



**Frost Residence**

# **Student Handbook**



2011 - 2012

**MESSAGE FROM  
THE MANAGER OF HOUSING &  
CONFERENCE SERVICES**

**AND**

**THE DIRECTOR,  
HOUSING & CONFERENCE SERVICES**

Welcome to the Frost Residence. I am extremely pleased that you will be part of the residence community while you are pursuing your academic studies at Fleming. The residence is designed to foster freedom of thought, unconventional opinions, and encourages a community of difference.

I aspire to the ideal of openness, to the creation of an atmosphere that allows for differences, but recognizes that diversity is the virtual core of residential life. Living in our residence community will be enjoyable and rewarding if you take an active part in the community's activities.

The Residence Community Standards was developed in partnership with students and staff at Fleming College. The policies have been designed to protect the rights and property of residents and to foster mutual respect and cooperation.

I hope that the Frost Residence will offer you a variety of activities that aid in your social, emotional, and academic well being. There are several upper year student staff that are available to assist you in this life transition.

We hope you enjoy your residence experience at Fleming and we encourage your feedback.

*Norma Jean Newbold*

Norma Jean Newbold  
Manager of Housing & Conference Services

*Travis Doak*

Travis Doak  
Director, Housing & Conference Services

**TABLE OF CONTENTS**

INDEX..... i  
RESIDENCE LIFE STAFF..... 1  
LIVING IN RESIDENCE..... 3  
SERVICES ..... 15  
RESIDENCE COMMUNITY STANDARDS..... 20  
TELEPHONE NUMBERS..... 37

**A resident is defined as a Fleming student who lives in a College Residence Building as a full-time.**

**The Residence Management reserves the right to amend this document for additional regulations or policies as the need arises. Students will always be informed in writing when such changes occur.**

# INDEX

---

|  |       |
|--|-------|
| <b>RESIDENCE LIFE STAFF</b> .....          | 1-2   |
| <b>LIVING IN RESIDENCE</b>                 |       |
| Barbecue .....                             | 3     |
| Bicycle Storage .....                      | 3     |
| Cable.....                                 | 3     |
| Caution Fee .....                          | 3     |
| Check-Out Procedures .....                 | 4-5   |
| Cleaning Service.....                      | 6     |
| Communications .....                       | 6     |
| Electrical Devices.....                    | 7     |
| Environmental Issues .....                 | 7     |
| Entering Residence Rooms.....              | 8     |
| Equipment Loans.....                       | 8     |
| Fax Machine .....                          | 8     |
| Freedom of Information .....               | 9     |
| Emergency Contact Number .....             | 9     |
| Insurance & Personal Property.....         | 9     |
| Kitchen Facilities .....                   | 9     |
| Laundry Room .....                         | 10    |
| Mail .....                                 | 10    |
| Parking (Permit/Short-Term/Guests) .....   | 11    |
| Photo Identification .....                 | 11    |
| Recycling Program/Garbage Collection ..... | 12    |
| Residential Network (RezNet) .....         | 12    |
| Room Inspections.....                      | 13    |
| Room Transfers .....                       | 13    |
| Solicitation.....                          | 14    |
| Storage .....                              | 14    |
| Telephone Service.....                     | 14    |
| <b>SERVICES</b>                            |       |
| Bus Service.....                           | 15    |
| Cafeteria .....                            | 15    |
| Career Services .....                      | 15    |
| College Handbook - Frost Facts .....       | 16    |
| Counselling .....                          | 16    |
| Health Services/First Aid.....             | 16-17 |
| Plan of Care & Safety Plan .....           | 17    |
| Recreation.....                            | 18    |
| Safety on College Grounds.....             | 18    |
| Security .....                             | 19    |
| Video Surveillance .....                   | 19    |

# INDEX

---

|  |       |
|--|-------|
| <b>RESIDENCE COMMUNITY STANDARDS</b>             |       |
| Alcohol.....                                     | 21-22 |
| Damages .....                                    | 22    |
| Decorating .....                                 | 23    |
| Failure to Respond to Reasonable Directives..... | 23    |
| Falling Objects.....                             | 23    |
| Firearms and Weapons.....                        | 24    |
| Fire Safety and Personal Safety.....             | 24    |
| Guest Policy .....                               | 25    |
| Harassment and Discrimination .....              | 25-26 |
| Illegal Drugs in Residence.....                  | 26    |
| Indoor Recreation .....                          | 26    |
| Keys .....                                       | 27    |
| Noise Policy.....                                | 27-28 |
| Pets .....                                       | 28    |
| Repairs .....                                    | 28    |
| Smoke-Free Environment .....                     | 28    |
| Snowball Policy .....                            | 29    |
| Social/Community Disturbance .....               | 29    |
| Level One Offences.....                          | 30    |
| Level Two Offences.....                          | 31-32 |
| Repeat Occurrence .....                          | 33    |
| Discipline Sanctions .....                       | 33    |
| Verbal Warning.....                              | 33    |
| Incident Report.....                             | 33    |
| Restitution/Fines.....                           | 34    |
| Special Projects or Tasks.....                   | 34    |
| Behaviour Contract.....                          | 34    |
| Probation .....                                  | 34    |
| Persona Non Grata .....                          | 35    |
| Appeals .....                                    | 35    |
| Eviction.....                                    | 36    |
| Telephone Numbers.....                           | 37    |

## **RESIDENCE LIFE STAFF**

---

The Residence Life Staff at the Frost Residence are here to assist you with your residence life experience. Staff members have been trained in several areas, which will assist them in answering your questions or referring you to the many resource people at the college, and in the community. We look forward to working with you in planning a variety of programs to create a positive social and academic community. Your Resident Assistant and Senior Resident Assistant will likely be the first people you meet when you arrive. The Residence Life Staff are committed to maintaining a positive and appropriate living atmosphere, so we would encourage you to get to know them.

### **DIRECTOR OF HOUSING & CONFERENCE SERVICES**

Travis Doak, Director of Housing & Conference Services, is responsible for the overall operations of Residences and Off-Campus Housing at Fleming College. The goal is to develop a community based on respect, individual responsibility and involvement in which programs, activities, and discussions take place formally and informally that assist, you, the student to make informed decisions in your life.

### **MANAGER OF HOUSING & CONFERENCE SERVICES**

Norma Jean Newbold, Manager of Housing & Conference Services is responsible for the overall operation of the Frost Residence. Her goal is to develop a community based on respect, individual responsibility and involvement in which programs, activities, and discussions take place formally and informally that assist, you, the student to make informed decisions in your life. If you have any problems or concerns regarding the residence, come and see her in the office during regular office hours. If any problems should arise after hours, contact the Residence Life Staff on duty.

### **RESIDENCE LIFE COORDINATOR**

The Residence Life Coordinator, Kate Kinsella, is responsible for Managing the Residence Life Staff Team, and implementing a variety of programs that meet the diverse needs of residence students and to respond to student discipline and student inquiries.

### **RESIDENCE LIFE ASSISTANT**

The Residence Life Assistant, Dianne Smith, plays an active role in developing a community at residence as well as assisting the Manager of Housing & Conference Services in the day-to-day running of the residence. If you have questions or issues about the college, residence or community come and see her in the office during regular office hours.

## **RESIDENCE LIFE STAFF**

---

Residence Life Staff are student leaders that live in residence to support students through peer helping, program planning and discipline issues. They receive extensive training to serve the needs of all residents.

### **SENIOR RESIDENT ASSISTANTS (SRA)**

The Senior Resident Assistants can be viewed as a liaison between the residence administration and the residents. He/she is responsible for the safety and good order of their building as well as administering the Residence Community Standards governing the residence. The SRA is a resource person for students living at the Frost Residence, and is available to answer questions about campus life, to handle emergencies, and to help out as needed.

### **RESIDENT ASSISTANT (RA)**

The Resident Assistant represents the residents living on his/her floor. They work closely with the Senior Resident Assistants, the Manager of Housing, the Residence Life Coordinator, and Residence Life Assistant to maintain a safe learning environment for all residents. They are resource people and will also interpret and enforce college and residence policies.

### **RESIDENCE COUNCIL**

Residence Council consists of elected students who advise and assist the residence in matters concerning residence life. They also organize residence events and activities. You are encouraged to get involved in your community, as it will increase your satisfaction in your living environment.

## **IF YOU HAVE A PROGRAMMING IDEA**

Contact a member of the Residence Life Staff.



## **LIVING IN RESIDENCE**

---

### **BARBECUE**

Barbecues will be supplied for the residents' use. When cooking, please follow safety rules, respect all resident's usage time and make sure both the safety valve and the tank are turned off each time. Barbecue lighters are available at the residence office.

### **BICYCLE STORAGE**

Limited bicycle racks are provided for your convenience in the bicycle area. Please ensure that you lock your bicycle to the racks provided, as the college is not responsible for lost or stolen items. Remember to include your bike when purchasing content insurance. Bicycles are not to be secured to trees, signs, etc. **Please be reminded that bicycles are not permitted inside residence buildings including but not limited to: bedrooms, suites, common areas, hallways, or the laundry room.**

### **CABLE**

Cable service is supplied in all living rooms within the residence. This service includes both the Basic and Variety Value Pak, which has a line-up of 65 channels; upgrades are available at your expense. Cable jacks have been installed in each bedroom. Students who wish to have cable in their private bedroom will have to make their own hook up and financial arrangements by calling Cogeco at 1-800-267-9000. **UNAUTHORIZED CONNECTIONS** (splicing or running living room cable to bedroom(s)) **WILL BE CONSIDERED THEFT OF TELECOMMUNICATIONS UNDER THE CRIMINAL CODE AND THE FROST RESIDENCE COMMUNITY STANDARDS.**

### **CAUTION FEE**

Residents are required to pay a \$350. caution/key deposit once they have been accepted for occupancy at the Frost Residence.

Any damage or cleaning charges recorded on your final move-out bedroom and common area assessment form will be deducted from your deposit at the completion of your stay at residence. Charges for repairs during your stay at residence will also be deducted from your caution fee.

Don't forget your deposit also covers your guests, so please ensure that they respect the facilities. Please refer to the following checkout procedures and damages under Residence Community Standards section.

## **LIVING IN RESIDENCE**

---

### **CHECK-OUT PROCEDURES**

**You are required to vacate your room within 24 hours of your last official exam/project or scheduled class.** We encourage you to plan early for your departure from residence at the end of each semester. This policy is in place to ensure all students completing academic requirements have an environment conducive to studying. *(In exceptional circumstances an extension of a few days may be granted. Extensions will only be granted to students who can demonstrate a legitimate need and who are in good standing with the Residence Life Office. Students who have academic requirements which go beyond their final exam can apply for an extension with a written note from their Program Coordinator).*

The residence will be closed at 2:00 p.m. on the last day of each rental period. Residents **MUST** vacate, as the residence will be locked between rental periods (i.e. between end of term in December until start of term in January). Residents must make other arrangements for accommodation during this time. Please refer to the Residence Agreement for exact dates.

Those residents in programs that start or end on dates different than the rental periods must make arrangements with the residence office for early arrival or late departure. The residence fees for these dates will be based on a weekly occupancy rate and must be paid in advance.

Residents are required to clean their bedroom/suite, remove all personal belongings and hand in their keys prior to the final bedroom inspection. Anything left behind will be disposed of. Students are encouraged to take time to ensure their bedroom/suite are in excellent condition before staff do the final bedroom/suite inspection (cleaning includes refrigerators, stoves, washrooms, etc.). Refunds will be processed once the inspection reports are completed.

At the time of checkout, the staff will determine, on the basis of the following scales, the cleaning charges that will be deducted from the caution fee of each resident. You will be mailed a summary of the charges and a copy of the bedroom/suite inspection form after check-out (i.e. if the residence staff determines that your bedroom is in fair condition and that your suite is very dirty, the total cleaning charges deducted from your caution fee will be \$80).

Residents will be responsible for any charges incurred by the residence on behalf of third parties.

## LIVING IN RESIDENCE

### CHECK-OUT PROCEDURES

Remember that you are responsible for your bedroom and collectively for your suite. Suitemates can all leave at different times. Work with your suitemates to ensure your suite is in excellent condition to avoid any charges.

It is important to remember that there is often a turnover of students at the end of each semester. Because of this change in students, each suite is required to have their living room, kitchen and bathrooms looking as clean as they did during your move-in for any new students moving in over the break. If, over the semester break, management deems your suite is not up to an acceptable standard of cleanliness, the suitemates in that suite will be billed equally for the cleaning that is required.

| Bedroom Cleaning Assessment                               |      |      |       |            |
|---|------|------|-------|------------|
| Excellent   | Good | Fair | Dirty | Very Dirty |
| n/c   | \$15 | \$25 | \$35  | \$55       |
| Common Area Cleaning Assessment<br>(per student in suite) |      |      |       |            |
| Excellent   | Good | Fair | Dirty | Very Dirty |
| n/c   | \$15 | \$25 | \$35  | \$55       |

| Bedroom Wall Damages Assessment                                       |     |      |      |       |       |       |
|---|-----|------|------|-------|-------|-------|
| # Chips   | 0-3 | 4-7  | 8-11 | 12-20 | 20-30 | 30>   |
| Charge  | n/c | \$15 | \$20 | \$25  | \$35  | \$55  |
| Common Area Wall Damages Assessment<br>(divided per student in suite) |     |      |      |       |       |       |
| # Chips   | 0-3 | 4-7  | 8-11 | 12-20 | 20-30 | 30>   |
| Charge  | n/c | \$15 | \$25 | \$45  | \$65  | \$105 |

## LIVING IN RESIDENCE

### CLEANING SERVICE

The maintenance staff will ensure that the hallways, stairways, laundry room and the offices are maintained. We do ask for your co-operation in picking up your refuse and depositing it in the waste containers provided. All residents have the responsibility to ensure that their bedroom and suite are kept in a sanitary manner. Periodic room inspections will be made and due notice will be given to all residents. Vacuum cleaners are available on a loan basis. Improper sanitary conditions in individual bedrooms, suites and common areas could result in a **LEVEL ONE OFFENCE**. If you have a repair that needs attention, please come to the office and fill out a work order. Please leave your suite tidy after each semester in case there are new students moving in.

**Inspections will occur during week seven of each semester.**

### COMMUNICATIONS

Got a problem? Communication is key! We recognize that whenever people live together in close quarters, conflicting situations arise. The hope is that most of these situations within the residence can be resolved directly in a mature manner by the parties in conflict, or with the help of other residents or Residence Life Staff. Here are a few suggestions to assist you in resolving conflict:

- Complete a suitemate contract at the beginning of each semester. Ask your RLS for details.
- Have a start-up suite meeting to set the norms/rules for the suite.
- Discuss your concern directly with the other resident.
- If the issue concerns the entire suite, call a suite meeting to get things ironed out.
- Your Resident Assistant and Senior Resident Assistants are valuable resources to give advice or assist in running a suite meeting.
- Don't let things build up; it is better to clear things up at the time than allowing the issue to become too large.
- **Be part of the solution, not part of the problem!**

## **LIVING IN RESIDENCE**

---

### **ELECTRICAL DEVICES**

Electrical devices in residence should be used with discretion and must be C.S.A. or Ontario Hydro approved. The residence administration reserves the right to inspect and remove any electrical device that does not meet these standards. Radios, televisions, stereos and CD players are permitted, but each resident is responsible for keeping the volume low enough to avoid disturbing others. No antennas may be installed inside or outside of the residence buildings.

Residents may use electric clocks, razors, blankets, hair dryers, fans, humidifiers and personal computers in their rooms; however voltages can fluctuate within the system, so residents with stereos and personal computers should invest in a C.S.A. surge protector. The college does not accept liability for any damage to electrical equipment.

The use of any portable heating units and halogen lamps are prohibited in residence.

### **ENVIRONMENTAL ISSUES**

We encourage residents to follow the simple practices outlined below to help keep utility costs down. Presently, a significant percentage of your residence fees provide the electricity, water and gas to keep your bedrooms/suites operating comfortably. Conserving energy does not mean making great sacrifices. By observing these simple tips you can help keep the costs down...

#### **Please:**

- ✓ turn off lights, stereos & appliances when you leave your bedroom/suite
- ✓ use natural light during the day
- ✓ during the winter, open your curtains to let the sun in during the day, and close them in the evening to retain heat
- ✓ have lights on only in the room which you are using
- ✓ report any leaking faucets or running toilets to the office

## **LIVING IN RESIDENCE**

---

### **ENTERING RESIDENCE ROOMS**

Residence staff reserves the right to enter bedrooms/suites from time- to-time to perform maintenance and installation functions. Wherever possible, 24 hours notice of such entry will be given to a resident. Any maintenance request made by a resident regarding a specific problem will be deemed as permission to enter that bedroom/suite to rectify the situation.

We will not permit anyone to access your bedroom/suite at any time, (i.e. Bell Canada, Cable) unless you have made a written-signed request in person at the residence office.

**Although the college wishes to assure the privacy of each student, it reserves the right to enter a bedroom/suite at anytime in case of emergencies, or to inspect bedrooms/suites when notice is given to the resident. The Manager of Housing & Conference Services will determine the notice period.**

**In rare cases, where the safety of a resident is in question or that reasonable directive to open a door by a resident staff or security person is denied, staff members/security may enter a bedroom/suite to ensure the resident is safe and the Residence Community Standards is being respected.**

**The Fire Department may enter suites and/or rooms at anytime without notice.**

### **EQUIPMENT LOANS**

The residence has vacuum cleaners, shovels, booster cables, recreational equipment and board games available for your use. Come to the residence office or talk to the residence staff to borrow any item. You will be required to leave your **Fleming Photo ID card** when borrowing equipment. All equipment is to be returned immediately after you have finished using it.

Please, take note that you are held responsible for any damages or losses to the equipment you borrow. Late charges of \$2.00 per day may be levied.

### **FAX MACHINE**

Faxes can be sent to the residence office, Monday to Friday, 8:00 am to 4:30 pm. Faxes are in a secure area during these times only. Charges apply to send or receive faxes.  
Frost Residence - 705-878-9330

## **LIVING IN RESIDENCE**

---

### **FREEDOM OF INFORMATION**

The information contained on your Frost Residence application and subsequent forms in your file is used for administrative and statistical purposes at Fleming College and the Ministry of Colleges & Universities, as established by Section 5 of the Ministry of Colleges & Universities Act. We are obliged to obey strict standards as to the collection, storage, use and dissemination of personal information. Before information can be given to a third party (i.e. family member) on your behalf, we must receive written authorization from you.

**Please give your address, bedroom number and phone number to your family and friends as the residence staff will not/cannot give out this information.**

### **EMERGENCY CONTACT NUMBER**

The resident is authorizing the Frost Residence to contact the said person in the event of an emergency as determined in the sole discretion of the Frost Residence.

### **INSURANCE AND PERSONAL PROPERTY**

The college assumes no liability for lost, stolen or damaged items of personal property, no matter how it is caused. It is the responsibility of each resident to arrange for insurance coverage for personal property brought into the Frost Residence or the college. We encourage all residents to contact an insurance company to arrange for Tenant Insurance or check your parent's policy, as it may cover your property.

### **KITCHEN FACILITIES**

Each suite is equipped with a 22 cubic foot refrigerator, stove/range and microwave oven. Residents are permitted to bring a compact refrigerator and/or small freezer to be stored in their bedroom. These units must be no larger than 5 cubic feet and energy efficient. Small freezers can be stored in the common area as long as all suitemates agree. All recycling and garbage containers must not be stored near the stove as per Fire Department regulations.

Dishwashers are not permitted in residence. All cooking appliances must be stored and used in the kitchen and not in the bedrooms.

## **LIVING IN RESIDENCE**

---

### **LAUNDRY ROOM**

Coin-operated laundry facilities are available for residents' use at a cost of \$1.50 per load. Change is available in the office. Should you find a machine out of order, please report it to the office so we can make the necessary arrangements for repairs. Please do not overload the machines. **The residence is not responsible for any damaged, lost or stolen articles from the laundry room.** We do not check the washers and dryers after others have finished their laundry, it is your responsibility to check the washers and dryers before you use them.

### **MAIL**

Each resident is provided with an individual mailbox located by the office. Mailbox keys will be issued to residents at the mandatory meeting within two days after move-in. If you lose your mail key, report it to the office immediately. A replacement key costs \$25. The office staff will not provide access to your mailbox if you do not have your key. Mail is delivered and picked up daily at the residence. If residents receive a parcel, registered mail or a purolated parcel, a notice is placed in their mailbox. Bring the notice to the office to pick up the parcel. We cannot accept C.O.D. parcels. The office often puts notices and messages in your mailbox; it is our way of communicating with you. Please check your mailbox daily. Stamps and envelopes can be purchased at the college bookstore.

Your mailing address is:

**Your Name  
Frost Residence  
Room Number  
Fleming College  
1 Auk Trail, Box 5500  
Lindsay, Ontario K9V 6G6**

Upon leaving the residence, please notify your family, friends, business contacts, etc., of your new address as we cannot be responsible for forwarding mail.

## LIVING IN RESIDENCE

### PARKING - PERMIT/SHORT-TERM/GUESTS

Residents who are bringing a vehicle to residence must purchase a parking permit. Residence parking is limited and permits will be issued on a first-come first-served basis. Parking permits can be purchased at the cashier's office on campus, inform them you will be living in residence. Notices with instructions will be posted for parking lot snow removal. There are no plugs for car block heaters.

**The college assumes no responsibility for automobiles or their contents while on campus.**

Maintenance or repairs to automobiles will not be permitted in any college parking lot. There is no snowmobile or ATV parking at residence.

All guests and residents temporarily in possession of a vehicle are required to purchase a short-term parking pass. Daily, weekly and monthly passes can be purchased at the residence office. Guests are required to purchase parking passes during the following hours: Monday 8:00 a.m.-Friday 3:00 p.m. Please note the guest parking area has a 30 minute time limit. Parking in front of the residence (the circle) is a prohibited fire route and tickets could be issued.

**ALL CARS SHOULD BE PARKED IN THE FIRST ROW WITH A VALID FLEMING PARKING TAG.**

Those vehicles without parking permits or in the wrong area could be issued a parking ticket under the authority of a Town of Lindsay bylaw to regulate parking on public parking lots and/or towed at the owner's expense. Application forms available at the cashier's office on campus and distributed in the registration packages (Parking Policy can be found in the Frost Facts).

### PHOTO IDENTIFICATION

Each student will be issued a Fleming photo ID card. ***This ID should be carried at all times***, and will be deemed the only acceptable identification in residence.

You will need this ID for borrowing equipment, key replacement etc. You will also need it when asked by staff members or security for identification as this will assist us in maintaining the security of the premises. Non-residents with a completed guest pass are welcome.

## LIVING IN RESIDENCE

### RECYCLING PROGRAM/GARBAGE COLLECTION

Residents are responsible for the disposal of their garbage and recyclable materials in the ECO Shed located near the residence buildings. There are regular pickups and we encourage disposing daily. The environmental depot is organized to handle all recyclable materials. Residents are required to sort their waste into the proper containers: fine paper, newspaper, cans, glass, plastic, compost and other waste. We also have a vermi-composting program and compost bins are in all suites. Batteries and printer cartridges can be recycled in the residence office. We encourage all residents to participate in our effort to reduce trash and conserve our natural resources.

Please note: Do not let recycle or garbage containers in your suite overflow as it may be a fire hazard especially in the kitchen area. All recycling and garbage containers must not be stored near the stove as per Fire Department regulations.

### RESIDENTIAL NETWORK (RezNet)

Every bedroom is directly connected to the Fleming College network, providing access to email and Internet to each resident 24 hours a day, 7 days a week. Though intended primarily for academic-related usage, residents are able to use the Internet to chat with friends and family, get involved in online culture, or take part in other forms of recreational surfing. RezNet is included in the residence fees and a RezNet cable will be provided on loan to each resident. Friendly, informative staff and RezNet volunteers are available to help you get connected to RezNet and answer any questions you might have. **RezNet Policies & Procedures must be followed at all times.** All you need to take advantage of RezNet is a computer that meets the minimum system requirements (see below):

#### RezNet Minimum System Requirements

- Pentium 4 or better processor
- Windows XP or Vista (Resident **must** have own OS CD-ROM)
- 128 megabytes of RAM
- CD-ROM or DVD-ROM drive
- SVGA Monitor
- 10/100 Ethernet Adapter
- Anti Virus Software installed

**Windows 7 PC's and Macintosh computers can be connected to RezNet. Technical assistance from RezNet staff is on a best effort basis.**

**All students in residence MUST have up-to-date virus protection software running on their computers. Students can borrow a CD from the office to install AVG Anti-Virus software.**

For more information about RezNet, please contact the RezNet Office at 705-878-9323 or send e-mail to [reznet@flemingc.on.ca](mailto:reznet@flemingc.on.ca)

## **LIVING IN RESIDENCE**

### **ROOM INSPECTIONS**

To ensure that health and safety standards are maintained, the staff at the residence will conduct bedroom/suite inspections as necessary, or at a minimum of once per semester. Students will be advised at least 24 hours in advance of inspections. Garbage and recycling left at breaks will be removed at occupant's expense.

The inspection consists of the following:

1. Fire alarms and smoke detectors will be checked.
2. You will be advised of the cleanliness of your suite, or any improper health conditions, such as the build-up of garbage and/or recycling.
3. Any repairs will be identified so a request can be made to have the work completed.
4. Ensuring the Residence Community Standards is upheld (i.e. pets in residence, decorating policy, bicycles in bedrooms/suites, etc.).
5. Give the residents the opportunity to discuss concerns they may have about their bedroom/suite.

Please remember improper sanitary conditions in individual rooms or suites could result in a **LEVEL ONE OFFENCE**.

### **ROOM TRANSFERS**

Although very rare, room transfers may occur to provide students with a living environment that they feel is more conducive to their academic success at Fleming. Room transfers may be granted by the Manager of Housing & Conference Services after the second week of each semester. Requests must be made in writing for consideration. Under no circumstances are residents to arrange their own bedroom change or switch without permission.

Room transfers will be considered final only after authorization has been received from the Manager of Housing & Conference Services and communicated to all parties. There is a \$50 administrative fee for room transfers.

## **LIVING IN RESIDENCE**

### **SOLICITATION**

No advertising, selling or commercial solicitation is permitted in the residence facilities without the prior approval of the Manager of Housing & Conference Services.

### **STORAGE**

Sorry, we have no extra storage space at the Frost Residence. Please arrange to have trunks, etc. sent home to your permanent residence when you move in. Hockey and sports equipment, with the exception of bikes, will need to be stored in your bedroom.

### **TELEPHONE SERVICE**

Every bedroom and living room is equipped with telephone jacks. You and/or your suitemates are financially responsible for the rental or purchase of your telephone and for any installation charges assessed by Bell Canada. It is advisable to discuss these matters in detail with your suitemates before you contact Bell Canada. Try to make mutually satisfactory arrangements about:

- who will sign the contract and receive monthly bills?
- how long distance calls will be recorded and paid for?
- what type of service and phone is required?

To arrange service contact Bell Canada at 310-BELL (2355) or check their website ([www.bell.ca](http://www.bell.ca)).

When making arrangements for a **PERSONAL** phone in your bedroom, please ensure that you give Bell the 4-digit number that appears on your **BEDROOM** door. This will save confusion and delays.

When making arrangements for a phone to be installed in the **LIVING ROOM** of your suite, please ensure that you give Bell the 3-digit number that appears on your **SUITE** door.

Should you choose not to acquire a telephone you will find pay phones with calling card capability located in the main entrance of each building.

## **PHONES SHOULD BE PLUGGED INTO THE CORRECT PORT**

(It is not the one with the phone picture)

## SERVICES

---

### BUS SERVICE

The Frost Residence is within a 20-minute walk to downtown Lindsay for shopping and entertainment, but the community also has a bus service for your convenience.

Can-Ar Coach Service offers bus transportation to Toronto, where connections can be made to other destinations. The Can-Ar Depot is located at the Lindsay Inn, Lindsay St. S.

Town of Lindsay and Can-Ar bus schedules are available in the residence office. For other travel arrangements, check the ride board on campus and in the laundry room or enquire at the residence office.

### CAFETERIA

The main cafeteria, located on the lower level of the main campus, serves hot breakfasts, lunches and dinners from 7:30 a.m.-9:00 p.m. Monday to Thursday and 7:30 a.m.-3:00 p.m. on Fridays. Hours change during the summer semester. The cafeteria offers some meal plans. If you have questions regarding the cafeteria service or meal plans please contact Randy Adamson, Unit Manager of Chartwells (a member of Compass Group Canada Ltd.) by email or phone (radamson@flemingc.on.ca or 705-324-0733). There is a pop machine located in the residence. Report any problems with this machine to the residence office.

[www.dineoncampus.ca/fleming](http://www.dineoncampus.ca/fleming)

### CAREER SERVICES

Searching for a job while at school can be a stressful task. The only thing more unnerving is the thought of looking for a job after graduation. Relax; there is help available to you.

Whether you are searching for part-time work during the school year, a summer job between semesters, or that all-important career-related job after graduation, Career Services staff (room 285) is available to help. Some of the services provided are:

- Online job posting system
- Annual Job Fair
- Interview Techniques
- Job search skills
- Resume and cover letter critiquing service

## SERVICES

---

### COLLEGE HANDBOOK – FROST FACTS

You will receive a College Student Handbook during the first week of classes. This handbook is an excellent tool to help you plan and organize your time. The many questions you have regarding college life, academic regulations, and campus resources (i.e. library, computer rooms, bookstore hours, and recreation), social events, time management tips, etc. will be answered in the handbook.

### COUNSELLING

Qualified counsellors are available to help students resolve issues relating to academic, career, personal concerns or disability accommodations in a **supportive and confidential environment**. Success is enhanced by early implementation of suitable supports, so make an appointment to see a college counsellor as soon as you can. To make an appointment with a counsellor, go to the Student Services Department (room 254).

### HEALTH SERVICES/FIRST AID

The Health Services Office is located in Student Services (Room 254). A Registered Nurse is on campus Monday to Friday, available 9:00 a.m.-1:00 p.m. for health counselling and treatment of minor illness or injury. All health-related questions are welcomed and treated in a confidential manner. A doctor is on campus one day per week (no doctor clinics during the summer). Appointments are necessary for the doctor clinics and your health card must be shown at each visit. An extended health plan is available through the Student Association.

Residents are encouraged to see the Campus Health Nurse when they are ill. If you are not able to see the Nurse or make an appointment with the college doctor and your condition doesn't warrant the specialized care of the Emergency department, the Walk-In Clinics operate seven days a week as an alternative for your **non-emergency** medical needs. If an **emergency** arises the Ross Memorial Hospital Emergency Department is available 24 hours a day.

## **SERVICES**

---

### **HEALTH SERVICES/FIRST AID**

**Walk-In Clinics** (no phones)

**Ross Memorial Hospital Walk-In After Hour Clinic**

Kent Street Entrance of the hospital

Monday-Friday 6:00 - 9:00 p.m.

Sat., Sun., Holidays 11:00 - 2:00 p.m.

**Community Walk-In Clinic**

65 Angeline St. N. Suite 14

Monday, Tuesday, Thursday 7:00 - 9:00 p.m.

Saturday 10:00 - 12:00 noon Sunday 9:00 - noon

**Telehealth Ontario**

Free access to a registered nurse, 24 hours a day, 7 days a week.

1-866-797-0000

The residence staff are trained in First Aid and CPR. All residence staff have a First Aid Kit on their floor and there is one located in the office. We do suggest that each suite have some bandages, gauze, etc. on hand in case of an accident.

### **PLAN OF CARE & SAFETY PLAN**

Before starting college, it is important that students develop a Plan of Care and Safety Plan for issues which may develop while away from home.

For those who have identified concerns of an ongoing nature, such as Medical issues or Mental Health issues, developing a Plan of Care and Safety Plan will significantly support their success at school.

Students need to be aware that they are significantly responsible for their own safety and that if they have any health concerns requiring special support, equipment, care, or medication that they should develop a plan of care with their Health Provider prior to attending college.

They may need to connect with local professional support agencies prior to moving to the area. They may need to make an appointment with the counsellor, nurse, program coordinator, or residence manager....to share or fine-tune their Plan of Care and Safety Plan.

## **SERVICES**

---

### **RECREATION**

Recreation programs at the Frost Campus include intramural, varsity, instructional, discount facility passes, tournaments and special events. The Frost "Field House" is the Campus athletic facility that features a multi purpose playing surface in addition to a weight room (**FREE** for student use), changerooms and showers. A variety of sporting equipment is available for student use and can be signed out at the Field House. At the residence there is an outside playing surface for basketball, and road hockey, and two beach volleyball courts.

**GET INVOLVED!** Sign up for the many activities available to you.

### **SAFETY ON COLLEGE GROUNDS**

The college is at all times concerned for the health and safety of the students. The college grounds are considered to be private property and any access is by college permission. After dark, students are encouraged to walk only in lighted areas around the residence and main buildings. The security service hired by the college will provide "Safe Walk" assistance. Emergency phones on the residence and main campus grounds are connected to an emergency telephone answering service.

Any questions you have regarding the use of the college grounds please contact the Facilities Office (room 201B).

**Remember that personal safety should be considered at all times.**

Here are a few tips:

- ✓ At night, try to stay in well-lit areas and use routes that appear more heavily travelled.
- ✓ Avoid walking alone through isolated areas; avoid shortcuts through parking lots, parks and deserted areas.
- ✓ Use a buddy system; when with a friend at a party or pub, agree to watch out for each other and to leave the event together or in a group.
- ✓ Use the "W'AUK SAFE" program when you feel uncomfortable walking alone. Familiarize yourself with these services, call 705-928-3618.
- ✓ Lock your suite and bedroom doors.
- ✓ Do not let strangers into the buildings.

## **SERVICES**

---

### **SECURITY**

The college has security staff who, make regular routine patrols of the college and residence and are available to assist residents. Other security features include our security key system and lit walkways. The Manager of Security & Safety can be reached by email [jgallen@flemingc.on.ca](mailto:jgallen@flemingc.on.ca) or calling ext. 1191.

Residents are encouraged to notify the Resident Assistants, Senior Resident Assistants, Residence Life Assistant or Manager of Housing & Conference Services of any security concerns in order for us to address the safety of our residents. Please notify the residence office if a red light appears on key card lock.

### **Lock Down Procedures**

If you see or hear of someone carrying a firearm,

- Call 911

or, see or hear a message to “LOCKDOWN”.

Follow “lockdown procedures:

- Lock yourself in the nearest room
- Barricade the door, turn off the lights
- Sit quietly on the floor out of view
- Do not exit the building until advised by police
- Do not pull the fire alarm

### **VIDEO SURVEILLANCE**

All main entrances to the residence buildings are subject to video surveillance to ensure the maintenance of a safe environment for our residents. The surveillance cameras are clearly identified with signage at each location and are not located in any private areas (i.e bedrooms, washrooms etc.). Personal information collected in video surveillance is collected under the authority of the Ministry of Colleges & Universities Act, R.S.O.1990 c.M.19,s.5 and will be used only to maintain security in the Sutherland Residence Village buildings. Questions about the collection, use and/or retention of this personal information should be addressed to the Manger of Housing & Conference Services.

## **RESIDENCE COMMUNITY STANDARDS**

---

**By choosing residence life, you are accepting the full responsibility to adopt a lifestyle which requires respect for the needs of many other people that are living close to you, as well as for your surroundings.**

1. The Residence Community Standards of the Frost Residence applies to and covers all residents and their guests.
2. Every individual is equal in dignity and worth and should be provided with equal rights and opportunities without harassment and/or discrimination.
3. Each resident living in residence is guaranteed the active right to the peaceful enjoyment of his/her bedroom.
4. The objective of the Residence Community Standards is to promote responsible behaviour among residents and their guests. This creates an effective study and learning environment, which ensures the physical safety and emotional well-being of the resident as well as the protection of personal and residence property.
5. It is the responsibility of each resident to familiarize him/herself with the Residence Agreement, the Frost Residence Handbook that outlines the Residence Community Standards, the Student Rights & Responsibilities Policy, the Harassment & Discrimination Policy, the Information Technology Services (ITS) Appropriate Use Policy and the RezNet Policies & Procedures and to behave in a manner consistent with the provisions of these policies.
6. All municipal, provincial, federal and college polices apply at residence.
7. Failure to attend discipline meetings set by the residence office may result in a student being issued an appropriate sanction in absentia, or may result in further disciplinary sanctions. These sanctions will only be issued under the direction of the Manager of Housing & Conference Services.

Upon your acceptance of accommodation at the Frost Residence, a student is deemed to have agreed to be subject to the Residence Community Standards of the residence and the sanctions imposed for violation of this code.

## **RESIDENCE COMMUNITY STANDARDS**

The Manager of Housing & Conference Services, through the Resident Assistants and Senior Resident Assistants (Residence Life Staff), enforce the Residence Community Standards. Those responsible for any infractions to the Residence Community Standards will be subject to disciplinary action. The Residence Life Staff are responsible for writing the incident reports involving an infraction of the Residence Community Standards. Students may not necessarily be notified at the time of the incident that an incident report is being written. Verbal warnings are not required to be given prior to an incident report being written. If the offence is deemed serious enough or is repeated, the individual(s) will be evicted from the Frost Residence. Residence is not a sanctuary and students are reminded of their obligation to abide by the laws of the land (municipal, provincial and federal statutes). Violation of these laws may lead to in-house and/or criminal charges. It is important to note that residents are responsible for their guests.

### **ALCOHOL POLICY**

Provincial law prohibits the possession, selling, furnishing or giving of alcoholic beverages to anyone under the age of nineteen (19). All federal and provincial liquor regulations will be enforced at the Frost Residence. For safety reasons, beer bottles are banned in the residence. Residents and/or their guests cannot bring beer bottles onto the Frost Residence property.

The following are in effect at the Frost Residence:

- ✓ Beer bottles are not permitted on residence property
- ✓ Possession of, or consumption of, alcoholic beverages by persons under the age of 19 is not permitted.
- ✓ Alcohol is not permitted in public areas including the stairwells, hallways, laundry room, or anywhere outside of student suites.
- ✓ Alcohol is not permitted on college/residence grounds (outside).
- ✓ Home brewing is prohibited in residence.
- ✓ Kegs or other devices used for mass consumption are not permitted in residence. (Any container which holds 3 or more litres is prohibited).
- ✓ Drinking games (i.e. century club, funnelling, beer pong including water pong etc.) are extremely dangerous and therefore drinking games and their paraphernalia are not permitted in residence.
- ✓ Collection and storage of alcohol containers are not permitted (i.e. beer case walls, shelves of liquor bottles etc.). A fine will levied.

To transport alcohol it must be in a bag/box/knapsack/etc. so that it is not easily accessible.

Any infraction of these policies will be a **LEVEL TWO OFFENCE**.

## **RESIDENCE COMMUNITY STANDARDS**

### **ALCOHOL POLICY**

Being under the influence of alcohol is not an excuse for other unacceptable behaviour. Know your limit. If you choose to drink please do so responsibly.

Refer to Social or Community Disturbance section about gatherings.

### **DAMAGES**

You are financially responsible for damages in your bedroom/suite and for its furnishings. When you move in, you will receive a **Bedroom Inspection and Common Area Report** to complete. Take the time to record any damages or problems that exist in your bedroom/suite so that you are not liable for damages already incurred.

You are personally responsible for the condition of your room and collectively with your suitemates for other areas of the suite (living room, kitchen and washrooms). Residents are financially responsible for any damage to the hallways, common area outside of suites, stairwells, etc., within their building. If a resident and/or their guest do not admit responsibility, the repair costs will be assessed and shared by all occupants of the building in which the damage occurred regardless if you were present when the damage occurred. In the areas of the mail boxes, laundry room and bike area where residents from both buildings have access, the repairs will be assessed to all residents unless responsibility is admitted.

Please report any repairs or damages by filling out a work order at the residence office. Any maintenance request made by a resident regarding a specific problem will be deemed as permission to enter that bedroom/suite to rectify the situation.

Residents **MUST NOT** attempt to repair any damage in their bedroom or suite. Extra charges may apply.

**Keep in mind that a majority of damage is caused by those not living in residence. Therefore be careful as resident hosts are held responsible for the behaviour of their guests and will be liable for any damages incurred by their guests.**

## **RESIDENCE COMMUNITY STANDARDS**

### **DECORATING**

Residents must not decorate their suite with paint, wallpaper, etc. Posters or pictures are to be affixed to the walls with white adhesive that does not remove paint. Please read the instructions on the package for fastening and removal guidelines to avoid paint being removed from the wall. The use of all tapes, pushpins or screws and nails to attach posters, pictures or other items to the wall or ceiling is prohibited. Many students have deductions from their caution deposits due to decorating incorrectly. Please do not use artificial snow as it is difficult to remove and stains the paint.

Any form of decorating which is hung in living rooms, hallways, lobbies, stairwells, bathrooms, exterior suite or bedroom doors, or any interior area of a bedroom that can be seen from an open door must not display any form of pornography, sexually offensive pictures or any other inappropriate gender-related material (i.e. Sunshine girl/boy, Sports Illustrated swimsuit editions etc.).

Residents are asked to respect the standards of the residence community by using only the window draperies supplied by the residence. Advertisements, adhesive stickers, bumper stickers, alcohol-related materials are not permitted. No residence decorations should violate the college Harassment and Discrimination policy. You will be asked to remove these items immediately.

### **FAILURE TO RESPOND TO REASONABLE DIRECTIVES**

Failure to respond to, or failure to follow, the reasonable directive of a college employee will be dealt with under the Code of Conduct. All residence staff (Manager of Housing & Conference Services, Residence Life Assistant, Senior Resident Assistants, Resident Assistants and security staff) are employed to assist in the provision of a safe, secure and comfortable living environment. As such, the staff work with all residents to enforce policies and educate residents in the process.

May result in a **LEVEL TWO OFFENCE.**

### **FALLING OBJECTS**

Littering, throwing, dropping or displacing any object(s) either to and/or from roofs, windows or stairwells is strictly prohibited. Any action or behaviour that could cause potential harm to bystanders or damage to property is not permitted. Removing window screens is a **LEVEL TWO OFFENCE.**

## **RESIDENCE COMMUNITY STANDARDS**

### **FIREARMS AND WEAPONS**

Students are not allowed to possess or store weapons in any building or property of the college or the Frost Residence at any time. The term "weapon" refers not only to restricted or prohibited weapons, defined by legislation, but also to any type of firearm or part thereof, explosive device, ammunition, shot or gun powder, fireworks and firecrackers, chainsaws, paintball guns, highly flammable materials or archery equipment.

Possession/discharge of BB or air guns, ammunition, slingshots, knives or any lethal weapons in any form (including martial arts equipment) is also prohibited. This does not include instruments or equipment which are normally used as part of an academic course of instruction, provided that the student does not intend to use such items as weapons. Contravention of this regulation may result in eviction.

### **FIRE SAFETY and PERSONAL SAFETY**

**Fire Safety:** Tampering with, discharging, damaging or removing fire extinguishers or any part of the fire alarm system (including covering smoke and fire detectors), setting off a full alarm due to cooking without closing the suite door or violating fire safety and fire protection procedures is strictly prohibited. Anyone found initiating a false alarm will be evicted from the Frost Residence. It is provincial law that all residents must evacuate during a fire alarm; persons found not evacuating will be prosecuted under the law and/or will be found in receipt of a **LEVEL TWO OFFENCE.** Please refer to the Fire Evacuation Procedures posted on the bulletin boards. Please ensure that all suitemates evacuate. Let's take care of each another. Do not place furniture in stairwells or hallways and keep all flammable materials off all stoves at all times.

**PLEASE NOTE** - The discharge from fire extinguishes can cause irritation. It is the responsibility of the resident(s) to advise the residence staff immediately if a fire extinguisher has been discharged.

Burning incense and candles must be attended to at all times and must be used safely (not near flammables such as curtains, clothing, papers, etc.) and in proper receptacles. Halogen lamps and lamps requiring combustible fuel are prohibited. Suitemates must mutually agree upon the use of candles and incense in the event of allergies. Real Christmas trees are not permitted due to fire safety.

**Personal Safety:** Actions that place another person(s) safety in jeopardy will not be tolerated. Actions that may endanger others include, but are not limited to, such things as pranks, broken bottles, dangerous use of appliances, throwing objects etc.

Infractions of this policy could result in a **LEVEL TWO OFFENCE.**

## **RESIDENCE COMMUNITY STANDARDS**

### **GUEST POLICY**

The guest policy is designed to protect the rights and privileges of all residents. When a resident invites a guest, he/she is responsible for that guest at all times and in all respects, for the duration of their stay at residence. Guests must sleep in your room and not in the living room.

**Overnight guests are not permitted without all suitemates' signed approval and signed authorization from the residence office 24 hours in advance. If a guest is unexpected and an overnight guest registration form has not been completed, the resident must notify a Senior Resident Assistant or Resident Assistant prior to the guest staying to obtain authorization.** These forms are available on each floor from your RA and SRA and in the residence office.

**An overnight guest form must be completed for any non-resident staying in residence after quiet hours (Sunday to Thursday: 11:00pm, Friday and Saturday: 1:00am).**

A guest must carry their guest pass and be prepared to show it if asked by a staff member. If a non-resident is in the residence past quiet hours and are not in the possession of a guest pass, they will be asked to leave the building. Guests must be accompanied by a resident at all times. Resident hosts are responsible for the behaviour of their guests and will be held liable for any damages incurred by their guests.

**An overnight guest must be at least 16 years of age.** Each resident is allowed a maximum of two guests. There is a maximum of six guests per suite allowed overnight and the duration of their stay cannot exceed 72 hours. Special cases extending either the duration of stay or number of guests may be discussed with the Manager of Housing & Conference Services. One form must be used for each visit.

An overnight guest without proper authorization is a **LEVEL ONE OFFENCE**.

### **HARASSMENT & DISCRIMINATION**

Fleming College is committed to providing a learning and working environment that is free of harassment and discrimination. Every individual has the right to an environment characterized by mutual respect. Every individual has the responsibility to treat all members of the college and residence community with respect and without harassment. Harassment is defined as any attention or conduct (oral, written, electronic, graphic, or physical) by an individual or group who knows, or ought to reasonably know, that such attention is unwelcome/unwanted, offensive or intimidating. The Ontario Human Rights Commission's list of sexual harassment or inappropriate gender-related conduct includes "display of sexually offensive pictures, graffiti or other materials". Displaying, or making available for viewing, pornographic material in the hallways, common areas, lobbies, stairwells, bathrooms, exterior room doors, or any interior area of a bedroom that can be seen from an open door is prohibited and is considered a form of harassment.

## **RESIDENCE COMMUNITY STANDARDS**

### **HARASSMENT & DISCRIMINATION**

Any and all forms of harassment or discrimination are unacceptable and will not be tolerated in our residence or college community. Ignorance, anger, alcohol or substance abuse will not be accepted as an excuse, reason or rationale for such behaviour. Furthermore, it is expected that if a student is aware of a problem that he/she would advise a member of the Residence Life Staff so that steps may be taken to prevent the situation from escalating. For further information refer to: <http://fleming0.flemingc.on.ca/hod/hd/welcome.htm>

### **ILLEGAL DRUGS IN RESIDENCE**

Possession, sale and/or use of any illegal drug or possession of drug paraphernalia are strictly prohibited. Drug paraphernalia means anything that is used in conjunction with an illegal substance to facilitate the consumption of that illegal substance. **This policy applies to your guests** (you will be held accountable for their behaviour).

Without restricting the generality of the foregoing this shall include items commonly known as roach clips, power tokers, syringes, spoons, bongs and other like items.

Any student who violates federal, provincial, municipal or college laws regarding drugs or controlled substances can expect that such behaviour will result in disciplinary action up to and including cancellation of the residence agreement and/or prosecution by the police. Any incident involving illegal drugs in residence or on college property, regardless of circumstances will be documented in the student's residence file. Any infraction of these policies will result in **EVICTION**.

### **INDOOR RECREATION**

Indoor recreation causes many problems and damages; therefore there will be no roller-blades, hockey, golf, ball throwing, tennis, etc. anywhere inside the buildings. Weight benches, punching bags and table-sized games such as foosball and air hockey are not permitted. (Small free weights are allowed). Dartboards are not allowed in residence. Residents are encouraged to sign up for intramural sports and use the outdoor facilities (basketball court/hockey surface, beach volleyball, baseball diamond). Participating in indoor recreation could result in a **LEVEL TWO OFFENCE**.

## RESIDENCE COMMUNITY STANDARDS

### KEYS

Residents will receive three (3) keys, which consist of a swipe card, bedroom key and mailbox key. There will be a \$25 replacement fee, for any lost keys or card, which can be paid or deducted from your key deposit.

Remember to carry your keys/card with you at all times as there may be a charge of \$1.00 during the day and \$5.00 after 1:00 a.m. if a staff member needs to open your bedroom/suite/front door. Mailboxes will not be opened if you have forgotten your key. The residence prides itself in providing a safe living environment for all the residents.

It is a **LEVEL TWO OFFENCE** to loan your keys to anyone. Duplication of residence keys is not allowed.

### NOISE POLICY

#### QUIET HOURS

**11:00 p.m. - 8:00 a.m. Sunday to Thursday**

**1:00 a.m. - 10:00 a.m. Friday and Saturday**

All other hours are **consideration hours**. Quiet hours may be extended, but not shortened. Failure to abide by the quiet hours may result in a **LEVEL ONE OFFENCE**. There is a 23 hour Quiet Policy in effect throughout the entire exam period (including the weekend). Normal noise level during this time is from 6:00 – 7:00 p.m.

It is expected that residents would have reasonable noise levels at all times to provide a living environment which is conducive to academic success and peaceful enjoyment of **all residents**.

The use of all audio-visual equipment such as stereos, CD players, sub-woofers, televisions, computers, video games, etc. is a privilege which must not be abused. In order to provide guidelines for the use of such equipment, the following apply:

- Excessive noise at any time will not be tolerated.
- The volume must be at a level, which does not disturb any other resident(s).
- If there is a conflict about suitable volume levels, the resident owning the equipment may be requested by the residence staff to use headphones.
- If the preceding conditions are not met, the Frost Residence reserves the right to request that the equipment be removed from the residence.

## RESIDENCE COMMUNITY STANDARDS

### NOISE POLICY

#### Going home for the weekend?

Please be sure to turn off stereos, CD players, televisions, **ALARM CLOCKS** and turn down telephone ringers so other residents are not disturbed. Don't forget to close your window. Alarms will be turned off by staff if left on.

### PETS IN RESIDENCE

We love pets too; however, residents and their guests are prohibited from bringing pets into residence. The only exception will be fish in an aquarium no larger than thirty (30) litres. The local Animal Control Officer will remove animals found at large, chained on the grounds, or tied to trees. Please remember that your guests must also adhere to this policy.

### REPAIRS

If you require repairs of any kind in your bedroom/suite, come to the office to complete a work order form. Residents **MUST NOT** attempt to repair any damage in their bedroom or suite. Any repairs to your bedroom/suite, which are not reported, will be charged to you when you move out of residence. We anticipate normal wear and tear in the bedrooms, suites and buildings; however, repairs required for damages caused by other means will be your financial responsibility. **Some students have had deductions from their caution deposit from doing home repairs that did not meet the residence standards.**

### SMOKE FREE ENVIRONMENT

We are pleased to provide a smoke-free environment to our residents. This policy includes all areas of the residence (bedrooms, suites, washrooms, hallways, laundry room, stairwells and entrances). A **LEVEL TWO OFFENCE** will be levied against a resident if they are found in violation of this policy. If a resident is found in possession of an ashtray containing cigarette butts in their bedroom/suite, this will also constitute a violation of the non-smoking policy and will result in a **LEVEL TWO OFFENCE**. Residents and guests are required to refrain from smoking within nine (9) meters of any residence building. A **LEVEL ONE OFFENCE** could be levied if a resident or their guest is found not using the ashtray urns for cigarette butts or in violation of our 9-metre rule.

## ***RESIDENCE COMMUNITY STANDARDS***

---

### **SNOWBALL POLICY**

Throwing snowballs in the vicinity of the residence, or at the residence building(s), could result in a **LEVEL TWO OFFENCE**. Any damages incurred will be repaired and charges for repairs levied to the resident.

### **SOCIAL OR COMMUNITY DISTURBANCE**

Physical abuse, verbal threats of violence or conduct unbecoming (including harassment and discrimination) that threatens the health or safety of any person will not be tolerated at Sir Sandford Fleming College. Such conduct may lead to disciplinary action.

Any social gathering will be shut down, if it is determined by the residence staff that the behaviour associated with it is threatening the personal safety of the residents and/or the physical plant of the residence buildings.

**FAILURE TO ABIDE BY THE  
RESIDENCE COMMUNITY  
STANDARDS MAY RESULT IN . .**

## ***RESIDENCE COMMUNITY STANDARDS***

---

### **LEVEL ONE OFFENCES (Minimum Fine \$25)**

Level One offences may result in a verbal warning, written warnings with fines, probation or eviction from the Frost Residence and, possibly, the College if the behaviour is repeated.

Level One offences are considered to be any actions or activities that infringe upon the rights of others to peaceful enjoyment at the Frost Residence including living rooms, suites, and individual bedrooms.

- a) Making excessive noise. Normal sound level is defined as that level of noise resulting from activities of living such that the study, rest or sleep of the residents will not be disturbed. Normal sound levels apply except during quiet hours from Sunday to Thursday, 11:00 p.m. - 8:00 a.m. and on weekends, 1:00 a.m.-10:00 a.m., as well as 23-hour quiet time during exam periods.
- b) Misusing common facilities (i.e. leaving dirty pots, pans, dishes etc.) around for extended periods of time, misusing appliances.
- c) Failing to maintain one's own bedroom and/or suite in a clean, orderly and safe state during the academic year.
- d) Throwing refuse or food in any way other than into a designated container (i.e. cigarette butts) as an appropriate refuse container (i.e. leaving garbage in residence hallways or stairwells).
- e) Having a guest stay overnight without prior permission of suitemates, and/or without following proper overnight guest registration procedures.
- f) Making an unauthorized bedroom or suitemate transfer.
- g) Use of a waterbed.
- h) Bringing in sofas, futons or other large pieces of furniture, table-sized games without the manager's prior approval.
- i) Keeping bicycles or motorized cycles inside of bedrooms, suites, stairwells and other areas within the residence.
- j) Smoking within 9 metres of any building.
- k) Any decorations/objects to windows and or draperies which violate the decorating policy.
- l) Removing screens from windows.
- m) Suite cleanliness
- n) Participating in drinking games

## ***RESIDENCE COMMUNITY STANDARDS***

---

### **LEVEL TWO OFFENCES (Minimum Fine \$75)**

Level Two Offences are those through which an individual or individuals create a significant nuisance for other individuals or endanger the safety and security of any individuals through such activities that may be harmful or potentially harmful. Sanctions for Level Two offences include a written warning with fine, probation or eviction, depending on the seriousness of the action.

- a) Contravening provincial liquor laws. It should be noted that carrying open alcoholic beverages or drinking outside residents' living quarters (i.e. in hallways or lobby areas of the residence) is illegal. Beer bottles are not permitted on residence property. Kegs are not permitted in residence. Selling alcohol without a license and/or outside of a licensed area is prohibited, as is advertising of such selling. Individuals found drinking or selling alcohol, outdoors or in unlicensed areas anywhere on campus, are subject to prosecution, as are individuals found advertising such activities. Any container which holds 3 or more litres of alcohol is prohibited.
- b) Possession of, or consumption of, alcoholic beverages by persons under the age of nineteen (19).
- c) Contravening municipal by-laws with respect to noise and unauthorized parties.
- d) Contravening federal laws with respect to drugs and paraphernalia (as outlined in the Illegal Drugs in residence section of this book), i.e. possessing, using or selling illegal drugs in residence or college property. You will be evicted from the Frost Residence.
- e) Refusing to comply with the residence **NO SMOKING** policy. Smoking in any area of the residence including being in possession of an ashtray containing cigarette butts.
- f) Discharging, tampering with, or operating any fire prevention or detection equipment (i.e. extinguisher, detector, hoses, alarms) for any purpose other than the control of a fire.
- g) Failing to follow fire emergency procedures during a fire alarm (all occupants must know the posted emergency procedures during a fire alarm and follow those procedures immediately at the sounding of the building's fire alarm system).

Causing a full alarm by leaving suite door open when cooking.  
Setting open fires, whether inside the building or out-of-doors elsewhere on campus.

## ***RESIDENCE COMMUNITY STANDARDS***

---

- h) Storing or using firearms, weapons, explosive substances (i.e. firecrackers) or chainsaws in the residence. This includes any item which is intended as, or may be construed as, a weapon or firearm (i.e. sling shot, pellet gun and martial arts equipment).
- i) Tampering with residence safety equipment, (i.e. intercoms, doors, fire pull stations).
- j) Having halogen lamps, storing combustible fuels, unsafe candle/incense use.
- k) Deliberately destroying college or residence property or property of other individuals.
- l) Theft or possession of stolen property.
- m) Threatening, harassing or assaulting others (as outlined under Harassment & Discrimination in the Residence Community Standards section of this Handbook and the college's Student Rights & Responsibilities and the college's Harassment & Discrimination). Other infractions of personal safety.
- n) Physical altercation (shoving, fighting) that could constitute physical abuse or assault.
- o) Entering a bedroom or suite without the expressed permission of the occupant(s).
- p) Failure to respond to or failure to follow the reasonable directives of Residence Life Staff/Security.
- q) Participating in and/or running an illegal gaming or gambling operation.
- r) Gambling for profit.
- s) Loaning or duplication of keys.
- t) Indoor recreation and/or water fights.
- u) Throwing or allowing to be thrown, any objects from residence, outside windows, etc.
- v) Throwing snowballs at an unwilling participant or at the residence building(s) or within the residence vicinity.
- w) Keeping of pets of any description (other than fish in an aquarium as outlined under Residence Community Standards) on residence property.
- x) Disorderly Conduct: Any actions, (including pranks) that impact a resident's ability to use college facilities, or create damages to college property. This also includes actions that impact the quality of life for other residents.
- y) RezNet violations
- z) Urinating in Public

## ***RESIDENCE COMMUNITY STANDARDS***

---

### **REPEAT OCCURRENCE**

If you receive a second Incident Report for a repeat occurrence it will be levied at the next level offence, and an additional fine and/or a special task within the residence or community service will be assigned. Repeat occurrences could result in eviction.

### **DISCIPLINE SANCTIONS**

The Residence Community Standards and policies have been developed to protect the rights and property of residents and to encourage mutual respect in our residence community.

Residence staff will request and expect compliance with the standards of our community and residents must quickly come to appreciate the needs for such guidelines. Discipline will be applied in a progressive manner in most cases; however more serious incidents, third level offences or repeat occurrences do not require verbal warnings.

### **VERBAL WARNING**

A Residence Life Staff member for a first-time violation most often uses a verbal warning. The staff member(s) will request that the individual cease the behaviour and the violation will be explained.

Please note: Verbal warnings will not be used for more serious offences, repeat offences, second level offences or at a point in the semester when no verbal warning should be required.

### **INCIDENT REPORT**

An incident report, which is written by Residence Life Staff, will include the date, time and nature of the offence; a clear statement indicating the behaviour which caused the offence that is unacceptable; a description of the consequences and fines if the behaviour is repeated. Continuation or repetition of conduct found to be in violation of the Residence Community Standards may be cause for more severe disciplinary action if another violation occurs within a stated period of time. A copy of the written Incident Report will be kept on file.

## ***RESIDENCE COMMUNITY STANDARDS***

---

### **RESTITUTION/FINES**

Circumstances may arise where charges (recovery of cost for damage) are levied against a resident. Depending on the specific circumstances, fines appropriate to the given violation may be assessed in addition to the damage/recovery charge (i.e. damage to residence property will be charged at the cost of replacement (material and labour) to the resident(s) who is/are responsible and a Level Two fine assessed for damage to college property).

Failure to pay restitution or a fine in the two weeks prescribed may result in further disciplinary action and transcripts withheld from the resident until all fines are paid in full. The caution deposit will be accessed for any monies owed to the residence.

### **SPECIAL PROJECTS OR TASKS**

Residents may be asked to perform such services as working with a Senior Resident Assistant or Resident Assistant on programming or while on duty, picking up trash, etc. for a specified period of time. Work sanctions and/or special projects assigned may be related to the infraction that was committed.

### **BEHAVIOURAL CONTRACT**

A behavioural contract is a mutually acceptable agreement between the college/residence and the resident, which specifies certain behaviour with which the resident must comply. If the contract is broken, and the fact that it is broken is determined by due process, the resident may be evicted from the Frost Residence. A behavioural contract may also involve alcohol probation.

### **PROBATION**

The Manager of Housing & Conference Services has the authority to place a student on probation in residence. When such a sanction is levied, the Manager of Housing & Conference Services will communicate the sanction in writing to the resident.. A copy of the letter will be placed in the resident's file at residence and a copy may be sent to the appropriate College Leader. Once a resident has been placed on probation in residence, any further offence of any kind may result in suspension or eviction from the Frost Residence.

Probation will normally last until the end of the academic year and, in exceptional cases, probation status may be extended to the subsequent year.

### **PERSONA NON GRATA (No Trespassing Policy)**

Any person declared persona non grata would not have the right to enter the Frost Residence. Such a person found in the residence is liable to be charged with trespassing, A "No Trespass" form is filed with the Lindsay Police Department.

### **APPEALS**

It is the expectation of the Residence Life Department that any disagreement between a resident and any member of the residence community will be resolved within the residence structure without the need for formal intervention. This policy deals with the procedures to be followed in those exceptional cases when a resident is unable to resolve a disagreement with the residence staff. It presumes that the resident has discussed the situation with the residence staff involved.

Decisions of the Resident Assistants and Senior Residence Assistants can be directed to the Manager of Housing and Conference Services. A meeting can be scheduled through the Residence Life Office to discuss any concerns a resident may have.

Decisions of the Manager of Housing and Conference Services may be appealed to the Director, Housing & Conference Services. Appeals relating to a resident eviction are to be submitted in writing within 5 business days using the Residence Eviction Appeal Form, which can be obtained from the Residence Life Manger. The decision to authorize an appeal is based on either of the following factors; new information is being submitted, discipline sanction is deemed too severe for the behaviour

### **EVICTION**

Frost Residence believes that all residents are equal and the following are prohibited in and around the residence.

A resident may be required to vacate the residence for any default under, breach of contravention of the Frost Residence Agreement, the Residence Community Standards, the Student Rights & Responsibilities Policy, the Harassment & Discrimination Policy, the Information Technology Services (ITS) Appropriate Use Policy and the RezNet Policies & Procedures. The resident would be given written notice forty-eight (48) hours in advance. This notice period may be less if a serious violation of the college's Student Rights & Responsibilities and/or Harassment & Discrimination Policy occurs.

#### **Evictable offences may include but are not limited to:**

- illegal drugs or drug paraphernalia in residence or on college property
- assault (physical and/or sexual)
- drug paraphernalia in residence or on college property
- possession of, or consumption of, alcoholic beverages by persons under the age of 19
- alcohol containers 3 litres or greater
- vandalism
- weapons including, but not limited to, firearms, explosive devices, ammunition, sling shots, knives, fireworks, firecrackers or highly flammable materials etc.
- tampering with life safety equipment
- gambling for profit
- harassment and discrimination in any form

Evictions or administrative cancellation of a resident's contract will be implemented by residence administration only. A financial penalty may apply. When such a sanction is levied, the Manager of Housing & Conference Services will communicate the sanction in writing to the resident. The letter will indicate the reason(s) for the sanction and will include conditions of the eviction. The resident must leave by the date prescribed for this sanction.

## ***TELEPHONE NUMBERS***

---

|                              |              |
|------------------------------|--------------|
| Ambulance – Emergency .....  | 911          |
| Fire – Emergency .....       | 911          |
| Fire – Non Emergency .....   | 705-324-5731 |
| Police – Emergency .....     | 911          |
| Police – Non-Emergency.....  | 705-324-5252 |
| Ross Memorial Hospital ..... | 705-324-6111 |

### **Community Resources**

|   |                |
|---|----------------|
| Alcoholics Anonymous .....              | 705-324-9900   |
| Bell Canada.....                        | 310-2355       |
| Can-Ar Coach .....                      | 705-328-3848   |
| Canadian Mental Health Association..... | 705-328-2704   |
| Chamber of Commerce .....               | 705-324-2393   |
| Cogeco (cable).....                     | 1-800-267-9000 |
| Four Counties Addiction Services .....  | 705-878-1292   |
| Greyhound Canada.....                   | 1-877-463-6446 |
| Legal Aid Ontario .....                 | 705-324-6703   |
| Lindsay Crime Stoppers.....             | 1-800-222-8477 |
| Lindsay TELECARE LIFE .....             | 878-4411       |
| Lindsay Transit.....                    | 705-324-5301   |
| Lindsay Recreation Complex .....        | 705-324-9112   |
| Parn - AIDS Resources.....              | 1-800-361-2895 |
| Post Office.....                        | 705-324-4479   |
| Crisis Line .....                       | 1-866-995-9933 |
| Telehealth Ontario.....                 | 1-866-797-0000 |
| Women’s Resources .....                 | 705-878-4285   |

### **College Resources**

|  |                   |
|--|-------------------|
| Main Number.....                               | 1-866-353-6464    |
| Main Number – local call.....                  | 705-324-9144      |
| Aboriginal Centre .....                        | 324-9144 ext 3444 |
| Admissions.....                                | 705-878-9300      |
| Bookstore.....                                 | 705-878-9307      |
| Chartwells (Cafeteria) .....                   | 705-324-0733      |
| Career & Employment Resources.....             | 705-878-9303      |
| Counselling (Career, Academic & Personal)..... | 324-9144 ext 3232 |
| Disability Services .....                      | 324-9144 ext 3232 |
| Field House (Recreation) .....                 | 705-878-9321      |
| Financial Assistance.....                      | 705-878-9302      |
| Health Services .....                          | 705-878-9304      |
| Learning Support Services .....                | 324-9144 ext 3280 |
| Off-Campus Housing.....                        | 705-878-9320      |
| Student Association.....                       | 705-324-1983      |