

University of British Columbia
Student Housing & Hospitality Services

RESIDENCE STANDARDS GUIDEBOOK

A Guide to the
UBC Residence Standards Process

Prepared by:

Residence Life Management Team (RLMT)
Student Housing & Hospitality Services

Revised August 2016

TABLE OF CONTENTS

I. Introduction

Letter from Director Residence Life and Administration..... 1

II. Key Contacts Directory

Residence Life Managers 2
Director Residence Life and Administration 2
Assistant Directors, Residence Life..... 2

III. Standards in Residence

The Residence Contract 3
Statement of Rights and Accompanying Responsibilities 3
The Standards Process..... 4

IV. The Role of the Residence Life Manager

The Role of the Residence Life Manager.....6

V. Standards Process Organizational Chart

Standards Process Organizational Chart 7

VI. The Standards Point System

The Standards Point System and Standards Appeal Criteria and Process 8
Residence Standards and Sanctions..... 9

VII. Discretionary Conditions

Learning Opportunities 13
Behaviour Contract 13
Mandatory Room Reassignment..... 13

VIII. Standards Appeal

Standards Appeal 14

I. INTRODUCTION

This guide provides a basic overview of the Residence Standards program and process. While intended as a primer for Residence Life staff, it may also be helpful to residents who wish to have a broader understanding of the residence standards system.

UBC is a diverse community of students and staff from different cultures, backgrounds and families, of different genders and sexual orientation, with different norms and expectations. While differences are invaluable and make learning and life far 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. Additionally, living with others in university student residence is different from living in a private apartment or house or with your family. What an individual may feel comfortable with in private may not be safe or appropriate in a shared residential setting with a mandate to support the University's academic mission.

Student Housing and Hospitality Services - Residence Life and Administration strives to provide a living and learning environment that is safe, secure and where residents have access to educational opportunities and related co-curricular programs that promote personal growth and academic success. Our policies and practices have been developed over many years of lived experience, including conversations with residents, residence councils and residence staff. These rules have been established to help ensure that students who choose to live in residence can have an academically, socially, and personally rewarding stay.

At UBC the rules that define the code of conduct in residence are referred to as Residence Standards. The process by which the rights and accompanying responsibilities of residents are upheld, and the policies fairly and efficiently supported, is known as the Residence Standards process. Its primary purpose is to:

- educate residents about their actions and responsibilities
- provide an opportunity for a resident to recognize and repair harm that may have been done to others or the community
- ensure a resident is informed if their conduct may jeopardize their ability to live in residence
- maintain an environment that supports learning
- protect the residence community from conduct violations

The Residence Standards system is an administrative process, and decisions are based on the 'balance of probabilities'. It adheres to the principles of administrative justice, and is used to promote a positive living environment taking into account both the individual resident and the larger residence community.

We have invested considerable effort to ensure our residence standards and process contribute to providing a safe and comfortable place for thousands of students to live, learn, and earn their university degree. If you have questions or suggestions, please do not hesitate to talk with your Residence Life Manager.

Sincerely,

Janice Robinson
Director Residence Life and Administration
Student Housing and Hospitality Services

Note: to the extent that this Guide and the Residence Contract may disagree, the Residence Contract will take precedence.

II. KEY CONTACTS DIRECTORY

Residence Life Managers

Mike Cheung Walter Gage & Iona House Walter Gage Commonsblock Office	604-822-1071
Holly Dysserinck Place Vanier Place Vanier Commonsblock Office	604-822-6832
Kyle Lethbridge Thunderbird and Ponderosa Commons Thunderbird Commonsblock Office Ponderosa Commons Commonsblock Office	604-822-0959 604-822-2673
Amy Stewart Marine Drive Marine Drive Commonsblock Office	604-827-3200
Patrick Grydziuszko Totem Park (South) Totem Park Commonsblock Office	604-822-2374
Pamela Wettlaufer Totem Park (North), Ritsumeikan-UBC House Totem Park Commonsblock Office	604-827-3036
Emma Chartrand Acadia Park, Fairview Crescent, Fraser Hall Acadia Park Commonsblock Office	604-822-6389
Joey Cheng Orchard Commons (Bartlett House) Orchard Commons Commonsblock Office	604-827-4047
Ivan Yastrebov Orchard Commons (Braeburn House) Orchard Commons Commonsblock Office	604-827-4266

Assistant Directors Residence Life

Cate Morrison Student Housing and Hospitality Services Marine Drive 6, 2205 Lower Mall	604-827-5724
Tiffany Mintah-Mutua Student Housing and Hospitality Services Marine Drive 6, 2205 Lower Mall	604-827-5724

Director Residence Life and Administration

Janice Robinson Student Housing and Hospitality Services Marine Drive 6, 2205 Lower Mall	604-822-5779
---	--------------

III. STANDARDS IN RESIDENCE

The Residence Contract

This information booklet regarding Residence Standards is to provide complementary information to The Residence Contract. It is essential to review The Residence Contract Section 2.0, 3.0 and Appendix II (found at <http://vancouver.housing.ubc.ca/applications/residence-contracts/>).

Statement of Rights and Accompanying Responsibilities

"Standards in Residence" are the expectations that provide a necessary and reasonable framework to support safety and security and an environment that supports academic success for our residence community. These expectations are not the arbitrary products of one person's imagination. They are the cumulative result of years of collective experience. Each year these standards are reviewed and updated taking into account what is in the best interest of the residence community. The Statement of the Rights and Accompanying Responsibilities of the Individual within the Residence Community is the foundation of our standards.

**Statement of the Rights and Accompanying Responsibilities
of the Individual within the Residence Community**

The University is committed to providing a residence environment that is conducive to

- residents' academic pursuits and
- residents' personal growth and learning.

The well-being of the residence community rests on the balance of the community's ability to meet the needs of the individual and the individual's ability to respect the needs of the community.

Student Housing and Hospitality Services Staff work with Residents to create communities that are based on mutual respect and personal development, and support academic success. This balance is best achieved when everyone is aware of their rights and accompanying responsibilities shared by all.

The Standards Process

Student Housing and Hospitality Services has a mandate to provide and maintain a residence environment that supports the above stated principles, and balances the needs of both the individual with the needs of the greater residence community.

It is important to read the Residence Contract, Section 2. Residents who violate residence rules and standards can expect to be held accountable. The residence standards system is grounded on the principle that it be fair to both the resident whose actions are being investigated and to the larger residence community. The residence standards system is an administrative process, and decisions are based on the "balance of probabilities."

The residence standards process is initiated when an alleged violation comes to the attention of residence staff. Below is a list of steps that typically would be followed by the residence life staff.

1. The Residence Advisor is advised of or observes the incident:
 - Gather information from residents, when possible
 - Write down all the specifics of the situation as soon as possible (date, time location, names, witnesses and description of what occurred)
2. The Residence Advisor will take reasonable steps to inform* the residents involved that further action may be taken, but is not able to speculate about likely outcomes. Any standards decision is the responsibility of the Residence Life Manager. (*Informing may be verbal or by email, note, etc.)
3. The Residence Advisor contacts a Senior Advisor or Residence Coordinator to discuss the situation and if necessary, the Residence Advisor will document the incident in an Incident Report.
4. The Residence Advisor will take reasonable steps to present the Incident Report to each involved resident in person for their review. Each resident can decide to agree or not agree with the incident details written on the report. If they do not agree with the report, residents are able and advised to submit their written statement to the Residence Life Manager within 72 hours.
5. Each resident signs the Incident Report to acknowledge they have read and understood its content. The Residence Advisor returns the original copy of the Incident Report to their Residence Life Manager.
6. The Residence Advisor will attempt 3 times within 48 hours to present an Incident Report to involved residents in person to discuss it with them. If they are unsuccessful, a copy of the report is left for the resident.
7. Each resident involved is invited to meet with the Residence Life Manager. This is the opportunity for the Residence Life Manager to benefit from the input of the resident(s) involved. An honest understanding of the facts and surrounding circumstance is the best guarantee of a fair outcome. Dishonesty, collusion or deliberate attempts to cover up the facts may result in standards sanctions or additional standards sanctions.
8. If the resident accepts responsibility for the offence, a standards sanction, if one is necessary, may be assigned by the Residence Life Manager.
9. If the resident denies responsibility or the facts are disputed and not reasonably clear, the Residence Life Manager will direct further investigation. The Residence Life Manager will conclude the most probable course of events, based on the balance of probabilities. Then, the Residence Life Manager will make a decision regarding the appropriate standards sanction, if one is necessary.
10. The Residence Life Manager will communicate this decision by email and by letter (delivered to the

resident's mailbox). The Residence Life Manager will offer to discuss their decision with the resident if the resident wants this.

11. A resident whose actions are found to be in violation of Residence Standards and is assigned a standards sanction by the Residence Life Manager may appeal this decision, if they believe there is cause. The criteria and process for appeal are outlined later in this guide and can also be reviewed online [here: http://vancouver.housing.ubc.ca/residence-life/residence-standards/](http://vancouver.housing.ubc.ca/residence-life/residence-standards/).

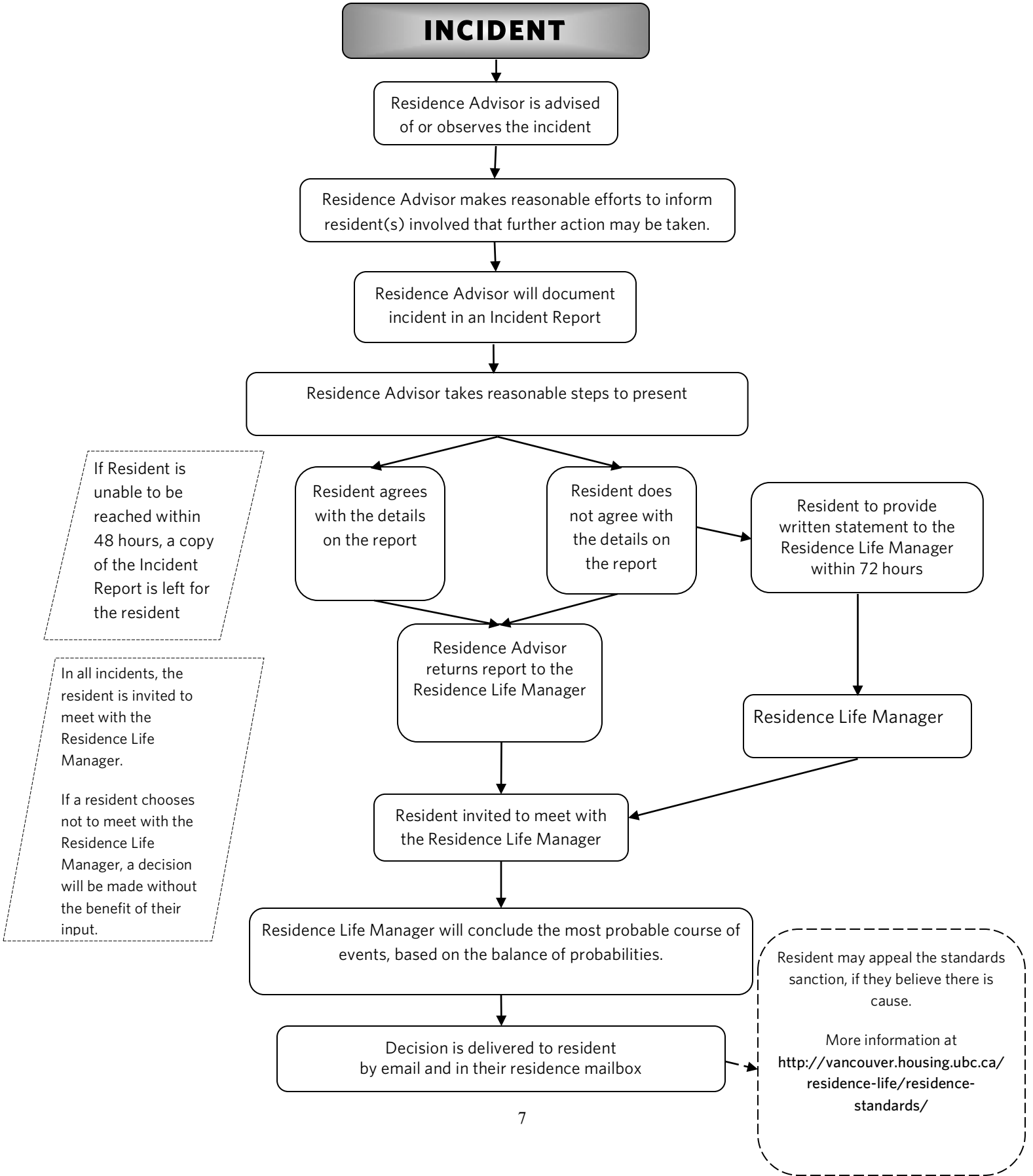
IV. THE ROLE OF THE RESIDENCE LIFE MANAGER

The Residence Life Manager is responsible for the efficient and fair administration of the standards process in their residence area, and is expected to correct any problems that may arise.

The Residence Life Manager is responsible to:

- Assist in the development of policies and procedural guidelines, and interpreting these to residents and residence life staff.
- Promote and support residence standards.
- Investigate incidents reported to be in contravention of Residence Standards.
- Make the decision regarding the most probable course of events, and a standards sanction if necessary, Communicate that decision to the resident.
- Advise a resident where to locate information regarding a standards appeal.
- Ensure that documentation related to the standards process is recorded and kept on file for future reference.
- Provide information to the Residence Standards Appeals Office upon request.

V. STANDARDS PROCESS ORGANIZATIONAL CHART



VI. THE STANDARDS POINT SYSTEM

The 4-point system:

A “point” system is used in the Residence Standards process. We use a cumulative 4-point system to ensure residents

- receive a similar response for similar conduct across the student residence system
- 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 resident know how close they may be to being asked to leave residence should they choose to conduct themselves in a manner that contravenes residence standards.

How points work:

The Residence Life Manager is responsible to decide the standards warning or point(s) assigned to a resident, based on the point range indicated for violation of the Residence Contract clauses outlined in the following pages. The number of points assigned depends upon the incident, its seriousness and potential impact on others in the community.

- A resident found to have contravened a residence standard or regulation may be warned or assigned one or more standards points.
- A resident who receives or accumulates 3 standards points is on probation.
- When 4 or more standards points are received or accumulated, a resident’s Residence Contract may be (and typically is) terminated, the resident evicted from residence, and residence visiting privileges revoked for a period of time.

Standards points remain active for 365 days, or as stipulated upon eviction.

In addition to the assignment of standards points, other discretionary conditions may also form part of the standards decision. For more information about these see this Guide’s Section VII – Discretionary Conditions.

Should a resident’s Residence Contract be terminated, the terms and conditions of the resulting eviction are the decision of the Residence Life Manager, including:

- the departure date
- whether the evicted person may visit any residence managed by Student Housing and Hospitality Services
- how long the evicted person may be prohibited from living in residence
- the contract cancellation fee.

Standards Appeal criteria and process:

Residents may appeal the assignment of standards points and/or related sanctions to the Standards Appeal Officer, if they believe there is cause. Disagreement with the decision is not grounds for appeal. The standards appeal criteria and process information is available online [here](http://vancouver.housing.ubc.ca/residence-life/residence-standards/): vancouver.housing.ubc.ca/residence-life/residence-standards/

In addition to being investigated and acted upon by the Residence Life Manager:

Incidents may be:

- referred to the University’s Equity and Inclusion Office, and/or
- investigated under the University’s discipline procedures, and/or
- investigated under any other applicable policy of the University, and/or
- referred to the police or other law enforcement agency.

If the Managing Director of Student Housing and Hospitality Services, or his/her designate, is of the opinion that a resident poses a threat to the well-being or ability to study of themselves, or any other resident then he or she may, without notice, impose immediate sanctions including eviction from their accommodation, a ban from

all residence property including their accommodation, their residence building, parking lots, and surrounding grounds, and termination of the Residence Contract.

Residence Standards and Sanctions

The following table outlines the Residence Standards, point assignment guidelines, and notes some possible infractions. For a full description of each standards clause, refer to the Residence Contract - Section 2, Section 3 and Appendix II available online here: <http://vancouver.housing.ubc.ca/applications/residence-contracts/>.

It's important to know:

- You are expected to use reasonable foresight to choose actions that do not place the safety or wellbeing of yourself or others at risk.
- These standards are an important part of your Residence Contract.
- Violation, or actions that contribute to or facilitate the violation, of any of the following regulations are a breach of the Residence Contract and may result in standards action, sanctions and eviction from residence, as well as other actions described in the Residence Contract - Section 2, Section 3 and Appendix II.
- The University will not accept ignorance, anger, alcohol, or substance use as an excuse, reason, or rationale for violation.
- If you choose to be a part of a group that is violating residence standards and regulations, you may collectively and individually be held responsible for the violation.

While it would be impossible to identify every type of conduct that may contravene residence standards, and some situations may present unique circumstances, the following table identifies the range of standards points applicable to each standard, and offers examples of the more frequent contraventions and the typical sanction assigned. For more information about each clause, please refer to the full contract, found online (<http://vancouver.housing.ubc.ca/applications/residence-contracts/>),

Clause	Residence Standard	Point Assignment Guidelines	Possible infractions	Typical Sanction
3.01	Alcohol in Residence	Written warning - 4 points EVICTABLE	Open Alcohol	Written warning - 1 point
			Present during a drinking game	1 point
			Present with a common source of alcohol (ie. Keg, Texas Mickey)	1-2 points
			Unregistered party in your unit	2 points
			Hosting a party where parties are not permitted (Totem Park/Place Vanier)	Host: 2 points Guests: 1 point
			Failure to comply with policies outlined on the Function Responsibility Form	1-2 points
3.02	Attack on the Dignity and Security of an Individual	1-4 points EVICTABLE	Unwanted attention	1- 4 points, contract termination
			Threats of violence	4 points, contract termination
			Bullying	1-4 points, contract termination

3.02A	Aerial Drones	1-4 points EVICTABLE		
3.03	Barbecuing and Outdoor Grilling	1-2 points		
3.04	Cablevision	1-2 points		
3.05	Conduct in the Residence Dining Room or Retail Outlet	1-4 points EVICTABLE		
3.06	Cleanliness Standards	1-2 points	Failure to keep shared living areas clean	1-2 points, financial assessment, possible relocation
3.07	Cooperation with Staff and Others	1-4 points EVICTABLE		
3.08	Damage to Property	1-4 points EVICTABLE	Damaging a poster	1 point
			Writing on a wall (Graffiti)	1 - 2 points, financial assessment
3.09	Dangerous Activity	1-4 points EVICTABLE	Entering/Exiting through a window	1 point
			Horseplay	1-2 points
3.10	Drugs	2-4 points EVICTABLE	Drug paraphernalia	2 points
			Present when drugs are being consumed on residence property	2 points
			Possession of illegal drugs (including marijuana)	2 points
3.11	Elevator Tampering	1-4 points EVICTABLE		
3.12	Explosive Materials	1-4 points EVICTABLE	Possession of fireworks/firecrackers	2 points
3.13	False Identification	1 point		
3.14	Guests or Visitors	1-4 points EVICTABLE	Acting as a host to a person without visiting privileges	2 points
			Hosting a guest overnight beyond the permitted number of visits	2 points
3.15	Illegal Entry	1-4 points		

		EVICTABLE		
3.16	Inappropriate Behaviour	1-4 points EVICTABLE	Public urination	1 point
			Intentional nudity	1 point
3.17	Initiations/Hazing	2-4 points EVICTABLE		
3.18	Noise	Written warning -3 points	Before quiet hours begin	Written warning - 1 point
			Shortly after quiet hours begin	Written warning - 1 point
			30 minutes or more into quiet hours	1-2 points
	Exam Quiet Hours	Written warning -3 points	Daytime noise	Written warning
			Evening (after 6pm)	1 point
			Night (after 10pm)	2 points
3.19	Open Flame	2 points		
3.20	Parties/Social Gatherings	2 points	Unregistered parties	2 points
			Violating policies outlined on signed Function Responsibility Form	2 points
			Hosting a party where parties are not permitted (Totem Park/Place Vanier)	Host: 2 points Guests: 1 point
3.21	Pets and Guide Dogs and Services Dogs	2 points		
3.22	Playing Sports or Sporting Activities in Residence Buildings, Hallways or Common Areas	1-2 points		
3.23	Prohibited Areas	1-4 points EVICTABLE	On covered walkways	1 point
			On rooftop	2-4 points, contract termination
			Off limits to unauthorized personnel	1-2 points
3.24	Raids or Pranks: Inappropriate or Destructive	1-4 points EVICTABLE		

3.25	Removal of University Property	1-2 points EVICTABLE		
3.26	Safety /Security/ Fire Equipment	1-4 points EVICTABLE	Covering a smoke detector	2 points
			Tampering with a fire hose	2 points
			Unnecessary discharge of a fire extinguisher	4 points, contract termination
			Pull fire alarm (falsely)	4 points, contract termination
3.27	Smoking and Incense	Written warning - 2 points		
3.28	Theft	EVICTION		
3.29	Throwing and Falling Objects	2-4 points EVICTABLE	Could do bodily harm	4 points, contract termination
3.30	Cooking	1-3 points	Cause false fire alarm	1-2 points
			Cause fire	2-3 points
3.31	Unauthorized Key Possession or Entry	1-4 points EVICTABLE		
3.32	Unauthorized assignment (subletting, lending, renting)	2- 4 points EVICTABLE	Subletting without authorization from RLM	2 points
3.33	Vehicles in pedestrian courtyards	1-2 points		
3.34	Violence/Physical Aggression	EVICTION		
3.35	Weapons (real or replica)	Written warning -4 points EVICTABLE	Possession	Written warning, Immediate removal of weapon
			Non-compliance with written warning	4 points, contract termination
			Display in an aggressive or threatening manner	3-4 points, contract termination
3.36	Signs	1-2 points		

VII. DISCRETIONARY CONDITIONS

In addition to the assignment of standards points, discretionary conditions including a mandatory room reassignment, behaviour contract and other learning opportunities may also form part of the standards decision by the Residence Life Manager.

Learning Opportunities

The Residence Life Manager may also require the resident to participate in an activity or action that provides an opportunity for reflection related to their conduct. Examples include

- Participating in an awareness program or workshop
- Assisting with, or presenting a program at an event in residence
- Writing an article in the residence newsletter
- Creating an informational poster

The time-frame to complete this activity will be outlined in writing by the Residence Life Manager.

Behaviour Contract

A Behaviour Contract may be used by the Residence Life Manager as part of the standards decision. It defines special conditions with which the resident must comply should they wish to continue to live in or visit residence. By example: You cannot visit XX floor in XX House; You cannot have any direct or indirect contact with XX resident; You must participate in a minimum of XX sessions with a counselling services professional; Your friend XX is no longer permitted to visit in residence; You are not permitted to use the residence XX facility for XX period of time; etc.

Mandatory Room Reassignment

In the best interests of the community, the University reserves the right to relocate residents to another room or building or residence area as a response to their violation of Residence Standards. Residents are responsible for any additional fee increase (if applicable) resulting from a room assignment change, and are responsible for transporting all of their belongings to their new residence.

VIII. STANDARDS APPEAL

Residents whose actions are found to be in violation of Residence Standards and who are sanctioned by the Residence Life Manager may file an appeal. The appeal must explain fully the resident's qualifying criteria and reasons for an appeal. Submitting an appeal will not temporarily halt or delay the Contract termination date, if applicable.

The requirements for filing an appeal are:

1. Appeal must be filed within 72 hours of receiving the decision.
2. Appeal must be submitted in writing to the Residence Standards Appeal Officer at standards.appeal@ubc.ca.
3. Disagreement with the decision is not basis for appeal. Appeal must meet at least one of the following criteria:
 - The appellant can provide a compelling reason why evidence crucial to the case was not available to be introduced during the original investigation.
 - Some aspect of the administration of the investigation prevented the appellant from presenting a fair and complete case.
 - The appellant can demonstrate that some evidence was not given adequate consideration.

If the criteria for an appeal is met, the Residence Standards Appeal Officer will consider all submitted documentation. Before reaching a final decision, there may be a meeting with the student (s) involved and the Residence Life Manager to further review the incident. After the review is complete, the Residence Standards Appeal Officer may advise the Residence Life Manager to modify, cancel, or uphold the decision regarding any or all persons involved in the incident. This decision is final.

Please note that *Green College* and *St. John's College* have a different process for appeals. More information can be found at <http://vancouver.housing.ubc.ca/residence-life/residence-standards/>.

More Resources

Consult your Residence Life Manager for more details or contact:

Residence Standards Appeal Officer
Student Housing and Hospitality Services
2205 Lower Mall, building 6
Email: standards.appeal@ubc.ca