



ST. JEROME'S
UNIVERSITY

Residence Policies Handbook
2024-2025

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1 ST. JEROME'S UNIVERSITY MISSION STATEMENT

1.1 St. Jerome's University ("SJU" or "we" or "our" or "us") is a public Roman Catholic University affiliated with the University of Waterloo ("UW"), historically associated with the educational vision of the Congregation of the Resurrection. We are committed to learning and academic excellence, the gospel of values of love, truth and justice, and the formation of leaders for the service of the community and the Church. In all of our activities and practices, SJU functions within the context of the Roman Catholic tradition and the principles of academic freedom.

2 RESIDENCE EXPERIENCE

2.1 Community. Our pride is our community; the friendships, the spirit, the common interests, the shared responsibility and the call to action. It gives us energy, it gives us perspective, it gives us pause. It's the debate in class that becomes conversation over dinner and draws us together as lifelong friends. SJU is a community that represents diversity, belonging, and acceptance.

2.2 Tradition. Our tradition is giving hundreds of hours to local charities, sporting team colours to cheer on our floor mates, friends gathering to sing "happy birthday", community meals, and roommates who act as a support, mentor, friend etc.

2.3 Engagement. SJU is deeply engaged in our studies, in our interests, in our communities and abroad. We're curious, inspired, committed and we value the interconnectedness of our global community. We're partners in sustainability and environmentalism. We're dreamers, doers, talkers, and actors.

2.4 Pride. We're proud of our community. Proud to be part of over 150 years of active social justice and community service that is strongly linked with academic success and our mission to educate the "whole person". We're also proud of our Catholic values, unique traditions, mealtime rituals and that genuine feeling that everyone counts, everyone contributes, and everyone has something to offer.

3. LIVING IN RESIDENCE

3.1 Introduction. A residence is much more than a convenient place to live on campus, it is a place to learn and to grow. In addition to the academic challenges that you will experience at university, the daily experience of living with other residents will challenge you to expand your awareness and understanding of yourself and others. You will establish some lasting friendships. You will be expected to contribute to the quality of university and residence life in your own unique way.

3.2 Community. Moving into residence means moving into a new community. You will have many opportunities to get involved. There will be numerous committees, activities and events that will allow you to interact with other residents, develop friendships, and build community. Moving into residence also means learning to live with others. Living together requires that

each resident take responsibility for the spirit of mutual respect and cooperation necessary for successful community living. This means that:

- 3.2.1 Each resident must be considerate of the privacy and property of other residents;
- 3.2.2 An atmosphere conducive to study and rest must be maintained;
- 3.2.3 Courtesy and respect must be shown to other residents, SJU employees, the kitchen staff and the cleaning and maintenance staff at SJU;
- 3.2.4 Each resident has the right and the obligation to remind other residents of their responsibilities to the residence community and the standards and expectations of the residence community at SJU; and
- 3.2.5 Intimidation, harassment, or acts of discrimination on the basis of race, colour, gender, religion, national origin, ability, age, sexual orientation, political affiliation or any protected ground under the *Human Rights Code* (Ontario) will not be tolerated by SJU.

3.3 Compliance. Residents must comply with requests made by Residence and Community Life Staff and SJU officials in accordance with established regulations, policies, guidelines and directives of SJU and UW issued from time to time. The conduct of residents is governed predominantly by this Residence Policies Handbook (the “Handbook”) and the Residence Contract (the “Contract”) as provided in Section 4 below.

4. RESIDENCE POLICIES HANDBOOK AND RESIDENCE CONTRACT

4.1 This Handbook. This Handbook is designed to give you the information you need to know about SJU residence (“SJU Residence”). Please read the contents carefully. If you have never lived in residence, this Handbook will provide you with an introduction to many facets of the residence life experience. If you have lived in residence before, even SJU Residence, we encourage you to read this Handbook again for any updated information.

4.2 Amendments. Although every effort has been made to ensure accuracy of information, this Handbook, the Contract, and other SJU or UW policies or procedures may be changed, modified or revoked by SJU or UW, in their sole and absolute discretion, from time to time without advance notice in order to, among other things, including, without limitation, changes resulting from government guidance and response, public health directives, and to SJU or UW policies and procedures. You agree to comply with all such further amendments as may be implemented by SJU or UW from time to time. The department of Student Affairs reserves the right to take any steps necessary to preserve the safety, security, and well-being of the residents and/or SJU Residence property. Such steps include, but are not limited to, SJU’s right to terminate your Contract without financial liability to SJU in accordance with the Contract and this Handbook. This Handbook is only for SJU residences and not the affiliated UW or UW affiliated University Colleges.

4.3 Resident Contract. This Handbook is incorporated into your Contract and is made a part thereof as provided in your Contract. The Contract can be found in your eRezLife application, as well as [online](#) as provided in Section 25 below.

4.4 Incident Reports. An incident report is submitted for a variety of reasons, including when there are policy violations. Incident reports are created by Residence Life student-staff

and are documented in a secure conduct management database. They include individual names involved, names of witnesses, and details of the incident. The incident report is then submitted to Student Affairs for review and is handled confidentially. Incident reports help Student Affairs understand common challenges with current policies and identify trends across residences to inform the education of students and response to conduct.

4.4.1 A Student Affairs staff member will review the incident report and determine next steps if required based on the details of the report. Possible outcomes:

4.4.1.1 A mandatory follow-up meeting with a Don or with Student Affairs staff. Failure to attend or schedule a mandatory meeting may result in temporary suspension of fob access to the residence buildings or an outcome determined based on the available information.

4.4.1.2 The Incident report is closed because the review determined the student's behaviour did not meet the threshold required for a sanction

4.4.1.3 A sanction is issued.

5. SANCTIONS AND APPEALS

5.1. Sanctions.

5.1.1. **Noncompliance.** SJU Residence reserves the right to determine appropriate sanctions when a resident has not complied with their Contract or this Handbook, in particular with Section 12 below regarding Conduct Expectations. For clarification purposes, sanctions will apply even if the resident withdraws from SJU Residence, is no longer enrolled in UW classes, or subsequently fails to meet the definition of a student while a disciplinary matter is pending.

5.1.2. **Sanctions.** Sanctions include, but are not limited to, the following:

5.1.2.1. educational sanctions: Tools that have been created to allow students to reflect on their behaviour and potential impact to themselves and the community.

5.1.2.2. restitution invoice: A monetary reimbursement to recover the loss or damage of residence property/services/labour as a result of an accident or incident. Students are strongly encouraged to come forward in these instances. Generally, restitution is the sole sanction in the event of accidents. Labour costs vary by time/day.

5.1.2.3. Community billing: When common area damage/vandalism occurs and the responsible persons are not identified, repair and administration costs will be charged to every resident, or a specific section of the community.

5.1.2.4. alcohol restriction: While on Alcohol Restriction, students are not permitted to consume alcohol in residence, or to return to residence while under the influence of alcohol.

- 5.1.2.5. building restriction: A resident may be restricted from accessing a portion of the building or from entering the building for a period of time. If a student violates this restriction they will be served a trespass notice, Special Constables Services may be contacted and the student may face contract termination.
- 5.1.2.6. mandatory move: Residence and Community Life Staff reserve the right to remove a resident from a particular room/floor if it is deemed necessary and in the best interests of the student and/or community. A resident may also be relocated temporarily until an investigation is closed.
- 5.1.2.7. community resolution: Following an incident, the student may be sent an email to recognize them taking responsibility for a policy violation and working with Residence and Community Life Staff in the moment to repair harm. The Community Resolution will also outline the importance of upholding the Residence Community Principles moving forward.
- 5.1.2.8. policy reminder: Following an incident, the student may be sent a Residence Policy Reminder email encouraging them to review the policies and advising that any further incidents could result in a meeting with a member of the management team.
- 5.1.2.9. written warning: A resident may receive a written warning letter stating that their actions/choices have violated the Residence Code of Conduct or abused a residence policy. Written warnings will refer to the Residence Code of Conduct and Residence Hall Agreement to remind them of the policies.
- 5.1.2.10. a Notice of Behaviour: Having a notice of behaviour is considered to be a status sanction. While under a notice of behaviour, if a resident is found in violation of any residence policies, their residence status may be placed under review
- 5.1.2.11. guest restriction: While on Guest Restriction, students are not permitted to have guests in residence at any time.
- 5.1.2.12. A Behavioural Agreement: A set of behavioural expectations, terms, and conditions that is developed with and signed by the student. With their signature, the student agrees to the expectations, terms, and conditions and acknowledges that any breach of the contract may result in sanctions that are more serious
- 5.1.2.13. Suspension A suspension is defined as a period of time where a student is temporarily prohibited from residing in or otherwise being in residence. Throughout the suspension period, a student is responsible for the full cost of the residence space in addition to being restricted from entering all other residence buildings. A deferred suspension from residence is a period of review during which the student must demonstrate an ability to comply with the polices. If, during the period of the deferred suspension, the student is again found responsible for violating the code, the student can be considered for an immediate suspension/eviction from the residence. The nature of the offence dictates a deferred suspension, suspension or eviction.

- 5.1.2.14. termination of residence contract: in accordance with section 5.1.5 when the residence community is determined to be at risk, or severity of sanctions has increases due to repeat offences and/or number of incidents, the resident may have their residence contract revoked and will be expelled from residence.

Residents should be aware that unacceptable conduct on or off-campus may result in residence-based Sanctions, other means of conduct at SJU, and/or academic conduct at SJU. Furthermore these actions could impact potential residency at any of the residences of UW and its affiliated University Colleges.

- 5.1.3. Monetary restitution in accordance with this Section 5 will be assessed based on the nature of the incident and the circumstances surrounding it. Decisions regarding monetary restitution in accordance with this Section 5 are made at the sole discretion of the SJU Residence & Community Life Coordinator (or designate from the Student Affairs Team). Sanctions in accordance with this Section 5 will be a minimum of \$125.00. Sanctions in regards to physical property may exceed this minimum based on the cost of repair.

- 5.1.4. Reasons for Sanctions in accordance with this Section 5 include, but are not limited to, the following:

- 5.1.4.1. noise violations;
- 5.1.4.2. smoking cigarettes, electronic cigarettes, hookah, etc. in SJU Residence;
- 5.1.4.3. alcohol or drug violations;
- 5.1.4.4. theft;
- 5.1.4.5. threats;
- 5.1.4.6. violence;
- 5.1.4.7. damage to the SJU Residence rooms;
- 5.1.4.8. damage to SJU Residence common spaces;
- 5.1.4.9. damage to SJU properties;
- 5.1.4.10. unacceptable state of cleanliness; and
- 5.1.4.11. harassment or abuse of students, residents or staff at SJU, refusal to cooperate with SJU Residence and Community Life Staff or any other conduct unbecoming of a SJU resident in the sole discretion of the Residence and Community Life Team.

- 5.1.5. If You fail to abide by the provisions of this Handbook, your Contract, or other residence guidelines/directives that may be issued by SJU, or UW, SJU may terminate your Contract. Where SJU terminates your Contract, you will be expelled from SJU Residence and are required to vacate the premises within twenty-four (24) hours. Unless given permission by the Residence and Community Life Team, the termination of your Contract will result in barred access for ALL fob-controlled residence spaces, and potentially limiting access to academic or public spaces at SJU. You will still be responsible for your residence fees as outlined in your Contract at the sole discretion of the Residence and Community Life Team.

5.2. Appealing a Sanction.

- 5.2.1. Introduction to Appeal Process. If you believe a Sanction was imposed unfairly, with prejudice and/or in a manner that is not in accordance with your Contract, this

Handbook or applicable legislation, you may appeal the Sanction in accordance with this Section 5.2.

5.2.2. Informal Appeal. You shall begin the appeal process, within two (2) business days of your Sanction being communicated, by pursuing an informal appeal through discussion and dialogue with your Residence Don, Community Advisor and/or the Residence Life Coordinator (or designate from the Student Affairs team) (“Informal Appeal”) prior to pursuing a formal appeal provided in Section 5.2.3 below. These discussions are intended for all parties to more thoroughly understand why a Sanction may have been imposed and to clarify your Contract or this Handbook as need be. The majority of disputes are resolved at this stage. If you are unsatisfied with the outcome of the Informal Appeal, you may submit a formal appeal in accordance with Section 5.2.3 below.

5.2.3. Formal Appeal. If you are unsatisfied with the outcome of your Informal Appeal in accordance with Section 5.2.2 above, you may submit in writing a formal letter (may be submitted electronically) to the Manager, Residence and Community Life (or designate from the Student Affairs Team) providing the details of the Sanction, details of your Informal Appeal and your reasons for continuing to appeal same within two (2) business days of the Informal Appeal (a “Formal Appeal Request”).

5.2.3.1. **Grounds.** You may only request a Formal Appeal on one of two grounds, which must be declared in your letter: (1) an appeal based on an unfair or improper application of your Contract or this Handbook as it relates to your involvement in the incident that prompted the Sanction, or (2) an appeal based on a dispute of the facts as they pertain to why the Sanction was imposed.

5.2.3.2. **Review.** The Manager, Residence and Community Life (or their designate) will meet with you, normally within ten (10) business days after receiving your Formal Appeal Request, to discuss the Sanction, your involvement, your Informal Appeal and to discuss the application of your Contract and this Handbook to the situation. They may also meet with Residence and Community Life Staff, the UW Special Constable Service (UWSCS), etc., as deemed necessary or appropriate and take whatever steps are seen as appropriate in the circumstances to review the appeal, which may delay your meeting with the Manager, Residence and Community Life.

5.2.3.3. **Decision.** The Manager, Residence and Community Life or their designate will communicate a decision regarding the Informal Appeal to you in writing, normally within twenty (20) business days of receiving your Formal Appeal Request. The decision of the Formal Appeal, as communicated by the Manager, is final.

5.2.3.4. **Timeline.** The timeline of the Formal Appeal process is not entirely within the control of the Manager, Residence and Community Life or the Student Affairs Team, and the timelines provided above are estimates only

5.2.4. Additional Information Regarding Appeals.

5.2.4.1. **Statute of Limitations.** A Sanction can only be appealed within 2 business days of the Sanction being communicated to the resident.

5.2.4.2. **Representation.** A resident wishing to appeal a Sanction does so of their own volition, without proxy or representation.

5.2.4.3. **Non-Appealable Sanctions.** Removal from SJU Residence (other than the termination of a residence contract) and trespass notices are made at the sole discretion of the Director of Student Affairs or their designate, in consultation with the Residence and Community Life Team, Student Services directors, UWSCS and other municipal, provincial and federal authorities where applicable. Sanctions as provided in this Section 5.2.5.3 are not appealable through the SJU Residence Appeal process as provided in Section 5.2.

6. SJU RESIDENCE ACCOMMODATION AND AVAILABILITY

6.1 Incoming Student & First Year Admission.

6.1.1 **No Guarantee of Specific Room.** While the UW First Year Residence Guarantee guarantees incoming first year students who meet the application criteria a space in residence on the wider UW campus, we can never guarantee a specific SJU Residence building or room.

6.2 Upper Year Residents.

6.2.1 **Eligibility.** In order to be eligible for admission to SJU Residence, an upper year student must demonstrate that they can live cooperatively within the SJU community and must have cooperated with the SJU Residence as follows:

6.2.1.1 **Administrative Eligibility.** While in SJU Residence as a first-year admission, a resident must have cooperated with their Contract and this Handbook. For example, a resident who has not cooperated with behavioral, disciplinary, and/or administrative guidelines may be denied re-admittance in accordance with this Section 6.2. Residents who do not meet fee payment deadlines in accordance with SJU's Fees and Payments link provided in Section 25 below may also be denied re-admittance in accordance with this Section 6.2. All bills owed to the SJU Residence must be paid in full before any application in accordance with this Section 6.2 will be processed.

6.2.1.2 **Accessible Housing.** Upper-year residents must indicate any existing Accessible Housing recommendations as part of the application process.

6.2.1.3 **Involvement Eligibility.** In the event that the number of upper year students wishing to return exceeds the number of vacancies determined by the Residence and Community Life Team, a student's level of involvement and participation may be used as criteria for readmission to SJU Residence.

7. MENTAL HEALTH AND WELLNESS

7.3 Student Mental Health and Wellness. We are committed to supporting and promoting the mental health and wellness of our students, residents and SJU Residence communities, respecting and recognizing the impact for both.

7.4 Mental Health and Wellness Services. SJU offers a variety of services in support of student and resident mental health and wellbeing, and collaborates with other partners across UW and off-campus to support student wellbeing. All SJU students and residents have access to on-campus counselling services through UW. For more information, please visit UW's Counselling Services website as provided in Section 25 below, which includes but is not limited to how to make an appointment and exploring options for yourself, peers or friends.

7.5 Scope and Limitations. There are times when the mental health and wellbeing needs of a resident extends beyond the scope, practice, and/or ability of the SJU Student Affairs team. In these cases, we will work closely with the resident to connect them to the appropriate resources including (but not limited to) those listed in Section 7.4. Friends and family outside of SJU and UW are also seen as helpful and important supporters for residents whose needs extend beyond the scope of the Student Affairs team. In order for SJU to be able to provide appropriate accommodations or supports, there may be times when a resident is required to identify individuals from their personal life, or professionals outside of SJU and UW that Student Affairs staff can connect with and include in their circle of support. It is possible that SJU and/or its Student Affairs team will not be able to accommodate a resident's particular needs (with or without this outside support) and in the case where appropriate accommodations or supports are not able to be put in place, a resident may unfortunately be required to leave SJU Residence. In this case, a pro-rated portion of the resident's fees, etc. would be refunded.

7.6 Mental Health Resource Contacts.

7.6.1 Here 24/7: 1-884-437-3247 (1-844-HER-E247).

7.6.2 9-8-8 Suicide Hotline

7.6.3 Good2Talk: 1-866-925-5454.

7.6.4 Text: GOOD2TALKON to 686868.

7.6.5 Empower Me: 1-833-628-5589

7.6.6 Emergency Services: 911.

7.6.7 UWSCS: (519) 888-4911.

7.6.8 UW Counselling Services: 519-888-4096.

You can also connect with a Student Affairs staff member for further resources available.

8. MOVING IN AND OUT OF RESIDENCE

8.1 Check In and Check Out Process. Residents are responsible for completing a full room-check in process and a full room-check out process with their Residence Don as provided in Section 8.4.3 below.

8.2 Moving In: Room Check In. It is the resident's sole responsibility to ensure that they always complete a Room Check In Form, when moving into a SJU Residence room. This includes moving into a new room after a room change. The Room Check In Form ensures that any damages or malfunctions within the room that are present when you move in are noted and will not be attributed to you when you move-out. The resident should thoroughly inspect the room and take notes of any damages or malfunctions.

8.3 Improper check-in or check-out may result in a monetary fine. These can include but are not limited to:

- 8.3.1 leaving without checking out with a Don.
- 8.3.2 not returning your fob to a Don
- 8.3.3 an unclean suite/room.
- 8.3.4 broken furniture, damages, vandalism, etc.
- 8.3.5 not arranging a check-out time with a Don.

If nothing is reported at the time of the damage, and no conduct process/residence follow-up can take place, residents assigned to that space will be financially responsible for all accidental property damage and/or vandalism to private rooms/suites.

8.4 Moving Out of Residence & Departure from Residence after Exams.

8.4.1 Residents are required to leave SJU Residence no more than twenty-four (24) hours after their last scheduled written exam or formal academic commitment unless they are given special permission by the Residence and Community Life Team prior to the beginning of the UW Exam Period. Residents who write exams on the last scheduled exam day, as provided by the UW Calendar, will be required to leave SJU Residence by 10:00am the following day with no exceptions.

8.4.2 For residents that may be living in SJU Residence during a co-op term, they are required to move out at 10:00 AM on the day following the last of the UW Exam Period with no exceptions.

8.4.3 Prior to moving out of SJU Residence:

8.4.3.1 You are required to remove all of your belongings from Residence prior to your departure. This includes any bikes in the bike storage or sports equipment in the sports equipment storage in accordance with Section 18 below.

8.4.3.2 Complete the Room Check Out Form prior to your departure with a residence Don. It is your sole responsibility to arrange this with a Residence Don in advance of your departure as well as to clean your room thoroughly prior to your departure. If you leave SJU Residence without completing a Room Check Out Form with your Residence Don, you will receive a charge of \$50.00. Additional costs incurred in the cleaning of your room will result in monetary restitution and/or charges to you in accordance with Section 13 below. Please ensure prior to your departure that:

- 8.4.3.2.1 Garbage and recycling in your room is removed and disposed of;
- 8.4.3.2.2 Mattress covers are removed and disposed of;

- 8.4.3.2.3 Refrigerator is clean and remains plugged in;
 - 8.4.3.2.4 Windows are closed and lights are turned off;
 - 8.4.3.2.5 All personal belongings and effects are removed or disposed of;
 - 8.4.3.2.6 All furniture should be returned to its original position;
 - 8.4.3.2.7 You complete the residence checkout with a residence don (failure to do so will result in a \$50 fine)
 - 8.4.3.2.8 You return your fob to a residence don (there is a \$50.00 charge for each lost or unreturned fob);
- 8.4.3.3 SJU will provide you a limited number of adhesives for your room. These are the only risk-free adhesive tools permitted in residence because their removal does not cause damage. If you choose to purchase additional adhesives for your room please note the following:
- 8.4.3.3.1 You are responsible for damages caused by adhesive removal
 - 8.4.3.3.2 3M adhesives (including hooks) are the least likely to cause damage upon removal
- 8.4.3.4 Do not attempt to remove adhesives in your room at any time. SJU Facilities staff will remove these to decrease the chance of damage (and your being charged)

9. ROOM ASSIGNMENTS, STREAMING CONFIRMATION PROCESS AND ROOM CHANGE REQUESTS

9.5 Roommates and Room Allocations.

- 9.5.1 Fall 2024 Housing Application Form. First year students are asked to complete and return a fall 2023 Housing Application Form, available on eRezLife, which will assist the Residence and Community Life Team in room and roommate allocations. The fall 2024 Housing Application Form is available through eRezLife, a link and access to which is provided upon receiving your SJU Residence offer in accordance with your Contract.
- 9.5.2 **Accessible Housing Services.** First year Residents requiring specific accommodations or allocations in residence are encouraged to register with UW Accessible Housing before the deadline for the First-Year Residence Guarantee. UW Accessible Housing receives and processes these applications, along with any associated documentation, and makes a recommendation to residence on how any registered student should be accommodated in residence. Specific accommodations can only be made if a recommendation from UW Accessible Housing is received by the Residence and Community Life Team before offering the student a residence contract. If a resident applies to Accessible Housing after their contract is signed, the resident is responsible for contacting SJU Residence and Community Life Staff to ensure they are aware of this application as soon as possible. This increases the likelihood that recommendations made by Accessible Housing can be accommodated. Residents should ensure that they register with UW

AccessAbility Services for Academic Accommodations, if applicable, as they are separate processes.

- 9.5.3 **Specific Roommates.** Residents may request to be placed with certain other residents, as long as they have both received a SJU Residence offer from SJU. Both residents must request each other as roommates on eRezLife to be considered for placement together.
- 9.5.4 **Approval.** All room allocations and returning contract offers are approved by the Residence and Community Life Team
- 9.5.5 **Decision Making Authority.** The Residence and Community Life Team maintains final decision-making authority on room allocations and roommates. Room changes, in accordance with Section 8.3 of your Contract are not permitted without the written consent of the Residence and Community Life Team.

9.6 Streaming Confirmation Process.

- 9.6.1 **Streaming Confirmation Form.** Residents living in SJU Residence in the fall term have signed a two-term contract; this means they will be living in SJU Residence in the fall term and either a consecutive winter term or the following spring term. During the fall term of their contract, residents will be contacted to complete a Streaming Confirmation Form which must be completed by the resident. The Streaming Confirmation Form declares which term will complete their 2-term contract.
- 9.6.2 **Fall to Winter Transition.** If the resident wishes to remain for the winter term (i.e., the resident is on an academic term for the winter 2025 term), they will not be required to move their belongings during the Winter break. The resident will remain in the same room unless granted a room change in accordance with the Contract.
- 9.6.3 **Fall to Spring Transition.** If a resident wishes to return in the spring term (i.e., the resident is on a co-op term for the winter term and an academic term for the spring term), they will be required to move their belongings out of SJU Residence for the winter term until the dedicated move in date for the spring term. No storage will be available for residents over the winter term.
- 9.6.4 **Residence for Fall, Winter and Spring.** If a resident wishes to remain in SJU Residence all three terms, they should complete their Streaming Confirmation Form in accordance with their academic term and sign a one term contract for their co-op term in accordance with the Contract. Residents on academic term take priority in regards to residence allocation and SJU Residence does not guarantee a room for residents seeking accommodations for a co-op term.
- 9.6.5 **Attempts to Cancel Contract.** If a resident fails to complete a Streaming Confirmation Form in an effort to cancel their Contract, they will be assigned a room for the following term and any cancellation request will be considered in accordance with Section 5.1.1 Resident Initiated Contract Cancellations as provided in their Contract.

9.7 Room Reallocation.

- 9.7.1 Room reallocation is generally discouraged, once a resident has moved in. These requests are only considered in extenuating circumstances the room reallocation process can be reviewed in section 8.3 of the Residence Contract.
- 9.7.2 **No Guarantees.** All room change requests will be considered; however, nothing can be guaranteed by SJU Residence, including requests for a single room. If a resident changes from a double room to a single room, single supplement fees will be applied. Room allocations after the room change request process are final, and all decisions are made at the sole discretion of the Residence and Community Life Team.

10. COMMUNITY/FLOOR MEETINGS AND COMMUNICATION

- 10.1 Meetings. Community and floor meetings are held on a regular basis. On occasion, the Residence and Community Life Team may decide to conduct community forums for the SJU Residence community to discuss important events in SJU Residence or changes to SJU Residence policy and practice. Regular floor meetings are held by Residence Dons to inform residents of the current happenings and planned activities for their floor. Attendance at these meetings is mandatory unless a previous arrangement, in writing, has been made with your Residence Don.
- 10.2 Communication. Residents are responsible for keeping their contact information on eRezLife current and up to date and to monitor their emails regularly. SJU will be communicating important information using your @uwaterloo.ca email address.
- 10.3 Communicating with Residence Dons. Residents are responsible for communicating respectfully with Residence Dons and SJU Residence and Community Life Staff and responding in a timely manner to requests for communication with Residence Dons.
- 10.4 Communicating with St. Jerome's Staff. Residents are responsible for communicating respectfully with the Residence and Community Life Team and shall, among other things:
 - 10.4.1 Respond in a timely manner to communication from the Residence and Community Life Team;
 - 10.4.2 Check @uwaterloo.ca email address for any communication regularly; and
 - 10.4.3 Provide any necessary updates to SJU Residence and Community Life Team.

11. CONFLICT RESOLUTION

- 11.1 Introduction. Living in a residence environment requires sharing living space with various other residents. As with any communal living arrangement, it is not uncommon for conflict to occur. As members of the educational community, we believe that managing conflict is an

excellent way for residents to learn about themselves and how to get along with other people who may not have the same ideals or beliefs.

11.2 Conflict Resolution Process. The following outlines the process that residents shall take when there is a conflict within SJU Residence:

11.2.1 **Independent Resolution.** Speak to the person(s) involved in the conflict and try to find a resolution on your own in a calm, respectful manner. If you need ideas about how to do this, speak with your Residence Don.

11.2.2 **Residence Don Assistance.** If you are unable to come to a resolution on your own, please contact your Residence Don. They will act as a neutral third party and assist you in the process of finding a mutually agreeable resolution to the conflict.

11.2.3 **Residence and Community Life Staff Mediation.** In the event that the conflict cannot be resolved with the assistance of your Residence Don, residents are encouraged to use a Residence and Community Life Staff member as a mediator. If the conflict cannot be resolved between all parties, a resolution will be implemented by the Residence & Community Life Coordinator (or designate) which decision shall be final.

Please note: The SJU Residence and Community Life Staff (e.g. Residence Don, Residence Community Advisor, or Residence & Community Life Coordinator) are neutral third parties in any conflict. They will not act as an arbitrator or “judge” and will not make decisions regarding right and wrong when there are no infractions in accordance with the Contract or this Handbook.

12. CONDUCT EXPECTATIONS

12.1 Acceptable Conduct. In general terms, acceptable conduct of residents is defined as activity that does not infringe on the rights of other residents, students, or staff of SJU or UW and conforms to the policies and regulations of SJU and UW including but not limited to the Contract and this Handbook (“acceptable conduct”).

12.2 Expectation of Acceptable Conduct. The conduct of residents is governed by the Contract, this Handbook and other guidelines and directives that may be issued by SJU, UW, or through the Residence and Community Life Team. The expectation of acceptable conduct applies to the on-campus conduct of all residents and residence organizations. The expectation of acceptable conduct also applies to off-campus conduct of residents and residence organizations in direct connection with:

12.2.1 Field trips, floor trips, committee organized events, SJU Residence or UW coordinated volunteer work;

12.2.2 Any SJU Residence activity sponsored, conducted, or authorized by SJU/UW, their respective residence administration and/or residence organizations;

- 12.2.3 Any activity that causes (or is likely to cause) destruction of property belonging to SJU/UW, or causes (or is likely to cause) harm to the health or safety of residents, students or staff of SJU/UW; or
- 12.2.4 Any activity that brings SJU/UW, or SJU Residence operations into disrepute.
- 12.3 Complementary to Civil and Criminal Law. It must be emphasized that SJU and UW's systems of non-academic conduct should not be regarded as a substitute for the civil or criminal law but rather as a complementary system. Residents continue to be subject to provincial and federal laws while in SJU Residence, and violations of those laws may also constitute a violation of the definition of acceptable conduct. In such instances, SJU Residence may proceed with disciplinary action independently of any criminal proceeding involving the same conduct and may impose Sanctions for inappropriate conduct even if such criminal proceeding is not yet resolved or is resolved in the resident's favour.
- 12.4 Required Leave from SJU Residence. Should your need for support and assistance exceed the SJU resources available, should you fail to comply with this Section 12, or should you not actively abide by SJU Residence Sanctions, you may be required to leave SJU Residence. You may also be required to leave SJU Residence if your behaviour gives rise to concerns for your own wellbeing, or the wellbeing of others in SJU Residence.
- 12.5 Subletting. Occupancy of a room is limited to the resident(s) assigned to that room by the Residence and Community Life Team. Renting, subletting, loaning, transferring, or contracting your room, or space in your room, and/or allowing someone other than those residents contracted and assigned to live in your room is strictly prohibited. Any violation of this will result in the termination of your Contract. For information regarding Guests, please see Section 14 below.
- 12.6 Operating a Business within Residence. Salespersons, canvassers, or agents are not allowed in the SJU Residence, nor may a business operate within the SJU Residence. Any resident who finds such a person or business must report it to a Residence Don or the Residence Life Coordinator immediately.
- 12.7 Candles etc. and Fire Equipment. Smoke detectors are located in corridors and in each resident's room. Portable fire extinguishers are on each floor. Fire drills and instructions are held periodically by Residence Dons. All residents are expected to respond and participate as instructed by their Residence Don. The use of candles, incense or halogen light fixtures is strictly prohibited in SJU Residence. Misuse of any fire equipment, tampering with the fire alarm system, or causing a false alarm are offences under the Criminal Code of Canada and will bring severe penalties, that may include termination of your Contract.
- 12.8 Dangerous Behaviour.
- 12.8.1 **Restricted Areas.** Every SJU Residence has areas where access is restricted for your safety. Restricted areas include, but are not limited to, mechanical and electrical rooms, balconies, rooftops, staff-only areas, dining hall kitchens, and maintenance rooms. Accessing restricted areas will likely result in immediate termination of your Contract. You (or any

Guest) should never throw or allow any object(s) to drop from a window, balcony, rooftop, or stairwell. Do not throw anything at a SJU Residence building.

12.8.2 **Reasonable Directions.** You are required to follow reasonable directions from SJU and/or UW in relation to health and safety. Such directions are for your safety and the safety of others and may include but are not limited to a direction to self-isolate should you become ill and/or a direction to maintain a safe physical distance from others.

12.9 Vandalism and Boisterous Behaviour.

12.9.1 **Behaviour.** Vandalism and boisterous behaviour are not permitted in SJU Residence. Some pranks can result in a negative impact on the SJU Facilities, the community, and/or the individual resident. Residents are encouraged to consider the impact of their prank, and if the individual/s of the prank would be receptive or not as well as any potential of unintended impacts to the residence community and facilities. Participating in sports or games, including but not limited to frisbee or ball throwing, roller-blading, bicycling, running, and engaging in water fights/slip and slides, are not permitted inside the SJU Residence buildings. Some buildings have designated recreation areas where such games and sports may be played. Please speak with the Residence and Community Life Team for more details. Initiating, encouraging, supporting, or participating in pranks, vandalism or boisterous behaviour is strictly prohibited.

12.9.2 **Examples.** All associated costs for repair and replacement due to boisterous behaviour, vandalism or pranks, including Sanctions for such actions, will be charged to the resident. A non-exhaustive list of examples includes: toilet-papering hallways, relocation of another resident's/common space furniture, inappropriate or harmful images posted on SJU Residence windows, sending threatening messages online or over the phone, and stealing another resident's property for the purposes of a practical joke.

12.10 Alcohol. Residents who are of legal drinking age in Ontario who choose to consume alcohol while on SJU property are expected to do so safely and responsibly. Consumption of alcohol is not an excuse for inappropriate behaviour or activity.

12.10.1 **Restrictions.** The consumption of alcoholic beverages by residents of legal drinking age is restricted to residents' rooms. Open alcoholic beverages are not permitted in the hallways or common areas of the SJU Residence buildings.

12.10.2 **Underage Drinking.** Residents who are not of legal drinking age in Ontario are strictly prohibited from consuming alcohol while on SJU property. Any person who serves an alcoholic beverage to, or purchases an alcoholic beverage for any person under the age of 19 is in violation of the law. Residents participating in underage drinking or the purchase of alcohol for

minors will be subject to Sanctions and/or termination of your Contract at the sole discretion of the Residence and Community Life Team.

- 12.10.3 **Deliveries.** SJU will not receive or accept packages from the LCBO or independent breweries, even if the resident is over the age of 19. The delivery person will have to contact the resident directly for pick up. If the resident is unable to pick up the package it will be returned to the depot and the resident will have to make alternate arrangements to pick it up.
- 12.10.4 **Excessive Consumption.** If you serve any person an excessive amount of alcohol, regardless of their age, you can be held legally liable as a host should your guest sustain injury.
- 12.10.5 **Drinking Responsibly.** It is expected that residents consuming alcohol will do so in a responsible manner. If a resident fails to maintain a responsible level of alcohol consumption, or breaches this Handbook, the Residence and Community Life Team may at their sole discretion intervene by imposing conditions, a behavioral contract, restrictions, monetary restitution, Sanctions, and/or termination of your Contract. Residents are responsible for the consequences of their own actions as well as the actions of their Guests, whether or not they are under the influence of alcohol. Consumption of alcohol is not an excuse for disruptive behaviour or for breaching your Contract or this Handbook.
- 12.10.6 **Drinking Games.** Drinking games and the use of instruments (i.e., funnels) are strictly prohibited in all areas of SJU Residence and on SJU property.
- 12.11 Smoking. Smoking, vaping and tobacco use negatively impacts our community. SJU Residence and UW campus (policy 29) are smoke-free, therefore, **you are not permitted to smoke, vape or use tobacco on UW campus property including in and around SJU Residence.** This includes but is not limited to the use of tobacco products and smoking such as cigarettes, cigars, cigarillos, mini-cigars, pipes, water pipes, hookah, shisha, and cannabis on any SJU property. It also includes the use of electronic smoking devices that create an aerosol or vapor, in any manner or in any form, or the use of any oral smoking device. Water vapour from these devices may trigger particle detectors, causing a fire alarm. You are responsible for criminal, civil monetary restitution, or expenses that result from your use of these prohibited devices in SJU Residence resulting in alarms or damages. Contraventions also include any signs of smoking, or tobacco use in SJU Residence, including but not limited to, ashes, smell of smoke, and/or cigarette butts.
- 12.12 Indigenous Use of Traditional Medicines. St. Jerome's University acknowledges and supports on-campus use of sacred medicines for Indigenous peoples' culture and spiritual practices. This can include pipe ceremonies, smudging, or traditional use of tobacco. Reach out to a Member of the Residence and Community life team to ensure that the use of all sacred medicines is performed in the safest possible manner and in compliance with all applicable legal requirements.
- 12.13 Cannabis. In accordance with Provincial and Federal legislation, as defined by *Bill-C-45*, the *Smoke-Free Ontario Act*, and the *Occupational Health & Safety Act*, residents are expected to abide by the following expectations regarding cannabis:

12.13.1 **Possession of Cannabis.** The possession of cannabis is permitted in SJU Residence subject to the requirements of law. Currently, possession is limited to the equivalent of 30 grams of dried cannabis to those 19+ years of age. All cannabis in your possession must be stored in air-tight containers.

12.13.2 **Possession of Paraphernalia.** The possession of cannabis paraphernalia is permitted in SJU Residence. All paraphernalia must be stored in air-tight containers at all times.

12.13.3 **Smoke-Free Campus.** In accordance with Section 12.11 above, the consumption of cannabis via smoking or use of a vaporizer is strictly prohibited on SJU property, including SJU Residences, due to SJU Residence and UW campus being smoke-free. Cannabis consumption in non-smoking forms is permitted in private SJU Residence rooms by residents, guests or other SJU students for those 19+ years of age.

12.13.4 **Growing Cannabis.** The possession and growth of cannabis plants, and cannabis-related cooking/baking, is not permitted in SJU Residence due to community impact on residents and SJU Residence and Community Life Staff members.

12.13.5 **Distribution of Cannabis.** The distribution of cannabis to underage residents or students and the sale of cannabis to others regardless of age, is not permitted on SJU property.

12.13.6 **Cannabis Deliveries.** Residents are not permitted to send or receive cannabis deliveries on SJU Residence Property.

12.13.7 **Further Information.** Recognizing that this is not an in-depth explanation of *The Cannabis Act* or other supplemental laws, we strongly encourage you to explore additional resources to further your understanding as provided in Section 23 below.

12.14 Substance Abuse, Illegal Drugs and Drug Trafficking.

12.14.1 Illegal drug substances and paraphernalia is not permitted in SJU Residence. Consequences for using or possessing illegal drugs and/or paraphernalia are severe, up to and including termination of your Contract. UWSCS may be called when illegal drug use or possession is suspected, and a room search may be required. You will be required to remove any drugs from SJU Residence, and the Residence and Community Life Team reserves the right to dispose of any prohibited items in accordance with this Section 12.14.

12.14.2 Drug trafficking includes but is not limited to the selling, administering, giving, transporting, sending or delivering of any illegal drug substance or any prescription drug not prescribed to the user, or offering to do any of the above. You are strongly encouraged to keep prescription medication in a locked container.

- 12.14.3 Supplying drugs to anyone, regardless of whether they are your friends, is considered drug trafficking and will result in the termination of your Contract.
- 12.14.4 SJU provides no immunity from actions that contravene your Contract, this Handbook or legislation including but not limited to, *the Controlled Drugs and Substance Act* or age of majority laws. The possession or use of illegal drugs, being party to the consumption or use of illegal drugs by being willfully present during their use or consumption constitutes cause for termination of your Contract.
- 12.15 Parties. You are not permitted to host or promote parties where policies outlined in the Contract or Handbook are breached. This includes advertising parties (i.e., through social media or posters). You will be held liable for damages that coincide with parties that you have hosted or promoted. Party or club promotions groups are not permitted to operate or advertise in SJU Residence. Sanctions for hosting parties range from being placed on notice to termination of your Contract, depending on the impact and severity of the incident.
- 12.16 Weapons and Explosives. Any objects considered dangerous to the health and/or wellbeing of fellow residents are not allowed in SJU Residence or anywhere on SJU Residence property. This includes but is not limited to: firearms, knives, Swiss Army knives, pellet guns, cap guns, bb guns, paintball guns, firecrackers, dangerous weapons, or items (real or imitation) that are intimidating or intended to cause harm.
- 12.17 Theft. Theft of SJU Residence or personal property will not be tolerated. This includes but is not limited to the fraudulent use of another resident's student ID or fob, theft from the Servery, the Buttery or the Community Centre, or theft of any personal belonging. Removing dishes, cutlery, trays and other Dana Hospitality property from these SJU Residence spaces constitutes theft.
- 12.18 Gambling. Gambling is prohibited in SJU Residence. Residents found to be participating in and/or running an illegal gaming/gambling operation will be subject to.
- 12.19 Animals. Residents may not keep pets, of any kind, in their rooms or on SJU property except for certified service/support animals. Certified service animals must be registered with UW AccessAbility Services and/or UW Accessible Housing prior to the resident move-in to SJU Residence, to ensure appropriate accommodation needs are supported. Should the resident acquire a certified service animal during their stay in SJU Residence, they must complete UW AccessAbility's and/or UW Accessible Housing process and receive a recommendation for such before the certified service animal is allowed to enter and reside SJU Residence.
- 12.20 Scents. SJU campus, including residence, is a scent free space in accordance with SJU's Scent Awareness Policy as provided in Section 25 below.
- 12.21 Noise & Quiet Hours.
- 12.21.1 It is your responsibility to maintain a reasonable noise level at all time and to actively request that others do the same. Noise should never be audible beyond your room, even when quiet hours are not in effect. Excessive

noise is not tolerated. You should always use headphones to avoid disturbing others. Belongings that cause unreasonable noise may be removed from SJU Residence.

- 12.21.2 Every SJU Residence building has quiet hours. Quiet hours in SJU Residence are 11:00pm – 10:00am Sunday to Thursday and 1:00am – 10:00am on Friday and Saturday. During these times, excessive noise is strictly prohibited.
 - 12.21.3 During UW Exam Periods, quiet hours will be extended to 24 hours, including after the last scheduled exams.
 - 12.21.4 Should residents have concerns about noise within SJU Residence, they are encouraged to speak to the fellow resident to request quieting down, if it is safe to do so. If you are unsuccessful with resolving the noise concern independently, you should speak to a Residence Don about the noise in concern.
- 12.22 Furniture. Residents are not permitted to remove any furniture from their rooms or the SJU Residence spaces where the furniture is placed. This includes swapping furniture that is in the SJU Residence spaces for your own. If furniture goes missing a don will reach out asking for it to be returned immediately.
- 12.23 Refrigerators. Each Residence room is equipped with a tabletop refrigerator. Additional or alternative refrigerators are not permitted in SJU Residence unless approved by the Residence and Community Life Team.
- 12.24 Personal Appliances.
 - 12.24.1 Residents are responsible for any damage to SJU Facilities due to misuse or malfunction associated with a personal appliance, including, but not limited to: dehumidifiers, humidifiers, mini-refrigerator, space heaters, etc.
 - 12.24.2 No cooking devices are permitted to be used in SJU Residence including, but not limited to: hot plates, kettles without automatic shut-off functions, microwaves, rice cookers, Instant-pots, hotplates, air fryers, induction stoves etc.
 - 12.24.3 The installation of air conditioner units is prohibited in all areas of SJU Residence.
 - 12.24.4 The following are permitted appliances: Small water kettles with automatic shut-off function, small fans, and small hand-held vacuum.
 - 12.24.5 The Residence and Community Life Team reserves the right to dispose of any item(s) that are deemed unsafe.
- 12.25 Cooking in Residence. Cooking in SJU Residence rooms is strictly prohibited. Residents may use kettles and coffee makers provided that they do not set off the breakers.

12.26 Decorating and Furnishing Your Room.

12.26.1 Do not paint any part of your room, place stickers, and/or use nails, screws, or brackets on the walls, furniture, or fixtures. Hooks and adhesives should not be used on the walls or any furniture in SJU Residence rooms or common areas, except those provided to residents or used by the SJU Facilities staff. If your room already has hooks on walls, please note same on your Room Check In Form so you are not held responsible for same when you move-out. Please see Section 8 and Section 17 of this Handbook for more information regarding damages and monetary restitution to SJU Residence rooms.

12.26.2 Decorations cannot obstruct or be hung from smoke detectors, fire alarms, or sprinklers. Nothing may be hung in or out of windows or around SJU Residence property. Alcohol and/or cannabis containers or related items cannot be displayed in windows and doing so will result in Sanctions.

12.26.3 Only SJU Residence issued furniture is permitted in resident's rooms. Do not bring furniture from common areas of the building into your room without written permission from the Residence and Community Life Team. Furniture is not to be disassembled or reassembled in a manner for which it was not originally designed.

12.26.4 3D printers are not permitted in residence

12.26.5 You will face monetary restitution if repairs are needed to restore the room to its previous condition.

12.27 Objectionable and Obscene Material

12.27.1 Objectionable and obscene material is not permitted in SJU Residence. This includes but is not limited to materials that include racism, homophobia, transphobia, islamophobia, xenophobia, or sexist jokes, hate literature, the display of sexually explicit materials and any other materials that may be offensive to others or negatively reflect upon the reputation of SJU, its employees or residences. This includes verbal communication and posting or publishing material, written or electronic, within SJU Residence, including in your room. No objectionable or obscene material may be in view of others. The file-sharing functions of your computer are considered to be in the public domain; therefore, you will not use your network connection in SJU Residence for file sharing of objectionable materials. The possession, creation, distribution, and publication of obscene material and/or child pornography is a criminal offence in accordance with those sections of the Criminal Code of Canada (e.g., Section 163).

12.28 Bullying. No bullying of any kind will be tolerated in SJU Residence. This includes but is not limited to physical bullying, verbal bullying, social bullying, and cyber bullying. Instances of bullying will result in the issuing of Sanctions in accordance with Section 5 above, including possible eviction from SJU Residence. Victims of bullying or

bystanders are encouraged to report incidents of bullying to their Residence Don and/or the Residence & Community Life Coordinator.

- 12.29 Harassment and Abuse. Any resident who threatens to, attempts to, or causes bodily harm or who intentionally damages personal property of another resident will be deemed to be in breach of the Contract and this Handbook. Complaints or inquiries regarding this Section 12.29 may be made to a Residence and Community Life Staff member, the Director of Student Affairs or to UW's office of Equity Diversity Inclusion and Anit-racism, Counseling Services, Health Services or the campus Ombudsperson.
- 12.30 Sexual & Gender Based Violence. SJU is committed to providing and maintaining an environment in which gender-based and sexual violence is not tolerated. SJU works closely with the Sexual Violence Prevention & Response Office at UW. The Sexual Violence Prevention & Response Office is available to provide support, guidance and connections to resources. The SJU Residence and Community Life Team and Residence Dons can assist in connecting residents with the Sexual Violence Prevention & Response Office. Further information about the support and resources they provide can be found in Section 25 below.
- 12.31 Be an Upstander. Upstander behaviour means taking action when you see another person in harm's way. If you witness harassment, sexual harassment or assault (or the potential for), intervene directly by calling University of Waterloo Special Constable Services or dial 911. If it is safe to do so, intervene directly by warning or removing the recipient from the situation, or say something to the perpetrator. We take care of each other at SJU and in SJU Residence. If you or someone you know has experienced any of the behaviour listed above, talk to a Residence Don or the Residence & Community Life Coordinator.
- 12.32 Social Media. Activate the privacy settings on your personal online spaces (i.e., Facebook, Twitter, Snapchat and Instagram accounts). We investigate concerns that come to our attention and may review material contained in online spaces. You will be held responsible for any online posts, texts, photographs, videos, words, statements, or multi-media posted on an online forum that are hurtful, compromise the safety or integrity of the UW Campus/SJU Residence community or one of its members, or negatively impact SJU's reputation. You are not permitted to use social media to promote parties in SJU Residence. You will be held responsible if you use social media to promote parties in SJU Residence, including any damages that the Residence and Community Life Team deems to coincide with such events and for the behaviour of guests in attendance. Do not share photos of conduct letters on social media. Similarly, the content of any communication sent to you by the Residence and Community Life Team is intended for your sole use and is not to be shared via social media or any other means.
- 12.33 Internet in SJU Residence. Commercial or criminal use of SJU's computing resources is strictly prohibited, as is any use that may materially impact the performance of the network. You are expected to fully comply with both the letter and the spirit of copyright and patent law and thereby honour intellectual property rights. Electronic or data mischief and inappropriate or unauthorized use of computer equipment or electronics (including surveillance equipment) is prohibited and subject to prosecution. For more information, review the Criminal Code of Canada (ss.342.1 and 430). Network and internet resources are shared and must not be abused. SJU

Residence may limit or deny access if a resident's usage is adversely affecting the network. In accordance with Section 12.31 above, we will not tolerate any verbal or written abuse, electronic or otherwise, of any member of our community. Communication of objectionable material constitutes violation of your Contract and includes the electronic communication of material, as well as the file-sharing functions of your computer.

- 12.34 Privacy and Property. You must show respect for the privacy, property, and wellbeing of fellow residents and their right to quiet enjoyment of private and public spaces. Intrusive behaviour – failure to knock and wait for an invitation to enter, electronic eavesdropping or surveillance, or uncomfortable encroachment on personal space – can have a troubling impact on an individual's sense of security and daily comfort. These violations are likely to result in severe Sanctions. Recording individuals in any format without their knowledge, even within your private personal space, is unacceptable behaviour and Sanctions may follow. You may not make recordings of or conduct surveillance on Residence Dons, SJU Residence and Community Life Staff or Residence Life Coordinators without their permission. You are not permitted to use unmanned aerial vehicles or drones on or near SJU Residence property, as their video and photography features may intrude on the privacy of others. SJU Residence has installed or may install video cameras throughout SJU Residence common areas to promote safety. You may not enter another resident's room or disturb another resident's property without their permission. You must ask your roommate's permission before using their belongings. Residents must have written permission to enter another's room when that resident is not present and may do so only with authorized use of the prescribed fob from their Residence Don. Do not misrepresent yourself to gain access to other resident's private spaces. Do not use emergency exits to gain access to buildings or allow others to do so.

13. CARETAKING, UNTIDINESS AND DAMAGES

13.1 Cleanliness.

- 13.1.1 Residents are responsible for cleaning their own room and SJU highly recommends residents bring their own cleaning supplies. The condition of each room is the ultimate and sole responsibility of the resident.
- 13.1.2 Custodial staff are responsible for cleaning the SJU Residence common areas and floor washrooms, including the accessible washrooms. These individuals are to be respected and feel welcome in the areas they service
- 13.1.3 Residents are responsible for maintaining cleanliness in common spaces by picking up after themselves and being respectful during their use of the space

13.2 Damage and repairs.

- 13.2.1 The onus is on the Resident to report required repairs to the facilities team using an online jira form provided in section 25. SJU Residence.
- 13.2.2 Should the Resident intentionally or unintendedly cause damage to any residence space they must contact a Residence Don to let them know what occurred. There may be restitution charges and/or opportunity to support with damage repair

14. GUESTS IN RESIDENCE

- 14.1 Guests. This Section 14 is in regards to accommodating guests that do not currently live at SJU, or any of the other on-campus residences at UW (a “Guest”).
- 14.2 Guest Registration Form. Residents will be asked to register their Guest via an online forum at least two days prior to their guests arrival. Your Guest will be sent a Guest Pass for the duration of their stay in residence. They may be asked to show this pass while in common spaces.
- 14.3 Overnight Guests. In the case of an overnight stay the Guest registration process will require consent from the roommate of the resident (if applicable) and the Residence Don, indicating their approval of the overnight or weekend Guest. For clarification purposes, no Guest will be permitted without the consent of the resident’s roommate (if applicable).
- 14.4 Guest Removal. In accordance with Section 8 of your Contract and Section 14.5 below of this Handbook, SJU, the SJU Residence and Community Life Team and/or the Residence Dons may, at their sole and unfettered discretion, deny Guests (both daily and overnight Guests) from SJU Residence in order to maintain public health and safety at SJU Residence.
- 14.5 Responsibility of Guest. While the Guest is staying at SJU, the resident must accompany them at all times. The resident is responsible for their Guest's behaviour and any financial consequences of the Guest's actions. The resident must ensure that their Guest adheres to their Contract, this Handbook as well as SJU’s and UW policies and procedures implemented from time to time. If a resident does not comply with this Section 14 or has a Guest that has cause disturbances to residence life at SJU, they may have their Guest privileges suspended for the remainder of the applicable term by the Residence and Community Life Team.
- 14.6 Timeline and Removal of Guests. A resident is permitted to have a Guest over for a maximum of three (3) consecutive nights. The Guest may be asked to leave by a Residence Don and/or the SJU Residence and Community Life Team at any time if they are causing a disturbance or not adhering to the Contract, this Handbook or other SJU or UW policies or procedures implemented from time to time. When requested, Guests must identify themselves, using their Guest Pass, to Residence Dons, SJU Residence and Community Life Staff, etc. and Guests who fail to do so will be required to leave SJU Residence immediately.
- 14.7 Other Individuals. Any Guest in the SJU Residence who is not in possession of a Guest Pass, or a Guest of a resident or who cannot give a satisfactory explanation for their presence, should be reported immediately to either a Residence Don, the Residence Life Coordinator or the UWSCS.
- 14.8 Salespersons or Businesses. Because salespersons, canvassers, or agents are not allowed in the SJU Residence, nor may a business operate within the SJU Residence in accordance with Section 12 above, any resident who finds such a person or business shall report it to a Residence and Community Life Staff member immediately.
- 14.9 SJU Discretion. SJU and Student Affairs have the exclusive right at their sole discretion to restrict or suspend Guest privileges within SJU Residence for the safety and/or security of residents and residence operations from time to time. Should these restrictions be in effect,

this will be communicated to residents and lifting of such restrictions will also be communicated to residents when such restrictions are lifted.

15. RESIDENCE ACCESS AND FOBS

- 15.1 Fobs. On move-in day in accordance with the Contract, each resident will receive a fob to access their residence room, floor pod, and the entrances of the SJU Residence buildings. All fobs are the personal and sole responsibility of each resident and are not to be given or loaned, for any amount of time, to anyone else for any reason whatsoever.
- 15.2 Fee for Lost or Unreturned Fobs. If you happen to lose your fob, inform the Residence and Community Life Team immediately and you will be issued another fob. There is a \$50.00 fee for each lost or unreturned fob. If the lost fob in question is found within seven (7) calendar days of the issued fob, the resident should return the replacement fob to the Residence and Community Life Team and the \$50.00 fee will be refunded to the resident.
- 15.3 Hot-spotting. Fobs require 'hot-spotting' every seven (7) days to reactivate. The fob-access pad outside of each SJU Residence pod is a hotspot, as is the main entrance door by the SJU Residence elevators. Most residents will not need to worry about hot-spotting, as you use these areas frequently, however should your fob stop working or if you have been away from SJU Residence for seven (7) days, try holding your fob to one of these spaces until the light flashes green first. Should hot-spotting not fix any fob issues, contact your Residence Don or Student Affairs.

16. SECURITY, SAFETY AND EMERGENCIES

- 16.1 Introduction. Residents are expected to behave in a responsible manner that does not compromise their own safety or endanger the health and safety of others. The Residence & Community Life Coordinator and the Residence and Community Life Team, on behalf of SJU, reserve the right to determine at their sole discretion what constitutes unsafe practices. Residents shall comply with instructions given by the SJU Residence and Community Life Staff, UWSCS and any other persons in authority within SJU Residence.
- 16.2 UW Special Constable Service (SCS) & SJU. SJU and SJU Residence falls under the jurisdiction of the UWSCS, and have a specific assigned liaison to SJU and UW Special Constable Service. UWSCS conduct patrols of SJU campus and grounds, and can enter the SJU Residence as required to support resident wellbeing, escort emergency services, and assist in community safety, public order and security. A full list of commitments & responsibilities of the UWSCS is provided in Section 25 below.

- 16.3 Additional Security. SJU has contracted Ton-Gar security services to monitor premises from 12:00AM to 4:00AM on Weekends – Friday –Sunday. Ton-Gar will contact SCS and Residence Dons as needed.
- 16.4 SJU Residence Safety. While SJU Residence and Community Life Staff attempt to preserve the physical security of SJU Residence, the residents are responsible for their own personal safety. In accordance with Section 16 above, your fob is your own responsibility and you shall not lend your fob out or leave it where it may be stolen. Keep your door and windows locked, especially when you (or your roommate) are sleeping or are not occupying the room. Always carry your fob with you. Be mindful of whom you allow to enter the building. Report any suspicious persons, activities, or hazards to the Residence and Community Life Team or UW SCS. Secure computers with security cables.
- 16.5 SJU Room Searches. When there is probable cause to believe there has been or is currently a violation of the Residence Contract and Handbook, SJU Residence and Community Life Staff may conduct a search of a residence room as part of our responsibility to facilitate a safe and inclusive residence experience. These searches would be specific to determining if a resident has breached any of the policies as outlined in the Residence Contract and Handbook. Wherever possible, the resident will be informed and may be present for the search process. SJU Residence and Community Life Staff will use their discretion to search reasonable sources of concern.
- 16.6 UWSCS Searches. UWSCS may also be required to search a resident's room in exigent circumstances. These extremely rare searches will be conducted abiding by all lawful requirements. In the event a search is necessary or justified, UWSCS officers will have a member of SJU present with the exception of a situation which may jeopardize the safety of the SJU member.
- 16.7 SJU Residence Entrances. Residents must ensure that all SJU Residence entrance doors, floor doors and room doors are firmly closed and locked at all times. Residents must not prop open doors, either room doors or SJU Residence building/entrance doors. Residents must not open doors for people or allow people into SJU Residence if you do not personally know them. Residents must report damaged or malfunctioning SALTO fob points, lights, and other safety hazards immediately to a Residence Don or to the Residence and Community Life Team.
- 16.8 Other Residents. Entering another resident's room without permission or disturbing another resident's property is strictly prohibited.
- 16.9 Additional Locks. Extra locks of any kind are not permitted on any doors, windows or furnishings in SJU Residence.
- 16.10 Suspicious Individuals. All suspicious people and behaviour in SJU Residence should be reported to a Residence Don and/or to the UWSCS at 519-888-4911.
- 16.11 Emergency Procedures. In the event of a major emergency at SJU, please follow the steps outlined below to ensure your safety and the safety of others:
- 16.11.1 **Fire.** Immediately inform a Residence Don and yell FIRE, trigger a fire alarm by pulling a pull station, evacuate the building (do not take an elevator), and proceed to designated muster points. Should a fire alarm sound, the major concern is that the residents exit the SJU Residence

building in a calm and orderly fashion. When a fire alarm is sounded, all residents must leave the building via their closest exit (do not take an elevator to evacuate in a fire emergency).

16.11.2 **Other Emergency.** Immediately inform a Residence Don, and dial 911 from your phone. Inform the dispatch attendant of the problem at SJU. Clarify which SJU Residence building you are in.

16.11.3 **Lockdowns.** If a lockdown occurs, secure an area as follows: move immediately to the nearest room you feel is safe with as many people as possible, lock and barricade the door, turn off the lights or maintain minimal lighting, cover all windows with blinds, curtains, etc., keep back from windows and doors, lie flat on the floor or take cover out of sight, turn off cell phones except to report injured people, keep calm and quiet, and stay in the room until police arrive. Remember it may be several hours before you can be safely evacuated.

16.11.4 **WatSAFE.** WatSAFE is the official safety app of the University of Waterloo. It is the only app that integrates with UWaterloo's safety and security systems. UW Police has worked to develop a unique app that provides students, faculty and staff with added safety on the UWaterloo campus. The app will send you important safety alerts and provide instant access to campus safety resources. WatSAFE features include: Emergency Contacts: Contact the correct services for the UWaterloo area in case of an emergency or a non-emergency concern. Tip Reporting: Multiple ways to report a safety/security concern directly to UWaterloo security. Safety notifications: Receive instant notifications and instructions from campus safety when on-campus emergencies occur. Chat with Security: Communicate live with safety staff at UWaterloo via chat. Campus safety resources: access all important safety resources in one convenient app. Download today and ensure that you're prepared in the event of an emergency.

17 FACILITIES AND MAINTENANCE

17.1 Reporting Damage. The onus is on the resident to report any damage or required repairs to a Residence Don or the Residence and Community Life Team immediately.

17.2 Damages and Losses. Residents are expected to exhibit individual and group concern for SJU Residence and SJU property in general. Responsibility and charges for loss, damage, or exceptional housekeeping requirements will be assessed as follows:

17.2.1 The individual(s) responsible for the damage or exceptional housekeeping requirements will assume full responsibility.

17.2.2 Each resident is responsible for damage, loss, or exceptional housekeeping requirements in their room in accordance with Section 8 and section 17 above.

- 17.2.3 When damage, loss, or exceptional housekeeping requirements occur in a designated area and the individual(s) responsible cannot be identified, the residents responsible for that area whether present or absent, will be billed collectively for replacement, repairs or housekeeping charges.
- 17.3 Room Check In Form Importance. It is very important for residents to exercise extreme care in filling out the Room Check In Form which is distributed in accordance with Section 8 above. Residents will be held solely responsible for any damages over and above those damages initially noted on the Room Check In Form.
- 17.4 Financial Responsibility for Damages. You are financially responsible for undue damages or losses to furniture and equipment in your room, including the window screen and windows, painted walls and woodwork. In accordance with Section 8, no scotch tape, hooks, nails, tacks, etc. are to be used on the walls, door or ceilings of the rooms. No stickers, plaques, etc., which cannot be removed or which may leave permanent marks, are to be used. If any paint is removed from the walls, you will be billed for the full cost of repair.
- 17.5 Residence Rooms.
- 17.5.1 **Windows.** SJU Ryan and Siegfried Residence windows open at the bottom and to close they 'click' into place. Residents should ensure windows are properly closed, especially in the winter months to ensure condensation does not form. Any questions about closing the windows properly can be directed to a Residence Don. Any concerns about windows not closing properly or about condensation in the room should be reported to SJU Facilities promptly.
- 17.5.2 **Doors.** Doors in SJU Residence should not be propped open or forced open or closed, as it can cause damage.
- 17.5.3 **Housekeeping.** Residents are responsible for cleaning their own room in accordance with Section 13 above. The condition of the resident's room is the sole responsibility of the resident. In accordance with Section 8 and Section 13 above, upon check out, residents who leave their room in an unacceptable condition will be assessed a cleaning charge of \$200.00 (plus any costs for damages).
- 17.6 Right of Entry. Residents agree to the maintenance and support of a safe and healthy living environment. We reserve the right for SJU Residence and Community Life Staff or their authorized representatives to enter and inspect an accommodation at any time to plan or perform maintenance. SJU Residence and Community Life Staff reserves the right to enter rooms/suites to conduct periodic inspections and ensure appropriate safety and sanitary conditions are being maintained by the occupants. If evidence of a violation of the Residence Contract is found while entering or inspecting a residence room or suite, SJU Residence and Community Life Staff may refer the Resident(s) involved for disciplinary action. Housing may use evidence obtained during this entrance and/or inspection during the disciplinary proceedings. Evidence obtained may also be used in criminal proceedings if permitted by law.

- 17.7 Room Inspections. For purposes of safety, security, and maintenance, all rooms are inspected periodically throughout the year. Particular attention is paid to sanitary conditions, the inappropriate relocation of SJU owned property, and to ensure windows are closed and locked. These inspections do not involve intrusion into personal belongings. Any visible dishes, cutlery, trays, or other property belonging to Housing and any lounge furniture will be removed. You will be notified of the removal and will be subject to applicable removal charges and/or monetary restitution. Evidence of burning candles or smoking in the room, such as but not limited to ashes, smell of smoke or cigarette butts, will be reported to the Residence and Community Life Staff and may result in disciplinary action. Prohibited items such as pets, weapons, and unauthorized appliances will be removed.
- 17.8 Heating and Cooling. Heat and air-conditioning are centrally controlled by SJU Facilities. These will be monitored as weather and temperature change, and will be adjusted throughout SJU Residence accordingly. Maintaining comfortable temperatures across the entire SJU Residence during the shoulder seasons (summer to fall, and winter to spring) can be particularly challenging, especially when outdoor temperatures fluctuate dramatically. Should a resident have concerns about the temperature in their room and/or common spaces within SJU Residence building, they should reach out to their Residence Don or the Residence and Community Life Team—your patience through the shoulder seasons especially is appreciated.
- 17.9 Washrooms. Aside from resident specified washrooms in each SJU Residence pod, washrooms for guests (when permitted) and staff are available on the first floor of the residence building just after the main entrance to the building.
- 17.10 Elevators. Jumping should never occur in an SJU Residence elevator and is subject to monetary restitution. Should an elevator stop working, residents should use the emergency assistance button or call the number posted in the elevator, in addition to informing the on-call don.
- 17.11 Laundry Room. Laundry fees are included in the SJU Residence fee. Laundry access is reserved for current residents and, over the spring term, conference guests, therefore, students not currently residing in SJU Residence are not permitted to use the laundry room. Residents should be considerate about how many machines they use at once. Machines and detergent levels should not be filled above capacity limited noted. Residents are responsible for picking up their laundry from the laundry room in a timely manner. If a resident has arranged alternative laundry services from a third-party company, the resident is responsible for assuring they will be present for drop-off and pick-up times, as these services will not have access to the SJU Residence buildings.
- 17.12 Fitness Room & Gym. The use of the fitness centre, which includes the facilities, the equipment and any exercise programs taking place in the fitness centre, is a privilege made available to students living in the residence in order to provide beneficial exercise and enjoyment.
- 17.12.1 By voluntarily participating in SJU's athletic programs provided at the SJU Athletic Facilities, all participants assume risk of injury. SJU is not responsible or liable for injury or loss incurred by any resident, student or Guest participating in activities organized and administered by SJU at the SJU Athletic Facilities. Each resident, student or Guest is responsible for having their own personal medical, dental, and hospital coverage.

Information about Ontario Health Insurance Plan (OHIP) and Sunlife Financial (Student Supplementary Health Insurance) is available from the Waterloo Undergraduate Student Association.

- 17.12.2 Participants should follow the following guidelines to enhance personal safety: have annual physical examinations, warm up and cool down slowly (15 minutes before and after activity), wear proper safety equipment appropriate for the activity in question and the Athletic Facilities (i.e. footwear, eye protection, helmet, gloves, etc.), check equipment and the Athletic Facilities to ensure that it is safe to participate, and report any unsafe equipment or Athletic Facilities to Student Affairs prior to participating in any activity.
- 17.12.3 By voluntarily participating and using SJU's Athletics Facilities, you agree to adhere to and abide by all rules and policies set forth by Student Affairs. Any Student Affairs staff or volunteer reserve the right to ask you to leave if rules and/or policies are not followed.
- 17.12.4 In the event of life-threatening injury or emergency, call 911 and inform the SJU Residence and Community Life Team of the situation. First Aid kits, AED units and trained assistance can be found by calling 519-888-4567 ext. 28332
- 17.13 The Servery & Community Centre. Dishes should not be removed from either the Servery or the Community Centre. It impacts our community in very tangible ways from how other residents access food if dishes are missing to what types of food can be offered in the Servery and the Community Centre. Residents are responsible for returning any dishes taken from these areas in a timely manner, before the next offered meal.
- 17.14 The Buttery.

 - 17.14.1 As part of our comprehensive food service program provided by Dana Hospitality, SJU offers an evening 'pantry' initiative. The Buttery is included in the price residents pay to live in SJU Residence. Your Guest has not paid for the SJU meal plan and as such is not permitted to eat food from the buttery. Allowing your guest to eat food from the buttery is considered theft and may result in sanctions in accordance with section 5.
 - 17.14.2 The Buttery is a kitchenette located on the main floor of Siegfried Hall of SJU Residence where Dana Hospitality staff oversee a DIY-style snack program. Residents can make a variety of food items as well as access cooking instruction and equipment.
 - 17.14.3 The Buttery is open in the evenings from Monday through Thursday from 7:30PM to 10:30PM. Residents do not have access to the Buttery outside of the staffed hours.

17.14.4 The Buttery typically opens during the first week of class each term. A short floor orientation is booked so that residents understand how they can use the space and access its offerings.

17.14.5 The Buttery is stocked by Dana Hospitality to ensure food safety and reduce the risk of cross-contamination. We ask that residents do not bring ingredients, equipment or menu items to the space to ensure the comfort and safety of all residents.

17.14.6 If you have ideas or requests for offerings and programming, please contact Dana Hospitality.

Dishes should not be removed from the Buttery. It impacts our community in very tangible ways from how other residents access food if dishes are missing to what types of food can be offered in the Buttery. Residents are responsible for returning any dishes taken from the Buttery in a timely manner, before the next offered meal.

17.15 Garbage, Recycling & Compost. SJU does not provide in-room cleaning and/or garbage/recycling removal. When residents' in-room garbage/recycling bins are full, they shall empty them into the custodial rooms on each level—adjacent to the elevator lobby. SJU utilizes single-stream recycling which means all paper fibres, cardboard, cans and bottles can go into a single receptacle. Please don't put garbage bags into the single stream bins. Compost is available in the Community Centre to which residents are able to bring any compostable items to. Residents will not keep compostable items in their SJU Residence room for extended periods of time.

17.16 Electronic, Battery, Lightbulb Recycling. Residents should take any electronic, battery, lightbulb etc. recycling to Sweeney Main Reception.

17.17 Sharps Disposal. Sharps of any kind should not be placed in the general waste system at SJU Residence. Residents should dispose of sharps using the Sharps and Glass Waste Segregation Guideline provided in section 25.

17.18 Medication Disposal. Residents should take expired or unwanted medications to a pharmacy to dispose of them properly. Residents shall not place expired or unwanted medications in the general waste system at SJU Residence

18. STORAGE

18.1 Bike Storage.

18.1.1 **Current Residents Only.** Bike storage is for current SJU Residence residents only.

18.1.2 **Arrangement and Payment.** Bike storage access must be arranged for and paid before access is granted. The fee for bike storage is \$50.00 per term. The application for bike storage can be found and completed on eRezLife.

18.1.3 **Access.** Access is added to the resident's fob once a resident's application for bike storage has been approved. This access will be removed at the end of each term.

- 18.1.4 **Storage Bays.** Bikes are to be stored in one of the wall storage bays secured by a lock to the bay.
 - 18.1.5 **Alternative Lock Access.** For residents requiring alternative lock access (i.e. their bike is unable to be stored in a wall bay or accessing the wall bay is not possible), residents should arrange this with the Residence and Community Life Team before-hand.
 - 18.1.6 **No Guarantee.** While the bike storage room is locked, we can never guarantee complete security within the bike storage room. SJU is not responsible for any damage or theft that may occur to personal property in the bike storage room. Residents are responsible to lock their bike and check on their bike every few days to make sure it is stored properly.
 - 18.1.7 **Theft.** Should any theft occur, residents should contact UWSCS to report the theft, and let the Residence and Community Life Team know.
 - 18.1.8 **Removal.** All bikes are to be removed prior to the resident departing SJU Residence. Any bikes remaining in the bike storage room after the final exam day each term, including those locked in bays, will be removed, donated or disposed of. Residents are solely responsible for removing their bike and/or communicating before they move out of SJU Residence to arrange an alternative date to remove their bike. Alternative dates are provided at the sole discretion of Student Affairs and are not guaranteed.
- 18.2 Large Sports Equipment Storage.
- 18.2.1 **Current Residents Only.** Large Sports equipment storage is for current SJU Residence residents only.
 - 18.2.2 **Access Arrangement.** Hockey equipment storage must be arranged before access is granted. The application for hockey equipment storage can be found and completed on eRezLife.
 - 18.2.3 **Access.** Access is added to the resident's fob once a resident's application for hockey equipment storage has been approved. This access will be removed at the end of each term.
 - 18.2.4 **Shelves.** Sports equipment is to be stored on the shelves, not on the floor. All equipment bags and separate items (i.e., hockey sticks) should be labeled with the resident's full name and student ID.
 - 18.2.5 **No Guarantee.** While the sports equipment storage room is locked, we can never guarantee complete security within the sports equipment storage room. SJU is not responsible for any damage or theft that may occur to personal property in the sports equipment storage room. Residents are responsible to check on their equipment every few days to make sure it is stored properly.
 - 18.2.6 **Theft.** Should any theft occur, residents should contact UWSCS to report the theft, and let the Residence and Community Life Team know.

- 18.2.7 **Removal.** All sports equipment is to be removed prior to the resident departing SJU Residence. At the end of the UW Exam Period of each term, for any equipment remaining in the sports equipment storage room, the resident will be contacted by email by the Residence and Community Life Team and given five days to arrange a time to pick up the equipment. Any items that are not then claimed or that are not labelled with a full name and student ID will be donated. Residents are solely responsible for removing their sports equipment and/or communicating before they move out of SJU Residence to arrange an alternative date to remove their sports equipment. Alternative dates for removal are provided at the sole discretion of Student Affairs and are not guaranteed.
- 18.3 Additional Storage. SJU Residence does not have any storage space available for residents other than as provided in Section 18.1 and 18.2 above. Residents moving out of SJU Residence must take all their belongings with them.

19. PARKING

- 19.1 Resident Parking. SJU provides limited parking for residents living in SJU Residence that require a parking pass. These spaces are located at Resurrection College across Westmount Road North. The lot is approximately a five-minute walk to SJU campus. Passes must be arranged in advance with the Residence and Community Life Team. Residents will be contacted during the term prior to their stay to submit an application to the Parking Lottery through their eRezLife profile. We cannot guarantee that all residents that apply for a space will receive one through the Parking Lottery. Once the Parking Lottery closes, passes are distributed at a rate of \$150.00 + HST.
- 19.2 Two-Term Parking. Residents with a two-term Contract who want parking for the entire duration will be required to reapply for their second term by the deadlines communicated by the Residence and Community Life Team (this will be in alignment with the Streaming Confirmation process as provided in Section 9.2 above).
- 19.3 Parking Refunds. SJU does not provide refunds for parking passes once parking passes are distributed to residents.
- 19.4 Additional Parking. For those that do not receive a spot through the Parking Lottery, additional parking passes may be obtained, depending on availability, through UW Parking Services.
- 19.5 Guest Parking. There is no free Guest parking available for resident's Guests. Paid parking in the SJU lots is available at certain times and payable by credit card. Paid parking can also be found at various lots around UW campus.
- 19.6 Additional Information Regarding Parking. Students, residents and/or Guests should not park, without permission, in the roundabout outside of SJU Residence, for any reason, at any time. SJU is not responsible for any parking tickets acquired in our lots. Parking for move-in and move-out days will be arranged and communicated to those involved as needed prior to move-in.

20. MAIL

20.1 Addressing Mail. Mail should be addressed in the following format:

Resident Name
Room # Ryan Hall/Siegfried Hall/JR Finn Residence
St. Jerome's University
290 Westmount Rd. N.
Waterloo, Ontario, Canada
N2L 3G3

20.2 Prohibited Mail. In accordance with Section 12 above, SJU will not receive or accept packages from the LCBO, Independent Breweries, Ontario Cannabis Stores or private cannabis stores, even if the resident is over the age of 19.

20.3 Receiving Mail Location. When mail arrives at SJU for a resident it is brought to the front desk of Sweeny Hall. The resident will receive an email notification alerting them that mail has arrived. The student will be responsible for picking up their mail or sending a named designate on their behalf. Any mail unclaimed within the time framed outlined in the mail notification email, will be returned to sender. Mail that arrives on campus arrives first to Central Stores at UW. It may take a few days for mail to travel from Central Stores to SJU.

20.4 Mail after Move-Out. After you move out, you must update your address to forward mail to your current mailing address. Should mail come for a resident that no longer lives at SJU Residence, the resident will be contacted by email and given a period of time to pick up the mail from SJU. If the resident requires someone else to pick up the mail on their behalf, the resident must arrange this ahead of time with the Residence and Community Life Team. Should the former-resident not respond or pick up their mail within the period of time provided, the mail will be returned to the sender. Mail will not be forwarded.

20.5 Courier Services. Parcels and packages arriving via courier service are typically dropped off at SJU's front desk at the main entry to Sweeney Hall. Packages requiring payment for duties will only be received if payment has been pre-arranged by the resident.

20.6 Sending Mail. There are mailboxes located around UW campus, but we're also happy to drop your letters into our outgoing mail. Please drop these off to the Residence and Community Life Team with appropriate postage. Stamps can be purchased at the turnkey desk in the Student Life Centre. Additionally, there are post office boxes on UW campus and off-campus as well as post office locations near UW campus.

21. NOTICE OF COLLECTION OF INFORMATION AND PRIVACY

21.1 Collection of Information. SJU protects your privacy and your personal information. Any personal information requested by SJU is collected under the authority of the *St. Jerome's University Act* for the administration and operation of SJU, its programs and its services. Direct any questions about this collection to Student Affairs at SJU at 519-884-8111.

21.2 Privacy. Your privacy is important to us and we will not release personal information about you or your whereabouts should we receive inquiries by phone, in person, or at our SJU Residence front desks.

22. TAX RECEIPTS

22.1 Residence fees cannot be claimed as rent for income tax purposes. Under the *Income Tax Act*, universities are exempt from paying municipal property taxes.

23. FOOD SERVICES

23.1 All-you-care-to-eat meal plan: SJU's residence fees include an all-you-care-to-eat meal plan and all meals are served in the Community Centre at SJU. Students are strongly encouraged to come to SJU enthusiastically to eat with SJU community members

23.1.1 accordance with section 12.17 the removal of any smallware or food from the cafeteria will be considered theft. Should you require to take a meal to go you have the option of signing up for a packed lunch or late dinners. Should this need arise frequently due to an accessibility accommodation please reach out to a member of the Residence and Community Life Team

23.2 Allergies: SJU contracts an external company, Dana Hospitality as their food service supplier. Dana Hospitality makes every effort possible to accommodate for dietary restrictions and allergies. Dana Hospitality has limits in what they can accommodate however dietary restrictions and allergies can limit meal choice. SJU Strongly recommends that students reach out to Dana Hospitality to discuss any severe allergies in advance of the start of term. It is the responsibility of the incoming Resident to ensure that the meal plan will be able to accommodate their allergy before the start of term.

23.2.1: The SJU meal plan is non-refundable and is rolled into the residence fees without exception.

24. DEFINITIONS

24.1 Behavioural Contract: is an action plan created by both the Residence and Community Life Team and identified Resident to define expectations and correct behaviour while living in SJU Residence;

24.2 Community Advisor: in this Handbook refers to the Residence Community Advisor Role. The Residence Community Advisor is a senior Residence Don with at least 1-year experience as an SJU Senior SJU Senior student leader;

24.3 Director of Student Affairs: oversees the day-to-day operation of the Department of Student Affairs at SJU;

24.4 Face Covering: a medical or non-medical mask or other covering, including but not limited to a bandana, scarf or other fabric that covers the nose, mouth and chin to create a barrier to limit the transmission of respiratory droplets.

24.5 Residence & Community Life Coordinator: oversees the day-to-day operations of the residence life program, including direct oversight over the Residence Dons;

24.6 Residence and Community Life Team: combined resources within the department of Student Affairs consisting of the Manager, Residence & Community Life, the Residence and Community Life Coordinator, Community Life Assistant, the Administrative Assistant in Student Affairs, and the Director of Student Affairs;

24.7 SJU Residence: means collectively, Ryan Hall, Siegfried Hall and JR Finn Residence;

24.8 Student: is a UW student with a full-time course load of 3 courses or more;

25. ADDITIONAL INFORMATION

25.1 [Academic Accommodations](#)

25.2 [Check In Check Out Process](#)

25.3 [COVID-19 Vaccination Clinics in Waterloo Region](#)

25.4 [eRezLife](#)

25.5 [Facilities Jira Request](#)

25.6 [Fees & Payments](#)

25.7 [Residence Meal Plan](#)

25.8 [Health Services](#)

25.9 Parking Lottery - [SJU Parking](#) and [UW Parking](#)

25.10 [SJU Residence Guest Pass Registration](#)

25.11 [Residence Application Portal \(eRezLife\)](#)

25.12 [First Year Residence Guarantee Application](#)

25.13 [Residence Waitlist for Upper Years](#)

25.14 [Scent Awareness Policy](#)

25.15 [Sharps and Glass Waste Segregation Guideline](#)

25.16 [Student Affairs](#) and [Student Success & Advising](#)

25.17 [St. Jerome's University Facilities](#)

25.18 [St. Jerome's University Students Union](#)

- 25.19 [University of Waterloo AccessAbility Services](#)
- 25.20 [University of Waterloo Accessible Housing](#)
- 25.21 [University of Waterloo Calendar](#)
- 25.22 [University of Waterloo Special Constable Service](#)
- 25.23 [University of Waterloo Cannabis Resources](#) , [Waterloo Region Cannabis Resources](#), [Ontario Cannabis Resources](#), and [Federal Cannabis Resources](#)
- 25.24 [University of Waterloo Central Stores](#)
- 25.25 [University of Waterloo Counselling Services](#)
- 25.26 [University of Waterloo Exam Period](#)
- 25.27 [University of Waterloo Office of Equity, Diversity, Inclusion and Anti-racism](#)
- 25.28 [University of Waterloo Notice of Collection](#)
- 25.29 [University of Waterloo Parking Services](#)
- 25.30 [University of Waterloo Policy 46 - Information Management](#)
- 25.31 [University of Waterloo Sexual Violence Prevention & Response Office](#)
- 25.32 [Waterloo Undergraduate Student Association](#)