedures, policies, and contact information that will help guide you throughout the year.

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

Jen Coulter, Director, Housing Services

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



"I love living in residence at Trent University because students are provided with opportunities to engage with their residence college and the Trent community. Trent residence helps students make a smooth transition to the biggest challenge that university presents – living away from home!" – Sarah Beech, Otonabee College

WHAT IS A COLLEGE?

A college is your home away from home.

Trent University has five colleges: Catharine Parr Traill College; Champlain College, Lady Eaton College, Otonabee College, and Peter Gzowski College. A college is more than a residence building, it is a place where you can grow, learn, thrive, connect with upper year students, and stay connected once you have moved out of residence.

Each of the Colleges has its own unique personality and architecture. You'll find that students at Trent are passionate about their affiliations and these carry through to graduation; students remain affiliated with the college they called home in first year. As you meet new students, and Trent University Alumni, the first question they will often ask is, "So, what college are you?"

Residence Life Staff, alongside the staff and student volunteers of the College Office, work to create a smaller, more intimate community within the Trent Community as a whole. You'll see that this spurs rivalries, and competition, and collaboration with the other colleges, which reinforces your passion for your home college and solidifies that your college is your home away from home.

The ability to change affiliations is possible if you think you might identify better with another college, the form to do so can be found through myTrent. Many different people have many different opinions about which college is best, but know that all of Trent's colleges are equal in their glory, simply because they are, together, a major facet to what makes Trent University so amazing!

What do the colleges have to offer?

The Colleges offer many resources, ways to get involved, and ways to advocate for student issues. The five college offices offer services such as academic advising and academic skills. The College Heads and Principal of Traill College have their offices in the College Offices. The College Heads and Principal organize events, support student leadership initiatives, and collaborate with other student services to create community building opportunities within the College.

The college office also hosts a series of student employees and volunteers who facilitate college life and program events specific to your college. These students, like Dons, receive training on how to answer your pressing questions and assist you with whatever it is you need, whether it be some help finding a class, or someone to talk to during a rough time.

Each of the colleges also has its own student governing body known as a College Cabinet. Each College Cabinet has elected volunteer positions where students can run events to foster community building and vote on committees to foster positive change. Through services offered, as well as volunteer and employment opportunities, the colleges are a great place to start if you are looking to get involved and stay passionate about your college community.

For more information on the Colleges and the services you can access in your college check out:
www.trentu.ca/colleges
www.trentu.ca/advising
www.trentu.ca/academicsskills

WHO'S WHO IN YOUR COMMUNITY



Housing Services Office

Housing 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 Services Office Staff

Director, Housing Services
Jen Coulterext. 7129

Financial Officer
Wenita Kirkbyext. 6432

Manager, Residence Life & Education
Lawrence Lamext. 7277

Residence Life Coordinatorsext. 7127

Residence Conduct Coordinator
Kelsey Dohertyext. 7402

Residence Education Coordinator
Nida Uz-Zaman ext. 7587

Manager, Operations
Shaun McCrackenext. 6428

Occupancy Management Coordinator
Michele Sparkesext. 7149

Facilities Coordinator
Robyn Gundyext. 6177

Operations Coordinator
Carol Haassext. 7548

Service Centre Assistantsext. 7127

Service Centre West ext. 6431

Service Centre Eastext. 6430

Service Centre Assistants

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

Residence Life Coordinator

The Residence Life Coordinators are full-time, live-in, professional staff who are responsible for the operations of the Residence on their bank of campus. They work to maintain Trent University's community standards and supervise the Residence Life Dons. Residence Life Coordinators provide support for emergency situations at all times.

To connect with the Residence Life Coordinator responsible for your residence, please call Housing Services at 705-748-1011 ext. 7127, to be redirected appropriately

Residence Education Coordinator

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

Residence Conduct Coordinator

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

Residence Education Facilitator

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

Residence Life Senior Dons

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

Residence Life Dons

The Residence Life Dons are located in each residence community across campus. Your Don is your go-to for any 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.

Living Learning Community Dons

Living Learning Community Don have the same roles and responsibilities of Residence Life Dons, however their communities revolve around the specific interest or academic theme of their Living Learning Community. These Dons specialize in their area and work to enrich the educational environment in residence. Their experiences bring students towards the interests of the community and provide residence students with a leadership role.

Dining Plan & Trent Food Services

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



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

Traditional Style Rooms in Lady Eaton College, Gzowski College, Gzowski College Annex, Otonabee College, Champlain College, Otonabee College Annex, and Traill College have a \$4,450 Dining Plan with the option of adding Trent Cash to enhance your dining options.

Suite Style Rooms at the Lady Eaton College Annex, Gzowski College Annex, Lady Eaton College, Champlain College and Champlain College Annex have a \$2,690 Suite Style Dining Plan with the option of adding Trent Cash to enhance your dining options.

Have dietary restrictions? Ask to speak with the chef at your Dining Hall about meal options available to you and to ensure that there are always options! For more information about menu items, locations and hours of operation, visit your Dining Hall or email food@trentu.ca.

Trent Cash

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

- Supplement your basic dining plan if you are a larger eater or if you intend to stay on campus most weekends
- Purchase some convenience and snack items that cannot be purchased as part of your basic dining plan
- Dine off-campus at one of our partnered restaurants or have pizza delivered to your residence,
 - Black Honey
 - Natas Café
 - Pizza Pizza
 - Whistle Stop
 - El Calmino's
 - Whistle Stop
 - YoYo's
 - Olde Stone
 - Hot Belly Mamas

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



YOUR EXPERIENCE



GETTING INVOLVED

College Residence Council

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

Living Learning Communities

Living Learning Communities are themed living environments that provide students the opportunity to live with students who share similar interests or academic major.

- **Active Living Community**

The Active Living Learning Community is for students who share an interest in or a passion for being physically active, exploring and adventure. Enhanced by specialized opportunities for students to use

Trent Athletics resources, students in this community are provided with a motivation to reach their fitness and health goals while exploring the natural beauty that surrounds them.

- **Trent Global Living Community**

For students who have an interest in global citizenship, diversity and have a streak of wanderlust, the Trent Global Living Community (TGLC) is a natural place to call home. Students in TGLC engage in a variety of programs and discussions that encourage them to be open to different ideas and opinions regarding world issues, all the while challenging their own assumptions of what it means to be a global citizen.

- **Forensics Community**

Open to both Forensic Science & Forensics Joint Major Programs, the Forensics Living Learning Community students share a passion for forensic science and comparable educational and career goals. Designed to engage, excite, and inspire, this community will provide



opportunities to participate in forensic-related experiences and connect with faculty and your peers. Join this living learning community to advance your educational interests and sense of community within the forensics program!



“The Nursing LLC provides students with an opportunity to get ahead of the game and build meaningful connections with faculty, campus partners, and each other. It creates a supportive environment that will be your home away from home!”

– Andriy Palyukh, Nursing LLC Don

- **Environmental Sustainability**

The Environmental Sustainability Community consists of students who share a strong passion for “thinking globally and acting locally.” Through this opportunity, students are provided an avenue to learn more about environmental issues that they are passionate about and a forum to make change. Supported by likeminded students and an equally passionate Residence Life Don, the Environmental Sustainability Community takes to heart what it means to be Trent green.

- **Business Administration Community**

This community will bring students of the Business Administration program to take their learning outside of the classroom. Supported by a Residence Life Don also in the program, you will be surrounded by students taking the same courses to clarify understanding and enhance your knowledge.

- **Endahying Community**

In Gzowski College, meaning “Our Home,” the Endahying Community is for students who have an interest in Indigenous culture and knowledge, those enrolled in the Indigenous Studies Program, as well as those who identify as being Indigenous. Together, these students will grow in knowledge and understanding through shared experiences, storytelling and exploration.



- **Expressions**

Students who are a part of Expressions share a passion for the visual and performing arts. Past members have shown an interest in any of the following: Singing, music, painting, dancing, theatre, writing and calligraphy (just to name a few). This community provides students with the unique opportunity to connect to and collaborate with other students who share a passion for creativity.

- **Leadership and Civic Engagement**

Students who share a passion for leadership and positively contributing to the communities around them will find a natural fit in the Leadership & Civic Engagement Community. Here students have an opportunity to develop their leadership skills and motivate others to make an impact through their time at Trent and beyond. Trent has a long history of producing alumni who are engaged citizens and students in the Leadership & Civic Engagement Community are a part of this rich history.

- **Nursing**

Students enrolled in the Trent University Nursing Program and show interest in exploring nursing in depth by connecting with peers and faculty have found much success in the Nursing Living Learning Community. Together, this group of dedicated students are provided an avenue to take their learning out of the classroom and engage with it at a deeper level for continued academic success.

- **Trent-Swansea Law**

This community is designated for students of the Law-Arts or Law-Business dual degree program. Students living in this community will have the unique opportunity to be surrounded by students in their program, putting study groups and out-of-classroom learning experiences at their fingertips. This community focuses on connecting students’ studies to their residence experience, providing a holistic studying environment that will help students to achieve their educational goals.

Colleges are supportive environments in which to live, connect and grow.

COLLEGES

Lady Eaton College

Lady Eaton College is the second oldest college on the Symons Campus of Trent University. It was established in 1968 and is named in honour of Flora McCrea Eaton, who helped support the university during its founding.



This college has a creative energy, a passion for our local community and a commitment to self-expression. Nestled against a tree-covered drumlin, the building houses student lounges, a dining hall, a music library and pianos, and is home to spiritual affairs. A love of words, language, social justice and big idea is part of our tradition.

Lady Eaton College is a place to meet new friends and grow as a student. However, the college is much more than residence. It is the centre of college life for all members who live both on and off campus. At the college you will find the offices of the College Head, College Life Coordinator, Academic Advisor and Academic Skills Instructor who are there to help you on your path to

success. Nearby, you will also find the office of the College Cabinet where hardworking students work long hours to make your college experience as enjoyable as possible.

The college is also the academic home for several departments such as History, Philosophy, Women Studies, Modern Languages and Literatures, and Social Work. You do not have to study in one of these disciplines, however, to be a part of the college. The college is an interdisciplinary environment that encourages the coming together of all students regardless of their academic interests.

No matter your interest you will always be welcome at Lady Eaton.

Champlain College

Named in honour of the explorer Samuel de Champlain, the college is situated right on the bank of the Otonabee River. Champlain's spirit of adventure, discovery, and global citizenship are captured in the college motto: *continuer mes decouvertes* (continue my discoveries). That spirit lives on in the programs, people, and architecture of Trent's Champlain College.

At the centre of the college is the impressive Great Hall, which serves as the college's gathering place for formal dinners and events, as well as a daily dining and study hall. Near the great hall are a Junior Common Room for student recreation and study, The Seasoned Spoon, an independent cooperatively run café serving healthy, organic, locally grown, affordable food, and the Champlain Living Learning Commons. In addition, you can also



find the Morton Reading Room and the fireside lounge which are also available for small group study. The K/L field is home to college sport tournaments. There is also a new fire circle which is a gathering place for friends to sing around the campfire or keep warm during Bon Temps weekend. The Commons serves as a formal and informal meeting space, an art gallery, a dining room, and the venue for regular college functions like co-curricular workshops and guest speakers. Both residential students and students living off-campus have access to all college facilities. Don't be afraid to checkout the Ceilie, the licensed pub and games room open and run by students, playing host to a variety of Champlain functions.



Each College has its own personality.



Students at Champlain will be exposed to a plethora of events involving guest speakers and fellows in residence, and visitors. These guests are invited to speak to Trent students and remain on campus for a time, interacting with students to inspire intellectual exchange supplementing the academic life of this community of learning.

Otonabee College

Established in 1972, Otonabee College is located on the Eastbank overlooking the river for which it is named. In Ojibwe, Otonabee means “river that beats like a heart” which symbolizes the way this college looks to the horizon, and imagines how we can keep up with change in our fast-paced lives while honouring our hearts.

Our motto also reflects the meaning of Otonbaee in, *tempora mutantur nos et mutamur in illis* (the times are changing and we change with them). OC prides itself on connecting to our students to enhance your experience throughout your time at Trent. Our

residences, spread through eight different houses, provides a home for students from out of town in their first year. We have K-house specifically for first year off-campus students to help in their transition to university.

College events such as Wildside and the College Weekend are located both on and off campus, convenient for students of all years to have fun and show your OC spirit – there is something for everyone throughout the year. Come relax with your fellow OC students in the OC Commons, our central student space located near the Wenjack Theatre and/or the newly renovated Dining Hall with Tim Hortons and Subway.

Our College Office staff, located in the College Office (OCA W102, down the hall from Wenjack Theatre), are ready to support you in your academic and personal development. Drop by and visit with our Academic Advisor, Academic Skills Instructors, or our College Head.

Our friendly College Life Facilitators will help you to decide who you need to see. They may also direct you to our OC Cabinet, a dynamic group of student leaders who run your OC student government.

Peter Gzowski College

Aniin. She:kon. Tansi. Boozhoo. Koolamaalsii. Welcome! Peter Gzowski College is in the big yellow building named Enweying. Enweying translates from Nishnaabewin as “the way we speak together.” In other words, we play well with others, including the First Peoples House of Learning, with whom we share the building. Made up of a collection of dedicated and passionate students, Gzowski College is a place meant to unite the community’s roots with the new members who will define its future.



Our college is named after Peter Gzowski, a Canadian journalist and broadcaster who made his living engaging in dialogue about Canada. Students at Gzowski College pursue their passions in the same way their college namesake followed his passion for Canada, its culture, the north, Indigenous people and the environment.

Environmental sustainability, fair trade and Indigenous ways of knowing are some of the themes that guide us. Watch for annual events such as a trip to the Curve Lake Pow Wow, and a Ten Thousand Villages craft fair. We also collaborate with our other neighbours in Enweying (the Chanie Wenjack School for Indigenous Studies, Economics, Mathematics, Business Administration and the Office of Research) to bring you speakers and events.

The colours of the building are derived from the four colours of a medicine wheel: yellow, red, black and white. The design team used the vision statement developed by the First Peoples House design honouring the land, creating a respectful community and acting as a beacon. The ground floor of the building is open to create a sense of sitting gently on the land. The Atrium (lower level of Gzowski College/ Enweying) is open to students to sit and study, grab a bite, and check out the latest in Gzowski news. It's also where you'll find classrooms and the First Peoples House of Learning, including the First People's Lecture Hall, the Nozhem Performance Space, the Ernie and Florence Benedict Room (Gathering Space) and other ceremonial spaces indoors

and out. The Gzowski Student Cabinet office is also located on the lower level.

Whether you are on campus or off campus, if you have an idea and you want it to grow, we can help. Gzowski College is young, open to new ideas, and interested in promoting a sustainable and energized future.

Catharine Parr Traill College

Catharine Parr Traill is a close-knit college and is Trent's downtown campus, marking the point at which the university intersects with the urban community.

Founded in 1964 as one of Trent's two original colleges, it is named after a prominent 19th-century author and naturalist who settled in the area. It was originally an all-women's college, but now welcomes all genders and embraces all voices.

As a member of the college, each student can enjoy access to the Junior Common Room and college library, located in Scott House, and to the "Trend," Traill College's resto-pub located on the first floor of Wallis Hall.

Students at Traill are often out taking advantage of the college's scenic location and enjoy its intriguing architecture that spans over three centuries, making it a true urban oasis. Throughout the year the Scott House lawn is a popular location for meetings, studying outside, picking up a game of soccer or football, or even lying down under one of the many shady trees and grabbing a quick nap!



Get to know your college! The classrooms at Traill follow the Trent philosophy of learning through a smaller community. At Traill, students will find their classes take place in small groups, where they are better able to communicate with each other and their professors on a closer scale than allowed by the lecture halls of the larger university.

Traill is the home base for the academic departments of English Literature, Cultural Studies and Canadian Studies as well as our graduate programs in Canadian Studies and Indigenous Studies, Cultural Studies, Public Texts (English), and History and Theory, Culture and Politics (TCP).

Traill has a particular focus on the humanities and culture and hosts many cultural events to which all students and members of the community at large are invited. Join us at Traill College anytime!



Service Centres

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

Our Service Centre Locations are:

Service Centre – West

Monday – Friday LEC 211
8 am – 8 pm
705-748-1011 ext. 6431

Service Centre – East

Monday – Friday GCS 212
8 am – 8 pm
705-748-1011 ext. 6430

Service Centre – Traill

Monday – Friday WH 103
5 pm – 8 pm
705-748-1011 ext. 7127

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

Bikes

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

Fridges

Many of our students choose to rent from the Coldex Fridge Rental Company. Coldex provides mini fridges of a variety of sizes that have all been approved by Ontario Universities. Once your reservation

and payment has been made, Coldex will have your fridge delivered directly to your residence room! Coldex is also responsible for picking the fridges back up at the end of the school year making your move-in and move-out procedure as simple as possible.

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

Decorating

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

Roommates

Trent University's residences have apartment style, double and triple rooms as well as single rooms, so, for many students, living with roommates is a reality.

When you completed your residence application, you had the choice to request a roommate. If you chose not to request a roommate, and chose a double, triple or suite style rooms, you will be placed with any other student that chose that room as well. Roommate profiles allow for students to see if they will be compatible with potential roommates.

If you request a roommate, please keep in mind that you would be living with the person all year with limited opportunities to switch rooms, so a conversation about conflict and room rules should be had.

However, conflicts do arise, and we have a series of steps we follow to mediate them. One method of prevention is to make a roommate contract. This is an agreement all roommates develop together, sign and follow to ensure a positive residence experience. Breaking this contract can lead to personal meetings with a Don, personal meetings with a RLC, and a more formal community support process if the contract is continually ignored. Under extreme cases, room changes may be facilitated to ensure the wellbeing of both roommates. It is encouraged that roommates address concerns with each other in

a constructive way, but roommates should also make their Don aware of roommate conflicts as some specific conversations may need to take place.

Submitting a Residence Maintenance Request

If you notice any facilities concerns in your building, residence community, or residence room, complete a Residence Maintenance Request Form through the Housing Portal which is accessed through MyTrent. The Housing Portal icon is located under the Support Tab in the Housing Services section. When you open the link, it will take you to the Housing Portal where you will be able to access the Residence Maintenance Request Form.

Work orders are processed Monday to Friday, 9 am to 4 pm. If your matter is of an urgent nature we encourage students to contact their Residence Life Don or Campus Security.

Cleaning & Maintenance

Caretaking services are provided in the public residence areas five days a week (Monday-Friday). Students are responsible for maintaining the cleanliness of their personal space (bedroom, and bathroom for Gzowski students, the full apartment for apartment style residences).

Common room space is cleaned by Caretaking staff, however students are expected to pick up after themselves.

Check-Out Procedures

Mid-Year

Once a student has filled out the residence cancellation form with 30 days' notice, under Housing Services on myTrent, all personal belongings must be removed from your residence room, including garbage. When you are ready to leave, please go to the Service Centre, and one of the Service Centre Assistants will help you. You will bring your keys back to the Centre, and the staff will complete the check out process. An inspection of your room will be completed to note any damages or missing furniture.

End of Academic Year

When moving out at the end of the school year in April, instructions will be provided by your Residence Life Don and Residence Life Coordinator. All personal belongings must be removed from your residence room, including garbage. When you are ready to depart, bring your keys to the Service Centre, and the staff there will complete the check-out process. An inspection of your room will be completed once you have departed to note any damages, addition cleaning or missing furniture/items.

Room Transfer

From time to time students may wish to transfer rooms. A room transfer may be requested through the Housing Portal, found on myTrent, listed under Housing Services, under the Support tab. A room transfer request does not guarantee a room transfer. The room transfer process will begin on October 1, 2019.

All students who submit a room transfer request will have an administrative fee of \$125 placed on their student account.

Before completing the room transfer form, you must first speak with your Residence Life Don and your Residence Life Coordinator to discuss your options.

If the room transfer is approved, you will be responsible for moving your personal belongings from your current room to your new room (including your mini-fridge if you have purchased or rented one). You will also be responsible for bringing your current residence room key to either the West or East Service Center, and exchanging it for your new key. Room transfers are not guaranteed, are based on availability, and must

be approved by the Occupancy Management Coordinator prior to the transfer.

TVs

Students are welcome to bring personal televisions into their residence rooms, however, cable is only available in the Gzowski College, Gzowski College Annex, Lady Eaton College Annex and Champlain College Annex residences, at the discretion of the student. Students in the above Colleges who wish to have cable in their residence rooms, must contact Cogeco Cable Company for pricing and set-up information and arrangements.

All common rooms in all on-campus residences have TVs that are accessible to students 24/7. Depending on the college, the common rooms may have cable too.

Laundry

Laundry facilities are available to students in each residence free of charge. At the Champlain Annex, Lady Eaton Annex and Gzowski Annex in-suite laundry is provided. Students are responsible for providing their own detergent and laundry softener.

Mail

A mailbox key will be provided to you in your move-in day package as every residence student receives access to a mailbox on campus. Students in double, triple or suites will share a mailbox with their roommates. Mail is collected and distributed Monday to Friday, except on holidays. Within the five colleges, anything larger than the size of your assigned mailbox will be kept at your Bank or College Service Centre and a package delivery notice will be sent to your TrentU email address directing you to pick it up. You must show photo identification to retrieve your delivery.

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

Symons & Traill Campus Colleges:

Student Name
College, Room Number
Trent University
1600 West Bank Drive
Peterborough, ON K9L 0G2

Living at Champlain, Lady Eaton, Otonabee or Gzowski Annex? You will have a mailbox located in your College Residence Mail Room. Your mailbox will be labeled with your suite/room number.

Students living at Traill College in Wallis Hall or Crawford House will have a mailbox at Traill College, located in Wallis Hall.



Ordering Food

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

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

Champlain College

Trent University
1770 West Bank Drive
Peterborough, ON K9L 1Z7

Lady Eaton College

Trent University
1755 West Bank Drive
Peterborough, ON K9L 1Z6

Otonabee College

Trent University
2151 East Bank Drive
Peterborough, ON K9L 1Z8

Gzowski College

Trent University
1 Gzowski Way
Peterborough, ON K9J 8S6

Traill College

310 London Street
Peterborough, ON K9H 2Z4

Champlain College Annex

1555 Water Street
Peterborough, ON K9H 0H6

Lady Eaton College Annex

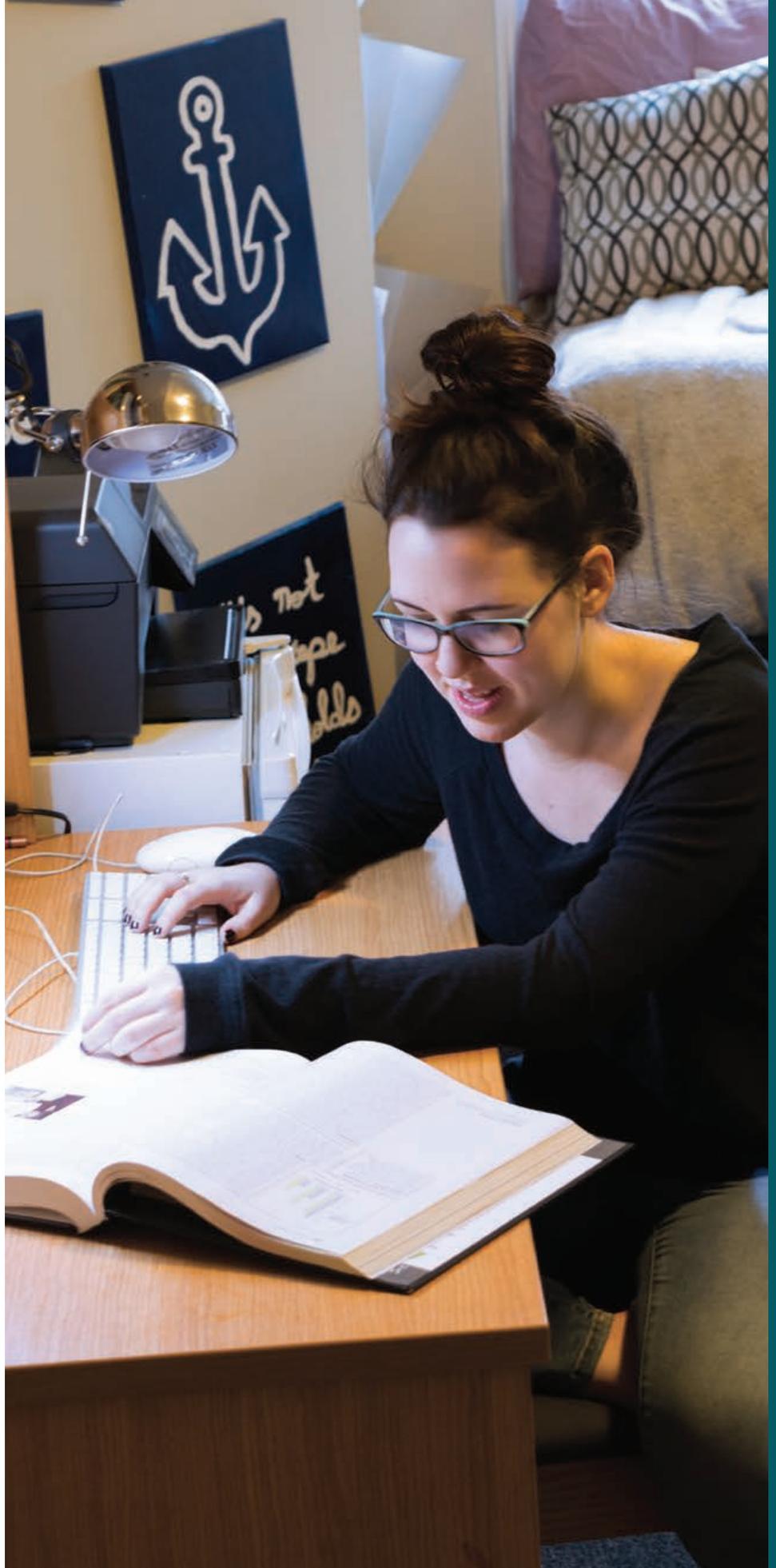
1633 Water Street
Peterborough, ON, K9H 0C7

Otonabee College Annex

780 Argyle Street
Peterborough, ON K9H 5T2

Gzowski College Annex

1633 Water Street
Peterborough, ON K9H 0C7



STUDENT SUPPORT SERVICES



STUDENT WELLNESS CENTRE

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

Counselling Services

Our Mission Statement

The Trent University Counselling Services provides personal counselling services to full and part-time undergraduate and graduate students. Counselling Services acknowledges and celebrates the strengths and fragility of the human

spirit. We are committed to providing services which respect the dignity and value of all people inclusive of age, gender, ethnicity, physical qualities, sexual identity and ability.

Who We Are

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

What We Do

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

To book an appointment:

Appointments can be made by visiting Counselling Services or calling 705-748-1386 Monday through Friday between 9 am and 4 pm.

Please note that we do not schedule appointments by email. Counselling sessions are normally one hour long and can be fitted to your class schedule. In the event of a crisis, students can be seen on an urgent basis.

Student Health Services

Trent Student Health Services is a team of caring, dedicated, multi-disciplinary professionals with expertise in university health issues.

As part of the Student Wellness Centre, they support a diverse student population through the provision of confidential primary health care, health promotion, disease prevention, and wellness education.

To book an appointment:

- Call 705-748-1481 during office hours and speak to our receptionist **OR**
- Stop by Health Services, Suite 111, Blackburn Hall during office hours

Please note: Appointments cannot be made by email, or by leaving a voice message.

When making an appointment, you will be asked:

- Your first and last name
- Your student number
- Your current telephone number
- The reason for your visit

To cancel an appointment:

- Call 705-748-1481 at any time day or night and leave a detailed message with your full name, student #, appointment date and time **OR**
- Stop by Health Services, Suite 111, Blackburn Hall during office hours

We request at least two hours prior notice if you are cancelling an appointment.

Failure to keep an appointment or to provide adequate notice will result in a fee being charged, equal to the purpose of the appointment booked.

Office Hours

Monday to Friday:
9 am – 12 pm and 1:30 pm – 4 pm
Tuesday Evening Clinic: 5 pm – 8 pm

Student Accessibility Services

Trent has a human rights obligation to accommodate students with disabilities (e.g. hearing, visual, learning, mental health or mobility). Trent's Human Rights Policies and Procedures are intended to reflect the university's response to the Ontario Human Rights Code and the Canadian Charter of Human Rights and Freedoms.

All members of the Trent community have a responsibility to ensure that students with disabilities are accommodated. For faculty and teaching assistants, this means providing test/exam and other academic-related accommodations to students with disabilities whose needs have been duly assessed and approved by SAS.

To see what specific services SAS provides to students, visit trentu.ca/sas/justforstudents.php

Contact Information:

Student Accessibility Services
Suite 132, Blackburn Hall,
Phone: 705-748-1281
Fax: 705-748-1509
Email: sas@trentu.ca

Hours of Operation:

Fall and Winter Term

(September 1 to April 30):
Monday through Friday
9 am – 4 pm; closed for lunch
from 12 pm – 1 pm

Summer Term (May 1 to August 31)

Monday through Friday
9 am – 3 pm; closed for lunch from
12 pm – 1 pm

December and April Exam Periods:

The SAS Office maintains fall and winter term office hours. However, the majority of SAS staff will be working at the Centre for Academic Testing at Otonabee College during exam periods. Advisor availability is limited, so please email your SAS advisor.

SAS Advisor Drop-in Times:

Drop-in provides an opportunity to chat with a SAS advisor without a scheduled appointment. This service is offered on a first-come, first-serve basis, subject to availability, and is available during the Fall and Winter Terms only:

Mondays through Thursdays only;
no drop-in on Fridays. Drop-in is
from 9 am to 12 pm.

SAS is open Tuesday nights during the Fall and Winter terms. Appointments are available from 5 pm to 7 pm, and must be booked during regular SAS office hours. SAS is open Monday to Friday, 9 am to 12 pm, and 1 pm to 4 pm. Phone number is 705-748-1281.



"I love residence because of one thing, how easily accessible supports are. Residence makes student support services, peers, and academics all accessible to students both physically, and logistically." – Brandon Rimmelgas



SAS also offers students the opportunity to drop-in on a Thursday evening during the Fall and Winter Term. A rotating advisor schedule is in effect on most Thursday evenings from 5:00 pm to 7:30 pm. If you are not certain when your advisor is available for drop-in on a Thursday night, please phone our office at 705-748-1281.

Note: There is no drop-in during the spring and fall reading weeks, nor during December and April exam periods. Also no drop-in during the summer term. During these times, please email questions/concerns to your SAS advisor.

CARD OFFICE

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

TrentU Card Tips

- Do not hole-punch your cards – they will deactivate.
- Add money to your Trent Cash account at the Card Office, Traill College, the Durham Library, or online through your MyTrent Portal.
- Lost card? Deactivate your card online through your MyTrent Portal.

Office Hours

Blackburn Hall, Suite 104
Monday through Friday
9 am – 12:30 pm and 1 pm – 4 pm
705-748-1011 ext. 7431
Email: campuscard@trentu.ca

TRANSIT

Trent Transit is run exclusively through the Trent Central Student Association (TCSA) in collaboration with Peterborough Transit. There are two express routes that service campus via the East and West Banks of the Otonabee River including service to the Otonabee Annex and Traill College. The Trent Express buses run every day campus is open for classes including reading week, exam periods, and weekends from September to April.

Every student registered in more than 1.5 credits pays a non-refundable levy to the TCSA for transit and will receive a transit pass that works from move-in day all the way through until the start of the next academic year (including the summer). Your Trent Transit pass works on Trent Express routes as well as all other routes offered by Peterborough Transit, regardless if they service campus.

For more information on the Transit routes and schedules please see the TCSA's transit website at trentcentral.ca/transit or send a text or email to bus@trentcentral.ca.

PARKING

If you are bringing a car with you, please refer to the parking website for all pertinent information: trentu.ca/parking



SAFETY AND SECURITY



PHONE NUMBERS

Residence Life Don Support Phone:

Champlain College: 705-931-2307

Champlain College Annex: 705-931-1683

Lady Eaton College: 705-931-0378

Lady Eaton College Annex: 705-760-4316

Peter Gzowski College: 705-931-0831

Peter Gzowski College Annex: 705-875-0469

Otonabee College: 705-931-1439

Otonabee College Annex: 705-927-7091

Catharine Parr Traill College: 705-872-7395

Trent University Campus Security:

University Emergency: 705-748-1333

Non-emergency: 705-748-1328

TUEFRT: 705-748-1333

Walkhome: 705-748-1748

Champlain, Gzowski and Lady Eaton College Annexes:
Kawartha Guard

Otonabee Annex: Maxama Security: 705-745-7500

Community Contacts

4 County Crisis: 866-995-9933

Good2Talk: 866-925-5454

Telecare Distress Response Centre of Peterborough:
705-745-2243

Medical Emergencies

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

After calling 911, call Trent University Campus Security, Don Support Phone, and/or the Trent University Emergency Response Team to ensure the professional EMS staff is guided to the student needing assistance. A resident should only attempt to help directly if they are sober, fully qualified, and feel confident to do so. It is advised that students maintain regular appointments with a doctor (these can be arranged through Trent University Health Services) and notify their Don of any medical conditions they have or accommodations they require. The best way to avoid an emergency is to be proactive and aware of risks in advance.

Trent University Emergency First Response Team (TUEFRT)

TUEFRT consists of a number of volunteers who are on call 24/7 during the portions of the academic year when Trent University is open. These volunteers receive very intensive training in emergency medical response and crisis response and can respond to a

medical emergency anywhere on campus in a matter of minutes. TUEFRT is often one of the first responders to a medical emergency and will either treat a student themselves or forward the student's care to the appropriate authorities such as local Emergency Medical Services.

TUEFRT: 705-748-1333

Fire Safety

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

If you see a fire, trigger the alarm, and if the alarm is triggered, evacuate the building. Note that this also applies to residence fire drills.

If you refuse to leave a building during a fire alarm or fire drill you are breaking the law and as a result you may receive serious fines from the fire department and/or serious residence outcomes under the Residence Standards. If your accessibility needs make it difficult for you to exit the building in case

of fire (Example: you are not able to access an elevator) an individualized plan will be designed and followed.

What to do if a fire is present:

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



Campus Security:
705-748-1333

AFTER HOURS SUPPORT

Each residence building is split into residence communities and each residence community has a Residence Life Don. Every single night that residence is open there are Dons who provide after hours support. These staff do rounds of residence checking for safety/facilities concerns and keeping an eye out for the safety of students. During large-scale campus events, and some holidays, the Don Support Phone is active. Each residence college has its own specific Don Support Phone number.

Call the Don Support Phone when:

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

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

Residence Security

Trent University Campus Security

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

Campus Security can be called at 705-748-1333.

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

The private Security team at the College Annexes is exclusive to these buildings. These teams work with our professional and student Residence Life Staff to ensure that a safe and secure community is maintained. To access Security at the Champlain, Gzowski and Lady Eaton College Annexes, please call 705-745-7500. To access Security at the Otonabee College Annex, please call 705-745-7500.

WHEN TO CALL THE DON ON-CALL:

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

Asbestos

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

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

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

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

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

Personal Safety and Mental Health

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

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

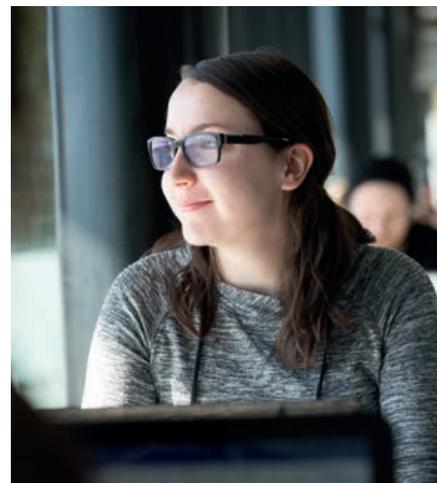
Not sure who to turn to or how to access the support you need, if you're going through a rough time?

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

- **Your Residence Life Don:** Your Don is an upper-year student who has been trained to offer support and who can help you tap into other mental health services.
- **Your Residence Life Coordinator (RLC):** Your RLC has received comprehensive training in mental health first aid.
- **On-campus mental health supports:** Trent Health Services, the Counselling Centre, Student Accessibility Services, and Housing Services all work together to assist students who are struggling.

- **Community crisis supports:** There are 24-hour crisis support hotlines and other mental health supports in the local community:
 - **4 Country Crisis** (Community Mental Health Crisis Response Program): 705-745-6484 or 1-866-995-9933
 - **Telecare Distress Centre of Peterborough** 705-745-2243
 - **Good2Talk** 1-866-925-5454

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



Sexual Violence and Sexual Consent

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

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

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

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

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

- Consent is active, not passive, coerced or silent. It is a clear "yes", not an absence of "no".
- Consent must be continuous throughout the sexual encounter and can be revoked at any time.
- Consent is the responsibility of the person who wants to engage in sexual activity to make sure that they have consent from the other person(s) involved.

- Consent to one sexual act does not constitute or imply consent to a different sexual act.
- Consent is required regardless of the parties' relationship status or sexual history together.
- Consent cannot be given by a person who is incapacitated by alcohol or drugs or who is unconscious or otherwise lacks the capacity to give consent. If a participant's judgement is impaired, consent is not valid.
- Consent cannot be given if the instigator is in a position to confer, grant or deny a benefit or advancement to the other person and the instigator knows or ought reasonably to know that the solicitation or advance is unwelcome. This definition applies equally to all persons regardless of sexual orientation.

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

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

Getting Help

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

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

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

Sexual Violence Prevention Coordinator: Robyn Ocean
In person: Symons Campus, Champlain College C4
By phone: 705-748-1011 ext. 7792
By email: robynocean@trentu.ca

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

Additionally, support can be provided through the Kawartha Sexual Assault Centre 24-hour crisis line (705) 741-0260.

Walkhome Program

Another great resource is Trent Walkhome run by student volunteers. The program on Symons campus is available from 7 pm – 1 am, Monday – Friday and 9 pm – 1 am, Saturday and Sunday. The Trill campus program is available from 8 pm – 11 pm, Monday – Friday. These volunteers operate on call, but can also be booked in advance.

To access their services, call (705) 748-1748 or text (705) 931-0032 and tell them where you are and where you are going. You will be met by a team of two females or a male and a female and they will safely walk you to your destination, within 20 minutes of campus.

RESIDENCE STANDARDS



Section A	Preamble
Section B	Definitions
Section C	Standards
Section D	Community Support System
Section E	Community Support System Procedures
Section F	Community Support System Rights and Responsibilities
Section G	Appeals
Section H	Outcomes

Section A – Preamble

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

Section B – Definitions

College is the facility containing the residence, academic space, office space, public areas and grounds. At Trent University, there are five colleges: Catharine Parr Traill College, Lady Eaton College, Champlain College, Gzowski College, and Otonabee College.

Community Agreements – each Resident lives in an identifiable section, tower, floor or apartment. Within these smaller residence communities, the Residence Life Don will facilitate group discussions about expectations among the Residents in regards to use of common space, courtesy in coed bathrooms, cleaning responsibilities and other topics that may arise from time to time. The agreement will be enforced within the community that establishes the agreement and is subject to review by the community. The Community Agreements do not supersede the Residence Standards but are designed to complement them.

Dining Halls are the food service venues and the eating areas in each College.

Guest is defined as anyone in a residence that does not live in that particular residence or room. A guest that is also a student and/or a Resident of another college residence will be subject to the Residence Standards. Residents are responsible for the conduct of their guests.

Public Areas are any areas in the College or building that are not assigned to individual Residents, staff, faculty or departments. These include, but are not limited to, stairways, hallways, lounges, kitchens, bathrooms, laundry areas, lobbies and building entrances; Senior Common Rooms, Junior Common Rooms, grounds, courtyard and quads that surround the college.

Residence is the area of the college or building in which students live. Many of the public areas listed under “Public Areas” are within the Residence Area. Residence includes Champlain College, Gzowski College, Lady Eaton College, Otonabee College, Traill College, Champlain College Annex, Gzowski College Annex, Lady Eaton College Annex and Otonabee College Annex.



Residence Agreement is a legal and binding contract between each Resident and Housing Services at Trent University.

Residence Community consists of all people living or working within the residence building. Residence Standards are the expectations of behaviour and the policies and procedures of the residence community. The Residence Standards have been discussed and developed in consultation with student representatives and staff. The Residence Standards apply in the residence areas, public areas within the residence, dining halls and in all College guest suites.

Resident is any student who holds a current Residence Agreement.

Section C – Standards

Fundamental Standard

All Residents and their guests are responsible for upholding the laws of Ontario and Canada, The Human Rights Codes of Ontario and Canada, and the civic by-laws of Peterborough.

Advertising Policy

- a. Door-to-door selling or soliciting is prohibited in residence. Special circumstances can be made with prior approval of the Residence Life Coordinator.
- b. Advertising and postings in Residence must be placed in designated areas, once approved by a Residence Life Staff member or Residence Life Coordinator.
- c. All postings are to be removed in a timely manner.

- d. All postings must be written and displayed in a manner that is respectful, does not discriminate and does not use offensive language, including language that violates the Trent University's Policy on Discrimination and Harassment.

Alcohol Policy

The Alcohol Policy is in place to ensure the safety of residents and their guests, to minimize damages associated to alcohol consumption and to promote positive behaviours associated with alcohol use.

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

Building Policy

- a. Residents are responsible for keeping their residence room and shared living areas such as common rooms, kitchens and washrooms clean.
- b. Elevators, including their controls, must not be misused.
- c. Personal belongings are not to be stored in common living areas. This may include, but is not limited to: sports equipment, bicycles and musical instruments.
- d. Residents are not permitted to remove or make changes to furniture, fixtures or interiors of their residence room.
- e. Making an unauthorized room or roommate change is prohibited.
- f. Residents are not permitted to bring their own beds or any additional furniture into residence rooms or common areas unless medical documentation in the form of an accommodation request is provided to and approved by Housing Services, or prior written permission is received.
- g. Gaining access to a residence room, public area, roof or other space by way of including but not limited to forcing a lock, propping the entrance door, using a window or entering without permission is prohibited.
- h. Unauthorized use of access cards or keys is strictly prohibited.
- i. Window screens must not be removed from windows.

- j. No animals of any kind, including fish, are permitted in residence. Trent University Residence Standards with regard to service animals follows the official Trent University Service Animals Policy as stated below.
- k. Sports are not permitted in residence areas.

Cannabis Policy

The Cannabis Policy is in place to ensure the safety of residents and their guests. To minimize community concerns associated with cannabis consumption and to promote positive behaviours associated with cannabis use.

- a. It is illegal for any person under 19 years of age to consume cannabis in the province of Ontario.
- b. It is illegal to be intoxicated in a public area or in public within the College or Building.
- c. It is illegal to be in possession of more than 30 grams of cannabis. Residents who are of age may possess up to 30 grams of cannabis in residence. Cannabis must be stored in a sealed container.
- d. Promotion or participation in events that promote excessive cannabis consumption are prohibited.
- e. Smoking or vaping cannabis is prohibited in residence.
- f. Use of cannabis related paraphernalia, including but not limited to vaporizers, hookahs, and pipes are prohibited in residence. Residents may store cannabis related paraphernalia in their residence room.



- g. The cultivation of cannabis plants or cannabis related products is prohibited in residence.
- h. No person shall consume cannabis in a public area. Residents wishing to transport must do so in a concealed container.
- i. Cooking cannabis in all residence spaces including but not limited to residence lounges, study rooms, bedrooms, or suites is prohibited.

Service Animal Policy

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

Note: When possible, residence students should acquire approval from Housing Services prior to the arrival of service animals.

Damages and Vandalism Policy

Vandalism is the intentional destruction or defacement of the campus property. Damage is the unintentional destruction or defacement of the campus property. Costs of repairs, replacement or extraordinary cleaning shall be assessed according to current repair or replacement costs.

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

Drugs Policy

Impairment due to the use of illegal substances is never considered an excuse for violation of the Residence Standards.

- a. Residents are prohibited from using, being under the influence of, possession, trafficking and/or the disruption of illegal drugs, controlled substances,

non-prescription drugs and/or prescription drugs not prescribed to the person in possession of these drugs.

- b. Equipment or materials that are used to facilitate the use/misuse of illegal drugs or controlled substances are strictly prohibited.
- c. Abuse or misuse of prescription drugs or intentional overdose of prescription drugs is strictly prohibited

Fire Safety Policy

Residents are to exercise the utmost care related to fire safety while living in residence. Any negligent or intentional fires started by any person(s) may result in residence and university sanctions and possible criminal charges.

- a. Students must evacuate the building immediately on the sound of the fire alarm. Evacuation requirements apply to fire drills as well.
- b. Tampering with fire safety equipment and electrical equipment including but not limited to fire extinguishers, sprinklers, fire alarms, smoke detectors and emergency contact speakers, is strictly prohibited.

- c. Propping open exterior doors or doors leading to hallways and other public areas is prohibited due to risk of extended damage in the case of a fire.
- d. Open flames, candles, incense, halogen lamps and storage of hazardous items are not permitted in residence.
- e. All electrical appliances must be CSA approved.
- f. Any appliances such as kettles, toasters, coffeemakers, crockpots and toaster ovens are only permitted in designated areas and are not permitted in residence rooms.
- g. Decorations in residence cannot include flammable items such as dried leaves, straw and live trees.
- h. Exits from a room or building and fire safety equipment must be kept free of clutter and must be accessible at all times.
- i. Burning of anything in residence including but not limited to posters, walls, boards, and ceilings is strictly prohibited

Guest Policy

- a. Guests must always be escorted by and signed in by the Resident host.
- b. Guests must be aware of, and comply with, the Residence Agreement and Residence Standards. Each Resident host assumes complete responsibility for unacceptable behaviour by any of his or her guests.
- c. Guests may be asked to leave and may be banned from Residence if the Residence Standards are not followed.

- d. The maximum number of guests allowed is one per room occupant.
- e. Where applicable, roommates must mutually consent to the accommodation of an overnight guest.
- f. Residents, with or without a roommate, may not have their guests stay longer than two consecutive nights, to a maximum of four times per semester.
- g. Guests who do not hold a current Residence Agreement are not permitted in residence during 23-hour quiet hours or during Orientation Week.

Harassment and Discrimination Policy

According to Trent University's Policy on Discrimination and Harassment, Harassment means:

"Engaging in a course of vexatious misconduct, which may include verbal misconduct, that is of a serious nature, that is experienced first-hand, that is based on a prohibited ground of discrimination as defined by this policy, and that is known or ought reasonably to be known to be unwelcome."

The Policy on Discrimination and Harassment can be found on the Human Rights website: trentu.ca/humanrights.

Harassment and Discrimination has the impact of creating a hostile living or working environment. Harassment limits the rights of an individual to live in Residence without fear of the conduct from other Residents or Guests that is offensive, intimidating, threatening, demeaning or abusive. Any form of harassment whether verbal or written, in person or via

email, electronic messaging system or other electronic/internet based process or telephone is unacceptable in the Residence community and will be dealt with through the Community Support System. All members of the University community have the right to equal treatment according to the Policy on Discrimination and Harassment.

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

- a. Distributing or posting electronic, paper or other formats of materials that are racist, sexist, homophobic, discriminatory, offensive, and inappropriate or threatening in nature. This includes voicemail, telephone calls, internet/email messages and any and all electronic messaging systems. Residence Life Staff reserve the right to remove all offensive material posted in public spaces.
- b. Engaging in inappropriate behaviour and encouraging others to engage in inappropriate behaviour.
- c. Repeatedly making unwanted contact without the other person's consent.
- d. Practical jokes, pranks and actions that are considered to be demeaning and offensive to others.
- e. Verbal or physical threats against a person or property.
- f. Bullying and hazing of other students.

Any written or electronic form of harassment should be kept for documentation or photographed.

Sexual Violence Policy

According to Trent University's Policy on Sexual Violence Prevention & Response, Sexual Violence means:

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

The Policy on Sexual Violence Prevention & Response can be found online at: trentu.ca/sexualviolence

Trent University recognizes that the prevention of and response to incidents of sexual violence is of particular importance in the university environment. Non-consensual sexual violence is not acceptable. Any and all reported acts of sexual violence will be addressed in accordance with the wishes of the person who has experienced sexual violence in a thorough and timely manner in accordance with the Sexual Violence Prevention and Response Policy.

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

- Sexual harassment – engaging in vexatious and/or inappropriate comments or conduct against another person because of sex, sexual orientation, gender identity or expression.
- Sexual coercion – unreasonable or persistent pressure to seek consent for sexual activity

- Sexual exploitation – taking non-consensual or abusive sexual advantage or another person. It includes, but is not restricted to, the digital or electronic broadcasting, distributing, recording and/or photographing of people involved in sexual acts without the consent
- Stalking – refers to behaviours as defined by the Criminal Code as criminal harassment in the context of sexual or intimate partner violence
- Sexual Assault – is an assault, as defined in Section 265(1) of the Criminal Code, committed in circumstances of a sexual nature such that the sexual integrity of the person who has experienced sexual violence is violated.

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

Health and Safety Policy

The Health and Safety policy is in place to define conduct, behaviour or health related incidents that threaten the safety or wellbeing of anyone in Residence, including oneself.

Such conduct and behaviour includes, but is not limited to:

- Severe intoxication from consumption of alcohol, cannabis,

illegal drugs, abuse of prescription drugs, or other substances that requires attention from other students, Trent University Emergency First Repose Team, Campus Security, emergency personnel or Residence Life Staff.

- Aiding and abetting in conduct described in a), including but not limited to encouragement of excessive consumption of alcohol and/or cannabis.
- The Residence Life Coordinator must be notified immediately of a Resident who contracts a communicable disease including, but not limited to, smallpox, chicken pox or measles.
- Proper storage and disposal of food and waste is required.

Key and Access Card Policy

- All room, residence and mailbox keys, including access cards are the property of the university and must not be lent or duplicated.
- Residents must carry keys with them at all times. Charges for students who require lockout service may apply.
- Should an access card become lost, the student must report the loss within 24 hours to Trent University Campus Security and Housing Services.

Mail Delivery Policy

The Mail Delivery policy is in place to provide context on receiving packages and mail in residence.

- Mail delivery service is provided to residents through the Service Centres' normal operating hours.
- Residents receiving packages will be notified by Housing Services of a delivery through their Trent

University email. Please note that there may be a delay in receiving packages as they are processed through central mail receiving and may take 24 to 48 hours to arrive at your Service Centre location.

- c. Deliveries from the LCBO, Ontario Cannabis Store and/or any legal cannabis vendor sanctioned by the Ontario government will not be accepted on campus. Residents who are of legal age wishing to receive mail deliveries of alcohol and/or cannabis may make arrangements with off campus Canada Post offices.

Noise Policy

It is the right of each Resident or neighbouring occupants (e.g. faculty, tenants, staff) to request the termination of unreasonable noise. It is the responsibility of all Residents to work to minimize the impact of noise on the residence community.

- a. Quiet Hours are the following:
 - i. Sunday – Thursday:
11:00 pm to 8:00 am and
 - ii. Friday – Saturday:
1:00 am to 8:00 am

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

- b. Courtesy hours are in effect 24 hours a day, 7 days week. Residents are to be mindful of the disturbing effect of their noise on others and to respect the requests of others to cease making noise at any time.



- c. Sound amplifiers including but not limited to subwoofers or instrument amplifiers are not permitted to be used within residence.

Room Entry Policy

Privacy is an important component to living in a community; however, there may be certain circumstances where entry into a Resident's room is required as per the following:

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

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



“I love residence at Trent because your residence becomes your home and your friends become your family.”

— Kayla Hubbs, Occupancy Management Assistant

Smoking Policy

According to Trent University Smoke-Free Policy is in place to reduce social exposure to smoking and second-hand smoke on Trent property and ensure Trent University’s compliance with the Smoke Free Ontario Act, Regulations (48/06 made under the Act, the Electronic Cigarettes Act, 2014 (Bill 45) and the Cannabis Act, 2017.

a. All Residence buildings including resident’s rooms are smoke free. Smoking of any kind is not permitted in these areas including

but not limited to the use of electronic cigarettes, vaporizers or cannabis products.

- b. Residents are prohibited from selling or supplying tobacco or cannabis, tobacco or cannabis products, or electronic cigarettes.
- c. Residents are not permitted to smoke or hold lighted tobacco or cannabis anywhere except designated smoking areas.
- d. All forms of smoking is not permitted within 9 metres of any residence building.

This policy does not apply to tobacco used for traditional Aboriginal cultural or spiritual purposes. It does not apply to tobacco or cannabis used for scientific research or testing, or to approved products intended for use in nicotine replacement therapy.

Note: When possible, residence students should acquire approval from Housing Services prior to proceeding with these practices in a residence facility.

Technology Policy

Residents are ultimately responsible for any and all use of all personal technologies and for any material posted on the Internet.

- a. Residents using Trent University IT, a contracted service provider or Housing Services equipment (including but not limited to ResNet/telephone service) are responsible for following Trent University Acceptable Use Policy and Residence Technology Policy.
- b. Unauthorized use or access to long distance phone systems, cable TV or Internet is prohibited.

Unacceptable Behaviour Policy

Residents, at all times, are to be respectful of those around them.

- a. Interactions with all members of the University and/or Residence community are expected to demonstrate respect.
- b. Residents will comply with verbal and/or written instructions of any University Officers, including Campus Security, the Residence Life Coordinators, the Residence Life Staff, or any other university employee working within the Residences and acting within the scope of their authority.
- c. Operation of any business is prohibited in Residence.
- d. Failure to complete outcomes implemented by a University official is prohibited.
- e. Removal of other's personal belongings or property without the owner's permission is considered theft and is strictly prohibited.

Violent Behaviour Policy

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

Violent Behaviour may include, but is not limited to:

- a. Distributing or posting electronic, paper or other formats of materials that are threatening in nature. This includes voicemail, telephone calls, internet/email messages and any and all electronic messaging systems.
- b. Engaging in inappropriate behaviour and encouraging others to engage in inappropriate behaviour.
- c. Practical jokes, pranks and actions that threaten the safety of others.
- d. Verbal or physical threats against a person or property.
- e. Bullying or hazing of others students.
- f. Possession of weapons.
- g. Fighting and physical violence.
- h. Damages to person or property.
- i. Sexual violence, which is defined as any kind of contact without mutual consent, from unwanted touching to intercourse.

- j. The intentional submission of a false report of threats, violence or any other policy violation is, in itself, considered a violation of Residence Standards.

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

Weapons Policy

Trent University Residence Standards, with regards to Weapons, follows the official Trent University Weapons Policy as stated below. Trent University is committed to providing a safe and secure environment for all members of the university community. Accordingly, no person, while on property controlled, leased or owned by Trent University shall store, use or carry a weapon. A weapon is defined as anything used, designed to be used or intended for use in causing death or injury to any person or for the purpose of threatening or intimidating any person, or a device designed to look like a weapon (CCC S. 2 and 84). Examples of weapons include, but are not limited to, firearms, explosives (including fireworks), air guns, pellet guns, BB guns, paint guns, crossbows, long bows, swords, martial arts weapons,

prohibited blades, combat knives, brass knuckles, replica or imitation firearms including toys and any other prohibited device as defined by the Criminal Code of Canada.

Exceptions:

- a. This policy does not apply to Police Officers, Peace Officers or Licensed Guards carrying issued weapons in the performance of their duties.
- b. Exceptions to this policy may be granted for a Trent University sanctioned event or activity. Exceptions require written approval signed by the appropriate unit head/department chair and the Director, Risk Management. The written approval will include a detailed list of weapons involved, the purpose of the event and the provisions for safe storage and transport of the weapons when not in use. The Director, Risk Management will resolve any concerns in advance of the event and inform the appropriate Vice president and all relevant university departments/units and external

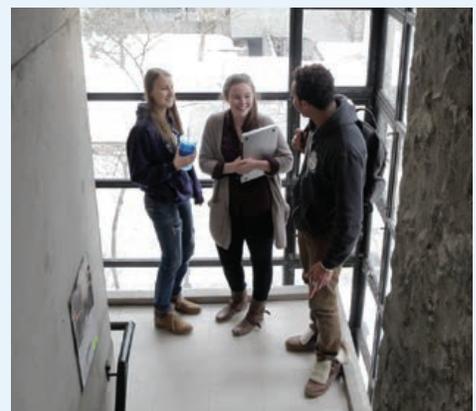
agencies, such as the police. Any weapons that are required to be stored on property controlled, leased or owned by Trent University must be stored safely and in accordance with all applicable laws, regulations and policies by the department responsible for the event or activity. Any individuals bringing or using firearms on campus must produce proof that they are appropriately licensed to own or carry the firearms. No weapons will be permitted to be stored in any Trent University residence facilities, including apartments and guest suites.

- c. This policy exempts ceremonial knives carried or used to meet religious obligations and small folding or utility knives used solely for a lawful purpose that are not brandished or worn in such a manner as to cause alarm.

Unauthorized Weapons on Campus

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

Housing Services staff will process the majority of Residence Standards allegations. However, it should be noted that cases can be referred to the Trent University Charter of Student Rights & Responsibilities before, during or after an investigation if the situation warrants. This would occur in the case of a violation whose severity warrants consideration at the campus level, or a non-resolvable conflict of interest. Where the Residence Agreement has been terminated, any future violations that occur in Residence will be addressed through the Trent University Charter of Student Rights & Responsibilities in consultation with Housing Services.



Section D – Community Support System

The purpose of the Community Support System is to assist all Residents in developing an awareness of how their behaviour impacts the community in which they live. It also identifies and addresses individuals whose behaviour is either consistently or dramatically detrimental to the residence community.

The Community Support System in residence is based on a student learning model. It is intended to give Residents an opportunity to learn from mistakes and exercise more appropriate decision making in the future.

The Residence Guidebook includes the responsibilities and policies, as well as the Residence Standards set forth here and apply to all Residents living in, or visiting residence. The Residence Standards make the resident responsible for his or her own conduct and the conduct of his or her guests. The Residence Standards are enforced:

- a. In all residence areas, including residential Colleges, grounds, hallways, guest suites, entryways, dining halls and the apartments, Annex grounds and public areas.
- b. At all residence events sponsored by Housing Services that are held within a Residence Area or hosted in non-residence off campus facilities.
- c. When behaviour online, including, but not limited to cyber bullying, cyber stalking, intimidation or other communication that has a negative impact on the individual's well-being while in residence.



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

Definitions

Meeting refers to a meeting between the Resident and Residence Life Coordinator, Residence Conduct Coordinator and/or Residence Life Senior Don to discuss allegations in residence.

Incident Report refers to the form completed by the Housing Services staff member and/or other University staff that describes the situation, time, date, location, and parties involved and can be paper or on-line.

Allegation is defined as possible violation of the Residence Standards as documented in an incident report. A Resident is identified in an incident report s involved in a possible violation is processed through the Community Support System.

Outcome(s) is the determined result for the Resident who is held accountable for a violation of the Residence Standards.

Section E – Community Support System Procedures

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

Where resolution by the Residence Life Don(s) is not possible, the following process will take place:

- a. An incident report is written and the documentation is collected by the Residence Life Senior Don/Residence Life Coordinator.
- b. A meeting is scheduled for the Resident to discuss allegations.
- c. Housing Services Staff investigates and assesses the responsibility for the reported behaviour and determines if the resident's behaviour violates the Residence Standards, and if so, what outcomes are appropriate.

- d. Housing Services Staff notifies the Resident of the outcome. Notice, where possible, will be in person. All outcomes will be provided to the Resident in writing to the Resident's Trent University email account.
- e. Where termination of the Residence Agreement is a possible outcome, the Residence Life Coordinator or Residence Conduct Coordinator may recommend termination of the Residence Agreement to the Manager, Residence Life & Education or Director, Housing Services.
 - i. The Manager, Residence Life & Education, or Director, Housing will review the documentation that the Residence Life Coordinator or Residence Conduct Coordinator used to assess the responsibility of the Resident.
 - ii. The Manager, Residence Life & Education, or Director, Housing may request to meet with the Resident, Housing Services Staff, witnesses, or any other individuals involved in the incident. The Manager, Residence Life & Education, or Director, will make a decision regarding termination of the Residence Agreement and may request to meet with the Resident to deliver the outcome, they will notify the student in writing to the Resident's Trent University email account.

Preponderance of Evidence

At each stage of decision-making under the Community Support System, the onus of establishing that there has been a violation of the Residence Standards shall be on the University, represented by Housing Services. This person is typically the Residence Life Senior Don and/or Residence Life Coordinator for the College in which the allegation took place. Decisions will be based on a preponderance of evidence, meaning the evidence shows it is more likely than not that the alleged violation occurred.

Authority

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

Note: Outcomes may be applied to an entire community when the individual(s) involved cannot be identified.

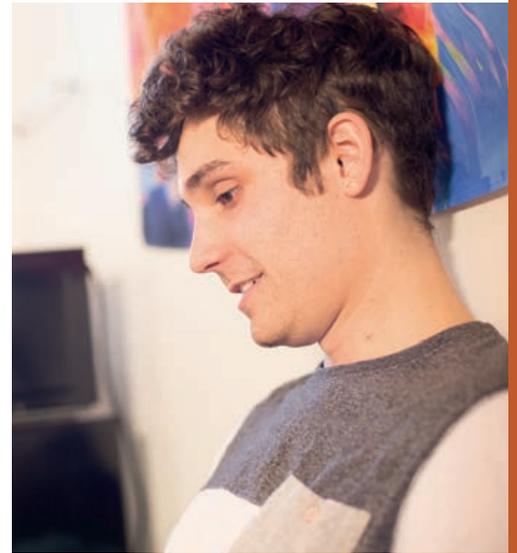
Section F – Community Support System Rights and Responsibilities

Rights of Resident

- a. To receive written notice of behavioural expectations as outlined in the Residence Standards. These are contained in the Residence Guidebook.
- b. To receive advance notice of the Meeting and the nature and date of the alleged offence of Residence Standards and/or Residence Agreement (email to the Resident's Trent University email account constitutes notice in writing).
- c. To be given the opportunity for a Meeting. At any point, a Resident can request a Meeting with their Residence Life Coordinator.
- d. A resident will receive a minimum of one notification for Meetings before the Housing Services staff member reviewing the incident may issue an outcome.
- e. To have the Community Support System Procedures explained by Housing Services Staff.
- f. To speak on your own behalf and share your account of the incident.
- g. To be given the opportunity to read written reports concerning the alleged offence. Copies can be made available, with confidentiality considered, with a reasonable amount of notice. Residents may request these documents.
- h. To be notified of the results of the meeting in writing (email to the Resident's Trent University email account constitutes notice in writing).
- i. To be given the opportunity to appeal the decision in accordance with the Appeal Process outlined in Section G.
- j. To have the investigation and outcome kept confidential by Housing Services staff member, and/or University staff, unless the Resident gives written permission to release information or the University is obliged by a subpoena to share information.

Responsibilities

- a. To be responsible for checking the Trent University email account, given to you as a student, for emails related to the Community Support System.
- b. To read the information provided in the letter scheduling a Meeting and respond as indicated.
- c. To appear at the Meeting at the scheduled time unless notice was given as outlined in the letter. Failure to attend a Meeting may mean that the Resident may be issued an outcome in absentia.
- d. To read the outline of the Community Support System Procedures.
- e. To read and question all written reports presented.
- f. To read and follow all outcomes set forth in the letter issued by Housing Services Staff.
- g. To follow the procedure for filing appeals as outlined in the Residence Standards (Section I) if one chooses to appeal a decision.
- h. To tell the truth and to be accountable for action(s) so that a responsible decision is made.



Note: Housing Services maintains the right to impose Interim Measures upon a Resident(s) until the Community Support System process has been completed when there is significant risk associated with alleged behaviour of the Resident(s). The Interim Measures can be imposed by Housing Services Staff.



- c. The Community Support System process was not followed and this impacted the decision. Evidence supporting this must be provided when the appeal is submitted.

An appeal must never be submitted frivolously. Any appeal submitted that is not based on the grounds set above will be denied without hearing.

The student is entitled to:

- a. Reasonable notice of time, date and location of a Meeting.
- b. Call on a reasonable number of witnesses to present evidence related to the appeal.
- c. Disclosure of evidence considered by the reviewing staff member when arriving at a decision.
- d. The decision on the appeal to be made within a reasonable amount of time and conveyed to the student.

Section G – Appeals

A Resident who wishes to appeal the decision of a Housing Services staff member can submit one appeal to the appropriate staff:

Issues Outcome:	Appeal to:
Residence Life Senior Don	Residence Life Coordinator
Residence Life Coordinator or Residence Conduct Coordinator	Manager, Residence Life & Education
Manager, Residence Life & Education	Director, Housing Services
Director, Housing Services	Associate Vice President Students

Once an appeal has been heard, the decision of the staff member reviewing the appeal is final. There are no further appeals beyond that level. In the Community Support System, appeals cannot be heard beyond the level of Associate Vice President Students.

An appeal of an outcome must be submitted within three (3) business days of receiving the outcome(s) by completing the online student conduct appeal form. The form is found on the Trent University Portal under Housing Services.

An appeal must be based on at least one of the following grounds:

- a. New evidence has become available that was not reasonably available at the time of the Meeting, which supports the case of the Appellant.
- b. The given sanction is too severe considering the offence involved.
Note that any prior sanctions are considered when sanctions are issued.

Appeal Process

The reviewing staff member will review all documentation related to the incident(s) and may choose to call for questioning the Appellant, Housing Services Staff, witnesses and any other individuals involved in the incident. The person hearing the appeal may call the student or any other person related to the case, for subsequent questioning and clarification.

Once the questioning is completed, the reviewing staff member comes to a conclusion. The reviewing staff member may find the student accountable or not accountable for the violation and may impose a new outcome or additional outcomes, sustain the original outcome(s), or reduce the outcome(s).

The reviewing staff member will notify the Appellant of the result of the appeal in writing. The decision made on the appeal is final.

Section H – Outcomes

Academic Hold on University

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

Warning – Warning is given to inform the Resident that a specific behaviour does not meet the minimum expectations for Residence living. It is generally imposed following isolated and less serious incidents of behaviour or Agreement infractions. This sanction takes the form of a written or verbal warning issued to a Resident. An Administrative Warning is not imposed for a specific length of time, but further misconduct may lead to a Residence Probation (see below) or Termination of the Residence Agreement.

Apology – The submission of an appropriate letter of apology for purpose of delivery to the complainant and/or victim.

Behaviour Contract – The Resident will agree to a contract, set by Housing Services Professional Staff that outlines specific conditions that must be followed for continued residency on campus.

Community Service – Residence community service hours are intended to provide an avenue for Residents to give back to the Residence community for damage or harm as a result of their violation of Residence Standards. Proof of completion typically consists of a letter from the University staff/faculty member for whom the service was provided and/or an organization's letterhead from the off-campus

organization for which the volunteer service was provided. There is always a time frame given within which to complete the service hours. The organization or person for which the hours will be completed must be pre-approved with the Residence Life Coordinator or Residence Student Conduct Coordinator.

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

Reflective Assessment – A reflective assessment is a developmental outcome that requires a student to actively participate in a program consistent with the offence. Reflective assessments include:

- a. **Awareness Seminar** – The Resident will participate in an awareness seminar hosted by Housing Services at Trent University.
- b. **Online Seminar** – The Resident will be asked to complete an online seminar provided through Housing Services. An online seminar can be used to draw awareness to excessive alcohol use, drug use, personal wellness etc. Online seminars often come with a registration fee, which will be assessed, to the Resident's student account. Fees vary depending on the seminar topic.

- c. **Reflection** – The Resident will be asked to complete a written assignment to reflect in the impact of the incident.

Loss of Privileges – Specific privileges will be suspended or revoked for a given time period or until behaviour has improved. This includes access to lounges or other residence halls and the ability to have guests.





“Being part of residence at Trent is a fulfilling experience. Students build close relationships with other students, residence life dons and the housing staff, which they carry with them even when they move out of residence. Living in residence makes students feel part of a community with a support system to help all the students adjust to university life.” — Rishika Daswani, Service Centre Assistant

Probation – Probation is a formal disciplinary status imposed for a specific period of time. During this probationary period, being found in violation of a Residence Standard or Standards (including failure to complete any and/or all parts of prior sanctions) will usually necessitate more severe disciplinary action. There are two types of probation:

- a. **Substance Probation** – A probation period during which alcohol and/or cannabis is not permitted to be consumed or possessed by the Resident in Residence, nor is the Resident permitted to be in Residence while under the influence of alcohol and/or cannabis.
- b. **Residence Probation** – An all-encompassing probation period during which further offences will likely lead to more severe sanctions.

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

Residence Relocation – Through the Community Support System, moving a Resident from one residence to another may be required. This Relocation is a mandatory and permanent change of room assignment within the Residence community. The intent of Relocation is to allow the student a fresh start in a new environment. Normally 24 hours are allowed to complete the Relocation; however, this time period may be shortened if warranted.

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

Restriction/Trespassing Notice – Restriction is a formal action taken by the Residence Life Coordinator, Residence Conduct Coordinator, Manager, Residence Life & Education, or Director, Housing that results in a Resident's loss of visitation rights. Restricted Individuals are prohibited from entering a designated Residence(s), Dining Hall(s) or other specific areas. Violation(s) of Restriction will necessitate a citation for trespassing issued by local police, as well as possible recommendation for further disciplinary action from the University.

Short Term Residence Relocation – Moving a Resident from one residence to another for a temporary time period may be required. The intent of the Relocation is to protect the Rights of students within the community while giving the sanctioned student an opportunity to continue contributing to the community following completion of sanction. Normally 24 hours are allowed to complete the Short Term Residence Relocation; however, this time period may be shortened if warranted.

Termination of Agreement – This outcome involves removal from the University Residence community and Termination of the Residence Agreement. Termination can result from individual offences of the Residence Standards and/or Residence Agreement and may also result from less serious, but repeated offences. A Resident whose Agreement is terminated as an outcome must permanently

vacate the Residence within 24 hours of being given the notification of their Meeting outcome(s) or the outcome(s) of an Appeal that results in Termination of Agreement. The time frame may be shortened if safety and/or community well-being are at immediate risk. Students removed from Residence must accept all financial penalties according to the Residence Standards and the Residence Agreement with reference to Agreements that are terminated for disciplinary reasons. Removals are permanent and preclude visitation in all Residences (unless noted otherwise) and possibly Dining Halls (see Restriction).

Ombudsman

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



FREQUENTLY ASKED QUESTIONS

What furniture may I bring?

As indicated elsewhere, students are not permitted to alter the furniture or fixtures in their rooms unless medical documentation is provided. Students are permitted to bring small organizing items for their closet or desk, fans, and mini-fridges no larger than 5 cubic feet. With respect to appliances students can locate relevant information on page 15 of this guidebook.

When are students expected to move out?

Students are expected to move out the day following their final exam or by 11 am on the last day stated in the Residence Agreement. If a student wishes to stay beyond this date, they may fill out a room extension request form through the housing services portal. Approval is not automatic, as RLCs will review each application and notify students when a decision has been reached. Please refer to the Residence Agreement for specific dates and deadlines for requesting an extended stay.

What do I do if I've lost my residence room key?

The very first thing you need to do is report that your key is lost to one of our Service Centres. Depending on your building, and what key you have lost, your lost key may be providing unauthorized people access to residence. If you lose your key after hours, please inform

your Residence Life Don, or contact campus security. If your key is not found within 24 hours of you losing it, your door will be re-keyed with a new locking mechanism and you will be billed for the replacement.



What should I do if I am locked out of my room?

Please go to or call the Service Centres. We have staff there from 8 am – 8 pm to help let you back into your room.

If your lockout occurs between 8 pm and 10 am, call the Don Support Phone who will be able to let you into your room. If you are locked out during the off hours of the Don Support Phone, you can ask the Residence Life Don of your community for help, call Housing Services, or call Campus Security to regain access to your room.

Another residence student is saying things to me that are derogatory and making me feel uncomfortable living in residence, what should I do?

Residence is a place for personal growth, so our first recommendation would be to talk to that resident. It could very well be that they are not aware of your upset, or sensitivity to a certain topics. Educating them on why what they are saying is bothering you may help resolve the situation. However, if the situation does not improve or you are in a position where having that conversation yourself is not an option, forward your concerns to your Residence Life Don. They are educated in conflict mediation and will try their best to resolve the conflict through educating the person that what they are doing is hurting others. The Residence Life Don will also provide them with mechanisms to change their actions. Furthermore, being intentionally derogatory towards a person can be considered verbal abuse, which is strictly prohibited in residence and the individual will meet with the RLC to determine an appropriate outcome in order to address the behaviour.

Is it true that if I tell my Residence Life Don about a concern, my whole community will know I said anything?

No. Your comfort is a priority for all Residence Life Staff and as a result, a Residence Life Don will not share personal details about you (including conversations) with any other individuals, unless further action is required, in which case a RLC may be contacted. It is also important for residents to know that all Residence Life Staff are required to abide by the *Freedom of Information and Protection of Privacy Act*. In cases where a student discloses something that could potentially affect their safety or the safety of someone else, Residence Life Staff is legally obligated to contact the appropriate parties to ensure the student’s safety.

In short, if you tell your Residence Life Don your neighbor is being loud past quiet hours, the Residence Life Don will not tell them it was you who called.

What if I choose to leave residence during the Academic Year?

Before making any decisions we recommend reviewing the residence agreement each student signed upon their acceptance of residence to be clear about any financial obligations. We also encourage students to speak with their RLCs, Academic Advisors and any other support services that may be able to help them in their decision to leave campus.



“I enjoy living in residence because it connects you with students from all across the world and there is always someone to hang out with! I also love that there are so many different opportunities to get involved with your college and meet new people along the way.”

– Julia Krbavac, Residence Life Don

IMPORTANT DATES

RESIDENCE DATES

Sunday, September 1	Residence move in day
Wednesday, December 18	College Residences close for winter break at 11 am
Sunday, January 5	College Residences open for winter term at 9 am
Wednesday, April 22	College Residences close at 11 am

PORTION OF THE UNIVERSITY SCHEDULE

Sunday, September 1st	Orientation Week begins
Thursday, September 5	Classes begin
Saturday, September 7	Orientation Week ends
Monday, October 14	Thanksgiving holiday
Monday, October 21	Reading Week begins
Sunday, October 27	Reading Week ends
Wednesday, December 18	Examination period ends
Monday, January 6	Classes begin
Monday, February 17	Reading Week begins
Sunday, February 23	Reading week ends
Wednesday, April 22	Examination period ends





COMMON TRENT ACRONYMS

RESIDENCE

LEC	Lady Eaton College
OC	Otonabee College
CC	Champlain College
GC	Gzowski College
TUEFRT	Trent University Emergency First Response Team
RLC	Residence Life Coordinator
REC	Residence Education Coordinator
REF	Residence Education Facilitator
RCC	Residence Conduct Coordinator
SCA	Service Centre Assistant
OMA	Occupancy Management Assistant
O-week	Orientation Week
LLC	Living Learning Community
TGLC	Trent Global Living Community
HOTT	Head of the Trent Rowing Regatta

UNIVERSITY DEPARTMENTS/ SERVICES

FM	Facilities Management
SAS	Student Accessibility Services
RO	Registrar's Office
OSA	Office of Student Affairs
AC	Athletics Centre
TIP	Trent International Program
OSAP	Ontario Student Assistance Program
TWSP	Trent Work Study Program

CLUBS & GROUPS

TCSA	Trent Central Student Association
TBSA	Trent Business Students' Association
TGSA	Trent Graduate Students' Association
TISA	Trent International Student Association
CHUGS	Chemistry Undergraduate Society
BUGS	Biology Undergraduate Society
TUMS	Trent University Music Society
ASTC	Anne Shirley Theatre Company
EDU CAT	Education Undergraduate Community at Trent
TQC	Trent Queer Collective
TFNSA	Trent Fleming Nursing Student Association
MASCOT	Mathematics Society at Trent
JUST	Journal of Undergraduate Studies at Trent

DEGREE LINGO

B.A.	Bachelor of Arts
B.Sc.	Bachelor of Science
B.B.A.	Bachelor of Business Administration
B.A.S.	Bachelor of Arts and Science
B.Ed.	Bachelor of Education
B.S.W.	Bachelor of Social Work

TIMETABLE

Symons Campus

LEC	Lecture
LAB	Laboratory
SEM	Seminar
TUT	Tutorial
WRK	Workshop
LEC	Lady Eaton College N = North, S = South
CCN, CCS, CCW	Champlain College N = North, S = South, W = West
GCS	Gzowski College
FPHL	First People's House of Learning (Gzowski College)
OCA	Otonabee College – Academic
BL	Bata Library
CSB	Chemical Science Building
DNA	DNA Building
LHS	Life and Health Sciences (DNA Building)
ESC	Environmental Science Centre
SC	Science Complex

Trail College (TC)

CH	Crawford House
WH	Wallis Hall
BG	Bagnani Hall
SH	Scott House

