

In-Room Guide

UTM Residence 2023-2024



@UTMResidence



Land Acknowledgment

Leaving home for education is a major, transformative experience for any student. We recognize that in Canada, this experience carries in part the history and legacy of the residential schools system, that Indigenous peoples, settler Canadians, and newcomers must face together as we all live in this place. In committing to diversity and inclusion, we hope to commit to the idea that UTM residence will be a community where students recognize and support the many origins of their peers, and the many destinations to which their living and learning will take them.

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.

To learn more, please visit the Indigenous Centre, or visit their website at <https://www.utm.utoronto.ca/indigenous/>

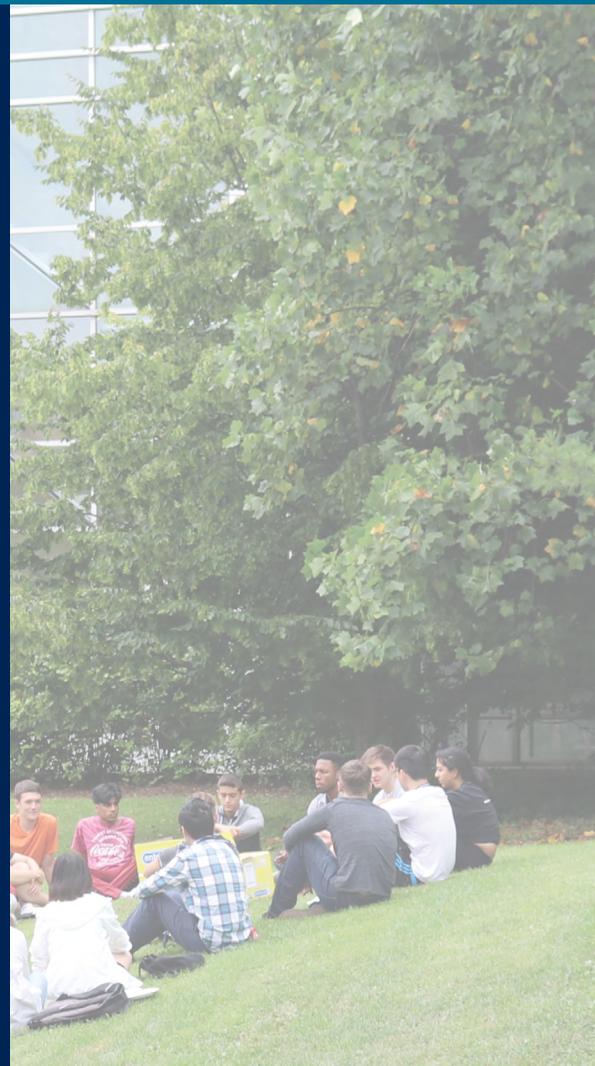


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Important Contacts

Residence Contacts

Residence Services Desk.....	905 828 5286
.....	resdesk.utm@utoronto.ca
Don-on-Duty.....	289 805 0580
Off Campus Housing.....	oc.utm@utoronto.ca

Health and Safety Supports

Emergency Hotline.....	911
Campus Safety (non-emergency).....	905 828 5200
Campus Safety (emergency).....	905 569 4333
Health & Counselling Centre.....	905 828 5255
.....	health.utm@utoronto.ca
Good2Talk.....	1 866 925 5454
THSS (UofT Telus Health Student Support).....	1 844 451 9700
24/7 Crisis Support Peel.....	905 278 9036
Victim Services of Peel.....	905 568 1068
Sexual Violence Prevention and Support Centre.....	416 978 2266
.....	svpscentre@utoronto.ca
WalkSafe.....	905 828 5200

University and Campus Life Contacts

Office of the Registrar.....	905 828 5399
Hospitality & Ancillary Services.....	905 569 4795
.....	hospitality.utm@utoronto.ca
International Education Centre.....	905 569 4716
.....	international.utm@utoronto.ca
Centre for Student Engagement.....	905 828 3962
.....	engage.utm@utoronto.ca
Accessibility Services.....	905 569 4699
.....	access.utm@utoronto.ca
Equity, Diversity, and Inclusion Office.....	905 569 4916
.....	edio.utm@utoronto.ca
Indigenous Centre.....	indigenous.utm@utoronto.ca
Robert Gillespie Academic Skills Centre.....	905 828 3858
.....	academicskills.utm@utoronto.ca

Our Team

Residence Dons

Residence Dons are upper year students who live in residence communities. They work hard to build a community and make you feel at home. From safety to social activities, Dons focus on the social side of transitioning to university, and support your adjustment to university life.

REFs and LLC PFs

Residence Education Facilitators (REFs) & Living Learning Community Program Facilitators (LLC PFs) are upper year students who live in residence and support students in their transition to university academics. REFs facilitate academic skills workshops and additional programs geared towards academic success. LLC PFs provide academic support to LLC students.

RSAs

Residence Services Assistants (RSAs) are student representatives who work at the Residence Services Desk located in the Oscar Peterson Hall lobby. RSAs handle day-to-day administrative tasks and can answer any questions you have about residence. The Residence Services Desk is open from 9am-12am (midnight) on weekdays and 9am-9pm on weekends.



CAs

Community Assistants (CAs) are upper year student leaders who assist our professional staff in regards to operations of the Don, REF, LLC PF, and RSA teams. They also support the residence process and may meet with students when needed.

Scan the QR code to learn more about our student staff jobs and see our hiring process.



Important Dates

Move-In Day	September 2, 2023
Residence Orientation	September 2-10, 2023
First Day of Classes	September 6, 2023
Housing - First Installment Payment Deadline	September 30, 2023
Thanksgiving: University Closed	October 9, 2023
Fall Reading Week	October 9-13, 2023
Winter Break Extension Application Period	October 23 - November 10, 2023
Housing - Second Installment Payment Deadline	November 30, 2023
December Final Exam Period	December 9-20, 2023
Winter Break Closure: University Closed	December 21- January 2, 2023
Residence Winter Return Date	January 3, 2024
Winter Classes Begin	January 8, 2024
Family Day: University Closed	February 19, 2024
Winter Reading Week	February 20-23, 2024
Check Out Extension Application Period	March 18 - April 3, 2024
Good Friday: University Closed	March 29, 2024
April Final Exam Period	April 10-25, 2024
Residence Check Out Deadline	(@ 12:00PM NOON) April 26, 2024

Dates are subject to change

Campus Map

Locating Your Classroom

Building Code
A two letter code indicating the building a class is in.

Building Codes at UTM
 IB: Instructional Centre
 MN: Maanjiwe Nendamowinan
 DV: William G. Davis Building
 CC: Communication, Culture, and Technology Building
 DH: Deerfield Hall
 KN: Kaneff Centre

Classroom Number
A three or four digit number that indicates a classroom's location within a building. The first digit of the classroom number indicates the floor the classroom is on.

Residence Spaces

- ★ OPH Seminar Room
- ▶ Roy Ivor Multi-purpose Room/Piano Music Room

WHERE? Oscar Peterson Hall lobby
WHEN? 9am-12am on weekdays
 9am-9pm on weekends

HOW CAN WE HELP YOU?

MAIL AND PACKAGES



use this address:

Resident Name (your full TCard name)
 P.O. Box ### (your mailbox number)
 University of Toronto Mississauga
 3353 Mississauga Road,
 Mississauga, Ontario
 L5L 6A2



MAIL:
pick up in the
OPH lobby

PACKAGES:
pick up at the
ResDesk after receiving
an email from us

whenever you come to the ResDesk for help with any of these issues, please remember to



BRING YOUR TCARD!

LAUNDRY CARDS

**card damaged?
need a new card?**

visit the ResDesk for next steps!



INTERNET

login to the **UofT** network with your **UTORid and password**



KEYS

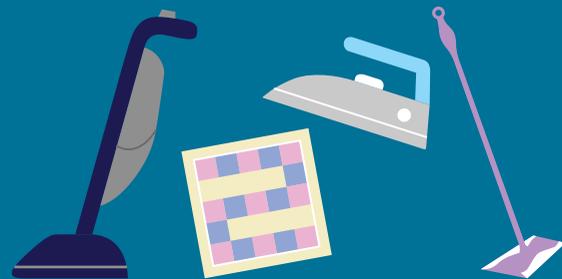


**key not working?
lost your key?**

the ResDesk has got you covered!

lost keys are a \$10 charge on your ACORN account.

RESOURCE RENTALS



visit the ResDesk to rent...

for...

- | | |
|---------------------------|------------|
| vacuums | 30 minutes |
| swiffer mops | 1 hour |
| iron and ironing board | 1 hour |
| board games | 3 hours |
| trolleys | 2 hours |
| roy ivoor music room key* | 2 hours |

*music room is available Mon-Fri 5pm-12am and Sat-Sun 9am-9pm

I AM LOOKING FOR...

BANKS

banks with locations near campus:

- BMO
- RBC
- TD Canada Trust
- Scotiabank



when opening an account, remember to:

- research products and services
- bring two valid pieces of ID

BUS ROUTES AND TERMINALS

buses that stop at the UTM terminal:

- 110, 101, 1C, 44

closest GO Stations

- Erindale Station, Clarkson Station

getting around:

- UTM to Square One - take the 110 N to City Centre Terminal
- UTM to South Common Centre - take the 110 N, 101 W, or 1C W to South Common Centre



PHONE PLANS AND SIM CARDS

popular service providers:

- Rogers
- Bell
- Fido
- Koodo
- Virgin Mobile
- Telus

find them at:

- Square One
- South Common Centre
- Erin Mills Town Centre



GROCERIES

grocery locations near campus:

- Walmart (Locations at Square One, South Common Centre)
- Whole Foods (Square One)
- South Common Centre (2150 Burnhamthorpe Rd) includes NoFrills & Shoppers Drug Mart
- Metro (2225 Erin Mills Pkwy)



HOW DO I...

PAY BUS FARES?

UPass: MiWay UPass is a digital Mississauga Transit bus pass. Contact the Student Union to learn how to get yours!

Presto: Transit fare collection card used for public transit. Works in Mississauga & Toronto. Buy, activate, and refill your card online at www.prestocard.ca/en

GO DOWNTOWN/TO SHERIDAN?

UTM Shuttle Bus: Located near IB, the Shuttle Bus takes you to the UofT St.George campus. Download the app to find the schedule

Sheridan Bus: Taking Sheridan classes? Find the bus stop in front of the MN building.

FACILITIES DO'S & DON'TS

DO:

Follow Fire Safety plans and rules outlined on our website



Use painter's tape and 3M hooks (carefully) when putting up wall decorations.



Treat residence areas, rooms, and furniture with care.



Take responsibility for personal furniture you bring into your unit, and remember to remove it when moving out!



Properly dispose of garbage and recycling in the bins nearest to your residence area



Use the 6th floor kitchenette, do not cook in your OPH unit.



Make your room feel like home!



DON'T:

Damage walls: no nails, painting, wall furniture or fixtures, please!



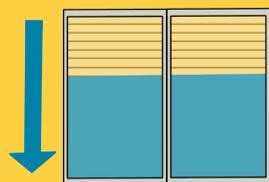
Disassemble or move provided furniture out of your unit.



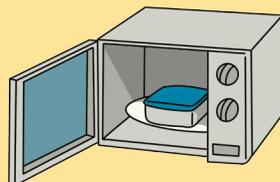
Remove, obstruct, or hang decor from smoke detectors, fire alarms, or sprinklers.



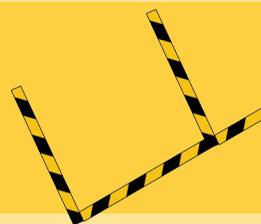
Block windows or peepholes.



Bring microwaves or cooking appliances into your OPH unit.



Place items inside the caution tape in the storage unit of your townhouse



Student Meal Plan

With your Student Meal Plan, you can purchase food from on-campus dining spaces at UTM. UTM Student Meal Plans cannot be used at other UofT campuses.



Basic Funds

"Basic" funds are the tax-exempt portion of your Student Meal Plan. Any purchase of a meal on campus (with the exception of meals from the Blind Duck, Chatime, Duck Stop, food trucks, and most vending machines) qualify as a Basic purchase.

Flex Funds

"Flex" funds can be used to purchase all items that do not qualify as a Basic-eligible meal. You can use your Flex funds for snack items, beverages, convenience items, confectionery, grocery items, vending machines with card readers, The Blind Duck, Chatime, The Duck Stop, & participating food trucks on campus.

Carry Over Funds

At the end of the school year, any remaining Basic Dollars above the minimum level of spending and any remaining Flex dollars will be moved into a

RezCarryOver account. This account will appear on your TCard on the first day of the Summer semester and expires on the last day of the following academic school year. RezCarryOver funds are taxable. You do not need to live in residence the following school year to access your funds.

Adding Funds

If you are running low on funds you can add money throughout the year. Simply login to your eaccounts (eaccounts.utm.utoronto.ca/login) Plan Management System. Friends and family can also add funds to your Basic and Flex Accounts by making a Guest Deposit on the eaccounts Plan Management System.

For more information on meal plans and food options on campus, please visit the Hospitality & Ancillary Services website at utm.utoronto.ca/hospitality/

Room Maintenance



House Checks

- You will participate in 6 mandatory house checks a year facilitated by your Don.
- House checks will be different depending on where you live
- Dons will provide you and your roommate(s) with cleaning contracts to list house check dates & cleaning expectations
- You and your roommate(s) are responsible for the regular upkeep of your residence space, and for cleaning your unit for house checks.
- Not meeting our cleanliness expectations may result in financial charges or disciplinary measures.

Financial Charges:

- Kitchen: \$150
- Bathroom: \$150
- Common Area: \$100
- Bedroom: \$75
- Stairwell: \$50
- Storage Room: \$50
- Exterior: \$25

Snow Clearing and Salting

If you live in a townhouse, you are responsible for regularly clearing snow from the pathway leading to the entrance of your unit during the winter. Each unit is provided with a shovel. Salt/deicer is available at Don units and salt bins in each townhouse area.

Work Orders

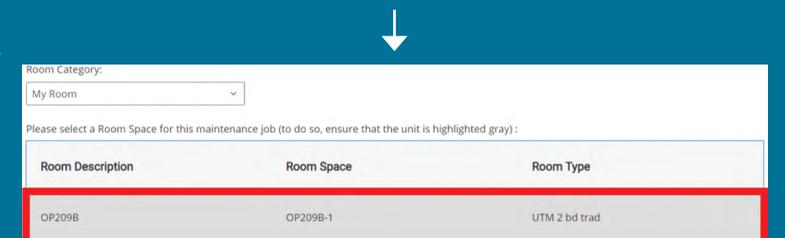
If you find something that needs repairing in your room or a common area, please submit a work order for the item on StarRez. Please describe the issue in detail so that our maintenance staff can easily find and fix the issue to the best of their ability.

How do I submit a work order?

1. Go to residence.utoronto.ca and log in.

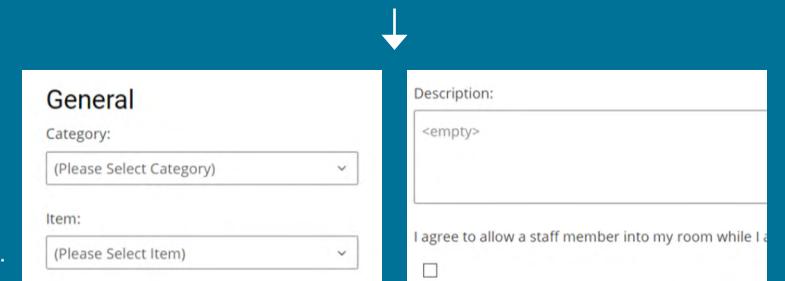


2. Click the menu, choose "Maintenance", then click "New Request".



3. Pick a Room Category then select a Room Space.

4. Pick a Category and Item. Fill in the Description box with as much detail as possible.



6. Click "SAVE REQUEST - SUBMIT USING THIS BUTTON".

Work Order Surveys

After a work order is complete, please complete the survey to let us know how we did. The survey will be emailed to you.



Winter Break Housing



Students who wish to stay in residence during the Winter Break can apply to stay. More details on how to apply will be sent via email.

No overnight guests or social gatherings are permitted, and 24-hour quiet hours are in effect for the duration of the Winter Break. During Winter Break, these services will not be available:

- Food/Cafeteria
- Caretaking
- Maintenance/Work Orders
- On-campus services (ie: I&ITS, the Office of the Registrar, etc...)

Emergency services such as Don-on-Duty and Campus Safety will be available. The Residence Services Desk will operate on limited hours.

Winter Break Programming

Students who are staying can participate in our Winter Break Programming. Find out all our events and see a calendar on our website. <https://www.utm.utoronto.ca/housing/current-residents/winter-break-housing/winter-break-programming>

If you are not approved to stay on residence over the break, you are expected to secure alternate accommodation and required to vacate residence by:

- No later than 24 hours after your last December exam, OR

- By no later than 5:00 p.m. on the Residence Winter Break closure date specified in the important dates calendar, whichever comes first.

Community Standards

UTM Residence strives to create an environment where all students can feel safe, comfortable, and valued. Our Community Standards promote and protect students' rights. For more details, please refer to the Residence Student Handbook at www.utm.utoronto.ca/housing/current-students/policies-handbooks.



Theme	Right	Responsibility
Alcohol	You have the right to safely consume alcohol in a private living space if you are of the legal drinking age (19 years of age in Ontario)	You are responsible for consuming alcohol safely in private spaces and in a way that is not disruptive to the community. This includes keeping common rooms alcohol free, keeping alcohol closed in public spaces and participating in safe drinking practices
Autonomy in Managing Personal Health	You have the right to collaborate with the University of Toronto Mississauga staff to support your physical and/or mental wellness	You have the responsibility to manage your own health and wellness in a manner that does not have an impact on the residence community
Cannabis	You have the right to possess (up to 30 grams) and consume cannabis in private living spaces such as individual rooms, apartments, and townhouse units	You are responsible for ensuring your use and/or storage of cannabis does not impact other members of the residence community. This includes ensuring that cannabis is stored in an odour-free container and using smoking forms at designated smoking areas on campus

Equity, Diversity, and Inclusion in Residence

Theme	Right	Responsibility
Community Living	You have the right to enjoy all the benefits of living in residence including those related to academics, social activities, and resources	You have the responsibility to be an active member of the community and contribute to it in a positive way
Noise	You have the right to live in a community that is conducive to living and studying. You also have the right to expect reasonable quiet during Quiet Hours and exams	You are responsible for ensuring that your actions contribute to an appropriate level of noise. You also have the responsibility to adhere to Quiet Hours.
Religious, Spiritual and Ceremonial Practices	Practice and take part in spiritual, religious, and ceremonial practices, such as lighting candles or burning traditional herbs and/or medicines	Contact the Community Development Coordinator of your area for more resources & support; and adhering to the guidelines for fire safety when engaging in practices that involve lighting herbs, candles, or medicines.
Safety	You have the right to a space that is free of discrimination, harassment, and dangerous behaviours	You have the responsibility to ensure community safety by participating in safe behaviours and reporting unsafe environments
Guests & Social Gatherings	You have the right to have guests & host social gatherings in your personal living space	You are responsible for the actions of your guests and accompanying them throughout residence. You are also responsible for the education of the UTM Community Standards and the removal of your guests at the request of any Student Housing and Residence Life Staff
Smoking	You have the right to smoke in designated smoking areas on campus if you are of legal age (18 years of age in Canada). This includes the use of e-cigarettes	You have the responsibility to ensure that your smoking does not impact other people (including e-cigarettes). This includes the residual smell after having smoked
Respect	You have the right to a space that is free from physical, emotional, and verbal harassment and discrimination	You have the responsibility to participate in an inclusive and positive community. This also includes speaking up for the benefit of the community when you are aware of acts of harassment, intimidation, or other acts of disrespect

What should I do if I notice someone is violating the quiet hour rules?

If you notice other students are not abiding by quiet hour rules, we encourage students who are comfortable to speak to those students and ask they lower their noise levels. If you notice noise continues, you can call Don-on-Duty (289-805-0580) for support.



Accessibility

We recognize that, unfortunately, the social and physical world was not built with every person's interests, rights, and abilities in mind. In recognizing this inequity, and the difficulties that it creates for many people, we have ventured to create a barrier-free community. Examples of this effort include:

- Braille Signage;
- Elevators in the First Year communities;
- Wheelchair accessible units;
- Automated door openers;
- Large print communication materials, if requested;
- Accommodation for dietary restrictions;
- Height adjustable desks and beds.

Mixed Gender Roommate Option

Diversity is an important part of the cultural landscape at UTM, and we consider gender diversity to be an important aspect of this. We believe that students deserve to live in a housing arrangement that is inclusive of their gender identity and expression.

In the interest of creating an equitable and inclusive community, we offer same- and mixed-gender housing options for students. Mixed-gender roommates is an option available for all students, including those who feel that their gender identity or gender expression is not represented in the traditional male and female housing arrangements that are typical of most campuses.

If you are feeling uncomfortable with your living situation, please reach out to your Don for more assistance.

Get Involved with Equity, Diversity, & Inclusion

Residence has a number of anti-oppression and education initiatives in place, as well as a number of committees dedicated to fostering equity, diversity, and inclusion in residence. Consider joining one of our committees dedicated to Equity, Diversity, & Inclusion! See page 20 for more information.

Safety On Campus



Don-on-Duty (289-805-0580)

In each residence area, the Don-On-Duty is your first point of contact for emergencies after hours. The Don-on-Duty also completes rounds of their residence area during quiet hours to conduct safety and facilities checks and ensure the guidelines set out in the Residence Community Standards are being maintained.

Don't hesitate to call the Don-on-Duty — they're here for you and want to make sure you're safe and comfortable in residence. Please notify the Don-On-Duty if you've called 911 for any reason.

On weekdays, Don-on-Duty operates from 5:00pm to 9:00am the next day. On weekends and holidays, Don-on-Duty operates 24 hours a day.

Safety Tips

- Lock valuables and don't leave them unattended
- Lock exterior windows and doors
- Draw curtains or shades at night and when not at home
- Do not allow tailgaters into spaces
- Discuss safety issues with your housemates and residence staff
- Fraud prevention & scam calls
- Report suspicious people, vehicles, and situations to UTM Campus Safety and/or your Don-on-Duty

WalkSafe (905-828-5200)

WalkSafe is a safety program that ensures you feel safe while walking to various locations on campus. If you prefer not to walk alone on campus, you can call a WalkSafer escort at any time to come to your location and walk you to your destination.

Mental Health Supports

At Student Housing & Residence Life, we strive to support students during their time in University and maintaining your mental wellness is an important part of that. As a UofT student, you have access to mental health resources on-campus or virtually. Many of these resources come at no additional cost! Feel free to use any of the resources below or visit the UofT page regarding mental health at mentalhealth.utoronto.ca.



Navi is your mental health wayfinder. Navi is a 24/7 Virtual Assistant that helps you anonymously and quickly find available resources. Access Navi through ALL UTM websites or through this link: uoft.me/navi.

Good2Talk Student Helpline is available 24/7 for post-secondary students to talk to a professional counsellor for support. Call them at 1 866 925 5454. Find out more at good2talk.ca.

The Health and Counselling Centre is available for appointments through their website: www.utm.utoronto.ca/health/health-counselling-centre.

During the year, we also host many mental health related events and programs to continue the promotion of mental health and support. These can be found in your Community Gatherings, Academic Workshops, pop-ups at our Residence Services Desk, and more!

THSS provides U of T students with immediate and/or ongoing, confidential, 24-hour support at no additional cost. Call or chat with a counsellor directly from your phone whenever, wherever you are. This service is available in 35 languages. More information at uoft.me/THSS.

Dons, REFs & LLC PFs Need someone to talk to? Reach out to your Don or the Don-On-Duty and someone will be there to listen. They can also refer you to other resources and give you the support you need!

Get Involved

Committees

We encourage you to participate in one of our interest-based committees, led by our passionate student staff! All students are welcome — no prior experience necessary!

- Artistic Resource Team (ART)
- Choir (Homenotes)
- Colman Cup
- Equity Outreach Network (EON):
 - Umbrella – for self-identifying LGBT2Q+ residence students
 - The Kickback – for self-identifying Black residence students
 - Prism – for self-identifying QTBIPOC* residence students. QTBIPOC denotes Queer, Trans, Black, Indigenous People of Colour.



year! The Colman Cup will be given to the Mascot with the most points at the end of the year. Make sure to attend Colman Cup, EON and ART events to win points for your Mascot

- **Welcome Back Home Event**
Start Winter semester off with a warm welcome by getting to know your community!
- **Residence Service Desk Pop-Ups**
Our OPH lobby will be filled with programming provided by our very own Residence Services Assistants (RSAs)!
- **Door Knocking initiative**
Members of the UTM community will knock on residence student room doors to have a friendly conversation, spread awareness of campus resources, and distribute treat bags!
- **Global LLC Speaker Event**
Offered by the Global LLC program, keynote speakers are invited to talk to the residence community on topics such as social justice, activism and culture appropriation in order to raise awareness about different issues and encourage intercultural dialogs and global citizenship.



Education in Residence



Community Gatherings

- Mandatory opportunity for students to consistently meet with other students in their community in order to build positive friendships and to participate in activities that will allow them to grow as an individual.

Academic Development Workshops

- Receive helpful skills and tips about transitioning to University and learn more about how to be academically successful at UTM

Faculty Field Trips

- An opportunity to participate in fun activities with professors and connect with faculty outside the classroom

Living Learning Community (LLC) Programming

- Communities with students who share similar interests and/or take a common course together.
- Has its own LLC Program Facilitator (PF)
- LLC students benefit from exclusive co-curricular opportunities
- The LLC experience allows you to build an academic network of peers and achieve academic success.

Some of the LLCs we offer include:

- Bio LLC
- CCIT LLC
- CompSci LLC
- Education LLC
- Global LLC
- LifeSci LLC
- LEAF LLC
- Foundations LLC

Upper Year Housing

Interested in living on campus in your upper years? Here's what you need to know!

- Upper year students are undergrads in their 2nd+ year of study
- Upper year students need to have completed a minimum of 3.0 credits
- Upper year housing spaces are in the townhouses, specific areas are listed on our website

To apply, visit StarRez (residence.utoronto.ca) to complete the UTM Upper Year Returner Application and submit your application fee. The application deadline is on our website



Looking for more opportunities to get involved? Apply to be a Residence Community Ambassador!

RCAs will...

- Assist our team with various events & initiatives, most important Move-In and Orientation!
- Get a guaranteed space in residence
- Gain Co-Curricular Record (CCR) Credits

To apply, you will need to apply to Upper Year Housing & submit our supplementary application.

Learn more here: <https://uoft.me/utmrc>

Off Campus Housing

Looking to live off campus? We can help! We have resources to help with your housing search, breakdowns of your rights and responsibilities as a tenant, and useful moving tips.

For more information, email us at oc.utm@utoronto.ca, or visit our website: www.utm.utoronto.ca/housing/residence-services/campus-housing.

Check-Out Process

Your check-out deadline will be emailed to you in March.

Before or by the specified time, please:

- Pack and move your belongings out of your unit
- Clean your unit
- Drop off your signed checkout envelope with your mailbox key and room key card at the Residence Services Desk

We will inspect your unit within 24 hours after your departure. By signing the check-out envelope, you acknowledge that charges may arise from the inspection. We strongly encourage you to take photos of your unit before departing.



Contact Us

Email: resdesk.utm@utoronto.ca

Phone: 905 828 5286

Mailing Address:

UTM Student Housing & Residence Life
Oscar Peterson Hall, Suite 120
3359 Mississauga Road
Mississauga, Ontario L5L 1C6