



Residence Contract

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“I loved my experience in residence. I can safely say that my time in Leonard Hall was the best year I’ve had at Queen’s. All of my housemates now lived on my floor three years ago, and we will likely be friends for life. There is nothing better than Lenny brunch or a late-night Lazy burrito with friends.”

Ben H.

Introduction

1

This Residence Contract (the “Contract”) is a legally binding document between you (the “Student” or “you”) and Queen’s University (the “University”) as represented by Queen’s Residence Life and Services (“Residence Life and Services or “we”). It is in place so that expectations are clear and to help reduce misunderstandings between you and the University.

In executing this Contract, you understand and agree that you are waiving certain legal rights. It is very important for you to read and understand this Contract before committing to live in University-provided student residence (“Residence” or “Residences”).



Mission, Vision, Values

Housing & Ancillary Services align our Values to the Mission and Vision of both **Queen's University** and **Student Affairs**. Together, we **WRITE** a thriving future for all.

Housing & Ancillary Services Values

Wellbeing – we nurture the health, safety and wellbeing of our people and community, fostering a sense of belonging and inclusion for students and staff. We promote mental, physical, and emotional wellness and support personal skill development, resiliency, and success.

Responsibility – we commit to our responsibility to build a diverse, equitable, inclusive and anti-racist community for our staff, students and guests. We continually look for ways to contribute to the university's sustainability objectives. We are accountable to our commitments: to steward the assets we maintain, deliver quality services and programs, contribute a financial return to the university and create a welcoming environment for all.

Innovation – we foster an entrepreneurial mindset across our operations, challenging the status quo and leveraging creativity, innovation and technology to grow revenue and ensure that our services evolve to meet the changing needs of students and the clients we serve. We are guided by data and evidence when solving problems, responding to feedback and assessing new opportunities.

Teamwork – we do our best work when we act collaboratively, demonstrating collegiality, empathy and respect. We trust by default, assume positive intent and communicate honestly. We seek input from diverse perspectives, respecting all people and their viewpoints. We work with colleagues and partners to nurture synergies and solve problems together. We celebrate success and align support for continuous improvement.

Experience – we support each other and see things from a student's perspective. We collaborate with Faculties, students and others to deliver engagement opportunities that build community. We strive for excellence in everything we do because your experience matters to us. We invite feedback, listen and respond, to improve our services for students, clients and staff.



1.3 Guiding Principles for Residence Community Living

Residence Life and Services creates a community environment where all of our students can feel a sense of belonging, build resilience, and be academically successful. We encourage the personal development of our community members by fostering a sense of belonging, providing a wide range of educational and academic programming, and holding individuals accountable for violations of the Residence behavioural expectations. The reality is, not everyone is well suited for the inherent aspects of living in Residence. It is a high density, communal living environment, where it is required that you have a higher level of awareness, care and respect for your impact on others living in your community. You are solely accountable for the decisions you make while living in Residence, and you must reflect on how those decisions impact you and everyone else around you.

While differences are invaluable and make learning and life more vibrant, when living in close quarters, mistaken assumptions, misunderstanding and conflict are bound to occur. It is important to have a pre-established, clear and common set of expectations and standards for living together. The completion of the Community Agreement Form is an additional required element to set expectations within your community/floor. The Community Agreements are developed with your Don and other students in your community; you'll talk about the Community Agreement during your first community meeting after moving in. Living with others in a university student Residence is different from living in a private apartment or house or with your family, friends or housemates/roommates. What an individual may feel comfortable with in private may not be safe or appropriate in a shared residential setting.

One of the most critical responsibilities you take on as a member of this Residence community is to report or share information about any incidents of misconduct that you are aware of, where there may be a risk of harm, a possible violation of the Residence Contract, or a negative impact on the dignity of any other resident. As community members, all residents have the individual and collective responsibility to create a positive and welcoming environment for all students.

This document, as a part of the overall Residence experience, is designed to:

- Encourage all residents to use and enjoy residence spaces peacefully and safely.
- Challenge residents to think critically, accept responsibility for their actions, and learn and grow from their experiences.
- Maintain an environment that promotes learning.
- Emphasize the rights, responsibilities, histories, dignity, and academic pursuits of all residents.
- Provide guidance for residents to understand the expectations of living in a community environment.
- Emphasize the rights and responsibilities of residents in promoting a safe, healthy, and inclusive environment for all members of their community.



1.4 Indigenization – Equity, Diversity, Inclusion, Anti-Racism, and Accessibility

Residence Life and Services is committed to creating and supporting communities where Indigenization - Equity, Diversity, Inclusion, Anti-Racism, and Accessibility (I-EDIAA) are embraced and celebrated. We are strengthened and enriched by our diverse backgrounds, perspectives, and lived experiences. We acknowledge that identity is multi-dimensional and understand privilege as dynamic and individualized. We acknowledge that we have much work still to do to create and sustain our vision for a fully inclusive residence environment that is welcoming to all students. This is a collective and individual requirement; you must be committed to respecting one another and embracing the differences we all bring to the community. We acknowledge the harms done by our colonial past and are committed to doing what is necessary to alter the deeply entrenched behaviours and structures that perpetuate inequities. We are actively working to eliminate discrimination, injustice, and violence and to engage our communities in dialogue and action; we welcome the participation of our students as we move forward on these important initiatives.

Residents have the right to live peacefully and thrive in Residence regardless of their race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, and mental or physical disability. You can find further information about grounds protected by the [Ontario Human Rights Code](#) in the [Harassment and Discrimination Policy](#). Harassment, discrimination, intimidation, including, but not limited to actions that seek to target, exclude and/or shame a person based on a part of their identity is a violation of human rights and will not be tolerated in Residence. You are expected to live by these principles, and we will denounce and hold accountable anyone who does not. All actions will be taken seriously and will be investigated by University Staff. We encourage all to participate in Residence processes and activities to generate discourse on the theme of making a more equitable and inclusive environment for all.

If these statements do not reflect your values, living in residence is not for you.

Living In Residence - Health & Vaccinations



We all have a responsibility to protect the health and safety of our community by taking steps to minimize the potential spread of the viruses and bacteria that can lead to illness. Some individuals in our community may be more vulnerable to diseases because of underlying health conditions. When you take care of yourself, you take care of others. You should also be aware that some illnesses may spread more easily in a communal living environment and/or are more prevalent among student-aged populations.

Vaccinations for COVID-19, Influenza, Meningitis, measles, and sexual-transmitted infections, such as HPV and Hepatitis A & B are strongly recommended.

Plan for your arrival by speaking with your health care provider about your current health and what they recommend to best protect you while living in residence. The University strongly recommends that you stay up-to-date on all immunizations as recommended by Public Health Ontario (or similar agency in your home community). Please view the following for more information on the recommended **Provincial immunizations schedule**. For support and/or questions regarding immunizations, you can also contact **Student Wellness Services**.

You acknowledge that the University may, from time to time, impose rules, procedures and protocols as it deems

necessary or as it may be required to do by public authorities to mitigate against the risk of the spread of diseases, and/or its transmission in Residences; these could include reduced residence capacity and the first-year residence commitment, the closure of certain residence spaces, restrictions on guests, and the imposition of vaccination, masking, physical distancing, self-isolation and testing requirements that you will be required to comply with to remain in Residence. Measures could also include restrictions in campus dining halls and retail food service operations, which would impact the delivery of meal plan services.

2.2 What To Do If You Are Feeling Sick

If you are feeling ill stay away from others, except to seek testing or medical treatment to prevent the spread of illness. You should continue to isolate until your symptoms improve or based on the timeline provided by a health care provider. You must also follow protocols and/or guidance provided by public health or Residence Life and Services.

2.3 Obligation and Acknowledgement of Risk

You understand that the University must operate its Residences in accordance with all applicable laws, including the Occupational Health and Safety Act and its regulations. As such, by choosing to live in Residence, you agree and acknowledge your contractual obligation to follow all University's directions, protocols, requirements and rules in relation to communicable diseases, which may include the potential for isolation, relocation or removal from residence, testing, participation in contact-tracing, self-monitoring and reporting symptoms and/or illness.

Termination for Failure to Comply with Public Health Measures for Communicable Diseases:

You understand and agree that the University may revoke any offer of Residence, deny entry to Residence, and/or terminate this Contract immediately if the University imposes vaccination requirements or introduces other Public Health Measures, and, in the University's opinion, you fail to comply with those Measures. If this Contract is terminated as a result, you will be removed from Residence and the provisions of paragraph 3.3.5 shall apply. You may also be subject to additional processes under the Student Code of Conduct.

Acknowledgement of Risk: You understand that the residence environment may expose you to other illness such as, but not limited to COVID-19, Influenza, Norovirus, Meningitis and Hepatitis. As such, you confirm that you are fully aware that living in Residence and receiving the services carries inherent risks, which cannot be eliminated. You understand that the extent of such risks is not fully known.

By choosing to live in Residence and receive its services, you voluntarily assume all risks and waive the right to make any claims against the University, its officers, employees, agents, and others for any personal injury, sickness, or death resulting from communicable illness and/or diseases while living in Residence or receiving services from Residence Life and Services. This waiver applies to you, and your heirs, executors, administrators, representatives, successors, and permitted assigns, and you acknowledge that you are giving up legal rights and remedies.

General Terms And Conditions

3



3.1 Binding Contract

3.1.1 This Contract shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein.

3.1.2 The University and you agree that if a provision of this Contract or part of a provision, becomes, or is determined to be, invalid, illegal or unenforceable, such provision or part of a provision shall be deemed amended to conform to applicable laws so as to be valid and enforceable or, if it cannot be amended without materially altering the intention, it shall be stricken and the remainder of this Contract shall remain in full force and effect.

3.1.3 Any notices required to be given by the University to you under this Contract shall be deemed validly given if delivered to your room or to your @queensu.ca email address.

3.1.4 The construction, renovation, or repair in residence, or in the vicinity of the residence, is necessary for the evolution of the campus and community and may cause noise and inconvenience for some or all residents. While the University will attempt to minimize disruptions, you understand and acknowledge that the University will not provide any fee adjustments or any other form of compensation to you for any disruption or inconvenience to you resulting from such work.

3.1.5 All students living in Residence are subject to the Contract and all applicable University policies, regulations, rules and protocols (the “Rules”). The Rules include, without limitation, the [Queen’s University Student Code of Conduct](#), the [Harassment and Discrimination Prevention](#) and [Response Policy](#), and the [Policy on Sexual Misconduct and Sexual Violence Involving Students](#).

3.1



3.1.6 You understand and agree that the Rules, including those contained in this Contract, may be amended or updated from time to time in the University's sole discretion and that you are required to comply with all amended or updated Rules and this Contract as a condition of living in Residence. PLEASE NOTE: The most up-to-date version of the Residence Contract can be found on our website at www.queensu.ca/residences/resources/policies

3.1.7 No failure or delay on the part of the University to exercise any right or remedy under this Contract shall be construed or operate as a waiver of that right or remedy generally.

3.1.8 To the extent that the University is unable to fulfill, or is delayed or restricted in fulfilling its obligations under this Contract during a state of emergency or in the face of serious circumstances

beyond the University's control (e.g., severe weather, fire, flood, labour disruption, illness outbreak, quarantine, pandemic or epidemic, civil disobedience or disturbances, Acts of God, failure of public utilities services, and/or lawful requirements of public authorities) that substantially interrupt normal Residence operations or require the closure of all or part of Residences, the University shall be relieved from the fulfillment of its obligations during that period, shall not be liable to you for any loss that may result from such circumstances, and shall not be deemed to be in breach of this Contract. The University shall not be responsible for compensation of any kind to you for inconvenience or discomfort experienced during such circumstances. Please visit the [website](#) for more information about Queen's Residence Life and Services' emergency management plans.

3.2

3.2 Move-In And Move-Out Dates / Campus Closures

3.2.1 Subject to Sections 3.3, 3.4 and 3.7, this Contract shall be for a period beginning on the date you sign the Contract or your scheduled Move-In Day, whichever is earlier, and ending on your Move-Out Day (the “Term”), with the Move-Out Day individually determined as follows:

- You are required to move out no later than 3 pm on the day after your last scheduled exam, and in any event, no later than 12 pm on the day after the last first year exam, or April 24, 2026, whichever is earlier.
- Written permission for an extension beyond 3 pm on the day after your last exam or after April 24, 2026, may be granted by the Queen’s Residence Life and Services Office based on individual circumstances. An application for extension is required and may be denied based on conduct history.
- If you have no final exams, you must move out no later than 3 pm on the day following your last day of class, unless written permission is granted by the Queen’s Residence Life and Services Office for an extension.
- If you are a graduate or professional student and neither of the above circumstances apply to you, you must move out no later than 12 pm on April 24, 2026.

3.2.2 Failure to move out within the prescribed period as noted will result in additional fees and/or charges levied against your account.

3.2.3 You understand that failure to move in on your scheduled Move-In Day may result in the loss of the assigned Residence bed and could result in no Residence room availability at all for you, unless the Residence Life and Services Office has given you advanced written approval for a late arrival. All requests for a late arrival must be submitted by you in writing to the Residence Life and Services Office at reshouse@queensu.ca.

3.2.4 During the December-January winter break, no food, custodial services, mail delivery or other residence services are provided. You may, however, occupy your room or an alternate room assigned by the University during this period, provided you have applied for and been granted written permission to do so by the Queen’s Residence Life and Services Office. Permission will be in the University’s sole discretion and subject to you paying any applicable additional fee(s).





3.3 Cancellation / Termination of Contract

3.3.1 Prior to the commencement of your scheduled Move-In Day, you may cancel this Contract by completing and submitting the form on the Student Residence and Dining Portal:

<https://www.queensu.ca/residences/resources/portal>

You may be subject to charges (as indicated in Section 3.8).

3.3.2 After the commencement of your scheduled Move-In Day, whether or not you have taken occupancy, you cannot cancel this Contract. You may request cancellation if withdrawing from the University for academic or health reasons by following the process set out in the [Residence Withdrawal Policy](#). You may be subject to administrative charges. **Subject to paragraph 3.3.3 below, if you leave Residence**

without following all steps required to pay your Residence fees in full for the entire Term of this Contract.

3.3.3 Between Move-In and Move-Out, you may be granted permission to cancel the Contract if the University is able to identify another full-time Queen's student not currently living in Residence to take over the Contract. The Residence Life and Services Office must approve the replacement before permission to cancel the Contract will be granted.

3.3.4 The University may terminate the Contract and provide written notice requiring you to vacate Residence for breach of this Contract or for violation of the Rules.

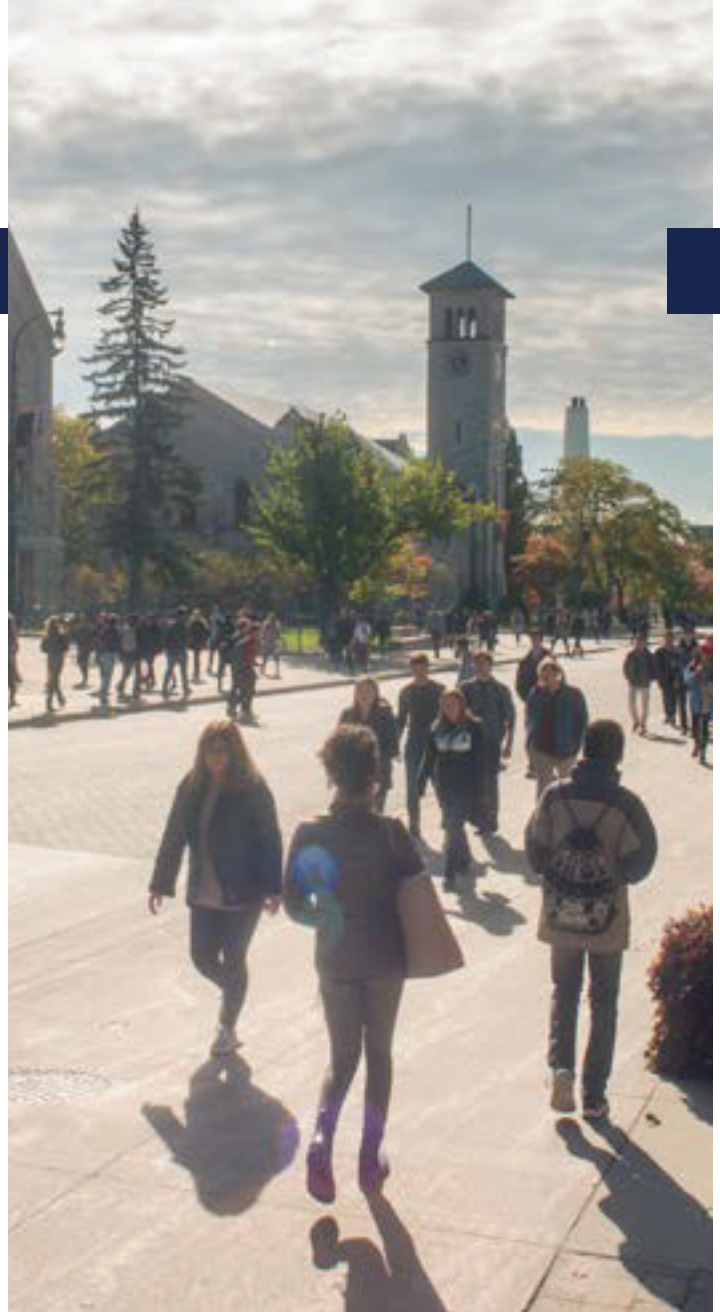
3.3.5 If the University terminates this Contract for breach of its terms or for reasons related to your conduct, you shall remain responsible for payment of the full Residence fees for the Term of this Contract and shall not be entitled to any refund.

3.3.6 The University may terminate this Contract with written notice if the University determines, in its sole discretion, that it is prudent to do so for health and safety or public health reasons or to maintain the safety, security or wellbeing of the University community, or if it determines it is required to do so by law or government directive, including a directive or order from Ontario Public Health or local Public Health Unit.

3.4 Eligibility to Live In Residence

3.4.1 To be eligible to live in Residence, you must be enrolled at Queen's University in an undergraduate, graduate, or professional school program with in-person classes. You are required to be enrolled in at least three courses per term. If you are studying part-time, eligibility to live in Residence will be subject to availability. If you drop to fewer than three courses in any term you must notify the Residence Life and Services Office and may be required to leave Residence. Failure to notify the Residence Life and Services Office will result in you being required to leave Residence.

3.4.2 If you choose to or are required to withdraw from the University for academic or health reasons, you will be required to leave Residence. Residence Life and Services staff may verify your enrollment status at any time without express consent from you.



3.5 Re-Admission to Residence

3.5.1 Eligibility for re-admission to Residence is at the sole discretion of the University and is based on several factors, including availability, responsible behaviour, your conduct history, and positive contributions to the quality of life in Residence.

3.5.2 If you accumulate 4 or more points under the Residence Conduct Process (See Section 4 below), you will be denied the opportunity to become a Student Leader in residence (Residence Don, Residence Society, Residence Programming Assistant etc.)



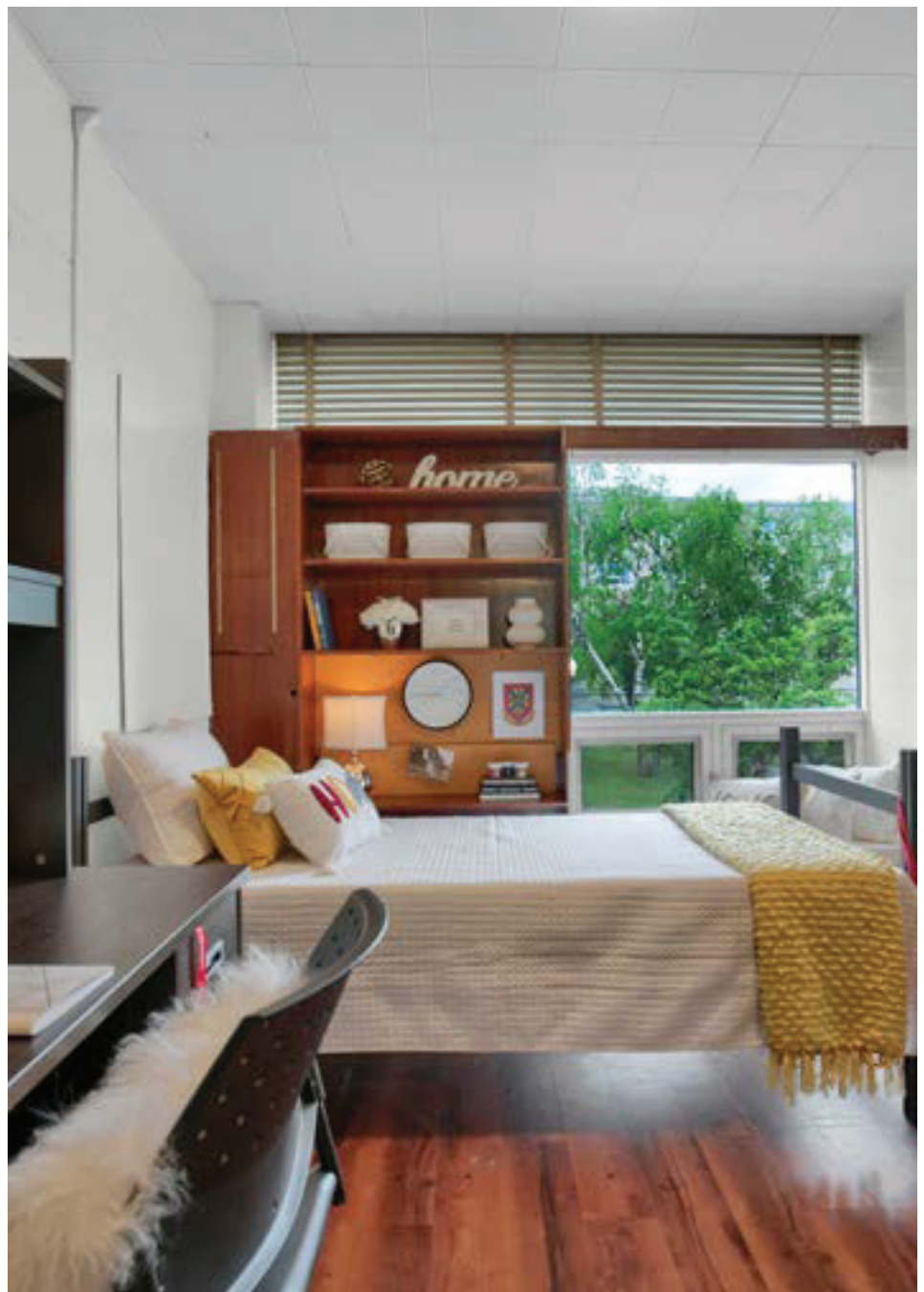
3.6

3.6 Room Assignments

3.6.1 This Contract is for a space in Residence and not for a particular room. You agree that the University may, in its sole discretion, change your room assignment upon giving you such advance notice as is reasonable in the circumstances giving rise to the change.

3.6.2 The University uses a self-selection process to implement individual room allocations. The University does not guarantee requests or availability of specific room types or particular buildings. The University reserves the right to assign you to a room, where necessary to ensure that it is appropriate to meet individual accommodation needs or based on operational and/or health and safety requirements.

3.6.3 Residence rooms are intended for use only by the Student(s) assigned to the room by Residence Life and Services and may not be sublet. No dependants are permitted to share your use of the room. You may not assign or transfer this Contract or your room to any other person, except with the written permission of the University in the circumstances described in **paragraph 3.3.3**.



3.6.4 No fewer and no more than the number of people assigned by the University shall occupy the room. If you are in a multi-occupancy unit and the Contract of one or more roommates is terminated, you shall accept alternate roommate(s) as assigned by the University in its sole discretion. You must keep the unoccupied portion of the room in a condition that would allow a new roommate to move into the room on short notice. You must also display a welcoming attitude of respect, cooperation, and acceptance toward any resident who is newly assigned to your room.

3.6

3.6 Room Assignments (continued)

3.6.5 You may request a room change after the first week of classes, however permission to change room occupancy is not guaranteed, and you shall make no such change without the prior written consent of the Residence Life and Services Office.

3.6.6 The University retains the right to assign you to a different room including in another building, if the University determines in its sole discretion that such re-assignment is prudent in the interests of health, safety, well-being of an occupant or occupants and/or the Residence community, discipline, maximization of resources or the administration of the Residence Life and Services program. In the case of re-assignment, you will be required to pay the Residence fees stipulated for the new accommodation. The University will endeavour to re-assign you

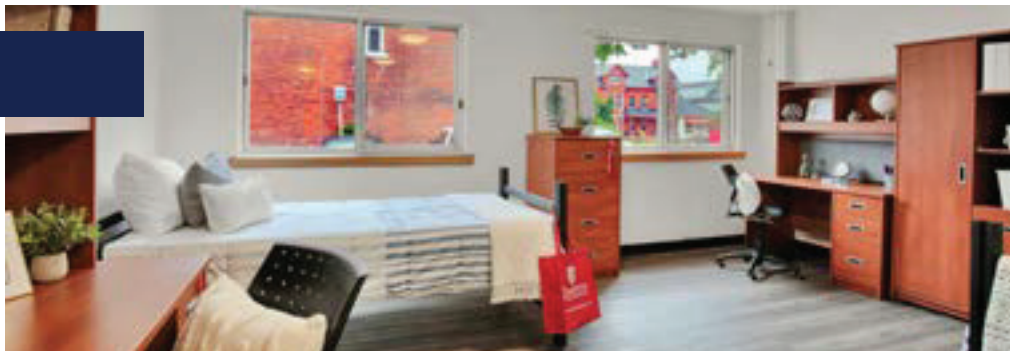
to comparable and comparably priced accommodation but cannot guarantee this.

3.6.7 Accommodations:

Students with functional limitations associated with a disability that require consideration for accommodation, must submit the [Queen's Residence Health Accommodation form](#), with their Residence application. Students with accommodation requests related to gender identity, gender expression, and/or creed/spirituality must submit the [Queen's Residence Non-Health Accommodation form](#), with their Residence application. Requests received after the application deadline will be considered but room availability may be limited, and the University may not be able to fulfill late accommodation requests.

3.6.8 Service Animals: Queen's is committed to the inclusion

and accommodation of students with disabilities. This includes the presence of Service Animals within all aspects of University life, including living in Residence. Students seeking to bring Service Animals into Residence must follow the [Service Animal Guidelines for Queen's University Residences](#), which outlines the specific procedures related to registering your Service Animal both on Campus and in Residence. You will be held accountable for the behaviour of your Service Animal.



3.7 Pre-Arrival/ Check-In / Check-Out Requirements

3.7.1 You are required to complete specified online education/information modules **prior to check-in**. Details regarding these requirements will be shared via email by August 11, 2025. Failure to complete pre-arrival requirements may impact your ability to move in and/or may result in sanctions.

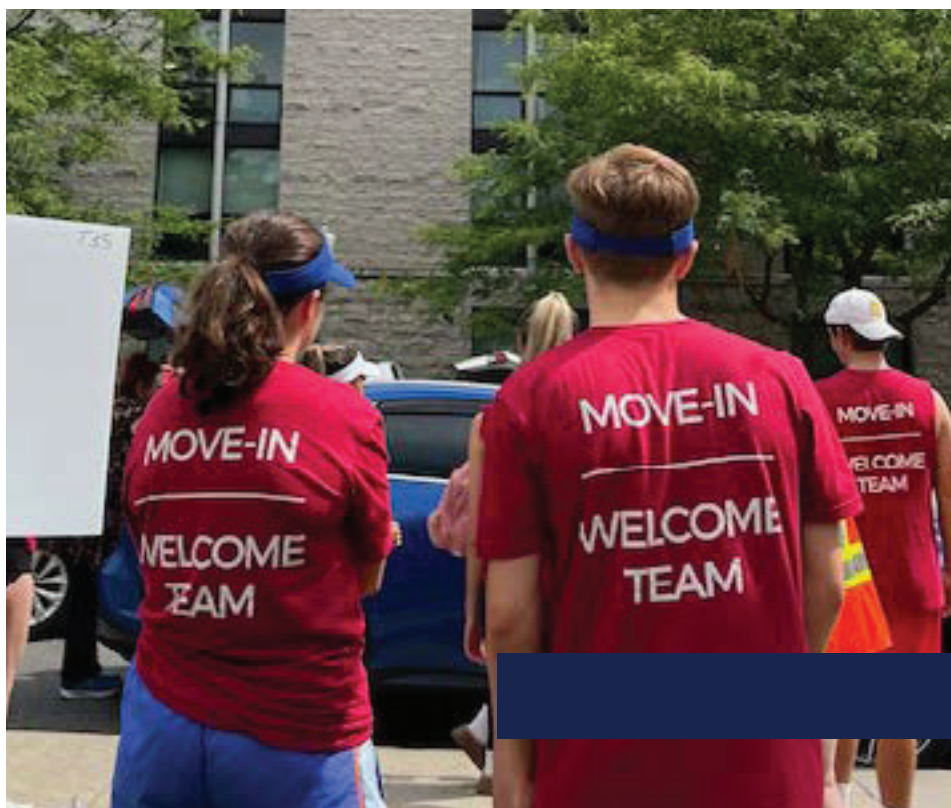
3.7.2 You are required to check-in on your Move-In Day by obtaining your physical/electronic keys and completing a Room Assessment Form. The Room Assessment Form is the basis for the assessment of any potential charges due to damage or loss. If no form is submitted within one week of the move-in date, the room shall be deemed to have been in acceptable condition and fully equipped with undamaged furniture and furnishings on the move-in date. If you change rooms, you must complete a new Room Assessment Form.

3.7.3 You are required to check-out on your Move-Out Day as determined by **paragraph 3.2.1**. Check-out includes returning physical/electronic keys and completing the Room Check-Out process as directed.

Failure to return physical/electronic keys when checking out of Residence will result in a replacement charge on your SOLUS account.

3.7.4 Before moving out, all refuse and personal property must be removed, and the room must be left clean. All charges for additional cleaning required, for removal of personal property, and for any loss, damage or missing furnishings in the room will be billed to your account(s). Check-out fees will apply if you fail to follow the check-out process and will be billed to your account(s).

3.7.5 Belongings left behind upon Move-Out will be considered abandoned and will be disposed of by the University. The University accepts no responsibility for the storage or safekeeping of property abandoned in Residence rooms.



3.8 Fees And Charges



3.8.1 Residence fees include the room and the mandatory meal plan and are payable by specific dates as published by the University Registrar. Detailed fees and the associated payment schedule are outlined on our [website](#).

3.8.2 Residence fees are based on the type of room occupied and not on specific amenities, such as square footage, accessibility to floor kitchens/common rooms, furniture, etc.

3.8.3 Residence fees (including mandatory meal plan) may be refunded in limited circumstances as set out in **paragraph 3.3.2**, in accordance with the [Residence Withdrawal](#)

[Policy](#). You are not entitled to any refund unless you complete all requirements set out in the [Residence Withdrawal Policy](#).

3.8.4 Non-payment of Residence fees are grounds for the University to require you to vacate Residence; however, you shall remain liable to the University for the full cost of your Residence fees.

3.8.5 Residence Applications will not be processed without the required deposit. Refer to the [“Applying to Residence”](#) section on our website with regard to due dates, deposits, refunds and other important information.

3.8.6 All fees and charges unpaid after the due date will automatically be subject to monthly service charges established by the University.

3.8.7 Additional fees may be imposed as a sanction related to a breach of this Contract or a violation of the Rules. Any damage, clean-up, neglect or replacement charges resulting from any incident or situation where you are found to be responsible will result in restitution charges.

3.8.8 Additional fees may be levied against Community members if common area damage/vandalism occurs and the specific individual(s) responsible cannot be identified.



3.9 Room Entry, Inspection, and Repairs

3.9.1 University staff have the right to enter your room for the purpose of cleaning, maintenance, inspecting the facilities, responding to a health, safety or security concern, investigating a possible violation(s) of this Contract, the Rules or any law, and in the event of an emergency. Notice of such entry will be given in advance where possible, except in emergency situations or if staff have reasonable grounds to suspect that this Contract, the Rules or any law are being violated.

3.9.2 Submission of a Maintenance Request Order (MRO) constitutes permission to enter your room and to make the repair without further notice. You understand and agree that you shall not impede staff in the performance of their duties. In order to ensure that any repairs, replacements, etc. are attended to as promptly as possible, please complete a [Maintenance Request Order \(MRO\)](#) online.

3.9.3 If evidence of a violation of the Contract is found while entering or inspecting a residence room, it may be addressed through the Residence Conduct Process. We may use evidence obtained during the entrance and/or inspection during the Conduct Process.

3.10 Guests

3.10.1 A guest is any non-resident of your residence building. When hosting in your assigned residence room, a guest is any non-resident of that room. Anyone visiting you (whether signed in under your name or not) is considered to be your guest even if they live in a different Queen's residence building.

3.10.2 Your guests are expected to act in a responsible manner. Having guests is a privilege, not a right. You will be held accountable for misconduct of your guest(s), which can include sanctions from loss of your privilege to have guests, up to and including your removal from Residence.

- Guests are not permitted between 12:00am and 8am on a daily basis, between August 29 - September 15, 2025.
- Guests are not permitted in Residence at any time during Queen's Homecoming specifically October 16-20, 2025.
- Guests are not permitted in Residence at any time during dates around St. Patrick's Day, specifically March 12-18, 2026.

3.10.3 Residence Life and Services may restrict guest access throughout the academic year.

3.10.4 You must register your Guest(s) via the online [Guest Registration Form in the Student Residence and Dining Portal](#) and check them in with your building's front desk upon arrival.

3.10.5 You are responsible for informing your guest(s) about these expectations and requirements under this Contract. Any violation of the items outlined in **Section 3.10**, failure to cooperate with staff, or violation of the behavioural expectations outlined in this Contract or the Rules will result in guest(s) being escorted out of the building and they will be required to find alternate accommodations outside of Residence.

3.10.6 You are permitted a maximum of 2 guests at any one time.

3.10.7 You are subject to maximum occupancy limits in individual rooms and common spaces.



3.10.8 You are limited to hosting overnight guests for no more than 3 consecutive nights. Hosting overnight guests in shared accommodations requires consent from your roommate(s).

3.10.9 You are responsible for your guest(s)' behaviour during their visit and must accompany them at all times. For additional clarity, you remain accountable for the conduct of your guest(s), even if misconduct occurs at a time/place when you have failed to meet your obligation to accompany them at all times when in Residence.



3.11 Insurance / Lost or Stolen Items/ Damages/Risk And Liability

3.11.1 The University assumes no liability, directly or indirectly, for loss or theft of personal property, including food, or for damage or destruction of such property by fire, water or other causes (e.g. loss of utilities).

3.11.2 You accept that you are required to obtain, and undertake that you will continue to carry, appropriate and adequate personal property insurance coverage, as well as liability insurance coverage for fire, injury or damage caused by you. To provide the necessary insurance coverage, all Residence students have been enrolled in the Marsh Insurance program for Residence Students. If you have alternate insurance coverage in place, you can “opt-out” of the Marsh Insurance program by providing proof of that alternate insurance coverage. The opt-out date is September 30,

2025. If you do not opt-out by this date, you will be automatically enrolled in the Marsh Insurance program and applicable fees as posted to your SOLUS account will be due.

3.11.3 The University shall not be responsible for any injury, damage or loss suffered by you, and/or your guests while in or about its Residences, which is caused by the negligence of you or your guest(s) or that results from violation of the behavioural expectations outlined in this Contract or of the Rules. You will be held financially responsible for any damage, loss, or neglect occurring in your assigned room, or in any Residence, as a result of you or your guest(s) acts or omissions.

3.11.4 Students in a multi-occupancy unit shall be jointly liable for all damage that is caused to their room(s) by

any of them or any guest or other person permitted into the room.

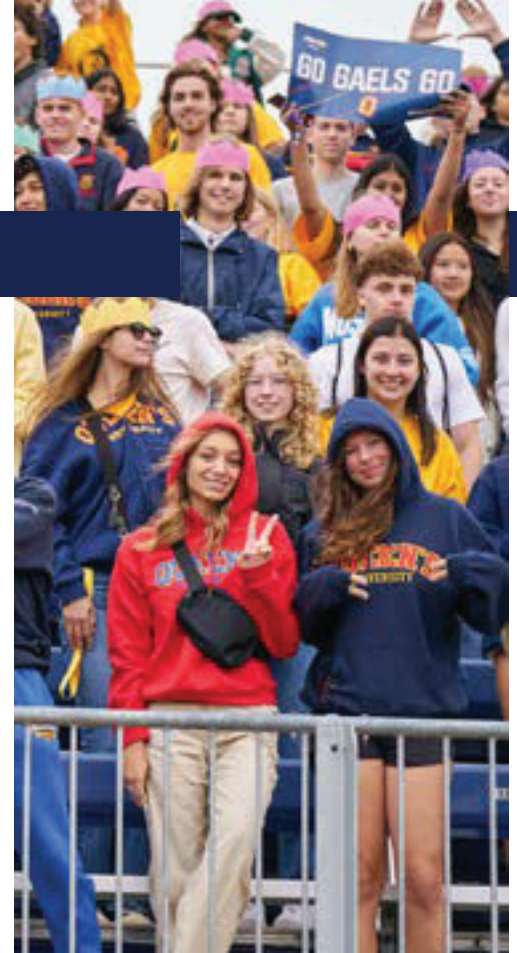
3.11.5 You are expected to have concern for the protection and preservation of the Residence building and its grounds. Individuals who are found to be responsible for damage will be held responsible for all repair and replacement costs. If Residence Life and Services is unable to determine who is specifically responsible for the damage, the damage costs may be levied evenly against all members of the impacted community (floor, building, area of the building etc.)

3.11.6 As part of Residence programming, you have the opportunity to participate in sponsored activities that may take you outside of the Residence environment.

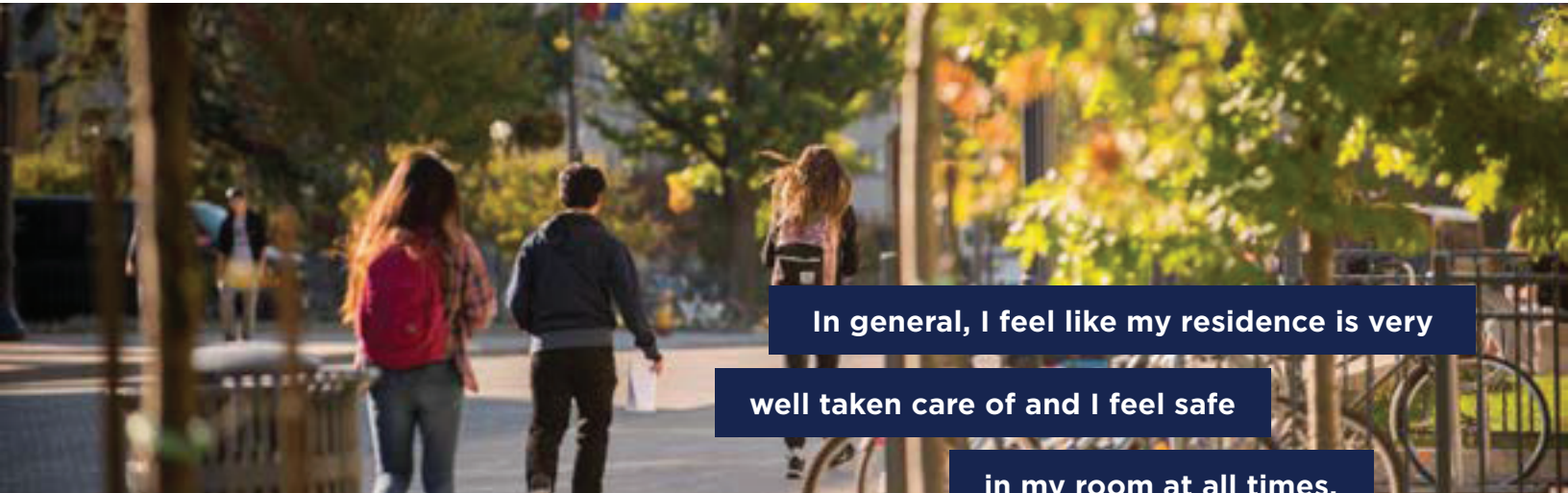
3.11 Insurance / Lost Or Stolen Items/ Damages/Risk And Liability (continued)

3.11.7 In addition to the specific risks referenced in **Section 2.3** above, by participating or being involved in any of the activities offered through Residence Life and Services (the “Activities”), whether on or off campus, you acknowledge, accept, and understand that you may be exposed to risks of loss including financial loss, severe injury, or death. You acknowledge the existence of known risks and potential unknown risks which may include, but are not limited to the following:

- Falls to the ground due to uneven or irregular terrain or surfaces, or activities performed at heights.
- Risks associated with travel to and from all venues of the various components including transport by public or private motor vehicle which could include but are not limited to an accident resulting in severe physical injuries or death.
- Injuries resulting from contact, collisions, or malfunctioning structures and equipment.
- Failure to properly use any piece of equipment or from the mechanical failure of any piece of equipment.
- Spinal cord injuries, including those that may result in permanent impairment or paralysis.
- Being struck by other participants, spectators, equipment, or vehicles.
- Vigorous physical exertion and strenuous cardiovascular activities associated with the Activities.
- Potential for bone and muscular skeletal injury (such as sprains and strains), episodes of light headedness, fainting, chest discomfort, leg cramps, and nausea.
- Potential for burns.
- Injury caused by failure to follow directions from those in charge of the Activities.
- Loss of personal property, including due to theft, or damage to personal property.



3.11



1st year residence student, 2022

3.11 Insurance / Lost Or Stolen Items/ Damages/Risk And Liability (continued)

3.11.8 By entering this Contract, you certify that you are in good health and fit to undertake the Activities in which you choose to participate. You also certify that you are not aware of, or under treatment for, any condition that may jeopardize your health during such Activities. You acknowledge that you are solely responsible for determining your level of participation in the Activities. By participating in the Activities, you voluntarily assume all risks associated with the Activities and agree that you are solely responsible for the costs associated with any injury, loss, or medical emergency that may occur as the result of your participation in the Activities.

3.11.9 Having read and understood the terms of this Contract, and in particular without limitation the terms set out in **Sections 2 and 3.11.6 – 3.11.8**, and in consideration of the University permitting your participation in the Activities, you agree to waive, and hereby release and forever discharge all claims you may have for every kind of damages, loss, injury, or expense (“Claims”) arising from your participation in the Activities as against the University, its employees, and agents, and all of their successors, heirs and assigns (together, “Queen’s University”). Further, you agree to indemnify and save Queen’s University harmless from any Claim that may be brought by any third party arising from your participation in the Activities.

3.12 Internet Access

Residence fees include internet access provided by the University. All bedrooms are equipped with at least one ethernet port for connectivity. Depending on the building, you may need to install your own router for wireless services in your bedroom. You understand that there may be occasional interruptions in service. More information is available on our [website](#) regarding the technology requirements and your use of the ResNet system.

You hereby agree that you will abide by the relevant University Policy with respect to acceptable use of IT resources. The University monitors ResNet for security purposes; to identify malware, viruses, and suspicious activity, high use of the ResNet bandwidth, and any activity that may cause damage to, or impact the performance of, the network.

- You must ensure that the operating system on your computer is secure.

- You are responsible for locking your computer when not using it and only allow others to use it when you are present.

- You must be familiar with the security issues involved before running any sort of server software and only download or run software from a source that you completely trust.

- You must not engage in spam, denial of service attacks, harassment, and copyright infringement in any form. Failure to comply with relevant **Acceptable Use policies** and/or failure to remediate identified risks may result in internet access being revoked.

You will be held responsible for your computer's contents and actions originating from your computer and/or your ResNet connection. Failure to abide by the guidelines will result in administrative consequences, which may include sanctions up to and including removal from Residence.



3.13 Data Collection, Use, Disclosure, and Retention

Queen's Residence Life and Services collects certain personal information from you and is committed to protecting that information. Personal information is collected under the authority of the Queen's University Royal Charter of 1841, as amended, and will be used by the University for the following purposes:

- To assess your eligibility to live in Residence and access related services.
- To process Residence application forms and the allocation of bed space.
- To provide rooms based on health accommodations.
- To assess the efficiency of Residence operations and the provision of related services.
- To communicate with you, family, and others regarding Residence services, or in the event of an emergency.
- To address conduct, behavioural, or health issues that arise.
- To bill, collect, and account for provision of services.
- To preserve and protect the safety and security of you and the entire Residence community.
- To build and maintain relations with the University while enrolled as a student and beyond.

In the collection, use, disclosure, and retention of personal information, Queen's Residence Life and Services complies with the Freedom of Information and Protection of Privacy Act, the University Registrar's Student and Applicant Record Policy, and the Records Management Policy. Questions or comments regarding our Privacy Policy and practices are to be directed, first to:

Manager, Residence Admissions
reshouse@queensu.ca
613.533.2550
Victoria Hall, Queen's University
Kingston, Ontario K7L 3N8

Health Accommodation information is collected under the authority of the Queen's University Royal Charter, 1841, as amended, and will be used for Residence accommodation purposes. Any information provided for this purpose is kept strictly confidential and will not be shared with anyone except Residence Life and Services, the Queen's Student Accessibility Services (QSAS), and Campus Security & Emergency Services in cases where a student has been identified as requiring help in an evacuation, or other Queen's personnel on a strictly need-to-know basis.

3.13 Data Collection, Use, Disclosure, and Retention

Residence Life and Services will not disclose personal information in its possession including information related to your health, wellness, or behaviour to persons external to the University, including to parents/guardians or other identified contacts, without first obtaining consent from you, except as it may be required to do so by a court order or by applicable law. However, if there are compelling circumstances that would warrant reaching out to an emergency contact, either for individual or community safety/wellness or for compassionate reasons related to an illness or injury, Residence Life and Services might disclose personal information without your consent, as permitted by the Freedom of Information and Protection of Privacy Act.

“ Living in residence, I most enjoyed the opportunity to connect with others and the convenience of living in close proximity to friends and classmates, yet at the same time, having a private room to spend time away from others when necessary.”

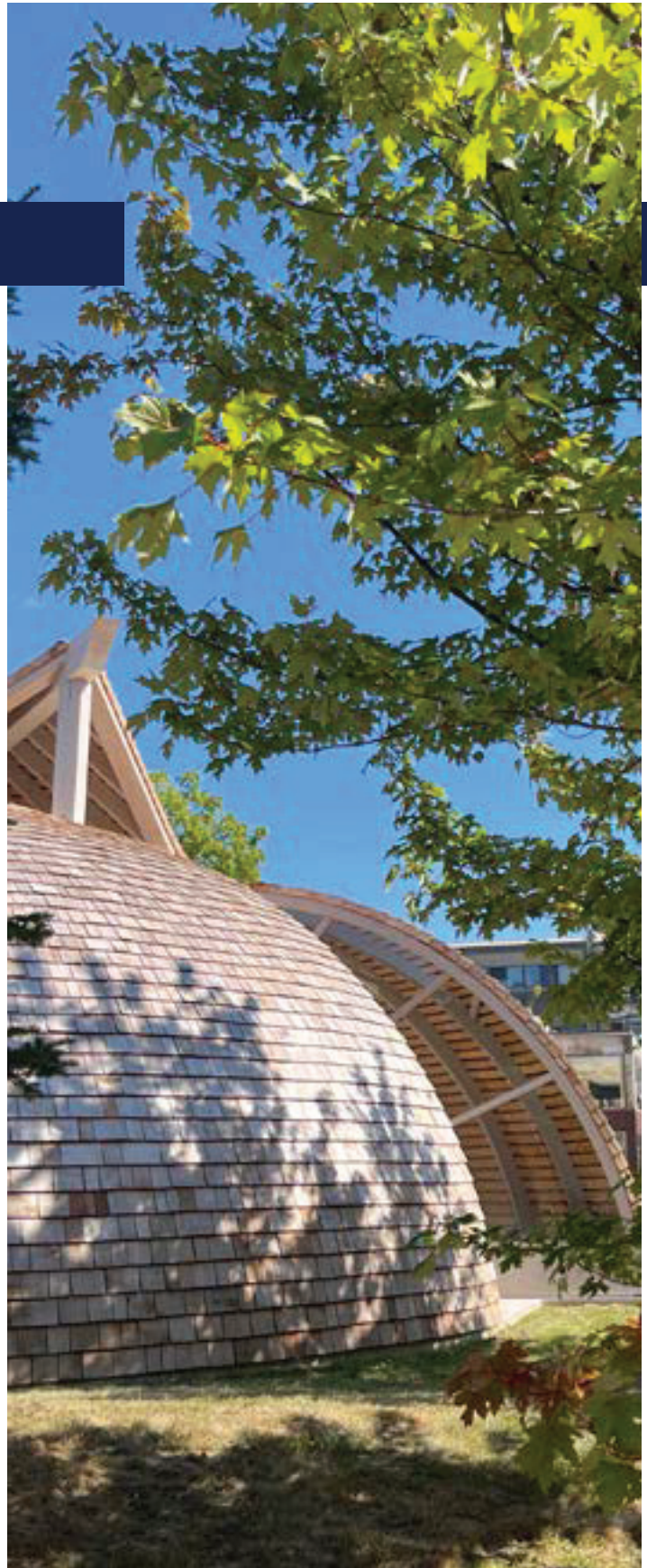
1ST YEAR RESIDENCE STUDENT, 2022



3.14 Safety & Security

3.14.1 The University is committed to keeping all residents and its Residence property secure. If you have any concerns about your personal or community safety, please report these concerns to your Don or to Campus Security and Emergency Services. Dons are on call between 8pm and 7am daily and can be reached by calling your designated front desk. Campus Security can be reached at 613-533-6111 (emergency) or 613-533-6733 (non-emergency). You are also encouraged to download the SeQure app or visit the [Campus Security and Emergency Services website](#).

3.14.2 The University has installed or may install video cameras throughout a Residence's common areas to promote safety. This can include, but is not limited to, building lobbies, stairwells, hallways, common rooms, elevators, exit doors, retail locations, restricted areas and other areas of residence. There is no audio recording. Video recording is governed by the Housing and Ancillary Services Video Recording Policy and Procedures. Inquiries with respect to Video Recording shall be directed to the Director, Facilities & Infrastructure, Housing and Ancillary Services.



3.14



3.14.3 KEYS AND LOCKOUTS

- Physical/electronic keys are the property of the University. You are only permitted to be in possession of Residence physical/electronic keys if they have been issued to you by Queen's Residence Life and Services.
- You are responsible for your physical/electronic keys.
- It is a violation of this Contract to make or cut any copy of your physical/electronic keys or to lend them to any other person.
- Your physical/electronic keys are a complete set. Do not tamper with or separate your key set.
- Any lost, stolen, or malfunctioning keys or locks must be reported to your respective front desk immediately.
- It is important to carry your physical/electronic keys with you and keep your residence room locked at all times.
- If you have locked yourself out of your room or lost your physical/electronic keys, please contact your front desk. If you need immediate assistance for entry, front desk staff will assist you. If you have a maintenance issue (e.g., sticky lock), the front desk can provide instructions about how to submit a **Maintenance Request Order**.
- Report malfunctioning locks or keys to your front desk.
- For your safety and the safety of your Residence community members, it is your responsibility not to allow individuals without keys into the residence behind you (ie. tailgating) and to report suspicious persons to your Don or Campus Security. Do not prop doors open – this compromises the security of the building for everyone.

3.14.4 FIRE AND LIFE SAFETY EQUIPMENT AND REQUIREMENTS

You are required to immediately report any malfunctioning fire or life safety equipment,

or any misuse of/tampering with fire or life safety equipment, to Residence Facilities or your front desk. This includes but is not limited to: smoke detectors, fire extinguishers, window limiters and/or screens, and missing or damaged ceiling tiles required by Fire Code. Failure to report may result in a violation of the Rules.

It is your responsibility to ensure that any personal electrical devices (e.g., hairdryers, chargers, fans) are CSA approved and in good working order (e.g., no frayed wires, etc.).

3.14.5 COOKING

- You are not permitted to prepare food or drink in your Residence room or in hallways.
- Some Residence common spaces provide facilities for residents to cook. Every building has spaces where you can access a microwave, use a kettle, toaster, etc., typically in your floor lounge.
- You must not leave any food or drink you are preparing unattended - you will be held accountable for any related damage and fire alarms.
- It is your responsibility to check and ensure the cleanliness of any cooking appliance before and after use.

3.14

3.14.6 EVACUATION PROCEDURES

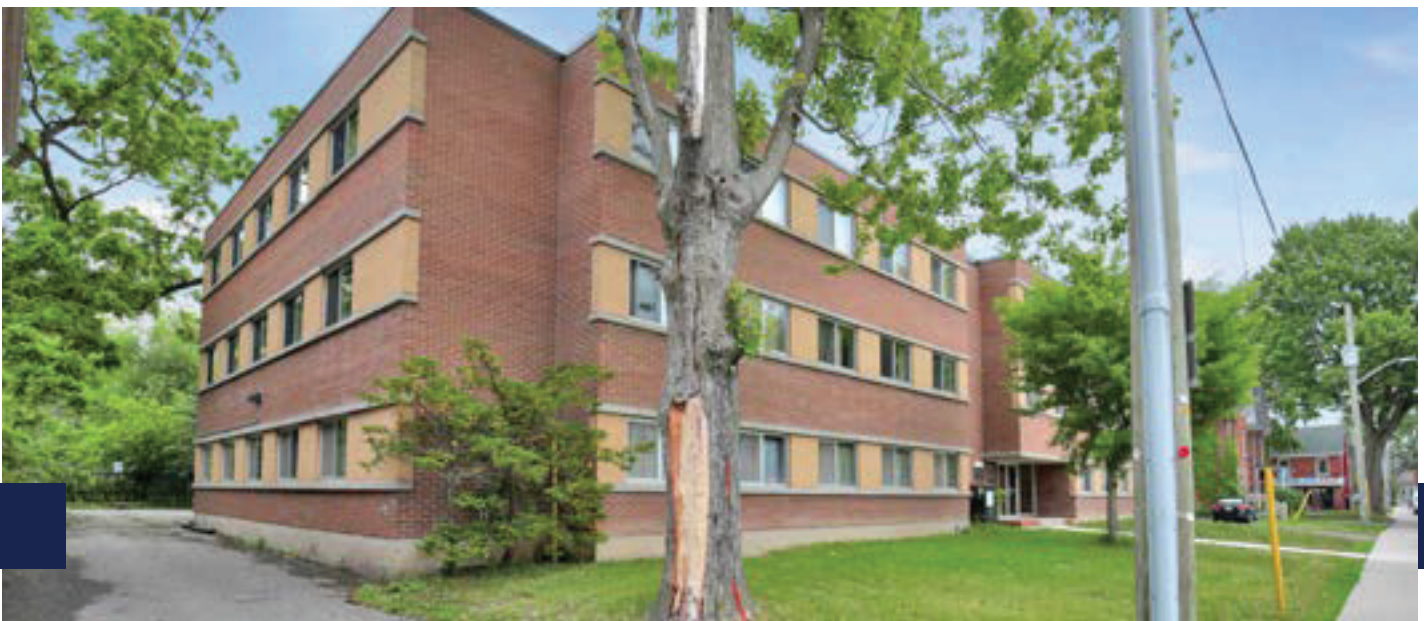
- In the event of a fire alarm, exit the building promptly using the nearest available exit. Do not use elevators during an alarm as they can be unsafe.
- It is crucial to evacuate the building as failure to do so puts the lives of other residents, staff, and emergency services personnel at risk.
- Failure to evacuate in a timely and orderly manner is considered a serious conduct violation.
- The University is not responsible for the safety of those who ignore a fire alarm.
- Be aware of residents who may require assistance in evacuating the building. Please notify a Residence Staff member or emergency personnel of their location.
- If you have an accessibility requirement (e.g. difficulty waking up) that hampers your ability to evacuate immediately when an alarm sounds, please notify Residence Life and Services (reshouse@queensu.ca) and your Don on your Move-In Day to make arrangements to prepare a safety evacuation plan.

3.14.7 PROHIBITED ITEMS

3.14.7.1 There are some items that are restricted in Residence because of the potential hazard to the health and safety of the community and/or the overall wellbeing of the community. Residence Life and Services has the right to inspect, remove, or request the removal of any prohibited item. See **paragraph 4.10.12** for further details.

3.14.7.2 If you would like to schedule an appointment to discuss the return of a surrendered item, please contact residence.conduct@queensu.ca. We require at least 24 hours' notice.

3.14.7.3 Possession and use of items for religious purposes such as candles or kirpans must be approved by Residence Life and Services. For information regarding Smudge Ceremonies please see the [Indigenous Use of Traditional Medicines policy](#). Accommodation requests for these items and activities must be submitted to reslife@queensu.ca.





3.15 Mail & Packages

3.15.1 Mail and packages are delivered to your designated front desk or parcel depot. Visit our [website](#) for more information about where you can pick up your parcels.

3.15.2 We do not accept items or packages at the desk that:

- require proof of age upon pick up, such as alcohol or cannabis products. Desk staff or other parties cannot sign for these on your behalf. If a package requiring proof of legal age upon pick up is delivered to residence, it will be returned to the sender. When ordering packages that require proof of age upon pickup, you must make alternative delivery or pick up arrangements.
- contain prohibited items (**see 4.10.12**).

4

Residence Conduct Process

4.1 Introduction

Residents who violate this Contract or the Rules will be held accountable. If you choose to be a part of a group that is doing so, you may collectively and individually be held responsible for the violation.

The Residence Conduct Process is an administrative process. The Residence Conduct and Support Office (RCSO) is an administrative unit within the University's **Non-Academic Misconduct System**. Alleged misconduct is investigated and decisions are based on the aggregated perspectives of persons involved in an incident and the fact-finding process led by the assigned investigator. Decisions represent the investigator's assessment of the behaviour or sequence of events. Findings are made

based on the "balance of probabilities", which means whether it is more likely than not that the alleged misconduct occurred.

You have a right to privacy within this process to the extent feasible. You have a right to request the documentation pertaining to the incident. If you choose not to participate in the Residence Conduct Process, either by failing to reply to emails or attend scheduled meetings, the investigator may proceed with

the process without your input, make a decision based on the information available and assign sanctions, as appropriate. If you have questions about an outcome, contact the RCSO at residence.conduct@queensu.ca. The Residence Conduct process does not preclude intervention by Residence Life and Services staff in instances of potential serious harm or injury, community impact, patterns of alcohol or substance misuse, and/or concerns regarding mental health or wellbeing.



4.1



Behaviour that violates this Contract may result in interim measures/restrictions being put into effect pending a meeting with Residence Conduct and Support staff or other adjudicating body. If you are found responsible for a Residence conduct violation, particularly behaviours that put the health and safety of our community at risk, sanctions could include (but are not limited to):

- **Educational sanctions**
- **Behavioural agreement**
- **Restitution**
- **Loss of privileges**
- **Relocation**
- **Residence Probation**
- **Removal from Residence**
- **Other sanctions as outlined in the Student Code of Conduct**

4.1.1 Residence Life and Services is responsible for balancing the needs of the community with those of the individual. You are required to uphold and demonstrate a high standard of respect for all members of the community, including Residence and University staff members.

4.1

Your Responsibilities



You are responsible for reading and familiarizing yourself with this Contract and the Rules. The Rules are in place to ensure the privacy, health, safety, and security of students living in Residence, and for the protection of University property. Ignorance of these, use of substances, peer pressure, and/or mitigating factors will not be accepted as excuses for inappropriate behaviour.

It is your responsibility to tell the truth about what you know and take responsibility for what you have done. Falsifying or suppressing facts will lead to additional sanctions. You are obligated to cooperate with the investigation of incidents.

You are responsible for reporting to Residence Life and Services staff any incidents of misconduct where there may be a risk of harm, a possible violation of the Rules, or a negative impact on the dignity of any other resident.

You are responsible for checking your Queen's email frequently, responding to all meeting requests, attending scheduled meetings and conduct proceedings, and completing any assigned sanctions.

Your participation in the Residence community requires that you demonstrate fairness to, and respect for, the dignity for others.

You are responsible for keeping the living environment clean and safe, and to report anything or anyone that threatens or compromises this.

You are responsible for the content you post/share on social media. We expect all students to be conscientious about the content they post/share on social media and the consequences of such content, whether intended or not. You may be held responsible for content you post/share on any social media platform.



Your Rights

You have the right to be heard when voicing a concern.

You and all those with whom you live in the residence setting have the right to a safe, secure, and inclusive Residence community that is free from harassment, intimidation, discrimination, and one that is respectful of the need for a quiet environment in which to study and have adequate sleep.

You have the right to live peacefully in Residence regardless of your race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, or disability.

4.2 Communication and Notice

All notices and written communication pursuant to the Residence Conduct process and the **Student Code of Conduct** will be sent by email to you using your **@queensu.ca** email account. Correspondence will be deemed to have been received and read two business days after delivery. The delivery date is defined by the date on the email message header. It is your responsibility to monitor your **@queensu.ca** email account.

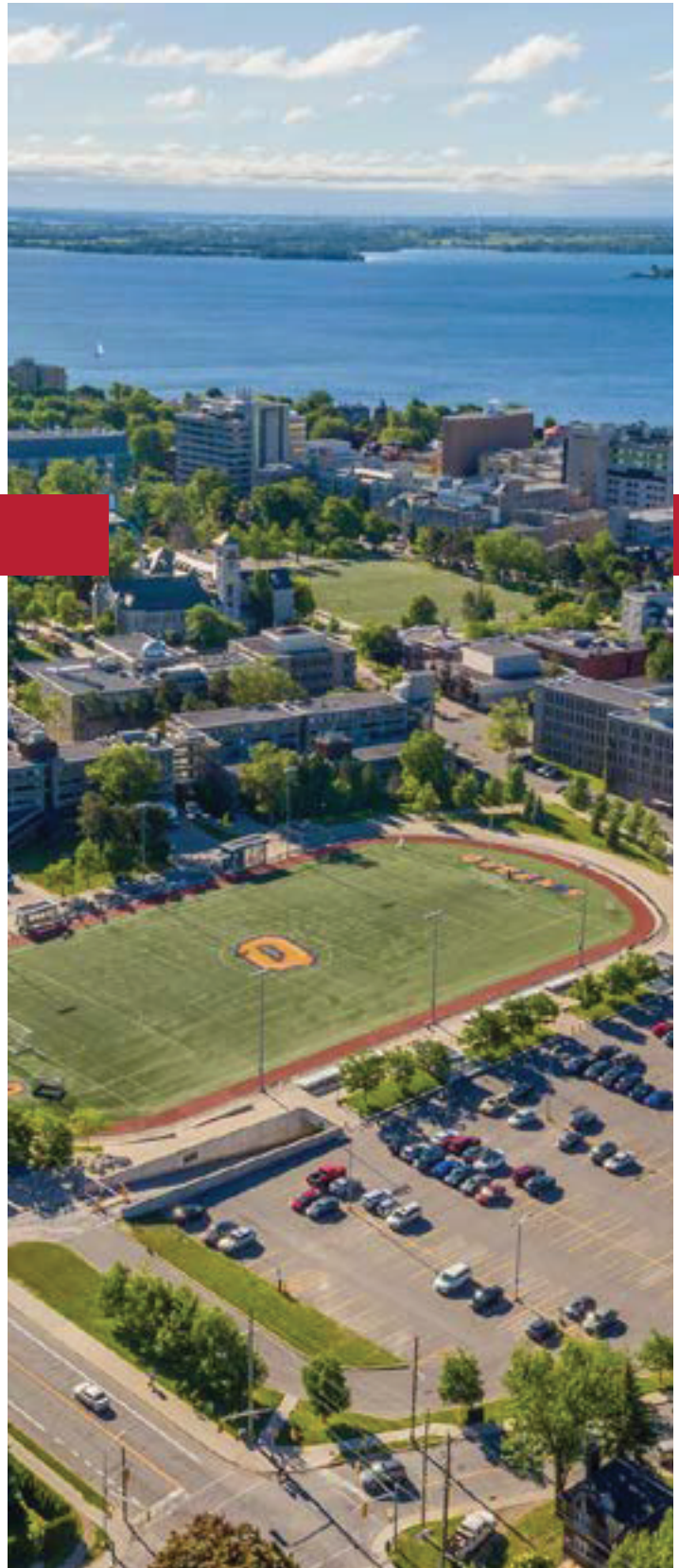
4.3 Interim Measures

4.3.1 Interim Measures

Following a report of misconduct, Residence Life and Services or the Student Conduct Office may implement interim measures (e.g. room relocations, full or partial Notice of Prohibition, no contact requirements, or other loss of, or restriction(s) on, privileges) that are appropriate in the circumstances to support a safe Residence environment, for a specific time period or until the case is concluded. Interim measures are not evidence of a finding of misconduct and cannot be appealed.

4.3.2 Immediate Measures

Residence Life and Services or the Student Conduct Office may implement immediate measures (e.g. no contact requirements, restrictions on use of campus facilities and other privileges) following a disclosure of sexual violence in accordance with the **Policy on Sexual Misconduct and Sexual Violence Involving Students**. Immediate measures are implemented without a finding of misconduct.



4.4 Procedures

All incidents reported to or documented by University staff may be submitted to the Residence Conduct and Support Office for review and classification. Cases will be assessed based on severity of conduct and its impact on yourself and/or other students and/or the Residence environment and/or Queen's University. Various members of the Conduct and Support team may review cases depending on your current point level and the severity of the alleged behaviour as outlined below. Investigators assigned may vary depending on unique situations or availability of staff and may include staff from the **Student Conduct Office** when a matter is referred to it by the **Non-Academic Misconduct Intake Office (NAMIO)**. If you are documented in a new incident during an active investigation, the investigator of your active investigation will be assigned to the new matter, except in cases where the documented behaviour may constitute a presumptively Category 2 violation of the Student Code of Conduct or the potential points associated with the allegations could result in progressive outcomes, including Removal from Residence.

Residence Life Coordinator (RLC) investigates when:

Student currently has 0-2 points or the documented violation could result in 1-2 points.

Residence Conduct Coordinator (RCC) or Residence Support Coordinator (RSC) investigates when:

Student currently has 2-3 points or the documented violation could result in 2-3 points.

Manager, Residence Conduct and Support (MRCS) or their designate may investigate when:

Student currently has 2-3 points and the documented violation could result in 3-4 points.

Student Conduct Office Case Manager or their designate investigates when:

Documented violation is presumptively Category 2 under the Student Code of Conduct.



4.5 Points

A cumulative 4-point warning system is used in the Residence Conduct Process. The points system ensures consistency in decision making and helps you understand how close you may be to being removed from Residence should you choose to conduct yourself in a manner that contravenes this Residence Contract.

If found responsible for a Residence Conduct violation, you may be assigned one or more points. The investigator is responsible for deciding the number of points assigned for a finding of misconduct. The number of points assigned depends on the type of incident, its seriousness and potential impact on yourself and/or others in the community. For details on the potential point ranges that may be assigned, please review the [Residence Community Standards Violations Guide](#).

- If you receive or accumulate 3 points you will automatically be placed on Residence Probation as an indication that you are at significant risk of being removed from Residence for any subsequent violation(s).
- When 4 or more points are received or accumulated, the Residence Contract may be terminated, resulting in eviction from Residence. Persistent disregard for the behavioural expectations outlined in the Residence Contract, a repetitive course of improper conduct, or failure to comply with prior conditions may trigger progressive sanctions, including termination of your Residence Contract. The University reserves the right to terminate your Residence Contract and remove you from residence for a single violation which, in the view of the University, represents a significant departure from the behaviour expected of residents or which endangers the safety or wellbeing of the community.

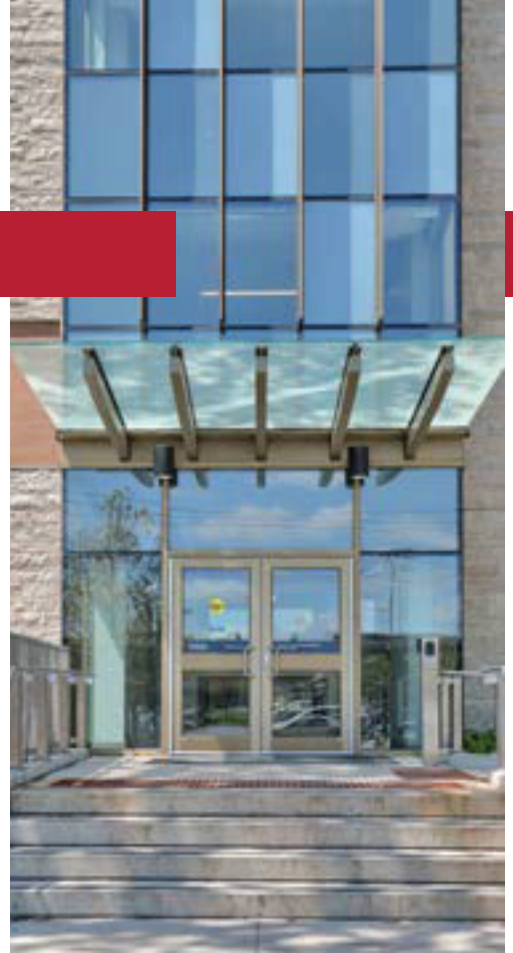
Points remain active until the end of the academic year during which they were assigned, or such other date as may be stipulated in the conduct decision letter. In addition to the assignment of points, other sanctions or learning opportunities may also be required as part of a conduct decision.

4.6 The Queen's Student Code of Conduct

As a Queen's student, you are expected to adhere to and promote the University's core values, including but not limited to, respect, honesty, trust, fairness, and personal responsibility in all aspects of University life. These core values are intended to inform and guide student behaviour with the goal of fostering mutual respect for the dignity, rights, and well-being of others

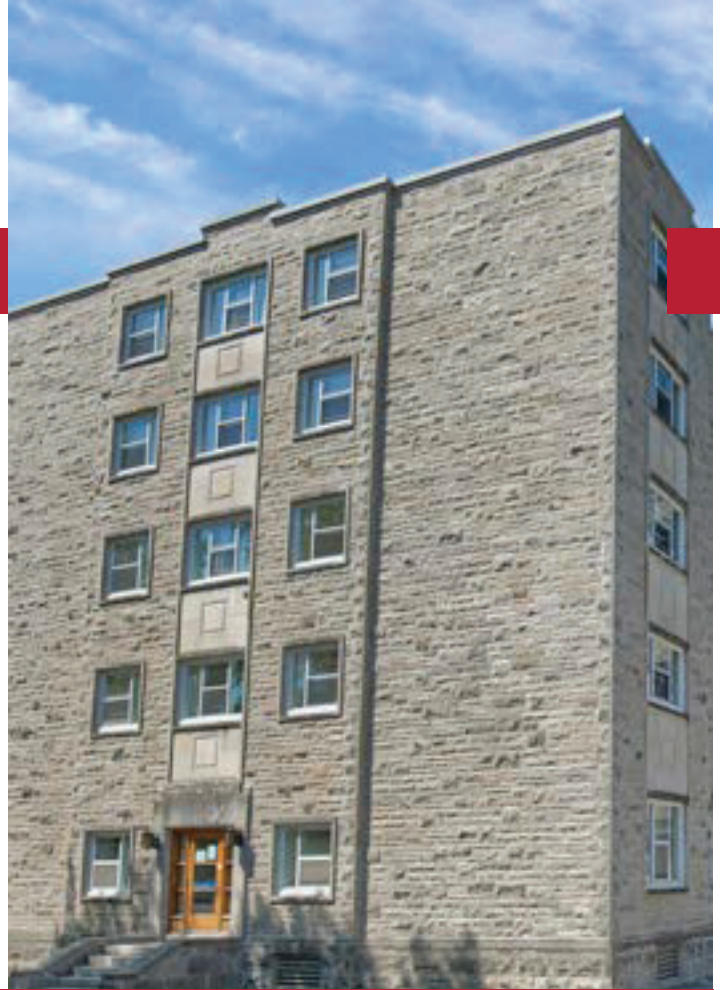
In becoming a member of the Queen's community, you accept the University's policies, rules and procedures, and acknowledge the right of the University to set standards of conduct, as well as the right of the University and/or its Authorized Agent(s) to impose sanctions for conduct found to have violated those standards.

You have a duty to familiarize yourself with academic and non-academic misconduct policies of the University and are required to adhere to the **Queen's University Student Code of Conduct**. Activities in Residence, particularly those of a serious nature, may be classified as Category 2 misconduct and subject to referral to NAMIO and to investigation under the Student Code of Conduct and/or related policies.



4.7 Non-Academic Misconduct Intake Office

Cases that are presumptively Category 2 violations under the [Student Code of Conduct](#) are submitted to the NAMIO for assessment and referral based on factors as outlined in the Student Code Of Conduct. Cases submitted to NAMIO may be referred for investigation to the Residence Conduct and Support Office, the Student Conduct Office, the Athletics & Recreation Conduct Office, and/or the AMS Judicial Affairs Office.



4.8 Appeals

4.8.1 Residence Conduct Decisions (in cases resulting in a total accumulation of 3 or fewer assigned points).

You must complete and submit an appeal form within three business days of the date on the decision letter you receive. If you fail to file an appeal within the three business day period, your right to appeal is forfeited unless a written request for an extension of time is submitted before the initial deadline expires, providing a satisfactory reason for the delay, and the request is granted. Appeal forms can be accessed via [Residence Conduct](#).

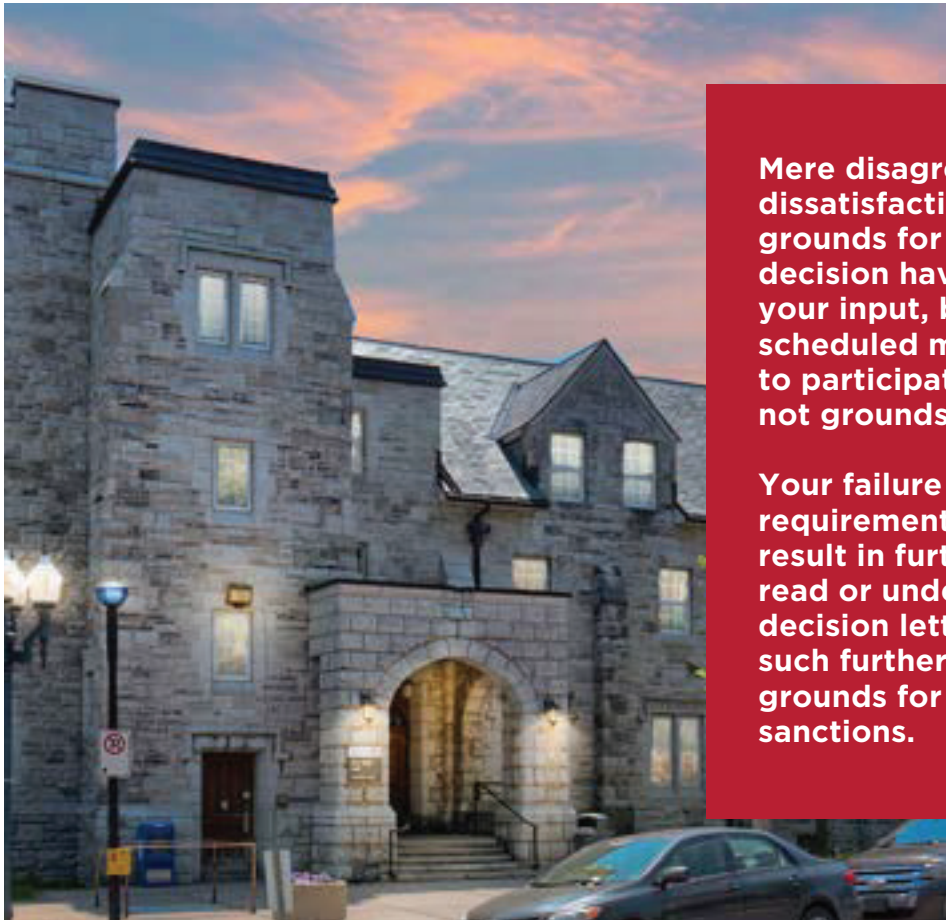
Appeal submissions will be reviewed and you will be notified if it is incomplete or otherwise deficient. You must rectify the issue within three business days from the date of the notice and re-submit your appeal, failing which the appeal will not be accepted.

If accepted, the appeal will be heard by an Appeal Reviewer, usually a Manager of Residence Life and Services who has not been involved in the investigation of the case. This may include, for example, the Manager, Residence Education or Manager, Residence Admissions.

4.8 Appeals (continued)

The primary concern for the Appeal Reviewer is to ensure that Residence Conduct decisions were made in accordance with the requirements of procedural fairness. Accordingly, an appeal will be successful where one or more of the following is established:

1. The decision-maker was biased or had a conflict of interest that prejudiced the student.
2. The decision-making body misapplied and/or failed to follow applicable rules, regulations, or university policy in a way that impeded the student's right to a fair process.
3. The decision was unreasonable. A "reasonable" decision is one that is cogent and rational based on the factual record and logical interpretations of rules, regulations, or university policy relevant to the decision. To be reasonable, the decision-maker must provide adequate reasons for the conclusions made. A decision should be upheld if it falls within a range of possible and acceptable outcomes or sanctions.



Mere disagreement with a decision or dissatisfaction with the outcome is not grounds for an appeal. Further, a decision having been made without your input, because you missed a scheduled meeting or otherwise failed to participate in the conduct process, is not grounds for an appeal.

Your failure to abide by the requirements in a decision letter can result in further sanctions. Failure to read or understand the terms of the decision letter will not excuse you from such further sanctions, nor will it be grounds for appeal of any such further sanctions.

4.8

4.8.2 Student Conduct Office Decisions and/or Evictions

You may appeal decisions made by the Student Conduct Office and/or eviction to the Non-Academic Misconduct Appeal Panel, under the applicable [procedures](#). Appeals of decisions that do not result in eviction must be submitted within 10 business days of the date on the original decision letter. When misconduct results in eviction from Residence, appeal requests are heard on an expedited basis and must be submitted within 3 business days of the date on the original decision letter. More information on this appeal process can be found on the [NAM Appeal Panel](#) website.

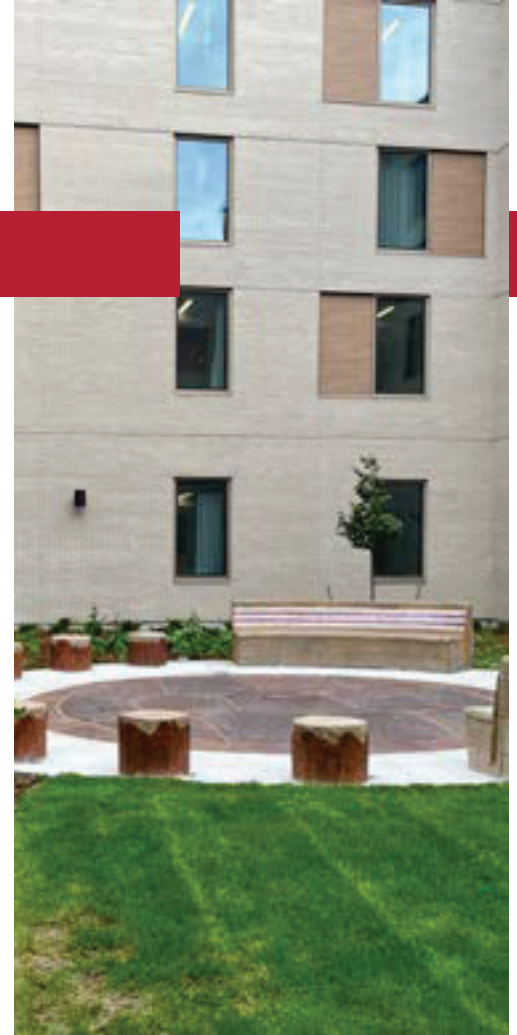
“ I really liked the closeness of the community [in residence] and I was able to find individuals that are in my programs or have the same courses that I am currently studying for.”

1ST YEAR RESIDENCE STUDENT, 2022



4.9 Residence Conduct Sanctions

Residence Conduct Sanctions are designed to educate you on the consequences and impact of inappropriate behaviour in residence. Listed below are examples of sanctions that may be used independently, or in combination, for any single incident. Sanctions are not applied sequentially in the order they appear below and not all sanctions may be applicable to specific situations. The impact and severity, context and timing of the incident as well as your conduct history and other mitigating or aggravating factors are considered in determining appropriate sanctions. Investigators may apply any range of the following sanctions.



(WW) WRITTEN WARNING – A formal letter of caution outlining the details of the finding of responsibility and a written agreement that the behaviour will not continue. The letter will be kept on file and referred to if a future incident occurs.

(EA) EDUCATIONAL ASSIGNMENT – A requirement to complete specific educational activities that allow you the opportunity to reflect on the finding of responsibility and the impact your conduct had on the community and yourself. This may include a project, written assignment, participation in an educational program, or a meeting with a University or public official. Educational assignments are not in any way academic penalties, and do not affect your academic record.

(LP) LOSS OF PRIVILEGES – A temporary or permanent loss of Residence privileges including but not limited to: hosting guests, restricted or no access to specific Residence spaces such as a specific building(s), dining hall(s), retail outlet(s), etc.

(RT) RESTITUTION – Reimbursement of any damage, clean-up, neglect or replacement costs resulting from your misconduct. This includes any costs resulting from misconduct of your guest(s).

(BA) BEHAVIOURAL AGREEMENT – A formal document that requires you to meet specific behavioural standards. This includes, but is not limited to: access restrictions, loss of guest and other privileges, regular meetings with a professional staff member, etc.

4.9 Residence Conduct Sanctions (continued)

(RL) RELOCATION – A permanent move from an assigned room in one Residence building to another. A Notice of Prohibition (NOP) that prohibits all access to the original Residence of occupation may also accompany the relocation. You are responsible for any additional fee increase resulting from a room or building change and are responsible for transporting all of your belongings to your new room or building, within 5 days of receiving the decision letter. A daily room charge may be applied if you fail to complete the room move by the date specified in your decision letter. Any further violations may result in suspension or removal from Residence.

(NC) NO CONTACT – A requirement that you have no direct or indirect contact (including but not limited to in-person, phone, text, email, social media, or through a third party, etc.) with a specified individual, individuals, or group.

(ED) EARLY DISMISSAL – Early dismissal requires you to move out by a designated deadline which will be shorter than a 24-period following your last exam.

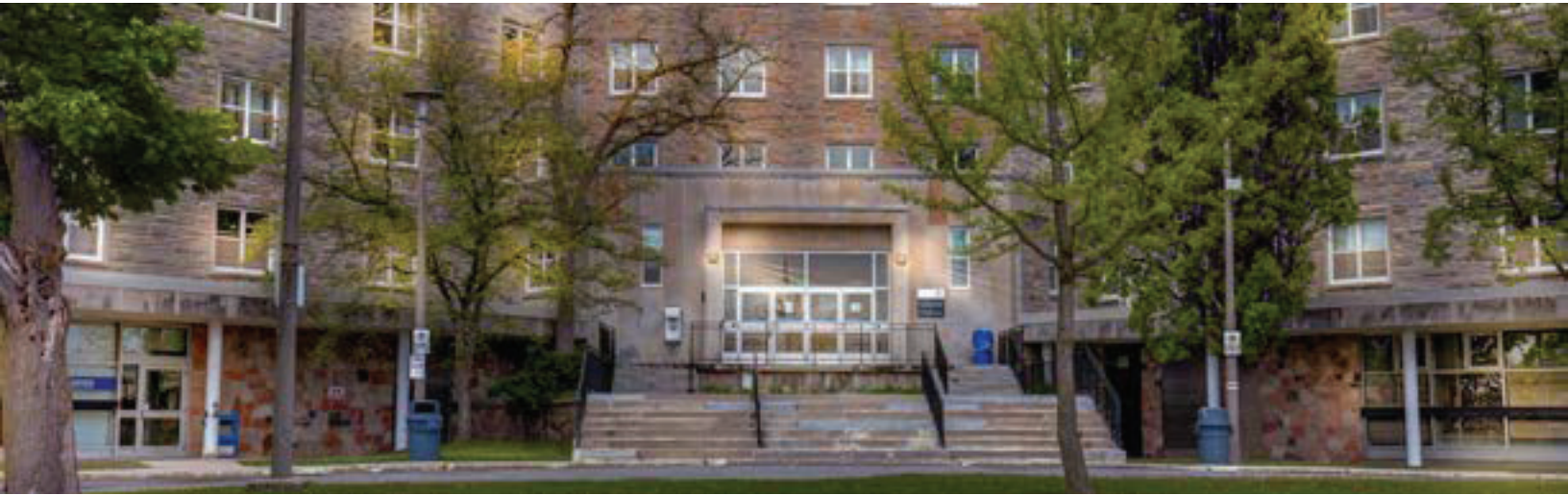
(SP) SUSPENSION FROM RESIDENCE – A suspension from being permitted to live in Residence for a specific duration. A Notice of Prohibition (NOP) that limits or prohibits access to some or all Residence buildings for a specified time period may also accompany the suspension notice.

(RP) RESIDENCE PROBATION – When you receive 3 points you will automatically be placed on Residence Probation as you are at significant risk of being evicted from residence. You are required to enter into a Behavioural Agreement for the remainder of the academic year and meet with a member of the Residence Conduct team on a regular basis, as a proactive accountability measure.

(RM) REMOVAL FROM RESIDENCE – Eviction from Residence. A Notice of Prohibition (NOP) that limits or prohibits access to some or all Residence buildings may also accompany the eviction notice.

Should anyone require accommodations throughout the conduct process or in the completion of sanctions, please contact the Residence Conduct and Support Office at residence.conduct@queensu.ca or 613-533-2965. You may be asked to provide supporting documentation.

4.10



4.10 Residence Community Standards Violations

You are responsible for familiarizing yourselves with the terms of this Contract and are contractually required to ensure you do not engage in any of the conduct described below. You are also responsible for the conduct of your guests and familiarizing them with the prohibited conduct described below; you will be held responsible for misconduct of your guests.

For additional details on the potential point ranges that may be assigned under any category below, please review the [Residence Community Standards Violations Guide](#). Violations in residence may also be subject to the [Student Code Of Conduct](#).

The following subsections of Section 4.10 set out prohibited conduct:

4.10.1 FAILURE TO COOPERATE:

- a.** Failure to comply with instructions, identifications, requests, and/or Agreements of/with any staff member of Queen's Residence Life and Services, Queen's First Aid, Campus Security and Emergency Services and/or Kingston Emergency Services or any other University or public official in and around residence.
- b.** Failure to complete any sanction or outcome assigned within the Residence Conduct process.
- c.** Failure to comply with the terms of the Residence Contract.

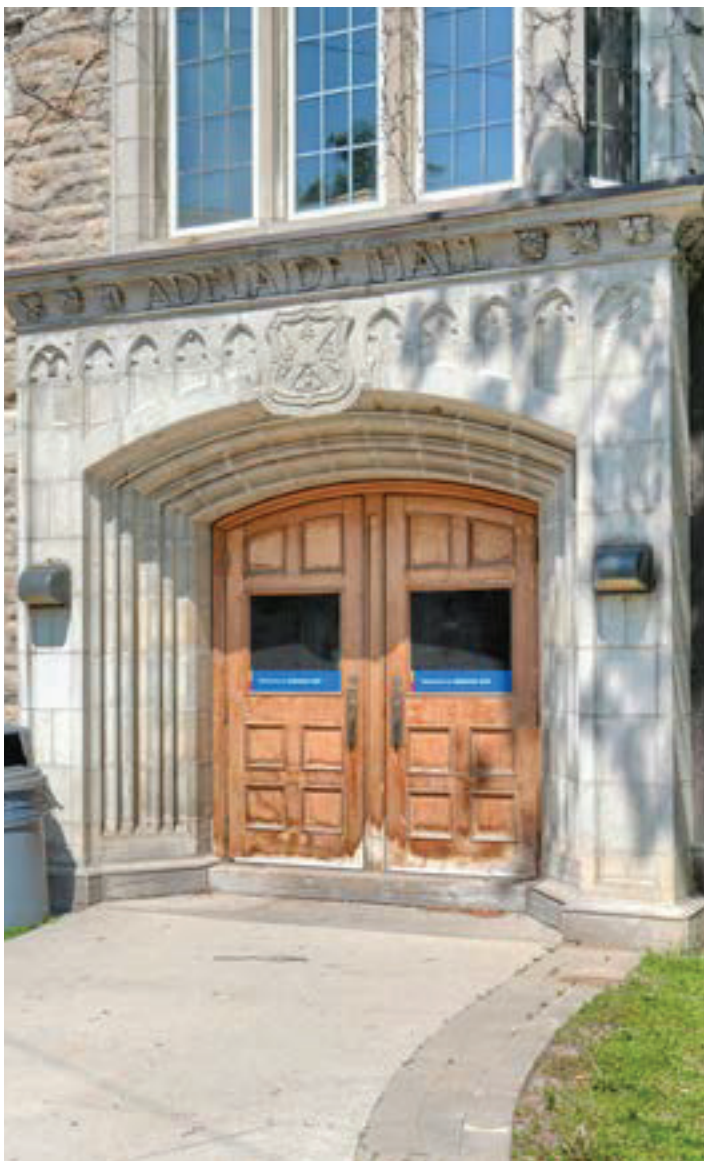
4.10.2 HINDRANCE / INAPPROPRIATE BEHAVIOUR:

- a.** Inappropriate or disruptive conduct (e.g., oral, written, graphic, electronic or physical) by an individual or individuals that is unacceptable, unwanted, harmful or offensive and may have a negative impact on the Residence community and an individual's ability to peacefully enjoy Residence. Actions that hinder the work of University staff including but not limited to: sports or potentially impactful activities in residences and dining halls, soliciting door-to-door or operating a business in Residence.

4.10

4.10.3 ALCOHOL:

The University is committed to fostering a campus culture that endorses healthy, responsible and low-risk alcohol consumption practices among students. All sanctioned Orientation activities are substance free; this also means no alcohol is allowed in Residence during this time. If you are under the age of 19 and are in possession of alcohol at any time, you will be required to dispose of it under the supervision of a University employee.



- a.** Causing a disturbance and/or inappropriate behaviour due to alcohol consumption.
- b.** Possession and/or consumption of alcohol in or around Residence while under the age of 19.
- c.** Possession of open alcohol and/or consumption of alcohol in any space other than a private Residence room. This includes public areas within or around Residence such as hallways, common rooms, stairwells, elevators, washrooms, and dining halls.
- d.** Possession and/or consumption of alcohol during Orientation.
- e.** Possession of alcohol in glass bottles in or around Residence.
- f.** Promoting, participation in, and/or association with “drinking games” or any activities that promote excessive, irresponsible, or rapid/competitive consumption of alcohol. This includes playing drinking games with any liquid – including water.
- g.** Possession of items or displays that are perceived to promote unsafe alcohol consumption (e.g., funnels, “borgs”, trophy walls, drinking game tables, wizard staffs, etc.) Any possession of displays of empty alcohol containers. Any actions that promote a drinking culture in Residence.
- h.** Possession of large containers of alcohol including, but not limited to Kegs, mini-kegs, 3.8 litre liquor bottles (i.e., “Texas Miceys”), and other large volume containers (e.g., larger than 40 oz./1183 mL for spirits or wine) in residence.
- i.** Purchasing and/or providing alcohol to residents and/or their guests under the age of 19.
- j.** Making beer, wine or any other alcoholic beverage by any means, possession of brewing/distilling or wine-making equipment.

4.10

4.10.4 CANNABIS:

The University is committed to fostering a campus culture that endorses healthy, responsible and low-risk cannabis consumption practices among students. All sanctioned Orientation activities are substance free; this also means no cannabis is allowed in Residence during this time. If you have a prescription for medical cannabis use, please contact residencesupport@queensu.ca to fill out an accommodation form. If you are under the age of 19 and are in possession of cannabis, you will be required to dispose of it under the supervision of a Queen's employee. Significant amounts of cannabis (30 grams or more) will be dealt with by Campus Security & Emergency Services.



- a.** Causing a disturbance and/or inappropriate behaviour due to cannabis consumption.
- b.** Possession and/or consumption of cannabis, cannabis byproducts, including but not limited to oils, products considered edibles, seeds, or plants while under the age of 19. Possession of cannabis accessories, including but not limited to bongs, grinders, pipes, and vaporizers in or around Residence while under the age of 19.
- c.** Participation in or in association with the manufacturing, cultivating, growing, sale, and/or preparing, of cannabis products in or around Residence. Possession of cannabis plants.
- d.** Smoking, vaping, or consuming a cannabis product by inhalation in or around Residence. Consumption in any form is prohibited in public spaces (such as hallways, common rooms, stairwells, elevators, washrooms, and dining halls.)
- e.** Possession of more than 30 grams of dried cannabis or equivalent while over the age of 19.
- f.** Possession and/or consumption of cannabis during Orientation.
- g.** Promoting, participation in, and/or association with any activities that promote excessive, irresponsible, or rapid/competitive consumption of cannabis.
- h.** Possession of items or displays that are perceived to promote unsafe cannabis consumption. Any actions that promote a cannabis culture in Residence.
- i.** Purchasing and/or providing cannabis or cannabis products to residents and/or their guests under the age of 19.
- j.** Possession of cannabis for the purpose of distribution/trafficking/dealing/selling. Possession of items for the purpose of distribution/trafficking/dealing/selling cannabis (scales, "dime bags").
- k.** Improper storage of cannabis or cannabis paraphernalia. All cannabis and paraphernalia in your possession must be stored in air-tight containers at all times.

4.10

4.10.5 SUBSTANCES:

- a. Any action that causes a person to unknowingly consume an intoxicating substance without their consent.
- b. Possession and/or use, in or around Residence, of any narcotic or controlled substance including prescription medication, for purposes other than those for which they were prescribed.
- c. Possession of any paraphernalia associated with a controlled substance.
- d. Participation in or in association with the manufacturing, cultivating, growing, and/or preparing, of controlled substances in or around Residence.
- e. Administering, delivering, giving, selling, sending, trafficking, transferring, or transporting any narcotic or controlled substance to others, which may be inferred by the circumstances surrounding the possession including but not limited to factors such as: quantity and/or quality of the substance(s); the value of the substance(s) and/or the presence of related paraphernalia associated with the substance(s).



4.10.6 SMOKING / VAPING:

- a. Smoking, vaping, or consuming a substance by inhalation in or around Residence.

Smoking/Vaping of any kind is prohibited on all Queen's University Property. For more information, please see the [**Smoke Free Campus Policy**](#).

4.10

4.10.7 SOCIAL GATHERINGS / PARTIES:

- a. Advertising, announcing, organizing, running, and/or hosting a gathering involving the consumption of alcohol, cannabis, narcotics, or controlled substances.
- b. Attending or hosting gatherings and/or parties that impact the community and/or hinder an individual's ability to peacefully enjoy Residence.

4.10.8 NOISE:

- a. Failure to maintain a level of noise that respects others in the Residence community

and their ability to study, sleep, or otherwise enjoy the Residence environment.

Courtesy hours are in effect 24 hours a day, 7 days a week. You are required to be mindful of the impact your noise may have on others and to respect requests to refrain from making noise at any time. Quiet Hours occur between the hours of 11pm to 8am, Sunday to Thursday, and from 1am to 8am on Friday and Saturday. Quiet Hours are extended during exam periods. You will be notified when Quiet Hours are extended.

Pets, other than fish, are only allowed in the designated Pet Friendly Community in Jean Royce Hall.



4.10.9 PETS:

- a. Possession of pets in Residence, with the exception of fish, in any Residence space other than the Pet Friendly Community in Jean Royce Hall.

- b. Violation of the [Queen's Residence Life and Services Pet Policy](#) for the Pet Friendly Community in Jean Royce Hall.

Fish are allowed in Residence provided they are kept in an aquarium no larger than 10 gallons, the container is cleaned regularly and no illegal or poisonous species are kept. Service Animals are not considered pets. Pets, other than fish, are allowed only in the designated Pet Friendly Community in Jean Royce Hall.

4.10.10 DAMAGES:

- a. Willful, malicious, non-malicious, negligent, or attempted destruction, vandalism, damage, defacing, of public or private property in or around Residence including Residence dining halls; actions making or attempting to make any mechanical, electrical or structural changes to a Residence room or building.

- b. Failure to uphold reasonable standards of cleanliness (e.g., common rooms, washrooms, hallways, etc.).
- c. Using dye or paint in unsanctioned activities in Residence.

4.10.11 THEFT:

- a. Misappropriating, relocating, removing, taking, or attempting to, University or Residence property without permission.
- b. Misappropriating, relocating, removing, taking, or attempting to, without permission, the belongings of another individual or agency.
- c. Removing, or attempting to remove any food, beverages, cutlery, furniture, or dishes from any dining hall or retail location.
- d. Being in possession of any misappropriated belongings of the University or another individual such as exit signs, and common room furniture.

4.10

4.10.12 PROHIBITED MATERIALS / ITEMS:

There are some items that are restricted in Residence because of the potential hazard to the health and safety of the community and/or the overall wellbeing of the community. Residence Life and Services has the right to inspect, remove, or request the removal of any prohibited item. This list includes but is not limited to:

- a.** All candles (including decorative), incense, potpourri burners, fireworks, firecrackers, birthday sparklers, and flammable liquids.
- b.** Extra furniture (except for a desk chair).
- c.** Halogen lamps, sunlamps, or hydroponic systems and/or equipment.
- d.** Hazardous materials such as gasoline, propane tanks, barbecues, fuels, corrosives, or explosives.
- e.** Sound amplifiers, large stereos, or subwoofers.
- f.** Small appliance use in your room including, but not limited to kettles, coffee makers (Tassimo, Keurig, etc.), rice cookers, toasters and toaster ovens, microwave ovens, space

heaters, air conditioners etc. Hot plates, hot pots, and electric blankets are prohibited from use anywhere in Residences.

g. Posting / displaying material of any kind in Residences, including but not limited to, on walls and doors outside of your room, and on windows, without permission.

h. Devices that can use a large amount of power and/or network capacity such as, but not limited to, batteries for e-scooters/skateboards or e-bikes, 3D printers, data servers, cryptocurrency mining devices.

Prohibited items which have been surrendered to Residence Life and Services staff will be kept for a period of 30 days. After this period, any unclaimed property will be sent to a local charity or discarded. Queen's Residences are not responsible for any lost or damaged property that is surrendered to Residence Life and Services staff. If you would like to schedule an appointment to discuss the return of an item, please contact residence.conduct@queensu.ca. We require at least 2 business days' notice.

4.10.13 GUESTS:

A guest is defined as: a non-resident of your residence building. When hosting in your assigned residence room, a guest is any non-resident of that room. Anyone visiting you (whether signed in under your name or not) is considered to be your guest even if they live in a different Queen's residence building. Violations of the guest policy include:

- a.** Not following the protocol for guests.
- b.** Having more than the allowed 2 guests.
- c.** Having overnight guest(s) for more than the allowed 3 consecutive nights.
- d.** Having guests during a no-guests time period such as, but not limited to: Orientation, Homecoming, St. Patrick's Day.
- e.** Leaving your guest(s) unattended.
- f.** You, yourself as a guest, being unattended.
- g.** Guest behaviour that violates the Contract.



4.10

4.10.14 ILLEGAL / INAPPROPRIATE ENTRY / PRESENCE:

a. Entering or providing access to, or attempting to enter any restricted area (roofs, offices, maintenance rooms, or restricted courtyards) or private space without the permission of Queen's Residence Life and Services or the resident,* tampering with an intrusion alarm, secured door, or locks.

***Where residents share a semi-private washroom, each resident's bedroom is considered a private space and requires permission for entry from the resident of that bedroom.**

- b.** Entering or attempting to enter a residence dining hall without presenting appropriate ID, using student ID other than your own, lending student ID to another person to enter the dining hall or Residence retail location.
- c.** Unauthorized use of residence physical and electronic keys. This includes attempting to cut or copy physical and electronic keys, tampering with locked key rings, as well as lending physical and electronic keys to others.
- d.** Entering a residence building or dining hall with dye or paint on skin or clothing.



4.10

4.10.15 FIRE & LIFE SAFETY:

- a.** Failure to promptly evacuate a Residence in the event of a fire alarm or re-entering a Residence building after evacuation without authorization from Residence staff, Campus Security and Emergency Services or Kingston Fire and Rescue.
- b.** Operating any flame or burning of any substance (e.g., potpourri burners, incense, hookahs, bong, candles, e-cigarettes/vaporizers and smoking of any substance) in Residence; using hazardous materials or non-CSA approved electrical devices in Residence.
- c.** Obstructing Residence hallways, stairwells, doorways or exits, common rooms, or other areas constituting a fire hazard. Exceeding the fire capacity of any room.
- d.** Willful, malicious, non-malicious, negligent, or attempted, creation of a fire in or around Residence.

- e.** Willful, malicious, non-malicious, negligent, or attempted tampering with, damaging, and/or misusing fire prevention, detection, or life safety equipment. This includes, but is not limited to, hanging materials from sprinklers or detectors, covering or disarming smoke detectors, activating fire extinguishers, malicious activation of fire alarms, damaging or tampering with ceiling tiles, exit signs, elevators, and window screens, and throwing or dropping items out of residence windows.
- f.** All residents are required to immediately report any malfunctioning fire or life safety equipment to Residence Facilities or Front Desk. This includes but is not limited to: smoke detectors, fire extinguishers, window limiters and/or screens, and missing or damaged ceiling tiles required by Fire Code.

4.10.16 SECURITY DEVICES:

- a)** Willful, malicious, non-malicious, negligent, or attempted tampering with, disabling, covering, removing, defacing or damaging any security camera, in or around Residence, including Residence dining halls; actions that interfere with or obstruct the functioning or visibility of any security camera. If you cover the camera and there is subsequent damage that cannot be properly investigated, you will be held responsible for the damage and any related costs or penalties. If there is an incident and/or damage that cannot be properly investigated because of your actions towards the security cameras, you will be held responsible for the incident and/or damages.
- b)** Willful, malicious, non-malicious, negligent, or attempted tampering with, disabling, or damaging any other security device in or around Residence, including access control systems for keys, doors, door alarms, and alarm systems; actions that compromise the security

or safety of any resident, staff, or visitor.

- c)** Unauthorized access to, use of, or distribution of any footage from any security camera in or around Residence, including Residence dining halls; actions that violate the privacy or security of any resident, staff, or visitor.
- d)** Unauthorized access to, use of, or distribution of any information or data from any security device in or around Residence, including access control systems for keys, door alarms, and alarm systems; actions that violate the privacy or security of any resident, staff, or visitor.
- e)** Recording individuals in any format, without their knowledge, even within your private personal space.

4.10

4.10.17 INITIATIONS / HAZING:

a. Organizing, planning, or facilitating any activity that humiliates, degrades, or risks emotional and/or physical harm, as a requirement or expectation of someone who wishes to join, or to maintain full status in, a group, regardless of that person's willingness to consent or participate.

4.10.18 VIOLENCE / ABUSE / THREATS:

a. Any action that results in harm or has the potential to harm an individual or individuals. These actions include physical assault and threats (e.g. verbal, physical, or electronic) of violence.

b. Organizing, being a participant, or spectator of an event that could result in harm, including but not limited to, a fight club.



4.10.19 HARASSMENT / DISCRIMINATION:

The University is committed to ensuring its environment is free from Harassment, Discrimination and Reprisal. These issues will not be tolerated at the university. The [**Harassment and Discrimination Prevention and Response Policy**](#) and Procedures outline what this behaviour is, how to make a complaint or report, and how it will be dealt with. Harassment and/or discrimination can involve saying or doing something that is vexatious, exceeds the bounds of free expression, and is known or should be known to be unwelcome. For detailed definitions and examples, refer to the Policy and Procedures.

4.10

4.10.20 SEXUAL VIOLENCE / SEXUAL HARASSMENT:

The University is committed to maintaining a positive learning, living, and working environment in which any form of sexual violence will not be tolerated. The [Policy on Sexual Misconduct and Sexual Violence Involving Students](#) reflects the University's commitment to addressing sexual violence in our community through support, awareness, education, training and prevention programs, and appropriate handling of disclosures and reports. For information regarding Residence Life and Services' response to sexual violence, please refer to our [website](#). We want to ensure all students know the meaning of Consent. It is an active, direct, voluntary and conscious choice and agreement between adults to engage in sexual activity. Consent can be compromised by factors such as power imbalance, coercion, threat or incapacitation. Refer to the [Policy on Sexual Misconduct and Sexual Violence Involving Students](#) for definitions of sexual violence, sexual assault, sexual harassment and sexual misconduct, all of which are prohibited. For additional information, please visit queensu.ca/sexualviolencesupport. If you have experienced sexual or intimate partner violence, please contact SVPRServices@queensu.ca to connect with an Advisor about your options.

4.10.21 WEAPONS:

a. Possession of items such as large knives, martial arts weapons, firearms, pellet or B.B. guns, or replica weapons in Residence. The [Queen's Weapons Policy](#) may apply.

If weapons are required for an extracurricular activity (such as martial arts, archery, etc.) you are required to make arrangements to store the weapon(s) outside of Residence.



5



MANDATORY MEAL PLAN

5.1 The Residence Weekly Meal Plan

5.1.1 The Residence Weekly 19 Meal Plan (the “Plan”) is mandatory and included in your residence fees, as described in **paragraph 3.8.1**. As part of the residence experience, the meal plan provides you with a “kitchen-table” where you can gather for fresh-made meals without worrying about meal balances or budgeting. Hospitality Services supports our community and environment by purchasing local, wherever possible, and using fresh whole foods in globally inspired recipes.

5.1.2 THE PLAN INCLUDES:

- **19 Weekly Dining Hall Meals:** Eat in your choice of three All-You-Care-To-Eat dining halls (Leonard dining hall, Ban Righ dining hall, and Jean Royce dining hall). Your weekly 19 meals reset every Monday at 12:01 a.m.
- **175 Trade a Meals (TAM):** The “trade a meal” (TAM) option provides you the flexibility to choose a fixed combo in select retail food locations on campus. Redeemed TAMs are deducted from your weekly 19 dining hall meal allowance and can be used up to twice a day, for a maximum of 175 times over the academic year. Available TAM combos may be subject to change at any time.
- **145 Flex \$:** Flex \$ works like cash and are loaded onto your student card to provide additional flexibility for purchasing snack items or single menu items between meals. The cashier

swipes your card, and the purchase amount is deducted from your Flex \$ balance. Additional Flex \$ can be purchased at any time and in any amount through the Student Residence & Dining Portal.

- **Auto-enrollment into the GOOD TO GO Reusable Container Initiative:** You will receive a green carabiner clip at move-in. Bring your carabiner to a food counter at participating retail food locations on campus to receive your food in a reusable container. Bring used containers to cashiers at participating retail food locations to exchange for carabiners. If you do not have a carabiner when ordering, there is \$0.75 single-use fee on select takeout containers.
- **5 Guest Passes:** Invite a friend or guest to join you in the dining hall for All-You-Care-To-Eat for just \$5.

5.1 The Residence Weekly Meal Plan (continued)

5.1.3 The Plan is valid for the dates outlined in **paragraph 3.2.1**. Any unused meals, including TAMS, do not carry over to subsequent academic years and are non-exchangeable, non-transferable, and non-refundable. The Plan is automatically deactivated on your Move-Out Day. Flex \$ expire upon graduation.

5.1.4 TAMS and Flex \$ are prorated for single term students (e.g., exchange students) or if your Move-In Day is in October or later.

5.1.5 The University retains the right to change the Plan, including but not limited to number of meals, TAMS, and Flex \$. The University will not be responsible for compensation of any kind to you in the event of a change to the Plan.

5.1.6 Dining halls are dine-in only. Food should not be removed from the dining hall with the exception of a single piece of whole fruit, or a single baked good item. GOOD TO GO containers are not applicable to dining halls, with the exception of EXPRESS to-go meals, available by request from the dining hall cashier.

5.1.7 Your Plan is for your personal use only; it is non-transferable. You are responsible for the security of your student card and student number. You are responsible for all use made of your card and for any indebtedness arising from such use. Please contact the **Hospitality Office** to report the loss of a student card.

5.2 Hospitality Services Community Standards

You are required to abide by the following standards in addition to the Residence Community Standards Violations outlined in **Section 4.10** of this Contract. Deviations from the following standards may be documented by Hospitality Services staff and submitted to the Residence Conduct and Support Office for review.

- You are expected to conduct yourself and interact with Hospitality Services staff in a safe and respectful manner. Hospitality Services staff may refuse you service if you are acting in a disruptive or threatening manner and may ask you to leave the food location.
- All means of transportation, such as in-line skates, skateboards, bicycles, must be stored appropriately before entering food locations. Use of in-line skates, skateboards, et cetera, are prohibited in food locations.
- Personal items, such as backpacks or large bags, are not permitted in food locations. Hospitality Services staff may stop you from bringing these personal items into the dining halls.

- You may have one or more guest(s) dine with you in residence dining halls on the following conditions:
- You and your guest(s) are in compliance with all of the provisions in this Contract that relate to guests (**paragraphs 3.10.1 – 3.10.9, 3.11.3, and 4.10.13**)
- You pay the daily door price or use a guest pass at the cashier station.
- A no-guest period is not in effect.

If any of the above conditions are not met, Hospitality Services staff may refuse you and your guest(s) service and ask you to leave.



5.3 Food Allergies & Special Dietary Needs

5.3.1 If you have any special dietary needs, including but not limited to food allergies, intolerances, food-related medical conditions, dietary needs related to a religious or cultural observance, vegetarian/vegan diets you must complete a Food Allergy and Dietary Need form in the **Student Residence and Dining Portal**.

5.3.2 Queen's Hospitality Services does not have certified allergen-free facilities. We make every effort to take necessary precautions to minimize the risk of exposure, but the potential for cross-contamination remains. Individuals who have been prescribed an epinephrine device are responsible for carrying their epinephrine device(s) at all times.

5.3.3 Students with food allergies or with significant dietary restrictions are responsible for **meeting with the Registered Dietitian** before arriving on campus to make arrangements for dietary accommodations, as needed. Meal plan exemptions cannot be granted, and a refund of the meal plan cannot be issued unless a student withdraws from the University, as outlined in **paragraph 3.3.2**.

5.3.4 Dietary accommodation(s) within the mandatory meal plan may be arranged, as needed, through an **appointment with the Registered Dietitian** and are based on individual needs and circumstances. Dietary accommodations, including but not limited to the use of the online meal order form, care packages, and custom-prepared meals, are only provided through the dining halls and must be arranged through consultation with the Registered Dietitian.

5.3.5 Where extensive accommodation to the meal plan is required (ie. regular provision of custom-prepared meals), documentation in the form of a letter of support, completed by a Health Care Provider (ie. medical doctor/nurse practitioner) will be required. Details required from the letter of support will be at the discretion of the Registered Dietitian.

5.3.6 When ordering food, you are responsible for identifying your food allergies or other dietary needs. When visiting campus food service locations, it is your responsibility to "Ask Before You Eat" before each meal selection. This means sharing your specific dietary needs with a chef, manager, or supervisor so that you can be provided with information about ingredients to make informed dining choices. Hospitality Services will identify Health Canada's priority allergens on residence dining hall menu boards; however, food and ingredients sourced from off-site manufacturers could change without our knowledge. See the **Allergy & Dietary Needs webpage** for more information.

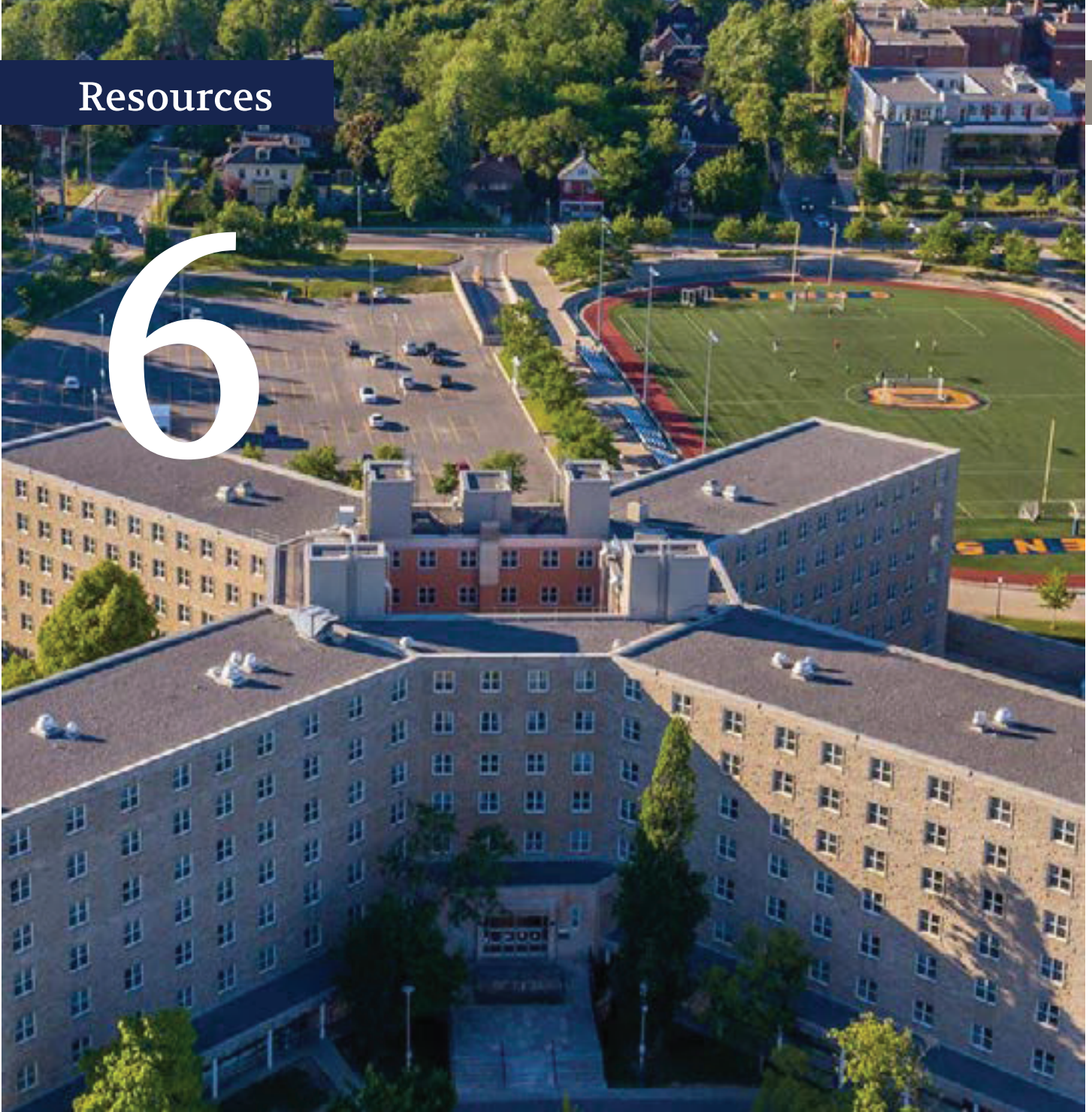
5.3.7 If you experience an allergic reaction, after following the instructions from your medical provider to address the reaction, you are requested to:

- Inform Residence Life & Services (RL&S) of the reaction as soon as possible, by calling the front desk at 613-533-2531 and asking to speak with the Residence Life Coordinator On Call.
- Email the Registered Dietitian (**dietitian@queensu.ca**) to notify them of the allergic reaction and set up a follow up meeting to investigate the incident and discuss strategies to prevent future reactions in a campus environment that does not have allergen-free facilities.

5.4 Meal Plan Utilization

If you feel you are not optimally utilizing your meal plan, you have a responsibility to connect with the Registered Dietitian by email (**dietitian@queensu.ca**) and to book a meeting for support and guidance, including possible considerations of arranging dietary accommodations, as needed. A refund of any portion of the meal plan is not permitted, with the exception of student(s) who have been approved to withdraw from residence, as per **paragraph 3.3.2**.

6



HERE YOU WILL FIND SOME KEY RESOURCES AND TERMS USED IN THIS CONTRACT, ALONG WITH CONTACT INFORMATION.

RESIDENCE DON

Dons are hired and trained by Residence Life and Services to support you and create a safe and engaged community. They are trained in peer counselling, conflict mediation, community development, leadership, and much more. They are knowledgeable about campus resources and can refer you to the best place to get additional support. Dons on call are available between 8pm and 7am daily.

RESIDENCE LIFE COORDINATORS (RLC)

Residence Life Coordinators are full-time professional live-in staff responsible for establishing a cohesive and vibrant Residence community. They support and develop your residence community through educational programming, team development, critical response, and student conduct. RLCs are available to discuss any questions regarding the community and address your concerns.

RESIDENCE CONDUCT and SUPPORT OFFICE

The Residence Conduct and Support Office provides training, support, and education to members of the Residence community. The Conduct and Support team is responsible for ensuring the effective operation of the Residence Conduct process and provides advice to students regarding the Residence Community Standards. Questions or concerns about the Residence Conduct process should be directed to the Manager, Residence Conduct and Support at residence.conduct@queensu.ca, 613-533-2965 or visit the office in 110C Victoria Hall.

RESIDENCE MENTAL HEALTH THERAPISTS

Mental Health Therapists in Residence are available for students wanting a safe, confidential space to chat and problem solve about a variety of issues, ranging from relationships to mental health concerns. To book an appointment call Student Wellness Services at 613-533-2506 and ask to see a

Mental Health Therapist in Residence. You may also visit Student Wellness Services in Mitchell Hall.

FRONT DESK SERVICES

Life in Residence happens 24/7. The Front Desk Services team is here to help you regardless of the time of day! They can help with troubleshooting facilities and maintenance issues (laundry and laundry cards, lockouts, lost keys) and access to security, emergency services or other student life referrals (i.e. Residence Life and Services On-call personnel). They also process and distribute all mail and parcels sent to you. If your question or concern is not related to living in residence, we will do our best to refer or connect you to the appropriate campus resource or department.

RESIDENCE FACILITIES CONTROL CENTRE

Have you got a wardrobe door that sticks? A window that won't open? If something in your room or your common area is broken and needs repair, you can submit a Maintenance Request Order (MRO) to our Facilities Control Centre (FCC) online through the [Student Residence & Dining Portal](#). We assist students and staff with all maintenance, cleaning, access control and facilities reporting. We work closely with all departments in Residence to ensure a safe living environment. The FCC team is here to help you! Connect with us during our operating times noted above or via your Residence Front Desk team 24/7.

HOSPITALITY SERVICES

Have questions about the Residence Weekly 19 Meal Plan? Want to know what's on the menu? What food locations are open? Or have a food allergy or other dietary need? Visit the [Food @ Queen's University Website](#). Hospitality Services believes that food is an essential ingredient in the residence experience. We strive to nourish the campus

community by providing high-quality food and sustainable dining experiences focusing on variety, locally sourced, and globally inspired menus.

STUDENT GOVERNMENT IN RESIDENCE

The Residence Society (“ResSoc”) is the student government that works closely with Residence Life and Services to enhance the living environment and general welfare of all residents. The Residence Society advocates on behalf of student interests. ResSoc employs students in a variety of roles, including planning some building-specific social programming, supporting students engaged in the Residence Conduct process and contributing ideas and suggestions for the overall operation of Residence. If you have concerns or suggestions, ResSoc would like to hear from all residents. ResSoc is located in Victoria Hall, room C106, phone 613-533-6216 or email president@ressoc.queensu.ca.

OFFICE OF THE UNIVERSITY OMBUDSPERSON

The Office of the University Ombudsperson is a resource for the Queen’s community in understanding university policies and procedures. The Office provides impartial and confidential advice and/or referral but cannot act as an advocate and has no decision-making authority. Rather, the Office assists community members through awareness of their **rights and responsibilities** and helps ensure procedural fairness in university decision-making. The Office of the University Ombudsperson can be contacted through their website at <https://www.queensu.ca/ombuds>.

STUDENT WELLNESS SERVICES

Student Wellness Services supports the personal, academic, and social development of students at Queen’s University by providing a range of programs and services including: health services, counselling services, accessibility services, and health promotion. For additional information please call 613-533-2506 or email wellness.services@queensu.ca.

FIRST AID AND NALOXONE

Residence Dons are trained in first aid and are available On Call from 8 pm – 7 am daily. Campus Security and Emergency Services and Queen’s First Aid (QFA) volunteers are also available to respond to first aid situations by calling 613-533-6111.

Dons On Call, Queen’s First Aid Volunteers, and Campus Security and Emergency Services staff have naloxone kits as part of their first aid materials. There are also wall mounted naloxone kits in the lobby of every Residence building. **The University will not pursue a conduct process for any student, whose substance use is disclosed by accessing naloxone or other medical assistance.** Students can pick up a free naloxone kit from the DrugSmart Pharmacy in the Queen’s Centre (284 Earl St).



6 Key Phone Numbers

RESIDENCE LIFE AND SERVICES

Residence Life

613-533-6790 (reslife@queensu.ca)

D001 Victoria Hall

Residence Admissions

613-533-2550 (reshouse@queensu.ca)

D001 Victoria Hall

Residence Conduct and Support

613-533-2965 (residence.conduct@queensu.ca)

C110 Victoria Hall

EMERGENCY NUMBERS (24 HOURS)

Campus Security and Emergency Services (emergency)

613-533-6111

Campus Security and Emergency Services (non-emergency)

613-533-6733

Kingston Ambulance

911

Kingston Fire and Rescue

613-548-4001 or 911

Kingston Police

613-549-4660 or 911

HEALTH AND CRISIS SERVICES

Sexual Violence Prevention and Response Services

SVPRServices@queensu.ca

Frontenac Mental Health

613-544-4229 (24 hours)

Good2Talk Call

1-866-925-5454 (24 hours)

Good2Talk Text

Text GOOD2TALKON to 686868 (24 hours)

Hotel Dieu Urgent Care Centre

613-546-1240 (8 am – 8 pm)

Kingston Detox Centre

613-549-6461 (24 hours)

Kingston General Hospital

613-548-2333 (24 hours)

Queen's Office of Faith and Spiritual Life

613-533-2186 (chaplain@queensu.ca)

Queen's Student Wellness Services

613-533-2506 (wellness.services@queensu.ca)

Queen's Human Rights and Equity Office

613-533-6886 (hrights@queensu.ca)

Queen's Walkhome

613-533-WALK (9255)

Queen's Safe Walk

613-533-6080

Sexual Assault Centre Kingston

1-877-544-6424 (sack@sackingston.com)
(24 hours)

Telehealth Ontario

1-866-797-0000 (24 hours)

Telephone Aid Line Kingston (TALK)

613-544-1771 (6 pm – 2 am)

FRONT DESKS

Each residence building is assigned a Front Desk where you can get help with lost keys, moving out, reporting safety concerns and other issues. Hours can vary at different times throughout the year. Check the [website](#) or the weekly newsletter for the most up-to-date hours.

Victoria Hall – 613-533-2531

Jean Royce Hall – 613-533-2551

Endaayaan – Tkanónsote – 613-533-3183

Students in Residence on main campus will have mail and packages delivered to the **Watts Hall Mail Desk**. You will receive an email advising you of when your mail/package is ready to be collected. Students at Jean Royce Hall (JRH) will pick up mail or packages from the JRH Front Desk.



Queen's
UNIVERSITY

**HOUSING AND
ANCILLARY SERVICES**
Residence Life and Services

Victoria Hall, Queen's University
Kingston, Ontario, Canada, K7L 3N8
reslife@queensu.ca