

### SECTION "A" - Community Charter

#### Introduction

New College expects Residents to behave in a manner consistent with good citizenship and to positively contribute to the community as a whole. Behaviour that is inconsistent with these principles will be evaluated broadly as follows:

1. actions by an individual(s) that interfere with another individual(s) right to the peaceful use and enjoyment of his or her space in residence;
2. actions by an individual(s) that create a significant nuisance and/or disturbance to another individual(s) or community; and
3. actions by an individual(s) that: endanger the safety and security of themselves or other individual(s); and/or compromise personal or university property; and/or attack the dignity/integrity of an individual(s); and/or contravene the laws of the land.

All students and student groups are expected to maintain a high standard of conduct based on the **Statement of Resident Rights and Responsibilities** located in **Section 1**.

The purpose of the **Residence Community Charter** is to outline the standards of behaviour considered congruent with the goals and the well-being of the residence community, and to define the procedures to be followed when students and/or their guests fail to meet those standards of behaviour.

**The New College Residence Community Charter** is based on three principles:

- a. Every individual is equal in dignity and worth and should therefore be provided with equal rights and opportunities without discrimination or harassment.
- b. Each student living in residence should be guaranteed the right to the peaceful use of their living space and common areas.
- c. Residence should be a vibrant space that brings individuals together to form a community in an environment conducive to both academic success and a positive residence experience.

The objectives of the **Residence Community Charter** are:

- a. to promote behaviour among Residents and their guests that creates a positive living and learning environment;
- b. to foster the growth, self-discipline and accountability of Residents;
- c. to encourage Residents to resolve their community-living issues in a mature fashion;
- d. to support the physical safety and emotional well-being of all Residents, and to aid in the protection of personal, residence, and university property.

New College Residence Staff reserve the right to take necessary and appropriate action to protect the safety and welfare of both Residents and the Residence Community.

## Resident Rights, Privileges, and Responsibilities

### Preamble

New College regards and treats Residents as responsible individuals who are free to organize their own lives, behaviours and associations, subject to the laws of the land and to University regulations. These laws and regulations exist to ensure the rights of all members of the community. New College has a long-standing commitment to enhancing the intellectual and social life of all its members, Resident and Non-Resident. For the continued achievement and success of this commitment, New College promotes a harassment and discrimination-free environment.

Residents living in New College Residence have rights, privileges, and responsibilities. Rights refer to entitlements or freedoms that are determined by laws, customs, and policies and cannot be revoked. Privileges can be additionally granted with contract between New College and the resident and responsibilities refer to obligations of members of our community. A few examples of rights, privileges and responsibilities are outlined below:

- **Guests**
  - **Privilege:** Residents have the privilege of having guests visit them in residence.
  - **Responsibilities:** Residents have the responsibility to ensure that their guests are registered and signed in, they abide by the guest policy outlined below, and ensure that their guest(s) respect and abide by the Community Standards, University policies, and the law.
- **Cleanliness**
  - **Right:** Residents have the right to living in a space that is clean, and kept in good condition.
  - **Responsibilities:** Residents have the responsibility to assist in the cleanliness of common areas by not leaving garbage or dishes in common spaces such as common rooms, study rooms, washrooms, the dining hall, or outdoor spaces and by using the appropriate garbage and recycling receptacles to keep their own room clean and in good condition. Residents are responsible for reporting facilities issues by submitting a service request form at the New College Front Desk.

### Commitment to Equality

New College is dedicated to the principle of the equality of all members.

### Our Wealth of Diversity

New College strives to celebrate the diversity of all and the individuality of each of its members. Consistent with the principles of equity and diversity, all persons associated with the College and the University are to be treated with respect and dignity by all Residents. Such respect constitutes a tolerance for individual differences, regardless of a person's gender, race, religion, ethnic or cultural background, sexual orientation, gender identity, age, ability, or personal beliefs.

## **The Right to Privacy and the Privilege of Interaction**

New College recognizes and affirms the right of all Residents to their privacy. The strength of the Residence Community, however, comes from the interaction of its members. The College believes that all Residents can contribute to the personal, social and educational life of residence by drawing on their individual talents and experiences. The College considers such contributions from every Resident essential to the privilege of their continuing in residence in subsequent years.

## **Interactions with Staff**

New College expects students in residence to engage with the community with respect, responsibility, and reciprocity. This means that residents must treat staff, students, and faculty with respect, and are prohibited from impeding any New College Staff in the performance of their duties. This includes, but is not limited to:

- failing to provide proper identification of oneself or one's guest;
- knowingly withholding information or providing false or incomplete information;
- being uncooperative with a staff member including fleeing the scene of a situation or refusing to speak with them when requested;
- impeding the investigation of a possible infraction;
- or failing to report any damages witnessed by a resident.

## **Enactment**

The New College Dean of Students and Staff in the Office of Residence and Student Life, as well as Dons are available to assist all Residents in maintaining these principles.

## **Community Standards**

The infraction of any rule or regulation contained in the **New College Residence Occupancy Agreement** or the **New College Residence Community Charter** will constitute an offense and may be subject to disciplinary actions.

Infractions of the Community Charter or Community Standards are evaluated broadly as:

1. actions of a Resident(s) that endanger the safety or security of any individual;
2. actions of a Resident(s) that constitute any form of discrimination, harassment, abuse or bullying;
3. actions of a Resident that contravene any University policy, or Municipal, Provincial or Federal law; e.g. Criminal Code of Canada, Narcotics Control Act, Ontario Human Rights Code, Ontario Liquor License Act (LLA), City of Toronto noise by-laws, etc.
4. actions by a Resident(s) that interfere with the right of any other student to the peaceful use of their room or their space in residence; or
5. actions that create a significant nuisance for another individual.

## **RESPECT for PEOPLE**

- engaging in physical and/or verbal altercations with any student or member of staff, which may endanger the safety of, be considered intimidating, threatening and/or physically abusive by another;
- engaging in sexist, racist, homophobic or any other discriminatory behaviour;
- engaging in inappropriate and/or unwanted sexual conduct, or behaving in a manner that could constitute sexual harassment;
- entering another Resident's space without their permission.
- making excessive noise at any time of the day including during Quiet Hours, or making any unreasonable noise during Quiet Hours. Quiet hours are as follows: Sun-Thurs: 11pm- 8am, Fri-Sat: 1am-8am., and 23-hours per day during exam periods;
- using sub-woofers, powerful speakers or amplifiers;
- playing a musical instrument on a residence floor or in a residence room (music practice rooms are available in Wilson Hall and 45 Willcocks);
- failing to meet with Residence Office Staff and/or failing to respond to phone or email messages requesting a meeting;

## **RESPECT for PROPERTY**

- throwing articles from residence windows, roof balconies, or patios;
- inappropriate disposal of human bodily waste or failure to clean up such waste following an accident;
- tampering with building fixtures or systems, including the wiring of fire prevention systems, cameras, elevators or the removal, and/or misuse of, any Residence, College or University common space, appliance, furniture, fixtures, cafeteria dishes and/or property;
- fabricating or building structures or running wires or cables between rooms either inside or outside the buildings, or leaving articles or debris in corridors, stairwells or entrances;
- painting, decorating, or defacing a residence room or room door, or any wall, ceiling or surface of the residence without the consent of the Dean of Students;
- any deliberate act of vandalism including damaging, defacing or removing any posters or door tags in approved areas;
- causing damage to or stealing residence property or the property of other individuals (Residents, Staff and/or University Officials);
- using or attempting to use an object to cause harm to residence property, the property of other individuals, or an individual person;
- attempting to enter or being in a restricted area within residence, including but not limited to the roof, office spaces, kitchens, etc.;
- failing to vacate one's residence room or remove all possessions from the room before noon on the Vacating Date;
- engaging in any kind of sports activity on a residential floor or common room;

- keeping a bicycle in a residence room (bicycles are to be kept in the Bike Storage room); E-bikes and E-scooters are not permitted inside the buildings as the batteries present a fire hazard)
- keeping pets of any description or type in residence;
- placing posters or banners within the common areas of residence without prior approval of the Office of Residence and Student Life;
- failing to maintain one's own room in a hygienic and safe state during the academic year, including the failure to dispose of all garbage or recycling in an appropriate manner;
- using a residence room, mailbox or common area for any commercial purpose;
- apply or affix anything to the exterior of residence;

#### **FIRE SAFETY**

- tampering with, operating, or discharging fire safety equipment for any purpose other than to signal or control a fire, including but not limited to, covering or disabling a smoke detector, maliciously pulling a fire alarm, etc.;
- overloading electrical circuits;
- setting fires inside residence, including setting off firecrackers, lighting candles or incense;
- failing to follow fire emergency procedures during a fire alarm, including the failure to evacuate residence during a fire alarm;
- possessing, storing, or using any explosive or pyrotechnic substance in residence, including items such as fireworks, chemicals that could be easily detonated, or anything that poses an increased fire or explosion hazard.
- cooking with electric frying pans, toasters, ovens, microwaves, air fryers, instapots, etc., within individual residence rooms;
- using heating elements (electrical or otherwise);
- lighting candles, incense, or lamps requiring combustible fuel or using halogen lamps;
- setting off a residence fire alarm, smoke sensor, etc. whether accidental or not;
- obstructing or interfering with any entrance, exit, or elevator in the building that would be reasonably used in an evacuation plan or interfere with people's ability to reasonably use the space

#### **SMOKING**

- smoking and smoking related activities (including, but not limited to, cigarettes, cannabis, vaping, e-cigarettes, hookahs or other smoking devices) are not permitted anywhere inside the residences, including residents' room, common rooms and immediate surrounding areas. Outdoors, smoking is not permitted anywhere on University of Toronto property.

#### **DRUGS**

- possessing, using, or selling illegal drugs in residence. Evidence in these cases may include drug traces or drug paraphernalia or the smell of prohibited substances in residence;

## **CONTROLLED SUBSTANCES**

- possession and/or consumption of “common source” alcohol (i.e. kegs, barrels, Jello Shots, and other large containers of alcohol, etc.) and/or organizing/participating in “drinking games” (i.e. Nek Nominations, Century Club, funnelling, flip cup, beer pong, shot gunning, etc.) within residence are prohibited. Drinking games are defined as activities played while consuming alcohol, which have an end result of participants drinking.
- forcing or coercing people to drink alcohol is prohibited. Alcohol may not be used in hazing or initiation rituals;
- contravening the Liquor License Act (LLA). Examples of related behaviours which are prohibited include, but are not limited to, consumption by and/or service to individuals under 19 years of age, having alcohol delivered to the Residences, and, any unsafe practice related to alcohol use. Unsafe practices related to alcohol use in residence include, but are not limited to, mass consumption of alcohol, use or possession in residence of kegs/mini kegs, use or possession of funnels or other drinking paraphernalia, and drinking games.
- contravening the Ontario Cannabis Act. Examples of related behaviours which are prohibited include, but are not limited to, consumption by and/or service to individuals under 19 years of age, growing cannabis plants in the Room, having cannabis delivered to the Residences, and, the preparation, production, or sale of cannabis and items containing cannabis.
- Residents who require the use of medical cannabis must register with Accessibility Services and consult with the Dean (or designate) in order to develop an accommodation plan that meets their needs.
- carrying or consuming an open container of alcohol outside of a residence room
- selling and/or distributing controlled substances.

## **GAMBLING**

- participating in and/or running an illegal gaming or gambling operation;

## **OTHER**

- bringing technology that has the ability to capture photos, videos, and/or audio recordings into the washroom. This includes, but is not limited to, cellphones, tablets, laptops, and cameras.
- possession, storing, or using any firearm, weapon, replica weapon, or ammunition or anything that can be reasonably construed to be a weapon.
- impeding any New College Staff in the performance of their duties in relation to any possible offence. These include but are not limited to:
  - not providing proper identification of oneself or one’s guest to the Residence Staff upon request;
  - knowingly withholding information, or providing false or incomplete information to the Residence Staff;
  - being uncooperative with a Residence Staff member, including fleeing from a situation and/or refusing to speak with them when requested;
  - impeding the investigation of a possible offence;

- failing to report any damage witnessed by a resident to Residence Staff;
- repeated involvement regardless of the infraction type
- failure to comply with, or complete, a **New College Residence Community Charter** sanction.
- making an unauthorized room move or roommate switch;
- hosting a guest in residence who violates residence community standards;
- violating any terms, conditions, or administrative policies and procedures as outlined in the Residence Occupancy Agreement;
- failing to take reasonable steps to prevent a problem situation from occurring or, if it occurs, to prevent it from escalating to a more serious level;
- failing to comply with or complete a **New College Residence Community Charter** sanction;
- lending your TCard to anyone for purchases in the Audrey Taylor Dining Hall (New College Dining Commons);

## Guest Policy

A resident must accompany their guest(s) at all times and take full responsibility for the conduct of their guest(s) on the premises. A violation of the **Residence Community Charter** by a Resident's guests constitutes an offence within the Residence by the Resident. No guest may stay in the Residence for more than three (3) consecutive overnights.

During Orientation Week (Move-In Day to the following Saturday), no overnight guests are permitted.

All guests must be registered and signed in at the Front Desk. Guests are required to provide a piece of valid photo identification before being signed in. Guests who are unable to provide such identification may be refused entry.

The spirit of the guest policy is to accommodate residents hosting somebody temporarily (no longer than 72 hours) in residence as a visitor. A resident found to break the spirit of this policy and are hosting somebody for an excessive period of time may result in the guest being trespassed from the residence and/or loss of guest privileges for the resident. (Note: What is deemed excessive is up to the sole discretion of the Office of Residence and Student Life and will include factors such as: conduct of guest in residence, or community impact).

Infractions of the guest policy, include, but are not limited to:

- loaning, duplicating or giving anyone a key-fob or any key assigned to a Resident;
- fraudulently gaining or attempting to gain entry into a room without the express permission of the occupant(s);
- hosting a guest in residence for a period greater than 72 hours on any one occasion;
- hosting a guest in residence who engages in behaviour that contradicts the Residence Community Charter;
- hosting a guest in residence who has been banned from the New College campus, Residence or specific area in residence;

We reserve the right to modify this policy in accordance with Clause 19 of the Occupancy Agreement.

## Key Policy

The resident will receive one key-fob for the Room and admission to the Residences and one mailbox key (herein referred to as “keys”). The keys shall be returned by the Resident to the University on or before the Vacating Date. The Resident will not lend, nor duplicate, nor permit duplication of, nor be in possession of a duplicate of, any of the keys. If the Resident loses their keys, or fails to return them on the Vacating Date, the cost of replacing the keys (\$50 for a room key-fob and \$10 for a mailbox key) will be billed to the Resident.

- a. In the event that a resident locks themselves out of their room or loses their keys, they must complete a Lockout/Lost Key Form at the Wilson Hall Front Desk before being able to sign-out the back-up key.

### **For lock-outs:**

- i. Back-up keys are time-based and if not returned to the Front Desk within 20 minutes, charges will be posted to ACORN: a 24-hour grace period for the first 5 late returns, \$10 for 6 to 9 late returns and \$20 for 10+ late returns.
- ii. Should a student not return the back-up key by 9am the next day (or 9am following the 24-hour grace period), a new key-fob will be ordered, and an additional \$50 charge will be posted to ACORN.

### **For lost keys:**

- i. A new key-fob will be ordered and a \$50 charge will be posted to ACORN.
  - ii. Back-up keys will need to be exchanged for new key-fobs within 24 hours or further charges may apply.
  - iii. Additional charges may apply for 3<sup>rd</sup>, and additional, replacements.
- b. In the event that a door lock stops working, a metal key can be signed out from the Front Desk.
    - i. The metal key must be left with the Front Desk when the resident is not in their room.
    - ii. The metal key is required by the Maintenance Technician to check the lock and/or change the batteries.
    - iii. The cost to replace a lost metal key is \$500.
  - c. The resident will not loan, duplicate or give anyone their key-fob or any key assigned to them.
  - d. The resident will not under any circumstances tamper with or change the lock, or add a lock, locks or other security devices to the door of the Room.

## Package Policy

The Wilson Hall Front Desk may accept packages for residents currently living in residence at the time of delivery, dependent on:

1. Packages being clearly labeled with your full name and address;
2. Weight is less than 10 kg (22 lbs);



3. Does not contain federally or provincially controlled substances requiring proof of age and signature upon delivery, such as alcohol or cannabis.
4. Does not require cash on delivery (COD)

In addition, perishable items such as grocery deliveries or other food delivery services (e.g. UberEats) will not be accepted by front desk staff; residents are responsible for meeting the couriers/delivery drivers upon arrival.

## **Process for Responding to Community Standards Infractions**

In New College Residence, we utilize principles of Restorative Justice to work from a harm reduction and restorative approach when responding to alleged infractions of the Community Charter and/or Occupancy agreement. This means that we work towards minimizing harm to self-and/or others and repair any harm that is done to others or the community.

### **How does this happen?**

When there is an alleged infraction of the Occupancy Agreement or Residence Community Charter, you may be approached by one of our staff (Dons, LXAs, Professional Staff, etc.). In their conversation with you, staff will ask you about the impact of your behaviour on yourself, others, and/or the community and how you can adjust your behaviour to avoid further impact. Staff will work with you to co-create a resolution that will prevent behaviour from negatively impacting others in the community and will inform you that they are submitting an incident report.

### **What is an incident report?**

An incident report (IR) is a type of documentation that Residence Dons will complete when there is an alleged infraction of the Community Charter or Occupancy Agreement. The IR contains objective facts about the incident that occurred and documents staff's interaction with you. Please note that incident reports do NOT appear on student transcripts and are not provided to emergency contacts.

### **What happens next?**

Once an IR is submitted, Residence Life Professional Staff will review the report and decide on next steps. Decisions on next steps are based on a balance of probabilities (see below). Next steps might include a meeting with your residence don to discuss the incident and any relevant community standards, or meeting with a professional staff member from ORSL to discuss the incident in greater detail.

### **Meeting with an ORSL Staff Member**

Although an IR will always be completed by the Residence Dons, this does not necessarily mean that you are responsible for the alleged infraction. Upon review of the IR, a staff member may request a meeting with you to gather additional information from you regarding the incident. This meeting will be an opportunity for you to share your side of the story regarding what happened, investigate any discrepancies, and to talk about the community impact of behaviour and how to move forward.

### **We Value Your Story**

We want to hear your side of the story, what happened, what led to your decisions, and any reflections that you had regarding your behaviour following the incident. We encourage all students to attend

meetings with an ORSL staff member to discuss the incident further. However, if a student chooses not to share their perspective, a decision will be made about their involvement based on a balance of probabilities and potential outcomes without their input.

### **Standard of Proof/Balance of Probabilities**

Unlike in criminal proceedings where the standard of proof required to affirm an outcome is ‘beyond a reasonable doubt’, decisions regarding outcomes are based on the community impact of behaviour and based on a balance of probabilities. Balance of probabilities states that if after all credible information has been reviewed, and it is more likely than not for the alleged violation to have occurred, then the standard of proof has been met. Simply stated, this means that that it is “more likely than not” the alleged infraction occurred.

There is no requirement for the reviewing staff member to reveal witness statements, names, or any details relating to the complaint, to the resident being investigated.

### **Interim Measures**

The Office of Residence and Student Life may implement interim measures that are appropriate in a given circumstance to ensure the safety of the residence community, for a specified period of time or until a case is concluded. Examples of interim measures include room transfers, no contact requirements, or other restrictions(s) on, or loss of, privileges. In determining interim measures, the need for others’ safety is balanced with fairness to the student. Interim measures are not evidence of any finding of fact as to whether there has been an infraction against the Residence Community Standards. Interim measures cannot be appealed.

### **Notes Regarding the Residence Community Charter**

*Proceedings under the **Residence Community Charter** may be carried out at the discretion of Dean of Students, or their designate, prior to, simultaneously with, or following other off-campus proceedings, including civil or criminal proceedings.*

*For any offence to be reviewed and/or a sanction(s) applied, incident(s) must be documented by, or reported to (formally in writing or informally in person) a New College Staff Member, for investigation by the Office of Residence and Student Life.*

*Complaints about infractions of the **Residence Community Charter** by a fellow Resident should be made to the Don, or to the Office of Residence and Student Life. Residents are encouraged to attempt to resolve conflicts amongst themselves, in a mature manner, before lodging complaints.*

### **Supplemental Community Standards**

*The New College Residence Council, House Council and/or House Don may create additional community standards that will be binding on their constituents. Such community standards are subject to the approval of the Dean, or their designate, before they are enacted.*

## **Outcomes to Community Standards Infractions**

The Residence Life Team is responsible for monitoring the conduct of New College Residents and upholding the **New College Occupancy Agreement** and the **Residence Community Charter**. Infractions

of either the Occupancy Agreement or Residence Community Charter may result in outcomes being applied to all involved parties.

The following outcomes may be used independently, or conjointly, to respond to an infraction of the **New College Occupancy Agreement** or **Residence Community Charter**:

**a) Verbal Warning**

A verbal warning is notification given to an offending Resident at the time of the infraction.

**b) Written Warning**

This outcome is a written notice given to an offending Resident, and indicates the date, time and nature of the offence.

**c) Fines**

A fine may be issued to any Resident as restitution for damages, repairs and/or cleaning required resulting from a willful violation of the **Residence Community Charter**; accidental damage and general wear and tear are exempt.

**d) Educational Outcomes**

Educational outcomes are designed to help facilitate an understanding of the community standards, and policies and procedures upon which the **Residence Community Charter** is based. They may include but are not limited to: creating an educational program for the community, writing a reflection paper, successfully completing the **Residence Community Charter** Quiz, attending a workshop that relates to the infraction, and/or meeting with campus partners.

**e) Restitution**

This outcome requires restitution to be made to another student(s) or the University for any loss or damage to personal or University property.

**f) Loss of Guest Privileges**

This outcome will prohibit a Resident from having guests to the Residence. The Dean of Students, or their designate, will write a letter citing the reasons for the sanction(s), the terms, and the length of time it will be in effect.

**g) Community Involvement**

This outcome requires the provision of service and/or hours of work, at no cost, which will benefit the Residence or University community. The type of community service will relate to the infraction (e.g. damage done to the University property may result in community service hours spent cleaning or refurbishing University property).

**h) Behavioural Agreement**

A Behavioural Agreement is a set of behavioural expectations, terms and conditions that are developed with the Resident and signed by both the Resident and a Residence Staff Member. With their signature, the Resident agrees to the expectations placed upon themselves, and is aware that any breach of this contract constitutes an offence and may result in more serious sanctions, including the possibility of eviction from residence.

#### **i) Residence Probation**

This outcome is a formal notice informing the Resident that any kind of further offence may result in eviction. The Dean of Students, or their designate, will write a letter citing the reasons for the sanction(s), the terms, and the length of time it will be in effect. The length and terms of the probation will be determined based on the circumstances.

#### **j) Mandatory Room Transfer**

A Resident may be transferred to another room if their behaviour is disruptive to their roommate or community but does not warrant eviction from the Residence as a whole.

#### **k) Denial of Re-admission**

Denial of Re-admission to Residence outcomes are levied at the discretion of the Dean of Students, or their designate. This outcome will be communicated in writing to the Resident, indicating the reason for the sanction, the terms, and the length of time it will be in effect.

#### **l) Eviction**

A student who is evicted from the Residence must vacate the Residence within a time-period determined by the Office of Residence and Student Life. The time-period will be commensurate with the seriousness of the offence, usually 24 hours, and will reflect assessment of the risk to persons and property within the Residence if the Resident in question were to remain. Residents evicted from the Residence will not be eligible for re-admission to Residence.

Eviction from Residence may be accompanied by a Trespass to Property notice issued by Campus Safety. The Resident will receive a letter outlining the reason(s) for the eviction, as well as the terms and conditions related to their removal from Residence.

### **Appeals**

Appeals against a decision made by the Dean of Students, or designate, must be made in writing within ten (10) calendar days' notice of an outcome via an outcome letter or restorative agreement. Outcomes levied on the resident will remain in effect throughout the appeal process and available next steps for appealing an outcome are outlined in the restorative agreement or outcome letter.

- a. Appeals will only be heard on the following grounds:
  - i. New information has come available that may change the outcome of the sanction;
  - ii. The given sanction is too severe considering the infraction/behaviour; or
  - iii. The proper disciplinary process was not followed AND this impacted the decision reached.
- b. In those cases, where the allegations of behaviour are serious and, if proven could constitute a personal safety threat to other members of the residence community, the Dean may feel it imperative for the resident concerned to comply with the sanction for the interim period preceding the hearing of the appeal.
- c. In the case of an appealed eviction, the Office of Residence and Student Life may attempt to find other, temporary accommodation for the resident.

## Section "B" – Occupancy Fee Rates

All instalments (inclusive of the Deposit) will be posted to ACORN ([www.acorn.utoronto.ca](http://www.acorn.utoronto.ca)) by the end of the first week in August, or, shortly after a student's admission to residence.

**Please note:** Outstanding Fall Term fees (instalments 1) will be subject to service charge on October 15th and outstanding Winter Term fees (instalment 2) on December 15th (February 15th for students with OSAP or other government loan deferral).

### Detailed Breakdown

Single Room							
Meal Plan	Room	Swipes	Meal Plan Dining \$	CIF*	TBucks	NCRC	Total
Unlimited	\$12,575	\$6,725	\$700	\$150	\$50	\$20	\$20,220
Access 14	\$12,575	\$6,125	\$600	\$150	\$50	\$20	\$19,520
Access 10	\$12,575	\$5,825	\$400	\$150	\$50	\$20	\$19,020
Double Room							
Meal Plan	Room	Meal Plan				NCRC	Total
		Swipes	Dining \$	CIF*	TBucks		
Unlimited	\$10,450	\$6,725	\$700	\$150	\$50	\$20	\$18,095
Access 14	\$10,450	\$6,125	\$600	\$150	\$50	\$20	\$17,395
Access 10	\$10,450	\$5,825	\$400	\$150	\$50	\$20	\$16,895
Economy Double Room (Wilson Hall Only)							
Meal Plan	Room	Meal Plan				NCRC	Total
		Swipes	Dining \$	CIF*	TBucks		
Unlimited	\$7,950	\$6,725	\$700	\$150	\$50	\$20	\$15,595
Access 14	\$7,950	\$6,125	\$600	\$150	\$50	\$20	\$14,895
Access 10	\$7,950	\$5,825	\$400	\$150	\$50	\$20	\$14,395

\* Residence Capital Improvement Fund (CIF) is a non-refundable Capital Improvement Fund used for capital investments that directly enhance residence dining environments, facilities, experience and equipment. See 'Schedule D' for more details.

## Instalment Breakdown

Single Room				
Meal Plan	Instalments			Total
	Deposit(s)	Sep. 30	Nov. 30	
Unlimited	\$2,000	\$10,446	\$7,774	\$20,220
Access 14	\$2,000	\$10,046	\$7,474	\$19,520
Access 10	\$2,000	\$9,696	\$7,324	\$19,020
Double Room				
Meal Plan	Instalments			Total
	Deposit(s)	Sep. 30	Nov. 30	
Unlimited	\$2,000	\$9,065	\$7,030	\$18,095
Access 14	\$2,000	\$8,665	\$6,730	\$17,395
Access 10	\$2,000	\$8,315	\$6,580	\$16,895
Economy Double Room (Wilson Hall only)				
Meal Plan	Instalments			Total
	Deposit(s)	Sep. 30	Nov. 30	
Unlimited	\$2,000	\$7,440	\$6,155	\$15,595
Access 14	\$2,000	\$7,040	\$5,855	\$14,895
Access 10	\$2,000	\$6,690	\$5,705	\$14,395

## Withdrawal Breakdown

Please note this breakdown is only in reference to the room portion of the occupancy fee. The Meal Plan Agreement (Schedule D) outlines the withdrawal breakdown of the meal plan portion of the occupancy fee.

Notice Date	Vacating Date	Room Fee*		
		Single	Double	Economy Double
Before August 24, 2025	N/A	\$2,000	\$2,000	\$2,000
Before September 30, 2025	Aug. 24 - Sept. 30, 2025	\$4,401	\$3,658	\$2,783
Before October 31, 2025	October 1-31, 2025	\$6,288	\$5,225	\$3,975
Before November 30, 2025	November 1-30, 2025	\$8,174	\$6,793	\$5,168
Before November 30, 2025	December 1-22, 2025	\$8,803	\$7,315	\$5,565
After November 30, 2025	N/A	\$12,575	\$10,450	\$7,950

- The 'notice date' is the date by which the written request to withdraw is received.
- The 'vacating date' is the date upon which the resident moves out of residence.

## Section "C" - Room Furnishings

The University will supply the Resident with the following furnishings until the Vacating Date:

Bed	Garbage and Recycling bin
Mattress and pad	Curtains or blinds
Desk, desk drawers and desk chair	Closet or wardrobe
Bulletin board	Bookshelf (where applicable)
Dresser (where applicable)	Smoke detector and battery
Internet connection	

These items cannot be stored, replaced or removed from the Residence. Any damaged items should be reported to the Office of Residence and Student Life as soon as it happens or is noticed. Residents are subject to charges for the cost of repair to the room or furnishings following any damage.

## Section "D" – Residence Meal Plan Agreement



UNIVERSITY OF  
TORONTO

**Food Services**  
Spaces & Experiences

### New College Residence Meal Plan Terms and Conditions - 2025/2026

#### Food Services

Our mission is to provide a wide range of affordable, sustainable, and nutritious food options through excellent service, commitment to our environment and the celebration of food to reflect our diverse community.

Food Services is committed to enhancing the overall student experience within the dining hall and developing food standards and campus wide initiatives such as a commitment to local food purchasing, a bottled water free campus, waste management and compost programs, and working with food rescue partners within our downtown community.

#### Where Your Meal Plan Dollars Go

Your non-refundable Residence Meal Plan represents a commitment to eat a predictable number of meals in the New College Dining Commons over a specific period.

In return for this commitment, the Food Services team plans the annual program, hours of operation, staffing levels and corresponding services. Access Meal Plan funds contribute to associated costs, such as but not limited to, labour, equipment and facility maintenance and utilities.

#### New College Residence Access Meal Plan Terms & Conditions Acknowledgement and Acceptance

An Access Meal Plan is mandatory for New College Residents.

Prior to activation of your Access Meal Plan all residents are required to review and acknowledge the Meal Plan Terms & Conditions, included as part of the [New College Occupancy Agreement](#). Upon acknowledging and agreeing to these terms and conditions in the StarRez Housing Portal, you agree to all the terms and conditions of the New College Meal Plan requirement including all terms contained herein.

### **Access Meal Plan Options**

There are three Access Meal Plans to consider before selecting your preferred option. The Unlimited Access, Access 14, and Access 10 plans are redeemable at the New College Dining Commons with the option to use a limited number of available Entry Swipes per week at Oak House or Chestnut Dining Commons, and each plan includes Dining Dollars for use at participating campus retail food service locations.

**Unlimited Access** – Allows the plan holder Unlimited Entry Swipes each week to the New College Dining Commons and includes the option to use up to five (5) available Entry Swipes per week at Oak House or Chestnut Dining Commons. Access Plan users can eat what they want and the quantity they wish to eat without worrying about counting weekly meal swipes. The Unlimited Access plan includes \$700 Dining Dollars for purchasing food and beverages at participating retail food service locations on campus.

**Access 14** – Plan holders have access to 14 Entry Swipes each week to the New College Dining Commons and includes the option to use up to three (3) available entry swipes per week at Oak House or Chestnut Dining Commons. Access 14 plan holders can eat what they want and the quantity they wish to eat with each Entry Swipe. The Access 14 plan includes \$600 Dining Dollars for purchasing food and beverages at participating retail food service locations on campus. Entry Swipes are reset to 14 each Sunday - See Access Plans Terms and Conditions below.

**Access 10** – Plan holders have access to 10 Entry Swipes each week to the New College Dining Commons and includes the option to use up to two (2) available entry swipes per week at Oak House or Chestnut Dining Commons. Access 10 plan holders can eat what they want and the quantity they wish to eat with each Entry Swipe. The Access 10 plan includes \$400 Dining Dollars for purchasing food and beverages at participating retail food service locations on campus. Entry Swipes are reset to 10 each Sunday - See Access Plans Terms and Conditions below.



## Access Plans Options

<u>Unlimited Access Plan</u>	<u>Total Cost</u>	<u>Term 1 Amount</u>	<u>Term 2 Amount</u>
<b>Unlimited Entry Swipes</b>	\$6725.00	\$3362.50	\$3362.50
Dining Dollars	\$700.00	\$700.00	-
Tbucks	\$50.00	\$50.00	-
CIF	<u>\$150.00</u>	<u>\$150.00</u>	-
<b>Total</b>	<b>\$7625.00</b>	\$4262.50	\$3362.50

<u>Access 14 Plan</u>	<u>Total Cost</u>	<u>Term 1 Amount</u>	<u>Term 2 Amount</u>
<b>14 Entry Swipes</b> (per week)	\$6125.00	\$3062.50	\$3062.50
Dining Dollars	\$600.00	\$600.00	-
Tbucks	\$50.00	\$50.00	-
CIF	<u>\$150.00</u>	<u>\$150.00</u>	-
<b>Total</b>	<b>\$6925.00</b>	\$3862.50	\$3062.50

<u>Access 10 Plan</u>	<u>Total Cost</u>	<u>Term 1 Amount</u>	<u>Term 2 Amount</u>
<b>10 Entry Swipes</b> (per week)	\$5825.00	\$2912.50	\$2912.50
Dining Dollars	\$400.00	\$400.00	-
Tbucks	\$50.00	\$50.00	-
CIF	<u>\$150.00</u>	<u>\$150.00</u>	-
<b>Total</b>	<b>\$6425.00</b>	\$3512.50	\$2912.50

The **Dining Dollars** portion of the meal plan is available for purchasing tax-exempt food and beverages (as per Canada Revenue Agency (CRA) regulations) at participating Food Services retail locations. Visit [Where to Eat on Campus](#) for a list of participating locations. At the end of the academic year (April 30, 2026) unused Dining Dollars are transferred to Food Services Campus Flex Dollars.

It is important to note, whichever plan you choose, having enough Dining Dollars for the entire academic year depends on your eating habits and budgeting. Meal Plan holders who use all their Dining Dollars before the end of the academic year can purchase additional funds using [eAccounts](#).

Dining Dollars top-ups are subject to the New College Residence Access Meal Plan Terms and Conditions.

### TBucks

Each meal plan includes a preloaded amount of TBucks. TBucks is a common form of currency accepted across campus. They can be used to purchase products at participating locations, or for textbooks and payment for printing and photocopying on campus. Additional TBucks can be purchased by anyone in possession of a TCard for use on the U of T St. George and Scarborough Campuses. TBucks purchases are subject to applicable taxes. [TBucks Policy](#)

The **Residence Capital Improvement Fund (CIF)** is a non-refundable fee used for capital investments that directly enhance the residence dining experience, facilities, environment, and equipment.

## 1. How The New College Dining Commons Access Plans Work

- a. Access Meal Plans, including all Dining Dollars and TBucks are loaded on the meal plan holders TCard at meal plan commencement.
- b. Access Plan holders present their TCard to the Dining Commons entrance attendant and swipe or tap their card to gain entry to the Residence Dining Commons.

Access Plans have a defined number of Entry Swipes per week. The Access Meal plan week begins on Sunday and ends on Saturday.

- i. **Unlimited Access** – Unlimited Entry Swipes per week to the New College Dining Commons – includes the option to use up to five (5) available Entry Swipes per week at Oak House or Chestnut Dining Commons.
  - ii. **Access 14** - Access is limited to 14 Entry Swipes per week to the New College Dining Commons. Unused Entry Swipes expire at the end of each week. Entry Swipes are reset to 14 at the beginning of each week. The Access 14 plan includes the option to use up to three (3) available Entry Swipes per week at Oak House or Chestnut Dining Commons.
  - iii. **Access 10** - Access is limited to 10 Entry Swipes per week to the New College Dining Commons. Unused Entry Swipes expire at the end of each week. Entry Swipes are reset to 10 at the beginning of each week. The Access 10 plan includes the option to use up to two (2) available Entry Swipes per week at Oak House or Chestnut Dining Commons.
- c. Access Plans operate as an all-you-care-to-eat platform, which allows Access Meal Plan holders to eat what they want and the quantity they wish to eat with each Dining Commons Entry Swipe.
  - d. Access Meal Plans do not allow in-and-out privileges – each entry to the Dining Commons requires an Entry Swipe.
  - e. Dining Commons are eat-in only – limited takeout options available. See Take-out Allowance Terms of Use below.

## 2. Access Plans Terms and Conditions

- a. Participation in an Access Meal Plan is part of the New College Residence Occupancy Agreement and is mandatory.
- b. New College Residence Access Meal Plans are only redeemable at New College Dining Commons, with a limited number of available Entry Swipes per week for use at Oak House, or Chestnut Dining Commons.
- c. Access Meal Plans are non-refundable, including no discount, credit, or refund for unused Entry Swipes.
- d. Unused weekly Access Entry Swipes are not transferable and do not carryover to subsequent weeks. Unused Entry Swipes expire at 11:59 pm each Saturday.
- e. Access 14 and Access 10 plans are reset to 14 or 10 Entry Swipes at 12:01 am each Sunday.

- f. Access Meal Plans, including Entry Swipes, Dining Dollars and TBucks are not transferable and **shall only be used by the resident to whom the Access Meal Plan is issued.**
- g. Access Meal Plan holders can dine with guests who do not have a meal plan – guests pay the meal period entrance fee at each visit using a debit or credit card, TBucks, Campus Flex, or Dining Dollars. No in-and-out privileges and meals are eat-in only.
- h. Access Meal Plan Entry Swipes are not permitted for use for guest entry. **Entry Swipes shall only be used for Dining Commons access for the resident to whom the Access Plan is issued.**
- i. Entrance attendants and cashiers reserve the right to confirm the identity of the meal plan user and their Access Meal Plan at each Entry Swipe.
- j. A TCard should be treated similar to a credit/debit card and kept in a secure location. All Entry Swipes and/or Dining Dollar funds used between the time a TCard is lost or stolen and reporting of the loss will not be refunded.

### 3. Changing or Topping Up an Access Meal Plan

- a. Meal Plan holders who determine that a different plan would better suit their needs will have up to 12:00 pm on September 11, 2025, to request an Access Meal Plan change. All approved changes will be effective September 14, 2025. Access Meal Plan change requests received after 12:00 pm, September 11, 2025, will not be processed. New College Residence Access Meal Plan Terms and Conditions – 2025/2026 remain in full effect for all Access Meal Plan changes. Retroactive changes not permitted. Visit [Food Services website](#) for more information.
- b. Meal Plan holders who determine they need additional Dining Dollars during the academic year can add funds to their account – referred to as a “top-up”. Additional Dining Dollars can be purchased using [eAccounts](#). Additional Dining Dollars are subject to the Terms and Conditions contained herein.

### 4. Dining Dollar Carryover

Unused tax-exempt Dining Dollars, including additional funds added throughout the year, are transferred to **Food Services Campus Flex Dollars** at the completion of the Access Meal Plan period (April 30, 2026) and can be used to purchase food, beverage, and other items at participating Food Services locations beginning May 8, 2026. Campus Flex Dollars are refundable with confirmation of withdrawal from the University of Toronto, St. George campus, or academic completion. Funds transferred to Campus Flex Dollars, and Campus Flex Dollars refunds each incur a \$50.00 administration fee and will be deducted from the transfer amount and/or refund amount. Balances of \$50.00 or less do not qualify for a transfer or refund. Campus Flex Dollar purchases are subject to applicable taxes. Visit the [Food Services](#) page for Campus Flex Dollars Account Policy.

### 5. Early Withdrawal

For residents who withdraw from residence early in accordance with the New College Residence Occupancy agreement, the following applies:

- a. Refunds are limited to the Unlimited Access, Access 14, or Access 10 Entry Swipes Amount portion of the Access Plans. No refund of the CIF or TBucks. TBucks refunds subject to the Terms and Conditions associated with the plan. Entry Swipe Amount refunds are issued based on the withdrawal date falling within the periods listed below. Dining Dollars remain on the Plan holders account until April 30, 2026. Dining Dollar refunds for Plan holders who withdraw from

the University is calculated using a prorated weekly charge based on the withdrawal date or amount spent, whichever is greater.

- b. Meal Plan Commencement to October 31<sup>st</sup>
  - i. Unlimited Access, Access 14, or Access 10 Plan Entry Swipe Amount refunds are calculated subject to a 30-day minimum charge. Refunds are calculated based on a prorated weekly charge following the first 30-days to the first Saturday following the withdrawal date, up to a refund maximum of 50% of the Term 1 Amount.
  - ii. Term 2 – Refund of the Term 2 amount for Unlimited Access, Access 14, or Access 10 Entry Swipe Amount.
  - iii. Refunds incur a \$50.00 administration fee and will be deducted from the refund amount.
- c. November 1<sup>st</sup> to end of Term 1
  - i. Term 1 is deemed complete - No refund issued.
  - ii. Term 2 – Refund of the Term 2 amount for Unlimited Access, Access 14, or Access 10 Entry Swipes Amount.
  - iii. Refunds incur a \$50.00 administration fee and will be deducted from the refund amount.
- d. Commencement of Term 2 to January 31<sup>st</sup>
  - i. Term 1 is deemed complete - No Term 1 refunds issued.
  - ii. Term 2 Unlimited Access, Access 14, or Access 10 Entry Swipe Amount refunds are calculated subject to a pro-rated charge per week based on the commencement date of Term 2 to the first Saturday following the withdrawal date, up to a maximum refund of 50% of the Term 2 Amount.
  - iii. Refunds are charged a \$50.00 administration fee and will be deducted from the refund amount.
- e. February 1<sup>st</sup> to end of Term 2
  - i. No refunds issued.

#### **Take-Out Allowance Terms of Use**

- a. Access Meal Plans include three (3) take-out passes per week.
- b. Three (3) take-out passes are loaded on to the Plan holders TCard/Meal Card each Sunday - unused passes expire each Saturday.
- c. Take-out passes have no value, are not transferable, and unused passes do not carryover to subsequent weeks.
- d. Take-out passes shall only be used by the Plan holder to whom the Plan take-out passes are issued.
- e. Take-out passes are redeemable with an available Entry Swipe – take-out passes are **NOT** an Access Entry.

## Redemption Process

1. Swipe your TCard/Meal Card at the entrance host station (cashier) to redeem a Plan Entry Swipe for entry to a Residence Dining Commons.
2. If you wish to use one of three (3) weekly take-out passes, inform the cashier prior to entering the dining room.
3. Swipe your TCard/Meal Card **again** to redeem a take-out pass and exchange your Eco to Go Card for **ONE** Eco Container. Return your used container at the cashier station to exchange for a new Eco to Go Card.
4. A take-out pass is redeemable with an available Entry Swipe for a meal served in one (1) Eco to Go Container. Consuming food from an Eco Container in the dining room is prohibited.
5. Entry Access to a Dining Commons is for eat-in **OR** Take-out only – consuming food eat-in and take-out with a single Access Entry Swipe is prohibited.

For more information about the take-out pass Terms of Use or Redemption Process, ask an entrance host cashier or a Residence Dining Commons Managing Chef.

**Intentional misuse of the take-out pass allowance can result in the loss of take-out privileges, and/or additional charges.**

## Meal Plan Key Dates

1. Meal Plan (Term 1) commences August 24, 2025, with breakfast service.
2. Access Meal Plan changes - cut-off date for a change request: September 11, 2025, before 12:00 pm.
3. University Winter Holiday Closure: December 23<sup>rd</sup>, 2025, to January 2<sup>nd</sup>, 2026, inclusive.
4. New College Dining Commons closes after dinner service on December 21<sup>st</sup>, 2025.
5. Term 2 commences on January 3<sup>rd</sup>, 2026, with lunch service.
6. Meal Plan End Date (Term 2 end date) – Meal Plan ends after dinner service on April 30<sup>th</sup>, 2026.
7. Unused Dining Dollars are transferred to Campus Flex Dollars after the Meal Plan end date - transfers are completed on or before May 8<sup>th</sup>, 2026.

\*Key dates and meal service information are subject to change

## Important Links

### Food Services Website

Information about Food Services

<https://foodservices.utoronto.ca/>

### Where to Eat on Campus

Locations accepting Dining Dollars/  
Tbucks & Campus Flex Dollars

<https://foodservices.utoronto.ca/where-to-eat/>

### New College Dining Commons Website

Hours of Operation – Meal Plan Information  
Key Dates – Food Services Information

<https://foodservices.utoronto.ca/new-college-dining-commons/>

## Section "E" - New College Network Usage Agreement

In regards to policies:

1. The Resident has read and agreed to be bound by the University of Toronto's policy on the ***Appropriate Use of Information and Communication Technology*** and the ***ITS Computing and Networking Services' Regulations Governing Access to the Internet from U of T Residences***. Copies of these policies are available at <https://www.provost.utoronto.ca/planning-policy/information-communication-technology-appropriate-use/> and <http://cns.utoronto.ca/new/res-bw-policy.htm>.
2. The Residence cannot guarantee that all systems will be able to access the Network. The Resident understands that it is their full responsibility to obtain the appropriate hardware and software to access and use the Network.
3. The Resident understands that they are responsible for the use by anyone of any device connected to the network port in their designated room.
4. The Residence or University may limit usage and/or access to the Network as a result of any breach of policy or for the purpose of maintaining network security and access to all residents.
5. The Resident recognizes that any abuse of their network privileges may result in the suspension of their usage and/or access to the Network, and possibly further disciplinary action which may include academic suspension.

In regards to access:

6. **The Resident will register for access of all personal devices on the wired and wireless their own student UTORid and password. For wired access, if the page does not load automatically the resident can register by going to <https://resnet.utoronto.ca> and entering their UTORid and password, then rebooting their computer after successful registration.**
7. The New College IT Support Office will provide step-by-step connectivity for the following operating systems: **Microsoft Windows, Apple MacOS, Google ChromeOS** on the wired Network. For all other media devices such as game consoles and smart TV, the IT Support Office can provide manual physical MAC address registration via emailing the request to [ncitsupport@utoronto.ca](mailto:ncitsupport@utoronto.ca). Please state the building, room number, MAC network address and duration of stay.
8. **The New College IT Support Office will provide basic connectivity support/guidance for most devices on the wireless network provided that it can connect to wireless with authentication support via 802.11x with the resident's UTORid only.**
9. The Resident will not damage or alter the network jack located in their designated room or other common areas of the Residence. The Resident agrees to pay for any damages to the network jack located in their designated room during the period of occupancy.
10. The Resident will not adjust the antennas or wireless access points located in or outside their residence floors or rooms. Such actions will be considered as an academic and residence life offense.
11. The Resident will not connect more than one computer device to a Network jack without prior consent from a College IT Support Specialist. Unauthorized connected switching devices, wireless routers, etc will be confiscated without warning or return by the College IT Support group.
12. The Resident accepts full responsibility for protecting their equipment and data, and understands that neither the Residence nor the University is responsible for any loss or damages that may occur.

13. The Resident will not manually assign an IP address to any computer or device on the New College wired or wireless Network without prior consent from College IT Support Group and the Office of Residence and Student Life.
14. The Resident is recommended to install any popular free or paid Anti-virus software on their device as a means of data protection.
15. The Residence and University reserve the right to perform security audits and conduct remote scans of all devices connected to the wired and wireless Network.
16. The Resident is allowed to use their own printer, however if it includes a wireless printing feature, that feature should be disabled and USB or similar used instead. If it cannot, and wireless printing is the sole option, then the printer should only be turned on when printing, and turned off after, as to not impact the university wireless network.

In regards to usage:

17. **Downloading and distributing copyrighted material is illegal and subject to the most updated Canadian Copyrighted laws and the University Student Community Charter.** New College and the University are required to co-operate with law enforcement investigation and internal University investigations including providing network access records.
18. The Resident understands that inappropriate use includes, but is not limited to:
  - a. the illegal downloading and/or distribution of copyrighted materials; This includes but is not limited to videos, literature, publications, and software;
  - b. distribution or publication of offensive or objectionable materials. This includes but is not limited to hate literature, child pornography and/or any threats;
  - c. unauthorized or attempted unauthorized access to other systems and services within the Residence, within the University of Toronto, or across the internet;
  - d. excessive use of Network resources or providing access to Network resources to unauthorized users (e.g. setting up your own personal wired and wireless routers);
  - e. promoting, conducting, or maintaining commercial activities.;
  - f. harassment, intimidation, threats or otherwise inappropriate or disruptive behaviour towards other people or groups.
19. The Resident will not run any of the following server services without prior consent from a New College IT Specialist: DHCP/BOOTP, SMTP, POP, IMAP, WWW, NEWS, TELNET, FTP, SCP, SFTP, SSH and/or Remote Access Servers.