



VANCOUVER ISLAND
UNIVERSITY

RESIDENCES



COMMUNITY STANDARDS HANDBOOK 2018-2019

STUDENT RESIDENCES



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INTRODUCTION

Welcome to Student Residences! Our facilities house over 500 students on VIU's Nanaimo campus each year. Residents come to our community from across Canada and the world, each bringing different life experiences and perspectives to VIU. This is what makes living in a residence community so interesting and dynamic.

This Handbook sets out the expected community standards and how these standards will be upheld at VIU. It also provides helpful general information and resource information for residents. VIU may amend this Handbook from time to time and it can be viewed online at residences.viu.ca/content/residence-forms.

STUDENT RESIDENCE COMMUNITY STANDARDS

VIU is committed to ensuring that everyone at VIU is able to study, live and work in an environment of tolerance and mutual respect, free from harassment and discrimination. This requires all members of the community to be aware of, and comply with, the standards of behaviour expected of community members.

The well-being of the residence community is best achieved when everyone is aware of and understands their rights and responsibilities. The following guiding principles describe the rights and accompanying responsibilities of residents within the residence community:

- Every person in the community can expect consideration and respect for their feelings and needs, and in return has the responsibility to conduct themselves in a civil manner and to show respect for the rights of every other person in the community.
- Every person in the community can expect to live in an environment where their possessions and the communal spaces are shown respect by others.

The standards in this Handbook strive to protect the well-being, safety and security of residents and contribute to a residence community

that is conducive to residents' academic success, personal growth and wellness.

STUDENT RESIDENCE AGREEMENT

All residents are required to agree to VIU's Student Residence Agreement before moving into residence. It sets out the terms and condition of your occupancy in VIU Student Residence, including your agreement to uphold the VIU Student Residence community standards in this Handbook. The form of the Student Residence Agreement can be found at residences.viu.ca/content/residence-forms.

LAWS AND UNIVERSITY POLICIES

All residents of Student Residences must abide by the laws of the Province of British Columbia and of Canada and VIU policies, procedures, and guidelines, while living in residence. We encourage residents to read all policies, procedures and guidelines that apply to students at VIU, including VIU's Student Conduct Code.

RESOURCES

Your main resources related to residence life will be Student Residences webpage on the VIU website at residences.viu.ca, and the Student Residences main administration office located in Cedar Center (*Building 4*). Other commonly used campus resources are described in the "Resources" section of this Handbook.

HEALTH & WELLNESS

In any population, physical, mental, and emotional health needs will vary from person to person. With this understanding, you are asked to respect these guidelines.

If you have a contagious condition that is spread through close living conditions you may be asked to go to the VIU Health & Wellness Centre and to follow all subsequent medical recommendations.

If you are managing a mental health condition, you will be asked to take proactive steps to minimize any potential negative impact to the community. The Student Residence staff can help facilitate this process by referrals to Counselling and/or the Health & Wellness Centre. This may

also include a Health and Wellness plan with Student Residences to assist in supporting and/or managing a residents Health and Wellness.

Community living may not be appropriate for some students. Living in a community offers many benefits but also has the added stressor of living in close proximity with others. Should your acts or condition(s) negatively impact the community, Student Residence staff will address the behaviour and work with you to provide support where possible. In certain instances, Student Residence staff may determine that if a Health and Wellness plan is not appropriately implemented by the resident, may result in termination of the Resident Agreement.

OVERVIEW OF STUDENT RESIDENCES

Student Residences is the department at VIU responsible for the operation of the student residence buildings at VIU and VIU's Residence Life Program. Please see residences.viu.ca for information on the department and life in residence.

BUILDINGS

There are ten residence buildings located in the western area of the Nanaimo campus at 4 University Crescent, Nanaimo, BC offering a variety of accommodation. The Cedar Center building is the administration hub of the residence buildings where you will find a 24-hour front desk, the Residence Life office, mailboxes, and laundry facilities.

Two residence buildings (**Arbutus House** and **Alder House**) are "Traditional" dorm style residence buildings offering traditional single rooms on multiple floors.

Five residence buildings (**Fir House, Pine House, Hemlock House, Yew House** and **Spruce House**) are "Townhouse" residence buildings where, in addition to having their own rooms (*single or double with roommate*), residents have access to a common space and kitchen.

Two residence buildings (**Cottonwood House** and **Maple House**) are "Apartment" style residence buildings where groupings of four resident

rooms (*single or double*) are situated around a common kitchen, living area and two bathrooms.

In this Handbook, where there are specific requirements applicable to the particular residence building or type of accommodation described above, they will be referred to as "Traditional", "Townhouse" and/or "Apartment".

STAFF

Some of the Student Residence staff members who will be important to you in your time in residence are described in the "Student Residence Staff" section of this Handbook.

RESIDENCE LIFE PROGRAM

By living in Student Residences you automatically get membership into one of the most active groups on campus – Residence Life. The Residence Life Program is comprehensive program that supports living on campus. It's fun and helps transition students to university life. We encourage you to explore the Residence Life area of residences.viu.ca.

STUDENT RESIDENCES COMMUNITY STANDARDS

As a resident of the Student Residences community, it is your responsibility to comply with the behavioural standards outlined here. We expect you to take responsibility for your actions to ensure that everyone in Student Residences has a safe and enjoyable experience.

These standards are not limited to Student Residences buildings, but also apply to all property areas adjacent to the buildings (e.g. parking lots and surrounding grounds), and during sanctioned Student Residence events, even if these events take place outside the residence property or off-campus.

A violation of these standards will be a breach of your Student Residence Agreement with VIU and may result in actions being taken against you or sanctions applied. This may include eviction from

Student Residences. When an alleged violation of these standards is brought to the attention of Student Residence staff, this will be dealt with following the process described in “Community Standards Enforcement Process” below.

If you have a question or concern about a community standard in this Handbook, or you feel that a member of the residence community has acted inappropriately or in violation of these standards, we encourage you to contact your Community Leader or Residence Life Coordinator.

DESCRIPTION OF COMMUNITY STANDARDS

The community standards are described below in alphabetical order by category:

CATEGORY	DESCRIPTION OF COMMUNITY STANDARD
ALCOHOL: Alcohol use in residence	Alcohol may be consumed within a resident’s room/apartment unit and in shared common spaces in the Traditional and Townhouse buildings. Alcohol must be in personalized single serving size plastic containers or cans. Cases of beer, or boxes or bottles of wine or liquor that hold more than what would be considered one drink are not considered personalized containers and therefore are not permitted for consumption in common areas. Consuming/serving alcohol or carrying unsealed liquor is not permitted in public spaces including, but not limited to, patios, balconies, laundry rooms, hallways, stairwells, main floor foyers, and any outdoor space. Unopened alcohol must be transported on campus and within residence in its original packaging or in some type of bag.
ALCOHOL: Consumption by Minor	The legal drinking age is 19 years of age. Residents who are under the age of 19 may not possess or consume alcohol in residence.
ALCOHOL: Mass Consumption	Participating in a game or activity that promotes the swift or high volume consumption of alcohol including, but not limited to, high risk drinking activities (beer pong, flip cup, etc.) and/or the use of a drinking apparatus that promotes mass consumption (e.g. beer funnels, brewing equipment, drinking hats), is not permitted. Kegs or other high volume containers (more than 2L) are not permitted within residence. Participating in an activity that can be construed to promote mass consumption is also prohibited.
ALCOHOL: Over Intoxication	Drinking to excess and/or consuming an amount of alcohol which leaves a person unable to care for their own health and safety is not permitted.

CATEGORY	DESCRIPTION OF COMMUNITY STANDARD
ATTACK ON THE DIGNITY AND SECURITY OF OTHERS	Activity (verbal, written, electronic, graphic, physical) that is threatening, racist, sexist, homophobic, or any form of discrimination, harassment, sexual harassment or unwanted sexual attention is prohibited.
BULLYING 	Activities that include force, threat, or coercion to abuse, intimidate or aggressively dominate others. This includes actions and behaviours through hazing, cyberbullying, social exclusion and social isolation.
CLEANLINESS	Residents must keep their personal living area and shared living areas in a reasonable state of cleanliness and in a hygienic state.
COOKING	In Traditional and Townhouse buildings, kettles and toasters are provided by VIU. Cooking devices that are open-coil, open flame or gas-based including, but not limited to, hot plates, butane-burners, and barbeques, are not permitted in residence.
COOPERATION WITH STAFF AND OTHERS	Failure to cooperate with, and/or verbal or physical harassment of a VIU staff member (e.g. Student Residence staff, Campus Security) or others (e.g. police, emergency responders) is strictly prohibited.
DAMAGE TO PROPERTY	Damage to the personal property of other residents or damage to residence property is strictly prohibited.
DANGEROUS ACTIVITY	Activities that are considered dangerous or potentially harmful to any person, including the resident engaging in the activities, are prohibited. Failure to leave the unit/building during a fire alarm is considered a dangerous activity.
DANGEROUS MATERIAL	Possession or use of explosive or flammable material including, but not limited, to firecrackers, fireworks, dynamite, gasoline, propane, or other such materials, is not permitted in residence property. Propane tanks are not permitted in residence.
DRUGS	Any possession or involvement, whether direct or indirect, in any illegal drug or illegal drug-related activity is prohibited. Possession of drug-related paraphernalia that is associated with the possession, use or trafficking of illegal or prescription drugs/medication is strictly prohibited.
FLAMES	Open flames, such as burning candles or incense, are not permitted in residence.
FOOD FIGHTS	Initiating, encouraging, and/or taking part in a food fight in any way on residence property is prohibited.
FUNCTIONS AND SOCIAL GATHERINGS	At all times when hosting guests in Student Residences, all community standards must be upheld; specifically those that pertain to alcohol, guests and noise.
GARBAGE AND REFUSE DISPOSAL	Residents must dispose of all garbage and recycling in the appropriate disposal and recycling receptacles provided on property of Student Residences.
GUESTS	Residents are responsible for the actions of their guests in residence. Prior to having a guest, residents who share a room/apartment unit must have the permission of their roommate(s). Residents are permitted to have an overnight guest for no more than three consecutive nights, and four nights total in one calendar month. is strictly prohibited.
INAPPROPRIATE BEHAVIOUR	Acting, intentionally or recklessly, in a manner which threatens the personal safety, health, or well-being of any person, either directly or indirectly, is prohibited. Inappropriate or disruptive behaviour including, but not limited to, public urination, and the use of residence facilities outside of their intended use, is prohibited.
INITIATIONS/HAZING	Activities that single out particular residents, expose them to undue embarrassment or ridicule, or cause physical or emotional harm are prohibited. This includes actions and behaviours in an online environment.

CATEGORY	DESCRIPTION OF COMMUNITY STANDARD
NOISE	Residents must not cause noise which interferes with another resident's right to reasonable quiet for sleep and study, and must abide by the designated quiet hours in Student Residences which are: Sunday-Thursday: 10pm-8am, and Friday – Saturday: 1am – 10am, and any extended quiet hours designated by Student Residences.
PETS AND GUIDE ANIMALS	Pets of any kind are not allowed in residence. Guide animals are permitted in residence if the resident has submitted appropriate documentation and received prior written approval from VIU.
PLAYING SPORTS OR SPORTING ACTIVITIES IN RESIDENCE	Residents are not permitted to engage in physically active games/activities inside residence complex buildings including, without limitation, hallways and common areas.
PRANKS, INAPPROPRIATE OR DESTRUCTIVE	Initiating, encouraging, supporting or participating in pranks that are inappropriate, disruptive, offensive or hostile toward residents and/or staff, or that jeopardize the safety and security of others is prohibited.
PROHIBITED AREAS	Residents are not permitted to access unauthorized areas including, but not limited to, roof tops, and the top of covered walkways. Unauthorized access to residence rooms or apartments is also prohibited.
REMOVAL OF VIU PROPERTY	Removing furniture or property from lounges and other common areas is not permitted. Taking VIU property out of residence is considered theft.
SAFETY/ SECURITY/FIRE EQUIPMENT	Activating, handling, using, covering, disengaging or otherwise interfering with any fire or safety equipment for any reason other than an emergency is prohibited whether such actions were intentional or not. Residents are required to evacuate buildings in the event of a fire alarm or other emergency. Failure to evacuate during these situations is prohibited.
SIGNS	No signs (electric or otherwise), posters, banners or flags of any size may be hung outside, or around the residence complex, unless prior written approval is obtained from Student Residences.
SMOKING AND INCENSE	Smoking and incense are not permitted in residence buildings or on residence balconies and walkways. This includes the use of Hookahs, pipes, and/or any other smoking device (including e-cigarettes). Smoking on the property of Student Residences is not permitted except in areas that are a minimum of 10 meters from building entrances and air intake units. Ashtrays must be used where provided.
THEFT	Theft or possession of another person's property without permission is prohibited.
THROWING OR FALLING OBJECTS	Throwing, dropping, knocking or ejecting objects from residence buildings, windows, walkways, balconies or stairwells, whether intentionally or unintentionally is prohibited. Throwing objects within or at a residence building is prohibited.
UNAUTHORIZED ASSIGNMENT	Your accommodation cannot be assigned, sublet, lent, or otherwise shared with another person.
UNAUTHORIZED KEY POSSESSION AND/OR USE	Residents are responsible for keeping Residence keys safe. Unauthorized possession or use (including lending) of Residence keys is prohibited. The resident is not permitted to copy any key provided by Residence.
VANDALISM	Any willful, malicious, or negligent destruction of public or private property in or around residence and/or failure to uphold reasonable standards of cleanliness is prohibited. Being present while vandalism occurs and failing to report such acts will be treated as vandalism.
VIOLENCE/PHYSICAL AGGRESSION	Physical aggression, violence, and/or sexual assault are not tolerated in residence.
WEAPONS	Possession of real or replica weapons in residence including, but not limited to, firearms (including air guns and paintball guns), swords, hunting equipment, throwing or sporting knives, sling shots, and archery equipment is prohibited. Wielding and/or using any object in a threatening or aggressive manner is prohibited.

COMMUNITY STANDARDS GUIDELINES

These guidelines supplement the community standards descriptions above and provide more detail and guidance for residents.

CLEANING AND TIDINESS

Residents are responsible for the tidiness and cleanliness of their own room and shared bathroom. The upkeep of shared living areas is the joint responsibility of all residents in the living area.

Residents in Traditional and Townhouse buildings are responsible for cleaning up after themselves in the kitchens, including the removal of all items upon completion of use of the space. Residents in Apartment buildings are responsible for the tidiness and upkeep of their bedroom and common areas (*washrooms, kitchens, and lounges*).

Residents must not allow conditions to exist in their living areas that may encourage the infestation or propagation of insects, rodents or other vermin. Residents are required to report the presence or suspected presence of pests to Student Residence staff. In accordance with the terms of the Student Residence Agreement, personnel authorized by VIU may enter residents' living areas, without notice and, if necessary, without their presence, to inspect for pests. If treatment is required, residents are required to comply with the prescribed treatment methods and protocol which may include relocation, cleaning and/or removal and disposal of furnishings or personal possessions. In such an event, residents will not be reimbursed by VIU for any disruption, relocation, loss or loss of use of personal possessions or furnishings.

In case of damage or vandalism to VIU property, Student Residence staff will try to identify the person(s) responsible in order to arrange for reparation. It is the responsibility of all members in the affected community to assist in identifying the person(s) responsible. If this is not possible, VIU may charge all residents, applying an equal portion of the cost to each resident's student account for the cost of repairing the damage.

DECORATION

Residents must not use tacks, pins or nail to hang things on residence walls. The VIU Bookstore has a number of approved products available for affixing items to walls. Anything used to hang items on walls must be removable without peeling off paint, creating holes, or leaving residue. Drawing or painting on the walls is not allowed.

FURNISHINGS AND EQUIPMENT

No External Furniture Permitted without VIU Written Approval: The only furniture allowed in Student Residences is the furniture supplied by VIU. External furniture including, without limitation, mattresses, chairs, or other types of furniture, are not allowed in Student Residences except in special circumstances where approval is given by VIU. Residents should email residence@viu.ca to request approval. In your request, include the furniture dimensions and reasons for the request. In some cases, small pieces of furniture (*e.g. bookshelf and/or end tables*) will be approved; however, pieces larger than 3'x3'x3' (*e.g. sofa, love seat, extra bed, bean bag chair, etc.*) are prohibited.

No Removal of Common Area Furniture:

Residents must not remove furniture from common areas. All furniture in Student Residences is assigned to a specific room and may not be moved from one room to another. You may be billed for any damages and for any labour costs in relocating common-area furniture and this will be considered a violation of the community standards.

Permitted Appliances: In residence rooms, bar-fridges under the size of 5.5 cubic ft. are permitted, provided they are in excellent working conditions and conform to all safety, health and size regulation. You may lease a fridge from MicroFridge, which conforms to all residence regulations. Refrigerators are provided in Apartment common kitchens.

No Changes to VIU Furniture: For safety reasons, furniture supplied by VIU is not to be disassembled for any reason (*including closet doors*), nor is furniture to be reassembled in a manner for which it was not originally designed. You will be billed for any costs associated with re-assembling furniture and this will be considered a violation of the community standards.

Window Coverings: Curtains are provided in Student Residences and cannot be replaced. Residents are not permitted to hang flags, posters or bed sheets in the windows. No signs (*electric or otherwise*), posters, flags, or banners of any size may be hung outside or around residence, except with the prior written approval of Student Residences. Alcohol containers are not to be displayed in the windows.

GUESTS

Residents are responsible for their guests and their guests' actions during their stay in residence. It is important that residents understand the responsibilities of being a host in residence.

When hosting guests in or on Student Residences property, all community standards must be upheld at all times, specifically the expectations regarding guests, noise, and alcohol. In addition, the following guidelines must be followed:

- The term "guest" may apply to an individual from a different VIU Student Residence building or another room in the same building. A guest may also be an individual who does not live in residence at VIU.
- A resident must take full responsibility, and may be held accountable, for their guests' actions.
- Guests must be accompanied by a resident at all times when on or in Student Residences property. Failure to be present does not mitigate or relieve a resident's responsibility for their guest's behaviour.

- Overnight guests are limited to one at a time for no more than four nights in a calendar month, and no more than 12 nights total per semester unless approval is granted in writing from the Residence Life Coordinator.
- A resident must have the permission of their roommates (*if applicable*) to entertain overnight guests.
- Guests are not permitted during December and April exam periods, as well as the first week following Move-In Day (*as described in the Student Residence Agreement*).

HOSTING A RESPONSIBLE FUNCTION OR SOCIAL GATHERING

When hosting a function or social gathering in your room or any common area in Student Residences, all community standards must be upheld at all times, specifically the expectations regarding guests, noise, and alcohol. In addition, the following guidelines must be followed:

- If a function or social gathering is taking place in a resident's room, the resident is the "host" and, if a function or social gathering is taking place in a common living area, there must be a designated host. The host must be present for the duration of the function/social gathering and comply with the other responsibilities of a host below.
- As the host, you must be sober and immediately available to communicate with VIU personnel (*e.g. Campus Security or Student Residence staff*) as requested.
- As the host, you are responsible for the behaviour and actions of all of those who attend the gathering. If others arrive who are not welcome, you, as the host, must request that they leave and/or report them to VIU personnel. Non-resident guests must always be accompanied by a resident when in Student Residences.
- In shared-double rooms and Apartments, all roommates must be aware of and give permission in advance for a function/social gathering to be hosted in the room/Apartment.

- The function/social gathering must not impact hallways, walkways, stairwells, foyers, and surrounding outside areas of Student Residences.
- All functions/social gatherings must adhere to fire code regulations (*e.g. number of people in the room/unit*).
- Advertising for a function/social gathering (*including on Facebook and other social networking websites*) is only permitted if it is first approved in writing by the Residence Life Coordinator (RLC).
- Strobe lights and themed social gatherings are not permitted.
- Alcohol may not be sold, and all provincial, residence and campus liquor policies must be respected.
- Functions/social gatherings may only be held on Friday or Saturday. They are not permitted on any other days of the week, during the exam periods, or when extended quiet hours are in effect.
- As the host, you must end the functions/social gathering and have all guests vacated from Student Residences property by no later than 12:00 am to ensure quiet hours are respected. As a host, you may book a meeting with the Residence Life Coordinator or Assistant Manager of Residence Life to discuss the above guidelines. If you would like to request an exception to any of the above guidelines you are required to meet with the RLC to inquire about this possibility.

VIU personnel (*e.g. Student Residence staff, Campus Security*) and emergency personnel (*e.g. RCMP*) will use their discretion when addressing such situations. A responsible function/social gathering should not require continued Student Residence staff presence to ensure the above guidelines are followed. If the function/social gathering requires continued staff monitoring, you will be asked to end the function and have your guests leave.

KEYS: LOCKOUTS, LOST KEYS, AND LENDING

For the period of your stay in residence, you will be assigned keys for your residence room, building front door, mailbox and apartment (*if applicable*). You are expected to keep your keys safe. If you lock yourself out of your room you can request access in the main office, with identification verification. Additionally, there is a lock out fee of \$10.00 that will be charged to your Student Record. Lock changes are required when keys are lost, and you are responsible for the associated fees. Lending keys is strictly prohibited.

NOISE AND QUIET HOURS

In order to maintain a community environment that is conducive to academic success and health and wellness, it is necessary to set guidelines regarding acceptable noise. At all times, the general rule is that no individual or group should cause noise which interferes with a resident's right to reasonable quiet for sleep and study.

All residents must abide by the designated quiet hours in Student Residences which are: Sunday-Thursday: 10pm-8am, and Friday-Saturday: 1am – 10am, and extended quiet hours (*e.g. during exam periods*) designated by Student Residence staff. Residents must always be considerate of others even when quiet hours are not in place.

Subwoofers (*bass amplifiers*) are not permitted in Student Residences.



PETS AND GUIDE ANIMALS

Residents are not permitted to keep or harbor pets, including fish, or animals in or on the Student Residences property, even temporarily. Guests may not visit the Student Residences property with pets or animals.

A resident may keep a guide dog or guide animal, as described in the Guide Dog and Service Dog Act (British Columbia), in the Student Residences provided that, prior to the arrival of a guide animal at residence, the resident provides such documentation acceptable to Student Residences and VIU's Disability Services that it is certified under the Guide Dog and Service Dog Act and it is required by the resident due to a documented disability. Any guide animal must be kept in such a manner so as not to disturb, threaten or create a nuisance to other persons or Student Residences personnel.

ROOMMATES

All residents living in Student Residences are expected to complete an agreement with their roommate(s) with the assistance of their Community Leader or Residence Life Coordinator. This process is intended to facilitate conversations between roommates and develop an agreement of what the coming year will look like in your shared space.

Like any relationship, it is important to approach your roommates with mutual respect and to be willing to communicate openly with one another. Please keep these key items in mind while developing your roommate agreement, and throughout the year. Your Community Leader will contact you within the first few weeks of classes to follow-up on the completion of this agreement, and is available to help coach you through roommate conflicts or lead a mediation session if necessary.

It is important to note that roommates are mutually responsible for shared living spaces. Any charges for damages or cleaning that are assessed to shared living spaces may be divided amongst all roommates.



COMMUNITY STANDARDS ENFORCEMENT PROCESS

When an alleged violation of the community standards is brought to the attention of Student Residence staff, they are responsible for gathering information about the incident and ensuring that it is addressed with the resident. After careful consideration of the incident and what is best for the resident, the residence community and the campus community, Student Residence staff will make a determination as to whether a violation has occurred and, if it has, the appropriate disciplinary action and/or sanction to be applied.

Depending on the nature and severity of the alleged violation, and the impact on the residence community, the resident may receive a verbal or written warning, be put on notice or probation, be required to complete or follow one or more sanctions, or their Student Residence Agreement with VIU may be terminated resulting in eviction from residence. Some of the sanctions that may be imposed are described in “Sanctions” below.

Any disciplinary action or sanction issued to a resident in a given year will remain in place for the duration of the resident’s current stay in residence and will be carried over to any subsequent years in Student Residences. If a resident’s Student Residence Agreement is terminated by VIU, the resident will not be eligible for residency in the next academic year.

In addition to being acted upon by Student Residences, incidents may be referred to VIU’s Student Affairs Office, Human Rights and

Respectful Workplace Office, or other office or department within VIU, for further investigation and potential disciplinary action under the VIU Student Conduct Code or any other applicable policy of VIU. In cases of illegal activity, VIU may contact VIU’s Campus Security, the RCMP and/or other law enforcement agencies.

You may appeal a disciplinary action and/or sanction by following the appeal process described in “Community Standards Appeal Process” below.

Residents are encouraged to connect with the Vancouver Island University Students’ Union Office of the Student Advocate who can provide independent support, assist with the review of documents and provide guidance during an appeal process. For information or to request a meeting, contact the Students’ Union Office at **250-754-8866** or email advocate@viusu.ca.

SANCTIONS

Residents may be required to complete or follow one or more sanctions, some of which are listed below. This use of applied sanctions 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. This list is not exhaustive. Other options for making amends, repairing harm and completing educational follow-up may be used at the discretion of Student Residence staff.

TYPE OF SANCTION	DESCRIPTION OF COMMUNITY STANDARD
ALCOHOL AWARENESS EDUCATION	An interactive experience in which student will be required to complete the online assessment tool "Check Your Drinking" and reflect on the health and social impacts of the misuse of alcohol. The purpose is to provide residents with information about alcohol use and effects should they choose to use it in the future. While this is a health-related exercise, the community impact of alcohol misuse is also a focus of discussion.
ALCOHOL PROBATION	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.
BEHAVIOUR CONTRACT	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. Being assigned a behaviour contract typically removes the option for that resident to live in residence for the following academic year.
COMMUNITY SERVICE	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.
EDUCATIONAL SANCTION	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 or Assistant Manager-Residence Life 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.
PARENT/ GUARDIAN INVOLVEMENT	In situations where Student Residences 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.
RELOCATION/ ASSIGNED ROOM TRANSFER	A mandatory and permanent move from a room in one residence building to a room in another, assigned by residence 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.
RESTITUTION FOR DAMAGES	A condition requiring a resident to pay a fine for damage repair, clean-up or replacement charges, for violations of the community standards or Student Residence Agreement that affect Student Residences and/or VIU property.
RESTRICTIONS/ LOSS OF PRIVILEGES	A temporary or permanent loss of residence privileges as a result of certain or repeated violations of the community standards. Examples include, but are not limited to: guest restrictions, building access/visitation restrictions, and restrictions on hosting functions or social gatherings.

COMMUNITY STANDARDS APPEAL PROCESS

You may appeal a disciplinary action and/or sanctions following the procedures below. All appeals, other than the appeal of a termination of the Student Residence Agreement resulting in an eviction notice, will be dealt with by the Manager, Student Residence (*or designate*). The appeal of an eviction notice will be dealt with by the Residence Appeal Board comprised of 4 people: the VIU Director, Ancillary Services (*or designate*), a VIU student, a VIU administrator, and a VIU Student Affairs administrator.

Residents are encouraged to connect with the Vancouver Island University Students' Union Office of the Student Advocate who can provide independent support, assist with the review of documents and provide guidance during an appeal process. For information or to request a meeting, contact the VIU Students' Union Office at **250-754-8866** or email **advocate@viusu.ca**.

APPEALING DISCIPLINARY ACTION OR SANCTION (INCLUDING A CARRY-OVER) OTHER THAN TERMINATION OF STUDENT RESIDENCE AGREEMENT (EVICTION)

1. A resident may appeal a disciplinary action and/or sanction, other than a termination of the Student Residence Agreement and eviction notice, on the following grounds:
 - a. There is clear evidence of a lack of procedural fairness and/or bias or unfair treatment in the process; or
 - b. There is new information available potentially rendering the original decision unreasonable in light of new information presented.
2. A resident has three (3) VIU business days from the receipt of a verbal warning or written sanction letter from VIU to submit a request for an appeal. To initiate this process, the resident must e-mail Residence **residence@viu.ca** and:
 - a. Ensure the title of the email is: Residence Community Standards Appeal; and
 - b. In the body of the email:
 - i. Indicate your full name, building/apartment number, and room number.
 - ii. Indicate your reason for entering an appeal (*based on the grounds in 1 above*).
3. Once your email has been received, the Manager, Student Residence (*or designate*) will contact you within three (3) VIU business days with a decision as to whether an appeal meeting will be scheduled.
4. If an appeal meeting is scheduled, you will be invited to discuss your case with the Manager, Student Residence (*or designate*). Your case will be considered in conjunction with other reports and information presented by Student Residence staff or other VIU staff.
5. You will be informed of the outcome of the appeal meeting within three (3) VIU business days.
6. The decision of the Manager, Student Residence (*or designate*) is final and not subject to further appeal.

APPEALING TERMINATION OF STUDENT RESIDENCE AGREEMENT (EVICTION)

1. A resident is required to vacate Student Residences by the deadline indicated in the eviction notice. This requirement will not be altered except in cases where the Residence Appeal Board overturns the eviction, or modifies the deadline due to exceptional circumstances.
2. A resident may appeal the eviction on the following grounds only:
 - a. There is clear evidence of a lack of procedural fairness and/or bias or unfair treatment in the process;
 - b. There is new information available potentially rendering the original decision unreasonable in light of new information presented; or
 - c. The severity of an eviction sanction reasonably exceeds the nature of the misconduct.
3. A resident has three (3) VIU business days from the receipt of an eviction notice to submit a completed appeal form and the required payment (*as indicated on the appeal form*) to the Director, Ancillary Services (*or designate*). The appeal form is available online at **viuresidences.ca/content/residence-forms**. The document must be clearly marked "Eviction Appeal" and delivered to the Residence Front Desk in Cedar Center. Payment is returned if the eviction is overturned. An appeal will only be considered if the completed appeal form and payment are received within the deadline.
4. The Director, Ancillary Services (*or designate*) will call a Residence Appeal Board hearing within four (4) VIU business days of the receipt of the appeal form.
5. The Residence Appeal Board will consider the appeal form submitted by the resident, as well as any other relevant documents and reports. The Residence Appeal Board may also choose to interview the resident and/or other individuals with information relevant to the eviction decision.
6. Once the Residence Appeal Board has met and made a decision, the resident will be informed of the decision in writing within two (2) VIU business days of the meeting.
7. The decision of the Residence Appeal Board is final and not subject to further appeal.

GENERAL SAFETY AND SECURITY INFORMATION

APP - VIU SAFETY

We recommend that all residents download the VIU Safety App. The VIU Safety App is one of the easiest ways to find out what's happening on campus relating to safety and health, including any emergency situations or a snow closure. Instructions for downloading the app can be found at sites.viu.ca/emergency/emergency-messaging.

FIRE SAFETY

When a fire alarm sounds within any residence building, it is imperative that you and all other occupants evacuate the living area and follow these evacuation procedures:

- Always evacuate the building when you hear the fire alarm. Never treat it as a false alarm.
- When you hear the alarm, close all windows and leave your unit, closing and locking the door behind you.
- Alert your neighbours on either side of you as you immediately leave the building.
- Move quickly away from the building to your designated meeting/muster point (*ask your Community Leader if you are unsure of this location*).
- If you know people have been unable to evacuate the building, inform a Student Residence staff member and any emergency personnel on site.
- Do not re-enter the building until the emergency personnel have instructed it is safe to do so.

Failure to leave the building during a fire alarm is considered "Dangerous Activity" under "Community Standards" and may result in a termination of your Student Residence Agreement with VIU. You may also face charges by the Fire Department for lack of cooperation.

PERSONAL SAFETY

We ask that you respect these general guidelines:

- Keep your door and windows locked, especially when you are sleeping or not occupying the room, and carry your keys with you.
- Do not lend your keys to others.
- Be mindful of whom you are allowing to enter the building.
- Report any suspicious activities, persons or hazards to your Community Leader or Campus Security.
- Secure your valuables with security cables.
- Avoid attracting pests by keeping Student Residences clean and do not leave open food in your room. Take out any garbage or recycling regularly to the garbage bins outside of Buildings 2, 4 and 10.
- Do not permit open flame (*including but not limited to candles, incense, or open-coil or open flame or gas-based appliances*) or smoking in your room or anywhere in Student Residences.
- Propping of doors by any material, for example, but not limited to, rocks, bricks and door stops is NOT permitted and puts the community at security risk. If a resident is identified to be doing this can result in a \$100 fine and/or sanctions at the discretion of management.

SAFE WALK

Campus Security operates a service to accompany you from building to building, building to vehicle and vice versa within the boundaries of VIU's Nanaimo Campus 24 hours a day, 7 days a week. Call **250-740-6600** or use any of the Campus Security Blue Towers to request a Safe Walk. The VIU Safety mobile app also contains a direct dial feature to Campus Security.

RESIDENCE PROCEDURES

MOVE IN PROCEDURES

As detailed in the Student Residence Agreement, you must follow all move-in times, dates and procedures outlined by VIU and exercise care to avoid damage to the Student Residences. It is important that you complete the Room Inspection Form that will be provided to you as it will establish the condition of the Room. Requests to move-in prior to your Move-In Day (as described in the Student Residence Agreement) will be assessed on a case-by-case basis and, if approved, you will be required to pay the fee for the term extension set out in the Student Residence Agreement. To apply for an extension, contact Student Residences prior to your Move-In Day.

ORIENTATION PROGRAM

The Student Residence Orientation Program takes place prior to the start of the Fall semester. Information on this program can be found at residences.viu.ca. If you want to take part in this Program and move-in prior to your Move-In Day, please contact Student Residences office.

You will be required to pay the fee for the Orientation Program extension set out in the Student Residence Agreement.

ROOM TRANSFERS

There is a settling-in period until the end of September. After that, you may request to be considered for a building or room switch. To apply for a room switch, residents will need to complete a Room Transfer Form. If you are offered and accept a room transfer, a \$100 transfer fee must be paid at the time of acceptance. In addition, you will be charged/credited any differential in room rates.

WINTER STAY PROGRAM

The Winter Stay Program covers the “Winter Break” period which runs from the final Fall semester Move-Out Day until the weekend before classes resume for the Spring semester. The program includes a social activity or outing almost every day of the Winter Break. For details consult the Residence Monthly Program Calendar, the Residence Facebook page or the Residence website. The fees associated with the Winter Stay Program are detailed in the Student Residence Agreement. Only residents that subscribe to the Winter Stay Program may stay in their room for the Winter Break. Resident rooms where the residents have opted not to stay for the Winter Break will be locked until the Spring semester Move-In Day (as described in the Student Residence Agreement). Residents are not required to move their belongings out of residence during the Winter Break if they will be returning to residence for the Spring semester.

MOVE OUT PROCEDURES

Residents are required to vacate their residence room 24 hours following their final exams in both December and April. Requests to stay past your designated move-out time will be assessed on a case-by-case basis and, if approved, you will be required to pay the fee for the term extension set out in the Student Residence Agreement. To apply for an extension, please visit the Student Residences office in Cedar Center in either late November or March.

After move-out, you are not permitted to remain in residence as a “guest” of another resident.

GENERAL FACILITIES INFORMATION

CLEANING AND MAINTENANCE

VIU housekeeping staff provide basic tidying and cleaning of the common areas in Student Residences. In Traditional and Townhouse buildings, VIU housekeeping staff will clean hallways, lounges, and shared kitchens; in Apartment buildings, VIU housekeeping staff clean hallways and lobbies only. All other living areas are the responsibility of residents. Shared vacuums for residents' use can be signed out from the Front Desk at Cedar Center.

Residents in Traditional and Townhouse buildings are responsible for cleaning up after themselves in the kitchens, including the removal of all items upon completion of use of the space. Any items left in the kitchens at the time of cleaning by VIU housekeeping staff will be discarded and will not be replaced by VIU. Residents are expected to take responsibility for their personal belongings and food stuffs.

FRONT DESK – CEDAR CENTER

The Student Residences main office is located in the Cedar Center (*Building 4*). The Front Desk is staffed 24 hours a day; however, most services (*e.g. Residence Life Program, housekeeping*) only operate during regular business hours of 8:00 AM – 4:30 PM Monday to Friday. The staff in the main office may lock the doors for lunch or dinner break, or if the staff is called to or is working in one of the residence buildings.

You are likely to visit the Front Desk for services like lock-outs, picking-up special deliveries, meeting with a Student Residence staff member, and general inquiries.

GARBAGE AND RECYCLING

Residents are required to take their own garbage and recycling to the proper compounds and to sort their garbage and recycling into the appropriate bins.

Recycling bins are located in the common rooms of all Traditional and Townhouse buildings. Refundable recycling receptacles in the common areas are for cans and bottles that may be returned for money. There is a monthly refundable recycling pick up date for Apartment buildings, please see the Residence Life Program Calendar for dates. All proceeds from refundable recycling goes to the REED Foundation, a not for profit group that supports provision of educational supplies in developing countries.

All other non-refundable recycling (*including cardboard, paper, tin cans, pizza boxes, shampoo bottles, etc.*) can be placed in the non-refundable recycling bins in the common areas or be taken directly to the recycling bins in the garbage compounds outside of Cedar Center or the Apartment buildings.

LAUNDRY

Washers and dryers are available 24 hours a day in the Cedar Center. Students living in the Arbutus building have laundry on the second floor of their building. To use the laundry facilities, residents will need to purchase a reloadable card at dispensing/re-load machine located in the Cedar Center. Lost or stolen cards cannot be replaced, and any funds loaded onto the card are non-refundable.



MAIL

Letters sent through regular mail will be put into your mailbox the same day they are delivered to Residence. Address for regular mail is:

Resident's Name
Building + Room #
VIU Student Residences
4 University Crescent
Nanaimo BC V9R 6C5

Parcels, large packages, boxes and trunks will be held in the Student Residences office for pick up. A notice will be placed in your mailbox, located in the lobby of Cedar Center, when your parcel arrives. When picking up a special delivery, residents are required to present photo ID and present a copy of the notice.

MAINTENANCE REQUESTS

If you find something in your room or building that is broken, please report the issue to the Front Desk in Cedar Center. All repairs and maintenance to Student Residences property must be made by VIU. Residents should not attempt to repair any damage on their own.

Maintenance requests are generally managed during regular business hours (Mon-Fri 8:00 am-4:30 pm). After hours and weekend requests will be processed on the next business day.

In an emergency, contact **Campus Security 250-740-6600** or the **Student Residences Front Desk 250-740-6600 ext 0**.

PRIVACY, ROOM ACCESS, AND INSPECTION

In general, your room is considered personal, private space. Student Residence staff may perform room, townhouse or apartment inspection for cleanliness and maintenance issues from time to time and, at a minimum, once per semester. Residents will normally be given 24 hours' notice of such inspections.

Occasionally, Student Residence staff may access your room without notice and without your permission for reasons of health, safety, maintenance or general community welfare, or to make repairs and deliveries to the room and room equipment, or to investigate possible breaches of the Student Residence Agreement. Some instances where this could happen include if you have left something on in your room that creates noise and interferes with others' ability to sleep or study, if there is reason to believe there is something in your room that could be a fire hazard or other danger, or if there is reason to believe there is an emergency that requires attention.



VEHICLE PARKING AND BICYCLES

All motor vehicle parking on VIU's Nanaimo campus, including parking on the property of Student Residences, is managed by Campus Parking/Security Services. For information about purchasing a parking permit, please see the contact information in the "Resources" section below.

Bicycle storage areas are provided on the property of Student Residences for the use of residents. These storage areas are locked and residents wishing to use a storage area must obtain a key from the Student Residences office in Cedar Center.

You must store your bicycle on the racks and bars designed for that purposes in designated storage areas. Good quality locks or chains are recommended for all bicycles. Residents using the storage areas are responsible for ensuring that the storage area is locked after their use.

Bicycles must not be stored in hallways, lounges or common areas, or in any other areas (e.g. attached to posts, railings, trees) on property of Student Residences. Bicycles found in areas where they are not permitted may be removed by VIU without compensation to the resident or the owner of the bicycle (if not a resident).

VIU is not responsible for loss, theft or damage to cars, bicycles, motorcycles, mopeds, scooters, or any other vehicle, or any contents stored on or within them.

MEAL PLANS

TWO PLANS TO CHOOSE FROM

STUDENT VALUE MEAL PLAN OR DINING DOLLARS PLAN

VIU offers two optional meal plans that can be purchased by students – the **Student Value Meal Plan** or the **Dining Dollars Plan**.

What is a meal plan?

It's fast, convenient and flexible, and you can save money on the food you purchase on VIU's Nanaimo campus. The funds are loaded on your student card along with 5% in bonus bucks and can be used at campus cafeteria locations for beverages, snacks or full meals. Whatever you buy, the total purchase is subtracted from your meal plan balance much like a debit card.

STUDENT VALUE MEAL PLAN

Receive 5% bonus bucks at the time of purchase and you don't pay tax on food purchases subject to the conditions below. That's a 10% savings!

Food purchases under the Student Value Meal Plan are tax-exempt under the following conditions:

- You must be a student enrolled at VIU living on or off campus
- Meals must be purchased at VIU cafeterias in Building 300 or Building 185
- Candy, chips, ice cream and soft drinks purchased separately do not qualify as tax-free purchases.

How much does it cost?

The Student Value Meal Plan can be purchased for a month, a term, or a full year and are available in light, regular or full meal plan sizes.

Go to www2.viu.ca/foodservices for more information.

What if I don't use all my money?

A balance on a Student Value Meal Plan is non-refundable and expires at the end of the academic year. At the end of the academic year, unused funds will be transferred by VIU to the Dining Dollars Plan. The transfer is subject to a \$50 administration fee which will be automatically deducted from the total plan balance at the time of transfer. Transferring your balance to the Dining Dollars Plan will allow you to continue to spend the remaining money when you return to VIU.

DINING DOLLARS PLAN

Minimum purchase of \$100 with 5% bonus bucks added to your balance at the time of purchase. This plan is more flexible in the dollar amount you can purchase, however, purchases are taxable where applicable. The balance in your Dining Dollars Plan will automatically carry over from year to year.

STUDENT RESIDENCE STAFF

Here are descriptions of some of our Student Residence staff who will be important to you during your time in residence:

COMMUNITY LEADERS (CLs)

Community Leaders are student-staff members who act as your primary resource while living in residence. CLs live in each residence area and support residents to ensure they have the best residence experience possible. CLs are often the first support system that residents access when they need a safe space to talk, require conflict mediation/resolution, or crisis intervention. CLs also organize and host programs and events throughout the year. The programs run by the CLs help connect you with other people in your area, help reduce stress, and facilitate learning. Finally, CLs work to uphold the community standards within their area. They address incidents in the moment and are also responsible for following up on behavioral concerns which are brought to the attention of Student Residence staff and interfere with the rights of others to the peaceful use and enjoyment of their space in residence.

RESIDENCE LIFE COORDINATOR (RLC)

The Residence Life Coordinator is a professional staff member who works to support the overall Residence Life Program. The RLC is responsible for developing a positive and respectful living environment that promotes academic success, leadership and civic engagement, personal growth, and inclusion among all residents. The RLC supervises the CLs, and also works on a variety of special projects designed to enhance the residence life experience. With regards to the community standards process, the RLC is responsible for following up on all behavioral concerns that are brought to the attention of Student Residence staff. The RLC also follows up on reports generated by Campus Security Services.

FRONT DESK STAFF

The Front Desk staff are your first point of contact when you enter the Cedar Center Residence Office. They can assist you if you lose your keys, lock yourself out of your room, if

you have a special mail delivery, or if you have questions about your residence fees. If you have a meeting with another Student Residence staff member, you will come to the Front Desk first. The Front Desk Staff can answer many residence-related questions or refer students to someone who can.

HOUSEKEEPING STAFF

The housekeeping staff are responsible for the basic cleaning and tidying of common areas in the residence community. They work to provide residents with a clean and safe living environment.

ASSISTANT MANAGER, RESIDENCE LIFE

The Assistant Manager, Residence Life is responsible for the strategic development, management, and assessment of the Residence Life Program. The Assistant Manager supervises the professional Student Residence staff team, oversees the residence programming model, and manages the administration of a fair and educational community standards system. The Assistant Manager ensures the development and maintenance of a Residence Life Program that supports healthy, safe, and academically-focused residence communities. The Assistant Manager (*or designate*) will be involved in all decisions regarding the termination of a Student Residence Agreement (*eviction*).

MANAGER, STUDENT RESIDENCES

The Manager, Student Residences provides leadership, strategic planning, staff management, and budgetary planning/management for Student Residences. The overall well-being of the facilities, the development and performance of the staff in all areas of the residence, the financial health of Student Residences and the student experience are all the responsibility of the Manager. The Manager will be involved in all non-eviction appeals and all decisions regarding the termination of a Student Residence Agreement.

CAMPUS AND COMMUNITY RESOURCES

Here is a list of commonly used campus and community resources. For information on additional resources, check with your Community Leader.

ACADEMIC ADVISING (STUDENT AFFAIRS)

Building 200, 3rd Floor
250-740-6416

The Educational Advisors assist students with course selection and in developing personal academic plans that ensure they will meet their graduation requirements. Degree advisors are housed within the specific facilities.

MARINERS ATHLETICS & RECREATION

Gymnasium
Building 190
250-740-6418

Campus Recreation offers fun, fitness, and recreation. They provide specific programming designed to meet the needs of students, informal and drop-in recreation opportunities and great events throughout the year. Students can register and pay online for activities and classes via the campus recreation website.

Show us your school spirit and join us at a Mariners Game. Admission is free with your student card and the schedule can be found online at gomariners.ca or follow the Mariners on Twitter, Instagram and Facebook [@VIUMariners](https://www.facebook.com/VIUMariners)

OUTDOOR RECREATION

Building 190
250-740-6418

Outdoor Recreation Programs provide students the opportunity to take part in a wide variety of outdoor activities at a very reasonable cost. If you are interested in kayaking, climbing, skiing, caving, rafting, surfing, or hiking, then Outdoor Recreation provides the activity for you. Transportation, instruction and equipment is all included. Come on out and try a new sport and meet new friends. Follow Outdoor Recreation on Facebook or Instagram [@viu_outdoor_recreation](https://www.instagram.com/viu_outdoor_recreation)

CAMPUS PARKING/SECURITY

Campus Parking/Security Office
Building 315, Room 110
250-740-6512 (non-emergency)
250-740-6600 (emergency)

Campus Parking/Security Services promotes a safe and welcoming environment at VIU. Security Officers are on duty 24 hours a day, 7 days a week and are the first responders to all manner of emergencies. They monitor and respond to all campus alarms. They also manage parking on VIU's Nanaimo campus, including parking on the property of Student Residences, and parking permit sales, the issuance of citations and parking lot usage.

COUNSELLING SERVICES (STUDENT AFFAIRS)

Building 200, 3rd Floor
250-740-6416
www2.viu.ca/counselling/

Counselling Services is available to VIU students at VIU. Professional counsellors help students manage personal, career and academic concerns. A variety of counselling options are available to enable students to use new skills and strategies for managing stress and challenges. Appointment options for students are booked appointments of 50 minutes or urgent appointments for students in crisis. Counselling is open Monday to Friday from 8:30 to 4pm.

DISABILITY SERVICES (STUDENT AFFAIRS)

Building 200, Room 214
250-740-6446

Disability Services promotes educational equity and accessibility for students with disabilities and supports students in achieving their academic goals. Disability Services provides programs and coordinates academic accommodations for students

ABORIGINAL SERVICES

VIU is a place where history and traditions are acknowledged, where contributions are valued and where success is celebrated. Situated on the traditional territory of the Coast Salish Peoples, VIU is fortunate to host a large number of Aboriginal students who are enrolled in a wide variety of programs and courses. The department of Aboriginal Services has a team of dedicated practitioners that work together to develop community-based education, support communities to increase and build capacity, create a sense of belonging for Aboriginal students on campus and provide supports and services to Aboriginal students. All services available can be found at aboriginal.viu.ca/

HEALTH & WELLNESS CENTRE (STUDENT AFFAIRS)

Building 200, 3rd Floor
250-740-6620
www2.viu.ca/health/

The Health & Wellness Centre offers comprehensive care for VIU students. In many ways, it's like your family doctor away from home. They offer appointments with physicians, nurses and other health practitioners, limited urgent care and first aid, and specialist referrals.

HUMAN RIGHTS AND RESPECTFUL WORKPLACE

Building 300, Room 100
250-740-6440

The Human Rights and Respectful Workplace Office develops and implements educational programs, as well as investigating human rights complaints. They assist with dispute resolution and provide consultation on implementing equity plans.

INTERNATIONAL EDUCATION

Building 255, 2nd Floor
250-740-6315

International Student Services is a resource for international students, students on exchanges to VIU, VIU students on exchange, and students studying abroad. They offer services like the Peer Helper program to International Students for friendship, mentorship, and support, and run the Cultural Connections program which connects students through tours and trips around Vancouver Island and beyond. They also run the cultural couch program which runs one evening per month to engage in cross-cultural understanding and networking.

PRAYER AND MEDITATION ROOMS (STUDENT AFFAIRS)

Building 200, Rooms 107a and 107b

The Prayer and Meditation rooms are available to all students. There are washing facilities in each room.

SAFE WALK PROGRAM

250-740-6600

Provides escorted walks on the Nanaimo Campus

VANCOUVER ISLAND CRISIS LINE

1-888-494-3888

Offers 24-hour crisis line service to provide short-term nonjudgmental emotional support, crisis intervention, information and resources.

VIUSU STUDENT ADVOCATE

Vancouver Island University Students' Union

Building 193

250-754-8866

The VIUSU Office of the Student Advocate is an impartial and confidential resource for members of the VIU community. They provide information and guidance on rights and responsibilities, and VIU policies and procedures. They receive inquiries and complaints from students.

ACADEMIC ADVISING (STUDENT AFFAIRS)

Building 200, 3rd Floor

250-740-6416

The Educational Advisors assist students with course selection and in developing personal academic plans that ensure they will meet their graduation requirements. Degree advisors are housed within the specific facilities.





**VANCOUVER ISLAND
UNIVERSITY**

RESIDENCES

**COMMUNITY STANDARDS HANDBOOK
2018-2019**

STUDENT RESIDENCES