



Victoria University Residence Handbook 2016-2017



VICTORIA UNIVERSITY
IN THE UNIVERSITY OF TORONTO

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SECTION 1

VICTORIA UNIVERSITY RESIDENCES

BACKGROUND AND PHILOSOPHY

Living in a campus residence is considered a privilege and certain responsibilities come along with that privilege. The intention of this document is to clearly outline those responsibilities so that you know the University's expectations with regard to your conduct. It is anticipated that all residents will be guided by common sense and courtesy, respect for each other's rights, and a shared commitment to community life, which enhances the academic, personal, and social experiences inherent in the pursuit of a university education.

As the owner of the residences, the University accepts the legal obligation to protect the rights of its residents with respect to safety, maintenance and general upkeep, reasonable quiet, and freedom from nuisance and disturbance. A second obligation is to protect the property itself from abuse and destruction. Residence accommodation has been made possible in part by the care, consideration, and efforts of students who have lived here in past years.

Residents have a voice in decision-making and determining policy through the various residence government councils and associations. All residents are urged to take an active part in residence life and to bring concerns to their respective residence councils or university staff.

The Office of the Dean of Students is responsible for Residence Life at Victoria University; it is located in the Goldring Student Centre at 150 Charles St. W, Toronto.

Office Hours: Monday to Friday 9:00 am - 5:00 pm

RESIDENCE LIFE STAFF

DEAN OF STUDENTS – Kelley Castle

The Dean of Students, appointed by the Victoria Board of Regents and reporting to the President of Victoria, is responsible for all aspects of co-curricular student life at Victoria. The Dean has particular responsibility for life in Victoria's residences; as the senior administrative officer in this area, she promotes close ties between students and the University, and is responsible for student government, residence admissions, room assignments, disciplinary systems, and functions related to the quality of student life, in and out of residence. The Dean oversees the work of the Associate Dean, the Assistant Dean of Student Life, the Residence Life Coordinator, the Campus Life Coordinator, the Residence Operations Assistant, the Coordinator of International Student Life, the Executive Assistant and Ideas for the World Coordinator, and the Dons. It is also the responsibility of the Office of the Dean of Students to be the University's principal liaison with all levels of student government and student organizations.

The Office of the Dean of Students and the Registrar's Office form Vic's student advising services and provide referrals to other University of Toronto services for students who require further assistance with personal, psychological, medical, financial or any other issues or concerns.

**ASSOCIATE DEAN OF STUDENTS (ADS) – Krista Steeves (on Maternity Leave)
Caitriona Brennan (covering Maternity Leave)**

The Associate Dean of Students has primary responsibility for the day-to-day administrative aspects of the campus life including working with ancillary managers on facility and service issues related to housekeeping, maintenance and meals, and residence. The marketing and promotion of the campus and residence buildings are also in the ADS's portfolio with the goal of securing 100% residence occupancy. In addition, the ADS oversees the work of the Residence Life Coordinator and Residence Operations Assistant by providing direction to ongoing disciplinary and personal support cases in the residence system. The ADS also works closely with the Dean in developing long term program and occupancy strategies to ensure a healthy campus environment.

ASSISTANT DEAN, STUDENT LIFE (ADSL) – Scott Johnston

The Assistant Dean is responsible for the administrative and operational aspects of the residence system, oversight of property and grounds related to student life, and a primary focus on residence and commuter student crisis response. The Assistant Dean develops commuter student activities that promote health and well-being, enforcing discipline codes and provides student and staff guidance. The Assistant Dean manages the implementation of the Co-Curricular Record.

ASSISTANT DEAN, RESIDENCE LIFE (ADRL) – Bergita Petro

The Assistant Dean is responsible for the administrative and operational aspects of the residence system, oversight of property and grounds related to student life, and a primary focus on residence student crisis response. The Assistant Dean develops activities that promote health and well-being, enforcing discipline codes and provides student and staff guidance.

RESIDENCE LIFE COORDINATOR (RLC) – Shainiya Balachandran

The Residence Life Coordinator is responsible for monitoring the living environment in Victoria's residence buildings, and for responding to problems as they arise. The RLC promotes community development, academic success and personal growth of individual residents through program implementation, policy development, residence government advising and daily involvement with students. This often involves individual meetings with students to provide support or referral, to investigate policy violations, and/or to discuss disciplinary action. The RLC works closely with the ADS and ADSL to select, train and supervise a team of 26 Student Dons.

CAMPUS LIFE COORDINATOR (CLC) – Emily Gilbert

The Campus Life Coordinator is responsible for working with and advising the Victoria University Students' Administrative Council (VUSAC) and other student groups, with a focus on involving commuter students. The CLC is also responsible for Orientation

Week, leadership training, and events that take place on campus that are not within the residence system. The CLC also has many co-curricular initiatives and assists students in creating their own.

RESIDENCE OPERATIONS ASSISTANT – Wanda Hughes

The Residence Operations Assistant is responsible for all administrative aspects of the Dean's office and residence system. Her chief student life responsibilities are coordinating residence room assignments, as well as helping with other Victoria student life events. She works closely with a number of other departments such as food services, housekeeping, and physical plant to ensure that students receive high quality service.

COORDINATOR OF INTERNATIONAL STUDENT LIFE & STUDY ABROAD – Caitriona Brennan

Working jointly under the direction of the Dean of Students and the Registrar, the Coordinator of International Student Life and Study Abroad is dedicated to the enrichment of the co-curricular life by devising, delivering, and assisting with the delivery of programs & services for international students. The Coordinator of International Student Life and Study Abroad coordinates the Victoria International Students' Association (VISA), the WUSC (World University Service of Canada) committee, and also works with the Campus Life team and other relevant offices to ensure that international students are integrated into all programs beginning at Orientation. In addition, the Coordinator of International Student Life and Study Abroad assists the Registrar with the planning and provision of Study Abroad information and promotes international opportunities (including study, research, volunteer and internships) to Victoria College students.

EXECUTIVE ASSISTANT AND IDEAS FOR THE WORLD COORDINATOR – Ketri Grise

The Executive Assistant to the Dean works closely with the Dean to ensure the efficient management of the Deans' activities. As the Ideas for the World Coordinator this individual coordinates the logistics of this unique and innovative programme by securing speakers, directing events, promoting access to the program and distributing information.

RESIDENCE SERVICES DESK AT MARGARET ADDISON HALL

The Residence Services Desk is located in the foyer of Margaret Addison Hall, 140 Charles Street West.

- In August/September, residents check in with Residence Services, and at the end of the school year, all keys and check out materials are returned to the Residence Services desk.
- Residence Services staff issue replacement keys, for a fee.
- Among the other services offered by the Residence Services Desk are directory assistance for Victoria University phone numbers and temporary key sign-outs.
- General inquiries about services, and calls for security, should be directed to **416-585-4524**. In case of extreme emergencies (fire, police, or ambulance) you may dial 911 first and then report it to Residence Services.

The desk is staffed 24 hours a day, seven days a week (excluding the university closure period during the winter break) and may be reached by dialing "0" on a university phone or 416-585-4524 free from any pay phone on campus.

SENIOR DONS Emma Pipes (Annesley Hall), Madie Andrews (Rowell Jackman Hall), Mike Cavaliere (Margaret Addison Hall), Saad Khan (Burwash Hall)—In addition to the responsibilities of the Dons as outlined below, the four Senior Dons work with individual members of the Don Team as advisors and mentors, while taking on a leadership role during Don training and throughout the year. The Senior Dons are also responsible for managing the Burwash Hall Study Space, assisting with the Ideas for the World Program, and managing social media accounts.

RESIDENCE DONS

The role of the Residence Don at Victoria University is chiefly one of mentor/educator: Dons are expected to engage actively in forming and developing a residence community supportive of the academic goals of the institution. The Don is responsible for assisting and advising residence students, for maintaining reasonable levels of conduct, safety and security, and for encouraging residence activities, events and programs. The Don also refers students to services available on campus and in the community.

Note: Residence Dons are part of a rotating on-call schedule. The on-call Don is available on a 24 hour basis. Should you need the services of the on-call Don for a residence-related situation, they can be dispatched through the Residence Services Desk at 416-585-4524.

COMMUTER DONS

The role of the Commuter Don at Victoria University is chiefly one of mentor/educator: Dons are expected to engage actively in forming and developing a positive campus community supportive of the academic goals of the institution while allowing commuter students to connect to the campus.

Residence Dons 2016-2017

Annesley Hall

Yumeng Ella Fu – Main Annesley, Room 110
Mackenzie Clark – Lower Annesley, Room 202
Emma Pipes (Senior) – Upper Annesley, Room 302

Burwash Hall

Caleb labbe Phelan – North House, Room 1214
Laviniya Balachandran – Middle House, Room 2208
Saad Khan (Senior) – Gate House/Academic Athletes House, Room 3211
Gaby Pirri – South House, Room 4205
Alexa Volkov – Nelles, Ryerson, and Caven /Vic One House, Room 6201
Kareem Jarrah – Bowles Gandier/Vic One House, Room 8201

Margaret Addison Hall

Sumeeta Farrukh – First and Lower Floor, Room 110

Nicole Chanderpaul – Second Floor, Room 214

Felipe Fajardo – Third Floor, Room 314

Meaghan Leslie – Fourth Floor, Room 414

Cristina Lanz – Fifth Floor, Room 514

Mike Cavaliere (Senior) – Sixth Floor, Room 614

Rowell Jackman Hall

Helen Jianhan Geng – First Floor, Apt. 170

Leila Atri – Second Floor, Apt. 270

Daniel Abd Assamad – Third Floor, Apt. 370

Jacob Levitt – Fourth Floor, Apt. 470

Darren Cheng – Fifth & Sixth Floors, Apt. 660

Madie Andrews (Senior) – Seventh & Eighth Floors, Apt. 710

Commuter Dons 2016-2017

Alisha Talpur – Goldring Student Centre

Rania Mansour – Goldring Student Centre

Samantha King – Goldring Student Centre

Victoria Yang – Goldring Student Centre

FIRST AID

All Dons have taken a combined First Aid/CPR course as part of their training. In case of emergency, a Don should be contacted to help with any immediate problem until further medical aid is available. All Dons are supplied with a first aid kit. Students who require emergency medical attention are often accompanied by a Don or a fellow student to one of the local emergency rooms. In the case of a medical emergency, a Don or a residence life staff member will follow up with the student.

LIVING LEARNING COMMUNITIES

Living Learning Communities are designed to allow people with particular interests and lifestyles to live with people sharing similar commitments. While the residence community is diverse and some students prefer random room assignments, others enjoy the opportunity to live in a community dedicated to a shared passion.

Ideally, this living opportunity will broaden your knowledge and experience in a certain area, and allow you to become experts in the greater residence community. These communities are guided by a residence Don and may be affiliated with a club or student organization on campus. Two examples of living and learning communities are:

ACADEMIC ATHLETES (affiliate – Victoria College Athletics Association) Learn more about and expand your personal limits, both physically and intellectually, as a member of the Academic Athletes. This house is made up of competitive and non-competitive athletes with similar active interests. The *Victoria College Athletics*

Association, or VCAA, organizes all athletic team sign-ups, posts schedules for games and tournaments, and also provides uniforms and equipment representing Victoria in the various intramural leagues. Members of the VCAA council are on hand, during the academic year, in the VCAA office throughout the week to assist students and field questions about Victoria Athletics.

VIC ONE – (affiliate – Vic One first-year program) Like the program it is named for, the Vic One House offers a distinctive student experience. Students of this house can look forward to an intimate environment and a high level of interaction between fellow students. There are seven community streams in the Vic One House: Northrop Frye, Paul Gooch, Norman Jewison, Lester Pearson, Egerton Ryerson, Arthur Schawlow, and Augusta Stowe-Gullen. Vic One House activities traditionally include potluck dinners, poetry readings, fondue nights, and election parties. Residence space is dedicated on the Victoria College campus for students who are accepted to this program.

RESIDENCE GOVERNMENT

A \$17.95 student government levy is charged to all students' residence accounts. This fee is non-refundable and non-transferable should the resident withdraw.

Vic has a total of four residence councils: the Annesley Student Government Association (ASGA), the Margaret Addison Hall Residence Council (MARC), the Burwash Residence Council, and the Rowell Jackman Hall Residents' Association. Members of these associations are governed by Executive Councils, elected each spring, which usually meet bi-monthly to discuss such residence concerns such as security, social activities, special events, and residence services. The Executives consists of Floor Presidents, the Hall Presidents and Vice-Presidents, a treasurer, a secretary, events co-ordinators, sports representatives, first-year representatives, and environmental representatives. First year representatives are elected each Fall, during which other vacant seats are also filled. The objectives of the residence governments are to further the academic, social, and recreational life of students in residence, while promoting good will and harmony among its members.

FLOOR AND HOUSE FEES

In September, each Floor/House sets and collects its annual fees. These fees vary but are typically from \$10.00 to \$30.00 and are used for things such as subscriptions to newspapers and magazines, house/floor sweaters and to cover some of the House or Floor social activities. Floor/House budgets are posted in the floor/house. All residents should pay the fees promptly in early September so that floor/house councils can begin planning for the academic year. While your co-operation is anticipated and appreciated when paying this fee, this fee is not mandatory.

FOOD SERVICES

Victoria University Food Services offers high-quality foods, meals, and catering services to all students and the Victoria University community-at-large. The two facilities that house our student meal plan operation are Burwash Dining Hall and Ned's Cafe. Varying

in food choices and set up, the two locations work in tandem to provide appealing and flexible eating options for students.

More information on meal plans and policies is available on the Victoria University Website at: http://www.vicu.utoronto.ca/hospitality/Food_Services.htm

SECTION 2

TERMS AND CONDITIONS OF OCCUPANCY

GENERAL CONSIDERATIONS

The campus community and all residence students are subject to the laws of the land. Notwithstanding any actions that may arise from offences under the Federal Criminal Code, Provincial Statutes or City of Toronto By-laws, Victoria University reserves the right to take internal disciplinary actions and make such rules and regulations as it deems necessary to ensure the privacy, safety and security of its residence students. **Residents are reminded to familiarize themselves with all regulations, which the University and the student governing bodies in the Residences have enacted or may enact.** Your agreement to live under these rules and regulations is a condition of your residency. Residents who commit serious offences (e.g. acts of vandalism, theft, assault) anywhere on campus risk losing residence privileges as a result. **The main focus that should guide student behaviour in residence is a commitment to community living and continual consideration for others and for property.**

It is your responsibility to know the conditions and regulations in the Residence Agreement, which you have already signed.

RESIDENCE AGREEMENT

- All students living in residence are required to sign a Residence Agreement. Students under 18 years of age at the time of the agreement must have the signature of a parent or legal guardian.
- First year students may move in beginning at 9:00 am on Sunday, September 4th, 2016 to participate in the Residence Orientation program.
- The Residence Agreement is for the entire residence year which begins at 9:00 am on Sunday, September 4th, 2016 (or from the time of arrival if it is different from this date), until 48 hours after your last scheduled exam.
- All students must vacate their rooms within 48 hours after their last exam at the end of the academic year or by the designated last day of residence. During the designated exam period in December and April, no overnight guests are permitted in residences.
- The residences are closed at term-end from December 20th, 2016 to January 4th, 2017 at noon.
- Students are also subject to the University of Toronto and Victoria University Codes and Policies.

The student contracts with the University that he/she:

- (a)** will observe and abide by residence rules and regulations and all such variations, modifications and additions to such rules and regulations as the University may make from time to time whether before or after the date of this Agreement. The Student agrees that such rules and regulations form part of this Agreement and are binding on the parties as if they were incorporated herein. The Student further agrees that his/her family, guests and visitors will duly observe all such rules and regulations;
- (b)** will pay all residence fees promptly when due;
- (c)** will not use the premises or permit them to be used otherwise than as residential accommodation;
- (d)** will not permit the premises to be occupied by any person or persons other than those registered as occupant with the Office of the Dean of Students or as otherwise authorized by the University; nor will he/she sublet the premises or any part thereof;
- (e)** will accept, in cases of roommate/suitemate withdrawal or incompatibility, the University's prerogative/responsibility to assign a new roommate/suitemate, or to assign the remaining roommate/suitemate to another space in order to maximize occupancy;
- (f)** will be responsible for the ordinary cleanliness of the premises including areas of common use;
- (g)** will not keep or allow in or upon the premises any bird or animal of any kind without the permission of the University;
- (h)** will not make any alterations or additions, or change in any way the premises without the written consent of the University;
- (i)** will not remove any furniture or furnishings from the premises or common areas of the residence, including outdoors; [No storage is available in the building beyond that provided in the individual units.]
- (j)** will notify the University immediately of any damage to the premises during the period of the Agreement;
- (k)** will allow the University, its employees, Physical Plant staff and agents at all reasonable times to enter and view the state of repair of the premises and to undertake such repairs, alterations, or maintenance as the University may deem advisable, or as the University may be required to make by law. Except in the case of emergency such entry shall be made during daylight hours and, where possible, reasonable notice of the approximate time of entry will be given by the University. The Student agrees that the University will inspect the premises, at minimum, once in the course of each term and during the holiday break;
- (l)** will conduct himself/herself, and require other persons on the premises with his/her consent to conduct themselves in a manner that will not cause a disturbance or nuisance or interfere with the occupancy or peaceful enjoyment of the building by other students, residents or permitted guests. The Student will be responsible for damage caused by the wilful or negligent act of the Student or of any person whom he/she permits on the premises. The Student will assume a collective responsibility for damages which may occur to common areas within the House/Floor in which he/she resides, if such damage cannot be assessed to specific individuals;
- (m)** will leave the premises at the end of the Agreement in the same condition as when he/she took possession, reasonable wear and tear excepted;
- (n)** will not permit to be possessed, stored, or in any other way held or used on the premises any firearm, or any burning fluid, chemical oils, gunpowder, firecracker, or any

other explosive, flammable, dangerous, offensive or illegal substance or thing except those things of normal use and fire tested;

(o) will not smoke or burn incense, other odour causing material or any candles in any area within residence, including individual student rooms;

Note: Smoking is not permitted in any area of any residence or campus building (this includes suites or individual student rooms). Smoking is not permitted within 9 metres of a doorway or window of any building on the University campus.

(p) will accept the jurisdiction of the Dean of Students and that of properly established residence and University governing and disciplinary bodies. The Student agrees to abide by applicable University policy such as the *The University of Toronto Code of Student Conduct*, *Victoria University Alcohol Policy*, *The Residence Handbook*, and to comply with the directives of University staff, such as the Dean, the Associate Dean, the Assistant Dean of Student Life, the Residence Life Coordinator, Dons, and Night Watch Security, when issued in the performance of their duties;

(q) will comply with fire safety policy and procedures including participation in fire alarm drills operated by the University;

(r) will comply with the Victoria Residence Internet Access Agreement;

(s) will comply with all by-laws of the City of Toronto and other lawful authorities affecting the premises or occupancy thereof, including all Provincial liquor laws, and Federal laws prohibiting the possession, or use, or sale of illegal drugs. The University hereby cautions and warns all residents that violation of drug law anywhere on university property (by both residents and their guests) can result in student eviction from residence without further warning and other legal action;

(t) will allow the University to contact the Student's parents or next of kin, as stated on the residence application form, in case of emergency;

(u) will indemnify the University from all liabilities for which the University will or may become liable by reason of any breach, by the Student, of any term or provision of this Agreement, or by reason of a death or injury or damage resulting from or suffered by any person or any property by reason of the act, neglect or default of the Student or his/her family or guests.

PROHIBITED ACTIVITIES

In every community there are certain activities which are detrimental to the development of a positive and productive environment. Some examples of prohibited activities covered by, but not specifically detailed in the Residence Agreement include:

- (a) any assaultive or violent conduct, physical threats or intimidation
- (b) deliberate destruction of University property (i.e. vandalism, theft, etc.)
- (c) loud playing of sound amplification systems so as to disturb others either within or outside residence buildings (i.e. stereos, radios, etc.)
- (d) discharging, tampering with or operating any fire prevention or detection equipment (extinguisher, hoses, alarms) for any purpose other than the control of a fire
- (e) being on the roof or parapet area of any residence or university building
- (f) throwing or dropping or allowing to be thrown or dropped any objects from residence windows, balconies, etc.

- (g) throwing or placing objects, refuse or food in any areas not designated as appropriate refuse containers (i.e. food fights in the dining-room, garbage in residence hallways or stairwells, etc.)
- (h) storage or use of firearms, weapons, explosive substances (i.e. firecrackers)
- (i) water bombing or water fights, or other water play
- (j) tampering with residence equipment (elevators, control devices, intercoms, etc.)
- (k) the removal of common room or other University furniture or property to private rooms or elsewhere
- (l) the removal of University furniture from any residence room
- (m) the duplication or unauthorized use of residence keys; obtaining keys to any area of the University by pretence
- (n) entering a room without the expressed permission of the occupant(s)
- (o) the use of waterbeds, the construction of "lofts" in residence rooms and the repainting or wallpapering of rooms or common areas
- (p) cooking within individual residence rooms: the use of such appliances as electric fry pans, ovens or open-element devices is prohibited except in kitchens specifically equipped for cooking purposes
- (q) setting of open fires, whether inside buildings or out of doors elsewhere on campus
- (r) engaging in dangerous drinking behaviour, including but not limited to, drinking games, century club, funnelling, etc.
- (s) organizing, conducting, sanctioning, participating in, or failing to report any initiation activities
- (t) smoking anywhere inside any residence building or burning incense or other odour causing material
- (u) smoking within 9m of entranceways or beneath windows of residence buildings

RESIDENCE DATES

- All residences are officially closed each year during the Winter Break (10:00 Am on December 21st, 2016 to noon January 4th, 2017).
- No Food Services are provided during the Winter Break residence closure. Regular meal service begins at dinner on September 11, 2016. The last meal in December is lunch on December 22nd, 2015 and the first meal back after the winter break is brunch on January 4, 2017. The last meal in second term is dinner on April 28, 2017.

The residence period for first year Victoria students begins on Sunday, September 4th, 2016. All returning and upper year students may enter residence at noon, on Sunday September 11th, 2016. Student residence contracts end within 48 hours after their last exam and no later than NOON on April 28th. No meals will be served after brunch on April 28th, 2017.

ROOM CHANGES / REASSIGNMENTS

The University reserves the right to reassign individuals to different rooms or to a different House/Floor/Area at any time. The most common reason for reassignment is conflict between roommates or fellow residents. If one roommate vacates a double room,

the remaining roommate can, in most circumstances expect to be assigned a new roommate in order to maintain maximum occupancy rates.

All room changes must be cleared through the Office of the Dean of Students. Residents who would like to change rooms should first speak to their Don. Requests can only be considered if there is available space.

WITHDRAWAL FROM RESIDENCE

Since residence and meal plan fees are set for the entire academic year, from September to May rather than by the week or month, students are accepted to residence on the understanding that they will remain in residence for the full academic session. Before moving into residence, please understand that you are contracting for a specific long-term period, and that operation of the residence and dining hall depends on a stable resident census.

There are serious financial responsibilities entailed in withdrawing from residence before the end of the 2015-2016 Fall-Winter Academic Session.

Students who leave residence during session will be held financially responsible as follows:

Residents who withdraw prior to September 4, 2016 will forfeit their \$600.00 residence deposit and \$25.00 residence application fee.

Residents who withdraw on or after September 5, 2016 will be charged room and board from September 5, 2016 to the day of withdrawal, all incidental fees, and a withdrawal penalty calculated as follows: (1) \$1500 for withdrawals from September 5, 2016 until November 30, 2016; (2) After November 30th, 2016, responsible for all fees in their entirety.

SECTION 3

RESIDENCE BEHAVIOUR CODE AND GUIDE TO COMMUNITY STANDARDS AND CONSEQUENCES

Preamble: The Victoria University Residence Behaviour Code is intended to provide a framework for student behaviour that promotes students success both academically and personally in a communal environment. The intent of the policies is to provide guidelines and consequences for activities that contravene the rights of others to pursue their successes, with the goal of maximum responsibility to community members and intervention by residence life staff only when community resolution is not sufficient.

The Behaviour Code recognizes and is designed to meet the unique community needs of Victoria residence students, and was created by a committee that included elected residence government representatives, Dons, and other residence life staff, while soliciting input related to best practices at Ontario universities as well as other University of Toronto colleges. All policies are in addition to the University of Toronto Code of Student Conduct as well as existing provincial and federal laws and statutes. These

policies cannot protect individuals from external action based on their contravention, and Victoria University may take action independently from such processes should the community benefit from a more expeditious process and more community-relevant outcome.

The Victoria University Residence Behaviour Code was reviewed in the 2008-09 academic year, and changes were adapted at the Campus Life Committee of the Victoria University Board of Regents on March 24th, 2009.

How does the process work?

The Office of the Dean of Students is charged by the Victoria University Board of Regents, as agreed in provisions of the University Of Toronto Code Of Student Conduct (<http://www.governingcouncil.utoronto.ca/policies/studentc.htm>), to deal with all residence student conduct violations. In many cases, for low impact, non-recurring situations, residence Dons can resolve issues with a verbal warning.

Any individual policy and Residence Agreement violations that cannot be resolved in this manner are documented by residence Dons or other university officials, and forwarded to the Office of the Dean. Offenses are categorized into four groups indicating escalating seriousness or repeated contraventions. Should a report of a conduct violation be filed, the following process will take place:

- 1) The Residence Life Coordinator will review the file, and recommend follow-up. This may include:
 - a) a decision that the violation does not require further follow-up
 - b) a discussion with a Sr. Residence Don and recommended sanction
 - c) a meeting with the Residence Life Coordinator and recommended sanction
 - d) a meeting with the Dean/Assistant Dean, Student Life/Associate Dean and recommended sanction

Possible Sanctions

Sanctions are intended to allow the student who has violated residence policy to gain a better understanding of the impact of their actions on the community, and where possible and necessary, to restore a sense of justice to others. Where possible, non-punitive sanctions should be considered, and should take into consideration the input of the violator. Options are at the discretion of the Residence Life Coordinator, based on his/her belief that the sanction will offer an effective and long-term resolution. All sanctions will be communicated in writing on a timely basis.

Can community sanctions be imposed?

Yes. The Dean of Students may recommend sanctions with respect to a particular residence or group of individuals if group behaviour warrants such action, or if responsibility for damage to physical property or people from a specific community remains unresolved. This may include restitution for damages, and when necessary, charges will be applied to students' ROSI accounts. The same appeal process applies for this type of decision.

How are decisions about level of offense and outcomes made?

While attempts are made to categorize offenses, each activity and person merits independent consideration. As such, determination of the level under which any activity or behaviour falls, and the corresponding outcome, will be at the professional discretion of Residence Life Staff. In exercising this discretion, consideration will be given to intentional, negligent or inadvertent violation of policies.

APPEAL PROCESS

The University of Toronto and Victoria's Board of Regents have entrusted the Office of the Dean of Students with decisions about residence student conduct. However, provisions of natural justice require that an appeal process be provided. An appeal may be granted by the Principal of Victoria College, based on a letter from the violator, provided within one week of notification of sanction, under the following conditions:

- 1) There has been a clear violation of the procedure of determining a sanction
- 2) New information has become available that calls the outcome into question
- 3) The violator believes that the sanction is too severe.

The Principal of Victoria College will review the letter to determine whether to uphold the sanction, recommend that a new sanction be agreed upon, or determine that based on the letter the sanction should be removed.

TYPES OF OFFENCES

1. LEVEL ONE OFFENCES

Level 1 offenses are actions which **disrupt the right of any student** to reasonable use of his/her room, common area, and/or which compromise health, hygiene, or cleanliness in the residence. These include but are not limited to:

- 1) Non-compliance with quiet hours (11 p.m. – 9 a.m. Sunday through Thursday, and 1 a.m. – 9 a.m. on Friday and Saturday). NOTE: This offense will be considered a **Level 2 offense** during 24 hour/extended quiet hours during exam periods.
- 2) Excessive or inconsiderate noise or disorderly conduct at any time
- 3) Violating the Residence Guest Policy
- 4) Violating the Victoria University Postering Policy
- 5) Transportation or consumption of open alcohol outside of residence buildings

2. LEVEL TWO OFFENCES

Level 2 offenses are actions which **are a significant disturbance to individuals or the surrounding community**, or which may result in compromising personal or community safety. Level 2 offenses include but are not limited to:

- 1) Repeated or multiple Level 1 offenses
- 2) Failure to accept the authority of Residence or University staff, either verbally or in writing

- 3) Failure to vacate a residence room, other than ones' own, after the occupant or residence life staff member has requested
- 4) Removing screens from windows
- 5) Smoking in residence, or within 9 metres of any residence door or window
- 6) Accidental damage of residence property
- 7) Possession of stolen items
- 8) Violating the Victoria University Alcohol Policy (in addition to sanction under this code, the Alcohol Policy may require additional sanctions)
- 9) Participating in any activity designed to encourage or accomplish rapid consumption of alcohol
- 10) Posting offensive or harassing statements or materials

3. LEVEL THREE OFFENCES

Level 3 offenses **endanger the safety and security of individuals or the residence community**. Consideration of residence privileges are a possible outcome of violation of this category. Level 3 offenses include but are not limited to:

- 1) Multiple or repeated Level 2 offenses
- 2) Accessing residence roofs or other unauthorized areas
- 3) Intentionally damaging residence or university property, or the property of other community members
- 4) Tampering with, damaging or otherwise altering any security equipment, including door locks, blocking or propping fire doors
- 5) Tampering with, damaging or otherwise altering fire equipment including fire alarm stations and smoke detectors
- 6) Creating a fire hazard, including using incense or candles
- 7) Failing to follow expected actions during fire alarms
- 8) Having pets in residence which violate the Pets Policy
- 9) Engaging in any physical altercation where risk of harm is possible
- 10) Verbal or written insult, harassment, or assault, including targeting a community member through media such as Facebook or email
- 11) Duplication or lending of residence keys or T-cards
- 12) Negative or discriminatory statements involving race, sexual orientation, religion, etc
- 13) Accessing a bedroom or suite, locked or unlocked, without the expressed permission of the occupant(s)
- 14) Possessing or using illegal narcotics in residence or on Victoria University grounds

4. LEVEL FOUR OFFENCES

Level 4 offenses are actions which **contravene federal, provincial or municipal laws**, including the Criminal Code and Narcotics Act of Canada, the Ontario Human Rights and Liquor License acts, and many City of Toronto By-laws. Level 4 offenses most often result in eviction from residences, and include but are not limited to:

- 1) Use or possession of firearms or other illegal weapons

- 2) Distributing illegal narcotics
- 3) Participating in or causing harm to anyone in the residence community by means of sexual, physical or mental abuse or assault

SECTION 4

ALCOHOL

Alcoholic beverages and the consumption thereof come under the legal regulations of the Ontario Liquor Licence Act. Failure to comply with such regulations can be cause for serious action. Residents are reminded that it is illegal for a person to act as an agent for the liquor requirements of others. In Ontario, the legal age for consumption of alcohol is 19 years. At Victoria University, residents must:

1. Abide by the provincial law and the university regulations. Underage drinking is illegal and not permitted;
2. Not buy alcohol for minors (anyone under the age of 19);
3. Not have, obtain, or make a fake ID – if you have one it can be confiscated and legal action may be taken;
4. Understand and act in accordance with the commitment that the Victoria residence community is a supportive social environment for those who choose not to drink;
5. Not engage in or encourage drinking which results in unacceptable behaviour that violates community standards. If you require safety-related care or damage property you will be spoken to by residence staff and or the Residence Life Coordinator;
6. Inform a Residence Don, or other residence staff member immediately if someone has consumed too much alcohol and is at risk to themselves or the community (so the individual can receive assistance or intervention);
7. Understand that repeated unacceptable behaviour related to excessive drinking may result in a referral to the Residence Life Coordinator;
8. Understand that alcohol consumption is not an excuse for conduct that violates University or societal regulations.

It is your responsibility to know the rules and regulations of the Victoria University residence system regarding the use of alcohol.

Victoria University Alcohol Policy

(Presented to Board of Regents, April, 2014)

Preamble:

Alcohol issues on campus are a shared responsibility. Victoria University, as an institution, takes the position that all faculty, students, staff and visitors to the campus have an obligation to make legal and responsible decisions concerning the use of alcohol. The University will intervene when alcohol is used illegally or when its abuse leads to conduct that endangers the individual or individuals involved, or that results in damage to

the property and assets of the University or disrupts its activities or interferes with the rights of other persons.

The Board of Regents has delegated the effective implementation of this policy to the President or an appointed delegate. The policy will be reviewed by the senior management of the University at least once a year. A report on any recommendations for changes to this policy will be presented to the Campus Life Committee. The committee will make formal recommendations to the Executive Committee of the Board of Regents who will present any revisions to the Board of Regents

Licensing and Regulations:

- 1) The University has a legal obligation to manage alcohol use on campus in a way that is consistent with the terms of its liquor licence and all other applicable legislation.
- 2) The University has a legal obligation to protect the safety of all members of its community and to protect the University from liability with respect to alcohol-related incidents
- 3) The senior administration of the University will ensure that those units responsible for the purchase, sale and delivery of alcohol on campus shall meet periodically to ensure a consistent approach to alcohol service and management
- 4) Specific regulations and practices concerning alcohol service will be developed in the context of the *Liquor Licence Act and Regulations* in consultation with appropriate committees of the Board of Regents
- 5) Regulations, practices and policies concerning the sale and consumption of alcohol at Victoria University in the University of Toronto shall apply equally to all members of the Victoria University community.

Alcohol Service:

- 1) Events or activities involving the sale or the serving of alcohol at the University shall be restricted to areas licensed by the Alcohol and Gaming Commission of Ontario (AGCO) or under a Special Occasion Permit or a Catering Endorsement issued by the AGCO and authorized by one of the University's liquor licence holders.
- 2) Residences shall have and maintain procedures consistent with legislation, this policy and relevant University regulations concerning the service of alcohol, including restriction of consumption in public spaces, policies regarding private parties and policies regarding educational efforts to promote responsible consumption of alcohol.
- 3) Only individuals who have successfully completed the University's Server Training Program or are certified by a similar authorized training programme approved by the AGCO shall undertake the service of alcohol on University property.
- 4) Alcohol shall not be served to any person under the legal drinking age. Any event or activity involving the sale or service of alcohol at which under-age persons are expected to attend shall employ previously approved control procedures to ensure that no underage drinking takes place. Alcohol shall never be served to an intoxicated individual.
- 5) Any advertisements for events or activities at which alcohol is served shall abide by relevant legislation and relevant University policies; mention of alcohol on such materials shall be restricted to the information that the event is licensed.

Education:

- 1) The University should take steps to encourage responsible decision-making about the use of alcohol on campus by offering educational programmes both in alcohol awareness and in serving practices
- 2) Educational programmes regarding alcohol should be widely publicized and information disseminated to the University community.
- 3) Alcohol education programmes should be developed and reviewed by the appropriate committee of the Board of Regents in consultation with the senior administration and event organizers
- 4) Student training sessions such as event planning for residence don training, risk management, leadership training and orientation coordinator training should include information about alcohol, server intervention , harm reduction and safety awareness

**SECTION 5
OTHER RESIDENCE POLICIES****CLEANING EXPECTATIONS**

Residents are responsible for the cleanliness of their own rooms. Bathrooms in the Burwash Hall Upper Houses, Annesley Hall, and Margaret Addison Hall, and main hallways and common rooms (excluding common suite areas in Rowell Jackman Hall) in all residences are maintained by Victoria University cleaning staff that can be identified by their uniforms and nametags. Most of the residents' responsibilities are a matter of common sense, but here are some general guidelines of what is expected:

- (a) Keep the floor/house/apartment kitchen clean and neat; this includes washing your own dishes.
- (b) The common areas are not only used by you, clean up after yourself.
- (c) Empty the garbage cans in your room in the designated garbage and recycling collection areas.
- (d) Clean up after social functions or gatherings in the lounge.

A minimum charge of \$75.00 will be made against a student's account if a room or common area is not left in an acceptable condition at check-out. This charge will apply only if the room requires more than regular end-of-year cleaning.

Rowell Jackman Hall residents are responsible for the cleanliness of their room, bathroom, kitchen, and common areas within the suite. Burwash Lower House residents (and others with semi-private bathrooms) are expected to clean their own bathrooms.

Requests for maintenance/cleaning may be made by visiting the website and submitting an on-line request, at <http://www.vic.utoronto.ca/service.htm> , (under Maintenance Request Form or Housekeeping Request Form).

DISCRIMINATORY HARASSMENT

While recognizing the importance of free inquiry and open discussion of all issues, Victoria University's commitment to developing, maintaining, and safeguarding a residence atmosphere free from discriminatory harassment means that words, symbols, and/or actions, which make the educational and social environment at Victoria University hostile or insulting or threatening or unwelcoming for a person because of his or her race, gender, religion, colour, creed, ability, sexual orientation, marital status, family status, national origin, ancestry, or age, are unacceptable.

The University accepts its responsibility to promote actively, through educational experiences, the values of tolerance and diversity essential to the free exchange of ideas and a productive learning environment. Further, the University will pursue remedies and apply sanctions as necessary in response to violations of this rule concerning discriminatory harassment.

DRUGS

The trafficking, use, or possession of controlled substances is a Federal offence and as such cannot be tolerated by the University. The University may evict for any offences under the drug policy. Offences include not only personal possession, use, and trafficking of drugs, but also possession, use and/or trafficking by any guest or visitor anywhere on campus. It is the resident's responsibility to take appropriate measures to see that his/or her behaviour is not misinterpreted. If you need to talk about an alcohol or drug problem see your Don, an employee of the Office of the Dean of Students, or consult directly with Health Services or student counselling services for guidance and advice.

FOOD & COOKING IN ROOMS

If you find it necessary to keep food in your room, please keep it in sealed containers and clean up any crumbs/dishes immediately. Students should realize that pest control is becoming increasingly difficult in Toronto and that any kind of pest control program is especially difficult to administer if residences are not kept clean. Your co-operation in this matter can help reduce the amount of chemicals in your environment.

Residence rooms are not designed for cooking. Cooking in rooms is not permitted due to the increased danger of fire, the possibility of heat damage to furniture, the possibility of splattering grease on furniture, bedding, curtains, and because it can create unpleasant odours.

PETS

It is residence policy that students may not keep pets of any kind within or upon the premises. Fish contained in aquariums are acceptable; however amphibians such as snakes and lizards, and exotic insects are prohibited. If in doubt, please feel welcome to ask a Don or Residence Life Staff member.

POSTERING POLICY

Students wishing to place posters on campus and/or the residences must first get the permission from the Office of the Dean of Students. All posters must be signed/initialled

by a Dean's office designate. Students must limit postering to the bulletin boards and are responsible for removing posters following the event. Similarly all banners require the approval of the Office of the Dean of Students.

The University of Toronto postering policy states that "no posters may be posted on any tree, hedge, building, wall, door, window, lamppost, bench, telephone booth, pole, garbage can, recycling bin, building sign, mailbox, fence, etc., or any place other than designated poster kiosks". If you violate this policy, you may be charged for costs associated with removal and cleaning of the area.

QUIET HOURS

During the school term, quiet hours are established from 11 p.m. to 9 a.m. (quiet hours begin at 1 a.m. on Friday and Saturday nights). During exam periods quiet hours are in effect twenty-four hours a day, beginning the last day of classes in December and April. Quiet hours cannot be lessened, but extending or increasing quiet hours can be negotiated on each floor/house with the Don. No residence parties can be held during the quiet hour periods, and overnight guests are not permitted during the final exam period in December and April. It is also expected that all residents will be sufficiently quiet at all other times to permit those who wish to study, rest, or sleep to do so without being disturbed. Any complaints may be directed to the individual(s) involved or to the Don if the situation is unresolved. While individual and community responsibility is encouraged, it is expected that at times the Dons will act in the general interests of the Floor/House and request a reduction in sound levels without waiting for a resident to complain.

ROOF AND WINDOW ACCESS

Under no circumstance should a student access or use roofs, landings or parapet of any Victoria University Building. Students are also not permitted to tamper with residence windows as this compromises the safety of the window itself. Any of these acts put the student at risk or harm or injury and are considered serious infractions. They will be dealt with through the Residence Behaviour Code.

SEXUAL HARASSMENT

Victoria University and the University of Toronto are committed to maintaining a working and learning environment free of sexual harassment. Sexual harassment can be verbal or physical and can include sexual innuendo, suggestive comments, leering, obscene gestures, touching or assault. Sexual harassment can happen to anyone. The University has a policy and procedures to deal with sexual harassment. If a student feels that she/he may be involved in a situation of sexual harassment, the Sexual Harassment Office can be consulted confidentially by calling 416-978-3908. The Office is located at 215 Huron Street, 6th floor, Suite 603. Students may also wish to speak with a Don, the Residence Life Coordinator, Assistant Dean of Student Life, Associate Dean or the Dean of Students for counselling and/or assistance.

SMOKING

The following text is taken from the U of T Smoking Policy to which Vic subscribes.

"There is a solid body of medical evidence which indicates that exposure to second-hand tobacco smoke is hazardous to health and can cause disease, including lung cancer, in healthy non-smokers. The University is committed to providing a safe and healthful environment for its staff and students, and will endeavour to control involuntary exposure to the harmful substances produced by tobacco smoking".

Smoking is **NOT** permitted in **ANY** areas of any residence or campus building (this includes suites and individual student rooms). **In addition smoking within nine metres of residence buildings is prohibited.** The smoking ban includes both public and private areas and applies to residents AND their guests.

VIOLENCE ON CAMPUS AND COERCIVE SEXUALITY

Under no circumstances is it acceptable in residence or on campus to resort to physical violence. This proscription includes hitting, punching, shoving and pushing. Threats of violence and/or attempts to intimidate or influence the behaviour of others by gesture, insinuation or extortion will not be tolerated. Eviction from residence would be the usual disciplinary action in such circumstances.

Of particular concern at Vic, as at many other universities, is the issue of coercive sexuality of which acquaintance rape is the most extreme form. During Orientation, all students are familiarized with the problem and informed about the support available for victims. Residents are encouraged to discuss these matters with a Don and to attend information sessions when they are held in residence.

SECTION 6

PERSONAL SAFETY, SECURITY & PROTECTION OF PROPERTY

PERSONAL SAFETY

Personal safety and crime reduction on campus are shared responsibilities. The University's success in reducing crime is dependent upon the support of staff and cooperation of students. By following the advice in this section and by reporting any crimes to the Residence Services desk, at Margaret Addison Hall, you will not only improve your own security but will contribute to a university - wide effort of making our campus safer. Safety is everyone's responsibility, whether you are staff, student or faculty.

In emergencies requiring immediate police response, Toronto Police Emergency Control Centre can be reached by dialling 911. You can also dial "0" from any campus pay phone at no cost to contact the Residence Services Desk (or call **416-584-4524**) for any emergency.

REPORTING INCIDENTS

Victoria University has a layered response to campus concerns. In residence, your Don is your primary contact and resource, and will be available as much as possible in order to address concerns. The Residence Services Desk is a 24-hour service that can provide you

with answers and referrals. Security staff adds to the team responsible for providing campus response, and are available on the Victoria University campus 24/7.

On Monday to Friday from 8:30 a.m. to 4:30 p.m., your concerns can be reported to your Don, the Residence Services Desk or to another staff person who will refer you to the appropriate service. After hours, there is always a Don on-call who can address your concerns when reported to the Residence Services Desk, with evening security or police.

If you report an incident or situation, the following is the process that you can expect:

If you call:

The Residence Services Desk 416-585-4524

A staff person will assess your request. If it is a residence or campus concern such as noise or another non-threatening disturbance, the Don on-call, and possibly an evening security staff member will be contacted. The Don or staff person will address the situation or provide advice to you, and follow up with you as necessary. Depending on the nature of the incident, an incident report may be filed with the Office of the Dean of Students, and individuals involved in the incident may be contacted for further discussion.

If it is a concern requiring police assistance, such as an assault or theft, either campus or Toronto police will be called to respond as soon as possible. In addition, university staff will be notified to follow-up with the incident. A report will be filed with the Office of the Dean of Students for further follow-up with individuals involved in the incident.

If you call:

Toronto Police Emergency Control Centre – 911

You will receive emergency response assistance and advice. Please contact the Residence Services Desk at your earliest convenience to inform them of the incident and to ensure that university follow-up is done. The U of T campus police emergency phone line is: **416-978-2222**.

KEYS

Keys are issued at the beginning of the year at the Residence Services Desk at Margaret Addison Hall, 140 Charles Street West, or at your designated check-in location. **ALL keys must be returned at the end of the residence period or upon withdrawal.**

All students must be photographed upon receipt of their keys. This allows the Residence Services Desk staff to identify residents should they need to borrow a key when they get locked out of their room. **BORROWED KEYS MUST BE RETURNED AT THE LATEST BY NOON THE FOLLOWING DAY. FAILURE TO DO SO WILL RESULT IN A FINE OF \$5.00 PER DAY TO A MAXIMUM OF \$25.00.**

There are a number of abuses of key systems to which residences fall prey. Unfortunately the selfish and/or careless actions of a few can compromise the security of all residents in

a Hall or House. Please note the following guidelines which are in place for your own security:

- a) **NO KEYS ARE TO BE COPIED.**
- b) Residents are entitled to obtain and possess only one key for the front door of their house or hall and one key for their room.
- c) Lost keys are to be reported immediately to the Residence Services Desk at Margaret Addison Hall.
- d) Replacement keys will be purchased from the Residence Services Desk for \$25.00 per key. Identification is required by the staff person on duty before the key will be issued.
- e) Residents are reminded also that lost or misplaced keys are a security risk which affects all residents. Please do not loan your keys and always keep them in a secure place.
- f) Any resident who obtains a key under false pretences, or who offers access to a room or building to another individual by obtaining a second key for that room or building, will be subject to disciplinary action.

SAFETY TIPS

The University of Toronto is an extremely safe environment with many safety and security services in place. There are also a number of things that students can and should do to increase their safety. The following are some tips.

PUBLIC PLACES & WALKING AROUND CAMPUS

- 1) Carry emergency cab fare. In a threatening situation, you then have the option of calling a taxi to take you home.
- 2) Use the buddy system. Plan to watch out for one another, and to leave the event together or in a group.
- 3) The University of Toronto Police WalkSmart Service is available by calling 416-978-SAFE (7233).

PARKING LOTS AND GARAGES

- 1) When you know you will be returning to your car late at night, try to park in a well-lit area.
- 2) Before getting into your car, visually check the interior.
- 3) Have your keys in your hand so that you don't have to search for them when you reach your car.
- 4) Never park on levels of a parking garage that are empty or rarely used.
- 5) Know your nearest safe exit route from a garage.
- 6) Back your car into a parking stall in a garage. This gives you greater visibility and allows you to drive away more quickly if you are being approached by a stranger.
- 7) If you are worried about becoming a target, vary your route. Park in different spots at different times.

RUNNING

- 1) There is safety in numbers. You might set up a runners' club in your residence, or simply run with a partner.
- 2) Use routes familiar to you. Find out the locations of pay telephones along the way, as well as emergency call stations, police stations, staffed parking kiosks, and 24-hour businesses.
- 3) Avoid running in deserted or poorly lit areas.
- 4) Listen to your instincts, and vary your route if you sense that you are at risk. Stay as alert as possible to your surroundings. If you are wearing ear phones, remember that it is harder to evaluate the safety of the environment.
- 5) Don't wear jewellery. Do carry some form of identification (including a Medic Alert bracelet if applicable) in case of emergency.
- 6) Consider carrying a personal safety alarm device to summon help.

BUILDING SECURITY

- 1) Never prop open or bolt open doors, even for a brief time. It may save you a few extra steps or a few moments, but it places the safety of everyone in your building at risk.
- 2) Roller blades or skateboards are not permissible in buildings.
- 3) Do not leave your room bolted open.
- 4) If a tradesperson, repair person or courier requests admittance to your room, ask for identification. If you are not satisfied with the person's credentials, direct him or her to someone in authority for assistance.
- 5) If someone unknown requests entrance to your building, or attempts to enter a locked area with you, refuse them entry. Tell them, "I'm sorry, but we are very concerned about security in this building" or "If you will tell me whom you want to visit, I'll buzz them for you". If they persist, direct them to someone in authority. Report any unauthorized entry to your building to the Residence Services desk at 416-585-4524
- 6) Be especially aware of maintaining security in your residence during weekends, holidays or vacation periods, or during quiet times, when there are fewer people around.
- 7) Use the buddy system. If you are going to work or study late at night in a university building, try to locate yourself close to someone you know, or let someone else know where you are and when you expect to leave.

ELEVATORS

- 1) If you enter an elevator and the person riding with you makes you feel uncomfortable, leave. Get off before the door closes, or leave at the next floor. You don't need to feel guilty for protecting yourself.
- 2) In elevators, stand near the control panel with your back against the wall. If you are threatened, hit the alarm button and as many floors as possible.

PROTECTING YOUR PROPERTY

In Libraries

- 1) Do not leave personal property unattended, even in areas where you assume others would notice a theft.
- 2) Keep your property in sight at all times.
- 3) Report any suspicious behaviour to the attendant at the circulation desk.

PROTECTING YOUR PROPERTY

In Residences

- 1) Lock your doors and windows whenever you leave the room.
- 2) Never prop open your door or leave your door bolted open.
- 3) Be suspicious of and report unknown persons loitering in the lobby or checking doors.
- 4) Your valuables should be recorded and engraved with your name and serial numbers. Any other identifying numbers on your electronic devices should be recorded.
- 5) Do not hold doors open for individuals to enter the building.

BICYCLE THEFT

- 1) Register your bicycle at your local police station.
- 2) Keep the serial number and a photograph of your bike in a safe place at home.
- 3) Lock your bicycle with a good lock through both wheels and the frame attached to a stationary object, such as a bike post.
- 4) If your bicycle is stolen on campus, report the loss to the Toronto Police and the Residence Services Desk at Margaret Addison Hall, 416-585-4524.

PROTOCOL FOR STRANGERS IN THE BUILDING

- 1) Make the campus a safe place by being alert to suspicious situations and promptly reporting them to the Residence Services desk at Margaret Addison Hall.
- 2) Notify the Residence Services Desk at **416-585-4524** immediately, and report the incident, including the following:
 - Nature of the incident
 - Location of the incident
 - Description of person(s) involved
 - Description of property involved
- 3) Assist the University emergency liaison personnel or Police when they arrive by supplying them with all additional information and ask others to cooperate.

SECTION 7

EMERGENCY & CRITICAL INCIDENTS

In an emergency situation please call one of the numbers below. When calling, stay calm and carefully explain the problem and location to the staff member on duty. Do not hang up until told to do so.

- 1) Call **911** to reach the Toronto Police Emergency Control Centre.

- 2) Call **416-585-4524** to reach the Residence Services Desk at Margaret Addison Hall, Residence Dons and Victoria University Security.
- 3) Call **416-978-2222** to reach the Campus Police Emergency line.

FIRE

The ringing of ALARM BELLS is your cue to immediately evacuate the premises quickly and go completely outside. Please do not congregate inside the building or block access. Please treat every alarm as a genuine alarm. An evacuation information sheet is posted on the back of every room door. Please read it thoroughly. If your room is not equipped with this information please see your Don immediately to have it replaced.

At the sound of the Alarm Bells residents are requested to:

- a) Close windows
- b) Take a towel (for heavy smoke)
- c) Put on a coat and slippers or shoes
- d) Leave light on in room
- e) Leave door closed
- f) Rouse people in other rooms on either side of you (this kind of "buddy-system" ensures that no one is left behind)
- g) Leave residence by designated exits (it is mandatory for all University buildings to be evacuated upon the sounding of the building fire alarm)
- h) Proceed in a quiet and orderly fashion out of and away from the building
- i) Do not use elevators
- j) Do not re-enter the building until authorized to do so by university personnel or a fire officer

Red fire alarm pull stations are located in all floor/house areas. Please familiarize yourself with their locations and your exit path.

If you discover a fire:

- a) Close the door to any room where a fire is located
- b) Activate the nearest wall mounted pull station
- c) Call 416-585-4524 to inform Victoria University Security
- d) Rouse a neighbour and send him/her to the front door of the building to meet firefighters and police in order to take them to the location of the fire.
- e) If the fire is small and you are certain you and others are safe, attempt to put it out with a fire extinguisher; if not, evacuate.
- f) Evacuate the building.
- g) Report to the Fire Officer if anyone is suspected of being in the building after general evacuation, also location of the fire, if known.

Abuse of the alarm system or any of the emergency equipment is an offence under the Criminal Code of Canada. Issuing a false alarm by pulling an alarm or triggering a smoke or heat detector is a serious offence. Offenders are subject to prosecution, residence sanctions, or possible eviction. In the case where no individual accepts responsibility for creating a false alarm, the floor, house or area may be charged.

Any residents involved in misuse of fire detection, alarm and/or prevention equipment, misuse of dangerous or flammable items, or any other act which may be construed as endangering the lives and welfare of residents may be subject to eviction and/or prosecution. Your questions or suggestions about Fire Safety in the Residences should be directed to your Don, the Residence Life Coordinator, Associate Dean of Students or the Dean of Students.

MEDICAL

- 1) Call the local **416-585-4524** Residence Services Desk at Margaret Addison Hall if you need assistance. In an emergency telephone **911** Toronto Police Emergency Control Centre.
- 2) If serious injury or illness occurs on campus immediately call the front desk and state your name, describe the nature and severity of the medical problem and the campus location of the casualty and the front desk staff member on duty will contact the Toronto Police Emergency Control Centre if required.

POWER FAILURE

- 1) **Do Not Panic, Stay Calm.**
- 2) Immediately notify Physical Plant Services at **416-585-4581** during regular working hours or the Residence Services Desk at **416-585-4524** after regular working hours.

GAS LEAK

- 1) **Do Not Panic, Stay Calm.**
- 2) Cease all operations.
- 3) Do not switch lights or electrical equipment on or off. Electrical currents can cause an explosion.
- 4) Evacuate immediate area.
- 5) Notify Plant Services at **416-585-4581** during regular working hours or the Residence Services Desk at **416-585-4524** after regular working hours.

BOMB THREATS

- 1) **Do Not Panic Stay Calm.**
- 2) Any person receiving a bomb threat over the phone should ask the caller.
When is the bomb going to explode?
Where is the bomb located?
What kind of bomb is it?
What does it look like?
Why did you place the bomb?
- 3) **Keep talking to the caller as long as you can and record the following:**
Time of call.
Age and gender of caller.
Speech pattern, accent, possible nationality, etc.
Emotional state of caller.
Background noise.

- 4) Immediately notify Plant Services at **416-585-4581** during regular working hours. After regular working hours call the Residence Services Desk at **416-585-4524** and they will immediately notify Toronto Police Emergency Control Centre. If a suspicious object or potential bomb is located, the area will immediately be evacuated.

SUSPICIOUS OBJECTS

- 1) Immediately notify Plant Services at **416-585-4581** during regular working hours or the Residence Services Desk at **416-585-4524** after regular working hours.
- 2) Toronto Police will be called if required.

ROBBERY

- 1) Don't argue. The robber may be more frightened than you.
- 2) Do exactly as the robber asks. Hand over any property asked for. Your personal safety is more important than property.
- 3) Do not make any sudden moves. Tell the robber every move you are about to make before you do it.
- 4) Do not activate any alarms or use the telephone until the robber has left the area.
- 5) Lock the doors immediately after the robber has left and call Toronto Police at **911** and Margaret Addison Hall at **416-585-4524** during and/or after regular working hours.
- 6) Write down the robber's description in detail as soon as is safely possible.
- 7) Don't touch a hold-up note or anything else the robber may have touched. Protect these areas for police examination.

THREATENING, HARASSING OR OBSCENE MESSAGES

This includes telephone calls, letters, and e-mails.

- 1) Anyone threatening to cause injury or death to another person or cause damage to property is committing the most serious offence of this nature.
- 2) Usually the sender is anticipating a reaction from you. **Do not overreact. Remain calm.**
- 3) Never blow a whistle or yell into the telephone. The caller will know you are angry and the frequency of the calls may increase.
- 4) Retain letter and e-mail messages for the police investigation.
- 5) Do not delete computer files or voice messages until the police have examined them.
- 6) Keep original letters and envelopes and limit the handling of these items until the police arrive.
- 7) Report the incident immediately to your Don or the Dean's Office.
- 8) If a suspect is known, this information should be reported to the Dean of Students and the police.

CIVIL DISTURBANCES AND DEMONSTRATIONS

- 1) Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful and non-obtrusive. A demonstration should not be disrupted unless one or more of the following conditions exists:

- Interference with normal operations of the university.
 - Blocking of access to offices, buildings or other university facilities.
 - Threat of physical harm to persons or damage to university facilities or property.
- 2) If any of the above conditions exist, notify the Residence Services desk at Margaret Addison Hall and the staff attendant on duty will be responsible for contacting the appropriate authorities if required.

EVACUATION

Building:

- 1) All building evacuations will occur when an alarm sounds or upon notification by an emergency liaison person.
- 2) When the building evacuation alarm is activated, leave by the nearest marked exit and alert others to do the same.
- 3) Close all doors.
- 4) Never use elevators
- 5) Assist persons with disabilities in exiting the building. Call the Residence Services Desk at Margaret Addison Hall at **416-585-4524** if a person is in need of help.
- 6) Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep clear of fire routes, hydrant areas, and walkways used for emergency vehicles and personnel.
- 7) Do not return to an evacuated building unless told to do so by the Fire Officer or by an emergency liaison person.

Campus Evacuation:

- 1) Evacuation of all or part of the campus grounds will be announced and coordinated by Plant Services personnel.
- 2) All persons (faculty, staff & students) are to evacuate the site in question immediately and relocate to another part of the campus grounds or an off site area as directed.

SECTION 8

MISCELLANEOUS

APPLIANCE RENTALS

Students who wish to rent or buy a small bar-size fridge must make their own arrangements to do so with a company called Coldex. Coldex rents compact fridges and Residence Government has given this company exclusive rights to be on campus at Victoria. Information regarding the company is included in the room assignment mailing to all residents. They can be contacted at 1-800-268-2653 or by fax at (905) 660-1444, or you can visit their website at <http://www.coldexrents.com>. The university assumes no responsibility for equipment rented by residents.

BED BUGS

Sometimes bedbugs are unknowingly brought to the residence by a student's luggage or person. The declining use of pesticides coupled with increased exposure from travel, have allowed small outbreaks of bedbugs to occur in homes, fine hotels, cruise ships, and university residences across Canada and the U.S..

Things to look for that might indicate bed bugs:

- Bite marks that are in rows and clusters
- Blood spots on linen
- Dead bugs, moulting, eggs, or fecal material
- Living bedbugs.

Bedbugs are visible to the naked eye. An adult bed bug is approximately the size of an apple seed, while a newly hatched nymph is the size of a letter on a penny.

If you suspect bed bugs, please contact your Don or the Office of the Dean of Students immediately (416-585-4494). If you knowingly ignore or fail to report the presence of bedbugs in your room, disciplinary action will incur. Physical Plant or Housekeeping staff will come to inspect your room possibly along with a member of pest control. Research has shown that the bud bugs typically live in the immediate vicinity of their "host" so the inspection will take focus on the area immediately on / around your bed.

BICYCLE PARKING AND STORAGE

Residents and their guests are requested not to chain bicycles in lobby areas, or to the fencing in the Quad. Further, all residents are reminded that it is a violation of the fire code to park/chain bikes in any stairwell or hallway. The University reserves the right to remove any bikes or locks in these areas. Outdoor bike racks are available around campus – however, you should be aware of additional risk of theft.

For storage of personal items during the summer months, please contact **Store Your Dorm** at 1-866-636-3676 or visit their website at: <http://www.storeyourdorm.ca/next/>

CABLE TELEVISION

The living room of each apartment in Rowell Jackman Hall is wired for basic cable and that service is included with the cost of living in residence. Cable TV is also available in the common rooms of Annesley, Margaret Addison and Burwash Halls. Those in Rowell Jackman Hall, Margaret Addison Hall, Annesley Hall, and Burwash Hall who wish to have service in their own bedroom for user-pay can make arrangements with Rogers Cable TV at 416-448-7333.

COMMON ROOMS

Each area has a common room where residents can relax and watch TV, read the newspaper or simply talk with other residents. Common rooms are usually the location for meetings of residents to discuss social events and general residence information.

Common rooms are furnished with couches, chairs, end tables, TV, DVD player and are cleaned weekdays by cleaning staff.

Please use your common sense and clean up after yourself if you use the common room. Floors and houses also have a kitchenette which contains a fridge, a stove, sometimes a microwave, and a sink. It is a good idea to bring your own glasses, mugs, teapots, cutlery, etc. and keep them in your room.

Please do not steal batteries from the television remotes in residence common rooms. If the remote control is not working inform the floor Don ASAP for replacement batteries and remote programming.

If you unplug the DVD player video cables to connect in your game system to the television please plug the DVD back in afterwards.

COTS FOR OVERNIGHT GUESTS

A supply of cots (with linen provided) will be available through the Residence Services Desk in Margaret Addison Hall for a charge of \$15.00 per day. Reservations must be made by noon the day before the cot is needed. Please visit the Residence Services Desk at Margaret Addison Hall to make your cot reservation.

Accommodation for overnight guests is also available in the Burwash Guest Rooms located above the Senior Common Room. This space does tend to get booked several weeks in advance, so reservations are recommended. The Residence Services Desk has a list of the charges and can supply further information for those interested in pursuing this option.

DAMAGE PREVENTION

Reasonable care of all rooms is expected of every resident. Unnecessary damage to furniture, fixtures, doors, walls, etc. automatically increases operational costs which in turn influence the cost of living in residence. Students' rooms will be assessed upon check-in and check-out for any damages to the space. Damage charges will be posted directly to a student's ROSI account. Individual residents should ensure that wall surfaces used for posters will not be damaged by the adhesive material used.

For safety's sake, do not use open flame (prohibited), burn candles (prohibited), overload electrical outlets, etc. Careless damage is costly. Residents who cause damage to common areas or private rooms will be charged for the necessary repairs. In cases where the perpetrator remains unidentified, damages are the responsibility of individual floors/houses/apartments.

INSURANCE - Personal Property Liability

Victoria University does not assume any responsibility for money or personal property in your room, and you are advised to lock your room door on leaving. It is also recommended that you carry some form of personal property insurance which covers items which you have in your room, as the university assumes no liability for losses

which may be incurred by reason of fire, theft or water damage. This insurance can often be extended from an existing home insurance policy if arrangements are made. Incidents of loss of personal property or suspected theft should be reported immediately to a Don or the Office of the Dean of Students who may refer the incident to campus security or the Metropolitan Toronto Police, and post warnings for other students.

ENERGY CONSERVATION

The increasing cost of utilities is reflected in corresponding increases in residence fees. Please help keep costs down by not leaving hot water taps running and by turning off unnecessary lights. If you leave your room to go out for the evening or just down the hall to the common room, please turn off all unnecessary lights and appliances before leaving.

FURNITURE

Each room is designed as a combined bedroom/study, but the contents of the rooms vary from area to area. On arrival you will be presented with an inventory of the room's contents and condition which you will be asked to complete. After you inspect the premises you will be asked to sign assuming responsibility for the room and its contents.

Please remember that furniture cannot be removed from individual rooms or common rooms as there is not adequate storage space elsewhere and furniture left in hallways is not permitted.

GOOD NEIGHBOUR POLICY

Although the residences can seem like a little world of their own it is important to remember that the residences are also considered part of the immediate neighbourhood of this area of Toronto. Our conduct has an effect on the community and how residents and students of the University of Toronto are perceived.

Stealing traffic signs, Christmas trees, construction barriers, and like behaviours are criminal acts and not harmless 'pranks'. Furthermore, they show a lack of respect for the efforts and values of the larger community of which we are but a small part.

GUESTS

Guests may stay in your room for two consecutive nights to a maximum of ten (10) nights per term (that is from Sept. to Dec. and Jan. to April). As a courtesy, the Don of the floor or house should be made aware of the presence of guests in the area.

No guests are permitted to enter the residences unescorted. Residents should also escort the visitor to and from their room. All residents are responsible for the behaviour of their guests and will be subject to any disciplinary action resulting from their guest's actions even when they are not present. All guests must be accommodated in the host's room (not in common areas).

For Margaret Addison Hall, Rowell Jackman Hall, Burwash Hall, and Annesley Hall residents, visitors must phone the resident from the lobby. The resident must come down to the lobby to meet the visitor and accompany him/her to the door when he/she leaves.

Please do not let someone into the building until they have properly identified themselves.

Occupants of double rooms in all residence areas are reminded that they must have their roommate's permission to allow visitors into their room. This is an issue of some concern, particularly to first-year students who are adjusting to the complexities of sharing space and roommate co-operation. Please be sensitive to the differences in backgrounds, experiences and expectations of your room/suite mates and other fellow residents.

In Rowell Jackman Hall, residents should secure the permission from all of their suitemates before having visitors, particularly overnight.

No overnight guests are permitted in residence during the 24 hour quiet and exam periods in March/April.

INITIATION

Due to a history of bullying, intimidating and unacceptable practices in Universities, initiation activities are not permitted. New students should be welcomed into the community - not initiated. Organizers and participants of initiation type activities taking place on or off campus will be subject to disciplinary action.

INTERNET ACCESS

All student rooms in Margaret Addison Hall, Annesley Hall, Rowell Jackman Hall and Burwash Hall are wired for direct high-speed Ethernet access to the internet. There are also wireless locations throughout the University of Toronto campus, including the Ned's Café, Burwash Dining Hall and Old Vic. As well, students are able to connect to wireless internet in their respective common rooms throughout the Victoria University Residences. Computers must be equipped with an Ethernet card to make use of these connections. Residents must also supply their own CAT5e/CAT6 straight through patch cables (the cable to connect your computer to the wall jack). Residents must register for internet access with a Sign-up CD-ROM, which will be given to each student once checked into residence.

Any students tampering with university computer equipment or using internet access for unlawful or inappropriate activity will be subject to disciplinary action.

LAUNDRY FACILITIES

Card operated washers and dryers are located in all four residence areas. A wash costs \$2.25 and the dryers are \$1.75 per cycle. You will receive a laundry card at the Residence Services Desk and add dollars to it at the same location using the machine provided. Lost cards can be replaced at a cost of \$5. To report problems with any of the machines call the Residence Services Desk at MAH at 416-585-4524.

MAIL

Residents are assigned a box number with their room assignment prior to the beginning of the year. Mail keys are distributed at check-in from the Residence Services Desk at

Margaret Addison Hall. All mailbox keys are to be returned at the end of the residence year.

Mail is delivered to student boxes once daily, Monday to Friday, holidays excluded, in the mid-afternoon. Stamped outgoing mail may be left at the Residence Services Desk of Margaret Addison Hall, as can campus mail (no stamps required).

The mailroom notifies residents immediately of receipt of packages by e-mailing the resident. For reasons of security, residents must bring photo ID (T-Card is sufficient) to the mailroom in order to claim a package.

Students are required to submit a forwarding address at the time of check-out.

Residence Mailing Addresses are:

Box # _____

Annesley Hall
95 Queen's Park Cres.
Toronto, Ontario
M5S 1K7

Box # _____

Burwash Hall
89 Charles St. W.
Toronto, Ontario
M5S 1K6

Box # _____

Rowell Jackman Hall
85 Charles St. W.
Toronto, Ontario
M5S 1K5

Box # _____

Margaret Addison Hall
140 Charles St. W.
Toronto, Ontario
M5S 1K9

MAINTENANCE REQUESTS and PHYSICAL PLANT

Physical Plant Services is responsible for performing maintenance and repairs for the entire university. Referrals and/or requests for services from residence students can be directed through the Vic website – <http://www.vic.utoronto.ca/service.htm>. The central Physical Plant office is located in the basement of Old Vic. Painters, carpenters, electricians, plumbing and heating services are all dispatched from this area.

AUDIO VISUAL INFORMATION

Location & Hours of operation:

The Audio Visual Department located in the Victoria College Building in the basement level as part of the Vic Express and is open during the following hours:

8:00 am – 5:00 pm Monday – Friday

Saturdays (closed)

Sundays (closed)

Closed statutory holidays and days the University is closed.

Equipment Requests:

As much of the equipment available is in high demand, a 5 working day advance notice is recommended when requesting equipment and is handled on a first come, first serve

basis. If you are unable to use services that you have already scheduled, early cancellation is appreciated. Equipment requests can either be made in-person or by email with Edward Misterowicz e.misterowicz@utoronto.ca. An equipment booking confirmation email will be sent to your University of Toronto email address to confirm your booking.

Requested equipment will be delivered to event as scheduled and picked up at the end of the event. Delivery staff will assist with the setup and operation of equipment whenever possible.

Anyone requiring assistance or instruction in the use of audio visual equipment should arrange this with the Audio Visual Unit at the time of making the original booking.

Access:

Vic Express provides AV services and equipment delivery to the Victoria Campus only.

Students need to contact Conference Services for Room and AV equipment rental rates. All student organized events and functions must have written approval from the Office of the Dean of Students. The student group must be endorsed by a regularly employed faculty or staff member advisor who is willing to assume full responsibility for that student's use of the audio-visual equipment. Adequate security precautions for AV equipment used within the Victoria Campus must be taken and appropriate safe storage when it is not in use. Please wait until any equipment has been picked up from your booked space. If you leave the room early and any equipment is found missing, you will be responsible for the missing equipment.

Equipment may not be borrowed for personal use.

MUSIC PRACTICE ROOMS

There are music rooms on the main floor of Annesley Hall, in the basement of Margaret Addison Hall, and on the second floor of the Goldring Student Centre. Annesley Hall residents have access to the music room. Margaret Addison Hall keys give access to its music rooms, and Burwash Hall and Rowell Jackman Hall residents may sign out keys for MAH music rooms at the Residence Services Desk. The Goldring Student Centre music room can be booked through Event and Space Management. If it was not previously booked, it is available for use on a first come, first serve basis for students when the Goldring Student Centre is open.

PARKING

There is a parking garage under Rowell Jackman Hall at 85 Charles Street West that can normally accommodate all requests for campus parking. Space will be assigned on a first-come, first-served basis. Parking applications for making advance reservations, and information regarding pricing, may be obtained from the Residence Services Desk by calling 416-585-4524.

No resident or guest may park in the Annesley Hall or Margaret Addison Hall driveways without a valid permit for those areas. Vehicles without valid permits parking in these areas will be ticketed. Weekend parking passes for guests may be purchased at the Residence Services Desk located at Margaret Addison Hall. No resident can park in the Annesley hall or Margaret Addison Hall parking lot without a specific parking permit for those areas.

RECYCLING

Victoria University and the University of Toronto are committed to waste reduction which is based on the principles “reduce, reuse, recycle”. In 2003, an environmental committee was established to examine ways in which the Victoria campus can become more environmentally friendly.

Each suite in Rowell Jackman has a blue recycling bin and every second floor has a recycling room. All residents at Victoria are encouraged to fully participate in all waste reduction and recycling measures. There are designated recycling rooms in the Lower Houses and in Rowell Jackman Hall. In other residences the Recycling receptacles are located in common areas.

Victoria University facilitates a Green Bin Project in Burwash Hall and throughout Margaret Addison Hall.

STUDY AREAS

If you prefer not to study in your own room, there are a number of quiet study areas in and around Victoria University residences.

E.J. Pratt Library is located next to Burwash Hall. It contains a large collection of material relevant to undergraduate studies at Victoria College and boasts workstations for email and internet access, a large comfortable reading room, individual study carrels and a lounge with vending machines.

At Emmanuel College, students have access to the Library located on the third floor of the Emmanuel Building.

The Tackaberry Library, a study room, is located on the main floor of Annesley Hall and is available for the use of Annesley Hall residents. The basement of Margaret Addison Hall has study space.

The Old Vic Lounge has a student-run coffee shop called *Caffeinds* open from 9 a.m. – 5 p.m. on weekdays during the academic year, and has space available for reading, studying or meeting in small groups. The café is closed during the winter break and during both exam periods.

Other University of Toronto Libraries such as Robarts and Sigmund Samuel (which houses part of the Gerstein Science Information Centre) are within a short walk of the

residences at Victoria. During exam periods, Burwash Dining Hall is used as a study facility between 9 p.m. and 7 a.m.

TELEPHONES

In the conventional residences each house/floor is equipped with a university telephone. These phones can be used for local calls only and users must dial “9” before placing their call. All rooms are jacked, however, and all residents have the choice to have a telephone installed in their rooms. Residents who choose to have a telephone installed in their room are fully responsible for installation costs, the payment of bills and any rental equipment. Please contact a local service provider for more information.

VENDING MACHINES

Vending machines are located in various areas throughout the residences. They are installed with the understanding that residents will take care to prevent damage or other tampering. The company has the right to remove its machines without notice if any vandalism occurs.

SECTION 9 NAMES AND NUMBERS TO KNOW

Victoria University Website

www.vicu.utoronto.ca

Dean of Students

Kelley Castle

416-585-4494

Email: vic.dean@utoronto.ca

Associate Dean of Students

Krista Steeves (on Maternity Leave)

Caitriona Brennan (covering Maternity Leave)

416-585-4593

Assistant Dean, Student Life

Scott Johnston

416-585-4578

Assistant Dean, Residence Life

Bergita Petro

416-585-4540

Residence Life Coordinator

Shainiya Balachandran

416-585-4527

Campus Life Coordinator

Emily Gilbert
416-585-4521 ext. 3045

Residence Operations Assistant

Wanda Hughes
416-585-4494

Coordinator of International Student Life & Study Abroad

Caitriona Brennan
416-585-4582

Executive Assistant & Coordinator Ideas for the World

Ketri Grisé
416-585-4528

Physical Plant Services

<http://www.vic.utoronto.ca/service/physicalplant.htm>
416-585-4581

Director of Physical Plant Services

David Prediger
416-585-4583

Operations Manager, Physical Plant

Peter Athanasopoulos
416-585-4477

Manager, Housekeeping Services

Jerry Nogas
416-813-4048

ResNet Services

http://www.vicu.utoronto.ca/about/Department_Directory/Physical_Plant/ResNet_Services.htm

ResNet Desktop Support Technician

Mark Wypzral
416-585-4421

ResNet Desktop Support Technician

Waleed Ahmed
416-585-4521 ext. 3109

Conference Services

<http://www.vicu.utoronto.ca/hospitality.htm>

Isabel Bader Theatre & Film Shoot Coordinator

Julia Culpeper

416-585-4498

Academic & Event Coordinator

Alexa Doran (on maternity leave until February 2016)

Devonnia Miller (contract February 2015 – February 2016)

416-585-4522

Special Events Coordinator

Sarah Kennedy

416-585-4523

Event Coordinator

Maria Quiroz

416-585-4427

Food Services

http://www.vicu.utoronto.ca/hospitality/Food_Services.htm

Manager, Food Services

Arthur Gilewski

416-585-4568

Manager, Event & Space Management

Tom Osborne

416-585-4575

Director, Business Operations & Ancillary Services

Bill McFadden

416-813-4046

Residence Services Manager

Asha Bridgemohan

416-813-4098

Residence Services Supervisor

Sinitta D'Souza

416-585-4409

Residence Services Desk, Margaret Addison Hall

416-585-4524

Night Watch (Security)

416-585-4524