

BISHOP'S UNIVERSITY RESIDENCE LIFE HANDBOOK

BU 



Residence Life acknowledges that the land on which Bishop's University is located is the traditional and unceded territory of the Abenaki people .

TABLE OF CONTENTS

4. WELCOME

5. EDUCATIONAL PRIORITIES

6. LIFE IN RESIDENCE

7. THE RESIDENCE TEAM

8. WHO TO TALK TO IN RESIDENCE LIFE?

9. HEALTH & WELLNESS

12. SEXUAL VIOLENCE

14. TYPES OF DISCLOSURES

15. BISHOP'S INTERNATIONAL

16. SMOKE FREE ENVIRONMENT

17. COMMUNITY LIVING STANDARDS

18. CONDUCT PROCESS

19. THE CONDUCT PROCESS: HOW IT WORKS

20. POINT SYSTEM

21. SANCTIONS

25. COMMUNITY LIVING STANDARDS POLICY

25. ALCOHOL POLICY

26. CANNABIS POLICY

28. OTHER POLICIES

34. THE APPEAL PROCESS

35. ADMINISTRATIVE RULES

36. FAQ

37. CONTACTS

38. EMERGENCY CONTACT

Welcome

The Student Affairs department recognizes that the student experience is a holistic one; learning opportunities that foster intellectual, professional and personal growth are present as much outside the classroom as they are within it.

Residence Life at Bishop's supports resident's success' through fostering **personal growth**, developing **curiosity** and championing **community engagement**. These are the guiding principles and values that shape the Residence Life experience at Bishop's. The Residence Life team is committed to providing residents with learning opportunities outside of the classroom to support the student learning experience.

Residence is more than just where students live. Residents are provided the support they need to go from living at home to living on their own, and make living at Bishop's the experience of a lifetime.

The Bishop's University Residence Life Handbook uses the language "**resident**" when referring to an individual who lives in Bishop's residences.

The Bishop's University Residence Life Handbook uses the language "**student**" when referring to an individual who attends Bishop's University, regardless of if the individual lives in Bishop's residences or off campus.



@ubishopsrezlife



CURRICULAR
approach

PERSONAL GROWTH:

Residence Life believes in creating an environment where residents will learn to empower themselves to take responsibility, be independent, and to take risks to learn and grow, whether it be finding the courage to express their identity, the voice to challenge the status-quo, or the strength to seek support and understanding.

Through access to resources that support their well-being, they will learn to confidently speak up, to do what is right even when it is hard, and to assume responsibility for themselves and their communities.

CURIOSITY:

Curiosity is the drive to ask questions and learn; to push the boundaries of self, community, and education in the hopes of exploring and understanding the world with humble openness. It reflects the relationship with one's identity, which includes values, beliefs and lived experience. Residence Life values that residents will observe their own reactions and the actions of others with compassion and empathy.

Residence Life strives to create spaces where they will engage in dialogue with the intention of gaining greater understanding and be open to the possibility of shifting their perspectives.

COMMUNITY ENGAGEMENT:

Living in residences, residents will feel a sense of belonging to community and learn to participate in the creation of spaces that foster meaningful connections. They will form healthy, supportive communities that make a difference to the lives of those around them, and will bravely stand up for the rights of themselves and those around them when necessary.



CURRICULAR
approach

Life in Residence

The Community Living Standards are in place to ensure a safe, comfortable, and enjoyable experience for all members of the residence community. The cornerstone of our residence philosophy is a spirit of common courtesy and mutual respect towards all members of the community.

*The objectives of the Community Living Standards are to ensure a positive living environment for all students and to assist students with their academic goals. While recognizing the nature of a residential environment, Residence Life seeks to support resident's success' through fostering **personal growth**, developing **curiosity** and championing **community engagement**.*

As a Bishop's University student and member of our community, residents have rights and responsibilities towards other members of their community.

RESIDENTS HAVE THE RIGHT:

- To an environment that is conducive to learning, mental & physical wellness, and academic success.
- To have their person, property, and views respected.
- To feel safe and secure in their residence community.
- To be treated fairly and have an unbiased conduct process.

RESIDENTS HAVE THE RESPONSIBILITY:

- Not to contribute, condone or act in a way that infringes upon another student's rights.
- To treat all members of the residence community with respect.
- To act in a responsible manner that does not compromise their own safety or endanger the health and safety of others.
- To read, understand and abide by the Community Living Standards and University regulations.
- To frequently check their Bishop's email account for up-to-date information regarding community living guidelines and possible changes.
- To follow all administrative procedures from Residence Services (ex. room checkouts or lockouts).
- To work in full cooperation with all University staff, including Residence Life, Security, and the Service de Police de Sherbrooke (SPS).

The Residence Team

Throughout their time in residence, residents will interact with many Bishop's staff members and teams. Here is a quick and easy guide to what each department can help residents with.

Residence Services

A first point of contact for residence. This team oversees the Residence leases and can help with meal plan or payment questions.

Residence Services can help with:

- Lockouts / Lost keys
- Paying fees
- Work orders for issues within a residence room*
- General inquiries for all residence questions

*Residence Services works in collaboration with the Buildings & Grounds Team to resolve maintenance issues in residences



Residents can complete their own maintenance work orders by scanning this QR code:



Residence Life

Responsible for the residence life experience! This team plans events in residence and ensures an optimal living experience.

The Residence Life team can help with:

- Locating campus resources
- Understanding Community Living Standards
- Room transfers
- Working through personal issues

Residence Counselling Office

A resource for mental health and wellness. This team supports residents in staying mentally healthy while achieving their academic goals.

The Counsellors in Residence can help with:

- Mental health
- Conflict resolution
- Culture shock
- Transition to university
- Isolation
- Food insecurity
- Learning issues
- Body image
- Disordered eating
- Any other psychosocial issue residents are facing

Who to Talk to in Residence Life?

Resident Assistants (RAs) / Senior Resident Assistants (SRAs)

- RAs and SRAs are **peer mentors** in the Residence community.
- **Live in the same buildings as residents** and are an integral part of the residence community.
- Organize **events** and **workshops** for residents to develop skills outside of the classroom, whilst helping residents figure out University life and ensuring their experience is both **safe** and **fun**.
- **First aid certified** and act as a resident's point of contact with the on-call crisis/emergency intervention team as needed.
- Trained in **active listening** and are **confidential** peers to talk to for emotional support.
- RAs and SRAs are on duty at night, at which time they complete rounds of the residence buildings to ensure everyone's safety. To contact an RA while on duty, a resident should contact **Security** to get a hold of the **RA on duty**.
- Although RAs and SRAs are only on duty at night, residents can reach out to them during the day if they need anything. A resident should make sure to get in touch with their RA and SRA when they move in to know each RAs' preferred method of contact.
- RAs and SRAs are great at letting residents know what kind of resources are available on campus and much more.

Residence Life Coordinators (RLC)

- RLCs are members of the professional staff whose roles are to **help foster community through support and programming**.
- RLCs work closely with the RAs and SRAs to organize interesting and fun events in Residence.
- Residents can reach out to their RLCs if they:
 - Have an **issue** in their residence community;
 - Would like to request a **room transfer**;
 - Have any **health and wellbeing** concerns.
- RLCs ensure the safety of Residence through the conduct process, and by helping residents understand the Community Living Standards.
- RLCs are part of the **on-call team** who responds to any crisis/emergency in Residences.

At Bishop's University, all students have access to free health and wellness resources. All services are offered in French and English.

What is Mental Health?

Mental health is the foundation for the **well-being** and **effective functioning** of individuals. It is more than the absence of a mental disorder; it is the **ability to think, learn, and understand one's emotions** and the **reactions of others**. Mental health is a state of **balance**, both within and with the environment. **Physical, psychological, social, cultural, spiritual** and other interrelated factors participate in producing this balance. (World Health Organization, 2022)

Health and Wellness Resources at BU:

- Health Services
- Sports Medicine Clinic
- Counselling
- Student Accessibility Services
- Spiritual Care
- Residence Life
- Residence Counselling Office
- BUnited Peer Support Center
- Indigenous Student Support Center
- Office for Sexual Violence Prevention, Education & Response
- Career and Transition Services
- Community Cupboard
- EmpowerME 24/7 Mental Health Support



<https://linktr.ee/thebishopspot>

THE SPOT connects residents to all health and wellness resources on campus and much more:

Simple to use and quick to access. Using their phone, residents **scan** the QR code or **type** the link into their browser for access. QR codes are located in each residence room as well as around residence buildings.

Residence Counselling Office:

Residents have access to a team of **3 social workers**. The Residence Counselling Office is located in **Paterson 100** and offers a variety of counselling services:

- Drop-in counselling
- Drop-in counselling for student athletes
- Short-term, solution-focused counselling
- Groups and workshops

Indigenous Student Support Centre (ISSC)

The Indigenous Student Support Centre (ISSC) was created in Fall of 2021 and consists of a Special Advisor for Indigenous student support and an Indigenous student support assistant. ISSC provides **customized academic workshops** (writing skills/time management/exam prep) along with programming that allows students to **share and discover culturally relevant practices, events and educational workshops** (basket-making, land-based learning).

ISSC strives to create a safe and welcoming environment that gives First Nation, Métis and Inuit students **a space to feel at home and cared for on campus**. The support staff assist students on their **post-secondary journey, advocating, mentoring, and finding off-campus resources when necessary**.

Indigenous Cultural Alliance (ICA)

The Indigenous Cultural Alliance (ICA) is a student-led club whose overall goal is to bring awareness of the Indigenous community on campus and to create a safe space for learning between Indigenous and non-Indigenous students. The ICA's goal is to provide the Bishop's Community with cultural activities and opportunities to explore Indigenous matters and the variety of Indigenous cultures present in Canada.



Physical Health

Bishop's students have access to multiple resources on campus for their physical wellbeing. There is the Bishop's Health Clinic, where students can book with either a nurse or doctor; and the BU Sport Medicine Clinic, offering services such as athletic therapy, massage therapy and osteopathy services. Both are located inside the Bishop's University Sports Center.

Other services that support student's journeys at Bishop's:

Financial Aid

Academic Advisors

Career & Transition Services

Student Success Centre (SSC)

Below are some useful tips for maintaining good mental health. It is important to note that when in doubt, it is best to consult a mental health professional.

Signs someone may be struggling

Helping yourself

- Be kind to yourself
- Get good sleep and eat well
- Practice deep breathing
- Use positive self-talk
- Set S.M.A.R.T. goals
- Meet new people and/or talk with friends
- Access campus resources

- Loss of interest in things they enjoy
- Negative thoughts and/or intrusive thoughts
- Increased anger/anxiety/sadness
- Changes in hygiene or sleep
- Increase in substance use

Supporting someone who is struggling

- Reach out; ask how you can help
 - Be an active listener
- Offer to go for a walk with them
- Set healthy boundaries; know your own limits
- Seek advice or support for yourself

The Inquiring Minds Post-Secondary, Mental Health Commission of Canada

Crisis support

If a student requires assistance for an emergency please call Bishop's Security Department at 819-822-9711 or ext. 711 from a campus phone.

If a student has an emergency OFF CAMPUS, call 911

Students can also call Info-Santé by dialing 811 or Urgence Détresse at 819-780-2222 for other related emergencies

Sexual Violence

*****Content warning: the content of this section of the Handbook (pages 12-14) and the mandatory trainings contain material related to sexual violence*****

Sexual violence is a community issue that must be addressed and eradicated.

What is sexual violence?

Sexual assault is any sexual contact that happens without the consent of all people involved. It can range from unwanted sexual touching to rape.

Do not assume consent. Anything other than a freely stated **YES** is a **NO**.

Survivor-Centered Approach

A survivor-centered approach is one which seeks to empower the survivor by prioritizing their rights, needs and wishes. It means ensuring that survivors have access to appropriate, accessible and good quality services. (United Nations, 2013).

Support

The Residence Life Team are committed to help fight sexual violence in residences, and are here for any survivor who would like to **disclose acts of sexual violence**. In residences, residents can disclose to a **Resident Assistant, Senior Resident Assistant, Residence Life Coordinator, the Residence Counselling Office, online using REES, or other members of the Residence Life Management team**.

Members of the Residence Life team will:

- Listen with compassion,
- Not judge,
- Accompany residents to seek additional support, or report, if that is their wish.

If a resident makes a disclosure to a Residence Life student staff (this includes Resident Assistant, Senior Resident Assistant, Duty Helper):

- These student staff are obligated to share disclosures with their Supervisor.
- The Supervisor could include a member of the on-call team or the RLC for their building.
- Disclosed experiences of sexual violence will be documented with detail limited to what is reasonably required to support the resident disclosing.
- The Supervisor may follow up with the survivor regarding opportunities for supports.

Please see definition for **types of disclosures** on page 14.

Alcohol and Drug Clemency

Bishop's recognizes that some individuals may be hesitant to disclose or report sexual violence in cases where they have been drinking and/or using drugs at or around the time the sexual violence took place. A resident acting in good faith who makes a disclosure to Residence Life staff will not be subject to residence conduct processes related to an act of sexual violence.

Sexual Violence

*****Content warning: the content of this section of the Handbook (pages 12-14) and the mandatory trainings contain material related to sexual violence*****

Mandatory Sexual Violence Prevention Training

Bishop's believes that prevention is its primary tool in eradicating sexual violence. The prevention paradigm involves direct training programs. **Mandatory participation** in sexual violence prevention training is part of being a Bishop's student. Residence Life plays an active role to ensure all residents have partaken in the following mandatory training programs:

- **Active Bystander Intervention Training**
- **Online mandatory training program with several modules**

Living in residence is considered a privilege and with that privilege comes the responsibility to abide by the Community Living Standards (CLS) (see page 17).

#	Resident's Action or behaviour	Point & Sanctions
S.1	Mandatory Sexual Violence Prevention Training Residents are expected to have completed all mandatory sexual violence prevention trainings within 2 months that they are available to students.	1 Point Offence

Failure to participate in mandatory sexual violence prevention trainings **will result in a resident's involvement in a conduct process.**

Residence Life recognizes that sexual violence has lasting and varied effects on individuals. If a resident is **not able to start and/or complete** a mandatory training, they can write an **email** to the Vice-Principal Student Affairs who will be able to offer support as well as mark the resident's training as completed.

Sexual Violence Support Centre (SVSC)

The centre has advisors here to help **guide survivors through the process of healing** with a survivor-centered approach which allows them to choose exactly which steps in the process they would like to take.

Alongside the Bishop's University Sexual Culture Committee, they are responsible for the development, coordination and facilitation of awareness campaigns and customized workshops for faculty, staff, and students.

REES

In an effort to address sexual violence on campus, Bishop's has introduced an **online platform** – Respect, Educate, Empower Survivors (REES) – that allows students, faculty and staff to **report their experiences with sexual violence**. The bilingual platform allows people to report sexual harassment, misconduct and assault without having to speak directly with a member of the university.

Scan this QR code to access the REES platform:



rees

A Safer Community
by a Community that Cares

*****Content warning: the content of this section of the Handbook (pages 12-14) and the mandatory trainings contain material related to sexual violence*****

Types of Disclosures

Anonymous

- Allows a survivor to share information about an incident of sexual harassment, misconduct or assault **without identifying themselves**, or identifying the person who has harmed them.
- Anonymous Report data will be used to measure the incidence and identify patterns of sexual violence on campus, with the **goal of improving** policy, supports or responses to sexual violence on campus. Bishop's receives the anonymous reports from REES once a year to ensure that survivors can remain unidentified.
- It **cannot** initiate an investigation and Bishop's does not have the ability to follow up with the survivor directly.

Disclosure

- A disclosure is **sharing information** about sexual violence a survivor has experienced.
- A disclosure is often a part of a healing journey but **does not automatically trigger a formal process**. Some survivors do not wish to go through a formal process, and Bishop's will support their choice whenever possible.
- A disclosure does not necessarily contain details like place of aggression or identity of aggressor.
- A disclosure to the Sexual Violence Support Centre (SVSC) may result in **accommodations for the survivor** and other immediate measures on campus such as no-contact orders.

Report

- A report is a **written account** of an incident of sexual violence.
- It can be an **email** to the **Sexual Violence Support Centre (SVSC)**, or it can be an **incident report** filed with **Campus Security**.
- When Security or the SVSC receive a report, the University will contact the survivor to offer **support**.

Formal Complaint

- One type of report is a **formal complaint**, which is a notice that a survivor wishes to pursue a **formal process**.
- A form is submitted to **The Office of the Secretary General** who will then contact the survivor for more details.
- The Secretary General's Office will evaluate the complaint and start an investigation if the complaint falls within **the University Policy for the Prevention of Sexual Violence**.
- A formal report, which will be completed and provided no later than 90 days after the complaint was first received, may result in **formal discipline against the perpetrator** including expulsion from the University.

Bishop's International

Bishop's International provides support and services to incoming **international students**, as well as to all Bishop's students interested in an **international and/or intercultural experiential learning opportunity abroad or on campus**.

Bishop's International is the main point of contact with partner institutions around the world and works closely with other administrative services, faculties and schools in developing new international strategic partnerships and campus internationalization. A Regulated International Student Immigration Advisor (RISIA) can provide Bishop's international students with guidance before and during their studies in Canada.

International Students

Welcome to the community! International students coming to Bishop's for a degree or exchange program should contact Bishop's International here:
international@ubishops.ca

International Exchange Opportunities

Students who wish to take part in an international mobility experience during their studies at Bishop's should start here. Bishop's International can guide students to learn more about semester-long student exchanges, short-term learning abroad opportunities and other ways to learn across cultures and get involved here on campus! Contact them at: **exchange@ubishops.ca**



Smoke Free Environment

Bishop's University is a smoke-free campus. Smoking and vaping are only permitted in the designated smoking areas, as well as outside the Gait during business hours. The restriction applies to all members of the Bishop's University community including both Bishop's and Champlain students, faculty, and staff, as well as visitors, contractors, and guests on University property.

Please see the map below to become familiarized with the Designated Smoking Areas (Green Dots)



Please note, cannabis consumption is prohibited everywhere on campus.
Please refer to the University/Residence [Cannabis policy](#) on page 26.

Community Living Standards

The Community Living Standards (CLS) ensure a safe and formative experience for all residents. The CLS apply to all residence buildings, entrances, walkways and fire escapes. Living in residence is considered a privilege and with that privilege comes the responsibility to abide by the CLS. If a resident is unable or unwilling to follow the rules and guidelines outlined in the CLS, they may be involved in a conduct process or be removed from residence. There are two categories of behaviors that may result in removal from residence: Psychosocial and Unacceptable.

Psychosocial

An individual may be removed from residence if the Health and Wellbeing Committee, in collaboration with the Director of Student Life and Student Services, determines that the resident's psychosocial needs surpass the support services offered in residence, or that they are engaging in harmful behaviours that seriously impact their health and safety or the health and safety of the residence community.

Unacceptable

Unacceptable behaviours are those contrary to the principles and objectives of the university and its residences. The Community Living Standards (CLS) set out clear expectations of acceptable behaviour within the residence community. Residents will be held accountable for any behaviour that is deemed unacceptable through the conduct process. Residents are responsible for their behaviour and those of their guests, including any consequences of said behaviours that take place in residence.

Residents are responsible for observing the terms of the Community Living Standards, the Charter of Student Rights and Responsibilities, the Code of Student Conduct, the Residence Alcohol & Cannabis Policies, the Lease Agreement with Residence Services contract as well as the Additional Rules and Clauses.

Conduct Process

Any unacceptable behaviour, **breach of the Community Living Standards**, will result in an **investigation** by Residence Life Staff. This investigation is to determine the most probable course of events based on the balance of probabilities.

Infractions of the rules and regulations of residence are dealt with on a case-by-case basis, depending on the severity of the incident. This section attempts to provide residents with examples of what sanctions result for certain behaviours under typical conditions. This does not limit the possibility of other sanctions being imposed.

The purpose of the conduct process is to support each residents ability to:

- **Identify** with a community
- **Demonstrate** the rights and responsibilities of living in a community
- **Participate** actively in a community
- **Positively** contribute to their communities

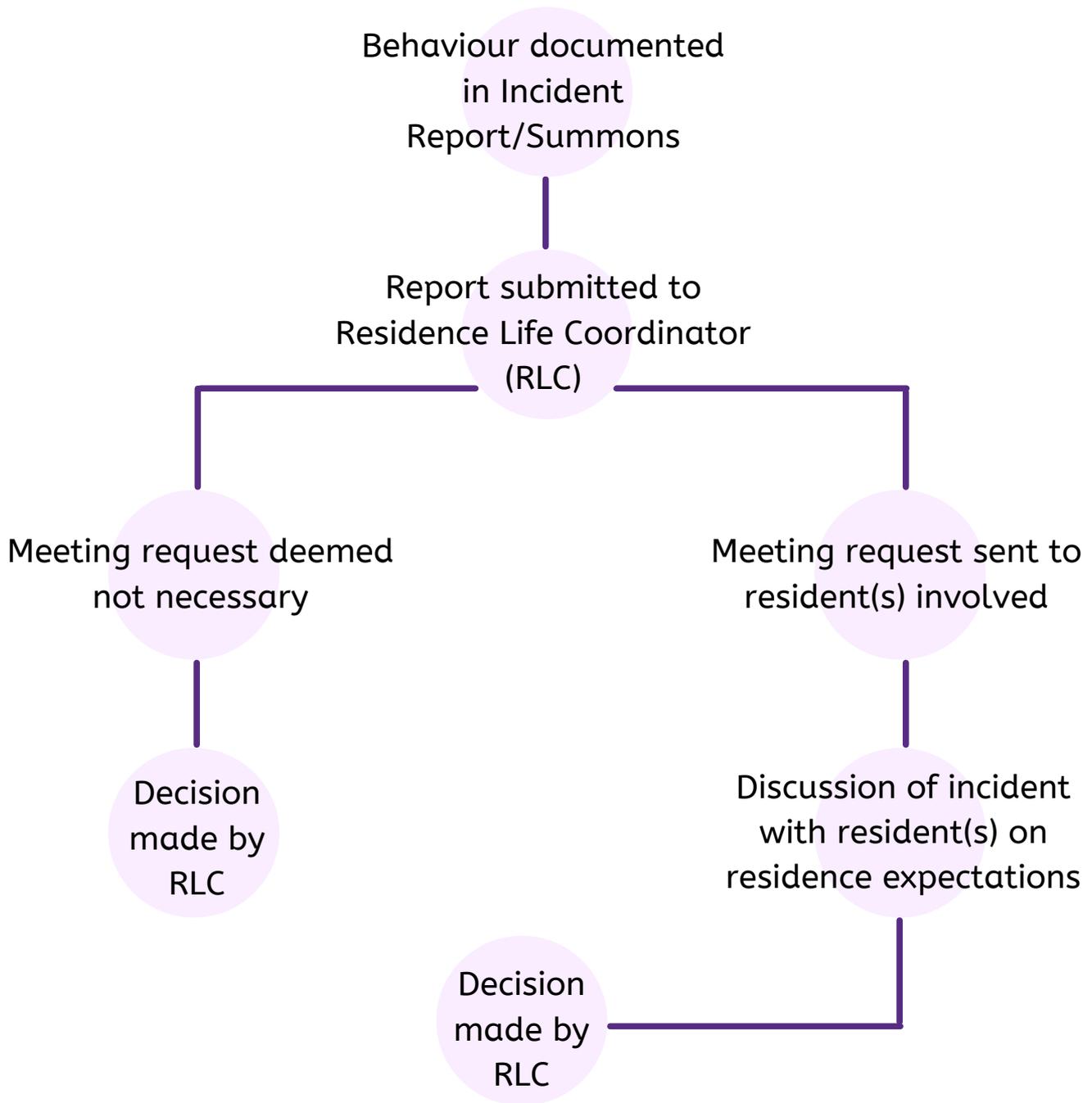
The two main reporting tools for documenting an incident in residence are an **Incident Report (IR)** and a **Summons**.

- **IRs** are a confidential written record of a conduct-related incident made by a member of the Residence Team.
- **Summons** are issued by members of the Security team to a resident.
- Summons **require** the student to book a meeting with a Residence Life Coordinator to discuss the said incident. Summons are different from tickets, in that they serve as a “**notice to appear**”, and do not incur an automatic monetary fine.

If a resident's behaviour has been documented by a member of the Residence Life or Security team:

- An **e-mail** may be sent to them within 48 business hours of the Residence Life Coordinator becoming aware of the infraction.
- If a resident has received an e-mail from a Residence Life Coordinator, it is their responsibility to **initiate/book** the meeting by the date included in the e-mail.
- Failure to appear at an appointment, or failure to book an appointment, is considered **non-cooperation** and may result in a decision being made in absence of the resident.

Conduct Process: How It Works



*Residents have the right to appeal a decision. Residents should familiarize themselves with the appeal process on page 34

Preponderance of Evidence

Unlike the standard of proof commonly used in criminal cases and usually known as “proof beyond a reasonable doubt”, the standard of proof used by Residence Life is that of the “balance of probabilities” or the “preponderance of evidence.” By this, it is meant “more likely than not”, such as an unbiased observer, having reviewed all the evidence and having heard all sides of the story, should be able to say “The fair decision, in this case, is X more likely than not”.

The Point System

The Community Living Standards operate with a points system. Residents start with 6 community points when they move into residence. As they or their guest(s) become involved in situations that contravene our community expectations, they will be assessed points that will be subtracted from their initial 6 community points. A resident who has lost all 6 of their community points may be asked to leave residence.

One (1) Point offences - Actions by a resident(s) which:

- Interfere with the rights of other resident(s) to the peaceful use and enjoyment of their space in residence
- Fail to cooperate with Residence Services administrative policies

All one-point offences sanctions (in addition to losing 1 point)

Warning letter, educational sanction, residence behaviour contract, residence ban, mandatory room transfer, confiscation, \$50.00 maximum behaviour bond, and/or \$50.00 maximum fine. Restitution for damages where applicable.

Two (2) Point offences - Actions by a resident(s) which:

- Create a significant nuisance and/or disturbance to an individual or community

All two-point offences sanctions (in addition to losing 2 points)

Warning letter, educational sanction, residence behaviour contract, residence ban, mandatory room transfer, residence probation, confiscation, \$50.00 - \$125.00 behaviour bond, and/or \$50.00-\$125.00 fine. Restitution for damages where applicable.

Three (3) Point offences - Actions by a resident(s) which:

- Endanger the safety and security of themselves and/or others
- Compromise personal or university property
- Attack the dignity/integrity of an individual(s)
- Contravene the laws of the land

All three-point offences sanctions (in addition to losing 3 points)

Warning letter, educational sanction, residence behaviour contract, residence ban, mandatory room transfer, residence probation, confiscation, \$125 - \$250.00 behaviour bond, and/or \$125 - \$250 fine, and/or eviction. Restitution for damages where applicable.

Eviction

Residents can be evicted from residence by either:

- Losing their 6 community points
- Committing any offence that is deemed serious enough to warrant immediate eviction by the University

Activities that will result in immediate eviction from residence include:

1. The distribution, or sale of illegal drugs or facilitating the distribution or sale of illegal drugs in residence
2. Use or threats of using weapons or threats of violence
3. Willful damage to residence property

If a resident has been assessed three points or more, either from one offence or a series of offences, they can make a request to earn one of their points back. The resident must be incident-free for at least one month before they can request to earn back any points. The Residence Life Coordinators and the Director of Student Life and Student Services will decide if a resident's behaviour warrants this privilege. Examples of activities that residents can participate in or organize to earn back points include organizing an educational program for residents, a passive program for their residence, community service, etc.

Due to the Province of Quebec's "A-2.1 ACT RESPECTING ACCESS TO DOCUMENTS HELD BY PUBLIC BODIES AND THE PROTECTION OF PERSONAL INFORMATION", Bishop's University, Residence Life & Residence Services is bound to maintain the confidentiality of any student information. This information can only be released under exceptional circumstances if the student submits written authorization to Residence Life and Residence Services. As such, we do not disclose student information with parents or relatives.

Sanctions

A Resident may receive one or more of the sanctions listed below as a result of violations of the Community Living Standards:

Verbal Warning

Verbal warnings are used when a warning will result in a change in behaviour. Warnings are given as a courtesy, at the discretion of the Residence Life Coordinator and may not be given for all incidents. Asking a resident to stop a behaviour is considered a verbal warning.

Warning Letter

Typically (but not exclusively) after meetings, a resident will be sent a letter outlining the violation and the consequences of said violation. This is an official letter of warning and will be sent by e-mail to the resident's Bishop's e-mail address.

Behaviour Bond

A behaviour bond is a sum of money paid by the resident as a deposit to ensure compliance with the Community Living Standards (CLS). If there are no further offences of the CLS and they meet the conditions outlined in the behaviour bond, the money is refunded at the end of the academic year. If payment of a behaviour bond is overdue or there is a subsequent offence, the bond is forfeited, and it becomes a fine. This could be considered non-cooperation with staff and further disciplinary sanctions may also apply. Behaviour bonds can be paid at the Residence Services Counter in Paterson on or before the due date.

Fine

Fines are assigned as a monetary penalty. If payment of a fine is overdue, this could be considered non-cooperation with staff and further disciplinary sanctions may also apply. Fines can be paid at the Residence Services Counter in Paterson on or before the due date. Fines not paid on time may result in a block of the resident's student account.

Community Billing

This type of billing can hold a community accountable for damages that have originated within that community; such occurrences include, but are not limited to fire alarm fines, common area damage, an excessive mess, etc. Charges can also be billed directly to the residents living on a floor or building when the situation is warranted.

Educational Sanction

An educational sanction may accompany a warning letter, fine, behaviour bond, or probation. These sanctions include but are not limited to community restitution, community service, attending an educational workshop appropriate to violation, creating an educational program for the community and/or a reflection paper describing what a resident has learnt. It is up to the resident to fulfil the sanction. Unfulfilled educational sanctions may be changed into a fine.

Behavioural Contract

A behavioural contract is a set of behavioural expectations and limits that are determined with the resident and laid out in contract terms. With the resident's signature, they agree to the terms of the behavioural contract and are aware that any breach of this contract constitutes an offence which will result in the agreed-upon consequences being instituted. A behavioural contract may accompany a warning letter, fine, behaviour bond, or probation.

Restitution for Damages

Anyone that causes damage to University property will pay for the cost of the repairs. Residents are also responsible for any damages caused by their guests. If a resident borrow equipment to play pool, ping pong equipment or any other items borrowed from Residence Life, they are responsible for those items while they are signed out. In the event that damage is done to either the equipment or the equipment is used to damage University property, the person who gave their ID to sign out the equipment will be held responsible for said equipment and any damage incurred.

Residence Probation

When a resident is placed on probation in residence, they are sent a notice that any further offence will most likely result in their eviction. Probation will normally extend to the end of the academic year and, in some cases, may be extended to subsequent years.

Continued on next page

Banning from Residences

A resident may be banned from residence(s) and not allowed to return to a specific building(s). If they are found in the building, Security will be called, and the resident may be charged with trespassing. If the resident disregards this ban and is found in residence by Security or a member of the Residence Life team, the resident will be charged for every violation. A ban from residences may accompany a warning letter, fine, behaviour bond, or probation. Acting as a host for a banned individual and/or a person whose visiting privileges have been revoked is prohibited. Anyone hosting a guest who has been banned will be sanctioned accordingly.

Mandatory Room Transfer

When warranted, a resident may be requested to transfer to a different residence. The resident will also be banned from the residence building from which they were transferred. (See “Banning from Residences”). In circumstances where there may be an immediate threat posed to an individual or the community, a resident may be immediately removed from residence.

Eviction from Residences

When warranted, a resident may be requested to vacate residence. The Director of Student Life and Student Services or Vice-Principal Student Affairs are responsible for this decision. The resident will also be banned from all residence buildings (See “Banning from Residences”). In circumstances where there may be an immediate threat posed to an individual or the community, the resident may be immediately removed from residence.

Confiscation of Prohibited Items and/or Substances

Where a University Official is made aware or becomes aware of a prohibited item or substance such as illegal drugs, unauthorized medications and pharmaceuticals, or drug paraphernalia on University property, the prohibited item(s) will be confiscated. Confiscation will be documented as an Incident Report.

Community Living Standards Policy

The charts below include, but are not limited to, the Community Living Standards that can be found under the three different offence levels defined on [page 20](#).

Alcohol Policy

As per Quebec provincial law, the legal age for the purchase and consumption of alcohol is 18 years old. While intoxication on its own is not a violation of the CLS, Residence Life encourages students to be conscious and courteous of others in their community. Please note that being intoxicated does not reduce culpability in an incident on campus. Residence Life encourages everyone to seek help if someone requires assistance for over-intoxication.

In accordance with the Residence Alcohol Policy and Bishop University's Alcohol Policy, Bishop's University Residence will regulate alcohol use within the following directives.

#	Resident's Action or Behaviour	Point & Sanctions
A.1	Alcohol Use in Residence: Personalized plastic containers/cans* must be used for the consumption of alcohol in any common areas. Alcohol consumption is prohibited in lobbies, foyers, stairwells, hallways, laundry rooms, and washrooms.	1 Point Offence
A.2	Mass Consumption: Possession and/or consumption of common source alcohol** and/or organizing/participating in drinking games*** within residence is prohibited.	2 Point Offence OR 3 Point Offence
A.3	Irresponsible Alcohol Use: Students are not permitted to consume alcohol to a point where they become a disruption to the residence community. Students are also not permitted to consume alcohol to a point where they pose a danger to themselves or to others.	2 Point Offence
A.4	Underage Drinking: Underage drinking is not permitted in residence. Students must abide by all Federal and Provincial Laws and the Residence Alcohol Policy.	3 Point Offence

* **Cases or bottles of alcohol** that hold more than one unit/one standard drink (1 beer bottle/1 shot/ 1 glass of wine) are not considered personalized containers and therefore are not permitted for consumption in common areas (e.g. a bottle of wine in a water bottle). Glass receptacles are not allowed in any common areas in residence.

** **Common Source** alcohol refers to any bulk quantity, common container, or freely available alcoholic beverage (e.g. kegs, Jell-O shots, and other large containers of alcohol, etc.)

*** **Drinking games** are defined as activities involving the consumption of alcoholic drinks, typically as a penalty or in response to a specified cue or prompt within the activity. These include, but are not limited to: Century Club, Beer Pong, funnelling, flip cup, shotgunning, King's Cup, Shot Ski etc. Water Pong is considered a drinking game and will be sanctioned accordingly.

Cannabis Policy

Following the legalization of Cannabis in Canada on October 17th, 2018, Bishop’s University has implemented a Policy for the Regulation of Cannabis. As of January 1st, 2020, it is prohibited for a person under 21 years of age to possess Cannabis in the province of Quebec. The right to possess Cannabis in residence is only reserved to residents of legal age, it must have been legally purchased from a government establishment such as the *Société Québécoise du cannabis* and is limited to 30g of dried cannabis for personal use. All cannabis must be stored in an airtight container and appropriately labelled to denote that it contains cannabis. Residents must keep purchase receipts as proof of legality to University Officials.

In accordance with the Bishop’s University Policy for the Regulation of Cannabis, Bishop’s University Residence will regulate cannabis* within the following directives.

#	Resident's Action or behaviour	Point & Sanctions
C.1	Consumption of Cannabis** Prohibited to consume any form of cannabis in residence.	3 Point Offence
C.2 C.3 C.4 C.5 C.6	Possession of Cannabis: - Any unlawful/improper possession of cannabis - Utilizing kitchen/cooking facilities for the creation of cannabis edibles - Drug paraphernalia is not permitted in residence *** - Grinding or rolling “joints” in residence - Possession of cannabis plant(s) in residence	3 Point Offence
C.7	Scent of Cannabis: Students are expected to limit the scent of cannabis on their clothing, and the scent of cannabis within a residence room.	2 Point Offence
C.8	Cultivation of Cannabis: Students are prohibited from cultivating cannabis in residence.	3 Point Offence
C.9	Sale of Cannabis: In the province of Quebec, only the Société Québécoise du cannabis may sell cannabis. Students in residence are prohibited from being involved with trafficking of cannabis in residence.	3 Point Offence

Continued on next page

* **Cannabis** within the meaning of the Cannabis Policy includes, in particular, any part of the cannabis plant, fresh cannabis, dried cannabis, cannabis oil, cannabis in the form of a concentrate and any other cannabis product category, edible or not.

** **Consume** within the meaning of the Cannabis Policy includes smoking, inhaling or using cannabis by any means whatsoever, in particular with a seal, a pipe, an electronic cigarette, a water pipe (bong), spray or any other device of this nature. “Consume” also includes eating food incorporating cannabis.

*** **Drug paraphernalia:** Possession of vapes and grinders is allowed in residence for storage purposes and not for use. They must be stored in a sealed airtight container so that no smell is detectable. Other **cannabis drug paraphernalia is not permitted**, such as but not limited to hand pipes, water pipes (e.g. bong), hookah, homemade devices (e.g. one-time use).

The consumption of authorized medical use of cannabis is permitted and the University will adhere to Quebec Human Rights legislation regarding its consideration of a request for accommodation. The Director of Student Life and Student Services and the Manager of Security will assess requests for accommodation on a case-by-case basis. Please refer to Bishop’s University Residence Medical Cannabis Policy online.

Residents of legal age are permitted to use legal cannabis delivery services to the Bishop’s University campus. Upon delivery, they must pick up their package and immediately return it to their residence room to store it, as it is prohibited to possess cannabis in all buildings on the University campus, except for Bishop’s University Residences.

Continued on next page

Community Living Standards Policy

All other offences fall under the various point offences described in the charts below.

#	Resident's Action or Behaviour	Point & Sanctions
1	<p>Noise: Noise that can be heard outside of a room or lounge or through a closed door is not permitted, aside from the noise created from reasonable living activities. This definition is primarily in effect during quiet hours. Quiet hours are in effect during the following times:</p> <p>Weekdays (Sunday – Thursday): 11:00 p.m. – 9:00 a.m. Weekends (Friday & Saturday): 1:00 a.m. – 9:00 a.m.</p> <p>24-hour quiet: Munster Hall</p> <p>Exam Quiet Hours: 7:00 p.m. – 11:00 a.m. every day (begins the Sunday prior to the start of the December and April Exam Period). Residence Life has a low tolerance for noise violations during the exam periods, thus residents could anticipate receiving a decision without having a warning.</p> <p>Residence Life considers every other hour to be courtesy hours, meaning that noisy activities should not infringe on the rights of those around. An individual’s right to reasonable quiet supersedes another’s right to make noise.</p>	1 Point Offence
2	<p>Guests: (PLEASE NOTE THAT THE COVID-19 GUIDELINES SUPERSEDE THIS POLICY UNTIL FURTHER NOTICE – please familiarise yourself with Bishop University’s COVID-19 policies)</p> <p>A guest is any non-resident of a specific room and/or building. Residents are responsible for their guest(s) at all times and may not host more than 2 overnight guests at a time. Guests may not stay for a period longer than 3 consecutive nights in the same week.</p> <p>Residents are not permitted to host a guest during Orientation Week, any time after the end of classes in each semester (i.e. during exams) and any other time during the year as dictated by the Residence Life team (such as Winterfest, St-Patrick’s Day weekend, etc.). Only if written permission is granted from the Residence Life Coordinator or the Director of Student Life and Student Services, can guests stay in residence during the above time periods.</p> <p>Acting as a host for a banned individual and/or a person whose visiting privileges have been revoked is prohibited.</p> <p>Please see overnight occupancy for each room type: Single room: 3 people Double rooms: 4 people Suite rooms: 8 people</p>	1 Point Offence

Community Living Standards Policy

#	Resident's Action or Behaviour	Point & Sanctions
3	<p>Cleanliness Standards: Residents are expected to keep their bedroom, shared bathrooms, common areas and the exterior of their room/suite doors clean/free from graffiti and adhere to proper removal of garbage and/or recycling. Improper disposal is prohibited.</p>	1 Point Offence
4	<p>Physically Active Games in Residence: Residents are not permitted to participate in potentially destructive activities that could cause personal injuries and/or property damage. These activities include, but are not limited to, indoor sports, water fights, using roller blades, Heelys, bicycles or skateboards in the buildings.</p>	1 Point Offence
5	<p>Equipment Storage: Residents are not permitted to store any personal belongings or room property in any common or shared living areas (this includes hallways). Equipment may include, but is not limited to, bicycles, hockey equipment, desks, lamps, etc.</p>	1 Point Offence
6	<p>Use of Prohibited Appliances: Electrical or other cooking appliances containing a heating element or open flame, including but not limited to, toaster ovens, hot plates, etc. are not permitted in residence.</p>	1 Point Offence
7	<p>Removal of Residence Property: Removing/relocating furniture from lounges, dining rooms, and other common areas is not permitted.</p>	1 Point Offence
8	<p>Postering: Residents may only poster within the designated areas in residence. All posters must be stamped and approved by Residence Life.</p>	1 Point Offence
9	<p>Fire Hazard: Obstructing residence hallways, stairwells, common rooms, or other areas constituting a safety and/or fire hazard (ie. shoes, bicycles, hockey bags, clothes etc.) is prohibited.</p>	1 Point Offence
10	<p>Admission Procedures: Improper check-in, room transfer, or check-out is prohibited. This may include but is not limited to switching rooms without authorization from Residence Life and Residence Services.</p>	1 Point Offence
11	<p>Door Propping: Propping doors that lead into a residence building compromises the safety and security of the community. Any attempt to prop outside doors or manipulate the lock on an outside door so that they remain open is not permitted.</p>	1 Point Offence

Community Living Standards Policy

#	Resident's Action or Behaviour	Point & Sanctions
12	<p>Pets: Residents are not permitted to bring or keep animals in residence other than plants and fish in aquariums. Only approved emotional support animals may be in Residence. The Emotional Support Animal Policy can be found on our website.</p>	2 Point Offence
13	<p>Smoking: All areas in residence are non-smoking. Smoking is only permitted in designated smoking areas as outlined by the University Policy. This includes vapes, Juuls, e-cigarettes, hookahs and any other device used for smoking.</p>	2 Point Offence
14	<p>Incense: Lit incense is prohibited.</p>	2 Point Offence
15	<p>Open Flames: Open flames are not permitted in residence. This includes, but is not limited to, attended or unattended lit candles, lamps, and flaming shots. Birthday candles do not constitute an exception. If a resident requires one of these items for religious purposes, contact Residence Life, in writing, at the beginning of their arrival on campus or seven days prior to the intended use.</p>	2 Point Offence OR 3 Point Offence
16	<p>Throwing Material: Residents may not drop, eject or throw material at or from residence buildings.</p>	2 Point Offence OR 3 Point Offence
17	<p>Violence: Violence, physical aggression, intimidation, or any threat in residence will not be tolerated. Physical aggression is defined as behaviour that is or can potentially be harmful to an individual's person. Physical aggression and violence can include but is not limited to, pushing, pulling, slapping, kicking, hitting, fighting, poking, and punching.</p>	2 Point Offence OR 3 Point Offence
18	<p>Raids or Inappropriate or Destructive Pranks: Initiating, encouraging, supporting, or participating in raids and/or pranks that are disruptive, offensive, or hostile to residents and/or staff is prohibited. Examples include, but are not limited to, water fights, dismantling, removing, and/or relocating residence/personal property, etc.</p>	2 Point Offence OR 3 Point Offence

Continued on next page

Community Living Standards Policy

#	Resident's Action or Behaviour	Point & Sanctions
19	<p>Inappropriate/Illegal Entry: Entering another resident's room, a washroom that is not assigned to the resident's gender or disturbing another resident's property without permission is not permitted. Manipulating any lock, door, or window is strictly prohibited.</p> <p>(Note: In cases of emergency, or if it is deemed that illegal activities are taking place in any room Security and/or Residence Life staff reserves the right to enter residential rooms).</p>	<p>2 Point Offence OR 3 Point Offence</p>
20	<p>Harassment: Residence Life will not tolerate verbal, written, or online abuse, threats, intimidation, violence or other forms of harassment against any member of our community for any reason. This includes but is not limited to culture, religion, race, gender identity, or sexual orientation.</p> <p>The University has the responsibility to protect Residence Staff. Members of the residence, Caretaking, Maintenance and Front Desk Staff are always to be treated with respect and courtesy. behaviour that creates a hostile work environment or that is disrespectful to Residence Staff including intimidation, threats, directed expletives, bullying, electronic surveillance, and other forms of harassment will not be tolerated.</p>	<p>2 Point Offence OR 3 Point Offence</p>
21	<p>Explosives: Explosive or flammable material is not permitted. This may include but is not limited to, firecrackers, fireworks, propane tanks, dynamite, fuel, etc.</p>	<p>2 Point Offence OR 3 Point Offence</p>
22	<p>Cooperation with Staff: Residents are expected to comply with the directives of all university employees who are acting in an official capacity. This includes all members of the Residence Life Team, Security, Student Safety, Food Services Staff, etc.</p> <p>Deliberately misleading, acting belligerently, failing to comply, or improperly identifying oneself to a University official is strictly prohibited. Failure to obey the instructions on the back of a Security Summons (i.e. not setting up a meeting with the required University Officials) is considered non-cooperation with staff.</p>	<p>2 Point Offence</p>
23	<p>Graffiti/Vandalism/Tampering: Any willful damage or defacement of University property i.e. walls, door tags, bulletin boards, room doors, door frames, ceilings, etc. will not be tolerated.</p>	<p>2 Point Offence OR 3 Point Offence</p>

Community Living Standards Policy

#	Resident's Action or Behaviour	Point & Sanctions
24	<p>Deliberate or Negligent Breakage of Glass: Any action that results in the breakage of glass will constitute an offence. This includes, but is not limited to, breakage of bottles, windows, or any other glass in or around residence that could cause injury.</p>	2 Point Offence
25	<p>Theft of Food, Dishes or Cutlery: Theft from any Food Service outlet on campus will not be tolerated.</p>	2 Point Offence
26	<p>Deliberate or Negligent Damage to University Property: Any damage to university property will not be tolerated. Residents are responsible for any damage to property caused by their guests. This includes ripping down posters & door tags.</p>	2 Point Offence
27	<p>Telecommunications: Residents are prohibited from using telephone or data service, or permitting them to be used, for a purpose or in a manner that is contrary to law or University policy, or for the purposes of relaying annoying, offensive or threatening messages. Residents are responsible for ensuring that others do not have access to their phone or data service. Residents will be held responsible for messages sent from their room whether they were present or not.</p>	2 Point Offence
28	<p>Voiding of Bodily Fluids: Voiding of bodily fluids and/or waste in inappropriate places is prohibited.</p>	2 Point Offence
29	<p>Triggering the Building Fire Alarm: Setting off the building alarm deliberately, unintentionally, or negligently is prohibited. This may include, but is not limited to, hitting a detector by mistake while participating in hall sports.</p>	2 Point Offence
30	<p>Safety Procedures: Failing to follow emergency or safety procedures is prohibited. This includes, but is not limited to, failing to leave the residence during a fire alarm and entering an area that is restricted.</p>	2 Point Offence
31	<p>Tampering with Physical Structure and Safety/Fire Equipment: Tampering with fixtures, building systems and fire equipment is strictly prohibited. This may include, but is not limited to, tampering with fire equipment, or discharging/suppressing any fire prevention or detection equipment, propping interior or exterior fire doors and tampering with the elevator or card access systems or fire extinguisher cases.</p>	2 Point Offence OR 3 Point Offence

Community Living Standards Policy

#	Resident's Action or Behaviour	Point & Sanctions
32	<p>Theft: Taking the belongings and/or property of the University or another individual without permission is strictly prohibited. Stolen property is not permitted in residence.</p>	2 Point Offence
33	<p>Indecent Exposure or behaviour: Full or partial nudity in a public space and/or any behaviour that is deemed indecent or offensive will not be tolerated in residence.</p>	2 Point Offence
34	<p>Gambling: Participating in and/or running an illegal gaming or gambling operation is prohibited.</p>	3 Point Offence
35	<p>Restricted Areas: Students are prohibited from being in any restricted areas. These include, but are not limited to, the roof of any residence (except in emergencies), window ledges, attics, etc.</p>	3 Point Offence
36	<p>Weapons: Any objects considered dangerous to the health and safety and/or wellbeing of fellow residents are not allowed in residence or anywhere on residence property. This includes but is not limited to: firearms, knives, Swiss army knives, pellet guns, cap guns, bb guns, paintball guns, firecrackers, dangerous weapons, or items (real or imitation) that are intimidating or intended to cause harm.</p>	3 Point Offence
37	<p>Illegal Drugs: Students are prohibited from being involved with trafficking, possessing, using, consuming and/or smelling of any illegal drug substance in residence. Evidence of drug traces or drug paraphernalia or the smell of prohibited substances in or near the residence building will be assumed to be conclusive of use or possession.</p>	3 Point Offence
38	<p>Objectionable or Obscene Material: Objectionable and obscene material is not permitted in residence. This includes racist, homophobic, or sexist jokes, hate literature, oppressive language, pornographic materials, and any other materials that may be offensive to others or negatively impact the reputation of Bishop's University, its employees, or residences. This includes verbal communication, posting or publishing of material, (written or electronic) within residence, including in a resident's room. The file-sharing functions of a computer are in the public domain; therefore, students are not to use their network connection in residence for file sharing of objectionable materials.</p>	3 Point Offence

The Appeal Process

All sanctions are in effect at the time a decision letter is sent. Residents have appeal routes available at each step of the disciplinary process. The Director of Student Life and Student Services will hear all appeals regarding sanctions imposed by a Residence Life Coordinator. In certain situations, residence infractions may go directly to the Director of Student Life and Student Services, especially when the personal safety of an individual or the community is threatened. Decisions made by the Director of Student Life and Student Services may be appealed to the Vice-Principal Student Affairs.

Residents will receive their decision letter at their Bishop's e-mail address. From when a resident receives their decision letter, the resident has 2 business days to submit a formal, typed appeal (email) directly to the Director of Student Life and Student Services or the Vice-Principal Student Affairs, as appropriate, and may appeal on the following grounds:

- A.** Bias and/or unfair treatment – any procedural error, improper investigation, etc.
- B.** The sanction does not suit the infraction/behaviour.
- C.** New information has come to light – new witness, something unknown when the original decision was made.

Note: Appeals deemed by the Director of Student Life and Student Services or the Vice-Principal Student Affairs to be vexatious and/or frivolous will not be accepted.

Please note that a resident may only appeal a decision once. It is also important to note that an appeal may result in one of three different outcomes:

- 1.** The original decision is upheld.
- 2.** The original decision is overturned.
- 3.** Sanctions can be modified, which may include increasing or decreasing the sanctions originally levied.

A reminder that the Community Living Standards are in place to ensure a safe, comfortable, and enjoyable residence experience for all members of the residence community. The cornerstone of our residence philosophy is a spirit of common courtesy and mutual respect amongst all community members.

Residence Life seeks to support resident's success' through fostering **personal growth**, developing **curiosity** and championing **community engagement**.

Residence Life is confident that residents understand why these rules are in place and that it can count on residents cooperation throughout their time in residence.

Administrative Rules

Lockout/Lost Keys:

If a resident finds themselves locked out of their room, they can go to Paterson Hall between 9 a.m. and 5:00 p.m. on weekdays to regain access to their room. From 5:00 p.m. to 9 a.m. and on weekends, residents who find themselves locked out of their rooms are to call Security (direct line: 819-822-9711, or from a campus phone dial: 711).

\$45.00/key for replacement keys during the academic year
\$60.00/key for keys not returned at the end of the academic year

Responsibility for Contents:

Residents are held financially responsible for any damage or losses to their room or its contents and for the cleanliness of the room upon vacating it. Students are responsible for their personal belongings. Items in storage will be held up until 30 days after the official closing of Residence. The University encourages residents to obtain insurance for the contents of their room. The University's insurance policy does not cover residents' belongings (i.e. in the event of flood, fire, theft, etc.).

Subletting:

Residents are prohibited from subletting their residence room or from permitting its use by others except as outlined in the Residence Services policy regarding visitors and guests.

Commercial Use:

The use of a residence room, mailbox, and telephone or data connection for any commercial purpose is prohibited.

Other Charges:

This may include damage repairs, improper check-out or room transfers, storage, etc. Appeals of any such charge must be made in writing and postmarked within 30 days of the invoice date, unless otherwise specified in the charge.

Situational Based

Charge through the Charter of Student Rights and Responsibilities

The Charter of Student Rights and Responsibilities outlines a code of conduct considered to be consistent with the goals and wellbeing of the University community. Charges involving alleged breaches of this code are heard by the Committee on Student Conduct: a committee of both students and University personnel. Complete copies of the **Charter of Student Rights and Responsibilities** and the **Code of Student Conduct** are available on the University website.

What if a resident does not get along with their roommate?

If a resident has any issues with their roommate(s) or bogmate, they can talk to their RA/SRA or contact Residence Life, to have assistance. Residence Life can help mediate conversations, or if desired, can help residents look at a possible room change.

Where do residents do laundry?

Each building is equipped with a laundry room in their basement or found on the first floor of Paterson. Laundry services are included in each resident's residence fees!

Is there parking on campus for students?

Parking on campus is coordinated by the Security department. Students can find the information on the University website under "Security".

Is storage available in residence?

Storage is only available to residents who plan on returning to residence the following academic year.

Who cleans individual residence rooms?

Residents are responsible for the cleanliness of their personal space (their room and bathroom area). Custodian staff are present and are in charge of the general cleanliness of most common spaces, including communal washrooms in traditional style residences.

How do residents get my Mail?

Each resident is entitled to a mailbox and can receive letters and packages via the Porter's Office. Residents must use this address when ordering things online or share with family and friends:

Resident's Name
mailbox #/building + room#
2600 College Street,
Sherbrooke, QC
J1M 1Z7
Canada

Can residents decorate their room?

Residents are welcome to make their residence room feel as homely as they can make it. However please note that residents should use non-damaging adhesives to hang anything on their walls. Leave behind command hooks/strips and 3M tape - these may damage the walls!

What if the internet in a residence room isn't great?

While there is free wifi on campus, sometimes certain rooms may have weaker signals. Residents can come to the Residence Office to grab an ethernet cable for \$5. Every room includes a jack, and the ITS website has all the information for set up.

Contacts

Student Services

Vice-Principal Student Affairs

stine.lindenandersen@ubishops.ca

Director of Student Life and Student Services

theresa.gagnon@ubishops.ca

Academic Facilitator

katie.bibbs@ubishops.ca

Career and Transition Services

careerservices@ubishops.ca

Student Accessibility

accessibility@ubishops.ca

Counselling Services

819-822-9600 ext. 2695

studentservices@ubishops.ca

Office: DON 261

Spiritual Care

jdymond@ubishops.ca

Sexual Violence Support Centre (SVSC)

819-822-9600 ext. 2695

SVPRS@ubishops.ca

Campus Security

819-822-9711

819-822-9600 ext. 2711

security@ubishops.ca

Office: Dewhurst

Health Services

Medical Secretary

819-822-9600 ext. 2696

nurse@ubishops.ca

Office: Sports Centre - Health Clinic

Student Life

Campus Dining

Telephone: 819-822-9600 ext. 2685

campusdining@ubishops.ca

Residence Life

residencelife@ubishops.ca

Residence Services/Front Desk

residence@ubishops.ca

1-819-822-9600 ext. 2685

Student Representative Council (SRC)

src@ubishops.ca

Bishop's International

International Students

international@ubishops.ca

Exchange Students

exchange@ubishops.ca

Sports Centre & Recreation

819-822-9600 ext. 2669

recreation@ubishops.ca

Mail & Print Services

Mail & Shipping Services

819-822-9600 ext. 2236

portersoffice@ubishops.ca

Office: DON 045

Information Technology Services (ITS)

ITS Helpdesk

819-822-9600 ext. 2273

helpdesk@ubishops.ca

Office: Library Learning Commons

Emergency Contacts

Report an Emergency on Campus

CALL 911 TO REPORT AN EMERGENCY: DIAL 911

OR

CALL SECURITY TO REPORT AN EMERGENCY: DIAL ext. 711 or 819-822-9711

Give individual's name, the location, and the nature of the emergency. If possible, stay on-site or close by to assist the First Responders and/or Security Officer(s) upon arrival. Follow the instructions given by the First Responders and/or Security Officer(s).



SAFEGaiter

SAFEGAITER APP

The app allows students to instantly receive emergency-related messages, have access to emergency guidelines, a campus map, lists of resources, safety tips & tools, easy access to contact campus security and more!

**DOWNLOAD THE
SAFEGAITER APP
TODAY!**

