Consolidated Residence Contract and Community Standards 2022 - 2023
# Table of Contents

1. Guiding Principles for Residence Community Living ........................................ 3  
   1.1 General ............................................................................................................. 4  
   1.2 Equity, Diversity, Inclusion, & Indigeneity.................................................... 5  

2. Living in Residence & COVID-19 ........................................................................ 7  
   2.1 Introduction .................................................................................................... 8  
   2.2 What To Do If You Are Feeling Sick.............................................................. 10  
   2.3 Obligations and Acknowledgment of Risk..................................................... 10  

3. Rights and Responsibilities of living in Residence ............................................. 13  
   3.1 Introduction ................................................................................................... 14  
   3.2 Binding Contract ............................................................................................ 15  
   3.3 Move-In And Move-Out Dates / Campus Closures ....................................... 17  
   3.4 Cancellation / Termination of Contract .......................................................... 19  
   3.5 Eligibility to Live In Residence ..................................................................... 20  
   3.6 Re-Admission Residence ................................................................................. 20  
   3.7 Room Assignments ......................................................................................... 21  
   3.8 Pre-Arrival/ Check-In / Check-Out Requirements ......................................... 23  
   3.9 Fees And Charges ........................................................................................... 24  
   3.10 Room Entry, Inspection, and Repairs ........................................................... 25  
   3.11 Hosting Guests ............................................................................................... 25  
   3.12 Insurance / Lost Or Stolen Items/Damages/Risk And Liability ................ 27  
   3.13 Meal Plans ..................................................................................................... 29  
   3.14 Internet Access .............................................................................................. 29  
   3.15 Data Collection, Use, Disclosure, and Retention ......................................... 30  
   3.16 Safety & Security .......................................................................................... 31  
   3.17 Mail & Packages ........................................................................................... 34  

4. Residence Conduct Process ................................................................................. 35  
   4.1 Introduction .................................................................................................... 36  
   4.2 Communication and Notice ........................................................................... 37  
   4.3 Interim Measures ............................................................................................. 37  
   4.4 Procedures ...................................................................................................... 38  
   4.5 Points ............................................................................................................... 39  
   4.6 Non-Academic Misconduct Intake Office ...................................................... 40  
   4.7 Appeals .......................................................................................................... 41  
   4.8 Residence Conduct Sanctions ....................................................................... 43  
   4.9 Residence Conduct Violations ....................................................................... 45  
   4.10 The Queen’s Student Code of Conduct ....................................................... 54  

5. Who to talk to ...................................................................................................... 55  

6. Resources ............................................................................................................ 59
1. 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 Consolidated Residence Contract and Community Standards, 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 to 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.
Residence Life and Services is committed to creating and supporting communities where equity, diversity, inclusion, and indigeneity 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; students living in residence 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. Students can find further information about grounds protected by the Ontario Human Rights Code in the Harassment and Discrimination Policy. Harassment, discrimination, and intimidation, including, but not limited to actions that seek to target, exclude and/or shame a person based on a part of their identity violates human rights and will not be tolerated in Residence. Residents 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 students 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.

Formal and informal opportunities exist to get involved, and we encourage all students to voice their opinions.

• Formal Opportunities: Student Conduct Committee, Residence Society
• Informal Opportunities: email residence.conduct@queensu.ca or visit our office in C110 Victoria Hall
• Feedback about equitable living environment: reslife@queensu.ca.
2. Living In Residence & COVID-19
We must all actively work together to protect the health and safety of our community by taking steps to minimize the potential spread of viruses, including COVID-19. In Residence, we have, among many things: strongly encouraged vaccines, introduced enhanced cleaning/disinfecting practices, and installed hand sanitizer dispensers on all floors, hallways, and entries.

We cannot do this alone. There is collective and individual accountability for maintaining a safe and healthy environment. It is important to remember that you will be living in a community where some individuals will be more susceptible to the virus because of underlying health conditions or simply because the vaccines may be less effective for some people. COVID-19 remains a serious public health threat. You are required to act in a manner that demonstrates respect and consideration for those around you. When you take care of yourself, you take care of others.

The University strongly recommends that you stay up-to-date on all immunizations as recommended by Public Health Ontario, including the COVID-19 vaccine and the 2022 Influenza immunization when it becomes available. Please view the following for more information on the recommended Provincial immunizations schedule. For support and/or questions regarding immunizations, please contact Student Wellness Services.
While COVID-19 vaccines are significant interventions that reduce the risk of transmission and serious health outcomes from the virus, some health and safety measures may remain in place for the 2022-2023 academic year. All students need to be mindful and respectful of individual comfort levels related to mask wearing, as well as basic elements of good hygiene, including good **hand hygiene** and **upholding shared space etiquette by using provided materials for disinfecting surfaces where appropriate** (washrooms, laundry room, study/lounge rooms, kitchens, etc.). Students are required to **follow instructions** from all Queen's University staff and, as posted in residence, to respect everyone's safety and wellbeing.

The Student acknowledges that the University may, from time to time, impose additional 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 the COVID-19 virus and/or its transmission in Queen's Residences; these could include reduced residence capacity impacting the first-year guarantee, the closure of certain residence spaces, restrictions on guests, and compliance with vaccination, masking, physical distancing, self-isolation and testing requirements. Measures could also include COVID-related restrictions in campus dining halls and retail food service operations, which would impact the delivery of meal plan services.

The University conducts wastewater surveillance from select residence buildings as part of University research activities to monitor evolving public health trends.
2.2 What to Do if you are feeling Sick

If you are feeling ill and/or suspect that you may have COVID-19, you must:
• Isolate in your Residence room
• Use the online ordering option through the dining hall to make arrangements for food
• Depending on the nature of your illness/severity of your symptoms, you may be required to complete testing, and/or relocate to an alternate space.

2.3 Obligations and Acknowledgement of Risk

The Student acknowledges that in March of 2020, the World Health Organization declared a global pandemic in connection with the virus that causes COVID-19 (“COVID-19” or “the COVID-19 virus”). The Student acknowledges that a number of “variants” of the virus that causes COVID-19 have also been discovered in Canada and around the world, which variants may be more contagious and more harmful than the original virus. Reference to COVID-19 or the COVID 19 Virus includes a reference to all identified variants.
The Student understands that the University is required to operate Queen's Residences in accordance with all applicable laws, including the Occupational Health and Safety Act and the regulations made under it. As such, by choosing to live in Queen’s Residences, the Student undertakes and acknowledges their contractual obligation to abide by all University’s directions, protocols, requirements and rules in relation to COVID-19 (collectively, “COVID-19 Measures”), which may include the potential for isolation, relocation or removal from residence, COVID-19 testing, participation in contact-tracing, self-monitoring and reporting symptoms and/or illness.

COVID-19 Vaccination and Disclosure of Vaccination Status:

The Student acknowledges that in 2021 the University implemented the COVID-19 Vaccination Policy and that effective May 1, 2022 the operation of this Policy, including the mandatory vaccination requirement, was suspended.

The Student acknowledges that the University currently strongly encourages the Student to be fully up to date with their COVID-19 vaccinations prior to their move-in date.

The Student also acknowledges that the University may, in its sole discretion, reinstate all or any part(s) of the COVID-19 Vaccination Policy, including the requirement to disclose their COVID-19 vaccination status and the requirement to be Fully Vaccinated to attend any in-person University activity, which includes living in Residence.

Accommodations to any mandatory vaccination requirement based on Human Rights Code protected grounds may be made. If the Vaccination Policy requirement is reinstated at any time, an approved accommodation based on supporting documentation will be required for the Student to be permitted to remain in Residence without being Fully Vaccinated. Information related to the Student’s COVID-19 vaccination status, if required, will be collected, used, and stored in compliance with the requirements of the Freedom of Information and Protection of Privacy Act and applicable university policies.

COVID-19 Vaccination and Disclosure of Vaccination Status:

The Student understands and agrees that the University may revoke any offer of Residence, deny entry to Residence, and/or terminate this Contract immediately if, in the University’s opinion, the Student has not complied with any applicable COVID-19 measures. If this Contract is terminated in such circumstances, the Student will be removed from Queen’s Residence and the provisions of paragraph 4.6 shall apply. The Student may also be subject to additional processes under the Student Code of Conduct.
Acknowledgement of Risk:

The Student understands that COVID-19 is a highly contagious, dangerous, and potentially lethal disease. As such, the Student confirms that they are fully aware that living in Queen's Residences and receiving the services of Queen's Residences carries inherent risks related to COVID-19 and the transmission of the COVID-19 virus, which cannot be eliminated notwithstanding the care and precautions taken by the University to mitigate against such risks. The Student understands that the extent of such risks is not fully known and that they include but are not limited to:

- Coming into close contact with individuals that may carry and transmit the COVID-19 virus to the Student
- Coming into contact with objects that may carry and transmit the COVID-19 virus to the Student
- Transmitting the COVID-19 virus to other individuals
- Injuries or illness, including death, arising from contact with the COVID-19 virus, contracting the COVID-19 virus and/or its treatment

The Student confirms that, by choosing to live in Queen's Residences and receive the services of Queen's Residences, they have voluntarily undertaken to assume all risk of personal injury, sickness, death, expenses, or other losses that the Student may suffer as a result, directly or indirectly, in relation to the COVID-19 virus, the exact nature and extent of which are not currently ascertainable or knowable given the uncertain nature of the COVID-19 virus. Therefore, the Student, in consideration of being permitted to live in Queen's Residences and receive the services of Queen's Residences, hereby forever waives, releases, discharges, and undertakes not to make any claim whatsoever (action, cause of action, demand, suit, or another form of claim) against, Queen's University at Kingston or its successors and assigns, and any of its or their past, current or future officers, directors, trustees, employees, agents, volunteers, contractors, in respect of any and all damages, losses, personal injury, sickness or death that the Student may incur directly or indirectly, now or in the future, that are in any way related to the COVID-19 virus and the Student's living in or receiving the services of Queen's Residences. The Student acknowledges that this waiver, release, discharge, and undertaking shall be binding on their heirs, executors, administrators, representatives, successors and permitted assigns. The Student understands and acknowledges that this paragraph means they are giving up legal rights and/or remedies that may otherwise be available to them.

For more information regarding COVID-19 and living in Residence, please see the Residences COVID-19 Information website.
3. Rights and Responsibilities of Living In Residence
• You are responsible for reading and familiarizing yourself with this document, and the Queen's University Student Code of Conduct, the Harassment & Discrimination Policy, the Sexual Violence Policy, the Smoke Free Campus Policy, and all relevant provincial and federal laws. Ignorance of these, use of substances, and/or mitigating factors will not be accepted as excuses/rationale for inappropriate behaviour.

• 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, and discrimination, and one that is respectful of the need for a quiet environment in which to study and have adequate sleep.

• 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 expectations, or a negative impact on the dignity of any other resident.

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

• 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.

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

• 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, and mental or physical disability.

• 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 intended/unintended consequences of such content. You may be held responsible for the content you post/share on any social media platform.

3.1.1 Housing and Ancillary 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.
3.2 Binding Contract

3.2.1 This Consolidated Residence Contract and Community Standards (the “Contract”) is a legally binding document between you (the “Student” or “you”) and Queen’s University (the “University”). It is in place so that expectations are clear and to help reduce misunderstandings between the University and the Student. This Contract does not become effective until receipt by the Student of an Offer of Residence from the University and the Student executes this Contract.

3.2.2 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 Residence.

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

3.2.4 The construction, renovation, or repair in Residences, or in the vicinity of the Residences, 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.

3.2.5 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, the Policy on Sexual Violence Involving Queen’s University Students. 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.
3.2.6 The Student agrees to comply with the terms of this Contract and the Rules as a condition of living in Residence. The Student understands and agrees that the Rules may be amended or updated from time to time in the University's sole discretion and that they are required to comply with all amended or updated Rules as a condition of living in Residence. The University reserves the right to amend this Contract and may, from time to time, issue additional policies, regulations, rules and protocols concerning Queen's Residences. Specific vendors, sites, menus, policies, hours of operation, etc. (as listed in various Residence publications), may be subject to change.

3.2.7 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.

3.2.8 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.

3.2.9 The University and the Student 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.

3.2.10 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, lawful requirements of public authorities) that substantially interrupt normal Residence operations or require the closure of all or part of Queen's Residences, the University shall be relieved from the fulfillment of its obligations during that period, shall not be liable to the Student 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 the Student for inconvenience or discomfort experienced during such circumstances.
3.3 Move-In and Move-Out Dates / Campus Closures

3.3.1 Subject to Sections 3.4, 3.5 and 3.8, this Contract shall be for a period (the “Term”) beginning on your scheduled Move-In Day, and ending on your Move-Out Day, which is 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 April 29, 2023. Written permission for an extension beyond 3 pm on the day after your last exam or after April 29 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 12:00 pm on April 29, 2023.
3.3.2 The Student understands that failure to move in on their 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 the Student, unless the Residence Admissions Office has given the Student advance written approval for a late arrival; all requests for a late arrival must be submitted by the Student in writing to the Residence Admissions Office at reshous@queensu.ca.

3.3.3 During the December-January winter break, no food, custodial services, mail delivery or other Residence services are provided. The Student may, however, occupy their room or an alternate room assigned by the University during this period, provided they 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 the Student paying any applicable additional fee(s).

3.3.4 Failure to move out within the prescribed period as noted will result in additional charges levied against the Student’s account.
3.4 Cancellation / Termination of Contract

3.4.1 Prior to picking up keys or occupying a Residence room, this Contract may be cancelled by the Student through written notification to the Residence Admissions Office at reshouse@queensu.ca. The Student may be subject to charges (as indicated in Section 3.9).

3.4.2 After the Student has either taken occupancy or picked up keys, the Student cannot cancel this Contract. A Student may request cancellation if withdrawing from the University for academic or health reasons. The Student must follow the process set out in the Residence Withdrawal Policy. The Student may be subject to administrative charges.

3.4.3 Between Move-In and Move-Out, the Student 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 Admissions Office must approve the replacement before permission to cancel the Contract will be granted.

3.4.4 The University may terminate the Contract and provide written notice requiring the Student to vacate Queen’s Residences for breach of this Contract or violation of the Rules.

3.4.5 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.

3.4.6 If the University terminates this Contract for breach of its terms or for reasons related to the Student’s conduct, the Student shall remain responsible for payment of the full Residence fees for the Term of this Contract and shall not be entitled to any refund.
3.5 Eligibility to Live in Residence

3.5.1 To be eligible to live in Residence, the Student must be enrolled at Queen's University in an undergraduate, graduate, or professional school program. If the Student is studying part-time, eligibility to live in Residence will be subject to availability. Students are required to be enrolled in at least three courses per term.

3.5.2 If a Student drops to fewer than three courses in any term, the Student must notify the Residence Admissions Office and may be required to leave Residence. If a Student withdraws from the University for academic or health reasons, or is required to withdraw from the University for academic or health reasons, the Student will be required to leave Residence. Queen's Residences staff may verify a Student's enrollment status at any time without express consent from the Student.

3.6 Re-Admission to Residence

3.6.1 Eligibility for re-admission to Queen's Residences is at the sole discretion of the University and is based on several factors, including responsible behaviour, Residence and Student conduct history, and positive contributions to the quality of life in Residence.
3.7.1 This Contract is for a space in Residence and not for a particular room. The Student agrees that the University may, in its sole discretion, change the Student's room assignment upon giving the Student such advance notice of the change as is reasonable in the circumstances giving rise to the change.

3.7.2 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 students 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.

3.7.3 Residence rooms are intended for use only by the Student(s) assigned to the room by Queen’s University Residences and may not be sublet. No dependents are permitted. Except with the written permission of the University in the circumstances described in Section 3.4.3, the Student may not assign or transfer this Contract or their room to any other person.

3.7.4 No fewer and no more than the number of people assigned by the University shall occupy the room. If the Student is in a multi-occupancy unit and the Contract of one or more roommates is terminated, the Student shall accept alternate roommate(s) as assigned by the University in its sole discretion.

3.7.5 The Student may request a room change after the first week of classes, however permission to change room occupancy is not guaranteed, and the Student shall make no such change without the prior written consent of the Residence Admissions Office.

3.7.6 The University retains the right to assign the Student 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 Queen’s Residence program. In the case of re-assignment, the Student will be required to pay the Residence fees (and meal plan if applicable) stipulated for the new accommodation.
3.7.7 Accommodations

Students with functional limitations associated with a disability or a health condition that require consideration for accommodation, must submit the Queen’s Residence Health Accommodation form, with their Residence application. Late submissions will be accepted however, capacity to meet accommodation needs is reduced after the deadline.

3.7.8 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. Residence Life and Services will work directly with students who rely on Service Animals. Students seeking to bring Service Animals into Residence must complete and submit the necessary documentation to Queen’s Student Accessibility Services (QSAS). Once the approval is received from QSAS, students will need to complete the Service Animal Residence Contract and must follow the Service Animal Guidelines for Queen’s University Residences and any specific procedures related to their Service Animal in Residence. The Student will be held accountable for behaviour of their Service Animal.
3.8 Pre-Arrival / Check-In / Check-Out Requirements

3.8.1 The Student is required to complete specified online education/information modules prior to check-in. Details regarding these requirements will be shared via email by August 5, 2022. Failure to complete pre-arrival requirements will impact your ability to move in.

3.8.2 The Student is required to check-in at the beginning of the Contract Term by obtaining their 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 1 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 are responsible for completing a new Room Assessment Form.

3.8.3 The Student is required to check-out as per the timing outlined in paragraph 3.3.1. 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.

3.8.4 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 the Student's account(s). Check-out fees will apply if the Student fails to follow the check-out process and will be billed to the Student account(s).

3.8.5 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.
3.9 Fees and Charges

3.9.1 Residence fees include room and/or meal plans where applicable, and are payable by specific dates as published by the University Registrar. Detailed fees and the associated payment schedule are outlined on our website.

3.9.2 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.

3.9.3 Residence fees may be refunded in limited circumstances as set out in Section 3.4.2, in accordance with the Residence Withdrawal Policy. The University will not provide any refund to the Student unless the Student completes all requirements set out in the Residence Withdrawal Policy.

3.9.4 Non-payment of Residence fees are grounds for the University to require the Student to vacate Queen's Residences; however, the student shall remain liable to the University for the full cost of their Residence fees.

3.9.5 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.

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

3.9.7 Additional fees may be imposed as a behavioural sanction. Any damage, clean-up, neglect or replacement charges resulting from any incident or situation where the Student is found to be responsible will result in restitution charges.
3.10 Room Entry, Inspection, and Repairs

3.10.1 University staff have the right to enter the Student's room for cleaning, maintenance, inspection of facilities, health, to investigate possible violations of this Contract, the Rules or any law, safety, security or in the event of an emergency. Except in emergency situations or if staff have reasonable grounds to suspect that this Contract, the Rules or any law are being violated, a notice of such entry will be given in advance where possible.

3.10.2 Submission of a Maintenance Request Order (MRO) constitutes permission to enter the Student's room and to make the repair without further notice. The Student understands and agrees that they 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) on-line.

3.11 Hosting Guests

3.11.1 You are expected to host guests in a responsible manner. Hosting guests is a privilege, not a right. If expectations related to hosting guests are violated, you may be subject to sanctions, from loss of your privilege to host guests, up to an including removal from Residence.

- Guests are not permitted, after 11:59 pm on a daily basis, between September 2nd – 18th, 2022.
- Guests are not permitted in Residence at any time during Queen's Homecoming (dates to be determined).
- Guests are not permitted in Residence at any time during dates around St. Patrick's Day, specifically March 16th-19th, 2023.
3.11.2 Residence Life and Services may restrict guest access throughout the academic year.

3.11.3 A guest is defined as:
(i) any person who is not a Queen’s University Student,
(ii) any person who is a Queen’s University student but who is not a resident of Queen’s University Residences, and
(iii) any person who is a resident in Queen’s University Residences, but who is in building where they are not currently assigned to live.

3.11.4 Residents must register their non-Queen’s University student Guest via the online Guest Registration Form in the Student Residence and Dining Portal and check them in with their building’s front desk upon arrival.

3.11.5 You are responsible for informing your guest(s) about this policy and this Contract. Any violation of the items outlined in Section 3.11, 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.

3.11.6 You are permitted a maximum of 2 guests at any one time, and you must accompany them at all times.

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

3.11.8 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).

3.11.9 You are responsible for your guest(s)’ behaviour during their visit – even if you are not present. This includes, but is not limited to, any violations of the behavioural expectations outlined in this Contract or the Rules and charges associated with damages. You may be removed from Residence as a result of the conduct of your guest(s).
3.12 Insurance / Lost Or Stolen Items/Damages/ Risk And Liability

3.12.1 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).

3.12.2 The Student accepts that they are required to carry, and undertakes that they will carry, appropriate and adequate personal property insurance, as well as liability insurance coverage for fire, injury or damage caused by the Student. All residence students have been enrolled in the Marsh Insurance program for Residence Students. Students can “opt-out” of the Marsh Insurance program only if they have alternate insurance coverage in place and have provided proof of that alternate insurance coverage. The opt-out date is September 30, 2022. Students who do not opt-out by this date will be automatically enrolled in the Marsh Insurance program and applicable fees as posted to your SOLUS account will be due.

3.12.3 The University shall not be responsible for any injury, damage or loss suffered by the Student, and/or their guests while in or about Queen’s Residences, which is caused by the negligence of the Student or their guests or 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 Queen’s Residences, as a result of your or your guest(s) actions or behaviours.

3.12.4 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.

3.12.5 Students may also be jointly liable for damage in community common areas.

3.12.6 As part of Residence programming, students have the opportunity to participate in sponsored activities that may take them outside of the Residence environment.
3.12.7 In addition to the specific risks referenced in Section 2 above, by participating or being involved in any of the activities offered through Housing and Ancillary 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.

3.12.8 By entering this Contract, the Student certifies that they are in good health and fit to undertake the Activities in which they choose to participate. The Student also certifies that they are not aware of, or under treatment for, any condition that may jeopardize their health during such Activities. The Student acknowledges that they are solely responsible for determining their level of participation in the Activities. By participating in the Activities, the Student voluntarily assumes all risks associated with the Activities and agrees that they are solely responsible for the costs associated with any injury, loss, or medical emergency that may occur as the result of their participation in the Activities.

3.12.9 Having read and understood the terms of this Contract, and in particular without limitation the terms set out in Sections 2 and 3.12.6 – 3.12.8, and in consideration of Queen's permitting Student's participation in the Activities, Student agrees to waive, and hereby releases and forever discharges all claims they may have for every kind of damages, loss, injury, or expense (“Claims”) arising from their participation in the Activities as against Queen's, its employees, and agents, and all of their successors, heirs and assigns (together, “Queen's University”). Further, Student agrees to indemnify and save Queen's University harmless from any Claim that may be brought by any third party arising from their participation in the Activities.
3.13 Meal Plans

Residence Meal Plans are included within fees and are mandatory for all students in Residence except for exchange students living in designated exchange student rooms at Jean Royce Hall, who can purchase an optional Campus Meal Plan. A valid student identification card must be presented for all meals. This card is non-transferable.

3.14 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, Students may need to install their own router for wireless services in their bedroom. More information is available on our website. The Student understands that there may be occasional interruptions in service. The Student hereby agrees that they will abide by the University’s Acceptable Use of Information Technology Resources Policy. Failure to abide by the computing guidelines as outlined in the Acceptable Use of Information Technology Resources Policy will result in administrative consequences, which may include disciplinary action up to and including removal from Residence.
Queen's Housing and Ancillary Services collects certain personal information from students 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 a student's 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 students, family, and others regarding Residence services, or in the event of an emergency.
- To address disciplinary, behavioural, or health issues that arise.
- To bill, collect, and account for provision of services.
- To preserve and protect the safety and security of students 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 Housing and Ancillary 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

Queen's Residences will not disclose personal information in its possession including information related to the Student’s health, wellness, or behaviour to persons external to the University except as it may be required to do by an Order or by law, including to parents/guardians or other identified contacts, without first obtaining consent from the Student. 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, Queen’s Residences might disclose personal information without the Student’s consent, as permitted by the Freedom of Information and Protection of Privacy Act.
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 Queen's Residences, 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.

3.16 Safety & Security

3.16.1 Queen’s is committed to keeping all residents and Queen’s 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. 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.
3.16.2 Keys and Lockouts

Physical/electronic keys are the property of Queen’s University. You are only permitted to be in possession of Residence physical/electronic keys if they have been issued to you by Queen’s Residences.

- 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 (ie. 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.

3.16.3 Fire and Life Safety Equipment and Procedures

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. Failure to report may result in a Community Standards Violation.

Ensure any personal electrical devices (ie. hairdryers, chargers, fans) are CSA approved and in good working order (ie. no frayed wires, etc.)
3.16.4 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.

3.16.5 Evacuation Procedures

- On hearing the fire alarm, you must leave immediately by the nearest exit in an orderly manner. Do not use elevators during an alarm.
- Failure to evacuate poses a significant risk to the lives of other residents, staff, and emergency services personnel.
- Failure to evacuate in a timely fashion is a 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 Admissions (reshouse@queensu.ca) and your Don when you move in order to make arrangements to prepare a safety evacuation plan.
### 3.16.6 Prohibited Items

#### 3.16.6.1
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. Housing & Ancillary Services has the right to inspect, remove, or request the removal of any prohibited item. See section 4.9.12 for further details.

#### 3.16.6.2
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.

#### 3.16.6.3
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 24-hours notice.

#### 3.16.6.4
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 [Aboriginal Use of Traditional Medicines policy](#). Accommodation requests for these items and activities must be submitted to reslife@queensu.ca.

### 3.17 Mail & Packages

#### 3.17.1
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. 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 behalf of the resident. If a package requiring proof of legal age upon pick up is delivered to a 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.
4. Residence Conduct Process
Residents who violate this Consolidated Residence Contract and Community Standards 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 Office (RCO) 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 adjudicator. Decisions represent the adjudicator’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. Failure to attend a scheduled meeting to investigate misconduct will result in a decision being made without your input. If you have questions about an outcome, contact the RCO 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, patterns of alcohol or substance misuse, and/or concerns regarding mental health or wellbeing.

Behaviour that fails to abide by this Contract may result in interim measures/restrictions being put into effect pending a meeting with Residence Conduct 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
- Removal from Residence
- Other sanctions as outlined in the Student Code of Conduct
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 (2) 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. Failure to do so will not be an excuse or grounds for appeal if findings are made or sanctions imposed, and you failed to attend a scheduled meeting, or failed to respond to a communication related to the Residence Conduct process.

4.3 Interim Measures

Residence Life and Services or the Student Conduct Office may implement interim measures that are appropriate in the circumstances to support a safe Residence environment, for a specific period or until the case is concluded (e.g. room relocations, full or partial Notice of Prohibition, no contact requirements, or other restriction(s) on or loss of privileges). Interim measures are not evidence of any finding of fact concerning whether or not there has been a residence conduct violation. Interim measures cannot be appealed.
4.4 Procedures

All incidents are documented by a Residence Life and Services or University staff member and this documentation is submitted to the Residence Conduct Office for review and classification. Cases will be assessed based on impact and severity to self and/or other students and/or Residence and/or Queen's University. Various members of the conduct team may review cases depending on your current point level and the severity of the alleged behaviour as outlined below. Adjudicators assigned may vary depending on unique situations or availability of staff and may include staff from the Student Conduct Office, when matters are referred to that unit by the Non-Academic Misconduct Intake Office (NAMIO).

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) investigates when:

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

Manager, Residence Conduct (MRC) or their designate investigates when:

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

Case Manager, Non-Academic Misconduct investigates when:

Documented violation is presumptively Category 2 under the Student Code of Conduct.
A point system is used in the Residence Conduct Process. A cumulative 4 point system is used to ensure consistency in decision making, and that students are informed about and understand how their conduct choices may result in loss of Residence and visiting privileges. Points are essentially a warning system that uses numbers between 1-3 to help a student know how close they may be to being required to leave Residence should they choose to conduct themselves in a manner that contravenes this Consolidated Residence Contract and Community Standards.

The adjudicator is responsible for deciding the point(s) assigned to a student for a finding of misconduct. For additional details on the potential point ranges that may be assigned, please review the Residence Community Standards Violations Guide. The number of points assigned depends on the type of incident, its seriousness and potential impact on others in the community.

- A student found responsible for a Residence Conduct violation may be warned or assigned one or more points.
- A student who receives or accumulates 3 points is at significant risk of being removed from Residence for any subsequent violation(s)
- When 4 or more points are received or accumulated, a student’s Residence Contract may be terminated and the student evicted from Residence.

Points remain active until the end of the academic year during which they were assigned, or such other date as may be stipulated.

In addition to the assignment of points, other sanctions or learning opportunities may also be required and form part of the decision.
Cases that are presumptively Category 2 violations under the Student Code of Conduct are submitted to the Non-Academic Misconduct Intake Office (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 Office, the Student Conduct Office, the Athletics & Recreation Conduct Office, and/or the AMS Judicial Affairs Office.
The Residence Conduct Board (RCB) will hear appeals of Residence Conduct Decisions that resulted in 3 or fewer assigned points. The primary concern for the RCB is to ensure that Residence Conduct Decisions have been made fairly. Accordingly, an appeal will be granted where one or more of the following is proven by the Student:

1. The decision-maker was biased or had a conflict of interest that prejudiced the student;
2. The decision-maker misapplied and/or failed to follow the Residence Conduct process, in a way that prejudiced the student's right to a fair process;
3. The decision was unreasonable. A “reasonable” decision is one that is rational, in that its determination of responsibility is based on evidence before the decision-maker, it is thought-out and supported by the findings of fact. To be reasonable, the decision must contain reasons to support the conclusions. A decision should be upheld if it falls within a range of possible and acceptable outcomes, in which case the RCB will not substitute its opinion for that of the original decision-maker.
4. The decision-maker acted without authority or exceeded their jurisdiction.

Mere disagreement with a decision or dissatisfaction with the outcome is not grounds for an appeal. Further, a decision made without the Student's input because the Student missed a scheduled meeting, or otherwise failed to participate in the conduct process, is not grounds for an appeal. A Student's failure to abide by the terms of a decision letter can result in further sanctions, and failure to read or understand the terms of the decision letter will not excuse the student from such further sanctions, nor will it be grounds for appeal of any such further sanctions.
Residents may appeal decisions made by the Student Conduct Office and/or evictions to the Non-Academic Misconduct Appeal Panel, under the applicable procedures. Appeals must be submitted within 10 business days of the date on the original decision letter. Expedited Appeal requests (related to residence evictions) 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.
Outcomes of the Residence Conduct process are designed to educate all residents 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, and the Student's conduct history, and other mitigating or aggravating factors are considered in determining appropriate sanctions. For example, students can expect that in some circumstances, a written warning may apply whereas in an alternate context, points may be warranted. Adjudicators may apply any range of the following sanctions and others may be assigned at the discretion of a Residence Life Coordinator, the Residence Conduct Office, or their designate.

**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 residents the opportunity to reflect on the finding of responsibility, and the impact their conduct had on the community and themselves. 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.

**NC) No Contact**

A requirement that a resident 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.
**(RT) Restitution**
Reimbursement of any damage, clean-up, neglect or replacement costs resulting from the Student’s misconduct. This includes any costs resulting from misconduct of the Student’s guest(s). Restitution may be imposed against residence community members if common area damage/vandalism occurs and the specific individuals responsible cannot be identified.

**(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.

**(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 for a specified time period may also accompany the relocation. Any further violations may result in suspension or removal from Residence.

**(ED) Early Dismissal**
All residents are required to move out 24 hours after the completion of their last exam in April. Early dismissal requires residents to move out by a designated deadline.

**(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.

**(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 you require accommodations throughout the conduct process or in the completion of sanctions, please contact the Residence Conduct Office at residence.conduct@queensu.ca or 613-533-2965. You may be asked to provide supporting documentation.
4.9 Residence Conduct Violations

All residents and their guests are responsible for familiarizing themselves with the terms of this Contract, and are contractually required to ensure they do not engage in any of the conduct described below. 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.

4.9.1 Failure to Cooperate

a. Failure to comply with any reasonable instructions, identifications, requests, and/or Agreements of/with any staff member of Queen’s Housing & Ancillary Services, Queen’s First Aid, Student Constables, 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.

4.9.2 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 negatively impact the Residence community and an individual’s ability to enjoy Residence peacefully. 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 not approved by Residence Life and Services in Residence.
4.9.3 Alcohol

Queen’s 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 a student is under the age of 19 and is in possession of alcohol, it will be disposed of by the student under supervision of the Don. Significant amounts of alcohol will be dealt with by Campus Security & Emergency Services.

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 and/or consumption of open 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 Week.

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.

g. Possession of items or displays that are perceived to promote unsafe alcohol consumption (e.g., funnels, 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, Texas mickeys, etc.

i. Purchasing and/or providing alcohol to residents and/or their guests under the age of 19.
Queen’s 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 reshouse@queensu.ca to fill out an accommodation form. If a student is under the age of 19 and is in possession of cannabis, it will be disposed of by the student under supervision of the Don. Significant amounts of cannabis 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 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 Week.

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 byproducts to residents and/or their guests under the age of 19.

4.9.5 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 substances(s); the value of the substance(s) and/or the presence of related paraphernalia associated with the substance(s).

4.9.6 Smoking / Vaping

Smoking/Vaping of any kind is prohibited on all Queen's University Property. For more information please see the Smoke Free Campus Policy.

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

4.9.7 Social Gatherings / Parties

a. Advertising, announcing, organizing, running, and/or hosting a gathering involving the consumption of alcohol, cannabis, narcotics, or controlled substances.

b. Gatherings and/or parties that impact the community and/or hinder an individual’s ability to peacefully enjoy Residence.
4.9.8 Noise

Courtesy hours are in effect 24 hours a day, 7 days a week. You are expected to be mindful of the impact your noise may have on others and 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.

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.

4.9.9 Pets

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.

a. Possession of pets in Residence with the exception of fish.

4.9.10 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.
4.9.11 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.

4.9.12 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. Housing & Ancillary 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. 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 Queen's Residences.

g. Posting / displaying material of any kind in Queen's Residences, including but not limited to, on walls and doors outside of your room, and on windows, without permission is prohibited.
4.9.13 Guests

A guest is defined as:

(i) any person who is not a Queen’s University Student,
(ii) any person who is a Queen’s University student but who is not a resident of Queen’s University
Residences, and
(iii) any person who is a resident in Queen’s University Residences, but who is in building where they
are not currently assigned to live.

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

4.9.14 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 Residences or the resident. Tampering with an intrusion alarm, secured door, or locks.
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.
4.9.15 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, bongs, candles, e-cigarettes/vaporizers and smoking of any legal substance) in Residence; using hazardous materials or non-CSA approved electrical appliances in Residence. Obstructing Residence hallways, stairwells, doorways or exits, common rooms, or other areas constituting a fire hazard. Exceeding the fire capacity of any room.

c. Willful, malicious, non-malicious, negligent, or attempted, creation of a fire in or around Residence.

d. 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, 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.

4.9.16 Intiations / Hazing

a. Initiating or attempting to initiate any activity that requires or expects from someone who wishes to join, or to maintain full status in, a group, that humiliates, degrades or risks emotional and/or physical harm, regardless of that person's willingness to consent or participate.

4.9.17 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.

4.9.18 Harassment / Discrimination

Queen’s University values maintaining an environment free of, and will not tolerate, harassment, discrimination and reprisal. For additional information, see the Harassment and Discrimination Prevention and Response Policy. Harassment and/or discrimination can include a wide range of unwelcome behaviour, communication, conduct or action that contributes to an unsafe environment. For detailed definitions, refer to the Policy.
4.9.19 Sexual Violence / Sexual Harassment

Queen's University is committed to maintaining a positive learning and living environment in which any form of sexual violence will not be tolerated. The University has a Sexual Violence Policy in place that aims to address 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, unimpaired and conscious choice and agreement between adults to engage in sexual activity. Refer to the Sexual Violence Policy for definitions of sexual violence, sexual assault and sexual harassment, all of which are prohibited. For additional information please visit www.queensu.ca/sexualviolencesupport. If you have experienced sexual violence and you would like information about your options, please contact Barb Lotan, the Sexual Violence Prevention and Response Coordinator at blt7@queensu.ca, or by phone at 613-533-6330.

4.9.20 Prohibited Materials / Items

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

a. Possession of items such as large knives, martial arts weapons, firearms, pellet or B.B. guns, or replica weapons. The Queen’s Weapons Policy may apply.
4.10 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 of honesty, trust, fairness, respect, 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 and their property.

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 subject to referral to NAMIO and to investigation under the Student Code of Conduct.

Procedures under the Code may be undertaken before, at the same time as, or after, civil, criminal or employment-related proceedings; but, if a report of misconduct has also resulted in civil, criminal, or employment-related proceedings against a student, the Vice-Provost and Dean of Student Affairs (or delegate) will determine whether the process should be deferred until conclusion, or partial conclusion, of such other proceedings.

Reporting Units receive complaints and determine when a matter needs to be forwarded to the Non-Academic Misconduct Intake Office (NAMIO). NAMIO considers the nature of the matter, the status of students involved, the impact, and the appropriate University policy for resolution before referring to a NAM Unit for case management. Reporting Units include: Athletics & Recreation; Campus Security & Emergency Services; Residence; Sexual Violence Prevention & Response Office and the University Secretary (for Complaints and Reports related to Harassment, Discrimination and/or Reprisal).

PLEASE NOTE: The most up to date version of the Residence Community Standards can be found on our website at https://www.queensu.ca/residences/life-residence/residence-conduct.
5. Who to talk to
Residence Conduct Office

The Residence Conduct Office provides training, support, and education to members of the Residence community. The Conduct 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, or interest in joining the Student Conduct Committee, should be directed to the Manager of Residence Conduct at residence.conduct@queensu.ca, 613-533-2965 or visit the office in 110C Victoria Hall.

Residence Life Coordinators (RLCs)

Residence Life Coordinators are full-time professional live-in staff responsible for establishing a vibrant Residence community. Provide feedback, mentoring, and support to residents through various interactions such as student conduct and behaviour management, educational programming, team development and student staff supervision, and crisis response.

Embedded Counsellors in Residence

Embedded counsellors 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 an embedded counsellor in Residence. You may also visit Student Wellness Services in Mitchell Hall.
Residence Don

Dons are hired and trained by Residence Life and Services to support residents 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 residents to the best place to get additional support. Dons on call are available between 8pm and 7am daily.

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 who plan some building-specific social programming, support students engaged in the Residence conduct process, and contribute ideas and suggestions for the overall operation of residence. If residents 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 Ombuds person

The Office of the University Ombuds person 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 it 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 Ombuds person 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.
6. Resources
Residence Departments

**Residence Life & Services**
613-533-6790  
reslife@queensu.ca  
D001 Victoria Hall

**Residence Admissions**
613-533-2550  
reshouse@queensu.ca  
D001 Victoria Hall

**Residence Conduct**
613-533-2965  
residence.conduct@queensu.ca  
C110 Victoria Hall

Health and Crisis Services

**Barb Lotan - Sexual Violence Prevention and Response Coordinator**
613-533-6330  
bjl7@queensu.ca

**Frontenac Mental Health**
613-544-4229  
(24 hours)

**Good to Talk (Call)**
1-866-925-5454  
(24 hours)

**Good to Talk (Text)**
Text GOOD2TALKON to 68686868  
(24 hours)

**Hotel Dieu Urgent Care Centre**
613-546-1240  
(8:00 am - 8:00 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

**Kingston General Hospital**
613-548-2333  
(24 hours)
Health and Crisis Services

Human Rights and Equity Office
613-533-6886
hrights@queensu.ca

Sexual Assault Centre Kingston
1-877-544-6424
sack@sackingston.com

Queen’s Safe Walk
613-533-6080

Telephone Aid Line Kingston (TALK)
613-544-1771
(6:00 pm - 2:00 am)

Telehealth Ontario
1-866-797-0000
(24 Hours)

Walkhome
613-533-WALK (9255)

Front Desks

Victoria Hall
Open 24 hours
613-533-2531

Jean Royce Hall
Open 24 Hours
613-533-2551

Albert Street Residence
TBD

Watts Hall
Monday - Sunday
(8:00 am - midnight)
613-533-3215