



Residence Guidebook

(Appendix B of your Residence Agreement)

Updated July 27, 2023

Please note: You are responsible for knowing all policies, regulations, and guidelines outlined in this guidebook. United College reserves the right to modify or change these policies at any time.

# Table of Contents

1. TERRITORIAL AND LAND ACKNOWLEDGEMENT .....	2
2. GREETINGS FROM THE PRINCIPAL.....	3
3. WELCOME TO UNITED RESIDENCE! .....	4
4. QUICK RESOURCES .....	5
5. ABOUT UNITED COLLEGE.....	6
6. RESIDENCE LIFE .....	7
7. FACILITIES & SERVICES .....	10
8. CONTACTS & DIRECTIONS .....	14
9. FEES .....	15
10. FOOD SERVICE .....	15
11. GUIDELINES & POLICIES.....	17
12. SECURITY & SAFETY .....	26

## 1. TERRITORIAL AND LAND ACKNOWLEDGEMENT

Our College is situated on lands deeply connected to Indigenous peoples who have historically lived, and who currently live, in this territory. We recognize that these lands have always been the source of learning for Indigenous peoples. As an educational institution, we are committed to respecting the traditional knowledge that Indigenous peoples have derived from these lands and learning from their experiences on them.

As you progress through your degree, we encourage you to question the knowledge that you have and are accessing, how that knowledge is transmitted and acquired, and how it can be used to benefit or harm others. We encourage you to challenge colonial knowledge and embrace other forms of knowledge and ways of knowing.

The University of Waterloo acknowledges that we live and work on the traditional territory of the Neutral, Anishinaabe, and Haudenosaunee peoples. The University of Waterloo is situated on the Haldimand Tract, the land promised to the Six Nations that includes six miles on each side of the Grand River.



## 2. GREETINGS FROM THE PRINCIPAL



Welcome, and thank you for choosing to be part the United community!

As Waterloo students, you have joined one of the most innovative and dynamic universities anywhere on the planet. It's also a pretty large university. United will offer you the warmth, support, and sense of belonging that are typically found in smaller communities. When you're having a meal in the dining hall, for instance, you'll know, or at least recognize, everyone there. And our faculty and staff will do everything possible to support you and to make your experience here both memorable and successful.

United is home to two special institutions. One is the Waterloo Indigenous Student Center, which provides academic and cultural support to UW's Indigenous students and also helps the rest of us to better understand Indigenous culture and issues. The other is GreenHouse, a nationally recognized social enterprise incubator that helps students develop to develop ventures and innovations that will further social or environmental progress. I hope you will make time to visit both of these institutions to see what you might learn from them.

I myself spent three of my four undergraduate years in residence. While my classes were very interesting, it was in residence that I really had fun and forged friendships that have lasted a lifetime. I encourage you to be an active member of our community and take full advantage of all that United has to offer. You won't regret it!

**Richard Myers, PhD**  
Principal  
United College

P.S. My office is "The Fishbowl" on the main hallway. I'm usually around and my door is almost always open. Pop in and visit sometime!

### 3. **WELCOME TO UNITED RESIDENCE!**



Students living at United are among the best and brightest the University of Waterloo has to offer. They form a caring community that strives for academic excellence and personal growth and development. Living in residence is one of the most incredible experiences you can ever have. You will have the opportunity to meet new people and make new friends, try out different activities, and attend a wide range of events.

The Residence Life Team, Living-Learning Communities, and various United student led groups, will be your guides throughout the year. They will be planning activities and events, hosting workshops, providing information about resources on campus, and letting you know how you can get involved with them. We encourage you to get involved here and connect with as many main campus resources as possible.

While having fun is certainly a high priority, it is important to remember that you are here to succeed in your program of choice. United students are held to high standards, and we have high expectations of the fantastic individuals in the community. The Residence Guidebook introduces you to living in residence life and lays out policies and procedures you are expected to know as a resident. Please take some time to read through it and ask questions if you are unsure of what something means.

We look forward to getting to know you better throughout the year!

Sincerely,

Steve Prentice  
Director of Student Life  
United College

## 4. QUICK RESOURCES

### 4.1 Your room/contact info/address

ROOM # \_\_\_\_\_  
190 Westmount Rd. N  
Waterloo, On  
N2L 3G5

### 4.2 Important Numbers and Contacts

United College	519-885-1460
United Emergency/After Hours Number	519-591-8994
Campus Police (On campus)	519-888-4567 ext. 22222 OR 519-888-4911

### 6.3 Important Dates \*accurate at time of writing\*

#### Fall 2023

Fall Move In	September 2
Residence Orientation	September 2
Classes Start	September 6
Thanksgiving Day (University Closed)	October 9
Study Days (University Open – no classes)	October 10 – 13
Lectures End	December 5
Exams Begin	December 8
Exams End	December 22
Residence Shut Down*	December 23 (10 a.m.)

#### Winter 2024

Winter Move In	January 7
Classes Start	January 8
Family Day (University Closed)	February 19
Study Days (University Open – no classes)	February 20 – 23
Good Friday (University Closed)	March 29
Lectures End	April 8
Exams Begin	April 11
Exams End	April 26
Residence Shut Down*	April 27 (10 a.m.)

#### Spring 2024

Spring Move In	May 5
Classes Start	May 6
Victoria Day (University Closed)	May 20
Canada Day Observance (University Closed)	July 1
Lectures End	July 30
Exams Begin	August 2
Civic Holiday (University Closed)	August 5
Exams End	August 17
Residence Shut Down*	August 18 (10 a.m.)

\* Residence Shut Down occurs 24 hours after the final regularly scheduled exam.

### **4.3 10 Important College Rules for Living in Community**

1. Respect Quiet Hours and the needs of those around you.
2. No sports in the hallways.
3. No sleeping in Common Areas.
4. Dishes stay in Watson's.
5. No bare feet outside of the residence wings.
6. Smoking (including vaping) must be in the designated smoking area.
7. Legal and respectful use of alcohol and cannabis.
8. Cannabis use is not permitted anywhere on the University of Waterloo campus.
9. Illegal substances will not be tolerated.
10. Vandalism, theft, and violence towards others will result in eviction.

Make sure to review all of the policies outlined in the Guidebook before you arrive.

### **4.4 Campus Map**

<https://uwaterloo.ca/map/?basemap=D#map=16/43.4690/-80.5405>

## **5. ABOUT UNITED COLLEGE**

### **5.1 Affiliation with University of Waterloo**

United is a not-for-profit institution that exists to serve the University of Waterloo community. At United, we support Waterloo and its students by:

- Teaching and providing support for Waterloo courses, including Human Rights, the Canadian and Indigenous Studies program, social entrepreneurship, and co-hosting the International Development Studies program;
- Providing residence to students of all faculties, including La Bastille (the French floor), the Faculty of Environment Living Learning Community, the Indigenous Residence Community, the Women in Engineering Living Learning Community, and the Human Rights and Law LLC;
- Providing modern, on-campus Apartments and Suites for Waterloo graduate students and their families;
- Housing the Waterloo Indigenous Student Centre for the University of Waterloo and its students;
- Providing GreenHouse, a unique entrepreneurship community that provides mentors and opportunities for students to further their ventures and explore their passions.

### **5.2 Mission**

United mission is to research and teach the knowledge, skills and values needed to address complex local and global development issues.

### **5.3 Core Values**

We believe that:

- Scholarship, responsible service and a spirit of innovation are necessary to preserve the world for future generations;
- Education is enhanced by learning in a community of students, faculty and staff; and
- Diversity of perspectives, culture, and faith traditions is essential to a contemporary education.

## 6. RESIDENCE LIFE

### 6.1 Residence Life Team Roles

#### 6.1.1 Director, Student Life

**Steve Prentice**

Residence life is under the leadership of the Director of Student Life, who works with the Residence Life Coordinators (RLC) and Dons. Functioning as a team, they keep the residence running smoothly and in the best interests of all students. The Director holds authority and responsibility for all aspects of residence life, including organizing of activities and admission and dismissal of students.

#### 6.1.2 Residence Life Coordinator

**Elizabeth Fletcher**

The Residence Life Coordinator (RLC) is an employee of the College, chosen for their commitment to working with the students and the ability to deal effectively with a multitude of situations. The RLC's responsibilities are:

- To encourage the students' personal development within the community of United as a whole.
- To ensure that the quality of residential life at the College is maintained and that an atmosphere conducive to study and personal growth is provided.
- To offer supervision, counsel, and support to residents and Dons.
- To support the Director in making decisions affecting residence life.

#### 6.1.3 Dons

**United Don Team**

Dons are senior undergraduate students who are part-time employees appointed by the College and exercise legitimate authority on behalf of the College. Their responsibilities are;

- To build community on their assigned floors through intentional programming, connecting, and relationship building.
- To exercise due authority in order to preserve the best interests of individuals and the floor as a whole.
- To act as resource persons for students in the residence, especially when students feel the need of more assistance than they can obtain from fellow students and friends.
- To interpret residence policies.
- To deal with emergencies. Dons are trained and equipped to handle minor injuries and illness. They must be notified even in cases where an ill or injured student seems able to cope.
- To maintain security and access. The Don-on-Duty assists students and guests who have misplaced their keys, regulates access to recreational and other areas, etc.

#### 6.1.4 Peer Leaders

**United Peer Leader Team**

Peer Leaders are upper year students who provide guidance for first year students in one of the United



Living Learning Communities. United is home to several Living Learning Communities, all of which have unique Peer Leaders. Peer Leaders are responsible for;

- Providing 1-1 support for students in their Living Learning Community.
- Running events and activities that are directly related to the theme of the Living Learning Community.

## 6.2 Student Led Teams & Clubs

United has several student-led teams that form on a voluntary basis and are led by current residences each year. These teams are:

1. Residence Council
2. GreenTeam
3. Booster Club
4. Student clubs

Student led teams begin sign up during the first week of classes and membership remains open throughout the year.

**Residence Council (RC)** is a group of students that responsibly use and manage the Activity Council fee to run college wide events, support extra-curricular involvement, and build a sense of community throughout the community. They also meet regularly with the United College Student Union and leadership team to represent the student body on key initiatives.

**GreenTeam** is a group of students that work with staff to implement sustainability initiatives across the College.

**Booster Club** promotes attendance and support at the Women's Varsity Basketball games as well as other wellness related activities. United is the official Booster Club for the basketball team and our community attends home games and provides a vocal and excited crowd to cheer the team on.

**Student Clubs** are self-organized and can be started at any time throughout the year. They can be organized around any common interest but must be open to all students. Clubs require one person to act as the executive member and at least 5 other members to form. Once formed, clubs have access to book United rooms, promotion on social media, and receive a \$50/term allowance.

## 6.3 United College Student Union

All United residents are provided membership to the United Student Union as part of their residence fees. The Student Union holds elections each March to determine its executive members for the following year. The Student Union represents the interest of all United students at all levels of college administration and leadership.

## 6.4 Campus Liaison Officer

United participates in the Special Constable Services Liaison Program that helps integrate the services of the Special Constable Services into the United community life. An officer has been assigned to United and is encouraged to participate in our community. The officer is available to answer questions, provide information and share knowledge. United's Liaison Officer is Dan Legault.



## **6.5 Student Refugee Support Program**

Each year United supports a refugee student living at the College for their first and second year of studies at Waterloo. United undergraduate residents have the opportunity to contribute towards this support through the voluntary \$25 refugee levy added to their residence fees. United was the first residence on campus to partner with the Waterloo Student Refugee Program (SRP), part of the World University Service of Canada (WUSC). WUSC has been successfully enabling refugee students from all over the world to continue their education in Canada. Support of a student refugee is one way United works towards fulfilling our vision to shape a just and humane world. For more information visit [wusc.ca](http://wusc.ca).

## **6.6 Faculty of Environment Living Learning Community (ENV LLC)**

University of Waterloo's Living Learning Community for first-year students in the Faculty of Environment is located at United. Students in the LLC live in small groups from the same faculty and are supported by upper year Peer Leaders. LLC events encourage students to interact outside of the classroom with other students from within the faculty, but not necessarily the same program. The Peer Leaders run fun activities with academic focus to help you be successful in your courses.

## **6.7 Women in Engineering Living Learning Community (WiE LLC)**

The Women in Engineering Living Learning Community is a unique program that supports female identified engineering students in their first year at the University of Waterloo. Students in the WiE LLC live in clusters throughout the residence and are supported by upper year Peer Leaders. The WiE LLC creates a strong sense of belonging for students who may feel underrepresented in their program or Faculty.

## **6.8 Human Rights and Law Living Learning Community (HRL LLC)**

The Financial Analysis and Risk Management Living Learning Community is a unique program that supports students studying in FARM during their first year at the University of Waterloo. Students in the FARM LLC live in clusters throughout the residence and are supported by Peer Leaders. Students are enrolled in the same core MATH courses taught right at United to enhance the opportunity to combine the curricular and extracurricular. Peer Leaders and the FARM Student Association plan events and activities to increase the sense of community within the program and provide valuable support.

## **6.9 La Bastille French Language and Culture Floor**

Students on La Bastille represent students from all over the world who want to maintain aspects of their French culture or improve or maintain their French language skills. Activities and events are organized for the floor and students are encouraged to speak French when they are on the floor.

## **6.10 GreenHouse Social Innovation Community**

GreenHouse is a student community at United working on creating ventures that seek to solve problems in the local and global community. For information about GreenHouse and their students visit <https://uwaterloo.ca/stpauls/greenhouse>.

## **6.11 Indigenous Residence Community (IRC)**

The Indigenous Residence Community works with the Waterloo Indigenous Student Centre to provide support for indigenous identified first year students. Students live in close proximity with one another, are

invited to activities and events, and have an upper year Peer Leader who meets with them on a regular basis.

## **7. FACILITIES & SERVICES**

### **7.1 Alumni Hall**

Alumni Hall is a multi-purpose room that serves as a large meeting space, classroom, and special event venue. Alumni Hall is available for quiet study at all times unless booked. Students are welcome to use the piano in Alumni Hall if it is not being used for study or for a booked event.

### **7.2 East Wing Kitchen**

Adjacent to the laundry room on the first floor of our East Wing is a small kitchenette area with a sink, microwave and wall oven. Students who wish to use the kitchen facilities must bring their own cooking or baking supplies and utensils. Please keep the area clean so that all students can enjoy the facility.

### **7.3 Edward Jackman Reading Room**

This room on the main floor near the Indigenous mural is available for quiet reading. It is named for the Rev. Ed Jackman, whose generous donation made the room possible. Quality literature is available for students to borrow.

### **7.4 Elevator**

An elevator connects the main floors to the East Wing and the Green Wing. Students with restricted mobility should use the lift instead of the stairs for safety. The West Wing does not have elevator access.

### **7.5 Games Area**

The games area in the Watson's Student Centre provides games equipment such as board games, pool, ping pong, and foosball. This equipment is provided for students by the Activity Council. Please report missing or damaged equipment using the online Maintenance Request Form.

### **7.6 Green**

Students are welcome to use the STP Green for informal or organized activities. The Green space can be reserved through Student & Guest Services. Sports equipment such as soccer balls and toboggans can be borrowed from the College.

The WISC ceremonial fire pit, located beside the river, holds important spiritual and cultural meaning. Use of the fire is strictly prohibited unless approved by the WISC. Please respect the space and its significance for the indigenous students and peoples on campus.

### **7.7 GreenHouse Incubation Space**

Students have access to the GreenHouse Incubation Space, located adjacent to the Watson's Multipurpose Room. This area can only be accessed with a key fob and may be restricted for GreenHouse activity periodically. All students may access the GreenHouse area during their designated open times.

## **7.8 Green Wing Kitchenettes**

Each residence floor on the Green Wing has a kitchenette with sink, microwaves, and induction stove tops for student use. All residents have access to all kitchenettes. Pots and pans for the induction burners are provided by the College. Students wishing to use the kitchenettes must bring their own utensils and cooking supplies. Students are responsible for cleaning up after themselves. Dishes and other belongings left unattended will be removed. Please be mindful of the adjacent residence rooms and keep noise to a reasonable level. The Kitchenettes should not be used after quiet hours.

### **7.8.1 Allergies**

Due to the nature of living in a residence community, the College cannot guarantee that any area of the College will be free from allergens, including residence rooms. Any common cooking area has the risk of exposure to allergens. If you have a serious allergy please speak with the Dons and the other students on your floor to alert them of your allergy. If you know someone on the floor has an allergy please be mindful when you are preparing food and clean up appropriately.

## **7.9 Internet – ResNet**

United provides wireless internet to all common areas and residence rooms and all dorm rooms at United are wired for internet. Internet is supplied through ResNet, a self-setup internet program provided by the University of Waterloo. The guidelines, along with detailed information on ResNet is available at <http://uwaterloo.ca/housing/technology/internet/equipment-setup>

A ResNet package, including a description of the connection process, is provided when you move in. Note: The use of ResNet is governed by the current user policy of uWaterloo not United College.

The network (wired and wireless) is monitored and maintained by UW IST; United has no control over any of it (speed, connectivity, etc.). If you have a problem with the ResNet in your room please use the University of Waterloo IST portal to log a ticket: <https://uwaterloo.atlassian.net/servicedesk/customer/portals>.

Waterloo and United College reserve the right to terminate an internet connection without notice because of misuse. Reinstatement of the connection is at the discretion of United.

### **7.9.1 Routers**

Routers are not allowed in the residence as they disrupt the wireless internet throughout the building. This can cause the internet to become slow or unresponsive for other residents. Students who have a router active will be asked to remove it. Ongoing use of a router will result in penalties.

## **7.10 Laundry**

Commercial laundry rooms are located in the East Wing and West Wing of the residence. The laundry machines are activated using loadable laundry cards. Laundry cards can be loaded at the card dispenser in the East Wing laundry room. Purchasing loadable credit is a final sale and no refunds will be given for balances remaining on the card. Report any machine breakdown or malfunction using an online Maintenance Request form

## **7.11 Mail / Packages / Deliveries**

Mail and packages and large items will be kept in the Student & Guest Services and you will be notified by email if you have mail or packages to be picked up.

United accepts mail/packages/deliveries during business hours for the convenience of students. However, United is not responsible for lost or stolen mail/packages/deliveries, even if United has signed for them.

United will mail letters on your behalf, however, Canada Post mailboxes are located at the Student Life Centre, as well as Westmount Rd N & Longfellow Drive (across from Conrad Grebel).

United will only hold mail after a student leaves if a written request is submitted before leaving and then only for two weeks. It is the responsibility of the student to make necessary arrangements for proper forwarding of all mail.

## **7.12 Photocopier**

A public photocopier is located near Student & Guest Services. The copier accepts WATCARD payment only.

## **7.13 Recycling**

United has a comprehensive recycling system. There are blue bags in each residence room for cans, bottles, boxes, and paper. When the blue bag in your room is full please take your recyclables to the recycling depot located by the garbage enclosure in the parking lot.

### ***7.13.1 E-waste***

Disposable batteries, rechargeable batteries, cellphones, computers, monitors, printers, printer cartridges and compact fluorescent light bulbs can be dropped off at Student & Guest Services for recycling. Please use these facilities and stay alert to opportunities to reduce waste.

## **7.14 Room 118**

Room 118 is a multi-purpose room used for meetings, events, classes, playing instruments, and student study. There is a piano in the room that students are welcome to play. This room may be booked periodically.

## **7.15 Staff Rooms – UTD 224 and UTD 220**

The Staff Kitchen (UTD 224) is for exclusive use for United staff and faculty. The Staff Meeting Room (UTD 220) may be used by students when not in use by staff. Staff always have reserved rights to the room and students are expected to vacate immediately if asked by an UTD staff member.

## **7.16 Student & Guest Services**

The Student & Guest Services team is ready to assist you and answer your questions. The Centre is regularly open from 8:30 a.m. to 4:30 p.m. Some days, extended hours may be available.

## **7.17 TV Room**

The TV Room is available 24 hours a day for watching television and videos. Please enjoy the TV Room at an appropriate volume level, and close the doors if disrupting others. All TV Room functions can be controlled using the touch screen wall panel. Sleeping overnight in the TV Room is not permitted.

## **7.18 Waterloo Indigenous Student Centre (WISC)**

The Waterloo Indigenous Student Centre is located at United. The Centre is a space dedicated for use by Indigenous students, faculty, and staff. The WISC provides culturally relevant information, facilitates the sharing of Indigenous knowledge, and provides support services for all members of the University of Waterloo's community including Indigenous and non-Indigenous students, staff, and faculty.

## **7.19 WISC Ceremonial Fire Grounds**

The WISC ceremonial fire grounds, located beside the river, holds important spiritual and cultural meaning for indigenous students, staff, and faculty. Use of the fire is strictly prohibited unless approved by the WISC. Please respect the space and its significance for the indigenous students and peoples on campus.

## **7.20 Watson's Multipurpose Room**

Adjacent to Watson's Eatery is the Multipurpose Room, used as a lounge and event space for all students. Furniture may be moved throughout the space but must not block exits or pathways. The College has the right to move furniture back to its original space or to new space as it sees fit.

There are three study rooms that are free to use for individual or group study.

## **7.21 Waterloo Shuttle Service**

The On Campus Shuttle runs out of Waterloo Police & Parking Services from 7 p.m. till 2 a.m. daily. The Shuttle will pick up students, staff and faculty on campus and take them to other locals on campus at no cost. . The On Campus Shuttle stops at all bus stops around ring road.

The Off Campus Shuttle runs out of Turn Key Desk in the Student Life Centre. Students go to the TurnKey Desk and sign up in advance for rides that leave on the hour between 7 p.m. and 1 a.m. This service is provided 7 days a week and you are required to show your WatCard. The Turnkey Desk can be contacted at 519-888-4434.

## **7.22 Watson's Student Centre**

This community hub contains Watson's Eatery, the United cafeteria, and the TV Room. Watson's is named for Bill Watson & Jeanne Elgie-Watson, generous benefactors of the College.

Events may be held in the Watson's Student Centre provided the event organizer receives permission from the College.

## 8. **CONTACTS & DIRECTIONS**

### 8.1 **Useful Contacts**

#### *8.1.1 In Case of Emergency:*

Fire & Ambulance	911
Waterloo Police/Security	519-885-4911 or 519-888-4567, ext. 22222
Poison Control Centre	1-800-268-9017

#### *8.1.2 For Information & Appointments:*

Waterloo Health Services	519-888-4567, ext. 33544
K-W Health Centre Crisis Team	519-742-3611
Grand River Hospital	519-749-4220
St. Mary's Hospital	519-744-3311

#### *8.1.3 General Information:*

United College	519-885-1460
United Automated Attendant	519-772-8700
University of Waterloo	519-888-4567
Waterloo Ombudsperson	ext. 32402
Waterloo Counselling Services	ext. 32655
Waterloo Sexual Harassment Office	ext. 33541
Waterloo 24/7 Turn-key Desk	ext. 84434

### 8.2 **Directions to United From 401 Hwy**

- Hwy 8 West to Hwy 7 East
- Hwy 7 East becomes 85 North
- exit University Avenue West
- Pass University of Waterloo
- Right on Westmount Road North
- Take first driveway on Right
- Proceed left to United College
- 190 Westmount Road North

## **9. FEES**

Student & Guest Services Centre is open to receive payments during office hours. You are responsible for the following:

- Residence fees including meal plan
- Activity Council fee
- Voluntary Levy (Refugee Student Support)

These fees are included in the Residence Agreement you signed.

### **9.1 Payment of Fees**

The balance of your fees owing to United and the non-refundable deposit for either the Fall, Winter or Spring term must be paid on the due dates stated on your Residence Agreement. If you have any questions concerning the payment of your fees, please contact the Student & Guest Services Centre. If payment has not been received in full by the due date set out in your Residence Agreement, your outstanding account will be charged a late fee by the College at the rate of 1.5% per month levied on any outstanding fee balances paid after the due date and at the beginning of each new month they remain outstanding. Students who fail to pay their residence fees by the date outlined on their respective Residence Agreement will have their Quest accounts placed on hold with the Registrar's office preventing course registration, grade viewing and graduation until fees are paid. Students will be charged a fee for cheques returned to United identified as NSF (Non-Sufficient Funds).

OSAP recipients qualify for a fee deadline extension each term. To qualify for the OSAP extension date, we require your government notice of assessment or electronic status summary to be submitted to United before the standard payment date.

### **9.2 Non-Refundable Deposit**

The residence fee deposit(s) is non-refundable once received.

### **9.3 Non-Refundable Residence Fees**

The total fee balance set out in the Residence Agreement is not refundable and becomes payable upon delivery of an executed copy of the Residence Agreement. In other words, once a Resident Agreement is signed a student is agreeing to pay the fee balance amount(s) even if he/she does not move in, or moves out, or vacates the dormitory room prior to the end of the semester/term, or does not return for the second of two terms. The College, at its discretion, may grant an exception in the case of a student who must academically or medically withdraw from the University of Waterloo

## **10. FOOD SERVICE**

### **10.1 General Information**

Convenient food service, including resident meal plan service, is provided at Watson's Eatery in the Watson's Student Centre at United College. Our food service is provided by [Brown's Fine Food Services](#), a Canadian company that has run Watson's Eatery since 2021.



## 10.2 Meal Periods

### Weekday Hours

Breakfast	Hot & Continental Breakfast	7:30 a.m. – 10:00 a.m.
Lunch	Hot Entree	11:00 a.m. – 2:00 p.m.
	Salad Bar, Deli, & Grill	11:00 a.m. – 2:00 p.m.
Dinner	Hot Entree	4:30 p.m. – 7:00 p.m.
	Salad Bar, Deli, & Grill	4:30 p.m. – 7:00 p.m.

### Weekend & Holiday Hours

Brunch	Continental Breakfast	9:30 a.m. – 2:30pm
	Hot Entrée & Fresh Grill	10:00 a.m. – 2:30 p.m.
Dinner	Hot Entree	4:30 p.m. – 7:00 p.m.
	Salad Bar, Deli, & Grill	4:30 p.m. – 7:00 p.m.

### Spring Term Hours

Breakfast	Hot & Continental Breakfast	7:30 a.m. – 10:00 a.m.
Lunch	Hot Entrée	11:00 a.m. – 2:00 p.m.
	Salad Bar, Deli, & Grill	11:00 a.m. – 2:00 p.m.
Dinner	Hot Entree	4:30 p.m. – 7:00 p.m.
	Salad Bar, Deli, & Grill	4:30 p.m. – 7:00 p.m.

### Spring Term Weekend & Holiday Hours

Brunch		10:00 a.m. – 2:30 p.m.
Dinner		4:30 p.m. – 7:00 p.m.

## 10.3 The Meal Plan

- Full Meal Plan card holders are entitled to unlimited food during regular meal hours;
- The meal plan does not carry any balance and is non-transferable; the plan expires at the end of the term on the day you move out.
- Your assigned meal plan card/fob is required to obtain all meal plan services, no exceptions. Replacement cards/fobs can be purchased from the Student & Guest Services Centre for \$25.

### How It Works

- Your meal card/fob will be scanned every time that you acquire any food or beverage product;
- You have unlimited use of the card – we encourage students to take less and go back for more to reduce food waste;
- The meal card/fob is only usable by the registered card/fob holder and is non-transferable. You may not use your card/fob to get meals for another person;
- Food acquired through the meal plan must be consumed in Watson's Student Centre, unless you have requested a pre-made take out option in advance.

#### Extras

- Some retail items are not included in the meal plan and can be purchased at the cash register;
- Vending machines are available 24/7;
- Families and friends may purchase their meals at the cash register.

### 10.4 Pack Lunches & Late Dinners

Pack lunches and late dinners are available when a resident submits a pre-order meal form by 4:00 p.m. for the next day. Meal pick up is in the fridge located in the hallway behind the cash register in Watson's. Do not take any meals out of that fridge unless you have ordered one as this is theft from your fellow residents.

### 10.5 Special Dietary Needs

Special dietary requirements may be catered to by the food service staff, although food preparation according to religious prescription or medical requirements cannot be guaranteed. Should you have dietary restrictions or allergies that may not be catered to within our regular menu rotation please contact our food services manager at [unitedmanager@browns.ca](mailto:unitedmanager@browns.ca) to set up a meeting to discuss further to see how we may be able to better accommodate you.

### 10.6 Dishes & Cutlery

The removal of dishes, cups, or cutlery from the Watson's Student Centre is not permitted.

### 10.7 Guest Meals

Guests are more than welcome to come and purchase a meal at any time, though they may not use your meal plan. Visitors who are not on a United College meal plan must pay for meals, and residents cannot get food from the Eatery for guests - they must purchase their food. Guests can pay at the till using cash, debit or credit. Meals taken by residents for guests on their meal plan will be considered theft and treated accordingly. Guests can also purchase a retail food meal plan and the details can be found on our website at: <https://uwaterloo.ca/united-college/food-services/food/meal-plans>

## 11. GUIDELINES & POLICIES

### 11.1 General Expectations

The ideal of the United community is that students act maturely, interact sensibly, do not engage in misconduct, and make a meaningful contribution to the life of the College. Students are expected to treat each other, and other members of the community, with dignity and respect. Proper decorum pertains to both language and action, at the College, on-campus and at United functions that are held off-campus. In any residential community, rules and regulations are needed to ensure the efficient operation of the residence and the maximum enjoyment and satisfaction of all members. As a close-knit community, rules and regulations and policies and guidelines at United are expected to be upheld by all residents. Where necessary, violations of United rules, regulations, and/or policies are enforced with fines, discipline, and expulsion.

## 11.2 Student Issues & Discipline

Any matter concerning residence life that needs reconciliation must be dealt with in the following manner:

1. Discuss the issue with the person you are in tension with;
2. Discuss the issue with your Don;
3. If the Don cannot assist you, they will seek additional support from the Residence Life Coordinator;
4. If the Residence Life Coordinator cannot assist you, they will seek the support of the Director of Student Life.

If discipline is necessary, it is up to the discretion of the Director of Student Life (or appointed College officer) to fine a student, or in an extreme case, to expel the student from the College. In the latter case, the student must leave the College immediately, surrendering all keys to the Residence Life Team staff. The expelled student must still fulfill their contracted obligation to pay residence fees until the contract expires. The disciplined student may appeal the decision (outlined below) but must comply to all aspects of the decision until a new decision is reached.

## 11.3 Sanctions

Sanctions are outcomes that can occur if a student is found to be in violation of United policies and guidelines. The sanction is determined by the Residence Life Coordinator or Director of Student Life based on the unique circumstances of the incident. Sanctions can include, but are not limited to, the following:

- Monetary fine;
- Warnings
- Written assignment;
- Community Service;
- Loss of privileges (such as guests, or alcohol);
- Another option as deemed appropriate by the RLC or Director.

## 11.4 Fines

Fines are one type of sanction that may be issued for inappropriate behaviour of any student who does not abide by the policies and guidelines of United College. Fines are typically assigned to recuperate the costs of repairs or damages, or for administrative penalties. Fines must be paid directly to Student & Guest Services Centre according to the terms stipulated by the Director of Student Life. Students who fail to pay their fines will have their Quest accounts placed on a hold with the Registrar's Office preventing course registration, grade viewing and graduation until fees are paid.

## 11.5 Warnings

Students may be issued formal or informal warnings by College staff. Warnings may be issued by Dons, residence life staff, or Watson's Eatery staff. Repeated warnings will result in further sanctions.

## 11.6 Last Chance Notice

In cases of repeated behavior issues or circumstances deemed to be extreme, the Director may provide a Last Chance Notice to a student. A Last Chance Notice outlines the expected behavior required to remain in residence. Failure to abide by the terms of a Last Chance Notice will lead to expulsion from residence without refund.

## **11.7 Expulsion from residence**

In cases of extreme risk to the safety and wellbeing of the community, or upon breaching the terms of a Last Chance Notice, a student may be expelled from the residence. The student forfeits any payments to the College and must hand in all keys immediately, or at another time agreed to by the Director.

## **11.8 Appeals**

An appeal can be made regarding the outcome of student issues or discipline. Appeals can be made if there is a procedural irregularity or new information is presented. The first appeal must be to the individual who made the decision. Further appeals can be submitted to the Director of Student Life. Appeals regarding decisions made by the Director may be made to the Principal. The Principal's decision will be final on all matters. During the appeal process the original decision shall stand and the student is expected to uphold the terms of that decision until a new decision is made.

## **11.9 Keys**

Upon arrival you will receive a key fob for entry into the building and residence floors. You may also receive a room key, mailbox key, a meal card and a loadable laundry card. If you lose your keys or cards you will be charged for a replacement as outlined in your contract. Keys may not be duplicated or lent to another person.

## **11.10 Roommates**

All residents at United with double rooms will be paired with a student of the same gender. Students have the opportunity to select their preferred roommate on the Personal Information Form. Both students must name each other as the preferred roommate. Roommate requests are not guaranteed.

United has the right to move a student to a different room if they are of the same contract type. This typically occurs if a student's roommate is in a co-op stream and vacates their room after the first term of their contract. This may also occur if the student's roommate withdraws or is dismissed from their contract, or the room a student is occupying becomes inaccessible due to damage, health concerns, etc.

## **11.11 Roommate Changes**

Students requesting roommate changes are expected to:

1. Try to resolve the matter between them.
2. Speak with their Don to assist in resolving the matter.
3. Schedule an appointment with the RLC to begin the roommate mediation process.

Once the mediation process is complete, room changes may be considered at the discretion of the RLC and based on room availability.

## **11.12 Student Room Information**

The rooms are allocated by the Director of Student Life before the beginning of the term. The College reserves the right to change your room assignment between terms, or at any time during your stay.

### **11.12.1      *Move In***

You may move into your room at the day and time outlined on your Residence Agreement. Under special circumstances, students may be permitted to move in early (details outlined below).

### **11.12.2      *Move Out & Extension Requests***

You must vacate your room within 24 hours of completing your final examinations, within 24 hours of your last class if you don't have an exam, or by 10:00 am on the day the residence closes each term, whichever is sooner.

In most cases, students returning to residence the following term will be allowed to leave their belongings in their rooms.

Under special circumstances, students may request a move-out extension by a published deadline. Permission to do so requires completion of a request form by a specified deadline and College approval. Extension requests are granted at the sole discretion of the College and are not guaranteed. Should a move-out extension be granted, you will be required to move-out by 10:00am on the date agreed upon.

Upon moving out, students are required to vacuum and clean their section of the room and to remove all garbage and recycling.

### **11.12.3      *Room changes***

Room change requests will only be considered in rare circumstances. Changes to a different style of room will not be considered until the following term, if available.

Note: While some rooms may appear to remain empty, they may not be available.

### **11.12.4      *Room Inspections***

Between terms, inspections of rooms will be conducted by facilities and residence life staff. Inspections ensure that end of term procedures are followed correctly and to assess the state of residence rooms for maintenance considerations. If student belongings remain in rooms, staff may need to move them to inspect portions of the rooms and furniture.

### **11.12.5      *Beds***

You are provided with a mattress and cover. A pillow, a blanket, and a bedspread sheets and pillowcases are your responsibility. The construction of bunk beds is not permitted without the authorization of the College. No cinder blocks or bricks are allowed to prop up beds. You may bring a bed role for support but may not bring a mattress as they are often contributors of pests.

### **11.12.6      *Furniture***

Your room is furnished by the College and includes the necessary furniture for your residence stay. Couches violate fire safety rules, and are not permitted. Note: There must be a 2 foot clearance all around the centre dresser unit in double rooms. Furniture must not be removed from the rooms or from the central areas of the College (i.e. lounges, and common rooms). Damaged items are charged to the resident.

The exact specifications of the furniture are subject to change based on furniture availability and room type.

### ***11.12.7      Room Decoration and Care***

You are expected to leave your room as you found it with all items belonging to the College in the room. All personal items must be removed. No de-/re-construction or disassembly of any item in the room is allowed. You may decorate your room as you please, as long as you do not cause any damage or display anything deemed offensive. Use reusable adhesive to hang posters (see poster policy). Packing tape, duct tape, glue, screws, nails, and similar fastening devices may not be used. Residents will be charged for the repair costs for damage done to walls, ceilings, floors and furniture.

### ***11.12.8      Temperature in Dorm Rooms***

Every room is individually temperature controlled

The heating in the double rooms is provided by a combination of the building's energy efficient boiler and the PTAC (Packaged Terminal Air Conditioner) unit located in each room. The room temperature is controlled by the wall thermostat located just inside the door.

If you are in a single room and have a PTAC unit installed please be conscious of how long it is on for and the temperature that it is set at. 23 degrees is a comfortable level. Please do not open your window if the PTAC unit is running.

The Super Single Rooms are heated and cooled through a high efficiency heating and cooling system that is controlled by the thermostat in each room.

### ***11.12.9      Food***

Any food kept in a room must be stored in covered containers.

### ***11.12.10      Electrical Appliances***

Rooms are designed only for reasonable levels of energy consumption. Hair dryers, razors, stereos, etc. present no problem if used separately. The laundry room on the east wing is fitted with heavy-duty wiring. You may plug kettles or small appliances into these outlets. Please do not leave these items unattended. The College does not permit:

- Portable heaters,
- Hot plates, pressure cookers, rice cookers, and other similar cooking devices,
- Washing machines.

The list of prohibited appliances is at the discretion of the College. The purpose of prohibiting items is to ensure safety of the community and to avoid unnecessary energy consumption.

### ***11.12.11      Refrigerators***

You may bring your own refrigerator into a room only if it does not exceed the maximum size of 5 cubic feet. Small refrigerators are available for rent at United on a term by term basis. Contact United Student & Guest Services for details.

Refrigerators must be kept clean and removed at the end of your contract. Limit of one fridge per room.

### **11.12.12    *Pets***

Pets are welcome to visit but are not allowed to stay in the residence rooms overnight, with the exception of support animals that have been registered with the College. Pets are the responsibility of the resident hosting them. Pets are only welcome as long as the community feels comfortable with them. If any resident, staff, or guest of the College feels threatened or demonstrates a reasonable concern (such as allergies or phobia) the pet will be not be allowed to enter the residence.

All support animals must be registered through the Accessible Housing Form.

### **11.12.13    *Bugs & Pests***

United College contracts professional pest removal contractors to provide advice and services related to pests. Should a case of bedbugs or other pests be confirmed, no refund or reduction of residence fees will occur, and residents will not be relocated due to the increased risk of spreading the pest, unless advised by our pest removal contractor. Pest eradication can be a lengthy process and it may take repeated actions to treat the issue.

While the presence of bugs may cause concern, many insects and bugs are harmless and serve important ecological functions. Spiders, flies, earwigs, and other common insects and bugs may inevitably find their way into dorm rooms. They are often attracted to crumbs and materials needed for nests. We encourage you to store all food in sealed containers, maintain a clean residence room, and remove clutter.

To prevent insect and bug bites, we recommend wearing insect repellent or bug spray when travelling out at night or to insect-prone areas.

## **11.13 Insurance**

Residents are responsible for carrying insurance against loss of personal possessions. United is not liable for theft or damage of personal belongings.

## **11.14 Guests**

A student is allowed to have an overnight guest. If a student has a roommate, they may only have a guest if the roommate consents. The right of the roommate who does not wish to host a guest supersedes that of the student who would like to invite a guest. A non-resident guest may occupy a student's room overnight by meeting the following conditions:

- The student host is present at all times,
- has consent of the roommate,
- and completes an Overnight Guest Form (available from a Don, or at Student & Guest Services) and submits it to the Don of the floor *before* the arrival of the guest.
- The duration of the stay is less than 72 hours.

The host takes full responsibility for the guest and his/her behavior and actions. The guest is subject to all College policies. Guests are not permitted during Orientation Week or the exam periods. United reserves the right to ask that guest to leave anytime during their stay.

There may only be two guests per room, regardless of which roommate completes the Overnight Guest Form.

### **11.14.1    *Restriction Periods***

During certain periods, no guests are allowed in the residence halls. During these periods, guests may



visit public areas but are not allowed into any residence area. These periods are:

- Orientation Week
- Halloween (and surrounding weekend)
- St. Patrick's Day (and surrounding weekend)
- Exam periods

Other periods may be determined as needed and communicated in advance to students.

### **11.15 Subletting and Additional Occupants**

Subletting of rooms is not permitted and a violation of the residence contract.

Additional occupants of a room are not permitted. Guests found to be occupying a room for extended periods of time will be asked to leave and the owner of the room will be fined \$500.

Cohabitation of rooms is not permitted, nor is room switching regardless of roommate consent.

### **11.16 Maintenance & Entry of Rooms**

If you need repairs to your room, fill out an online [Maintenance Request Form](#), which will facilitate the work and follow up on it in a timely manner. Your Residence Agreement requires you to maintain a clean room and a safe room. Authorized personnel are allowed to enter a student's room when they believe that emergency conditions or a threat to the health and safety of individuals exist. The maintenance staff has the right to enter all student rooms to make repairs or perform preventative maintenance.

Staff will attempt to address your Maintenance Request Form within 24 business hours. When submitting a Maintenance Request Form you are providing permission for maintenance staff to enter your room, whether you are present or not.

### **11.17 Early Move-in Request**

United does not permit moving in any earlier than the date and time outlined on your Residence Agreement. The College cannot have residents move in early as Residence staff are not present, and scheduled maintenance and housekeeping functions are being performed to ensure a warm welcome.

United may allow early move in for students participating in university sanctioned programs such as early Orientation activities, varsity sports, or orientation leader training. To be eligible for an early move in you must be registered with that program and arrange move in details with the College in advance of your arrival. The College reserves the right to accept or deny the request at its discretion.

Should you require housing prior to your move-in date United has hotel rooms on-site that you can rent on a nightly basis, subject to availability. For more information, please see our website at: <https://uwaterloo.ca/united-college/guest-rooms-conferences/guest-rooms>

### **11.18 Check-out Procedure**

When leaving at the end of the term, you must have your room inspected by a College designate as well as hand in your keys. In the final month of each term, you will have a scheduled unit inspection. The College is not responsible for articles left between terms. If a room is left in unacceptable condition, an additional surcharge will be levied to the student(s) for cleaning, disposal, replacement or repairs.

Students who move out incorrectly or after their check out time will be charged a \$125 fine, plus additional nightly rates.

### **11.19 End of Term Procedure**

Each United student has signed a contract that requires them to move out on the **earlier of**: (i) within 24 hours after their last exam; (ii) within 24 hours of your last class if you do not have final exams; or (iii) by 10:00 am on the day the residence closes each term. The Residence Life Team will be overseeing the move out of all students. Any student who does not vacate within the aforementioned period will be fined \$100 for each day they remain in residence.

Each student will have a mandatory unit inspection scheduled for them before they leave. You will find a checklist posted on your floor of what is required for you to complete before your scheduled inspection. Upon successful completion of your inspection, you are free to leave for the term.

### **11.20 Student Status**

All contracted Residents must be registered in a program approved by United with a minimum part-time status or co-op status.

### **11.21 Being Environmentally Responsible**

Please make it a foremost priority to turn off all lights in areas or rooms that are not in use. Even if you plan to leave an area for only a short while, turn off the lights. The only exception is in areas where security must be of first importance.

Heat and cold air are provided through the energy efficient boiler and cooling systems. Each unit has individual temperature control options. For details on the different systems please see 10.10.4 or request to speak with the United Facility Team.

When showering, consider having a shorter shower to conserve water. The average shower length should be 5 minutes. You might want to shower in the evening to help preserve the hot water since many people will be showering in the morning which is also when Watson's is using a large amount of water for food preparation.

### **11.22 Dress Code**

It is not permitted to enter the public areas of United without shoes or appropriate dress. Bare feet and bare chests, are not permitted in public areas.

### **11.23 Washrooms**

All floor washrooms are gender-neutral designated. Each washroom is cleaned daily (Mon-Fri).

Rooms in the Green Wing have ensuite washrooms provided. Ensuite washrooms are cleaned on a regular basis by maintenance staff to ensure that they meet the necessary hygiene standards.

Co-ed showering or bathing is not permitted in any washroom.

### **11.24 Poster Policy**

All posters, decorations and wall coverings that residents attach to the walls of their assigned residence room must be affixed by using the non-marking putty product. Use of scotch tape, duct tape, binding tape, glue, nails, screws, nails, tacks and other adhesives is prohibited. Damage to walls, doors, windows, flooring, ceilings, or furniture caused by the Resident or his/her permitted guests/invitees will be repaired by United at the Resident's sole cost and expense. A package of the putty product will be in your room when you arrive. Additional non-marking putty can be purchased from stationary and department stores.

### **11.25 Noise Level**

Quiet hours are 11:00 pm. to 8:00 a.m. during the week (weekdays and Sundays) and 1:15 a.m. to 8:00 a.m. on the weekends (Fridays and Saturdays). Students are required to use earphones for music in order to be respectful of others. Musical instruments are welcome at United, please keep in mind that you are expected to exercise consideration and courtesy in selecting volume levels, hours of practice, etc. Be considerate, by keeping the noise level at a minimum. Note the special exam period circumstances outlined in the "End of Term Procedures" section.

#### **11.25.1      *Exam Quiet Hours***

During the exam period quiet hours are in place. It is expected that the residence floors become a quiet environment that is conducive to studying. The following 3 hours are social hours, where music and talking can occur at an acceptable level.

12:00 – 1:00 p.m.

5:00 – 6:00 p.m.

10:00 – 11:00 p.m.

All other times are quiet hours, so please be respectful.

### **11.26 Parking**

Parking is available for Residents on a term-by-term basis. Parking permits can be purchased at Student & Guest Services Centre and are sold on a first-come, first-served basis. Refunds are not provided for parking permits. All sales are final. Parking permit holders please review United Parking Regulations found on our website: <https://uwaterloo.ca/united-college/residence/parents/parking>.

Daily parking passes, subject to availability, can be purchased from the Student and Guest Service Centre and/or the Pay & Display machine located in front of the main entrance.

All vehicles must display a valid parking permit at all times and park in designated spaces. Violators will be ticketed or towed at their own expense. United takes no responsibility for damages or theft of vehicles or vehicle contents on United property.

## **11.27 Bicycles**

Bicycles may not be kept in a residence room or hallways due to fire and safety regulations. In order to significantly reduce the risk of your bike being stolen use a U-lock through the bike frame and front tire. U-locks can be purchased at all bicycle stores and most large department stores.

## **12. SECURITY & SAFETY**

### **12.1 College Security**

The main entrance doors to United are unlocked from 8:00 a.m. to 8:00 p.m. daily. Residence wings are locked at all times and you need to take your exterior door key fob with you at all times. Never prop outside doors open. If you see someone in the residence area whom you do not recognize, ask him or her why they are here. If the person does not have a legitimate reason for being there, ask them to leave, or call a Don. If you feel threatened or unsafe at any time, remove yourself from the situation and contact Waterloo Campus Police at 519-885-4911. When you are in your room, feel free to leave your room door open with the consent of your roommate. When you leave your room, always lock your door.

It is strongly encouraged that you download the WatSafe App available on most phones.

### **12.2 Sexual Violence Policy**

The Management of United College is committed to the prevention of sexual violence involving student Residents at United College.

Sexual Violence is defined as any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism and sexual exploitation.

United College student Residents are University of Waterloo students, and are therefore bound to the Waterloo policy for rules, prevention, and response regarding Sexual Violence. This Waterloo policy is Policy 42 – Prevention and Response to Sexual Violence ([https://uwaterloo.ca/equity/sites/ca.equity/files/uploads/files/policy\\_42\\_prevention\\_and\\_response\\_to\\_sexual\\_violence\\_1.pdf](https://uwaterloo.ca/equity/sites/ca.equity/files/uploads/files/policy_42_prevention_and_response_to_sexual_violence_1.pdf))

United College will refer all Sexual Violence matters to the appropriate University of Waterloo practices listed in Policy 42.

### **12.3 Restricted Areas**

Residents must refrain from entering restricted areas which include: roof tops, window sills, walls, trees, roof access doors, electrical rooms, boiler rooms, service closets, storage areas, Watson's Eatery kitchen, and any area with restricted access due to emergencies, maintenance, or security reasons. The staff kitchen, staff offices, staff copy & mail room, and staff meeting room are also restricted unless participating in a sanctioned College activity or meeting.

### **12.4 Fire / Smoke Detectors**

It is against the law to modify, disconnect or block a fire / smoke detector and any student found doing this will be fined. The fine will be issued to both roommates in double rooms, and the individual resident in

single and super single rooms. Be smart, don't tamper with the smoke alarms designed to keep our community safe.

College staff will also complete an unscheduled fire alarm inspection each term.

## **12.5 Smoking / Alcohol / Drugs**

### *12.5.1 Smoking*

The entire College is a smoke free environment. Smoking is also prohibited on United property except in the designated smoking area. The designated smoking area is located at the picnic table between the west wing and the apartment building. This policy applies throughout the year in all weather. You must dispose of smoking garbage appropriately in the containers provided. Smoking in the residence will result in fines, expulsion or both.

Vaporizers, e-cigarettes, or similar products that produces vapour or smoke will be treated as smoking.

### *12.5.2 Alcohol & Cannabis*

It is one of the ideals of United to educate students in establishing mature and responsible habits in their consumption of alcohol and Cannabis. All students are expected to be moderate in the consumption of alcohol and cannabis and to respect those who do not consume alcohol or cannabis. As an institution, United abides by the Liquor Control Act, Liquor License Act of Ontario, and the Cannabis Control Act.

- Only persons aged 19 or over are legally allowed to consume alcohol and cannabis;
- There is a fine or sanction for underage drinking or impairment on United premises. Repeat occurrences will result in escalating fines, sanctions or expulsion from the residence;
- Residents who host under age persons and/or serve alcohol or cannabis to underage persons will receive sanctions;
- Residents who are under the age of 19 who have alcohol or cannabis in their possession will have it confiscated and receive sanctions;
- Consumption of alcohol or cannabis by of-age individuals is restricted to residence rooms;
- Kegs and the storage of large amounts of alcohol are not permitted in any residence room (over 26oz of liquor, or 24 cans/bottles of beer/student);
- Alcohol may not be sold in the residence without a Liquor Permit;
- Participation in drinking games, imitation drinking games (ie "Water Pong"), or any activity that promotes rapid consumption of alcohol is prohibited in the residence or on the residence property;
- Drunken misbehavior regardless of age will not be tolerated and will result in sanctions.

### *12.5.3 Drugs & Illegals Substances*

Use or possession of illegal drugs will result in police involvement and a sanction which may include the immediate expulsion from United. The community of United has a moral responsibility to protect the rights, welfare, and safety of individuals against the destructive effects of illegal substance use. This includes use of illegal drugs away from the residence and then returning to United.

## **12.6 Fireworks and Weapons**

The use of firecrackers, fireworks, smoke bombs or similar explosives is prohibited by law. Any use or possession of these articles on United property will not be tolerated and may result in immediate sanctions, which may include the expulsion from United. It is forbidden to have firearms and/or other

weapons or replica firearms and/or knives on campus. Failure to comply with the preceding may result in immediate expulsion from United and/or the matter being referred to the police.

## 12.7 Health Emergencies

<https://uwaterloo.ca/health-services/>

University of Waterloo Health Services can be contacted at 519-888-4096 and is open Monday-Friday with a doctor on call at all times.

Where the situation warrants, seriously ill or injured students should be taken directly to Emergency at:

Grand River Hospital	519-749-4220
St. Mary's Hospital	519-744-3311

## 12.8 Fire Safety

No fire setting in or around the College is permitted. The burning of candles or incense is not permitted. Fire exit and residence doors must not be blocked to prevent entry or exit. Bicycles may not be kept in a residence room or hallways due to fire regulations. In case of fire it is important to empty the building quickly and in an orderly manner to avoid panic. There are unannounced fire drills each term. Know alternate exit routes from your floor.

Fire exit locations are posted on each floor.

### *12.8.1 In Case of Fire:*

- Sound the fire alarm;
- Leave the building immediately;
- Make certain windows and doors are closed behind you;
- Go to the form-up area identified by your Don at the beginning of the term;
- Do not re-enter the building until permission is given by the Fire Department.

### *12.8.2 Maintaining Fire Route Access*

Access through fire routes must always be maintained. This means that no belongings should be left outside of residence rooms in the hallway that may cause a trip hazard (ie. Shoes).

## 12.9 Campus Lockdown

You will be notified of a lockdown procedure through one or more of the following:

- Pop-Up Notice on your UW networked computer;
- University of Waterloo website;
- Text message to registered cell phones;
- Voice mail broadcast;
- In person notification by police.

If a lockdown occurs, secure an area as follows:

1. Move immediately to the nearest room you feel is safe with as many people as possible;
2. Lock and barricade the door;
3. Turn off the lights or maintain minimal lighting;
4. Cover all windows with blinds, curtains, etc.;
5. Keep back from windows and doors;

6. Lie flat on the floor or take cover out of sight;
7. Turn off cell phones except to report injured people;
8. Keep calm and quiet; and,
9. Stay in the room until police arrive. Remember it may be several hours before you can be safely evacuated.

If someone is injured follow these steps when safe to do so:

- Call 911 or 519-888-4911 or ext. #22222, from a hard-wired line if possible.
- Place a sign in an exterior window to identify the location of the injured people.
- Call 911 or UW Police 519-888-4911 or ext. #22222 for all campuses. You may access [www.uwaterloo.ca](http://www.uwaterloo.ca) for information.

For further information on this procedure please visit;

<https://uwaterloo.ca/police/sites/ca.police/files/uploads/files/lock-down-procedure1.pdf>

## **12.10 Major Crime**

Do not endanger the lives of others by acting as a police officer or private investigator:

- If possible call Campus Police (519-888-4911) for help and inform college administration immediately;
- Co-operate with the criminal if necessary;
- Note physical key features of criminal;
- Take direction from police or college official;
- Make no statement to media or public about the incident;

## **12.11 Life Threatening Emergency**

If you witness an accident or incident with probable death do the following:

- Call 911;
- Apply first aid or CPR, if possible;
- Inform College administration;
- Write down name of additional witnesses;
- Comply with police and medical staff.

## **12.12 Severe Weather Warning**

Listen to the radio for weather warning. Follow these precautions:

- Gather flashlights, batteries, blankets, and a battery-operated radio, and first aid kit;
- Make sure exits are not obstructed or locked;
- Meet in STP 105 or the basement of your floor;
- Comply with the instructions given by Residence Life Team;
- Do not leave STP 105 or the basement until permission has been given by College authority.

## **12.13 Electrical/Water Failure**

- Alert the Student & Guest Services Centre or a Don of the kind of failure;
- The Residence Life Team will keep students informed as to the duration of the failure.

## **12.14 Epidemic or Pandemic Outbreak Response**

United will follow all recommendations provided by the Waterloo Regional Public Health Unit, the



University of Waterloo, and local, provincial, and federal regulations and laws. United may enact policies and procedures based on guidelines, recommendations, and best-practices from other recognized health authorities.

The response may vary but could include:

- Self-isolation of all students on a floor;
- Suspension of activities and events;
- Closure of common rooms;
- Take-out only dining at Watson's Eatery;

In extreme situations where it is deemed to no longer be safe or the extent of the outbreak becomes unmanageable, students will be asked to leave residence and compensated accordingly and fairly.