



**UNIVERSITY OF CALGARY**  
Residence Services

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# Residence Procedures and Community Standards

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## Introduction

This document outlines the procedures used by Residence Services at the University of Calgary to address violations of its policies in Residence.

All Residents are responsible for abiding by the terms laid out in their Residence Services Agreement or Residential Tenancy Agreement (“Agreement”), as well as the Residence Community Standards (RCS) outlined in this document, in addition to other University policies that may apply.

As the sole provider of living spaces at the University of Calgary, Residence Services uses these policies and their corresponding procedures to ensure:

- A safe and enjoyable experience for all Residents
- The preservation and protection of University property
- Efficient operations of Residence Services
- Fair and appropriate outcomes that align with the nature of the violation
- Students living in Residence receive developmental opportunities to be exemplary tenants and community members both within Residence, and in their future communities

## Section 1: Application and Jurisdiction

The Agreement is a legally binding contract between an occupant or tenant (henceforth referred to as the “Resident”) and the University of Calgary. Violations of the Agreement will be handled according to the Breach of Agreement Process and *Residential Tenancies Act* (RTA), where applicable.

The RCS is an appendix to the Agreement. Failure to abide by the RCS may be considered a violation of the Agreement and in some cases, could result in termination of the Agreement. The RCS apply throughout the Residence Complex (as defined in the Agreement) to all Residents in single student housing, affiliates living in Residence, and tenants and their family members in Varsity Courts and Crowsnest.

The RCS exist to create an environment where all Residents have the opportunity to be engaged members of a community that values academic pursuits, a sense of belonging, personal growth, and wellness. The RCS outline various expectations for all Residents that ensure safety, civility and inclusivity. The process for addressing violations of the RCS is intended to be educational in nature rather than a strictly punitive process, however the University reserves the right to respond to violations of the RCS as violations of the Agreement when an educational process is deemed inadequate.

All Residents are responsible for both knowing and following the terms of the RCS and the Agreement applicable to them while living in Residence. Decisions about potential violations will be made on a “balance of probabilities” standard. This means that Residence Services staff consider what is most likely to have happened based on the information available to them.

## Section 2: Other University Policies that May Apply to Residents

All members of the campus community are subject to policies at the institutional level. Information on University policies and procedures can be found here: [ucalgary.ca/policies](https://ucalgary.ca/policies).

The following is a non-exhaustive list of University policies that Residents should review and become familiar with while living in Residence:

- The University of Calgary Code of Conduct: <https://www.ucalgary.ca/legal-services/university-policies-procedures/code-conduct>
- Student Non-Academic Misconduct Policy: <https://www.ucalgary.ca/legal-services/university-policies-procedures/student-non-academic-misconduct-policy>
- Alcohol Policy: <https://www.ucalgary.ca/legal-services/university-policies-procedures/alcohol-policy>
- Cannabis Policy: <https://www.ucalgary.ca/legal-services/university-policies-procedures/cannabis-policy>
- Harassment Policy: <https://www.ucalgary.ca/legal-services/university-policies-procedures/harassment-policy>
- Sexual and Gender-Based Violence Policy: <https://www.ucalgary.ca/legal-services/university-policies-procedures/sexual-and-gender-based-violence-policy>
- Smoking Policy: <https://www.ucalgary.ca/legal-services/university-policies-procedures/smoking-policy>

Residence Services is committed to preventing and addressing sexual violence as well as harassment in accordance with the policies above. Complaints related to sexual violence in Residence will be responded to in accordance with the Sexual Violence Policy, and with the support of the Sexual Violence Support Advocate.

Violations of University policies that occur in Residence will be dealt with in accordance with the specific procedure of the policy and may also result in sanctions up to and including termination of the Agreement.

### Section 3: Complaints in Residence

The purpose of this section is to outline the process by which an allegation of a violation of the RCS and/or the Agreement will be investigated and addressed.

#### Complaints in Residence

Residence Services may become aware of a violation of policy through reports from Campus Security, staff members including Community Ambassadors (CAs), or Residents themselves. Residents may submit a complaint to their CA in person or via email. Residents can also submit a complaint via email to the Campus Service Centre at [campusservicecentre@ucalgary.ca](mailto:campusservicecentre@ucalgary.ca). A complaint should include a detailed description of the incident including the name(s) and/or room number(s) of the Resident(s) involved, dates and times of the incident.

If the alleged violation falls under the Student Non-Academic Misconduct Policy, the student will be contacted by a representative of the Student Conduct Office. Alleged violations of other University policies will be addressed in accordance with the policy's specific procedures.

Residence Services will connect those involved with resources and supports to assist in the process.

## Rights & Responsibilities of Residents

Every individual has rights and responsibilities within any given community, and Residence at the University of Calgary is no exception.

Residence Services affirms the values outlined in section 4.1 of the Student Non-Academic Misconduct Policy, which states, that "The University endeavors to create and maintain a positive and productive learning environment; an environment in which there is: a) respect for the dignity of all, b) fair treatment of individuals, c) respect for academic freedom, and d) respect for University resources and the property of individuals."

As such, Residents who are involved in a complaint alleging that they have violated the RCS and/or the Agreement can expect:

- to be notified by Residence Services and given all relevant and necessary information on which a decision will be made;
- that decisions will be made in a transparent manner, and without bias;
- Residence Services to follow its processes as outlined, including respecting timelines for resolving a complaint;
- sanctions and/or consequences that are proportionate to the nature of the concern;
- to be treated with dignity and respect throughout the process, and to be provided with any relevant supports as required.

All Residents are expected to:

- understand and abide by the terms of their Agreement, including the RCS;
- regularly and diligently monitor communication sent to them by Residence Services, including that which is sent through the University's third-party case management systems, Maxient and StarRez;
- engage respectfully with others in the process of resolving complaints in Residence;
- understand and follow the terms of any sanctions assigned to them through this process.

## Section 4: Breach of Agreement Process

If, based on the information available and on a balance of probabilities, it is found that a Resident (through their own actions, or those of their guest) has:

- violated the terms of the Agreement; and/or,
- violated the Cannabis Policy within the Residence Complex; and/or,
- violated the Smoking Policy within the Residence Complex,

Residence Services will contact the Resident to inform them of the violation and ensure any issues are resolved (ie. prohibited items have been removed from a Resident's unit, Residence staff will attend to assess whether a deep cleaning is required, etc.).

In cases of repeated or serious violations of the Agreement, a Resident may be invited to attend a meeting with a staff member to discuss the incident and possible outcomes.

In cases where University property has been damaged, regardless of intent, the Resident will be sent an “Incident Notification” alerting the Resident that they are liable for any fees associated with repair, replacement or restoration. Residents may contact their tenant’s insurance provider to inquire about the possibility of coverage. Residents are encouraged to contact [resacct@ucalgary.ca](mailto:resacct@ucalgary.ca) well in advance if they are unable to make payments as scheduled.

Depending on the nature of the incident and/or co-occurring violations of the RCS, a Resident may also be assigned additional sanctions.

### Outcomes

Possible outcomes of the Breach of Agreement Process include, but are not limited to:

- a formal warning;
- monetary restitution for damages or incurred costs;
- reassignment to an alternate room/suite/apartment/building or townhouse;
- Residence Probation (future violations of a similar nature will result in more severe sanctions);
- Residence Withhold (voids any future Residence offer or booking, prohibits re-applying to live in Residence, and bans the Resident from the Residence Complex once the current agreement ends);
- Recommendation for Termination of the Agreement.

### Termination of the Agreement by the University of Calgary

Residence Services may terminate the Agreement in cases where there has been:

- repeated or egregious violations of the Agreement, including the RCS;
- a finding of responsibility for violation of another University policy.

Residence Services will inform a Resident if termination of their Agreement is being considered as a possible outcome of a Residence process.

If a Resident receives a Recommendation for Termination of the Agreement, and circumstances permit, they will be scheduled to meet with the Manager, Residence Life and the Manager, Housing Services to decide whether the agreement will be terminated, and under what terms. This decision will be based on the terms of their Agreement, the information outlined in the decision letter where the recommendation was applied, as well as the information provided by the Resident in that meeting. If a Resident does not attend this meeting, a decision will be made based on the information available. A decision will be issued to the Resident in writing within three (3) business days. Information about appeals processes will be included in this decision letter.

Residents whose Residence Agreement is terminated will be sent a termination notice. Residents are required to follow all directives issued in a termination notice. Unless otherwise communicated to the Resident, bans to the Residence Complex are in effect until further notice.

Termination of a Residential Tenancy Agreement prior to the end of the fixed term will be managed in accordance with the RTA.

## Section 5: Community Standards Conduct Process

The Community Standards Conduct Process is intended to be educational and provide opportunities for Resident development in terms of responsibility, being accountable for one's actions, and understanding community impact. This process aims to reduce the likelihood of future violations and promote the safety and wellbeing of the Residence community.

If it is alleged that a Resident (through their own actions, or those of their guest) has violated the terms of the RCS (outlined in the appendix to this document), Residence Services will contact the Resident to inform them of the evidence and information related to the alleged violation and next steps.

### Resolution Without a Hearing

In some cases, alleged violations of the RCS will not require a meeting (referred to as a "Hearing") with a Residence Life Coordinator. These may include incidents where Residence Services is satisfied that the incident was addressed sufficiently by a staff member or CA in the moment, or in a follow-up meeting to discuss the incident. In these cases, a Residence Life Coordinator (RLC) will send the Resident a letter to summarize the incident report on file, and

- explain why no further action will be taken at that time; or,
- summarize the community-impact focused discussion that was had with a Senior CA following the incident; or,
- provide a finding of responsibility based on the information available and provide a written warning about the behaviour (or other sanction, as appropriate).

This decision about whether to hold a Hearing with a Residence Life Coordinator to discuss the incident will be based on a number of factors, including:

- whether sufficient information about the incident is available;
- whether the Resident is a student;
- policies allegedly violated;
- the impact of the incident on the Residence community;
- past violations in Residence.

A Residence Services staff member will ultimately decide whether a Hearing is required for an alleged violation of the RCS.

### Hearings

In cases where a staff member has deemed it appropriate, Residents who are alleged to have violated the RCS will be invited to attend a Hearing with a staff member to discuss the incident.

The Resident will be informed of the Hearing in an electronically-accessible letter sent to their UCalgary email, or to the email provided at the time of application for affiliates, which will include:

- the evidence and information related to the alleged violation;
- what policies may have been violated (including links to those policies);
- the purpose of the meeting (ie. to make a decision about whether a violation has occurred, and which, if any, sanctions should be assigned);
- who the decision-maker will be; and,

- the date, time, and location of the meeting.

Hearings will be scheduled a minimum of two (2) business days from the date the Resident is notified.

The Hearing is an opportunity for the Resident to provide an explanation of the extent of their involvement in the incident(s), and present additional information to the staff member as they make a decision regarding whether a violation has occurred. Whenever possible, the Hearing is an opportunity for Residents to develop or demonstrate their understanding of how certain behaviours impact the Residence community, reflect on their own decision-making, and take accountability for their behaviour as it relates to the incident in question. Residents may decide not to attend this meeting, and in those cases, a decision will be made based on the information available.

### Advisors

Residents can bring an advisor to the Hearing with them. The advisor's role is to provide support to the Resident as another party in the meeting, but they are not a participant in the meeting and cannot answer questions on the Resident's behalf.

Residents who wish to bring an advisor with them to a Hearing must provide written notice to the Hearing Officer at least 24 hours in advance of the Hearing. In the event that the Resident is not able to provide 24 hours' notice, they can request that an exception be made to allow their advisor to attend on short notice. The Hearing Officer may allow the request, choose to re-schedule the Hearing, or decide that the Hearing should proceed as scheduled without an advisor present. The Resident may be required to choose a different advisor if Residence Services determines that their first choice would not be appropriate. The Hearing Officer will provide an explanation for concerns about the chosen advisor, or timing of a request for an advisor to attend. Please note, CAs and members of the Residence Appeal Board, and Residence Student Leadership Council may not serve as advisors in these meetings.

### Decision Letters

After the Hearing, the Resident will receive a decision in writing regarding whether they have been found responsible for violating any policies, and a rationale for that decision.

If a Resident is found responsible for violating the RCS, this letter will also outline what sanctions will be applied in this case, as well as any applicable deadlines. This letter will also include information regarding appeals.

### Sanctions

If a Resident is found responsible for violating a policy, the decision maker will assign appropriate sanction(s) in accordance with the relevant policy.

The decision-maker will not consider a Resident's previous violations when making a finding of whether they are responsible for violating a policy, however, this will be considered when deciding on sanctions.

Sanctions may include, but are not limited to:

- a written warning;
- educational sanctions (ie. reflective assignments, restorative measures, substance use assessments, community service, or other discretionary sanctions assigned as appropriate);
- loss of privileges (ie. no longer being able to have guests or enter certain buildings);



- no-contact orders (ie. no longer being permitted to contact another Resident);
- financial sanctions (ie. fines or restitution to any impacted parties that will be added to a student account);
- a letter of behavioural expectation (a signed agreement to refrain from engaging in certain behaviour and the agreed-upon consequences if the agreement is broken);
- Residence Probation for a specific policy section or for all policies (future violations of a similar or any nature will result in more severe sanctions);
- adjustments to the terms of one's Residence Agreement (ie. reassignment, Residence Withhold, termination);
- any other appropriate sanction as determined by the decision maker.

Failing to complete or comply with assigned sanctions may result in a monetary fine for non-compliance, and depending on the circumstance, more severe sanctions.

## Section 6: Residence Student Leader Expectations

Residents who seek to serve their community through voluntary leadership activities in Residence, including but not limited to the members of the Residence Education Team, the Residence Student Leadership Council, the Residence Appeal Board, as well as the student executives of the Residence Athletics Association (RAA), the Residence Rainbow Council, and the Residence Arts Council, are expected to provide a positive example to other community members.

Residents in these positions are expected to be in "Good Conduct Standing" with both the University of Calgary's Student Conduct Office, as well as with Residence Services. This means that those individuals are not currently under a sanction of Probation for either:

- Non-Academic Misconduct; or,
- a violation of Residence policies.

If a Resident in one of these positions is no longer in "Good Conduct Standing" while they are in this position, they will no longer be permitted to serve in that position. Residence Services may check the conduct standing of these Residents to ensure compliance with this requirement at any time.

If a Resident in a leadership position is found to have violated either their Agreement or the RCS, the Residence Services staff member advising that organization will contact them to discuss the violation and their continued membership as a part of that group.

Residents who are assigned the sanction of Residence Probation are not eligible to serve on these organizations until their probationary period has ended.

## Section 7: Appeals

Residents will be provided with information regarding appeals in their decision letter. Appeal requests must be submitted within five (5) business days of the decision letter's date.

Separate appeal processes shall be used where the decision maker has made a Recommendation for Termination of the Residence Agreement (described above). Residents who receive this sanction shall be notified of these processes separately.

Appeal requests must contain sufficient reasons for why the appeal request should be granted. This could include:

- providing new information that has become available since the decision was made, and would have significantly impacted the outcome;
- explaining how the decision-maker demonstrated bias in the process;
- explaining how proper procedures as outlined here were not followed;
- explaining why the sanctions applied were not appropriate or exceeded the nature of the violation.

Appeal requests will be reviewed by the Manager, Residence Life or their designee in order to decide whether an appeal request meets one of these grounds, and/or what appeals process might be available depending on the nature of the request. A decision regarding the appeal request (whether it has been granted or denied, and if granted, what appeal process is available) will be communicated to the requestor within three (3) business days of submitting their request through the online form, found here: [cm.maxient.com/reportingform.php?UnivofCalgary&layout\\_id=14](https://cm.maxient.com/reportingform.php?UnivofCalgary&layout_id=14).

If the request for an appeal process is granted, the process should be completed (and a written decision regarding the appeal provided to the Resident) within twenty (20) business days of being approved, unless otherwise agreed to by the parties. In extenuating circumstances, timelines may be extended by the Manager, Residence Life or their designee, with written notice to the appellant.

## Section 8: Confidentiality and Access to Records

A Resident's personal information is confidential. Staff will not share information with other Residents, parents or guardians. Criminal activity will be reported to Campus Security and may be reported to Calgary Police Services. Residents are required to provide an emergency contact via the application process. In the event of an emergency, Residence Services may contact your emergency contact.

When there is reasonable cause to do so, any case or situation may be referred to other campus offices, including Student Wellness Services, the Student-at-Risk team, Campus Security, and the Student Conduct Office.

All records related to conduct processes will be confidentially stored and in accordance with the appropriate records retention rules. Information related to allegations or violations will only be shared with those who have a legitimate need for the information, and in accordance with the University's Privacy Policy.

## Section 9: Critical Situation Procedures

A Resident who perceives any possibility that a person may be in danger or pose some risk should immediately contact Campus Security (403.220.5333). In emergency situations, call 911 first, then Campus Security.

There can be critical situations requiring special authority and processes due to heightened concern for safety, security, health or wellbeing. The following procedures are in place to facilitate swift action to protect an individual or community in such situations. They supersede the regular procedures for alleged RCS violations. If an individual reports substance use in contravention of the RCS or other

University policy in order to seek emergency medical assistance, the priority in responding to the report will be to help the individual requiring medical assistance.

A Residence Services manager (or designee) is authorized to assess whether a critical situation exists, including whether:

- a Resident has harmed another individual or appears to pose a threat;
- a Resident has been harmed by another individual or appears to be in danger;
- a Resident has inflicted self-harm or appears to be in danger;
- a severe incident involving incivility has occurred; or,
- a risk to public health exists.

A Residence Services manager (or designee) in consultation with the Student Conduct Office, Campus Security and/or Student Wellness Services is authorized to act quickly and decisively in all matters associated with a critical situation, including:

- determining the appropriate response;
- applying sanctions on an interim basis;
- relocating those involved to other rooms/suites/apartments/buildings/townhouses on an interim basis;
- issued a trespass notice on an interim basis; or,
- applying further sanctions and/or taking further steps if those involved fail to respond or comply.

If further action is required, including relocation of a Resident, termination of an Agreement, or other sanctions, a Resident may be involved in a subsequent meeting to determine whether any or all steps should be made permanent, modified, or discontinued. Such meetings will be held as soon as possible, considering staff and Resident availability, time required to investigate the situation, and other contextual factors.

## Appendix: Residence Community Standards

### Alcohol

1. Residents must abide by federal, provincial, and municipal laws, and University policy regarding alcohol use and consumption.
2. All Residents must abide by the following additional requirements regarding the use of alcohol:
  - a. Open alcohol is only allowed in private areas; room, suite, apartment or townhouse. Open alcohol includes but is not limited to any container for which the cap, tab, cork, lid or seal has been broken, any re-capped container and anything containing poured alcohol, including but not limited to cups and glasses.
  - b. Unopened alcohol should be concealed when transported outside of a private area, such as your apartment or unit.
3. The following are prohibited:
  - a. alcohol brewing in Residence;
  - b. promotion or participation in drinking games or excessive drinking in residence;
  - c. paraphernalia which aid in or promote rapid and/or excessive alcohol consumption;
  - d. alcohol containers with a volume equal to or greater than two litres.

### Cleanliness

4. Residents are responsible for upholding an acceptable standard of cleanliness in all living spaces, both shared and personal.
5. Residents are responsible for sharing equitably in housekeeping responsibilities, as agreed upon by all roommates.
6. Residents are expected to be mindful of common spaces, including lounges and kitchens, and must ensure spaces are kept clean and items are not left unattended.
7. Residents must take reasonable steps to ensure an acceptable level of general hygiene.

## Guests

8. Residents are always responsible for the conduct of any guests (as defined in the Agreement) or others they allow into the Residence Complex. Residents must accompany their guests. On rare occasions when a Resident cannot reasonably accompany a guest (e.g. the guest goes to the washroom), the Resident should know the guest's location.
9. Residents are prohibited from permitting entry to individuals who have been banned from the Residence Complex.

## Civility

10. Residents are expected to interact with others in a manner that demonstrates consideration, courtesy and dignity.
11. Roommates and neighbours are expected to make reasonable efforts to develop and maintain constructive relationships with each other, especially by respecting one another's property, keeping an open mind about differing perspectives, and making genuine efforts to resolve conflict in safe, healthy and respectful ways.
12. Residents must abide by the University's Code of Conduct and the Student Non-Academic Misconduct Policy.

## Compliance and Identification

13. Residents must comply with reasonable requests from an identifiable University of Calgary staff person or authorized contractor, including but not limited to producing identification and promptly opening doors.
14. It is prohibited to impede a staff-person in the performance of their duties, including deceiving a staff-person.
15. Residents shall not violate or disregard a sanction our outcome imposed in accordance with the Residence Procedures, and Community Standards.

## Posting Materials

16. It is prohibited to publicly post materials anywhere within the Residence Complex that have not first been approved through Residence Services. Publicly posted materials include, but are not limited to, materials displayed in windows or materials that can be observed through a window, materials displayed in common areas of a unit, and materials displayed in publicly accessible areas of the Residence Complex. Examples of prohibited posted materials include, but are not limited to those that:
  - a. are likely to expose people to hatred or contempt, for example, based on race, ethnicity, religion, gender, sexuality, ability, age, family status or socioeconomic status;
  - b. whether intentionally or inadvertently, have the effect of making others feel unwelcome or unsafe;
  - c. use offensive or discriminatory language or imagery;
  - d. are sexually obscene;
  - e. are pornographic;
  - f. display, promote, advertise or can reasonably be understood to advertise drugs or drug paraphernalia;
  - g. display, promote, advertise or can reasonably be understood to advertise alcohol consumption, alcohol brands or imagery of bars or similar establishments, or events happening at bars;

- h. display, promote or advertise mass consumption or other irresponsible use of alcohol or drugs, including posters for pub crawls, “party buses”, and “all-you-can-drink” events.

### Noise

17. Courtesy hours are in effect at all times. If any Resident or staff member reasonably requests a Resident to reduce the volume of their activity, the Resident must comply with that request.
18. Sound systems and speakers must be used carefully, ensuring that sound and vibration cannot be detected outside the room/suite/apartment or townhouse. Particular care must be taken with subwoofers. Speakers and subwoofers must be kept a reasonable distance off the floor.
19. Standard quiet hours in single student residences are: 11 p.m. to 8 a.m. Sunday to Thursday, 1 a.m. – 8 a.m. on Friday and Saturday. During final exam season, there is a designated 23 quiet hour period. Residence Services reserves the right to implement changes to quiet hours as deemed necessary.
20. Calgary’s bylaw for noise on residential properties will be applied to Residents living in Varsity Courts ([calgary.ca/csps/abs/bylaws-by-topic/noise.html](http://calgary.ca/csps/abs/bylaws-by-topic/noise.html)).

### Protection of Privacy

21. It is prohibited to audio or video record, photograph or broadcast another person without that person’s expressed consent.
22. It is prohibited to share information related to a Resident conduct case, except with staff. This applies to Residents who are directly involved in the case, for example, incident participants or witnesses, as well as those who happen to learn such information in some other way.
23. It is prohibited to share with others information about a person which may reasonably be deemed personal or private without that person’s expressed consent, except to share concerns with staff about the well-being of the person. This includes but is not limited to information concerning health, academics, and relationships.

### Reckless or Unsafe Conduct

24. It is prohibited to engage in reckless or unsafe conduct that might put members of the community in danger.
25. It is prohibited to attempt to impede or prevent any person from entering or exiting any room or area.
26. It is prohibited to engage in reckless or unsafe conduct that might put Residence property or the property of others at risk of damage. This includes engaging in sports activities indoors, including but not limited to, hockey, rollerblading, skateboarding, scooter-riding, bicycling and wrestling.
27. It is prohibited to engage in vandalism in Residence, including but not limited to defacing posters, displays, or Residence property, breaking furnishings, or engaging in food fights.