



UNIVERSITY OF  
**TORONTO**  
MISSISSAUGA

# 2024 - 2025 Student Handbook



Student Housing & Residence Life

[utm.utoronto.ca/housing](https://utm.utoronto.ca/housing)

# TABLE OF CONTENTS

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## **THE RESIDENCE COMMUNITY** **4**

---

Our Mission	4
Our Team	4
Resident Groups	4
Moving In	5
During Your Stay	5
Cable and Internet Policy	5
Wireless Internet (rezNET)	5
Garbage and Recycling Policy	5
Snow Clearing & Salting	6
Keycard Policy	6
Parking	6

## **ADMINISTRATIVE POLICIES** **7**

---

Incidental Charges	7
Personal Appliances	8
Advertising & Soliciting	8
Common Areas	8
Work Orders	8

## **HEALTH & SAFETY POLICIES** **9**

---

COVID-19	9
Asbestos Information	11
Fire Equipment	11
Window Limiters	12
Ombudsperson	12

## **UNDERGRADUATE COMMUNITY** **13**

---

House Checks & Cleaning Policy	13
Mail Distribution & Courier Delivery Policy	15
Storage Containers	15
Community Gatherings (Undergraduate – Fall/Winter Residents Only)	15
Living Learning Communities	16
Mixed-Gender Housing Policy	16
Fees & Payments	17

# TABLE OF CONTENTS

---

## **UNDERGRADUATE COMMUNITY STANDARDS GUIDELINES** **17**

---

Introduction	<u>17</u>
Community Living	<u>18</u>
Roommate Conflicts	<u>18</u>
Rights and Responsibilities	<u>18</u>
Discrimination & Harassment	<u>21</u>
Sexual Violence	<u>21</u>
Prohibited Items	<u>21</u>
Prohibited Actions	<u>21</u>
Quiet Hours	<u>21</u>
Social Gatherings	<u>22</u>
Conduct Process	<u>22</u>
Conduct Meetings	<u>23</u>
Sanctions	<u>24</u>
Appeals	<u>25</u>

## **GRADUATE COMMUNITY** **25**

---

House Checks & Cleaning Policy	<u>26</u>
Mail Distribution and Courier Delivery Policy	<u>26</u>
Laundry	<u>27</u>
Storage Containers	<u>27</u>
Fees & Payments	<u>27</u>
Income Tax	<u>27</u>
Room Switches	<u>28</u>

## **FAMILY COMMUNITY** **28**

---

Mail Distribution and Courier Delivery Policy	<u>28</u>
Laundry	<u>28</u>
Family Care Office	<u>28</u>
On Campus Childcare Centre	<u>28</u>
Off Campus Childcare and Support	<u>29</u>
Changes to the Premises	<u>30</u>
Payments	<u>31</u>
Appeals	<u>31</u>

## **COMMUNITY RESOURCES** **32**

---

## THE RESIDENCE COMMUNITY

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### Our Mission

The University of Toronto Mississauga Department of Student Housing & Residence Life (SHRL) advances the mission of the University by creating a holistic student experience that promotes academic and personal success. We provide facilities that are safe & secure, well-maintained, and competitively priced in an effort to foster a supportive community that values diversity, equity, and inclusion. Informed by research & assessment, we offer innovative programs & services that enhance student learning & development. Our peer-based approach, dedicated professional staff, and collaborative attitude contribute to a unique and unparalleled student experience.

### Our Team

Student Housing & Residence Life (SHRL) is the largest residence within the University of Toronto and takes pride in creating a strong sense of community. Administrative staff at SHRL work to provide safe on-campus living, academic and social programming, leadership, and help to contribute to your overall residence experience!

### Resident Groups

This handbook is to be used by the following groups of students living in Residence:

- **Undergraduate – Fall/Winter:** students who are living in any one of our residential communities as undergraduate students for the academic year of September – April.
- **Undergraduate – Summer:** students who are living in one of our summer residence communities for either first-half summer (May-June), second-half summer (July-August), or full summer (May-August).
- **Graduate & Medical:** students who are living in bachelor units in Schreiberwood.
- **Family:** students with family members that reside in Schreiberwood. Leases are available on a 12-month term. Family housing is available to eligible students with a spouse/common-law partner and/or children, or where the student is the legal guardian of their extended family member.



## ***Moving In***

For specific information regarding Occupancy Agreement periods, move-in, move-out, and other important dates, please refer to the Student Housing & Residence Life website: [www.utm.utoronto.ca/housing/](http://www.utm.utoronto.ca/housing/)

\*Note: Move-in for Family housing typically occurs on the 1st of each month, due to the timing of leases. Leases conclude on the last day of the month, and tenants are expected to have their items moved out by 12 p.m. on the last day of the month outlined in their Lease Agreement.

## ***During Your Stay***

### **Cable and Internet Policy**

All community common rooms come equipped with 'ultimate' high definition cable service from Rogers Cable. If you would like to upgrade to digital cable or add cable to your unit or bedroom, there will be an additional cost with Rogers. For service, contact them at 1-888-ROGERS1. Appointments must be booked Monday – Friday, 9:00 a.m. – 4:00 p.m. in order for a Maintenance Technician to escort the Rogers Technician. Once you book your service appointment with Rogers, please submit a work order to schedule an appointment with a Maintenance Technician.

Radio antennas, television antennas, or satellite dishes of any description are prohibited in any residence premises without prior written permission from Student Housing & Residence Life (SHRL). Residents are entitled to make their own arrangements for cable and internet; however, any damages to the resident's unit caused by a third party cable or internet provider will be the resident's responsibility. All residence buildings are considered staple-free and drill-free facilities.

### **Wireless Internet (rezNET)**

**Please note that Information & Instructional Technology Services (I&ITS) manages all wired and wireless connections on campus. Please contact them directly for any questions or concerns about your wireless internet services.**

All residence communities have wireless internet! Use your U of T wireless internet around residence and campus. Each resident living in undergraduate or graduate housing will have access to up to two concurrent wireless and/or wired connections associated with their UTOrid. Residents living in Family housing will have the option of purchasing access up to two concurrent wireless and/or wires connections. This means that students can have up to two devices connected at the same time (i.e. Laptop and iPhone).

Units may also be equipped with an Ethernet port. To activate your wired connection, please contact Information and Instructional Technology Services (I&ITS) Monday to Friday, 9:00 a.m. – 5:00 p.m. by calling 905-828-5344, or by visiting their website at <http://www.utm.utoronto.ca/iits/>.

Having trouble with your Internet?  
If you are experiencing a problem with your Internet connection, all reports must be made directly to Information and Instructional Technology Services (I&ITS). Reports can be made Monday to Friday, 9:00 a.m. – 5:00 p.m. by calling 905-828-5344. Outside of I&ITS weekend hours, widespread problems can be reported to the Don-On-Duty between 5:00 p.m. – 10:00 p.m. Monday to Friday, and 9:00 a.m. – 10:00 p.m. Saturday and Sunday.

### **Garbage and Recycling Policy**

All waste should either be stored inside the unit, in the designated garbage rooms, disposal areas. As per the City of Mississauga waste storage by-law, loose recyclables or waste is not acceptable to be stored outside. All waste should be kept inside to

help prevent waste from being strewn about by strong winds and animals. Unit garbage should never be disposed of in common waste receptacles, (e.g. hallways, laundry rooms, common rooms, or exterior trash bins). Residents are responsible for the proper disposal of hazardous materials as defined by the Region of Peel. The Region of Peel is responsible for enforcement of waste management and waste practices for all its residents. When a resident fails to follow the by-laws, a notice to comply is issued. If the notice to comply fails to correct the behavior, fines will be issued. These fines will be issued to the resident and will impact all residents living within the unit.

### **Waste Pick-Up Policy**

Garbage at UTM is collected by the Region of Peel and as a result is governed by the rules set forth by the Region of Peel.

- Roy Ivor Hall: Outside
- McLuhan Court: Outside
- Leacock Lane: Outside
- MaGrath Valley: Outside
- Putnam Place: Outside
- Schreiberwood: Outside
- Oscar Peterson Hall: Laundry rooms & outside

Please note that **Erindale Hall** residents must put their waste in the garbage room. It is located across from Unit EH101 at the North end of the hallway.

### **UTM Recycle Policy**

The Region of Peel recycles paper, cardboard, plastics, bottles, cans, and other common recyclables through one operational system. This means all recycling can go in one bin (either grey or blue) or in clear plastic bags. For more information on the Region of Peel's waste and recycling efforts visit: <https://www.peelregion.ca/waste/>.

### **Snow Clearing & Salting**

During winter months, residents in the townhouses must regularly clear the pathway

of snow from the emergency lane leading to the entrance of their unit. Salt/de-icer are available at each townhouse area Don unit, the laundry room, and mailboxes for use within that area. Shovels are provided for each unit.

The Campus Facilities Staff take care of plowing all emergency roads and parking lots on campus, in addition to making sure that all building emergency exits are cleared.

While living on campus, you can keep an eye on Campus Closures due to weather on the UofT website at: <https://www.utoronto.ca/campus-status>

### **Keycard Policy**

Keys are issued on move-in day to the resident only (lease holder, only for family tenants). Secure and responsible use of the assigned keys rest with the resident. Keys are not to be redistributed or loaned to other residents or guests. Misuse, duplication, reallocation, or redistribution of keys is subject to disciplinary sanction. If you lock yourself out of your room or unit, you need to go to the Residence Services Desk. Lost swipe keycards will be subject to a \$10 charge to their ACORN account. Residents in McLuhan and Leacock will be subject to a \$200 charge for lost hard keys.

If you are locked out after Residence Services Desk office hours, contact the Don-On-Duty for your area or contact Campus Safety at 905-828-5200. Lockouts performed by Don-on-Duty are subject to a \$10 charge to the resident's ACORN account.

### **Parking**

Parking on campus is governed through University of Toronto Mississauga Parking and Transportation Services. For information about purchasing a parking pass please contact them directly at 905-828-5254, [parking.utm@utoronto.ca](mailto:parking.utm@utoronto.ca), or visit them in Room 108 of Alumni House.

Parking permits are required year round. Enforcement of all parking lots, areas, and roadways are strictly enforced 24-hours a day, seven days a week.

Guests may use exact change, Visa or MasterCard at the Pay & Display machines in any of the applicable lots. Anyone parking on university property without an annual permit is required to purchase a daily permit and park in one of the marked lots. Weekend parking is available in unreserved lots to visitors on Saturdays and Sundays at a daily rate. Permits for overnight parking can be purchased from Pay & Display machines in all lots. Parking is also enforced strictly on streets surrounding the campus. Please note that parking on a nearby side-street may result in a ticket and being towed.

Fire lanes are marked as per the City of Mississauga. Parking in a fire lane is not permitted and may result in a ticket and being towed. Parking tickets are issued

by the City of Mississauga by officers empowered to issue municipal and provincial parking tickets. The University of Toronto Mississauga Student Housing & Residence Life has no authority to revoke a City of Mississauga parking infraction ticket and ticketing issues must proceed through the City of Mississauga appeal system.

For more information regarding the rules and regulations for parking on campus, please visit: <https://www.utm.utoronto.ca/parking/parking-information/rules-regulations>

## **ADMINISTRATIVE POLICIES**

### **Incidental Charges**

During your stay there may be instances where additional charges could be applied to your student account (ACORN). These instances are generally related to damages or policies for which there are financial implications as outlined in this document.



Below is a list (not exhaustive) of charges that may be incurred during the period of your Agreement, or upon check-out:

Replacement keycard	\$10
Replacement mailbox key	\$25
Lock-out charge	\$10
Room Switch Fee (for undergraduate and graduate students only)	\$250
Smoking Indoors (including the use of e-cigarettes and vaping/ Tampering with Fire Equipment	\$200
Kitchen Cleaning	\$200
Bathroom Cleaning	\$200
Living Room/Common Area Cleaning	\$150
Bedroom Cleaning	\$100
Garbage Removal	\$50/bag

Other damages will be assessed at the time and charged as necessary. Disciplinary bonds or fines may also be charged as determined by level of responsibility under Residence Community Standards.

Please see our website for a full list of charges: <https://www.utm.utoronto.ca/housing/current-students/moving/move-out/damage-cleaning-charges>

### Personal Appliances

Residents are responsible for any damage to residence facilities due to misuse or malfunction associated with a personal appliance, including, but not exclusive to: de-humidifiers, humidifiers, mini-fridges, space heaters, etc. In Oscar Peterson Hall no cooking devices are permitted to be used in individual units, including, but not exclusive to: hot plates, kettles, microwaves, rice cookers, etc. All cooking devices must be used in the common kitchen area provided on each floor. The installation of air conditioner units is prohibited in all Undergraduate areas of residence.

### Advertising & Soliciting

Advertising for events on residence is permitted after the Communications team has approved all promotional materials. Failure to attain approval prior to posting may result in Residence Life Staff removing any postings. An important exception to this rule is advertising for social gatherings via posters or online ads, which is not permitted in residence. One may only advertise for social gatherings by personal invitation. To submit advertisements for approval, please email our Communications team at [communications.utm@utoronto.ca](mailto:communications.utm@utoronto.ca) Soliciting door-to-door is forbidden on campus. UTM campus is private property. If an advertisement is found on your door from an off-campus vendor, please provide it to the Residence Services Desk. From an environmental impact perspective the litter caused by on campus soliciting is considerable. UTM Student Housing & Residence Life Advertising & Campaigning Policy is available online at [www.utm.utoronto.ca/housing](http://www.utm.utoronto.ca/housing)

### Common Areas

Use of common areas is granted to all residents, provided they abide by the standards of use and common courtesy. It is expected that residents maintain & respect the common areas, including cleaning up the area after use. Indoor sports are not permitted in residence common areas, due to an increased risk of facilities damage. All residence common areas are alcohol free (this includes common rooms, laundry rooms, and hallways).

### Work Orders

Requests for repairs to units may be submitted 24 hours a day, 7 days a week at [residence.utoronto.ca](http://residence.utoronto.ca). Use your UTORid and password to log in. In the top bar OR in the drop-down menu, select 'Maintenance'. If the option does not appear, please allow for 2-4 business days after your check-in. For additional information on how to submit a work order please visit



<https://www.utm.utoronto.ca/housing/residence-services/maintenance-requests>. When submitting requests, please be as specific as possible. Within a week of your maintenance request being completed, you will receive a survey about it. Please tell us how we did. For emergency repairs (large water leaks, flooding, etc.) during business hours, contact the Residence Services Desk at 905-828-5286. For after-hours emergencies, please contact the Don-on-Duty at 289-805-0580.

## HEALTH & SAFETY POLICIES

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### COVID-19

Student Housing is committed to the safety of both the individual and the community of students living in residence. Recommendations related to health & safety are to be followed by the University of Toronto. In the event of COVID-19 safety guidelines are adjusted by the Public Health Agency of Canada & the University of Toronto, Student Housing & Residence Life (SHRL) will adapt its processes to prioritize the safety of the residence community.



Theme	Right	Responsibility
<b>Cleanliness</b>	You have the right to live in a residence that is clean, sanitary and kept in good condition	You have the responsibility to maintain a clean and sanitary space free from pests and assist in upkeep of shared spaces
<b>Masks</b>	You have the right to wear a mask whenever & wherever you feel appropriate	You have the responsibility to follow the University of Toronto's mask requirement. As of July 1, 2022, the mask requirement is lifted. However, the use of medical mask in high density indoor spaces when physical distancing is not possible is strongly encouraged
<b>Physical Distancing (2 metres)</b>	You have the right to a space where physical distancing is observed according to the guidelines set out by the Public Health Agency of Canada	You have the responsibility to practice and promote physical distancing with yourself and peers while adhering to guidelines set out by the Public Health Agency of Canada
<b>Self-Isolation</b>	You have the right to be supported in residence while self-isolating. This includes receiving referrals to campus and community resources and options	You have the responsibility to communicate with Student Housing as well as Health & Counselling Services about any symptoms you may be experiencing. You are also responsible for following self-isolation protocols outlined by the Student Housing & Residence Life professional staff team

**Polices and restrictions surrounding COVID-19 are subject to change over the year.**

### **Asbestos Information**

Most buildings in Canada built prior to the mid-1980s, including certain University of Toronto Mississauga facilities, contain asbestos in one form or another. Scientific knowledge to date indicates asbestos in its non-friable form (such as in floor tiles, ceiling tiles, etc.) poses no danger unless it is being drilled, ground, broken or sanded. Friable asbestos (i.e. material that can be easily ground to dust between fingers), inhaled in large quantities over a long period of time though, can be a health hazard. Asbestos can be safely managed by following procedures which prevent the release of asbestos particles.

University of Toronto has an Asbestos Control Policy in place (<https://ehs.utoronto.ca/our-services/occupational-hygiene-safety/asbestos-management-program/>) that fulfills the requirements of the current legislation. This program ensures that correct procedures are followed in the handling of asbestos and that every precaution is taken to reduce any potential exposure risk to the university community.

Friable asbestos containing material such as pipe insulation (in mechanical rooms accessible mainly to maintenance personnel) must not be touched or disturbed without strict safety measures. Asbestos used in decorative ceiling stucco, vinyl floor tile, dry wall joint compound or transite board, as found in some townhouses, is non-friable. However, it can become friable if disturbed. To prevent the risk of unnecessary exposure, please do not damage these structures or make alterations or repairs to your room without notifying the department of Student Housing & Residence Life.

Additional information about asbestos is available at the Health Canada website: (<https://www.canada.ca/en/employment-social-development/services/health-safety/prevention/asbestos.html>) or from the Department of Environmental Health and Safety at 416-978-4467 or <http://www.ehs.utoronto.ca/>.

[utoronto.ca/](http://www.ehs.utoronto.ca/). If you have questions about your room, please contact Student Housing & Residence Life.

### **Fire Equipment**

Proper use of fire equipment is important to maintaining a secure residence community. The misuse of, or tampering with, fire extinguishers, smoke detectors, fire alarm systems, or negligent behaviour that results in fire or increased risk of fire damage, water damage, or threat to personal safety, will result in incidental charges and could result in immediate eviction and subsequent criminal prosecution.

Students are prohibited from tampering with fire equipment. This is a very serious offence which poses a threat to the safety of all residents. An example of tampering with fire equipment would be taking down your smoke detector from the ceiling or covering up your smoke detector. If for some reason your smoke detector is malfunctioning and going off at inappropriate times, submit a work order or call the Don On-Duty who will bring you a temporary smoke detector. For the safety of other residents, never attempt to remedy the situation yourself. Note that students will not get charged for properly using a fire extinguisher. However, improper use is subject to sanctions.

Scheduled inspections, typically monthly, of fire equipment will be conducted in residence. For townhouses and apartments, front door access is required. Inspections will include checks of the hose, fire extinguisher, emergency lights, fire doors, etc. If you live in OPH, bedroom access is required. Residents living in a townhouse will also have checks of fire separation.

### **Candles/Open Flames**

Residents are prohibited to burn candles (i.e., no open flames), incense, or other odorous materials in any area within any residence, including individual resident rooms, units, or common spaces. If you require a religious,

spiritual, or ceremonial burning practice accommodation, please reach out to your Community Development Coordinator.

### **Evacuation**

Residents are required to evacuate the building promptly in response to a fire alarm. Failure to do so may result in a follow up from the Community Development Coordinator and/or disciplinary actions. As soon as you hear the alarm, you are to exit the building via the nearest and safest exit. If you live in a residence with elevators, do not use them during a fire evacuation. Elevators will not be functional during a fire alarm. You are to convene in a calm and orderly fashion at your designated short-term fire location.

Visit <https://www.utm.utoronto.ca/housing/current-residents/fire-safety-information> to see your building specific fire evacuation location.

### **Special Assistance / Emergency**

**Preparedness Form** is available for those students who may need special assistance during a fire alarm. Completing this form is voluntary and the information provided is confidential and will be used only for emergency purposes. The form is available online at: <https://www.utm.utoronto.ca/housing/form/utm-special-assistance-emergency>

Any individuals needing special assistance and who are unable to exit the building are asked to follow the procedures decided upon after submitting the above form. If special assistance is no longer needed, please notify the Community Development Coordinator of your area.

If during evacuation you see fire, the cause of the fire, smoke, or anything else important relating to the fire, please report this information to the Fire Warden. Fire Wardens are responsible for coordinating the evacuation and collecting information related to the fire. During an evacuation they

will be wearing reflective vests so they are more easily identified.

Also, take a mental note of the whereabouts of anyone known to be unable to leave the building and report it to the Fire Warden.

### **CAUTION**

Feel doors for heat and check for smoke before opening. If smoke is heavy in the corridor or you cannot safely leave your suite, it may be safer to stay in your area and:

- Close all doors
- Go to the most smoke-free room
- Place wet towels at bottom of door
- Seal door cracks and air vents
- Keep low to floor where air is cleaner
- Open window for fresh air
- Hang a sheet from window to flag location
- Call 911 and tell them where you are

In the event of a long-term evacuation, please check the Student Housing & Residence Life website at <http://www.utm.utoronto.ca/housing> and the email address that you have listed in ACORN for frequent updates.

### **Flammable Canisters**

Flammable canisters such as propane or butane may not be stored or used inside units, buildings, or on balconies and must remain outside at all times (e.g., barbeque canisters).

### **Window Limiters**

Residents are not permitted to tamper with or alter window limiters in residence buildings in any way. These limiters have been installed according to required Building Codes to ensure the safety of residents.

### **Ombudsperson**

Please note that as a student at U of T you have access to the University's Ombudsperson for consultation concerning University policies and procedures. The following description was taken from the Office of the Ombudsperson:

“The Office of the Ombudsperson provides an impartial and confidential service to assist members of the University who have been unable to resolve their concerns about their treatment by University authorities. The work of the Office is devoted to ensuring procedural fairness and just and reasonable outcomes. While the Ombudsperson does not have the authority to over-rule decisions, she/he can consider complaints, make informal enquiries, carry out formal reviews, draw conclusions and recommend changes to decisions and to University policies and procedures.”

To learn more about this resource please go to: <https://ombudsperson.utoronto.ca/>  
Contact information for the Office of the Ombudsperson:

**McMurrich Building**

First Floor, Room 102  
12 Queen’s Park Crescent West  
Toronto, Ontario M5S 1S8  
General Inquiry:  
Phone: (416) 946-3485  
Fax: (416) 978-3439  
[ombuds.person@utoronto.ca](mailto:ombuds.person@utoronto.ca)

## UNDERGRADUATE COMMUNITY

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**House Checks & Cleaning Policy**

Throughout the year your unit will have mandatory house checks facilitated by the Residence Student Staff member from your area. These house checks will happen at a time agreed upon by all residents in a unit and the Residence Student Staff member. Residents will have at least 24 hour notice prior to the house check. A Residence Student Staff member will enter the unit to complete the house check. In preparation for this, you (and your roommate(s)) are responsible for cleaning the entire unit. In addition to these checks, it is expected that you will maintain a standard of cleanliness throughout the month. Residents are responsible for the regular cleanliness and



upkeep of the premises including adjacent spaces (patios and front/back entrances of townhouses) and areas of common use (hallways, common rooms, stairwells, and laundry rooms). Caretaking personnel are responsible for ensuring that common spaces (e.g., lounges, kitchenettes, laundry rooms etc.) are kept clean. There is also an expectation that all community members are working to maintain an acceptable level of cleanliness in these areas as well. Failure to pass official house checks could result in disciplinary action under the Residence Community Standards.

The purpose of House Checks:

- To ensure residence fees do not go up because of damage, to promote respectful treatment of our facilities and ensuring that all areas are being treated with care;
- Ensuring a comfortable environment that promotes academic success;
- To guarantee healthy living is created and maintained;
- To prepare you for your check-out, as it ensures you are cleaning the areas checked on a regular basis;
- To help avoid a large amount of cleaning or charges at the end of the term.

The specific procedures and standards regarding the check-out processes are unique to check-out and will be reviewed at a later point in the year. Your Don will evaluate the cleanliness of your space at house checks using a standardized procedure. In addition, all safety equipment including fire equipment and checks for water damage are conducted. Here is a list of specific areas in the various residences that are checked and what we are looking for:

### **Townhouses & Apartments**

- Kitchen – Floor is swept and mopped including underneath oven and refrigerator, stove/oven cleaned including range fan/element rings/drip trays and liner, refrigerator wiped down, counter tops and sinks cleaned and

wiped, cupboards and walls cleaned.

- Bathroom - Floor is swept and mopped, counter tops/sinks/shower cleaned. Toilet cleaned including pedestal, mirror is wiped and cleaned.
- Living Room, Hallway & Stairs – Floor vacuumed, heaters/baseboards/furniture cleaned and dusted, walls and windows cleaned and wiped.
- Exterior, Storage & Garbage Rooms – Exterior, front and backyard (or area in front of main door in apartments) clear of garbage or debris, storage room is swept/mopped with an accessible line to electrical panel, garbage room is clean with all garbage bagged and recycling bins present.
- Common Area – Floor vacuumed, heaters/baseboards/furniture cleaned and dusted, walls and windows cleaned and wiped.

### **Oscar Peterson Hall**

- Bedroom Area – carpet vacuumed/heaters/vents/baseboards dusted off and cleaned, walls and windows cleaned, exterior hallway outside suite is cleaned and free of garbage.
- Bathroom – Floor swept and mopped, counter tops/sinks/shower cleaned. Toilet cleaned including pedestal, mirror wiped and cleaned.

Failure to comply with residence standards regarding cleanliness may result in disciplinary sanctions and/or cleaning charges (e.g., if you fail your house check a cleaning crew will be sent into your unit to clean the failed areas, at your expense).

Throughout the year, cleaning responsibilities are divided such that each student is responsible for an equal part of the cleaning and are evaluated individually. In townhouses and apartments these areas are mapped out with a rotating cleaning schedule that is put together during your first house meeting at the start of the year with your Don.

If you have any further questions about this process, please speak with your Don.

### **Mail Distribution & Courier Delivery Policy**

All mail for students living in undergraduate housing is distributed through mailboxes located in Oscar Peterson Hall. Each undergraduate unit will share a mailbox number with other Residents and one mailbox key will be issued per student at time of check-in. Please make sure mail is addressed correctly to ensure delivery. Incorrect addresses will be 'returned to sender'. Lost or unreturned mail keys during check-out will be subject to a replacement charge of \$25.

Mail or courier deliveries received by the department of Student Housing & Residence Life will be held for 10 business days at the Residence Services Desk. Failure to pick-up parcels within this period may result in the parcel being returned to the sending address at the expense of the resident, or in the event of no return address, become the property of the department of Student Housing & Residence Life. Only deliveries for personal use will be accepted; any deliveries of a non-personal nature (e.g., business related) will not be accepted. The department of Student Housing & Residence Life has the right to refuse delivery of packages due to any of the following reasons:

- Oversized or heavy packages
- Suspicious/contraband items
- Package contains alcohol, cannabis or illegal substances/items
- Items related to the carrying on of a business and space limitations
- Mail where addressee name does not match the name on our records
- Items not addressed to proper mailing address (see below)

The nearest Canada Post outlet is located at Shoppers Drug Mart at South Common Mall. <https://www.canadapost-postescanada.ca/information/app/fpo/personal/findpostoffice>

The Residence Services Desk will be happy to sign for packages, but is not responsible for misplaced or damaged packages. Should a package arrive at the Residence Services

Desk, you will receive an e-mail notification through our (StarRez) application system, and you will be required to show your T-Card and pick it up within 10 business days. The package(s) will only be released to the addressee.

Couriers will not have access to units in Erindale Hall, Roy Ivor Hall, or Oscar Peterson Hall and will need to come to the Residence Services Desk for delivery. Please make sure that the name you are registered with the university with and mailbox number are written clearly on your package to ensure it is delivered correctly. We will not accept cash-on-delivery (C.O.D) packages.

### **Your Mailing Address**

Resident Name *(insert your full TCard name here)*

P.O. Box ### *(insert your assigned mailbox number here)*

University of Toronto Mississauga  
3353 Mississauga Road,  
Mississauga, Ontario  
L5L 6A2

### **Storage Containers**

No bulk storage containers of any description shall be in or about the premises for check-in or check-out or for the duration of your Agreement with the department of Student Housing & Residence Life. For more information on storage options, please contact Store Your Dorm at [www.storeyourdorm.ca](http://www.storeyourdorm.ca)

### **Community Gatherings (Undergraduate – Fall/Winter Residents Only)**

It is important for all residents to attend their Community Gatherings as required by their Don. These gatherings foster a sense of community and provide crucial updates on matters such as residence procedures, campus information, and safety protocols. While these meetings primarily focus on community, self-awareness, and equity topics, they also serve as a platform to address various administrative and safety

concerns. Exemptions from these meetings will be considered if students present a valid reason to their Don before the scheduled Community Gathering, or immediately upon their return if unforeseen circumstances prevented prior notice (e.g., off-campus emergencies or illness).

Weekly Community Gatherings will be held during the first six weeks of each academic term and then bi-weekly for the remainder of the term. On occasion, additional Community Gatherings may be called to address important community concerns. If a spontaneous meeting is required, residents will be given a minimum of 24 hours' notice. Dons will track attendance for all Community Gatherings and submit this information in a fair and consistent manner.

**Failure to attend Community Gatherings will trigger the following process:**

- Unexcused absences will be tracked by Dons, and students will receive follow-up emails throughout the academic term, indicating the assignment of Community Gathering points for each unexcused absence. These points may come with required educational reflections and/or assignments.
- In cases of continued unexcused absences, residents will be required to meet with a member of the Student Housing & Residence Life staff to check in and discuss their level of community involvement.
- Prolonged, unexcused absences may impact a resident's eligibility for upper-year housing within the Residence Community Ambassador (RCA) program.

**Living Learning Community**

It is an expectation that residents who are members of a Living Learning Community (LLC), actively engage in the programs offered within that community. All residents in an LLC are obligated to complete the Living Learning Community Memorandum of Agreement upon moving into the LLC.

By completing the Memorandum of Agreement, LLC residents commit to being active participants in their community and, where necessary, enroll in the mandatory academic courses tied to their specific LLC. The LLC Program Facilitators will monitor and document attendance at programs, including academic workshops and faculty field trips, and this will determine the resident's eligibility for the inclusion of the Living Learning Community Experience on their co-curricular record.

**Mixed-Gender Housing Policy**

Diversity is an important part of the cultural landscape at UTM, and we consider gender diversity to be an important aspect of this. The Department of Student Housing & Residence Life believe students deserve to live in a housing arrangement they are comfortable with regardless of gender identity. In the interest of creating an equitable and inclusive community, we are happy to offer mixed-gender housing options for students of any gender to live together. In mixed-gender housing, students can be placed with other students who identify as a variety of genders including but not limited to man, woman, transgender man, transgender woman, transgender person, two spirit, gender queer, and non-binary. In the residence application, all students have the option to select their gender - but are not required to.

- **Same-Gender Housing arrangements** will include 1-7 roommates who have selected same gender.
- **Mixed-Gender Housing arrangements** could include 1-7 roommates of any gender.

Mixed-Gender Housing may not be guaranteed, however if mixed-gender housing is a needs-based accommodation or if you would simply like to initiate a conversation with a residence staff member regarding what you see as your gender-specific housing needs, please contact us



[resdesk.utm@utoronto.ca](mailto:resdesk.utm@utoronto.ca).

Should the resident voluntarily withdraw from a mixed-gender unit, please be aware that arrangements to re-assign the room can take longer to occur resulting in waiting for a new placement or potentially will be required to pay the entire housing fee if no other student is willing to take a space in the mixed-gender unit.

### **Fees & Payments**

#### **Income Tax**

Prior to completing your income taxes, it is advisable that you speak with a CRA representative to inquire if you can apply for the Ontario Energy and Property Tax Credit (OEPTC) under the Ontario Trillium Benefit:

[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

#### **Room Switches**

Room switches are not available to students until October 1 of the academic year unless required by an emergency. If residents are interested in a room switch past October 1, they must complete the following process:

- Meeting with their Don to discuss the need for a room switch (ex: Roommate conflict, room style preference, financial need, etc.)
- Students will then meet with a Community Assistant (CA) or Community Development Coordinator (CDC) based on need

If a room switch is permitted, students will be placed based on availability. This may result in not being able to complete a room switch until there is a viable option. If a room switch is available, a \$250 fee will be applied to the student's ACORN account. Arrangements will be made to complete the move and the student will officially be notified via email. Failure to fully complete the move by the indicated date will result in an improper check-out charge that will be charged to the student's ACORN account.

Students who are in a Living Learning Community and receive a room switch

will not be refunded the LLC fee and will no longer be eligible to participate in LLC programming.

## **UNDERGRADUATE COMMUNITY STANDARDS GUIDELINES**

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### **Introduction**

Each year, around 1,600 undergraduate students call the University of Toronto Mississauga (UTM) residence community their home. No resident is permitted to interfere with the right of any other residents to the peaceful and reasonable enjoyment of their room and common privileges, or to endanger the safety and security of any individual through such activities as may be deemed harmful as determined by the university. This set of Residence Community Standards is a mechanism where we can promote these ideals and protect students' rights. Further, they will be used as a tool for intervention when disruptive student behaviour occurs on campus, and holding students accountable for their individual and collective behaviour, specifically when their actions are in violation of University policies. Consistent with the mission of our department, Residence Community Standards are primarily educational, rather than punitive. It is our hope that through this process, residents will learn to identify the impact of disruptive behaviour on themselves and the community.

The purpose of this document is to supplement the Undergraduate Housing Occupancy Agreement to make our Residence Community Standards more accessible, and to outline the specific protocols and procedures through which our Student Housing & Residence Life expectations are enforced. Please note that this document and the Undergraduate Housing Occupancy Agreement work in tandem, they are not exclusionary. Thus,

every resident is responsible for adhering to the policies outlined in both documents. Further, residence-specific standards and interventions must be consistent with and refer to existing University policies and procedures such as the University of Toronto Code of Student Conduct. The Code of Student Conduct is available online through the Office of the Governing Council at: [www.governingcouncil.utoronto.ca/policies](http://www.governingcouncil.utoronto.ca/policies)

### Community Living

Living in residence can be an exciting and challenging experience. For many students, residence is the first time that they are living away from their home, or are experiencing a new country & culture. Below are some tips on best practices surrounding community living:

- **Get to know the people in your community:** The people in your community are the ones you will be seeing and interacting with on a daily basis. Introduce yourself to your roommates, hallmates, neighbours and get to know what they like and dislike
- **Talk directly about your needs:** Communicate clearly about what you need to feel comfortable within residence and in communal living
- **Be respectful of other people's needs:** Listen to what others needs are, since you are now living near someone else. It is important to be able to adapt.
- **Compromise:** Everything will not line up perfectly so it is important for both sides to be ready to meet in the middle.
- **Talk to your don:** Your don is a great resource to help problem solve and navigate difficult conversations

### Roommate Conflicts

If students are experiencing a roommate conflict, we advise them to use the Community Living tips above to resolve it on your own. If you are not able to resolve it on your own or with your Don, the Community Assistant and/or Community Development Coordinator will support you.

### Rights and Responsibilities

In residence, students are encouraged to understand to find ways to positively contribute to their community. The rights & responsibilities provide a framework for how students can engage in different activities in a way that is safe and positive. A theme does not act independently of another and can have intersections with others.



<b>Theme</b>	<b>Right</b>	<b>Responsibility</b>
<b>Alcohol</b>	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.
<b>Autonomy in Managing Personal Health</b>	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.
<b>Cannabis</b>	You have the right to possess (up to 30 grams) of cannabis in your private living space if you are of legal age (19 years of age in Ontario).	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 of cannabis at designated outdoor smoking areas on campus.
<b>Clarity of Standards</b>	You have the right to ask for clarity on Residence Community Standards and for them to be communicated to you. This means that all policies and processes are clearly outlined for students.	You have the responsibility to read, ask questions, and make efforts to understand the Residence Community Standards. This includes, but is not limited to, following the requests made by Student Housing & Residence Life Staff.
<b>Community Living</b>	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.
<b>Noise</b>	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.

Theme	Right	Responsibility
<b>Safety</b>	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.
<b>Guests &amp; Social Gatherings</b>	You have the right to have guests & host social gatherings in your personal living space. You have the right to have overnight guests on an occasional basis.	You are responsible for the actions of your guests and accompanying them throughout residence. This includes educating them on Residence Community Standards. You are also responsible for ensuring that you have the expressed permission of your roommates in advance of having overnight guests. If required, you are responsible for the removal of your guests at the request of any Student Housing and Residence Life Staff.
<b>Shared Spaces</b>	You have the right to utilize common spaces in buildings/ townhouses.	You have the responsibility to treat those areas with respect and not consume alcohol, cannabis, or any illicit substances in those spaces.
<b>Smoking</b>	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 outdoors.
<b>Respect</b>	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.

### **Discrimination & Harassment**

The University's commitment to developing, maintaining and safeguarding a residence atmosphere free from discriminatory harassment means that words, symbols and/or actions, which make the educational and social environment at the University hostile, insulting, threatening or unwelcoming for a person because of his or her citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed (religion), sex, pregnancy, gender identity, gender expression, family status, marital status, sexual orientation, or receipt of public assistance, will not be tolerated. Additionally, any assaulting or violent conduct, physical threats, or intimidation, deliberate destruction and/or removal of property, such as vandalism or theft, are prohibited and may result in eviction from residence.

### **Sexual Violence**

Sexual Violence of any form is not permitted in Residence. Sexual Violence includes any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened, or attempted against a person without the person's consent, and includes Sexual Assault, Sexual Harassment, stalking, indecent exposure, voyeurism, and sexual exploitation. Acts of sexual violence are prohibited in residence may result in eviction from residence.

### **Prohibited Items**

Due to the high-density nature of living in residence, your safety is of utmost importance to us. Because of this, some items are strictly prohibited from being in a residence space. A prohibited item can be defined as one that has the potential to endanger a student. Possession of prohibited items may result in punitive sanctions (outlined on p. 24). Some items might include (but are not limited to):

- Kegs, drinking paraphernalia, large containers of alcohol, glass bottles

- Edibles containing cannabis
- Instant Hot Pots (the brand)
- Illegal substances
- Candles, open flame appliances, burning fluid, chemical oils, firecrackers
- Actual or replica firearm, weapons, gunpowder, ammunition
- Any instrument in which the propelling force is a spring, air, CO2 or other compressed gas
- Explosive, flammable, dangerous, offensive or illegal substance or object (except those objects of normal use and fire tested)
- Pets (including fish) – with the exception of properly documented Emotional Support Animals
- Any item used with the intention of harming another individual

### **Prohibited Actions**

Students are encouraged to learn from their experiences and make the necessary adjustments to community living. However, some actions are strictly prohibited due to the severity of potential impact and in regulation with Canadian Federal & Provincial Law. The following actions may result in punitive sanctions (outlined on p. 24). Some actions might include (but are not limited to):

- Cooking with/cultivating cannabis
- Theft
- Violence (emotional, physical, sexual), including threats
- Harassment/Discrimination
- Damage of university property
- Tampering with fire equipment
- Use, possession and/or trafficking of illegal substances
- Vandalism/Pranks

### **Quiet Hours**

Quiet hours during the week (Sunday through Thursday) begin at 11:00 p.m. and continue until 8:00 a.m. the following morning. On Friday and Saturday, quiet hours begin at 1:00 a.m. and continue until 8:00 a.m. December & April: Quiet hours are also in effect 24 hours a day beginning at 5:00 p.m.

on the final day of classes in December and April and continue until the end of the last exam as specified in the University Academic Calendar.

### Social Gatherings

Social Gatherings are a great way to create community, meet new friends, and take a break from studies. We encourage students to have social gatherings and find unique ways to bring their community together. The social gathering community expectations are written to support students to have positive, meaningful social interactions while maintaining the responsibility to the greater UTM Residence community.

- Gatherings may be held only within the resident's unit (cannot be outdoors including townhouse patios)
- Gatherings cannot be held during exam periods and/or when 24-hour quiet hours are in effect.
- Gatherings are private functions and no form of advertising is permitted. This includes sponsorships.
  - Advertising is considered open solicitation to anyone other than personally invited guests (e.g., open Facebook events).
- Residence Dons, SHRL Professional Staff and Campus Safety have the right to end any social gathering that they deem in violation of these guidelines, violation of residence policies, is unsafe, or is disrespectful of other residence students or staff.

#### To host a social gathering:

- Review considerations for hosting a social gathering on our website: <https://www.utm.utoronto.ca/housing/current-residents/social-gatherings>
- If there's going to be alcohol present for those that are of legal drinking age, have a sober spotter to ensure no one is becoming over intoxicated.
- Responsible for informing guests of the Alcohol & Cannabis Policy and other Residence Community Standards

(pg. [19-20](#)).

- Responsible for all Guests and may be held liable for any actions these Guests undertake while the gathering is ongoing. This includes any and all uninvited Guests.
- In the case of non-residence Guests, the Host(s) is/are responsible for all actions of their Guest(s) during their time at UTM, including before and after the gathering is scheduled to occur.
- Responsible for the behaviour and safety of any intoxicated Guests until they are sober.
- Responsible for ensuring that individuals who are underage are neither served nor found consuming alcoholic beverages, cannabis, or illicit substances during a social gathering.
- No person who is apparently intoxicated may be permitted to leave the gathering until reasonable steps have been taken to ensure the intoxicated individual's safe transport and care. Intoxicated individuals are ultimately the responsibility of the Host until they are sober.
- Must follow any instructions given by Residence Dons, SHRL Professional Staff, or Campus Safety.
- At a gathering where alcohol is or may be present, the Host(s) must provide food to promote a safer and healthy gathering atmosphere for all Guests.
- Maintain a clean and safe environment during their gathering.
- Ensure that the gathering area is restored to its original condition once a gathering is over. This clean-up must be done to the expectations of Residence House Checks & Cleaning Policy (pg [13](#)).
- Responsible for all costs arising from the gathering (e.g. damages, clean up, etc.). Those costs will be recouped by SHRL.

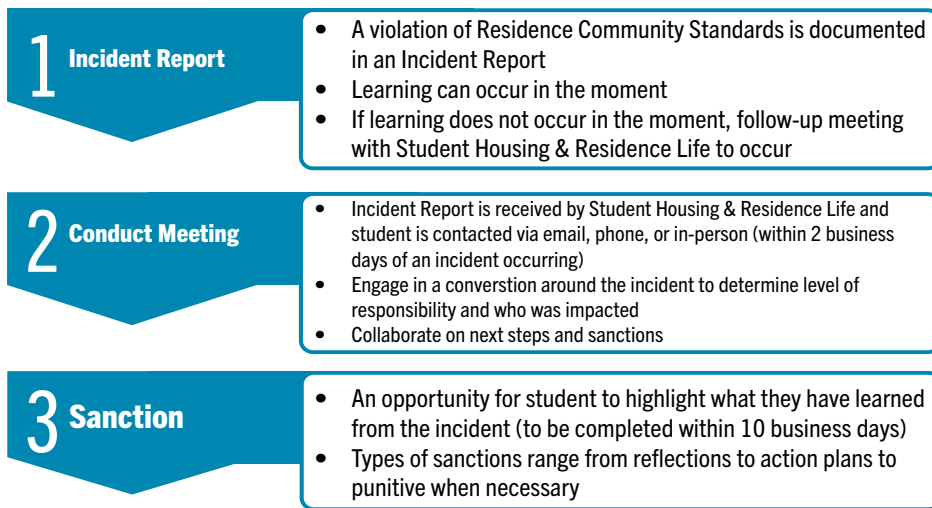
#### Conduct Process

When a student is documented, they can engage with the conduct process at multiple points. Learning opportunities can present

themselves in the moment with a Residence Student Staff member, during a follow-up meeting with a professional staff member, or during the completion of an assigned sanction. Each of these touch points allow students to reflect on their actions and discuss the impacts of them on their community as well as themselves. It also provides an opportunity for students to engage with their community in a positive way.

We value integrity and expect this from our residence students. In these touch points with Student Housing & Residence Life staff, being honest and upfront will result in the most productive conduct process. Dishonesty, collusion, or deliberate attempts to cover up facts of incidents may result in additional sanctions.

The chart below indicates what a student can expect when going through our conduct system.



### Conduct Meetings

Meetings are an opportunity for a student to share their perspective of the situation and engage in a conversation about the incident. Meetings are used to determine a student's level of responsibility during an incident and work together in the development of a sanction that is appropriate for the impact of the incident. You are required to book, attend, and participate in meetings with Student Housing & Residence Life staff should they request them for the purposes of the conduct process. Failure to book and attend a meeting within a reasonable time frame may result in decisions being made without your input. Additionally, if you fail to attend your scheduled conduct meeting(s), this will be taken into consideration for future fact-finding and sanctioning.

### Interim Measures

Student Housing & Residence Life may implement interim measures that are appropriate to support a safe residence





environment for a specific period of time or until the conduct process is concluded. Examples of interim measures may include but are not limited to: room relocations, full or partial non-entry notices, no contact requirements, or other restriction(s) on or loss of privileges of guests or substance use. Interim measures are not confirmation that there has been a Residence Community Standards violation. Interim measures cannot be appealed.

### Sanctions

Upon being held responsible for a violation of Residence Community Standards, a sanction will be assigned in collaboration with the student based on the level of impact of the behaviour. Sanctions are meant to be educational in nature and provide the student an opportunity to reflect on their actions and repair harms. However, significant or repeated incidents may result in more punitive actions being taken. When determining responsibility for a violation of Residence Community Standards, we make decisions based on a balance of probabilities given the information we are provided and have access to. We review the incident report, meet with participants, and may elect to review other sources of information such as camera footage or door lock reports. Sanctions can include but are not limited to:

Types of Sanctions		
Educational	Restorative	Punitive
<ul style="list-style-type: none"> <li>• Learning Conversations</li> <li>• Reflections</li> <li>• Meeting Summary</li> <li>• Shadowing</li> <li>• Action Plan</li> <li>• Workshops</li> <li>• Referrals</li> </ul>	<ul style="list-style-type: none"> <li>• Restitution</li> <li>• Apology Letter</li> <li>• Resolution Plan</li> <li>• Community Initiative/Event</li> <li>• Shadowing</li> <li>• Mediation</li> </ul>	<ul style="list-style-type: none"> <li>• Fines and/or Bonds</li> <li>• Loss of Privileges</li> <li>• Relocation within Residence</li> <li>• Behavioural Contract</li> <li>• Residence Probation</li> <li>• Suspension from Residence</li> <li>• Eviction from Residence</li> </ul>





### Appeals

Consistent with the University's position on a student's right to due process, residents have the right to appeal a decision made in response to a Community Standards sanction. Acceptable grounds for appeal include the following:

- The resident is concerned about the penalty imposed and its appropriateness for the circumstances;
- The resident has concerns about the finding of facts in the case at hand;
- The resident is concerned that the process of determining the facts was biased or unfair.

Appeals must be made, in writing, to Student Housing & Residence Life through the Residence Services Desk at [resdesk.utm@utoronto.ca](mailto:resdesk.utm@utoronto.ca) or to the appointed Appeal Officer as outlined in Section 13.7 of the Occupancy Agreement. Appeals must be made using the Appeals Form available online at <https://www.utm.utoronto.ca/housing/current-residents/forms-documents>.

### GRADUATE COMMUNITY

Each year, approximately 30 graduate students call the University of Toronto Mississauga (UTM) residence community their home. Our hope is that residence becomes a space in which students are able to develop into members of a community that respect each other's individual and group needs. By living in residence, students are agreeing to adhere to the Community Standards. No resident is permitted to interfere with the right of any other resident to the peaceful and reasonable enjoyment of their room and common privileges, or to endanger the safety and security of any individual through such activities as may be deemed harmful as determined by the university.

Please note that this document and the Graduate Housing Occupancy Agreement work in tandem, they are not exclusionary. Thus, every resident is responsible for adhering to the policies outlined in both documents. Further, residence-specific standards and interventions must be consistent with, and refer to, existing University policies and procedures such as the University of Toronto Code of Student Conduct. The Code of Student

Conduct is available online through the Office of the Governing Council at: [www.governingcouncil.utoronto.ca/policies](http://www.governingcouncil.utoronto.ca/policies)

Graduate Housing Community Standards are similar in part to Undergraduate Housing Community Standards. The following sections, found in the “Undergraduate Community Standards” of this handbook, will also apply to Graduate Housing:

- Community Living
- Rights and Responsibilities
- Discrimination and Harassment
- Sexual Violence
- Prohibited Items
- Prohibited Actions
- Quiet Hours
- Conduct Process
- Conduct Meetings
- Sanctions
- Appeals

### House Checks & Cleaning Policy

Students living in graduate or medical housing are not required to perform monthly house checks, but are responsible for the regular cleanliness and upkeep of the premises including the adjacent spaces (patios and front/back entrances of townhouses) and areas of common use (such as hallways, common rooms, stairwells, and laundry rooms). Caretaking personnel are responsible for ensuring that common spaces (i.e. lounges, laundry rooms etc.) are kept clean, but there is also an expectation that all community members will work to maintain an acceptable level of cleanliness in these areas as well. The university reserves the right to maintain an acceptable level of cleanliness within each residence unit and building, as determined by the university. Failure to maintain an acceptable level of cleanliness may result in disciplinary action under the Residence Community Standards and/or additional fees for cleaning.

### Mail Distribution and Courier Delivery Policy

All letter mail for Graduate Housing will be delivered directly to the mailboxes located

in your residence complex. Upon checking in to the unit, each lease holder will receive a mailbox key for their assigned mailbox. Lost mailbox keys and those not returned at check-out will be charged at a replacement cost of \$25. Packages will be received by the department of Student Housing & Residence Life. Failure to pick-up parcels within this period may result in the parcel being returned to the sending address at the expense of the resident, or in the event of no return address, become the property of the department of Student Housing & Residence Life. Only deliveries for personal use will be accepted; any deliveries of a non-personal nature (e.g., business related) will not be accepted. The department of Student Housing & Residence Life has the right to refuse delivery of packages due to any of the following reasons:

- Oversized or heavy packages
- Suspicious/contraband items
- Package contains alcohol, cannabis or illegal substances/items
- Items related to the carrying on of a business and space limitations
- Mail where addressee name does not match the name on our records
- Items not addressed to proper mailing address (see below)
- The nearest Canada Post outlet is located at Shoppers Drug Mart at South Common Mall. <http://www.canadapost.ca/cpotools/apps/fpo/personal/findPostOffice>

The Residence Services Desk will be happy to sign for packages, but is not responsible for misplaced or damaged packages. Should a package arrive at the Residence Services Desk, you will receive an e-mail notification through our (StarRez) application system, and you will be required to show your T-Card and pick it up within 10 business days. The package(s) will only be released to the addressee.

Couriers will not have access to units in Erindale Hall, Roy Ivor Hall, or Oscar

Peterson Hall and will need to come to the Residence Services Desk for delivery. Please make sure that the name you are registered with the university with and mailbox number are written clearly on your package to ensure it is delivered correctly. We will not accept cash-on-delivery (C.O.D) packages.

### **Your Mailing Address**

Resident Name *(insert your full TCard name here)*

P.O. Box ### *(insert your assigned mailbox number here)*

University of Toronto Mississauga  
3353 Mississauga Road,  
Mississauga, Ontario  
L5L 6A2

### **Laundry**

Laundry facilities are available in the lower level of Schreiberwood Unit 28. These facilities are keycard access only; only residence keycards will open the door.

Laundry machines are operated with the SmartCity smart card. A SmartCity smart card is provided to every resident upon move-in and the renewal of their occupancy agreement. Loads cost ~\$1.75 for both washers and dryers. Money may be added to your card via the Coinomatic reload machine located in the laundry facility.

As this is a communal facility for over fifty units, we ask that residents please promptly remove their laundry after it is finished. Unaccompanied laundry/lost & found items will be discarded after 1 month.

### **Storage Containers**

No bulk storage containers of any description shall be in or about the premises for check-in or check-out or for the duration of your Agreement with the department of Student Housing & Residence Life. For more information on storage options, please contact Store Your Dorm at [www.storeyourdorm.ca](http://www.storeyourdorm.ca)

### **Fees & Payments**

Graduate and medical resident fees are charged to ACORN. Please refer to your Housing Agreement for the rate schedule specific to your Agreement.

Charges will be posted to your ACORN account and can be paid at your bank or financial institution. Additional charges (damages, lockouts, cleaning etc.) throughout the year will also be posted to ACORN as they occur. ACORN does not mail a paper invoice. Students are expected to monitor their account on the Student Web Service at: [www.ACORN.utoronto.ca](http://www.ACORN.utoronto.ca)

The resident will pay interest on any overdue payments based on the University of Toronto Repository of Student Information (ACORN) policies as follows:

- All fees and charges posted to the Resident's account are payable by the due date indicated;
- If not paid in full, any outstanding account balance is subject to a monthly service charge of 1.5% compounded (19.56% per annum), including fees deferred for Ontario Student Assistance Program (OSAP);
- Outstanding charges on the Resident's account from prior sessions are subject to a service charge as of the 15th of every month until paid in full.

For more information regarding ACORN policies, please visit: <http://www.fees.utoronto.ca>

Non-sufficient fund (NSF) payments for housing deposits or other fees will be charged back to the debtor with a penalty of \$75 per NSF cheque. The University reserves the right to request payment by money order or certified cheque.

### **Income Tax**

Prior to completing your income taxes, it is advisable that you speak with a CRA representative to inquire if you can apply for the Ontario Energy and Property Tax Credit

(OEPTec) under the Ontario Trillium Benefit, please refer to [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

### Room Switches

Room switches are not available to students until October 1, unless required by an emergency. If residents are interested in a room switch past October 1, they must complete the following process:

Students are expected to meet with Student Housing & Residence Life Staff to discuss the need for a room switch (ex. roommate conflicts, room style preference, financial need etc.).

If a room switch is permitted, students will be placed based on availability, and therefore may not be able to complete a room switch until it is a viable option. If a room switch is available, a \$250 room switch fee will be applied to the student's ACORN account and arrangements will be made to complete the move and the student will officially be notified via email. Failure to fully complete the move by the indicated date will result in an improper check-out charge that will be charged to the student's ACORN account.

## FAMILY COMMUNITY

### Mail Distribution and Courier Delivery Policy

All mail for Family Housing will be delivered directly to the mailboxes located in your residence complex. Upon checking in to the unit, each lease holder will receive a mailbox key for their assigned mailbox. Lost mailbox keys and those not returned at check-out will be charged at a replacement cost of \$25. Due to space restrictions, any package or courier deliveries will not be accepted at the Residence Services Desk for tenants living in Family Housing. Deliveries must be arranged so that a tenant is home at the time of the delivery. Should a package not fit in the mailbox or the tenant not be home upon delivery, a notice will be left on the unit

front door and the package must be picked up at the company's warehouse, or from the Canada Post Office at Shoppers Drug Mart at South Common Mall.

### Your Mailing Address:

Tenant Name (*insert your full name here*)  
Unit: ##  
3349 Mississauga Road,  
Mississauga, Ontario  
L5L 1J7

### Laundry

Laundry facilities are available in the lower level of Schreiberwood Unit 28. These facilities are keycard access only; only Family tenant keycards will open the door. Unaccompanied children are not allowed in the laundry facilities.

Laundry machines are operated with the SmartCity smart card. A SmartCity smart card is provided to every tenant upon move-in and the renewal of their lease. Loads cost ~\$1.75 for both washers and dryers. Money may be added to your card via the Coinomatic reload machine located in the laundry facility.

As this is a communal facility for over fifty units, we ask that residents please promptly remove their laundry after it is finished. Unaccompanied laundry/lost & found items will be discarded after 1 month.

### Family Care Office

U of T's Family Care Office provides information, guidance and referral services to students, staff and faculty who are planning for a new child, choosing child care (facilities, programs, or subsidies), seeking children's programming, dealing with elder care, or assisting with other family matters. Information on the office is available at [www.familycare.utoronto.ca](http://www.familycare.utoronto.ca) or by phone at 416-978-0951.

### On Campus Childcare Centre

U of T's Early Learning Centre (ELC) operates

U of T Mississauga's licensed childcare centre. The ELC, which also operates two services on the St. George campus, is intimately familiar with student, staff and faculty issues and the unique circumstances of providing child care in a university setting. It is noted for its high-quality care, having received a quality service rating of 3.9 out of 4 from Toronto Children's Services.

The centre at UTM is located adjacent to the Leacock Lane residence and parking lot 5. It is licensed to accommodate 26 children – 10 toddlers (ages 18 to 30 months) and 16 preschoolers (ages 30 months to 5 years). Full-time and part-time care is available, with first priority to UTM students, staff and faculty. Any remaining spaces are available to community members.

Childcare rates are viewable on-line at <https://elc.utoronto.ca/apply/fees/>. The centre at UTM is eligible for licensed childcare subsidies to assist families with limited income living in the Peel region. Potential subsidy users are encouraged to apply for a subsidy well in advance (even in the early stages of pregnancy or while waiting to adopt) by calling Peel Region Children's Services at 905-791-1585. Potential users are encouraged to sign up as soon as possible for the UTM centre's waiting list, although in some cases there is space readily available -- call the centre's

supervisor at 905-569-4422 for more information. Interested parents should complete an application form and submit it to the Early Learning Centre. Parents already on the St. George Early Learning Centre's waiting list who wish to change to or add the UTM location should also complete an application form.

### **UTM Early Learning Centre**

905-569-4422

Supervisor: Teresa Silva

[early.learningcentre@utoronto.ca](mailto:early.learningcentre@utoronto.ca)

[www.elc.utoronto.ca/](http://www.elc.utoronto.ca/)

### **Off-Campus Childcare and Support**

There are a range of financial support mechanisms for university student-parents to aid in the cost of education, including the Ontario Student Assistance Program (or for out-of-province students, other province's/states' support programs), UTM undergraduate grants, and UTM-affiliated graduate student funding. For more information, UTM undergraduate student-parents are welcome to contact the Office of the Registrar, and graduate students are welcome to contact the School of Graduate Studies.

Students contribute fees specifically designated toward child care support; UTM student-parents (both undergraduate and graduate) are invited to submit a UTM Grant



application and Child Care Supplement form beginning in late October, available from the Office of the Registrar. For application information, contact the Awards Officer in UTM's Office of the Registrar.

The University of Toronto Mississauga Students' Union administers the Dollars for Daycare levy collected from all UTM students, and provides these funds back to campus child care services to support reduced child care costs for student-users. The Region of Peel offers significant fee support for licensed childcare to families living in Peel who demonstrate financial need. Peel Region Children's Services provides a variety of information on regionally operated centres of very high quality, along with regional childcare subsidy and special needs information. Potential subsidy users are encouraged to apply for a subsidy well in advance (even in the early stages of pregnancy or while waiting to adopt) by calling 905-791-1585.

Child Care Info Peel, at <https://cdrpc.com/> or by phone at 905-890-9432, provides information to help parents choose childcare that best suits each family's needs. It offers helpful materials, including an up-to-date list and map of licensed care options within the community, contact names and phone numbers, program costs and hours of operation, as well as information on the

characteristics of quality childcare. Coordinated Information Peel, at 905-890-1724, offers information on services in the Peel Region for children and families with developmental disabilities, including types of services, eligibility, agency locations, hours and costs.

### Changes to the Premises

The Tenant will not make any alterations or additions, or change in any way the premises, noting that, like many buildings constructed prior to the mid-1980s, Schreiberwood contains building materials that do or are likely to contain asbestos. This may include joint compound used to smooth seams between wallboards and fill holes before painting and sealing drywall, and also in vinyl floor tile installed during that period. As such – no drilling, nailing or screwing into the walls, ceilings or floors is allowed so that the materials remain safely encapsulated in non-friable form, with detailed information readily available in the department of Student Housing & Residence Life. The Tenant shall inform the Landlord immediately, via work order, of any items in the Leased Premises in need of repair, as referenced to Section 5, Paragraph(h). Any alterations or additions made to the Leased Premises will be performed by Landlord approved staff or contractor.



No articles of any description shall be hung from the windows, doors or balconies and nothing shall be placed on the exterior windowsills or stored on the balconies. The Tenant shall not throw any article from a window or balcony or remove any window screen or pane except for cleaning purposes and such screen or pane shall be replaced immediately after cleaning. The Tenant will not tamper or alter in any way window limiters in the Leased Premises.

The Tenant shall not install any appliance, which may be incompatible with the heating and/or electrical system. Dishwashers, washing machines and dryers shall not be permitted in the Leased Premises. Air conditioning units shall not be permitted in the Leased Premises unless written permission has first been obtained from the Landlord. The Landlord will arrange for proper installation of the air conditioning unit at the expense of the Tenant. Any damage resulting from the installation, use of, or removal of the air conditioning unit will be repaired by a Landlord approved and/or selected tradesperson and will be the financial responsibility of the Tenant.

## Payments

Fees for Family Housing are due on or before the 1st day of each month. Please refer to your Housing Agreement for the rate schedule specific to your unit.

### Payment of Rent

You can pay your rent and all other charges at the Residence Services Desk located in Oscar Peterson Hall in the form of personal cheque, certified cheque, money order, or debit/credit card. Alternatively, you can set up Pre-Authorized payments by completing a Pre-Authorized Payment Form found at <https://www.utm.utoronto.ca/housing/applying/forms-documents>

Non-sufficient fund (NSF) payments for housing deposits or other fees will be

charged back to the debtor with a penalty of \$75.00 per NSF cheque. The University reserves the right to request payment by money order or certified cheque.

## Appeals

### Damage Appeals Policy & Process

Students may wish to appeal charges applied to their accounts for facilities damage and caretaking recovery charges. This can be done via the Appeals Form, which is accessible through the Residence Services Desk or on our website. These charges are applied to tenants' accounts because the damages present are beyond the scope of "wear and tear" and, thus, the Tenant should be responsible for their destructive or negligent behaviour. Although this can happen at any point in the year, often tenants find themselves being charged for damages/caretaking at the conclusion of the year, when a professional staff member can conduct a thorough assessment of the unit. In order to protect yourself, it is encouraged that students carefully review their "Check-In Form" within the first 24-hours of arriving to campus. Please ask the Residence Services Desk for support with this form. This Check-In Form is the only way that we can tell what damage was caused to the unit prior to your occupancy and what has occurred during your stay. We do not want to see tenants charged for something that they did not cause, so please take the time to review this form properly.

Consistent with the University's position on a student's right to due process, you may have the right to appeal the decision outlined above. If acceptable grounds to appeal the above ruling are present, please complete and submit the Residence Appeal Form available on our website to the Residence Services Desk, located in Oscar Peterson Hall.

## COMMUNITY RESOURCES

**Indigenous Centre** - The Indigenous Centre at the University of Toronto Mississauga works to support Indigenous students, staff and faculty at UTM as well as inspire future Indigenous students to a welcoming and inclusive UTM community. The Indigenous Centre works to promote equity and inclusion of Indigenous people among students, staff, faculty and throughout the campus.

The Indigenous Centre also offers a number of ways for non-Indigenous peoples to better understand Indigenous peoples and their ways of being. Core to this is promoting a deeper understanding of the cultures, histories, philosophies, traditional practices, spiritual ways and concepts of relationship building. Knowledge of these ideals and the removal of stereotypical imagery are essential to developing intercultural dialogue and improving cultural competency

If you are looking for resources or support please call 905-828-5437 or e-mail: [indigenous.utm@utoronto.ca](mailto:indigenous.utm@utoronto.ca). More information about the UTM Indigenous Centre at: <https://www.utm.utoronto.ca/indigenous-centre/>

**International Education Centre** - provides a range of programs and services tailored to support and enhance the experience of our global students. If you are looking for international support please call 905-569-4716 or email [international.utm@utoronto.ca](mailto:international.utm@utoronto.ca). More information about the IEC office at: <https://www.utm.utoronto.ca/international/>

**Equity, Diversity & Inclusion Office** – provides a safe and supportive environment to gain resources and collaborate. If you are in need of assistance with an equity related concern please call 905-569-4916 or email: [edio.utm@utoronto.ca](mailto:edio.utm@utoronto.ca). More information about the EDI Office at: [www.utm.utoronto.ca/edio](http://www.utm.utoronto.ca/edio)

