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Part One: Living in Residence

Key Contacts

Residence and Housing Office
Location: A1001
Residence Administration Building A1001
8888 University Drive SFU
Burnaby BC, V5A 1S6

Phone: 778-782-4201
Email: housing@sfu.ca

Website: https://www.sfu.ca/students/residences.html

MyPlace@SFU: Housing Portal

Residence Facilities and Maintenance: resfixit@sfu.ca
Guest Accommodations / Simon Hotel: http://www.sfu.ca/stayhere, 778-782-4503

Residence Life Office
Location: Shell House
Phone: 778-782-4673
Email: reslife@sfu.ca

Key Campus Service Partners
• SFU Campus Switchboard: 778-782-3111
• SFU Parking Services: parking@sfu.ca, 778-782-5534
• SFU Health and Counselling Services: 778-782-4615
• SFU Dining Services: food001@sfu.ca, 778-782-7047

SFU Campus Security: 778-782-3100

Community Advisors on Call
For residents that require immediate attention such as: lockouts or severe noise complaints

Monday – Friday - 4:30 pm – 9:00 am;
Weekends & Holidays - 24 hours

BURNABY
Barbara Rae House: 604-671-5462
Hamilton Hall: 778-985-6057
McTaggart-Cowan Hall: 604-657-5142
Pauline Jewett House: 604-762-7459
Shadbolt House: 604-657-9411
Shell House: 604-657-6138
Townhouses: 604-657-5142

VANCOUVER
Downtown Vancouver Residence at the Charles Chang Innovation Centre: 778-782-3442

YOUR MAILING ADDRESS:
Burnaby Residents:
Your Name
Your Building, Your Room #
8888 University Dr.
Burnaby, BC V5A 1S6

Vancouver Residents:
Your Name
Your Unit #
308 W Hastings St.
Vancouver, BC V6B 0P7
## Important Residence Dates and Deadlines

### Fall Term 2018
(September–December)

- **Fall Residence Fees Due**
  - August 1, 2018
- **Fall Move In**
  - August 29, 2018
- **Residence Welcome Days**
  - August 29-30, 2018
- **Spring Non-Refundable Confirmation Payment ($700) for Current Residents**
  - October 1, 2018
- **Spring Residence Fees Due**
  - November 30, 2018
- **Fall 2019 Applications, Open for ALL Residents (Current and Prospective)**
  - October 1, 2018
- **23-Hours Quiet Hours (Exam Period)**
  - December 4-16, 2018
- **Move Out for Students Not in Residence for Spring 2018 Term - Deadline**
  - December 17, 2018 noon
- **Residence and Housing Closed for Winter Break**
  - December 24–31, 2018

### Spring Term 2019
(January–April)

- **Spring Applications Open for Prospective (New) Residents**
  - August 1, 2018
- **Spring Residence Fees Due**
  - November 30, 2018
- **Spring Move In**
  - January 1, 2019
- **Residence Welcome Days**
  - January 1-2, 2019
- **Applications for Community Advisors for Summer 2019 and Fall 2019**
  - January, 2019
- **23-Hours Quiet Hours (Exam Period)**
  - April 9-24
- **Move Out for Students Not in Residence for Summer Term Deadline**
  - April 25, 2018 noon
- **Room Switch Period for Students Moving to Summer Housing**
  - April 27-28

### Summer Term 2019
(May–August)

- **Summer Applications, Open for ALL Residents (Current and Prospective)**
  - October 1, 2018
- **Summer Residence Fees Due**
  - April 1, 2019
- **Summer Move In**
  - May 2, 2019
- **Residence Welcome Days**
  - May 2-3
- **Applications for Community Advisors for Summer 2019 and Fall 2019**
  - January, 2019
- **23-Hours Quiet Hours (Exam Period)**
  - April 9-24
- **Move Out for Students Not in Residence for Summer Term Deadline**
  - April 25, 2018 noon
- **Room Switch Period for Students Moving to Summer Housing**
  - April 27-28
- **Room Switch Period for Students Moving to Fall Housing**
  - August 22-24, 2019
Hello Everyone!

I am very excited to be at SFU and to work at a great university! Like many of you, I have been a student and remember what it was like to live in residence. You have a very unique opportunity, in that you will live with people who come from all over the world and perhaps meet lifetime friends.

I can tell you that the team of people I work with in Residence and Housing are working very hard to help you meet your community living goals. I’ve spent over 20 years working in student affairs and I would like to share a few things that I have learned to help make your experience here truly memorable:

1. Get involved in your residence community and at SFU! We can show you what opportunities are available, but you need to take the first step.
2. Reach out if you need a hand. We are here to help you if things get tough.
3. Get to know who you are living with. Everyone has gifts to bring.
4. Take care of yourself, take care of each other, and take care of this community.

All the best in your studies and I look forward to meeting you soon!

Dr. Tracey Mason-Innes
Director, Residence and Housing
Simon Fraser University

Mission and Vision Statement

To be a leader in student housing services and educational programming defined by our ability to engage students, families, the campus community, and guests; to create experiential learning and leadership opportunities, and to deliver purposeful living and learning environments that contribute to the academic and personal success of Simon Fraser University and Fraser International College students.

SFU’s Residence and Housing Department is an integral part of SFU’s academic and educational programs and services. The unit supports the academic mission of SFU and Student Services by:

1. Creating purposeful and intentional communities that emphasize academic support, success, and leadership development through programs and services.
2. Providing market priced living and learning environments that are safe, clean, sustainable, attractive, well maintained, comfortable, and welcoming.
3. Ensuring financial stability, service viability, and effective management and administration of the operations.
4. Providing updated technology and data driven services that meet the needs of Residence and Housing students and users in a responsive, timely, courteous, efficient, and effective manner.
5. Fostering professional relationships with on and off campus partners to enhance services to students and guests.
6. Ensuring ongoing assessment of programs, services, and practices that are dedicated to an ethos of continuous improvement.
7. Arranging ongoing training and development for staff to ensure they are knowledgeable about best practices in the housing and residence life field, and able to properly contribute to the student affairs profession and SFU community.

SFU Student Services Vision: Student Services at Simon Fraser University, characterized by boldness, collaboration, and innovation, is an international leader in services and programs.
Living In Residence

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14 MOVING OUT
  Preparing to Move Out
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Collection of Information

The information collected on our forms and website is under the authority of the University Act [R.S.B.C. 1996, c.468] and Section 27(4) (a) of the Freedom of Information and Protection of Privacy Act. It is related directly to and needed by the University to provide services related to the functions of SFU Residence and Housing and its affiliated divisions. The information will be used to help Residence and Housing staff fulfill the service and/or action requested on our forms and website. If you have any questions about the collection and use of your information please contact us at: SFU Residence and Housing, Residence Administration Building A1001, 8888 University Drive SFU, Burnaby, BC, V5A 1S6.

Privacy/Confidentiality of Information

The Freedom of Information and Privacy Protection Act [FOIP] legally prohibits us from discussing any resident’s file or information with anyone other than the resident unless we have written authorization to do so. This includes parents and family members. If you want us to be able to discuss your information by phone, email, or in person with anyone other than you, please submit the Consent to Disclose Personal Information form.

Communication

SFU Residence and Housing frequently provides important information to residents by email. Once you have an SFU email address, all communication will be sent to your SFU email. You are responsible for checking your email account on a regular basis for any notifications or information, including administrative reminders, notices regarding maintenance issues, and other urgent communication.
RESIDENCE AND HOUSING STAFF:
SFU Residence and Housing is comprised of professional and student staff that work together to provide residents with experiential learning and leadership opportunities, and to deliver purposeful living and learning environments that contribute to the academic and personal success of students.

THE RESIDENCE LIFE TEAM:
- Works in the residence community to create comprehensive programs (events, workshops, and more) designed to promote learning and personal growth for residents
- Establishes, communicates, and enforces the Community Standards meant to ensure that students are comfortable and are able to thrive personally and academically
- For volunteer and paid opportunities available for you, visit our Employment Opportunities page

ADMINISTRATIVE AND FACILITIES STAFF:
Front Desk and Assignments:
Welcomes you to residence at check in, processes applications, fees, housing assignments, and helps residents with day-to-day administrative tasks and general inquiries. Connect with our front desk staff in person, email, phone, or our Residence and Housing Live Chat. Information can be found on our Contact Us page.

FACILITIES AND MAINTENANCE:
Works with SFU Burnaby Campus Facilities and other staff to coordinate and follow up on maintenance requests, inspect rooms, track inventory, and respond to urgent residence facilities needs.
- Through MyPlace@SFU you can submit maintenance requests and review the status of your request. If you need more follow up on a maintenance request you can contact the Facilities Coordinator by emailing resfixit@sfu.ca

CONFERENCE AND GUEST ACCOMMODATIONS:
The Simon Hotel is available year round for your family or other visitors. Summer conferences and other guests join our residence community during the Summer term.

Residence Hall Association (RHA)

The Residence Hall Association (RHA) is a student-run organization made up of residents elected by residents for the Burnaby campus. The RHA exists to protect the rights of residents, liaise between residents and the administration, organize social programming, and to contribute to a strong residence community and identity.

Residence fees charged each term include an RHA fee used mainly to run community building events throughout the year (see Fees page for more details). All residents are welcome to attend the RHA’s weekly meetings.

For more information, visit the RHA Website at: http://www.sfu-rha.ca/
Moving In

Please see Important Dates and Deadlines in the front of the handbook for move in dates and deadlines. Please make your arrival plans based on your move in date as it may not be possible to arrive to residence before your move in date. See Contract Extensions. Detailed information is sent to all incoming students prior to move in and directions, maps, and FAQs are also on our website: https://www.sfu.ca/students/residences/new.html.

PARKING:
Burnaby Residence: A parking pass for one of the residence parking lots can be purchased by filling out a Parking Request Form. You will need proof of vehicle insurance that is either: in your name, in the name of a parent who shares your family name, or in the name of an individual who shares your home address as you reported it on your housing application. After the beginning of the term, all parking passes are subject to availability.

Vancouver Residence: There are no parking stalls with the building. Downtown Vancouver living offers almost everything at your doorstep with ready access to car share services. Private parking garages nearby have daily, weekly, and monthly paid parking available.

KEYS:
At check in, you will receive your keys to your building, room, and any shared spaces. You will need to bring ID and sign for your keys at check in. At check out, you will be given a Key Return Receipt to confirm their return. The charge to change the locks due to a lost, stolen, or otherwise unreturned key is $155.

INTERNET:
High-speed wireless and wired internet (no ethernet cable) are included in your residence fees and is provided and serviced by Shaw Business. Use the ID and password provided at move in or your existing ShawOpen or ShawPasspoint ID to sign in.

Any tampering with the network is prohibited. The use of wired and wireless internet services provided by Residence and Housing is covered by the Residence Handbook and Residence Contract, the Residence Internet Terms of Use Guidelines, and SFU’s Fair Use of Information and Communications Technology Policy (GP24).

ROOM INVENTORY CONDITION REVIEW:
After move in, you will be asked to complete a Room Inventory Condition Review through MyPlace@SFU portal. This is your opportunity to verify the condition of your residence room at the time of move in to ensure that you are not held responsible for any issues or damages that existed when you arrived. If you do not submit the form within the first week, the conditions we have on file will be taken as correct and accepted.

INSURANCE:
IMPORTANT NOTE: The Residence Contract strongly recommends that you ensure that all your personal belongings in residence rooms, units, apartments, and all other residence property are covered by private insurance as these are not covered by SFU Residence and Housing.

You should ensure that you are covered for:
• Loss of personal property; AND
• Liability for personal and property damage

Insurance may be available as an addition to your family's home insurance policy, or you can obtain your own insurance policy or tenant's package policy through a private broker or financial institution.
Meal Plan

SFU Dining Services at Burnaby Campus offers an “All-You-Care-To-Eat” buffet service with meal selections carefully planned and prepared by the Dining Hall Chefs. It is open 24 hours a day, 7 days a week during the Fall and Spring Terms (September – April) and from 7:00am to 10:00pm during the Summer Term (May - August).

Required: Meal plans are required for the Towers (Doris and Jack Shadbolt House, Barbara Rae House, and Pauline Jewett House). The default plan is a 7-day basic plan. You can request a change to a 5-day plan, or upgrade with Dining Dollars for other campus locations.

Meal plans and meal plan upgrades can be purchased by residents by filling out a form on our Forms Page or in person at the Residence and Housing Office.

We recommend meeting with the Dining Hall Chef to help determine options and possible accommodations. While we do take every possible precaution, students with severe food allergies or restrictions should note that we cannot guarantee the total prevention of cross-contamination in prepared foods. If after meeting with the Dining Hall Chef concerns remain about your ability to be on the meal plan, please contact housing@sfu.ca.

Maintenance and Facilities

If there is something that needs to be fixed, replaced, or given attention to in your room, apartment, or townhouse, please file a maintenance request through your MyPlace@SFU portal so that we can respond to this issue.

ROOM AND UNIT INSPECTIONS:
Residence and Housing staff will perform room, apartment, and townhouse inspections for cleanliness and maintenance issues at a minimum of once per term. You will be given 24 hours’ notice of such inspections.

There are certain conditions under which authorized university personnel may enter your accommodation without prior notice. There are outlined in your Residence Contract: Section 20 Room or Unit Entry.

If you live in a shared unit such as the townhouses or two-bedroom downtown units, Residence and Housing staff will enter to inspect a room within the unit that has been vacated to ensure that the room is prepared for a new resident.

ASBESTOS:
Simon Fraser University has conducted an extensive asbestos survey and a hazard analysis was performed to determine the presence and risk, if any, of asbestos on campus, including Shell House and the Townhouses. Asbestos in Shell House and the Townhouses in its present condition, poses no health threat to anyone as long as it is not disturbed (i.e. drilled into, cut, or sanded).

No other active residential buildings in residence contain asbestos.

Dietary Requirements:
Residents with food sensitivities or specific dietary requirements are encouraged to review the Dining Hall menus and request additional information as needed.

Optional: Residents in other buildings can opt in to the meal plan.
Asbestos containing materials (ACM) are primarily found in living areas of Shell House where there are:

- Texture coatings on ceilings and as overspray above ceilings (Shell house)
- Floor tiles (Shell house)
- Asbestos board backing radiators (Shell house)
- Drywall taping compound (Shell house)
- Window Glazing Mastic (Townhouse)
- Putty on electrical boxes (Townhouse)
- Gaskets on pipe flanges (Townhouse)

Asbestos texture coatings are identified with either a red or black stylized “A” with a circular border, spaced at 15 foot intervals. Potentially, ACM areas may have been missed by the survey and may not be showing this symbol. To prevent accidental disturbance of ACM, Residence Facilities must be contacted in any case where there is damage to the above features. If you discover or think there may be asbestos containing material which has been disturbed, please immediately submit a Maintenance Request.

LEAD:
Lead is known to be present in building materials on campus, particularly in paints and surface coating materials. To prevent the disturbance of lead containing building materials, do not put any holes in the walls and promptly report any drywall damage to Residence Facilities.

BED BUGS:
Historically, SFU Residence and Housing has had a low rate of bed bug incidents. Bed bugs are, however, known to be found throughout the Greater Vancouver area and residents are advised to be vigilant and watch for possible signs of bed bugs in their room or common spaces throughout Residence. SFU Residence and Housing takes all cases of potential bed bugs very seriously and we have developed treatment protocols to address the situation quickly and effectively. If you believe you have seen or experienced signs of bed bugs please report it immediately as a maintenance request through the MyPlace@SFU portal.

For more information about bed bugs, please see the maintenance section of the Residence and Housing website.

It is important that you feel safe and comfortable while living on campus. A number of resources are available both digitally and on campus. Be sure to have the following contacts and resources available so you can access them.

CONTACTS:
Emergency contact numbers are also on your key tag

If there is an emergency, that is a threat to your health or safety, call Campus Security at 778.782.4500. They will also call and help direct 911 services to your location.

Vancouver Graduate Residence – 911.

Safe Walk Program (Burnaby Only)
If you are walking alone at night on-campus, a Campus Security officer or a student campus safety member will escort you safely to your destination. A Safe Walk can be requested by calling Campus Security at 778.782.3100.
Part One: Living in Residence

Prepare yourself by doing the following:
• SFU Email Address: Make sure that you are receiving emails from SFU Residence and Housing as this will be the primary way that the Residence and Housing staff will contact you
• Follow the SFU and SFU Residence and Housing Digital Media Channels sited
• Make an emergency communications plan with your family
• Review the information provided to you by SFU Safety and Risk Services
• Refer to our move in list of what to bring

CA-On-Call (All residences)
After the Residence and Housing office closes, a Community Advisor (CA) will be ‘on call’ during the following times:
• Monday - Friday from 4:30 pm to 9:00 am
• Weekends, the CA on call is available 24 hours

The CA on call can be contacted [during the hours stated above] in events that require immediate attention, such as lockouts, severe noise complaints, or disruptions. CA on call numbers can be found under Contacts within this document.

SEXUAL VIOLENCE AND MISCONDUCT PREVENTION OFFICE:
Phone: 778-782-SAFE
Email: svoffice@sfu.ca
Website: www.sfu.ca/sexual-violence

STAYING CONNECTED:
Your SFU Email Address:
It is important that you check your SFU email throughout your time in SFU Residence and Housing. This is the official email used by SFU and SFU Residence and Housing and will be used to contact all residents [SFU and FIC students].

Social Media and Website:
Stay informed. Connect with all of the SFU and SFU Residence and Housing social media channels below, as information is often provided to all students via these channels.

For SFU Campus Wide Emergencies:
SFU’s digital communications channels will act as the primary source and location for up-to-date and important information that affects the entire campus (ie: Severe Weather/Snow Closures):
• SFU Channels: Facebook [Simon Fraser University], Twitter [@SFU], website [www.sfu.ca],

For SFU Residence and Housing Specific Emergencies:
• The SFU Residence and Housing staff will make every effort possible to support our residents during an emergency. For emergencies that only affect the Residence and Housing community, the following communication channels will be used:
• Email: When possible, an email to your SFU Email address will be sent
• Social Media: Facebook [@SFUResidences] Twitter [@sfuresidence]

CCTV CAMERAS:
For the safety and security of the residence community, CCTV cameras are located in some public areas on residence property (e.g. in some building lobbies, parking lots, etc.). These cameras act as a deterrent for harmful behavior (e.g. theft, vandalism, etc.) and may also be used to aid investigative purposes related to our Residence Community Standard Process, SFU’s Student Code of Conduct, and/or criminal matters.

EMERGENCY PREPAREDNESS:
The SFU Safety and Risk Services team provides useful information about what you can do in case of emergencies, including what to do if you have a medical emergency, encounter hazardous material, in case of severe weather, a pandemic outbreak, earthquake, power outage, and bomb threats.

Visit the website for information on how to personally be prepared in an emergency on campus: https://www.sfu.ca/srs/emergency/response.html.
SEVERE WEATHER / SNOW CLOSURES:
SFU can experience service disruptions due to extreme weather conditions, especially on the Burnaby Mountain Campus. These disruptions can range anywhere from reduced public transit service, exam cancellations and rescheduling, closure of the Residence and Housing Office, or a complete shutdown of all university offices.

Closures are announced on the SFU website, Facebook (Simon Fraser University) and Twitter Feeds (@SFU), and may be announced on local radio and TV stations.

If you leave campus on the day of a snow closure, plan ahead:
• Wear appropriate winter clothing
• Have transportation planned to return to campus should public transit stop operating
• Have an alternative place to stay the night if you cannot get back to campus due to transportation or campus-wide closures. Follow the SFU digital channels noted above in case one of the other SFU campuses are open for you to go to

Exams: In the event that you are unable to get to your exam or you miss an exam on any of SFU’s campuses due to severe weather and you live on Residence, contact your professor for that course letting them know of your situation.

FIRE ALARMS AND EVACUATION PROCEDURE:
In the event of a FIRE in your residence building, please follow the following evacuation procedure:
• Pull the nearest fire alarm, leave the area and close the door
• Evacuate the building via the nearest exit, do not use elevators
• Proceed to the assembly area and relay relevant information to Fire Wardens (wearing the red vests)
• Do not re-enter until authorized by the Fire Department or Campus Security

IMPORTANT: You must evacuate if you hear the alarm even if you do not believe there is a fire.
PREPARING TO MOVE OUT:
If you are not staying for the upcoming term, you are required to move out of residence 24 hours after your last exam so that our Facilities staff can effectively ready the room for an incoming resident. If you do not move out, and you have not made arrangements with Residence and Housing, we will have to remove your belongings and the removal, storage, and cleaning costs will be charged back to you. Contract Extensions are not always possible.

CHECKING OUT OF RESIDENCE:
When you are ready to move out of your residence room, make sure you:
- Leave your room and common areas in a clean and damage-free condition. Your room will be inspected after move out and you may be assessed cleaning/damage fees if not clean or if there is damage to the room or furniture
- Lock the doors and windows
- Return your keys by 12:00pm (noon) on your move out date

AVOIDING CHARGES:
IMPORTANT: Please note that you are responsible for cleaning your room and any shared common areas.

Please refer to the Room Condition Inventory you completed after move in and the move out page to help. Any damage or items needing repair will have been reported on this form and this will be the comparison used to assess whether your room is left in the same condition or if charges will be applied.

Please see the Damage/Cleaning Charges section of our website for a more detailed list of possible charges.

After you have moved out, our maintenance staff will take photographs of any rooms that are left in an unclean, untidy or damaged condition. If there are any charges for cleaning or damages, you will be notified by email. You can dispute these charges within 30 days of this notification through an Appeal of Cleaning/Damage Charges Form.

RETURNING YOUR KEYS:
We strongly discourage you from having your roommates or friends return keys on your behalf. If your key is not received, you will be financially responsible for the lock change fee regardless of whether you gave that responsibility to someone else.

Burnaby Residences:
- Please place your keys in an envelope with your name, building/room number, and your student I.D and hand in to the Residence and Housing Office and get a receipt. Your receipt is your confirmation that your keys were returned
- If you are moving out after hours, drop your key envelope into the "key drop-off" slot outside the north side entrance to the Housing Administration Office (you may email housing@sfu.ca to request confirmation that your keys were received)

Vancouver Residence:
- Keys must be returned directly to the residence staff on call or the key-drop off box located in the building
To be a leader in student housing services and educational programming defined by our ability to engage students, families, the campus community, and guests; to create experiential learning and leadership opportunities, and to deliver purposeful living and learning environments that contribute to the academic and personal success of Simon Fraser University and Fraser International College students.

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2. Providing market priced living and learning environments that are safe, clean, sustainable, attractive, well maintained, comfortable, and welcoming.
3. Ensuring financial stability, service viability, and effective management and administration of the operations.
4. Providing updated technology and data driven services that meet the needs of housing and residence students and users in a responsive, timely, courteous, efficient, and effective manner.
5. Fostering professional relationships with on and off campus partners to enhance services to students and guests.
6. Ensuring ongoing assessment of programs, services, and practices that are dedicated to an ethos of continuous improvement.
7. Arranging ongoing training and development for staff to ensure they are knowledgeable about best practices in the housing and residence life field; and able to properly contribute to the student affairs profession and SFU community.

SFU Student Services Vision: Student Services at Simon Fraser University, characterized by boldness, collaboration, and innovation, is an international leader in services and programs.

Vision and Mission Statement
SFU Residence and Housing Handbook
Part Two

Administrative Matters

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   Administrative Policies
   Appeal of Cleaning/Damage Charges

17 SPECIAL ACCOMMODATION CONSIDERATIONS

17 ELIGIBILITY FOR RESIDENCE
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18 CONTRACT EXTENSIONS (EARLY MOVE IN / LATE MOVE OUT)

18 CONTRACT RENEWALS
   Undergraduate Residents
   Term to Term Renewals (within a contract)
   Graduate Residents
Appeals and Exceptions to Policy

An applicant or resident may appeal a decision or application of the administrative policies outlined in this section or in their Residence Contract.

An appeal serves as a tool to ensure that there is an opportunity to provide individual circumstances that may fall outside regular policy applications, or an opportunity for residents to review and constructively challenge the decision making process or policy within Residence.

Appeals and exceptions are most likely to be successful when the resident is able to provide additional information or documentation to demonstrate why a policy should not apply or why an exception should be made in their case when this policy is generally applied to all other residents.

Appeals need to be made in writing and can be submitted by email with any supporting documentation.

**ADMINISTRATIVE POLICIES, SUCH AS:**
- Eligibility and priority for residence assignments
- Termination of contract after move in
- Cancellation charges
- Exceptions to required documentation for Graduate student payment plans
- Residence fee payment deadlines

Send your appeal to housing@sfu.ca.

Appeals will be reviewed by the Assignments team or referred to the Associate Director Residence and Housing Services and reviewed within seven (7) business days.

**APPEAL OF CLEANING/DAMAGE CHARGES:**
Fill out and send in the appeal form found on our Forms Page on the website to resfixit@sfu.ca.

Appeals on charges will be accepted up to 30 days after the notice of the charge has been sent by email and the charges are placed on the student account. If you have any questions, concerns, or wish to appeal any administrative decisions not mentioned above, contact housing@sfu.ca for more information. For Community Standards concerns, see Community Standards Appeal and Process.

Special Accommodation Considerations

Students who wish to have a special request considered on the basis of a disability, medical condition, or health concern will need to register and provide documentation to SFU’s Centre for Students with Disabilities [CSD].

SFU’s Department of Residence and Housing will only consider requests of this nature based on recommendation from the CSD.

If any student violates a policy indicated within this handbook due to a medical reason without prior permission from Residence and Housing based on recommendation from the CSD, they will be considered in violation of the Community Standards.

Eligibility for Residence

To move in or continue in residence to the following term, you must have no overdue fees to SFU or FIC including tuition and Residence fees.

In addition:

**CREDIT REQUIREMENT:**
You must be enrolled in full time studies or the equivalent.

For SFU undergraduate students this would be at least nine (9) credits per term, a Co-op placement, or Back On Track program.
- Exceptions can be made with medical documentation or recommendation from your academic advisor
- SFU students in residence for the Spring term, returning to class or Co-op for the following Fall term, and have a Fall residence application are also eligible to apply for Summer Housing

**MAXIMUM TERMS:**
The maximum length of the entire stay in SFU Residence is 12 terms, being any combination of Fall, Spring, and Summer terms, in any building and for any academic program. Any student who wishes to appeal for an extension of their maximum term allotment must submit a Length of Stay Eligibility Expired Appeal form along with all supporting documentation to the Assignments Team a minimum of 45 days before their scheduled move out or at the time of their renewal application.
Part Two: Administrative Matters

**Contract Extensions (Early Move In / Late Move Out)**

Approval for early move in or late move out is subject to availability and may not be possible given the need to turn rooms around for new residents for each upcoming term. If approved, fees will be applied for each additional day and are noted on the form.

For **Contract Term Extension Applications** and information regarding the policy, process, and fees for a late move out day or early move in day.

**Contract Renewals**

A new application is required for each Fall term for all residents. Please apply early for the best opportunity to receive an offer. See **Important Dates and Deadlines**. Residents may be required to change rooms on a designated room switch day based on their Fall room assignment.

**SUMMER TERM:**

**UNDERGRADUATE RESIDENTS:**
Undergraduate students with an Academic Year contract for the Fall and Spring term will also need to apply for the Summer term.

**Note:** You may be required to change rooms on a designated room switch day due to building closures or changes in your building preference, eligibility, or availability. Some residence buildings are closed for extended maintenance, repair, or renovation over the Summer, or are allocated for our guest and conference season.

**TERM TO TERM RENEWALS (WITHIN A CONTRACT PERIOD):**
A non-refundable $700 confirmation payment is required to confirm your housing assignment for the upcoming term and will be applied towards the residence fees for the term. If the confirmation payment is not made by the deadline, you are indicating that you do not intend to stay for the upcoming term.

**GRADUATE RESIDENTS:**

**Burnaby – Hamilton Hall**
Contracts are until the end of the SFU Summer term (generally mid-August), with the option to not confirm for the Spring or Summer term during your contract. You will need to apply separately for the Spring or Summer term. You will, however, need to make a non-refundable confirmation payment for the upcoming Spring or Summer term by the deadline to indicate your commitment.

If the confirmation payment is not made by the deadline, you are indicating that you do not intend to stay for the upcoming term. Your move out date will be adjusted to the end of the current term.

**Vancouver – Charles Change Innovation Centre**
Contracts are 11 month contracts, from September to August 1st. There is no renewal or confirmation requirement and no option to not renew from term to term. Please see your **Residence Contract** for more information on cancellations.

**Important Note:** Residence fees for the term are due prior to the beginning of the term. [See **Important Dates and Deadlines**].
COMMUNITY LIVING EXPECTATIONS

COMMUNITY STANDARD VIOLATIONS

1. Alcohol
2. Appliances and BBQ/Grilling
3. Building Access, Locks, and Internal Fire Doors
4. Cleanliness Standards
5. Cooperation with Staff
6. Dangerous Activity
7. Dining Hall
8. Evacuation
9. Floor/Area Meetings
10. Guests
11. Hazing
12. Illegal or Controlled Substances
13. Internet
14. Keys (Misuse of)
15. Lock Outs
16. Misconduct
17. Noise and Quiet Hours
18. Open Flames, Heat Sources, Flammables, and Explosives
19. Pets
20. Prohibited Areas
21. Public Areas/Outdoor Storage
22. Room Use for Commercial Purposes
23. Safety/Fire Equipment
24. Scents
25. Smoking
26. Theft
27. Unattended Cooking
28. Unauthorized Entry
29. Unauthorized Parties and Gatherings
30. Unauthorized Room Occupation
31. Vehicles, Transportation, and Roadways
32. Weapons/Ammunition
33. Wildlife
Community Living Expectations

SFU is committed to ensuring that all residents are able to study, live, and work in an environment conducive to mutual respect and integrity – free from harassment or discrimination.

Using the Residence Contract as a foundation, the Residence Handbook establishes and promotes community living expectations that support the safety, health, and development of all residents. In addition, this system outlines a process for addressing actions that negatively affect or threaten the safety of individuals and the community.

Violations of Community Standards listed in this section will be addressed as outlined in Part 4: Community Standards Process.

The expectations outlined within this document are not limited to the physical aspects of residence. As such, SFU staff may follow up on incidents occurring on residence property (such as the Residence Dining Hall or the Residence Parking lots), and at off-campus Residence and Housing events.

Compliance with these Residence Community Standards is essential to the successful operation of the residence community. Residents who are unable to meet these community living expectations may face one or more of the sanctions as set out Part 4: Community Standards Process.

Community Standards

A residence community has unique social and developmental needs. At times, individual actions have direct effects not only on the individual but also on the entire community.

The Community Standards listed below allow Residence Life to meet the needs of all community members while working to create awareness and promote responsible attitudes towards community living in a manner that is consistent with the philosophies and objectives of Residence Life. Above all, the safety and wellbeing of all members of the residence community is our top priority.

Students and their guests are responsible for knowing, understanding, and following all SFU policies and provincial laws and regulations.
1. ALCOHOL
Consumption of alcoholic beverages by individuals less than 19 years of age is a violation of provincial law which applies to the university as a whole, including all areas of residence.

a) Restricted Areas
Transportation of open alcohol and consumption of alcohol is not permitted within public areas of residence (i.e., stairwells, bathrooms, hallways, Shell Basement, Tower lounges, outdoors, and the Dining Hall.

Residents who are 19 years or older may consume alcohol only within the following areas:
   i. Towers – resident rooms only
   ii. Shell House and McTaggart-Cowan Hall
      a. Resident rooms
      b. Kitchens and lounges only in buildings where the majority of the residents are 19 years of age as of September of that year (this may fluctuate from year-to-year as this is based on applications and assignments)
   iii. Townhouses, Hamilton Hall, CCIC Vancouver Residence – within your apartment and the Hamilton Hall lounge

b) Common Sources and Excessive Drinking
Due to the associated health and safety risks, as well as the negative impact on the community, common sources of alcohol, excessive drinking at events, and behaviour which may lead to excessive drinking are not permitted in residence or at any residence event.

This includes but is not limited to:
   i. Drinking games, floor crawls, and/or any other activity where excessive consumption of alcohol is the focus
   ii. The possession or distribution of paraphernalia which promotes, or can be construed as promoting, the over consumption of alcohol
   iii. Common sources such as kegs or mini kegs, bubbas, beer bongs, pitchers, punch bowls, Jell-O shooters, and funnels

c) Home Brewing
Wine making, home brewing, and the possession of equipment related to the brewing of any alcoholic substance is not permitted within the residence community.

2. APPLIANCES AND BBQ / GRILLING
Cooking appliances are not permitted in bedrooms, hallways, bathrooms, and lounges. Residents may use small Canadian Standard Association (CSA) approved appliances (e.g. electric kettles with an automatic shut off) within kitchen areas. In the Towers communities these appliances may be used in the Common Room.

For safety and storage reasons, any type of outdoor cooking equipment, including barbecues, are not permitted on residence property.

Residents may not install or use any major appliance that has not been provided. Major appliances include, but are not limited to, air conditioners, washers, dryers, dishwashers, and freezers. If you are unsure about whether a particular appliance is acceptable, please contact housing@sfu.ca.

3. BUILDING ACCESS, LOCKS, AND INTERNAL FIRE DOORS
Leaving doors or entrances open creates security and safety issues and puts other residents and their property at risk. As such, propping open doors and entrances to any building or tampering with/disabling any locking mechanism(s) is not permitted.

4. CLEANLINESS STANDARDS
All residents have access to various communal areas in residence. As these are shared spaces, each resident is responsible for doing their part to ensure shared spaces are clean and tidy. Standards of cleanliness, as determined by SFU, must be observed for all spaces within residence.

a) Common Spaces
Residents are expected to keep the interior and exterior of their room and/or unit doors clean as well as all common areas or shared living spaces. This includes, but is not limited to, living rooms, kitchens, bathrooms, laundry rooms, and stairwells.

Townhouses: if one or more bedrooms within a townhouse are vacant, residents residing within will maintain cleanliness within common/shared spaces in preparation for any new residents. Each resident is responsible for ensuring that the entire townhouse is cleaned at the end of their resident contract term, regardless of the date upon which they have moved out of the townhouse.
b) Garbage and Recycling
Residents are responsible for disposing their garbage, compost, recyclables, and all other unwanted items within the provided bins. In addition, it is expected that the disposal of these items is done in accordance with SFU's recycling program. Littering or leaving garbage or unwanted items in hallways or any location other than within the proper waste disposal bins is not permitted. Residents are also expected to keep recycling and garbage compactors free of excessive mess caused by placing waste in areas other than those previously mentioned.

5. COOPERATION WITH STAFF
It is expected that all members of the residence community will interact with each other in a respectful manner. This includes, but is not limited to, staff, students, third party contractors, and emergency services. As such, residents and their guests are expected to cooperate with reasonable requests from Residence staff. This includes cooperating with Community Standard investigations. See Part 4: Community Standards Process for more information.

Failure to provide accurate information for any reason, such as providing a false name or identification, is not permitted. This includes, but is not limited to, accessing a licensed event or signing out a key. It is important to note that instances where the provision of false information allows a resident to engage in behaviour that would otherwise not permitted may be in contradiction with local law and thus have legal ramifications.

6. DANGEROUS ACTIVITY
Activities that are considered dangerous or potentially harmful to any person, including the person engaging in them, are not permitted. This includes, but is not limited to, smashing objects, breaking glass, 'rough housing' (e.g.: “dog piling”, wrestling, etc.), climbing buildings, jumping in elevators, or using windows as entry/exit points.

7. DINING HALL
Residents are expected to follow all applicable requests made by Dining Hall staff and treat all staff with respect. It is expected that all residents follow the guidelines and structure relevant to the services provided by the Residence Dining Hall as outlined on your meal plan form.

8. EVACUATION
Residents are required to evacuate all residence buildings in the case of an active fire alarm or other emergency. When an emergency alarm sounds, residents are required to immediately leave the residence building and proceed to the nearest evacuation point. Please refer to Safety and Emergency Procedures for evacuation procedures.

9. FLOOR/AREA MEETINGS
Residence Community Advisors host floor/area meetings to provide important information to residents. Usually no more than one meeting per month is held unless exceptional circumstances arise. These meetings are required and residents should attend or discuss their absence with the Community Advisor prior to the meeting.

10. GUESTS
Residents are responsible for their guest’s behaviour whether or not they participated in, agreed with, or are aware of that guest’s behaviour while they are within the residence community.

This means that a resident who provides an individual access to a residence building, room or unit, (e.g. by opening a locked door), may be held responsible for the actions of that individual, whether or not a previous relationship exists between the two parties. It is each resident’s responsibility to make sure that guests abide by all applicable SFU policies, rules and regulations as implemented by SFU while within the residence community.

If your guest fails to comply with SFU Residence Community Standards, we may require that a guest vacate the residence community.
12. ILLEGAL OR CONTROLLED SUBSTANCES
The following actions/activities may indicate behaviour that acts in contradiction with provincial and federal laws, and as such, are not permitted on residence property:
• The possession, use, trafficking (manufacturing, selling, giving, administering, transporting, sending, delivering, and/or distributing) or offering to do anything related to the possession, use, or trafficking of illegal or controlled drugs/substances
• Any direct or indirect involvement in any illegal drug or drug-related activity; and
• Possession of paraphernalia associated with the possession, use, or trafficking of illegal drugs

13. INTERNET
To ensure continuing service, tampering with internet access hardware, such as splitting or splicing, diverting the signal, or attempting any other unauthorized access is not permitted. Internet access hardware remains the property of our provider and charges for the replacement of missing equipment or repair of equipment damaged by tampering or unauthorized use will be applied to your student account.

The use of wired and wireless internet services provided by Residence and Housing is covered by the Residence Handbook and Residence Contract, the SFURes Terms of Use Guidelines and SFU’s Fair Use of Information and Communications Technology policy (GP24).

If you are experiencing lapsed service or other issues with the provided internet equipment, please refer to the internet services information online.

Undergraduate Residents:
You may have an overnight guest in your room for a maximum of three (3) nights at one time, for a maximum of three (3) times per academic term (unless otherwise permitted in writing by SFU’s Residence and Housing Office).

Graduate Residents:
You may have an overnight guest in your room for a maximum of 14 nights within a 60 day time period (unless otherwise permitted in writing by SFU’s Residence and Housing Office).

Please note:
• SFU’s Residence and Housing Office does not provide additional keys, extra pillows, or linens for overnight guests
• Guests are not permitted to sleep in the lounge or common areas
• No person may be the guest of more than one resident in succession
• Residents sharing living spaces such as the townhouses or the 2-bedroom apartments are required to have the permission of their roommate prior to having an overnight guest

Allowing former residents within the residence community, or at Residence events, who have been evicted and/or any person whose visiting privileges have been revoked by SFU is not permitted.

11. HAZING
Engaging in initiation ceremonies or other rituals that are dehumanizing or degrading, and/or create mental or physical discomfort for others, including initiation ceremonies associated with sports teams or clubs, is not permitted. This includes individual or collective ceremonies associated with sports teams or clubs as well as individual or collective acts to intimidate, embarrass, ridicule, or humiliate another person.
14. KEYS (MISUSE OF)
For the purpose of these Community Standards, a “key” means any traditional key or any electronic key card, fob, or other device designed to gain entry into a secured area.

Residents are responsible for safeguarding all access to their residence building and room/unit. Residents may not loan to any other person the keys to their residence building, room or unit, except as specifically authorized by SFU’s Residence and Housing Office, or with written permission as outlined under “Unauthorized Entry.” The unauthorized possession or use of keys is not permitted. Due to the potential severity of the impact on the safety and security of our community, misuse of residence keys (as outlined above), may result in eviction.

15. LOCK OUTS
Circumstances may arise where you lose or misplace your keys and need to be let into your unit. However, it is expected that residents take reasonable measures to ensure this is not habitual. As such, you will receive assistance accessing your unit three times over the period of your stay in residence. After the third lockout, you will continue to receive assistance, however, the behaviour may be considered habitual, and as such, you will be assessed a $20 service charge per lock-out. This cost will be charged to your residence account and documented appropriately.

16. MISCONDUCT
Any behaviour that is unsuitable or disruptive to the residence community or the University is considered inappropriate and is not permitted. These expectations are informed by applicable laws and University policy, as well as tenants of good citizenship. This includes engaging in behaviour where the location provides distinction between what is, or is not, appropriate (ex: physical activities, and nudity readily visible from outside of a resident’s room).

a) Against People
This includes, by word or action:
   i. Physical aggression, assault, intimidation, or coercion
   ii. Threatening or endangering the health, safety, or well-being of any person
   iii. Sexual violence and misconduct, which means a sexual act or acts targeting a person’s sexuality, gender identify, or gender expression that is committed, threatened, or attempted against a person without the person’s consent and which may involve physical contact. This includes but is not limited to: sexual assault, sexual exploitation, sexual harassment, stalking, indecent exposure, voyeurism, and the distribution of sexually explicit photographs or videos of a person without their consent
   iv. Behaviour that the resident knows, or ought reasonably to know, would be unwelcomed and would cause another person to feel threatened, intimidated, or harassed

b) Against Property
This includes:
   i. Possessing or using residence property, or property that does not belong to the resident, without the owner’s consent or authority
   ii. Destroying, damaging, or otherwise tampering with residence property or resources, or property that does not belong to the resident
   iii. Defacing any residence property or equipment including buildings or premises
   iv. Removing furniture, posters, equipment, etc., without authorization; or
   v. Throwing, dropping, knocking, or ejecting objects (including snowballs) from or at residence property.
   vi. All physical activities including, but not limited to: hockey, football, golf, soccer, catch, Frisbee, water fights, snowball fights, cycling, skateboarding, or in-line skating are required to occur outside of the residence buildings. In addition, these activities may not obstruct or otherwise make unsafe any walkways or pedestrian access

17. NOISE AND QUIET HOURS
SFU’s Residence Life Office strives to ensure that residence buildings are areas conducive to both studying and sleeping. As the residence community is densely-populated, some reasonable living noise is to be expected. In all residences, residents are expected to be considerate 24 hours a day, seven (7) days a week. An individual’s right for reasonable quiet study and sleep takes priority over others’ rights to make noise. In cases of dispute, the Residence Life staff will determine what is reasonable.
Residents may be required to place a piece of felt or carpeting beneath radios, stereos, televisions, and musical instruments to reduce vibrations through the floor.

If someone asks you to be quiet, please respect that person’s wishes and reduce your noise.

There may be no excessively loud playing of radios, televisions, stereos, other audio equipment, or musical instruments except during approved private events that have been pre-approved by the Residence Life Office.

In addition to being considerate at all times, quiet hours are times during which residents are not permitted to make noise which can be heard outside of their unit, which may disturb roommates (if applicable), or which can be heard outside the residence building and may disturb a resident inside the building. This refers primarily, but not exclusively, to talking, noise from stereo equipment, radios, televisions, musical instruments, computer equipment, and telephones.

18. OPEN FLAMES, HEAT SOURCES, FLAMMABLES, AND EXPLOSIVES

For safety and storage reasons, possession of any open flames, explosives, or flammable material is not permitted in or around the residence community.

This includes, but is not limited to, any type of outdoor cooking equipment, fireworks/crackers, ammunition, dynamite, gasoline, butane/propane tanks, campfires, or cooking fires. Burning candles, incense, or any element appliances including, but not limited to, hot plates, space heaters, and halogen lights are not permitted in rooms, units, or elsewhere within residence buildings.

19. PETS

Pets of any kind are not permitted to visit or reside within residence buildings/rooms. The only exception is the use of service animals approved by SFU’s Centre for Students with Disabilities or during pre-approved events run by the Residence Life Office.

20. PROHIBITED AREAS

Due to the associated health and safety risks, residents are only permitted to access authorized areas. Prohibited areas include, but are not limited to, rooftops, mechanical and utility rooms, construction sites, areas marked “off-limit to unauthorized personnel” or “staff only” or other areas not normally used by persons other than SFU staff.

21. PUBLIC AREAS/OUTDOOR STORAGE

Indoor spaces intended for shared use, or any outdoor space such as hallways, patios, windowsills, and breezeways are not appropriate spaces to leave personal items and/or food as it negatively impacts the ability of others to use the space or poses a fire safety risk. As such, storing any items outside of a resident’s room, unit, or residence building is not permitted.

22. ROOM USE FOR COMMERCIAL PURPOSES

Use of a room or unit within a residence building, or any other area within the residence community including, but not limited to, parking lots, outdoor areas, mailboxes, telephones, or data connections, for any commercial purpose is not permitted without the prior written approval of SFU’s Residence and Housing department.

23. SAFETY/FIRE EQUIPMENT

For the purpose of these Residence Community Standards, “safety equipment” includes, but is not limited to: sprinklers, smoke detectors, heat sensors, fire exit signs, fire extinguishers, pull stations, hoses, alarm bells, and any other safety equipment that is necessary to safeguard residents. Improper use of safety and fire equipment places others at risk, and as such is for emergencies only.
Interfering with fire or safety equipment (e.g. by hanging objects from sprinkler heads or striking safety equipment with an object) is also not permitted.

24. SCENTS
Strong scents including, but are not limited to, incense, room sprays, personal scents or fragrances, and some aerosol products may be offensive to some members of the community.

These products may also trigger allergic sensitivities and as a result you may be asked to refrain from using such items. In addition, mothballs and camphor are not permitted in residence.

25. SMOKING
Smoking of any kind, including the use of electronic cigarettes or vaporizers, and the burning of incense is not permitted in any area within 10 meters of residence buildings.

26. THEFT
Theft or possession of another person’s property without permission is not permitted.

27. UNATTENDED COOKING
Residence is equipped with sensitive smoke detectors in all areas for safety reasons. Cooking appliances may only be used in designated areas and residents are required to be in attendance at all times while preparing food in or on any cooking appliance including, but not limited to, microwaves, kettles, toasters, stove tops, and ovens.

28. UNAUTHORIZED ENTRY
A resident is required to have written permission to enter another resident’s room or unit, and may do so only with authorized use of the resident’s room keys, without manipulating the lock, the door, or the window. The following acts are strictly prohibited:

a) Possession of devices or apparatus that are designed or regularly used for gaining access to a locked area
b) Unauthorized entry into another resident’s room or unit; and

c) Unauthorized entry into a residence building (this includes following someone into a building that you do not live in, without being invited in as a guest of a resident of that building)
d) Tampering with or disabling a door’s locking mechanism or propping open a locked door and leaving it unattended

29. UNAUTHORIZED PARTIES AND GATHERINGS
Only authorized parties are permitted within residence. For the purpose of the Residence Contract and the Residence Community Standards a “party” is any gathering of more than seven people that meets one or both following criteria:

a) Alcohol is being consumed as one of the activities of the gathering

b) Music is a major part of the atmosphere and the volume is too loud to be defined as “background music”

Since the above definition can be vague under certain circumstances, defining a gathering as a party is ultimately the discretion of SFU.

Authorized parties:
You can submit a Function Responsibility Form (FRF) at least 72 hours in advance. The FRF exists to allow residents to enjoy parties and events while respecting the rights and needs of fellow community members. Due to the potential severity of the impact on the safety and security of our community, breaking any conditions agreed to within an FRF, or hosting a gathering/party without an FRF is a serious offence.
30. UNAUTHORIZED ROOM OCCUPATION
Only a resident who has signed SFU’s Residence Contract may occupy a room or unit within a residence building. All visitors are required to abide under the Guest Policy and any form of subletting is not permitted. This is the case even when money or other benefits are not exchanged.

In addition, residents are not permitted to switch rooms with another resident without having the room switch approved in advance. For more information, see Room Switch Request Info Sheet. Unauthorized room switches may result in the Resident being required to move back to their authorized room and will result in a Community Standards investigation.

31. VEHICLES, TRANSPORTATION, AND ROADWAYS
Use of all parking lots and roadways must be done in a safe manner and in compliance with all posted and agreed to policies, such as, but not limited to, unauthorized parking locations, speed limits, and appropriate vehicle use. In addition, it is expected that all residents will follow applicable provincial legislation and refrain from parking in areas other than designated parking areas or obstructing fire lanes and pedestrian routes.

Due to associated community safety concerns, hover boards are not permitted on residence property.

32. WEAPONS/AMMUNITION
Possession of any weapons or parts thereof, whether legal or illegal, including, but not limited to, firearms, air guns, pellet guns, swords, hunting knives, slingshots, or archery equipment, and any items that could be reasonably construed (defined at the discretion of Residence Life Staff) as a weapon are not permitted.

33. WILDLIFE
Interaction with wildlife [e.g. bears and raccoons] such as petting, feeding, or allowing access to buildings/interior spaces is dangerous and is not permitted.
Enforcement of Residence Community Standards

31 COMMUNITY STANDARDS PROCESS
31 LEVELS OF STUDENT BEHAVIOUR
31 INTERIM MEASURES
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33 SUMMARY
   Initiation
   Community
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34 APPEAL PROCESS
   Process for Appealing a Level 1 to Level 5
   Process for Appealing Eviction/Termination of contract
Community Standards Process

The intent of the Community Standards process is to educate residents about the impact of their disruptive actions on themselves and the community, and to hold them accountable for those actions. Residents will be held accountable for their individual and collective behaviour, and specifically when behaviour is a violation of SFU Residence and University policies.

To be consistent with the educational philosophy of Residence Life, the Residence Community Standards Program has been developed upon six core principles:

1. Negative resident behaviour has a direct impact not only on the individual’s experience, but also on that of their community
2. Behavioural interventions and restitution must respond to the specific needs arising in a community
3. A clear and workable set of procedures must address negative behaviour in a reasonable, consistent, and expedient manner
4. Behavioural interventions must hold individuals directly and immediately accountable for their actions
5. Community Standards procedures must abide by the principles of procedural fairness, and include opportunities for appeal
6. Residence-specific standards and interventions must be consistent with and refer to existing University policies and procedures, including the SFU Student Code of Conduct

Please note that due to privacy regulations, information about Community Standards investigations will not be shared with students other than those who are the subject of the investigation. Where possible, communication will be provided to the witness about the open or closed status of the investigation.

Levels of Student Behaviour

Depending on the resulting individual and/or community impact, a range of Levels (1 through 5) and sanctions (See Sanctions table below for more information) may be applied. Levels increase in conjunction with the impact to the residence community and the severity of the behavior.

As necessary, a member of the Residence Life team will complete a Community Standards follow-up process. The assignment of a violation “Level” that results from a Community Standard follow-up process will remain in place for one calendar year. Depending on the nature of the incident, an SFU student’s Residence Community Standard record may be forwarded to the SFU Conduct Office, Campus Safety and Security Services, and/or the police. Fraser International College (FIC) student’s Residence Community Standards record may be forwarded to FIC administration, Campus Safety and Security Services, and/or the police.

The severity of each incident will determine which members of the Residence and Housing/Residence Life Team conduct the Community Standards follow-up.

Interim Measures

It may be necessary for the University to initiate interim measures prior to the resolution of complaints. Such measures will be strictly precautionary and not disciplinary in nature. The Associate Vice-President, Students and International (or designate) is responsible for initiating, reviewing, amending, and removing any interim measures using reasonable discretion.
Residents may be required to complete or follow one or more of the sanction(s) listed below as part of the Community Standards Investigation process. This process is intended to be educational and should also allow for the opportunity to repair harm or wrong doing that may have been caused to an individual and/or the community.

The table below provides a list of sanctions that may be applied to student conduct cases in residence. This list is not exhaustive; other options for making amends, repairing harm, and completing educational follow-up may be used at the discretion of SFU staff.

**The FIC Student Code of Conduct applies to all FIC students, including those living in residence. It will be applied in cases where the behaviour is a violation of that Code.**

<table>
<thead>
<tr>
<th>Sanction</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Alcohol Probation</td>
<td>A prescribed period of time wherein a resident is required to refrain from possessing or consuming alcohol on residence property or returning to residence while under the influence of alcohol.</td>
</tr>
<tr>
<td>Behaviour Contract</td>
<td>A formal document, signed by the resident, that outlines specific conditions under which the resident will be permitted to continue to remain living in residence for the remainder of the academic year. A behaviour contract may be required as a result of an incident or series of violations of the Community Standards will contain a list of resources and actions that are based on the resident’s identified needs, and are designed to help the resident manage their physical and/or mental health.</td>
</tr>
<tr>
<td>Community Bond</td>
<td>A financial hold issued against the resident as a guarantee of future adherence to community standards. Residents who are issued Community Bonds will be required to pay up to a maximum of $250 should they commit any future community standards infractions. Any violation that affects the life safety of fellow residents will automatically be assessed by a community bond in addition to all other community standards processes.</td>
</tr>
<tr>
<td>Community Service</td>
<td>An assigned community-focused activity or project that involves service and learning by the resident within residence, as a consequence of certain violations of the Community Standards. The form of community service must be approved by the Residence Life Coordinator and be completed within the specified timeline. Examples include, but are not limited to: community clean-up, organizing and running a program for the building/community, creating a pamphlet or media presentation for the community that is reflective of the students learning.</td>
</tr>
<tr>
<td>Educational Sanction</td>
<td>An assigned activity, meeting, project or submission with the learning objective of engaging the resident in reflection and dialogue surrounding the issue(s) at hand. The details of the educational sanction must be approved by the Residence Life Coordinator and be completed within the specified timeline. Examples include, but are not limited to: reflection essays, educational pamphlets, apology letters, and meeting with campus partners.</td>
</tr>
<tr>
<td>Parent/Guardian Involvement</td>
<td>In situations where Residence and Housing is concerned for the health and well-being of a student, parental/guardian involvement may occur. Wherever possible, the student will be involved in this process.</td>
</tr>
<tr>
<td>Topic</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Relocation/Assigned Room Transfer</td>
<td>A mandatory and permanent move from a room in one residence building to a room in another, assigned by a Residence and Housing staff as a result of violations of the Community Standards. Once a resident has been relocated/transferred they may be prohibited from entering the building where they previously lived.</td>
</tr>
<tr>
<td>Restitution for Damages</td>
<td>A requirement of the resident to pay a fine for damage repair, clean-up or replacement charges, for violations of the Community Standards or Residence Contract that affect residence and/or University property.</td>
</tr>
<tr>
<td>Removal of Privileges</td>
<td>The student may not be permitted to visit residence for the standing or following academic year. The student may also not be eligible to return to live in residence for the following year.</td>
</tr>
<tr>
<td>Referral of Case to Alternate Offices</td>
<td>The resident’s conduct records may be referred to:</td>
</tr>
<tr>
<td></td>
<td>• Campus Safety and Security Services, Burnaby Police, RCMP, and/or other law enforcement agencies in cases of illegal activity</td>
</tr>
<tr>
<td></td>
<td>• The University's Human Rights Office</td>
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<td></td>
<td>• Sexual Violence Support and Prevention Office</td>
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<td></td>
<td>• Alternative University discipline procedures</td>
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<td></td>
<td>• Investigation under any other applicable policy of the University or Fraser International College</td>
</tr>
<tr>
<td>Termination of Residence Contract</td>
<td>The resident’s Residence Contract is terminated and the resident is required to leave residence. This also includes a one-year residence ban from residence property.</td>
</tr>
</tbody>
</table>

**Summary**

**INITIATION OF FOLLOW UP:**

Violations of the Community Standards are typically reported within 24 hours of the incident. Residence Life staff then notify the parties involved of the Community Standards infraction within four (4) business days of the reported date. Necessary Community Standard meetings are scheduled within 10 business days of the incident. Residents may witness or bring forward issues of suspected Community Standards violations.

The information provided will be treated in accordance with the Residence Contract and Handbook and will be investigated fully.

**Conduct Violation Occurs**
- Residence staff report incident

**Follow Up Process Begins**
- Resident is informed of violation
- Resident is invited to a Residence Community Standards Meeting

**Outcome Determined**
- Resident is informed of outcomes and any associated sanctions

**Appeal Process**
- Resident may appeal outcome
RESIDENCE COMMUNITY STANDARDS MEETING:
In order to learn specific details about Community Standards infractions, and to provide residents with the opportunity to respond to allegations, a Community Standards Meeting may be required. Residents who have been invited to a Community Standards Meeting are welcome to bring a support person with them to the meeting. It is important to note that failure to attend a required Community Standards Meeting may result in additional sanctions, and/or a decision being made without input from the resident.

CONFIDENTIALITY:
Please note that due to privacy regulations, information about Community Standards investigations will not be shared with students other than those who are the subject of the investigation. Where possible, communication will be provided to the witness about the open or closed status of the investigation.

Appeal Process

In the event that a resident is not satisfied with outcome of the Community Standards process in which they are involved, they may appeal the outcome of the Level assigned to them. All decisions in the Community Standards Process must be appealed within five (5) business days of receiving the decision letter (based on the date of the letter).

PROCESS FOR APPEALING LEVEL 1-5:

Avenue of Appeal: Manager, Residence Life (or designate)

Process:
1. A resident may appeal the category and/or assigned sanctions on the following grounds:
   a) Lack of procedural fairness or bias/unfair treatment or discrimination
   b) Improper investigation
   c) The sanction does not suit the infraction/behaviour; and/or
   d) New information has come to light rendering the original decision unreasonable due to new evidence

2. Once an appeal has been submitted, one of the following outcomes will result:
   a) No change and the original decision is upheld
   b) The original decision is overturned
   c) The decision/sanction is modified, which may result in increasing/decreasing the sanctions already levied

3. A resident has five (5) University business days from the receipt of their follow up letter to submit a request for an appeal. To initiate this process the resident is required to e-mail the Manager, Residence Life with the following information:
   a) Ensure the title of the email is: Residence Community Standards Appeal
   b) In the body of the email
      c) Indicate your full name, building/cluster unit, and room number
      d) Indicate your reason for entering an appeal (based on the requirements above)

4. Once your email has been received, you will be contacted within five (5) University business days with a decision as to whether an appeal meeting will be scheduled.

5. If an appeal meeting is scheduled, you will be invited to discuss your case with the Manager, Residence Life, or designate.
   a) Your case will be considered in conjunction with other reports and information presented by SFU staff
   b) You will be informed of the outcome of the appeal meeting within five (5) University business days
   c) The decision of the Manager, Residence Life, or designate is final and not subject to further appeal
PROCESS FOR APPEALING TERMINATION OF CONTRACT BY SFU:
Avenue of Appeal: Director, Residence and Housing (or designate)

Process:
1. A Resident is required to vacate the residence community by the deadline indicated in their termination of contract notice. This requirement will not be altered except in cases where the Director, Residence and Housing overturns the termination, or modifies the deadline to move out due to exceptional circumstances.
2. A Resident has three (3) University business days to submit a letter of appeal to the Director on the following grounds only:
   3. That there is clear indication of a lack of procedural fairness and/or bias or unfair treatment in the process.
   4. That there is new information available potentially rendering the original decision unreasonable in light of new information presented.
   5. The severity of the termination sanction reasonably exceeds the nature of the misconduct.
6. The Director of Residence and Housing (or designate) will make a decision within five (5) University business days of receiving and/or hearing the appeal. The Director, Residence & Housing may also choose to meet with the resident in person to hear the appeal.
7. Once the Director has made a decision, the resident will be informed of the decision in writing within one full business day (24 hours) of the meeting.
8. The decision of the Director, Residence and Housing is final and not subject to further appeal.