

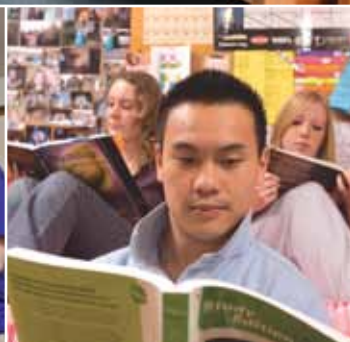
LAURIER

Residential Services

Wilfrid Laurier University

Residence Handbook 2011-2012

Community Information and Policies



The purpose of the Residence Handbook is to provide for the safety of persons and property, and to maintain an atmosphere conducive to community living in an academic environment.

This handbook is part of your residence contract with the Department of Residential Services.

Please read it carefully and retain it for future reference.

You are responsible for understanding and abiding by the policies and procedures outlined in this book, as well as those outlined in the Wilfrid Laurier University Student Code of Conduct.

Failure to comply with the community standards will result in disciplinary action.

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Welcome to your new home in residence at Laurier. Your year in residence promises to be one of the most memorable and rewarding aspects of your academic career at Laurier. It is a unique and valuable experience that will serve as a special part of your post-secondary education.

The Department of Residential Services is here to support your academic success and to ensure that you get the most out of your stay in residence at Laurier. We are committed to serving you and we value you as a member of our community. With your participation, we can foster a safe, comfortable and accepting home, create an environment conducive to academic pursuits and provide an opportunity for social and personal growth. Residence Life at Laurier has always been characterized by mutual respect.

The terms and conditions set out in the following pages are a part of the contract between the Department of Residential Services and yourself. They are intended to explain what you can expect from living in residence and what we in turn expect from you. We hope that you will take advantage of all of the opportunities living in a residence community presents.

Chris Dodd
Director, Residence

Moving into a new community and beginning a new way of life can be a challenge. Laurier’s Residence Life Program has been designed to make this transition as smooth as possible. The Department of Residential Services includes the Director, Residence, the Associate Director, Learning & Development, the Residence Life Area Coordinators, the the Residence Life Resource Facilitator, Residence Facility Operations and Residence Education. The department is located on the main floor of King Street Residence on the North side of the building.

Director, Residence – Chris Dodd

The Director, Residence is responsible for the overall administration and management of the residences which includes facilities, admissions, Residence Life and Residence Education functions.

Associate Director, Residence & Learning – Dave Shorey

The Associate Director, Residence & Learning is directly responsible for the administration and management of the Residence Life Staff and Residence Education functions of Residential Services.

Residence Life Area Coordinators (RLACs)

Tina Tellis

King’s Court Residence
Spruce Street Apartments ext. 2735

Necia Martins

Bricker Residence
C.H. Little House ext. 3620

Clayton McCourt

Laurier Place
Waterloo College Hall ext. 3781

Mike Grocholsky

Clara Conrad Hall
University Place ext. 4493

Janine Doyle

Bouckaert Hall
Nils Willison Hall
Euler-Leupold Residences
Macdonald House ext. 2744

Kathryn Christie

King Street Residence
Regina Residence
188 King Street Apartments
Marshall Street Apartments ext. 3605

The Residence Life Area Coordinator offices are located in Clara Conrad Hall. The Residential Services Office is located on the main floor of King Street Residence.

The RLACs are full-time, live-in staff who are responsible for the operations of their designated residence communities and report directly to the Director, Residence. They facilitate the day-to-day management of the buildings, work to maintain Laurier's standards of community living, provide individual advising, and train and supervise the Residence Life Staff. There is one RLAC on call for emergencies at all times.

Residence Life Resource Facilitator

Victoria Bain ext. 2458

The Residence Life Resource Facilitator is a developmental position for recent graduates looking to pursue a career in Residence Life. The Residence Life Resource Facilitator is involved with Don training and development, has on-call responsibilities, advises some of the Student Leadership Programs, facilitates Residence Life staff hiring, addresses discipline management within residence and deals with the day-to-day operations of Residence Life. This is a full time, live-in position.

RESIDENCE FACILITY OPERATIONS

Residence Facility Operations is responsible for the upkeep and safety of the university residence buildings. This includes building repairs, renovations, capital projects and ensuring that work is completed in a timely fashion.

Manager, Residence Facility Operations

John Will ext. 3617

Coordinator, Residence Facility Operations

Heather Smith ext. 3517

RESIDENCE EDUCATION

As a unit within Residence Life at Wilfrid Laurier University, Residence Education aims to enhance existing co-curricular learning opportunities as well as create new ones that promote a holistic educational experience for Laurier students. Through the First Year Leadership Programs, the Residence Education office works to create an inclusive campus environment that promotes personal and community development, citizenship, involvement and student leadership.

Residence Education Coordinator

Residence Education Student Coordinator

Megan Lott mlott@wlu.ca

Community Advisors

Community Advisors are senior students who are hired as members of the Residence Life staff to train, develop, and advise their House Councils while ensuring effective programming for their entire residence building. Community Advisors are also assigned a residence community with donning responsibilities.

Residence Life Dons

Among the most exciting features of our Residence Life Program are the Residence Life Dons assigned to each community.

- Dons are upper year students who are carefully selected by the Residence Life Management Team and receive extensive training to ensure that they meet the needs of the students living in their community.
- Dons create a community environment with their students by building mentoring relationships, providing support, promoting responsible behaviour, encouraging respect and awareness of diversity, and acting as academic and social role models.
- Dons facilitate programs and events to provide both an out-of-the classroom learning experience designed to encourage personal growth, and social activities to enhance personal relationships and have fun!



Members of a university residence community share common goals, such as academic achievement, friendship and a sense of belonging. While living in residence, it is essential that individuals respect the rights of their fellow residents. Only through mutual respect can each student feel safe and comfortable in the residence community.

Students have the obligation to be respectful and to remind fellow residents of their responsibilities should their behaviour depart from reasonable standards.

Rights of a Resident

- To sleep and study free from undue interference, such as unreasonable noise and other distractions in one's room.
- To expect that a roommate will respect one's personal belongings.
- To have a clean environment in which to live.
- To have free access to one's room.
- To have privacy.
- To host guests with the requirement that guests adhere to residence policies and respect the rights of the host's roommate and other residents.
- To a fair discipline process.
- To be free from harassment and fear of intimidation, physical and/or emotional harm.
- To expect reasonable co-operation in the use of shared items such as the refrigerator or stove.
- To equitable treatment when behaviour is in question.
- To enjoy individual freedoms in regard to race, gender, national origin, ability, age, religion or sexual orientation.

Responsibilities of a Resident

- To be responsive and co-operative in all dealings with Residence Life and University Staff members, and to respond to their requests in a timely manner.
- To treat other residents with respect and consideration, and to grant them their individual rights.
- To understand all policies and regulations necessary for the residence community, and to adhere to those rules found in the Residence Handbook.
- To accept responsibility for personal and community safety, i.e. to refrain from misusing safety equipment, damaging property, losing keys, etc.
- To contribute positively to the community through attendance and participation in programs and community meetings.
- To avoid breach of sanctions designed to enhance the quality of residence life.
- To monitor and accept responsibility for the behaviour of one's guests.
- To report violations of rules and regulations to the appropriate staff immediately.
- To respect residence property.

Fire Evacuation Procedures

All residents must immediately vacate their rooms and the building when the fire alarm sounds.

The evacuation procedure is as follows:

On discovering fire: Sound the alarm.

On hearing the alarm: Evacuate the building.

- Each occupant will be aware of the evacuation procedure.
- Students must act in an orderly and disciplined manner at all times.
- The building must be completely evacuated, including all recreational and common areas.
- The elevator is NOT to be used during an evacuation.
- Close windows if time permits.
- All residents will make their way in an orderly manner to the closest exit or stairwell and proceed to the outside area as quickly as possible. Move away from the building. Do not block entrances.
- Be aware of an alternate exit if a particular exit is blocked.
- Walk quickly at all times – do not run.
- Familiarize yourself with the location of all fire alarms, exits and procedures.
- Remain outside the building until the Fire Department, Special Constable Services or the Residence Life staff indicates that you can return.
- During inclement weather or when an evacuation will last for a length of time, proceed directly to an alternate campus building assigned by the Residence Life Staff.

Failure to leave the building is a serious infraction of the law and may result in a serious fine from the Fire Department and possible eviction from residence.

Medical Emergency

In the event of serious medical emergency call 9-1-1.

If time and circumstance permit, call Laurier Special Constable Services to make them aware of the emergency and to allow for security to escort the Emergency Response vehicle to the correct location. Special Constable Services can be reached at 519-885-3333. Contact the Duty Don or locate a Residence Life Don. All Residence Life Staff have received training in First Aid and CPR.

Residence Security

Residence students must share responsibility for their personal safety and security. It is each resident's responsibility to follow these guidelines:

- Keep your room door locked at all times.
- Do not lend your room keys out or leave them where they may be taken.
- Do not leave valuables in a visible location.
- Identify all personal belongings.
- Do not open doors for people or allow people into residence if they are not personally known to you.
- Report any suspicious person(s) or behaviour to a member of the Residence Life staff or Special Constable Services immediately.
- Do not carry large amounts of cash or share your banking PIN number with anyone.
- Do not prop any doors open.
- Walk with a friend at night and use traveled and well-lit roads. Call WLUSU Foot Patrol (519-886-3668) for a walk to your destination.
- Secure your windows when you are out of your room.
- Report all damaged locks, lights and other safety hazards immediately to your Residence Life Don.
- Ensure that your personal belongings are covered under an insurance policy.

Insurance

The University will not be liable, directly or indirectly, for loss or theft of personal property, or for damage or destruction of such property by fire, water or other cause.

Insurance coverage can often be obtained through a "rider" on your family's tenant or home owner's insurance policy, which should include liability coverage for injury or damage. The student shall carry appropriate and adequate insurance coverage for fire, property damage and public liability over the duration of his/her residence agreement and any renewals or extensions thereof, at his/her own expense. Such policies shall be written on a comprehensive basis with limits of not less than \$2,000,000.00 for any one occurrence.

As a residence student, it is expected that Community Standards will be followed at all times and that students take responsibility for their behaviour. The following standards are established to help maintain residence communities based on mutual respect and understanding.

They are designed to support the values that are outlined on the Student Rights and Responsibilities page.

The Department of Residential Services employs both professional staff and student staff. They act as resource personnel and agents of the Department of Residential Services and are responsible for ensuring that you abide by the following standards.

Students must clearly and honestly identify themselves to all Residence Life staff when asked to do so.

Individual residences may formulate additional standards for their own building communities, providing such rules are consistent with the standards outlined herein and approved by the Department of Residential Services.

Students will be advised of the policies through the Residence Handbook by Residence Life Staff upon arrival in residence.

Residence students at WLU must abide by and respect all the laws of Canada, the Province of Ontario, the Human Rights Code of Canada, and the rules and regulations set out by Wilfrid Laurier University, including the Student Code of Conduct.

1.0 Residence Judicial Process

Any student who violates a residence policy as stated in the Residence Handbook 2011-2012 will be subject to one or all of the following:

1. Disciplinary meeting with Residence Life Don
2. Disciplinary meeting with Residence Life Area Coordinator in consultation with the Associate Director, Residence & Learning.
3. Appeal meeting with the Director, Residence
4. A further appeal may be made to Dean of Students Office only on the basis of:
 - a) new information
 - b) procedural irregularity

Sanctions can include, but are not limited to:

- 1) Warning
- 2) Community Service
- 3) Educational Sanctions
- 4) Behavioural Bond
- 5) Mandated Counseling
- 6) Fines
- 7) Probationary Measures
- 8) Compulsory Residence Room or Building move
- 9) Suspension from Residence
- 10) Eviction

1.1 Explanations of sanctions

- **Residence Probation:** A condition that may be placed on a student's residency. When on Residence probation, if the student is found in violation of any residence policies, his/her residence status will be placed under review and he/she will face eviction from residence.
- **Suspension:** A condition that may be placed on a student's residency. When placed on suspension, the student is required to hand in his/her residence keys to the Residential Services office and find alternative housing arrangements for a period of time determined by a Residence Life Area Coordinator. While on suspension, students are not permitted to enter any WLU residence building. Failure to comply will lead to a review of the student's residence status and may result in eviction from residence.
- **Alcohol Restriction:** A condition that may be placed on the residency of students of legal drinking age. When on alcohol restriction, students are not permitted to consume alcohol in residence, or to return to residence while under the influence of alcohol. Failure to comply will lead to a review of the student's residence status, and may result in eviction from residence.
- **Guest Restriction:** A condition that may be placed on a student's residency. When on Guest restriction, students are not permitted to have guests in residence at any time. Failure to comply will lead to a review of the student's residence status, and may result in eviction from residence.

2.0 Advertising

Only organizations or individuals who are sanctioned by the Residence Life office will be allowed to advertise in residence.

- All posters, flyers and announcements must be delivered to and approved by the Residence Life office.
- All postings not approved by the Residence Life office will be removed.
- All posters, flyers and announcements must be displayed in an area designated by the Residence Life office.

3.0 Alcohol

Wilfrid Laurier University's Residence Life Program is committed to upholding provincial law regarding the consumption of alcohol, and to providing a duty of care in which the safety of all residence students is a priority. The Residence Life Alcohol Policy has been developed to reflect a growing number of underage students in residence, and to ensure a safe and positive residence experience for all.

The policy is designed to be both educational and developmental in its approach to underage residence students consuming alcohol.

3.1 Wilfrid Laurier University's Residence Life Alcohol Policy

Residence students under the age of nineteen are prohibited from consuming alcohol in residence. The four-step model (outlined below) will be applied under the following circumstances:

- a) Residence students are caught consuming alcohol in residence, and / or
- b) The involvement of one or more of the following groups is required due to alcohol consumption by underage residence students:
 - Residence Life staff (Dons and RLACs)
 - Student Services volunteers (BACCHUS, Foot Patrol, ERT)
 - WLU Special Constable Services
 - EMS

Should a violation of WLU's Residence Life Alcohol Policy occur, the following model will be applied to the individual's residence contract.

The model is incremental for each subsequent violation, and may result in eviction following four infractions to the policy. Should an infraction to the policy be deemed to be extreme, the Residence Life office reserves the right to omit a step in the model.

First-time violation

A resident's initial violation of WLU's Residence Life Alcohol Policy will result in the residence student meeting with their Don. The meeting will be documented and will remain on file for the duration of the year.

Second-time violation

A second violation to WLU's Residence Life Alcohol Policy will result in the residence student meeting with their Residence Life Don a second time. A sanction including community service will be applied to the individual's residency. This meeting will be documented, and will remain on file for the remainder of the year.

Third-time violation

A third violation to WLU's Residence Life Alcohol Policy will result in the residence student meeting with their Residence Life Area Coordinator. A sanction that is decided upon by the RLAC in consultation with the Associate Director, Residence & Learning, will be applied to the individual's residency, which will include attendance at an alcohol awareness program and residence probation. This meeting will be documented, and will remain on file for the remainder of the year.

Fourth-time violation

A fourth violation to WLU's Residence Life Alcohol Policy will result in a meeting with the Associate Director, Residence & Learning. A review of the individual's status in residence will be conducted, possibly resulting in eviction from residence.

3.2 Consumption of Alcohol in Residence by Students of Legal Age

Residence students who are nineteen years of age or older are permitted to consume alcohol in residence according to the guidelines established in this handbook (see Community Standard 3.3: Prohibited Practices with Alcohol), as long as they do so responsibly. Sanctions will be applied to residence students of legal age under the following circumstances:

- The student causes a disruption to his/her community while under the influence of alcohol;
- The student engages in any activity included in Community Standard 3.3: Prohibited Practices with Alcohol;
- The student provides alcohol to underage residence students.

Sanctions will include, but not be limited to, the following: Meetings with Residence Life Dons, Residence Life Area Coordinators, and/or the Associate Director, Residence & Learning; community service, attendance at an alcohol awareness program, alcohol restriction, residence probation, monetary sanctions, and eviction from residence.

3.3 Prohibited Practices with Alcohol

The following practices are prohibited in residence:

- Beer bottles are not permitted in residence. All beer must be in cans only. Students found with beer bottles will be fined \$25 per incident.
- Consumption, possession and/or transportation of alcoholic beverages by underage people.
- Possession of containers of alcoholic beverages for mass consumption, i.e. kegs, four-litre cans, texas mickeys, mini-kegs, Bubbas, etc.
- Consumption of alcohol outside designated areas, such as residence hallways.
- Brewing of alcoholic beverages in residence.
- Drinking games, including floor crawls, century clubs, beer pong, flip cup, and the possession of paraphernalia used in unsafe drinking practices, i.e. funnels.
- Transportation of open alcohol in public areas.
- Organized parties where alcohol is a focus.

4.0 Assisting Authorities

Residents shall comply with instructions given by the Residence Life staff, Special Constable Services and other persons in authority within residence and will render assistance to such persons when requested to do so, particularly when the safety and well-being of residents and others may be at risk.

5.0 Athletic Activity

- Conducting athletic activities in hallways and/or common areas is prohibited.
- Roller-blades are not permitted to be used inside the buildings and must be removed before entering the front lobby.

6.0 Bicycles

There are some bicycle racks and indoor bike storage rooms provided in the residences. Bicycles are not allowed in hallways, laundry rooms or furniture storage rooms. Please ask your Don for information about where to store your bike.

7.0 Cable Television

Unauthorized access to cable is prohibited (i.e. splitting cable).

8.0 Candles

Candles, incense, oil lamps, or any items requiring an open flame are prohibited.

9.0 Check-out

Students are required to check-out of residence 24 hours after their last final exam in both December and April.

10.0 Civility

Interactions with all Residence Life Dons, Residence Life staff, Special Constable Services, and other students must demonstrate civility and respect.

11.0 Commercial Use

The use of a residence room, mailbox, telephone or data connection for any commercial purpose is prohibited.

12.0 Damage

Residents will have individual and collective concern for the security, maintenance, and preservation of the residence and its grounds.

- If damage occurs and the individual(s) responsible can be identified, they will be solely liable for restitution. If the guest(s) of a resident is involved, the host resident will be held liable.
- If damage occurs in common areas and cannot be attributed to specific individual(s), the residents of the community or apartment may be held jointly responsible for financial restitution.
- The resident(s) of the room will be charged for any repairs due to damage, replacement of equipment or extraordinary cleaning in the room.
- Repeated untidiness in community lounges; kitchens or common areas will result in loss of privileges or financial restitution such as additional cleaning charges.
- Residents will not remove furnishings from the lounge or other areas of the university.
- Residents shall not paint and/or wallpaper their rooms. Posters are to be secured to drywall with push pins only. Masking tape is only to be used on concrete walls. Residents will be charged for any damage to the room finishing or furniture caused by their decorations.
- Residents found to be involved with vandalism in residence will be subject to serious disciplinary sanctions, including the possibility of eviction. Please respect residence property.
- Adhesive wall hooks of any kind are not to be used in residence.

13.0 Decorations

The decoration policy is designed to maintain a standard of care for the residence facilities as well as to promote the safety of the residents, specifically with regard to fire regulations. This policy must be upheld with regards to any decorations in residence.

- Masking tape may only be used to hang decorations on concrete walls. Push pins must be used to hang decorations on drywall.
- Decorations must not damage walls, floors or surfaces and must not present a fire hazard due to size or material.
- All posters, flyers and announcements must be displayed in areas designated by the Residence Life office.
- All postings in individual residence rooms, suites and common areas must not cover more than 20 per cent of the wall and ceiling space.
- Window displays of empty alcohol or food containers are prohibited.
- No adhesive on windows.
- No stickers to be placed on doors, walls, furniture etc. If there are stickers on any of the mentioned places in the student's room they will be charged for clean up.
- Inappropriate signs, stickers and posters are not to be displayed on the outside of student room doors.

14.0 Doors

Propping of any entrance and/or fire doors will result in a fine.

15.0 Electrical Equipment and Personal Appliances

- Residents may use personal electric equipment such as hair dryers, shavers and stereos which do not use excessive power in residence rooms.
- Microwaves, kettles, toasters and toaster ovens are not allowed in residence bedrooms due to fire hazards and electrical capacities. Residents may have these items in designated kitchen areas only.
- Halogen lamps and electrical wall taps (octopus plugs) are strictly prohibited in residence.
- All appliances and electrical equipment used in residence must be approved by the Canadian Standards Association (CSA).
- Noise cancelling headphones are not permitted for use in residence.

16.0 Elevators

Tampering with the elevator or falsely ringing the emergency alarm is prohibited.

17.0 Explosives

Firecrackers, gunpowder, flammable solvents, or other forms of explosive or volatile materials are prohibited.

18.0 Fire Equipment

Discharging, tampering with, or operating any fire prevention or detection apparatus for any purpose other than the control of fire is prohibited.

18.1 Fire Alarms

Misuse of the fire alarm is a crime, and will be treated very seriously by the Residence Life office, Wilfrid Laurier University and Waterloo Regional Police. Residence students who pull the fire alarm in the absence of a fire will be subjected to severe disciplinary sanctions, including but not limited to the following: criminal charges, fines, academic sanctions and eviction from residence.

19.0 Furniture

Furniture not supplied by Laurier residences, with the exception of an office/desk chair, are prohibited in the buildings (e.g., waterbeds, mattresses, beanbag chairs, inflatable furniture, etc.). Furniture is prohibited from being removed from resident rooms or lounges.

20.0 Guests

Non-residents are prohibited from residing in residence, except on an occasional basis, provided the following conditions are met:

- All overnight guests, to a maximum of one, must be signed in with the Don according to the sign-in procedures followed in the particular residence.
- Overnight visitation by a guest shall not exceed three consecutive nights or nine nights per semester.
- Residents must have the consent of their roommates prior to inviting guests to their room.
- Use of public areas, such as common lounges, for guests to stay/sleep is prohibited.
- Residents will be held responsible for the behaviour and conduct of their guest(s) and shall be subject to disciplinary sanctions should violations occur.
- Residents must inform their guest(s) of building policies, including the policy requiring residents to be responsible for the actions of their guest(s).
- If damage occurs and the guest(s) of a resident is involved, the resident will be held liable for financial restitution.
- Guests must be accompanied at all times by the person who signed them into the building.
- When requested, guests must identify themselves to the Residence Life staff, Special Constable Services, etc. Guests who fail to do so will be required to leave the residence immediately.
- Guests who violate residence policies or whose conduct is deemed to be unacceptable will be required to vacate the residence immediately.
- A wristband policy for guests may be put into effect when deemed appropriate by a Residence Life Area Coordinator. When the policy is in effect, only guests who are signed in and given a wristband by a Residence Life Don may be allowed into the building where the policy is active. Each resident may sign in a maximum of one guest.

21.0 Harassment and Discrimination

All Laurier residence students must abide by Wilfrid Laurier University's Harassment and Discrimination Policy. This policy defines harassment as any attention or conduct (oral, written, graphic, or physical) by an individual or group who knows or ought reasonably to know, that such attention or conduct is unwelcome/unwanted, offensive or intimidating.

Discrimination is any conduct that results in adverse treatment of a Laurier community member on the basis of race, place of origin, colour, ethnic origin, citizenship, gender, ability, age, marital status, sexual orientation, etc.

Students found to be in violation of this policy will be subject to a review of their status in residence and potentially be reported to the university's Harassment and Discrimination Officer.

All reported instances of harassment and discrimination will be dealt with in a manner that respects the privacy of all involved. The Residence Life office takes all offences of this nature very seriously.

22.0 Hallways

Residents must refrain from leaving items in the hallway (e.g., shoes and sports equipment).

23.0 Illegal Substances

Students in residence are strictly prohibited from trafficking, possessing, using or consuming any illegal drug substance in residence and on Laurier property. Any student found in violation of this policy will face one of the following sanctions as decided by the Residence Life Area Coordinator in consultation with the Associate Director, Residence & Learning:

Class 1: Warning and full residence probation

Class 2: Suspension from residence and full residence probation

Class 3: Eviction

Drug paraphernalia is prohibited and will be confiscated.

24.0 Keys

All assigned keys remain the property of the university and residents are prohibited from lending or duplicating keys. Students caught violating this policy will be subject to disciplinary sanctions.

Residents will be issued all appropriate keys at registration. If residence keys do not work or are lost or broken, students should report this immediately to the Residential Services office.

Lost keys will be replaced at the student's expense. Students who lose their room or suite keys will have their locks changed and keys replaced at a cost of \$100.

Broken and non-functioning keys should be returned to the Residential Services office. These keys will be replaced at no cost to the student.

Any student who fails to return their residence keys at the end of their stay in residence will have their student account placed on

hold until the keys are returned. If the keys are not returned in a reasonable time, the Residential Services office will replace the keys and change the locks as required at the student's expense. If the keys are found at a later date, they must be returned to the Residential Services office.

25.0 Kitchen Use

Residents will do all cooking in designated kitchen areas, and will be responsible for the cleanliness of the appliances and the general area.

Failure to keep the area clean may result in the kitchen and/or lounge being closed and additional cleaning charges being distributed amongst the community.

26.0 Late Year Discipline

All students who violate residence policy during the winter term exam period may be referred to the Dean of Students Office for disciplinary action.

27.0 Noise

Residents will maintain an atmosphere conducive to study and sleep by adhering to noise guidelines and posted study/quiet hours.

- Stereos, radios, televisions, computers and other sound equipment must be used at a volume not audible in the hallway with the door closed and not projected toward the exterior of the room/building. Headphones/earphones are recommended at all times, however noise cancelling and isolating headphones that would prevent hearing a fire alarm or emergency alarms are prohibited.
- Sub-woofers, bass-bins, amplifiers, etc. for computers and stereos are strictly prohibited.
- Excessive noise directed outside at any time, including speakers in windows and shouting out of windows is strictly prohibited.

28.0 Non-Compliance of Sanctions

Failure to respond to a Don's or a Residence Life Area Coordinator's request for a meeting will result in additional sanctions. Non-compliance with Residence Life sanctions will result in a review of your residence status.

29.0 Pets

Pets are prohibited in all residences. Housing pets of any kind will result in a meeting with the Residence Life Area Coordinator and disciplinary sanctions.

30.0 Pornography

Pornography is prohibited from being displayed, distributed or made available for viewing in public areas of all residences. Strippers and the hiring of person(s) to perform any act of a sexual nature is prohibited in residence.

31.0 Pranks

Initiating and/or participating in activities that are disruptive or cause a nuisance to the residence community or residence staff is prohibited (e.g., water fights, snowball fights and practical jokes).

32.0 Quiet Hours

Quiet hours will be in effect from 11:00 p.m. to 10:00 a.m., Sunday evening through Friday morning. On Friday and Saturday, quiet hours begin at 1:00 a.m. and continue until 10:00 a.m. During these periods, residents will not make excessive noise on the floor, in their room, or in common areas, which disturbs the study or sleep of another resident or is deemed to be excessive.

32.1 Exam Quiet Hours

In order to maintain a quiet study environment and to achieve academic success, quiet hours are extended during examination periods in December and April. Quiet hours will be in effect 24 hours of the day during the exam period. Overnight guests are not permitted during exam quiet hours.

Consideration hours during the exam period are in effect 24 hours a day, seven days a week. Residents are to be mindful of the disturbing effects their noise may have on others and cease to make such noise when requested.

33.0 Restricted Areas

Residents are not permitted in restricted areas, including rooftops, balconies (Conrad Hall, Laurier Place, University Place and Regina Residence), basements (Laurier Place apartments), custodial rooms, elevator shafts and maintenance areas. Any students found in violation of this policy will be subject to disciplinary sanctions.

34.0 Rooms

- Residents are responsible for the cleanliness of their room and living area, and shall maintain their rooms in a manner that is sanitary and acceptable to their roommate(s) and the Residence Life staff. Custodial staff are responsible for general maintenance only. Residents are jointly responsible for the cleanliness and neatness of the common areas, particularly lounges, kitchens, washrooms, hallways, and study rooms.
- Personal items may not be left in the washrooms.
- Room/suite checks shall be completed prior to arrival, after departure, and on a semester basis to ensure cleanliness and compliance with the fire code. Students will be charged to have a custodian clean their room if not judged satisfactory within a seven-day period.

- Upon check-out, residents are expected to leave their rooms in a clean and tidy condition with all furniture assembled and located to move-in day conditions. Any extraordinary cleaning or repairs will be charged to the occupant of the room at the end of the contract period. Standards for the state of residence rooms upon check-out can be found online at www.waterloo.mylaurier.ca/residence/info/res_checkout.
- A checklist of cleaning requirements will be provided to each student as a reference guide to be used at check-out to ensure expectations are met. If the residence room is not left in a satisfactory condition, the resident will be charged for damages and any additional cleaning required, as outlined in the Check-In/Check-Out Form.

35.0 Sexual Assault

Sexual assault is any unwanted sexual act imposed on one person by another. Any kind of contact without mutual consent, from unwanted touching to intercourse, is sexual assault. Students are advised to contact a member of the Residence Life staff if sexual assault occurs.

36.0 Smoking

Smoking is strictly prohibited in all Wilfrid Laurier University residence buildings and within 10 metres of any building. An automatic \$50 fine will be issued for anyone found violating this policy. A fine of \$100 will be issued to anyone found smoking inside any residence building. Hookahs are not permitted in residence unless permission is granted by a Residence Life Area Coordinator.

37.0 Soliciting in Residence

Individuals or groups may not solicit, canvas, sell, fundraise, etc. without the written permission of the Residence Life office.

38.0 Tampering

Tampering with electrical or mechanical services, Internet services, tele-communications equipment, and vending or laundry machines is prohibited.

39.0 Threats

It is the right of all Laurier residence students to be safe from any form of threat, including but not limited to verbal, electronic messages, written messages and graffiti. The Residence Life office will not tolerate any form of threat. Any student found to be violating this right will be subject to severe disciplinary action.

40.0 Vehicles

Misuse of any vehicle on Wilfrid Laurier University property will result in the loss of the owner's parking permit.

41.0 Violence

It is the right of all Laurier residence students to be safe from bodily harm or the threat of bodily harm. It is also the right of Laurier residence students to be free of damage to personal property.

The Residence Life office will not tolerate violence or the threat of violence. Any student found to be violating these rights will be subject to severe disciplinary action. Disciplinary action may be taken by any or all of the following: the Residence Life office, Special Constable Services, the university and/or the police. If you feel an offence has been committed, contact your Don or Residence Life Area Coordinator immediately.

42.0 Weapons

Firearms and weapons are prohibited in residence. These items must be registered and stored in an area specified by Special Constable Services.

43.0 Windows and Screens

- Residents will be responsible for ensuring that the screen remains on their window, free of holes/tears, and that the screen is not removed/relocated.
- Residents will be charged for damage to or replacement of the screen. Residents are also responsible for ensuring that balcony door locks remain secure at all times.
- Throwing or dropping any object or substance from windows, stairwells, balconies or roofs is strictly prohibited.
- Items may not be displayed in bedroom or common room windows.

44.0 Unauthorized Entry

- Unauthorized entry or meddling with the contents of university storerooms, offices, cafeterias, and possession of unauthorized keys is prohibited.
- Students are unable to enter another resident's room or disturb another resident's property without the permission of the resident.

45.0 Use of Laundry Facilities

Residents are only permitted to use laundry facilities located in their own residence building. No other individuals are permitted to use these facilities. Residents found to be abusing laundry facilities will be subject to disciplinary sanctions.

46.0 Bed Bugs

If you suspect your room has bedbugs, contact your Don or Residential Services (residence_facilities@wlu.ca) as soon as possible. Once bedbugs have been confirmed, a licensed pest control company will treat the space. It may be necessary to check adjacent rooms. Your cooperation and active participation will be required throughout this process. No refund or reduction of residence fees will be granted and you will not be relocated to reduce the likelihood of further infestation.

Violations of Residence Understandings and Agreements, and Residence Community Standards

It is expected that residents will comply with the rules and regulations set forth by the Residence Handbook and the Student Code of Conduct (www.waterloo.mylaurier.ca/residence/info/newstudent/forms.htm). Residents are held individually responsible for their actions and should know that violating a policy designed to maintain an atmosphere conducive to community living will result in a review of their status in residence and appropriate sanctions being imposed.

Penalties for Violation of Residence Understandings and Agreements, and Residence Community Standards

The spirit of our residences is one of co-operation with every resident having the responsibility for complying with these Understandings and Agreements, and the duty and right to invoke them. The Director, Residence, Associate Director, Residence & Learning, the Residence Life Area Coordinators and the Residence Life Dons are empowered to impose sanctions if a student is found to have committed an infraction.

If serious violations occur, the student involved may be referred directly to the Associate Director, Residence & Learning, where additional sanctions, including eviction, may be imposed.

Asbestos

WLU is committed to promoting the health, safety and well-being of its employees, students and visitors.

Asbestos, a fibrous material commonly used in building materials prior to 1980 because of its heat-resistant, chemical-resistant and insulative properties, continues to be present in a number of university buildings, in the form of sprayed fire proofing, insulation around piping and mechanical equipment, floor and ceiling tiles.

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

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

One of the requirements is that the university has an obligation to inform all occupants of any buildings containing asbestos. An inventory of asbestos, by building is available at www.wlu.ca/eohs. Additional information can be obtained by contacting Residential Services at ext 3236 or the Environmental/Occupational Health and

Safety office at ext 2874.

Community Fund

Each student contributes \$50 on move-in day towards their community fund. This is a one-time payment for the fall and winter academic terms. These important funds are managed by the community to facilitate events, activities, trips, payment for damages to the community and to purchase/rent general items for community use. An additional \$50 fee will be collected from those students who are assigned to one of our Learning Communities.

Cleaning and Repairs in Residence

Custodians: The custodial staff is responsible for maintaining the public and common areas of the residences. Custodial services will dust mop the dormitory rooms once a month and provide cleaning supplies upon request, if needed. Custodians are under the direct supervision of the Department of Physical Resources. Residents are responsible for the cleanliness and condition of their room and for personal litter in public areas. Residents are expected to respect Custodial staff at all times.

Maintenance: The residence buildings are maintained by the trades people who work for Physical Resources, a university department. If you have a maintenance request for your room or suite, please contact your Don and provide details of the repair. Your Don will forward a work order to the Facilities Coordinator and the appropriate person will assess the repair. Physical Resources has the right to enter a residence room without prior notice in order to perform maintenance duties.

Common Areas and Kitchens

Certain residences have a 24-hour lounge that is available to all the students in that particular building. Furniture is provided, but the kind of equipment available (television, a pool table, etc.) will vary in each building. Equipment purchased for this room is provided by the building's House Council.

Each community in the traditional-style residences has a kitchen

In the 2011 Globe and Mail Canadian University Report, Laurier received an A- for the atmosphere on campus.

in the lounge that is shared by the students in that community. The kitchen comes equipped with cooking facilities and a refrigerator.

Bulletin Boards

Bulletin boards are located in each community and in the lobby areas of each residence to facilitate communication with residents. Only posters sanctioned by the Residence Life Office may be placed on the bulletin boards.

Laundry

The majority of residences are equipped with washers and dryers. Washers and dryers found in university-owned buildings are free to operate. Laundry equipment found in leased buildings (King's Court Residence, Spruce St Apartments, King St North Apartments, and Marshall St Apartments) are coin and card operated. The university is not responsible for lost or damaged clothing.

Light Bulbs

Light bulbs can be exchanged for new bulbs by bringing the burned-out bulbs to a custodial staff member. Ceiling lights requiring bulb replacement should be reported to a Residence Life Don.

Parking

There are a limited number of parking spaces available to residence students and a lottery is used to determine who will receive a space. Students who do not need a vehicle in Waterloo are encouraged to leave it at home. Vehicles in violation of parking regulations will be ticketed and/or towed.

There are numerous resources you may access for parking information including the Parking & Transportation Resources website www.wlu.ca/parking, the Information Kiosk, located in the Aird Underpass, or at the Parking & Transportation Resources office at R248, Sue Dawson, Manager of Parking & Transportation Resources, 884-0710 ext. 3697, sdawson@wlu.ca.

Refrigerators

Small refrigerators are available for rent from Residential Services. Residents are not permitted to bring additional refrigerators into residence due to electrical capacity. Students will be responsible for any loss or damage to the refrigeration units.

Refuse and Recycling

Garbage and recycling are to be taken outside residence buildings to the appropriate collection site, except in buildings with garbage chutes. These sites have been located as close to the buildings as possible and are emptied regularly. There are no collection sites inside the buildings. Students are not to use lounges or common areas to dispose of large amounts of garbage. Please use caution when handling glass or sharp objects; place items in a bucket or cardboard box beside the garbage receptacle if they cannot be safely placed inside. Garbage and recycling bins are provided to

all students; students are responsible for emptying these bins into the appropriate receptacles.

Security Systems

All residence buildings are secure buildings. Residents must use their key to enter the building 24 hours a day. Residents must meet their guest(s) at the front door of the building and escort the guest(s) around the building at all times.

Storage

A minimal amount of space for the storage of trunks and suitcases is located throughout each residence. Residents are personally responsible for items placed in storage rooms. The university assumes no responsibility for missing or damaged items. All items in storage must be removed at check out.

Telephones

The University does not provide telephone service in residence rooms. Students are responsible for making arrangements with their own telephone service provider. It is strongly recommended that students consider using a cell phone and students are encouraged to carefully review their phone service options once they arrive on campus to avoid any unnecessary roaming charges. Students must submit their telephone number to their Residence Life Don by Sunday, September 18, 2011.

Responsibility for Contents

You will receive a room inventory form at check-in. Please complete it carefully with assistance from the Residence Life Dons. The completed form is retained by the Department of Residential Services as a check against loss of or damage to the room and/or its contents. The Department of Residential Services holds you financially responsible for any damage or loss to your room or its contents, and also for the cleanliness of the room upon vacating.

If you are assigned to apartment-style accommodations, you are jointly responsible with the other occupant(s) of the apartment for damage or losses to the shared areas of the apartment.

In some circumstances, you and the other students in your building or section may be accountable for damage to that building or section. You will be invoiced for losses, damage, special cleaning or maintenance required as a result of your period of residency.

Property left in a residence room more than 48 hours after the room has been vacated is considered abandoned. The Department of

Residential Services does not accept responsibility for the storage or safekeeping of property abandoned in residence rooms.

Rights Reserved by the Department of Residential Services

The Department of Residential Services subscribes to the principle that residence students are entitled to enjoy a reasonable right to privacy in their residence rooms. However, the Department of Residential Services reserves the right to enter rooms, terminate contracts, repossess rooms or reassign students, and to initiate other steps necessary and advisable for the safety, security and well-being of the community and university assets.

Laurier has student exchange partnerships with universities in 27 countries.

Room Changes

Residents are not permitted to change rooms without approval from the Department of Residential Services. In certain extreme cases, room changes are permitted by the Department of Residential Services, subject to room availability. All room changes must be approved by the Residence Life Area Coordinator. Transferring rooms may result in an additional charge and/or adjustment in fees, depending on the new room type and location.

Additional charges will be posted to the resident's account by



the Business Office. The resident is held responsible for damages to their original room. In addition, the resident must make all necessary arrangements to discontinue or transfer telephone service.

Subletting

You are prohibited from subletting your residence room and from permitting its use by others, except as outlined in the Department of Residential Services policy regarding guests (see page 14 for a detailed explanation of the guest policy).

– Final Examination Periods: December and April–

Check-out in December and April

All residence students are required to leave residence 24 hours after their last exam in the fall and winter term. Approval for a Residence Contract Extension for extreme circumstances must be requested in person by the resident to their Residence Life Area Coordinator.

Residents are housed for the academic term(s) only. This regulation also exists to ensure that residents who still have exams are able to study in a quiet environment. Students should plan work and/or travel arrangements in advance with their required check-out date in mind.

Early Withdrawals from Residence

All residency contracts are for the entire academic year, beginning on move-in day in September and concluding 24 hours after the resident's final exam in April. Early withdrawals from residence are only considered in extreme cases. If you are considering moving out of residence, please speak to your Residence Life Don and/or your Residence Life Area Coordinator.

Before permission to withdraw from residence is granted, the student must meet with their Residence Life Area Coordinator. After this, a withdrawal form must be filled out by the student at Residential Services. Depending on the time of year that the withdrawal takes place, a resident may or may not be able to receive a partial refund of their residence fees.

Residence fees and charges are not refundable when the residence hall agreement is terminated due to a student's conduct giving rise to disciplinary action.

Income Tax Rebate

Under the Income Tax Act, universities are exempt from paying local taxes. Residence fees cannot be claimed as rent for income tax

purposes. The City of Waterloo receives a tax grant of \$25 per student from Wilfrid Laurier University. Therefore the amount that can be claimed for income tax is \$25 and not the full cost of residence fees.

Mail

Mail for C.H. Little House, Nils Willison Hall, Macdonald House, Bouckaert Hall and Euler/Leupold Residence can be picked up at the mailboxes located in the Arts wing across from lecture hall 1E1. For Bricker Residence, Clara Conrad Hall, King Street Residence, Laurier Place, Regina Residence, University Place, Waterloo College Hall, Spruce Street Apartments, King's Court Residence, Marshall Street Apartments and King Street Apartments, mail can be picked up in the front foyer of the buildings. Mail is delivered daily, Monday through Friday.

It is the student's responsibility to ensure that all contacts have their correct residence mailing address. Mail with an incorrect or incomplete address is delivered to the Residential Services office for correction and re-distribution. Residential Services accepts no responsibility for delays in re-directing mail that is incorrectly addressed for students living in residence.

Parcels Sent by Canada Post

Only parcels sent through Canada Post (eg. by regular parcel or Xpresspost) will be delivered to the residence mailrooms. If the parcel does not fit in the mailbox, the student will receive a "parcel stub" in their mailbox. It is then the student's responsibility to pick up the parcel from the residence mailroom during one of the time periods when the mailroom is open. Hours of operation will be posted on the mailroom door. Parcels will not be delivered to the student.

Packages Sent by Courier

All packages sent to residence students by courier (eg. by Purolator, UPS, Fed-Ex) will be received by the WLU Mail Services Department and forwarded to the Residential Services office. The Residential Services office will contact the student via their mylaurier.ca email address to advise them that they have a courier package for pick-up at the office. Students must show photo ID (such as Laurier OneCard or Driver's Licence) when picking up their package.



The mailing addresses are as follows:

Detailed information about mail delivery and courier service in residence can be viewed at www.waterloo.mylaurier.ca/residence/info/mail_service

**Bouckaert Hall,
Bricker Residence,
C. H. Little House,
Clara Conrad Hall,
Euler/Leupold Residence,
Macdonald House,
Nils Willison Hall**
Student Name
Mailbox Number
Name of Residence Building
75 University Ave. West
Waterloo, ON N2L 3C5

Laurier Place

**Apartments
Heidelberg House**
Student Name
Laurier Place
Apartment # - 190 Lester St.
Waterloo, ON N2L 3W4

St. Clements House
Student Name
Laurier Place
Apartment # - 188 Lester St.
Waterloo, ON N2L 3W4

Townhouses:

St. Agatha or St. Jacobs House
Student Name
Laurier Place
Street # - Sunview St.
Waterloo, ON N2L 3V6

Maisonettes:

Conestogo House
Student Name
Laurier Place
Maisonette # - 205 Sunview St.
Waterloo, ON N2L 3V7

Regina Residence

Student Name
Apartment Number
209 Regina Street North
Waterloo, ON N2J 3B5

University Place

Student Name
Apartment Number
50 University Ave. East
Waterloo, ON N2J 2V8

Waterloo College Hall

Student Name
Mailbox Number
Waterloo College Hall
88 Seagram Drive
Waterloo, ON N2L 6N7

King Street Residence

Student Name
Mailbox Number
King Street Residence
200 King Street North
Waterloo, ON N2J 4Z4

King's Court Residence

Student Name
Apartment Number
345 King Street North
Waterloo, ON N2J 2Z1

Spruce Street Apartments

Student Name
Apartment Number
325 Spruce Street
Waterloo, ON N2L 3M6

102 Albert Street

Student Name
102 Albert Street
Waterloo, ON N2L 3S8

King Street North Apartments

Student Name
Apartment Number
188 King Street North
Waterloo, ON N2J 2Y5

Marshall Street Apartments

Student Name
Apartment Number
50 Marshall Street
Waterloo, ON N2J 2T4

Communities of Citizenship

The Residence Life office encourages you to identify yourself as an outstanding citizen in your community and in your residence building. You may wish to become involved through a leadership position or simply by using your own talents and unique personal attributes to contribute to your community.

Getting Involved in Residence

The First Year Leadership Programs (FYLPs) at Laurier are dedicated to enhancing the student experience through activities aimed at building community. FYLPs include House Council, Arts Laurier, Diversity Council, UPGRADE, Residence Athletic Council and the Inter-Residence Council. In addition, we also have the Wilfrid Laurier Students' Union (WLUSU) Liaison Team that runs campus-wide events to unite Residence Life and the Students' Union.

There are many leadership positions exclusively available to first-year students living in residence. Each residence has its own House Council which plans and runs events in the fall and winter terms for the community.

We also have Campus Councils that plan and run events for all first-year students living in residence or part of our LOCUS program. These are: Arts Laurier, Diversity Council, Residence Athletic Council, UPGRADE and the WLUSU Liaison Team. As a first-year student, you have the opportunity to apply to the leadership positions on any one of the councils listed above. Your Residence Life Don will publicize opportunities at the start of the year and keep your community informed.

What Qualifications Do We Look For?

Individuals who are motivated, creative, organized and sincere about getting involved have the qualities necessary to become involved in a student leadership program. Application information is available from your Don or Community Advisor in September. Applications are also available at www.waterloo.mylaurier.ca/reslife.

Residence House Council

Your House Council is comprised of first-year students from your residence community. With the support of the Community Advisor and Dons, House Council serves as a planning and management

body for major social and academic events and activities for your entire residence. House Council organizes social building events, guest speakers, yearbook and newsletter committees, charity fundraising, and assists with the promotion of campus-wide events and student opportunities.

House Council Structure

There are four appointed executive positions per residence building. These important student leadership positions include President, Vice-President – Training & Development, Vice-President – Finance & Administration, and Vice-President – Communications & Marketing. Speak to your Don or Community Advisor for more information about these positions or look for a House Council bulletin board in your building. Complete information can also be found on the Laurier website at www.waterloo.mylaurier.ca/reslife.

House Council Community Representatives

One representative from each community will be elected to the House Council in September. The Community Representative liaises between the House Council and their respective community members throughout the year. The role of a Community Representative is exciting; representatives are expected to lead activities, events and initiatives in their residence community. Council members may become the chair of committees and/or the organizer of residence events. Students are encouraged to attend open meetings held by the House Council to voice ideas and opinions. Participating in House Council is a great way to meet new people, to develop leadership and organizational skills, and to make a difference in residence.

Inter-Residence Council (IRC)

The Inter-Residence Council strives to foster a network of communication within the Residence Life system in order to develop student leaders and provide diverse programming for residence students. It is a central forum where all House Councils and Campus Councils (the FLYPs) meet to discuss events and share information that is pertinent to the first-year student body.

Residence Athletic Council (RAC)

The Residence Athletic Council is comprised of first-year students from across campus whose primary goal is to promote a healthy and active lifestyle. The RAC facilitates weekly competitive and recreational leagues, monthly tournaments, weekly health and wellness activities, recreational trips, professional sport trips and charitable initiatives. Participating in RAC events promotes a healthy lifestyle, personal wellness as well as residence pride and unity.

Arts Laurier

Arts Laurier aims to provide students with the opportunity to share their love for many different forms of art (e.g., theatre, art, food, music, poetry and dance). First-year students work

together throughout the year to organize and implement events and productions while exploring the arts through activities and workshops. This is a great learning and developmental experience for those interested in the arts and who want to meet other students with similar interests.

UPGRADE @ Laurier

UPGRADE promotes a balanced lifestyle in first year.

By highlighting tools to achieve academic success while promoting all that the Laurier campus has to offer, students will be able to make the most of their first year. Students involved in this program will be encouraged to organize and promote creative ways to showcase Laurier's exceptional resource base and will help establish a culture of success that extends beyond the lecture hall.

Residence Learning Communities at Laurier (RLCs)

Laurier's Residence Learning Communities are select residential floors developed by the Residence Education office in conjunction with Residence Life and campus partners to provide a holistic approach to student development and learning. Through academic partnerships, service-learning opportunities and focused programming in residence, each community is uniquely designed to facilitate meaningful connections between peers, students, faculty and staff. With seven different communities, we seek to provide all of our students with the opportunity to experience a seamless learning environment in our residential areas.

There are six unique RLCs at Laurier exclusive to first-year students:

- Business and Economics
- Leadership and Services
- Healthy Living
- Geography and Environmental Studies
- Women in Business
- Scholar's Hall.

The Global Engagement Residence Learning Community is for senior students only. Students who reside in an RLC enjoy all the same amenities as other residents, yet benefit from a unique living experience.

For more information please go to www.waterloo.mylaurier.ca/residence/info/LCommunities.

Tips for Residence Security

1. Keep your door locked at all times.
2. Never lend out your keys or OneCard.
3. Always keep your OneCard and your keys with you.
4. Always ensure the building entrance door closes behind you, thus ensuring no unwanted guests.
5. Always remove door props – by doing this you are ensuring your safety.

Important Numbers at Laurier

- Wilfrid Laurier University
Special Constable Services
and ERT 519.885.3333
- WLU Health Services..... 519.884.0710 ext. 3146
- Foot Patrol 519.886.3668
- BACCHUS..... 519.884.0710 ext. 2932
- Peer Helpline 519.884.7337 / 519.884.PEER
- Residential Services 519.884.0710 ext. 3236
- OneCard Office..... 519.884.0710 ext. 3730
- Parking & Transportation
Resources..... 519.884.0710 ext. 3032
- Counselling Services..... 519.884.0710 ext. 2338
- HUB..... 519.884.0710 ext. 3624
- Diversity & Equity Office..... 519.884.0710 ext. 3208





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While every effort has been made to ensure this publication is accurate at time of printing, the information contained herein is subject to change without notice. The online version of this handbook is the official 2011-12 Student Handbook.