

Future Ready Program Code of Conduct and Guardian Consent

Purpose and scope

At Renison University College, we hope that every pre-university Future Ready student has a safe and enjoyable time in Waterloo and gains the opportunity to develop their 21st century skills and experience student life in our vibrant community. This can only be achieved within a framework of mutual trust, respect and confidence between students and staff, and where everyone's rights are observed, regardless of their background and circumstances.

This Code of Conduct sets out:

- The standards of behaviour we expect from students
- What students can expect and our ground rules
- What is considered student misconduct
- Consequences resulting from student misconduct
- How to report issues and concerns
- Key contacts

This Code of Conduct applies to all Future Ready students, and encompasses:

- Activities which take place on the University of Waterloo campus including in areas such as classrooms, accommodation, library, shared community spaces and sports facilities
- All educational activities, social activities, and excursions that take place either on or off campus
- Activities and/or communication which takes place online
- Arrival and departure. Renison reserves the right to investigate instances of student misconduct which take place outside of programming time, or following the end of the Future Ready program
- Any activity not covered by the above points which is believed to adversely affect the safety, interests or reputation of the Future Ready program, Renison University College, and the University of Waterloo, its students and staff

Acceptance into the Future Ready program is conditional on both the attending student and their guardian agreeing to all the terms within this Code of Conduct. This is vital to avoid assumptions being made about the experience students will receive, and the rules we will enforce.

Standards of behaviour

All students are required to conduct themselves in a responsible and respectful manner at all times, whether in-person or online, towards other students, instructors, members of staff and any members of the general public whom they encounter. The following list, whilst not exhaustive, sets out the key standards of behaviour we expect from students:

- Students must respect the rights and views of others
- Students must not use offensive, demeaning or stereotyping language
- Students must not engage in offensive, bullying or exclusionary behaviour

- Students must ensure their behaviour does not affect the safety, interests or reputation of the Future Ready program and the University of Waterloo, its students and staff
- Students must maintain their personal hygiene and cleanliness of spaces, including residence accommodation and shared spaces
- Students must not browse, download, or upload any materials online that could be considered offensive or illegal
- Students must not give out their, or anyone else's, personal information online (e.g. names, phone numbers, email or postal addresses, passwords, etc)
- Students must not meet anyone in-person who they have met online
- Students must follow the instructions of staff at all times
- Students must ensure they are contactable at all times, and respond to communications from staff whether by email, phone call, text message, or social media tools, as applicable
- Students must play their part in fostering a friendly and inclusive community during the Future Ready program
- Students must be reachable to their guardian(s) at all times and respond to messages or calls in a prompt manner

Setting expectations and ground rules

To avoid misunderstandings, we want to be clear about what students can expect whilst attending the Future Ready program and set ground rules about what students are and are not allowed to do.

Resident Dons and Peer Leaders

Resident Dons, upper-year University of Waterloo students, will be staying with students in their on-campus accommodation, for the entirety of the Future Ready program.

Our Resident Dons are there to:

- Support students, monitor their wellbeing, and respond to any issues or concerns
- Assist with student arrivals and departures
- Check in with students during mealtimes
- Support with roommate conflicts
- Enforce curfew and student adherence to this Code of Conduct
- Implement disciplinary measures, as required
- Report all issues and concerns to the Assistant Director, Student Experience and Housing

Our Peer Leaders will be running after-class activities and accompanying students on excursions, for the entirety of the Future Ready program.

Our Peer Leaders are there to:

- Monitor student attendance and engagement in after-class activities
- Facilitate student bonding and ice-breaker activities
- Accompany students on social activities and excursions

*Our Resident Dons and Peer Leaders are **not** there to:*

- Act as personal assistants to students and run errands for them

- Handle and/or transport luggage for students
- Organize and/or make personal bookings for students
- Coordinate mail and/or parcels for students
- Performing laundry for students
- Clean up after students
- Provide or distribute medicine to students
- Take on the role of the student's guardian
- Respond to guardian inquiries and/or phone calls

Resident Dons and Peer Leaders must be respected and listened to at all times. They are the first point of contact for any student who is experiencing issues related to their health, safety, and/or wellbeing.

Arrival and departure

For eligible international students arriving and departing on the dates and within the time period we specify, we offer bus transportation to and from the airport on arrival and/or departure. We will arrange bus transportation along with an accompanying Peer Leader for all students who request this service in advance. International students requesting transportation must meet the following criteria:

- Their arrival and/or departure point is at Terminal One, Toronto Pearson International Airport (YYZ).
- Their arrival and/or departure aligns with the dates and time period we specify
- They provide full and correct flight information when we request it, and by deadline given

For any international student arriving outside of the specified dates and time periods or for domestic students, we can reserve a transfer service through a third-party provider at an additional cost. Students need to check in with the provider upon arrival at the airport. No Peer Leader will be available to meet the students at the airport. Full details on how to request this service will be provided in the lead up to the Future Ready start date. We are unable to arrange transfers if students do not provide full flight arrival and departure information as well as full payment for the service by the deadline provided.

University accommodation

We provide standard on-campus University of Waterloo accommodation as part of the Future Ready fee. This enables us to safeguard students whilst they are participating in the program. All students will be located at the same accommodation campus, grouped together by gender, and will be supervised at all times by our on-site Resident Dons and Peer Leaders. Students will have a shared bedroom with one roommate; students will have access to gendered communal washroom facilities, laundry facilities (pay per use), WiFi, and linens.

It is a condition of placement in the Future Ready program that students must reside in on-campus accommodation provided by the program organizers. Students will not be allowed to reside in private accommodation or with family/friends. No exceptions can be made.

Communal spaces

Students will have use of communal spaces whilst staying in the university residence, enabling them to socialize with each other. Students are responsible for keeping these spaces clean and tidy, and

they must always be respectful of other accommodation residents and not make excessive noise or cause disruption. Students are not permitted to be in communal spaces after 23:00 (11pm).

WhatsApp Text Messaging Group Chat

For the purposes of the program, Resident Dons, Peer Leaders, and Student Experience and Housing staff will be utilizing a WhatsApp text messaging group chat for the program. All students must have access to a smartphone device and be enrolled in the text messaging app throughout the program. This group chat will be used to receive instructions and program reminders from Renison staff.

Meals

A full meal plan is included for students at their accommodation as part of the Future Ready program fees (3 meals/day Monday to Friday, and 2 meals/day on Saturday and Sunday when on campus). Meals are typically offered as set menu options, and students will have a variety of foods to choose from. Renison Food Services (RFS) will work to accommodate students' dietary needs whether allergies or restrictions to the best of their ability including vegetarian, vegan, gluten-free, soy-free, halal and more as possible. Students will be responsible for purchasing meals and/or snacks not offered through Renison Food Services.

Educational and social activities

A variety of educational and social activities and excursions will be provided for students as part of the Future Ready program fee. These activities enhance learning through the exploration of Canadian culture and help to build an engaging community experience. These activities are not optional extras, and all students are expected to attend and fully participate in them.

Planned free time

We recognize that students will want some free time to relax, explore Waterloo, go shopping, bond with new friends, etc. As such, all students will have planned free time built into their Future Ready timetable. During planned free time, students can pursue their own activities. However, if they are leaving their university accommodation, they must message in the program's WhatsApp group chat to inform Student Experience and Housing staff where they will be, who they will be with, and ensure they are contactable at all times. Students should remain in groups of at least 2 people during planned free time, and must return to their university accommodation by 19:00 (7pm). Upon return to Renison, they must indicate their return in the WhatsApp group chat. Students are not permitted to have unplanned free time, such as avoiding classes or educational and social activities, to 'do their own thing'.

Travelling outside Waterloo

Under no circumstances are students permitted to travel outside of the tri-cities of Waterloo, Kitchener, and Cambridge, during planned free time or otherwise, unless to attend a supervised educational or social activity that Renison has organized. No exceptions can be made.

Evening downtime

Students must remain at their University of Waterloo accommodation in the evenings, unless they are attending a supervised educational or social activity that Renison has organized. Students can make use of communal spaces on-site, participate in any activities our Resident Dons or Peer Leaders have arranged, or relax in their bedrooms. No exceptions can be made.

Being in other students' bedrooms

Students are allowed to be in each other's bedrooms until 23:00 (11pm), but only if they have obtained consent to do so from their fellow students. Under no circumstances are students allowed to be in someone else's bedroom after 23:00 (11pm). Our Resident Dons will conduct daily checks to enforce this.

Curfew

There is a 23:00 (11pm) curfew, by which time all students must return to their own bedroom. Access to communal areas or being in another student's bedroom after this time is not permitted. Our Resident Dons will conduct daily checks to enforce this.

Alcohol

All students in the Future Ready program are not permitted to obtain, attempt to obtain, have in their possession, distribute, or consume alcohol under any circumstances, whether on university premises or otherwise. It is illegal for anyone under the age of 19 to attempt to obtain alcohol, and this is not allowed under any circumstances.

Smoking and vaping

Smoking and vaping are not permitted in any indoor space, at any time. It is illegal for anyone under the age of 18 to attempt to obtain tobacco or vaping products, and this is not allowed under any circumstances.

Misconduct

We take misconduct very seriously and will investigate any incidents where a student breaches this Code of Conduct, whether in person or online. The following list, whilst not exhaustive, sets out examples of what would be considered misconduct:

- Being absent without leave (this includes leaving the University of Waterloo campus without permission, or failing to return to Renison accommodation when instructed to do so)
- Not attending classes, social events, educational workshops, bus trips, and dedicated mealtimes in the cafeteria
- Failing to respond to communications from staff and/or comply with their instructions, including the WhatsApp group chat
- Engaging in an act that will, or is likely to, disrupt teaching, study, administrative work, or any educational or social activity
- Behaving in a way that is likely to endanger someone's safety
- Damaging, defacing, stealing or misappropriating the property of Renison University College and/or the University of Waterloo, or of any other person
- Expressing violent, indecent, disorderly, threatening, abusive or offensive behaviour or language (whether expressed orally, in writing or electronically)
- Committing fraud, deceit, falsification of documents or dishonest behaviour in relation to the Future Ready program, its staff, or any other person
- Bullying, harassing, victimizing, or discriminating against any person on the grounds of age, disability, race, ethnic or national origin, religion or beliefs, sex, sexual orientation, gender identity or expression, colour, or socio-economic background
- Failing to comply with Renison University College rules, regulations or policies
- Breaking the conditions of the Renison University College residence key agreement

- Making unwarranted, false, frivolous, malicious, or vexatious complaints against staff or any other person
- Obtaining, attempting to obtain, possessing, distributing or consuming alcohol, whether on Renison University College premises or otherwise
- Obtaining, attempting to obtain, possessing, distributing or consuming illegal substances
- Smoking or vaping on University of Waterloo property, including Renison University College accommodation

Disciplinary action resulting from misconduct

In the event of misconduct, the following process will be followed by staff:

Minor issues

If the issue is minor, and it can be resolved informally and amicably, it will be. Our Resident Dons, teachers or Peer Leaders will normally decide if this is the best course of action, and they will consult with the Assistant Director, Student Experience and Housing as appropriate.

Serious and/or repeated issues

If the issue is serious and/or there are repeated incidents, the Assistant Director, Student Experience and Housing will be immediately informed and a formal investigation will take place.

Actions we will take

Depending on the nature of the misconduct, any combination of the following actions may be taken in any order:

- The student is given a warning
- The student is required to make good, in whole or in part, the cost of any damage caused to another party
- The student is required to issue an apology to a wronged party
- The student's guardian is notified
- University of Waterloo Special Constables (campus security) is notified
- The police are notified
- The student is expelled from the Future Ready program and their Renison University College accommodation

NOTE: if a student is expelled from the Future Ready program, no refund for program fees will be issued; additionally, in the case of expulsion, any costs to re-house the student outside of Renison is at the expense of the student and/or their parent/guardian.

For the avoidance of doubt, where we have significant concerns about misconduct, we will immediately contact the student's guardian. We reserve the right to remove any student from the Future Ready program at our sole discretion and at any time, if we deem it necessary to ensure the safety and wellbeing of other students and staff.

Reporting issues and concerns

Students who wish to raise any issues or concerns can do so by:

- Speaking with our Resident Dons or Peer Leaders in the first instance. They will listen to concerns impartially, and respect the need for sensitivity and discretion. If they deem it necessary, they will consult with the Assistant Director, Student Experience and Housing
- Speaking to another member of Renison University College staff, such as a teacher
- Contacting the designated staff (see [Key contacts](#))

Depending on the seriousness of the situation, statutory agencies such as the University of Waterloo Special Constables Office, local police, and/or local authority services may be notified.

Key contacts

Our Resident Dons and Peer Leaders are the first point of contact for any student who has an issue or concern. We also have appointed senior members of staff who can be contacted in the event of a serious issue or concern and/or where a student doesn't feel comfortable discussing the matter with our Resident Dons or Peer Leaders.

- **Student Support** | Assistant Director, Student Experience and Housing: Ryan Connell
ryan.connell@uwaterloo.ca
- **Guardian Support** | Assistant Director, Renison International Programs: Elizabeth Matthews
elizabeth.matthews@uwaterloo.ca

Photography and video consent

From time to time, Renison University College program staff would like to capture images in photography and/or video recordings for marketing and promotional communication purposes, including on Renison University College websites, social media channels, and other materials deemed relevant.

Do you consent to Renison University College capturing your image in photography and/or video recordings?

Yes, I consent to Renison University College capturing my image for the purposes described above	<input type="checkbox"/>
No, I do not consent to Renison University College capturing my image for the purposes described above	<input type="checkbox"/>

You can withdraw consent at any time by emailing: renison.sace@uwaterloo.ca

Declaration

We require both the attending student and their guardian to sign and date this document before we can provide a placement in the Future Ready program. If either the attending student or their guardian does not agree with any of the terms within this Code of Conduct, we cannot offer a placement.

Student: I have read, understood and agree to abide by this Code of Conduct.	
Student name (print)	
Student signature	
Date	

Guardian: I have read and discussed this Code of Conduct with the named student above, and I fully understand and agree to all the terms set out within it. I consent to the named student above attending the Future Ready program.	
Guardian name (print)	
Guardian signature	
Guardian email	
Guardian phone number (including country and area code)	
Guardian full address including postal/zip code and country	
Date	