

# RESIDENCE HANDBOOK

2023-24



**ORSL**  
OFFICE OF RESIDENCE  
AND STUDENT LIFE

# Table of Contents

Welcome From The Dean of Students	4
The Office of Residence and Student Life	5
Professional Staff	6-7
Residence Dons	8-12
Learning eXperience Assistants	13-14
Getting Help	15
Residence Life Program	16
Mission Statement	17
Guiding Principles	17
Co-Curricular Components	18
RecognEWtion	18
Residence Community Charter	19
Occupancy Agreement	19
Emergencies	19
Student Life and Leadership Program	20
Mission Statement	21
New College Student Centre	21
First Year Experience	21
Sprout E-Mentorship	21
New Roots: Traditional Orientation	21
New Journeys: International Welcome	22
Ignite: Academic Orientation	22
Sprout Peer Mentorship	22
Community Hours	22
TransitionSMART	22
Let's Talk Days	23

Facilities and Spaces	24
Bathrooms	25
Laundry Rooms	25
Common Rooms	25
Waste Sorting Bins	25
Cleaning Rooms	25
Music Rooms	25
Gnu Lounge	26
William Doo Auditorium	26
D.G. Ivey Library	26
Audrey Taylor Dining Hall	26
Building Services	27
Mail and Packages	28
Service Requests	28
Wireless Network	28
ResNet	28
Bed Adjustments	29
Campus Fridge Rentals	29
Student Organizations	30
New College Residence Council	31
New College Student Council	31
University Resources	32
Physical and Mental Health	33-34
Academic	35-36
Safety and Security	37
Equity, Diversity, Inclusion, and Access	38-39
Mentorship and Engagement	40
Other	41

# Welcome from the Dean of Students

Welcome to New College Residence!

We are so glad you have chosen to call us home for the next eight months.

New College is a very special place, where we value your voice and your contribution as part of our community. After this very unusual past year and a half, we now understand more than ever the power of a community to help each other grow and learn, and also to keep each other safe. I look forward to the contribution of each and every one of you in this endeavor at New College.

To support you, we have a large community of folks here to help you do that. You'll have a chance to meet your Dons and LXAs, Residence Life Staff, Orientation Team (for all of you joining us for the first time), and New College Residence and Student Council members. When you have a question, concern or worry, please reach out. We are all here to help.

In this handbook, you'll find a lot of information about residence, resources, and expectations of our community in residence. We hope you find it helpful as something you can refer to throughout the year.

Once again, welcome! We are so happy you are here.

Cheers,

Leah

-  **Facebook**    [facebook.com/lifeatnew](https://facebook.com/lifeatnew)
-  **Twitter**    [@lifeatnew](https://twitter.com/lifeatnew)
-  **Instagram**    [@lifeatnew](https://instagram.com/lifeatnew)
-  **Tik Tok**    [@lifeatnew](https://tiktok.com/@lifeatnew)
-  **Web**    [newcollege.utoronto.ca/student-experience/orsl/](https://newcollege.utoronto.ca/student-experience/orsl/)



# OFFICE OF RESIDENCE AND STUDENT LIFE

# Professional Staff

The Office of Residence and Student Life (ORSL) is led by an exceptional group of professional staff members who each support a specific element of the student experience at New College. Meet our pro-staff team below.



Row 1 (Left-Right): L. McCormack-Smith, D. Williamson, T. Starling, N. Butler, K. Nitiema  
Row 2 (Left-Right): A. Sabzparvar, N. Callow, C. Caranto, S. Oakes

## **Leah McCormack-Smith (she/her) • Dean of Students**

Leah oversees all the operations of the Office of Residence and Student Life, including residence, orientation and transition programming, co-curricular engagement, and outside of the classroom educational opportunities. Leah's favourite part of the job is talking to students - please say hello when you see her!

## **Dylan Williamson (he/him) • Manager, Residence Life**

As the MRL, Dylan works to manage the overall residence experience at New College, in collaboration with Kevin and Nick. Dylan leads the team of 21 Residence Dons across all three residence halls, and he works hard to ensure the safety of all students living in residence. Dylan is available to all residents for support, assistance, and advice.

## **Trish Starling (she/her) • Assistant Dean, Student Life & Leadership**

In her role, Trish gets to learn with and from an amazing team of student leaders, and student life staff members year-round. She is part of the scene as the Orientation Execs dream up and execute Orientation programming and works with the Commuter Advisors to ensure everyone finds a place here at New throughout the school year.

### **Nikki Butler (she/her) • Assistant Dean, Administration**

Nikki works with Leah and Dylan on all aspects of housing operations including housing contracts, extensions, and placements. She also work very closely with the department budgets and coordinates the ORSL office.

### **Kevin Nitièma (he/him) • Residence Life Program Coordinator**

Kevin works closely with Dylan and Nick on Residence Life programs and portfolios. He supervises the Learning eXperience Assistants (LXAs) and supports the Dons in delivering mental health, academic, and career-oriented programs. He also works with the New College Residence Council (NCRC) to enhance leadership opportunities for students across the New College residence.

### **Alex Sabzparvar (she/her, they/them) • Student Life Programs Coordinator**

Alex collaborates with all of the SPROUT mentors to offer mentorship programs to the commuter population at New. They also coordinate IGNITE and reIGNITE, two of the College's core academic success programs. She advises all of the student groups in the Student Centre in the basement of Wilson Hall and supports the various orientation programs like New Roots and New Journeys.

### **Nick Callow (he/him) • Residence Community Assistant**

Nick works collaboratively with Dylan and Kevin on the residence life program. He supports the Residence Don, Learning eXperience Assistant, and Work Study teams, while also serving as an advisor to the New College Residence Council. Alongside Kevin, Nick oversees programming initiatives for the residence life team and meets with residents about personal, academic, and career concerns.

### **Chelsy Caranto (she/her) • Programs and Communications Assistant**

As the Programs and Communications Assistant (PACA), Chelsy manages ORSL's social media and communications with the New College community. Alongside the rest of the team, she also supports various programs that run throughout the year such as, Orientation, TransitionSMART, RecogNEWtion and so much more.

### **Stuart Oakes (they/them) • Administrative Assistant**

As the Administrative Assistant, Stuart helps Leah and Nikki with the day-to-day operations of the office. They also sit at the office's front desk and are usually the first person that you will talk to if you call, email, or stop by ORSL. Have a question, problem, or concern? Stuart is happy to help—even if they don't know the answer, they can point you in the right direction.

# Residence Dons

Residence Dons are upper-year undergraduate and graduate students who live and work in residence to offer advice and support on academic, personal, and interpersonal matters. They are student-staff with training in conflict resolution, para-counselling, facilitation, first-aid, fire safety, and non-violence crisis intervention.

New Colleges' 21-person Don Team works to create and maintain a positive and supportive environment by promoting our community standards, making referrals to campus resources, and creating and delivering social and educational programming. This work is completed under the supervision of the Manager, Residence Life.

## Wilson Hall Team



Row 1 (Left-Right): AJ Stone, Lenny Chen, Harina Baheta, Angelica Waight  
Row 2 (Left-Right): Olivia Lotzer, Jack Lewandowski, Hitisha Solanki, Connor Pestell

### AJ Stone • Johnson House

Hello NEWcomers! I'm AJ and I am a third year Rotman Commerce student studying Finance and Economics and minoring in Managing in Diverse Economies. I like to think that I'm funny, authentic, and I always love picking up new random hobbies for no reason!

### Lenny Chen • Kwant House

Hi! I'm a third year studying synthetic chemistry, and love playing piano and designing things in my spare time. Looking forward to meeting y'all!

### **Harina Baheta • Carr House**

Hi everyone! My name is Harina and I am going into my fourth year studying Political Science and Women and Gender Studies. I'm looking forward to a great year!

### **Angelica Waight • Whitton House**

I am a 5th year Health & Disease Specialist and this is my 2nd year Donning. I love tennis, music, movies, cooking, and traveling!

### **Olivia Lotzer • Crawford House**

Hi, I'm Olivia, a fourth-year Mechanical Engineering student, sub-specializing in biomedical, forensic, and global engineering. You can probably find me in the gym, eating, clumsily riding a CityBike, or napping in Robarts 🙄

### **Jack Lewandowski • Laurence House**

Hey! My name is Jack and I'm a fourth-year economics student who loves music and math. Outside of class I play a lot of guitar and Mario Kart, also I co-host the New College Smash Bros Tournaments.

### **Hitisha Solanki • Hilliard-Vanier House**

Hi all, I'm Hosh! I'm currently in my 3rd year of the PharmD program here at UofT, I have a bird who I love to show off to people, and am crazy about all things Bollywood. I can't wait to meet you all <3

### **Connor Pestell • Hilliard-Vanier House**

Hi! My name is Connor and I am a fourth year studying Aerospace Engineering. In my spare time I enjoy playing golf, watching The Office, and using the oxford comma. I'm looking forward to meeting all of you this year!!

# Wetmore Hall Team



Row 1 (Left-Right): Tianji Zhang, Isabelle Wang, Hayden Groer  
Row 2 (Left-Right): Spencer Brooks, Juanita Rangel Galvis, Mystica Terrance

## Tianji Zhang • Boulton House

Hi! I'm going into my 4th year studying Computer Science at U of T. Some interests of mine are gym, anime, coffee, and (more recently) taking photos & making videos.

## Isabelle Wang • Elmsley House

My name is Isabelle and I am currently a Master student in HR. I love cafe hopping, museum adventures, and cats!

## Hayden Groer • Powell House

Hey, my name is Hayden, and I am a third year Industrial Engineering student. In my free time, I love playing, watching, and analyzing basketball, and Harry Potter is my favourite book series.

## Spencer Brooks • Robinson House

Hello! My name is Spencer, and I'm a 4th Year Biochemistry and Immunology Major. I play Clarinet, Bass, and co-run the New College Smash Tournaments.

### Juanita Rangel Galvis • Russell House

My name is Juanita Rangel, I'm Colombian and I am surviving mechanical engineering. And remember kids, nothing good happens after 2 a.m. -Ted Mosby

### Mystica Terrance • Wilson House

Hello Everyone! My name is Mystica and I am a Master's student at the Institute of Medical Sciences. I am so excited to meet you all this year!

## 45 Willcocks Team



Row 1 (Left-Right): Luca DiPietro, Wendy Dubali, Zoë Szabo

Row 2 (Left-Right): Shehab Mansour, Madeleine Schmuckler, Tyler Yan, Osaru Omoruna

### Luca DiPietro • 45-2 House

Hello! My name is Luca DiPietro and I'm a 3rd year Rotman Commerce Student. In my spare time I love watching and playing soccer, trying new foods, and meeting new people!

### Wendy Dubali • 45-3 House

Hi, I'm Wendy! I'm a fourth year student in the Environmental studies program. In my spare time, I enjoy photography, drawing and cuddling with my cat. Looking forward to meeting you all!

### Zoë Szabo • 45-4 House

Hi, I'm Zoë and I'm a third year in Kinesiology at UofT. Outside of school, I love canoe tripping during the summer and swing dancing in Toronto!

**Shehab Mansour • 45-5 House**

I'm Shehab, a third-year student studying Finance and Economics. I love playing basketball, going out to eat, and meeting new people!

**Madeleine Schmuckler • 45-6 House**

Madeleine Schmuckler is in her third year at UofT studying European Affairs and Chemistry. In her spare time, she loves knitting, playing DnD, and singing in her choir, the Hart House Chorus.

**Tyler Yan • 45-7 House**

Hey everyone, my name is Tyler Yan and I am a third year Computer Engineering student. I love playing basketball, guitar, and chess!

**Osaru Omoruna • 45-8 House**

My name is Osaru Omoruna and I am a second year M.H.Sc. in Translational Research in the Health Sciences student. As I return to don at New College this year I look forward to meeting the community!

# Learning eXperience Assistants

Learning eXperience Assistants (LXAs - pronounced "LEXAs") are upper-year undergraduate students who live and work in residence to provide students with meaningful learning opportunities. They focus on connecting students to resources and community through intentional programming. This work is completed under the supervision of the Residence Life Program Coordinator



Row 1 (Left-Right): Sera Gandhi, Nadia Mohsin, Joey Qi.

Row 2 (Left-Right): Kavisha Mahtani, Luke Lee, Tianyang Liu.

## Sera Gandhi • Senior Learning eXperience Assistant

Hello! My name is Sera, and I am in my fourth year at UofT, majoring in Psychology and Cognitive Science. . I love meeting and talking to new people and in my spare time, you'll catch me reading or jogging at Queen's Park!

## Nadia Mohsin • Senior Learning eXperience Assistant

Hi! My name is Nadia and I'm a fourth year civil engineering student. Outside of school I enjoy baking, listening to true crime podcasts, and kickboxing!

## Joey Qi • Learning eXperience Assistant

Hi! My name is Danae, and I'm a third year Pharmacology Specialist and Immunology Major. I thoroughly enjoy a good read, movie, or trip - and would love to hear more about them.

**Kavisha Mahtani • Learning eXperience Assistant**

Hi I'm Kavisha! I'm a third year student doing a double major in psychology and environmental studies. I can't wait to meet all of you guys!

**Luke Lee • Learning eXperience Assistant**

Hey there, my name's Luke and I'm in 2nd year studying business and public policy. I love meeting new people so you'll often find me hanging out at the dining hall, perfecting the art of productive procrastination!

**Tianyang Liu • Learning eXperience Assistant**

I'm Tianyang, a third year student double majoring in Sociology and Criminology. Some of my hobbies include eating good food and binge-watching TV shows!

# Getting Help

There are many supports available to New College residents. Students are encouraged to reach out to the following resources when needed:

## Dons-on-Duty

There are two members of the Don Team on-call each night to support students in residence. Known as the Dons-on-Duty (DOD), these team members are available any time between 8:30PM - 8:30 AM to respond to emergencies and residents in distress.

-  (647) 231-2807
-  Every Night, 8:30 PM - 8:30 AM

## Wilson Hall Front Desk

The New College Front Desk is open 23/7 and is your first stop for assistance. Residents can report elevator breakdowns, internet outages, and service requests to the Front Desk. Students may also receive emergency or replacement keys in the event they lock themselves out of their room or lose their fob.

-  (416) 978-8877
-  23/7, Closed Nightly 3:00 AM - 4:00 AM
-  40 Willcocks St.

## Campus Safety

Available 24/7, our Special Constables are specially trained to respond to a variety of campus occurrences with sensitivity, discretion and authority.

-  Urgent: (416) 978-2222
-  Non-Urgent: (416) 978-2323
-  24/7/365

## TravelSafer

TravelSafer is a campus service that is an alternative to walking alone at night. Call to request a walking buddy to anywhere on the St. George Campus including all the residences and surrounding TTC stations.

-  (416) 978-7233
-  Every Night, 7:00 PM - 12:00 AM

## Office of Residence & Student Life

Have any questions about Residence, Student Life, programs, or room bookings? Have personal concerns? Or, just looking for general information about New College? Give us a call!

-  (416) 978-8875
-  Monday - Friday, 9:30 AM - 4:30 PM
-  Closed Daily 12:30 PM - 1:30 PM for Lunch
-  40 Willcocks St., 2nd Floor



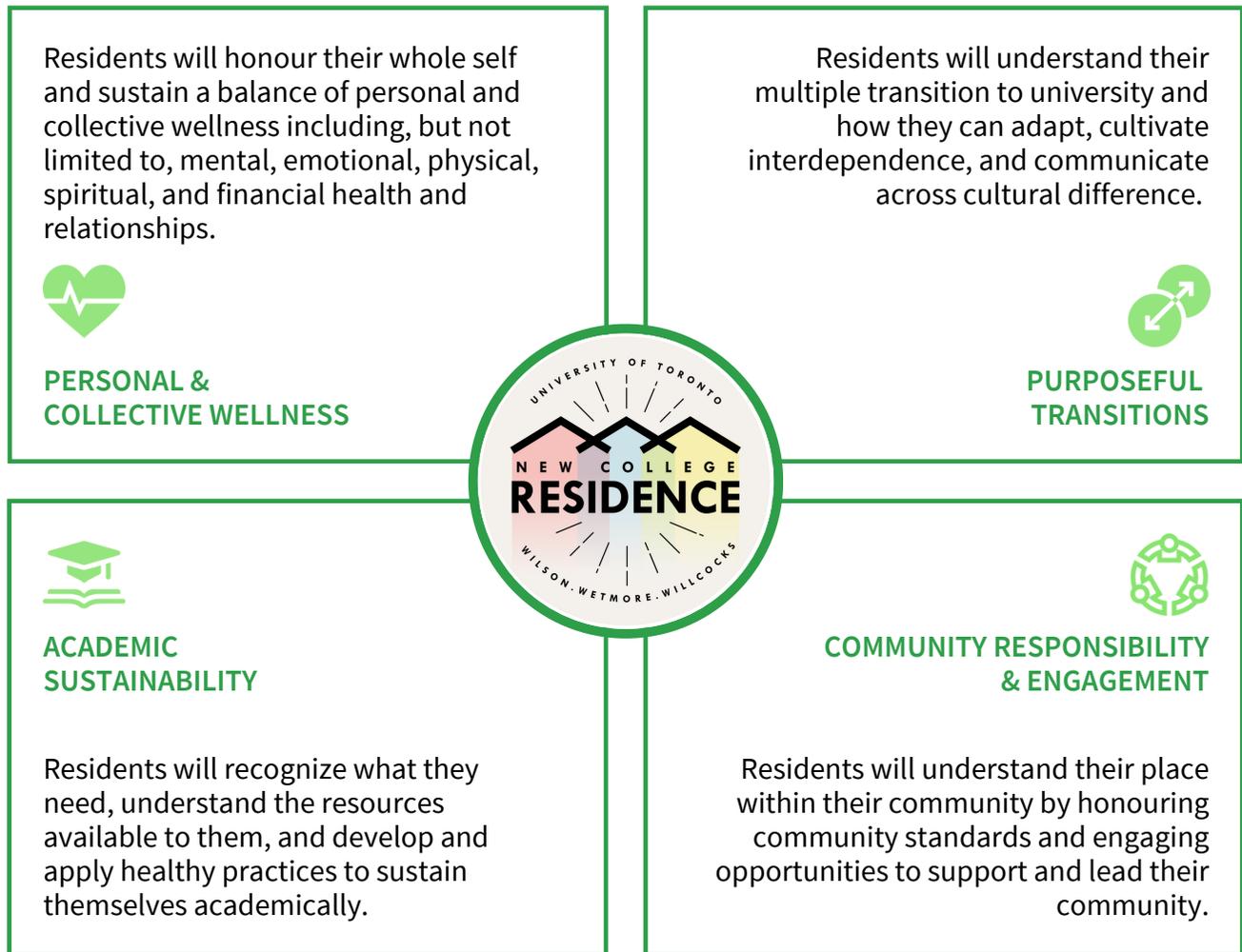
# RESIDENCE LIFE PROGRAM

# Mission Statement

The New College Residence Life Program prioritizes a safe and supportive residence experience, where all students can grow academically, explore their personal identity, and purposefully engage with their community with respect, responsibility, and reciprocity.

# Guiding Principles

Our mission is centered by four guiding principles, each of which speak to a specific element of the student experience as residents begin their time at New College.



# Co-Curricular Components

We realize our mission statement and guiding principles through several types of curricular programming. These include:

## **Intentional Conversations**

One-on-one meetings that serve as a check-in between students and their Don. These conversations provide space to ask questions, reflect, and seek help. Dons will also use this time to offer meaningful and targeted resources and supports to assist residents in transitioning and developing as university student.

## **House Meetings**

Monthly gatherings of one's house community. These meetings offer residents the opportunity to develop meaningful relationships with members of their house while also providing space to engage in learning and growth.

## **Residence-Wide Programs**

Res-wide events serve as an opportunity for students connect with dons across residence, as well as other students and engage in a fun activity together - whether that be crafting, exploring the city, or having an open mic night.

## **Excursions**

Hosted by the Learning eXperience Assistant (LXA) team, excursions provide students with the opportunity to make connections with peers by going out into the campus and city to engage with meaningful learning opportunities.

## **Hangouts**

Join your Residence Don and House Council for monthly social events that allow you meet your peers and build community.

## **Passives**

Keep a look out for passive programs around residence and on social media. These displays touch upon important and relevant information for New College residents ranging from how to recycle to academic integrity and laundry.

# RecogNEWtion

This College-wide End of Year Celebration Event honours student leader achievement over the year. The House Cups and several leadership awards are announced on this date.

# Residence Community Charter

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.

We strongly advise all students to read the Residence Community Charter before arriving in residence, with particular attention to our community standards. Current residents are also encouraged to review this document as necessary for the duration of their occupancy.

LEARN MORE



Click *Learn More* to review the Residence Community Charter

# Occupancy Agreement

The New College Residence Occupancy Agreement is a contract between the resident and the university that governs the terms and conditions of living at New College. This agreement outlines important details such as the duration of the occupancy, payment of fees, rules and regulations, and any additional provisions specific to the university's housing policies. It serves to establish a clear understanding between the student and the university, ensuring a safe, comfortable, and conducive living environment for all residents. By signing the occupancy agreement, students commit to the guidelines and policies set forth by the university while enjoying the benefits and amenities provided by the residence.

We strongly advise all students to read the Occupancy Agreement before completing their residence application. Current residents are also encouraged to review this document as necessary for the duration of their occupancy.

LEARN MORE



Click *Learn More* to review the Occupancy Agreement.

# Emergencies

Per the New College Residence Occupancy Agreement, "if an Emergency exists, the University may amend, supplement or otherwise enforce any rules or regulations in existence, may impose additional rules and regulations, and may impose restrictions to mitigate or minimize the effects of the Emergency."



# **STUDENT LIFE AND LEADERSHIP PROGRAM**

## Mission Statement

New College Student Life prioritizes connecting, preparing, and supporting students through programming, collaborations, and conversations that are accessible, innovative, and relevant. Student Life supports student success through meaningful relationship development, prioritizing student needs, and striving for a healthy balance of students' physical, social, emotional, and mental health.

## New College Student Centre

New College has a vibrant and engaged student community. The diversity of student interests, clubs, groups, and organizations that are part of New College all contribute to the community feeling and welcoming atmosphere found on our section of campus. The involvement that our students have in these aspects of Student Life have transformed our buildings from physical structures to lively communities that we are proud to call home. The Student Life and Leadership team plays a role in supporting and advising student clubs and groups. Specifically, the team coordinates the Student Centre and provides office and meeting space for its 18 organizations.

## First Year Experience

The First Year Experience (FYE) supports incoming students with their academic, cultural, and social transitions into student life at New College and the University of Toronto. FYE consists of SPROUT E-Mentorship (June-August), Orientation programs (September), and SPROUT Mentorship (September-April). These programs are designed to help students have the best possible start to their undergraduate career by providing support with a just-in-time approach.

## SPROUT E-Mentorship

SPROUT E-Mentorship is a program that takes place during the summer for all incoming New College students. Each student receives a bi-weekly newsletter which is themed around the first-year transition (Orientation, Academic Resources, and more). Incoming students are paired with a E-Mentor via the newsletters and students can reach out to them directly to ask any questions about their upcoming university experience. In addition, students can join a New College discord to chat with leaders and fellow community members. The E-Mentorship program is led by the ORSL (Office of Residence and Student Life) Programs Intern and Programs and Communications Assistant and facilitated by E-Mentors.

## New Roots: Traditional Orientation

New Roots: Traditional Orientation is a one-week program made up of a collection of academic and social events designed to help students adjust to their transition to student life at New College and the University of Toronto. The program is led by (2) Orientation Coordinators, (1) BIPOC-focused Orientation Coordinator, (8) Executives, and ORSL Student Life staff.

## **New Journeys: International Welcome**

New Journeys: International Welcome is a program specifically designed to meet the unique needs of incoming International Foundations Program students and New College international students. This program strives to prepare students for what is ahead, connect students to meaningful communities and resources, and support students through their academic and personal transition. New Journeys is led by the International Programs Office in collaboration with ORSL Student Life staff.

## **IGNITE: Academic Orientation**

IGNITE: Academic Orientation is a program that is focused on academic preparation and transition which takes place after the first full week of classes. Students are able speak to academic professionals at the University of Toronto and learn strategies for notetaking, studying, and time management. This program provides an introduction to academic life at UofT and sets students up for success as they move into their first month of classes. IGNITE is a collaboration between academic services at New College (including the D. G. Ivey Library, the Writing Centre, and our Learning Strategist), and ORSL Student Life staff.

## **SPROUT Peer Mentorship**

SPROUT, part of the First Year Experience program, is one of the biggest mentorship programs at New College and is designed with commuter students in mind! As an incoming student, students are paired with an upper-year mentor who will help first year students transition to life at New and at U of T. The SPROUT program is invested in students' personal growth and support.

## **Community Hours**

Students who join New College as a commuter or residence student (including upper-year students) are invited to Community Hours which take place in the Wilson Lounge. Throughout the year, Commuter Advisors and ORSL Student Life Staff organize events and activities for students to enjoy, meet others, build skills, and have fun. Events range from general to specific for BIPOC-identifying students.

## **TransitionSMART**

TransitionSMART programming takes place through the year and has a focus on creating skill-building for upper-year students who are thinking about their next steps. This includes sessions on: budgeting, meal planning, career exploration and finding housing accommodation.

# Let's Talk Days

Let's Talk Days happen quarterly during the academic year. Students get a chance to relax and unwind in a casual social space that is supported by academic and personal wellness resources. This space includes crafts, snacks, and activities based on current student needs as they relate to the student life cycle.



# **FACILITIES AND SPACES**

## Bathrooms

Shared bathrooms can be found on each residential floor. These facilities (except those in single-gender houses) are all-gender washrooms, making them a safe space for individuals of any gender identity and expression. Residents are expected to refrain from gender policing (i.e., scrutinizing, judging, or categorizing) another person's gender identity and/or appearance.

## Laundry Rooms

Complementary laundry facilities are located on each residence floor. To use the washers and dryers, residents can insert four quarters or one dollar, which will then be returned to them.

## Common Rooms

Residents will find one common room in each house, equipped with kitchen facilities (including a sink, stove, fridge, and microwave), a television, and seating. Common rooms are sanitized regularly by our dedicated caretaking staff. However, students are expected to clean up after themselves when using these facilities.

## Waste Sorting Bins

Residents are responsible for disposing of their own garbage, recycling, and compost in the sorting bins available on each floor of the residence building. Please take care to place your waste in the proper bin.

## Cleaning Rooms

Cleaning rooms are located on each floor, supplied with a vacuum cleaner, mop, broom, and cleaning agents. Students are responsible for cleaning their individual rooms.

## Music Rooms

Music Rooms are located in the basement of each residence building at New College, all equipped with a piano. These spaces are designed for individual practice only and may only be booked by New College students, residents, and registered Student Centre groups. Please see the Office of Residence and Student Life (ORSL) for a music membership card.

## Gnu Lounge

Residents can find the Gnu Lounge in the basement of 45 Willcocks, equipped with seating and study areas, kitchen facilities and, of course, the Goliath Gnu - New College's mascot.

## William Doo Auditorium

The William Doo Auditorium, known as "The Doo," is a newly renovated space in 45 Willcocks that provides students with spaces to work and connect with peers. Equipped with the latest technology (including many outlets to charge all of your devices) and a lot of room, residents can use The Doo to study, socialize, and attend programs.

## D.G. Ivey Library

Housed in Wilson Hall, the D.G. Ivey Library has bright, open, and accessible study areas located on both the mezzanine and lower levels. The library has full wireless access and twenty workstations providing access to internet and electronic library resources. New College students may also access two computer labs, which provide discounted printing. During the exam periods, the library stays open to provide a 24-hour study space available to all New College Students.

## Audrey Taylor Dining Hall

Residents can access the dining hall through both Wilson and Wetmore Hall. The Dining Hall proudly serve a variety of food options, including Halal, vegan and vegetarian meals. Please review the [Dining Guide \(Click Here\)](#) for more info.

Our Dining Hall is always open to suggestions and feedback. Students who wish to take a more active role can sit on the New College Dining Committee, operating through the New College Residence Council.



# **BUILDING SERVICES**

# Mail and Packages

Letters will be delivered to your mailbox, located on the ground floors of Wilson and Wetmore Halls and the mezzanine of 45 Willcocks. Residents will receive one mailbox key during move-in. Packages will be stored in the residence mailroom and are available for pick-up from the Wilson Hall Front Desk.

Residents will receive an email notification when a package is received. Please adhere to the following guidelines regarding mail and packages:

- Bring a piece of photo identification when picking up packages.
- Always include your address and mailbox number.
- The Wilson Hall Front Desk cannot accept cash on delivery parcels.
- Mail and packages must be addressed to your legal (not preferred) name.
- Deliveries from the LCBO or OCS cannot be accepted by the Wilson Hall Front Desk.

You can address your mail to the following address:

**WILSON HALL**  
40 Willcocks Street  
Your Mailbox #  
Toronto, ON M5S 1C6

**WETMORE HALL**  
21 Classic Avenue  
Your Mailbox #  
Toronto, ON M5S 2Z3

**45 WILLCOCKS**  
45 Willcocks Street  
Your Mailbox #  
Toronto, ON M5S 1C7

# Service Requests

Residents are required to report any damage made, witnessed, or observed immediately. To report a maintenance issue, please visit the Wilson Hall Front Desk and complete a service request form. Please note that service requests may take up to five business days to complete.

In the event of a major maintenance issue (e.g., flooding), please contact the Wilson Hall Front Desk at **416-978-8877** or the Dons-on-Duty at **647-231-2807**.

# Wireless Network

Students can access the University's wireless network in all three New College Residence buildings. Residents are strictly prohibited from setting up wireless routers in their rooms. For full coverage details, login information, and the Network Security Policy, visit: [wireless.utoronto.ca](http://wireless.utoronto.ca).

# ResNet

New College provides hard-wired internet access in all residence rooms in addition to the wireless network. To ensure you have everything needed to access this service, visit: [uoft.me/NewIT](http://uoft.me/NewIT).

## Bed Adjustments

Please complete a Service Request Form at the New College Front Desk if you require your bed height adjusted. A member of our Facilities & Caretaking Staff will bring their tools to adjust the height for you. Please, do not attempt to adjust the bed height on your own, as special tools are required to make the adjustment.

## Campus Fridge Rentals

Thinking about a fridge rental? Campus Fridge Rentals is New College's exclusive fridge rental provider. Pre-orders are advised. For more information, please email: [rlpsales@rogers.com](mailto:rlpsales@rogers.com).



# STUDENT ORGANIZATIONS

## **New College Residence Council**

NCRC is the governing body for students in residence. They oversee social, athletic, and community affairs for our residence buildings. NCRC also advocates for students by liaising between residents, administration, and the University.

The Executives include the three building presidents (one each for Wilson, Wetmore, and 45 Willcocks); the Directors of Finance, Communications, and Administration. Within the NCRC you have your House Councils. Each House Council includes a House Rep, Junior House Rep, Social Convenor, Treasurer, and ResNet Rep - one for each of our 20 houses. Positions are voted on early in the Fall term. This is a great leadership opportunity as students can make positive contributions within New College!

## **New College Student Council**

NCSC is the governing body for all New College students. They not only help support Orientation Week activities, but also work throughout the year to develop programming for New College students and represent New College on official University councils.

First year NCSC positions are available to incoming students. The New College Student Council is a great way to have your voice heard and have impact within the College community!



# UNIVERSITY RESOURCES

# Physical and Mental Health

## Accessibility Services

Accessibility Services facilitates the inclusion of students with disabilities into all aspects of university life. Services are provided to students with a documented disability; be it physical, sensory, a learning disability or a mental health condition, temporary or long-term. This includes test and exam accommodations, note-taking services, liaising with other units and more.

-  (416) 978-8060
-  [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca)
-  [accessibility.utoronto.ca](http://accessibility.utoronto.ca)
-  455 Spadina Ave., Suite 400

## Good2Talk

A free, confidential service for post-secondary students in Ontario, available 24/7/365. Post-secondary students in Ontario can receive professional counselling and information and referrals for mental health, addictions and well-being.

-  (866) 925-5454
-  Text GOOD2TALKON to 686868
-  [good2talk.ca](http://good2talk.ca)

## Hart House

Hart House has sought to function as a place where students—as well as faculty, staff, alumni and members of the broader community—find welcome and unique ways to connect with each other and the broader world through engagement with the arts, dialogue and wellness. Hart House offers a wide range of services to both students and community members through a social enterprise model that generates revenue to support its student-focused programming.

-  (416) 978-8030
-  [info.hwc@utoronto.ca](mailto:info.hwc@utoronto.ca)
-  [studentlife.utoronto.ca/hwc](http://studentlife.utoronto.ca/hwc)
-  214 College St., 2nd Floor

## Health and Wellness

Offers a range of physical and mental health services for University of Toronto students and helps support you in achieving your personal and academic best. This is your first stop if you find yourself sick, in need of a medical note, or a doctor.

-  (416) 978-2452
-  [inquiries@harthouse.ca](mailto:inquiries@harthouse.ca)
-  [harthouse.ca](http://harthouse.ca)
-  7 Hart House Circle

## My SSP

University of Toronto's My SSP provides students with real-time and/or appointment-based confidential, 24-hour support for any school, health, or general life concern at no cost. You can call or chat with a counsellor directly from your phone whenever, wherever you are. Ongoing support is available over the phone in 146 languages. Immediate support is available over the phone in 35 languages and over chat in simplified Chinese, English, French and Spanish.

-  (844) 451-9700
-  Download on the Apple Store
-  Download on the Google Play Store

## Sports and Recreation

Offers a dynamic range of programs will help you get active in whatever way works best for you, no matter your skill level or history of participation. Physical activity has huge benefits for mental and physical health and academic performance, so we're all about helping you get active, no matter your skill level or history of participation!

-  U of T Sports & Recreation on Facebook
-  U of T Sports & Recreation on Twitters
-  U of T Sports & Recreation on Instagram
-  [kpe.utoronto.ca/sport-rec-u-t](https://kpe.utoronto.ca/sport-rec-u-t)

## UHIP

The University Health Insurance Plan (UHIP) is a mandatory health insurance plan for all international and exchange students enrolled in an Ontario university.

-  (416) 978-0290
-  [uhip.information@utoronto.ca](mailto:uhip.information@utoronto.ca)

# Academic

## Learning Strategist, Elizabeth Shaha

The New College Learning Strategist, can support the development of your study skills and academic strategies. In a Learning Strategist appointment, Elizabeth will encourage you to speak about your experience as a U of T student. If you are struggling with procrastination, time management, motivation, or exam prep, you are encouraged to book an appointment. By attending these sessions, you will be able to receive the resources and support you need to thrive in your undergraduate career.

You can book an appointment by contacting the New College Registrar's Office, emailing Elizabeth directly, or visiting the MS Bookings page. It's never too late to reach out for support!

## Math Learning Centre

In partnership with the Department of Mathematics, New College offers drop-in assistance for students enrolled in first-year mathematics courses. Tutors support students to thoroughly understand the material by answering questions and reviewing concepts while ensuring academic integrity.

## New College Registrar's Office

The Registrar's Office is responsible for advising and assisting New College students on academic, financial and other matters. From admission to graduation, students are encouraged to ask all questions to the friendly and knowledgeable staff.

## Statistics Aid Centre

The New College Statistics Aid Centre provides support to statistics and actuarial science students enrolled in the following courses: STA220, STA247, STA257, ACT230, ACT240.



-  (416) 978-2460 (Registrar)
-  [newcollege.registrar@utoronto.ca](mailto:newcollege.registrar@utoronto.ca)
-  [e.shaha@utoronto.ca](mailto:e.shaha@utoronto.ca)
-  MS Bookings

-  [uoft.me/NewMLC](https://uoft.me/NewMLC)
-  40 Willcocks St., Room 2002

-  (416) 978-2460
-  [newcollege.registrar@utoronto.ca](mailto:newcollege.registrar@utoronto.ca)
-  [uoft.me/NewRO](https://uoft.me/NewRO)
-  300 Huron St., Room 107

-  [uoft.me/NewMLC](https://uoft.me/NewMLC)
-  300 Huron St., Room 68A

## Writing Centre

The Writing Centre provides personalized, one-on-one sessions with highly skilled instructors to help you develop your thinking and writing at university. We work with students at all stages of the research and writing process, across all fields of study, on all genres of assignments, and at all levels (from first to senior years).



(416) 978-8283



[newcollege.writingcentre@utoronto.ca](mailto:newcollege.writingcentre@utoronto.ca)



[uoft.me/NewWC](http://uoft.me/NewWC)



40 Willcocks St., Room 2046

# Safety and Support

## Community Safety Office

The CSO offers short-term support to students, staff, and faculty members of the University of Toronto who have experienced personal safety concerns including stalking and harassment, bullying and intimidation, threats, intimate partner violence, family violence, workplace conflict and volatile behaviour.

-  (416) 978-1485
-  [community.safety@utoronto.ca](mailto:community.safety@utoronto.ca)
-  [communitysafety.utoronto.ca](http://communitysafety.utoronto.ca)

## Sexual Violence Prevention & Support Centre

The Centre offers confidential, non-judgmental, client-centered services and support for students, staff and faculty members who have been affected by sexual violence or harassment.

-  (416) 978-2266
-  [svpscentre@utoronto.ca](mailto:svpscentre@utoronto.ca)
-  [svpscentre.utoronto.ca](http://svpscentre.utoronto.ca)
-  9 King's College Circle, Suite B139

We help you navigate the supports and services that are available to you, both on- and off-campus, and can provide: referrals to counselling, referrals to medical services, coordination of academic, workplace and/or housing accommodations, support with accessing emergency bursaries or other financial aid, referrals to legal support and information.

## TravelSafer

A free service offered by University of Toronto Campus Safety that is available 24/7/365. A Building Patroller or Special Constable will escort you to and from any location on campus and abutting TTC stations for added peace of mind and safety.

-  (416) 978-7233
-  Download the U of T Campus Safety App

# Equity, Diversity, Inclusion, and Access

## Anti-Racism & Cultural Diversity Office

Provides services to support University members in their efforts to foster environments that are intentionally racially diverse and inclusive through the advancement of equitable practices, education and training and the provision of complaints resolution supports on matters of race, faith and intersecting identities as guided by the Ontario Human Rights Commission.

-  (416) 978-1259
-  [antiracism@utoronto.ca](mailto:antiracism@utoronto.ca)
-  [antiracism.utoronto.ca](http://antiracism.utoronto.ca)
-  155 College St., 3rd floor

## Family Care Office

Provides confidential guidance, resources, referrals, educational programming and advocacy for the University of Toronto community and their families. We support current University of Toronto students, staff, faculty and their families with any family care related issue.

-  (416) 978-0951
-  [family.care@utoronto.ca](mailto:family.care@utoronto.ca)
-  [familycare.utoronto.ca](http://familycare.utoronto.ca)
-  214 College St., Rm. 103

## First Nations House

Provides culturally relevant services to Indigenous students in support of academic success, personal growth and leadership development. We also offer learning opportunities for all students to engage with Indigenous communities within the University of Toronto and beyond.

-  (416) 978-8227
-  [fnh.info@utoronto.ca](mailto:fnh.info@utoronto.ca)
-  [studentlife.utoronto.ca/fnh](http://studentlife.utoronto.ca/fnh)
-  563 Spadina Ave., 3rd floor

## Multi-Faith Centre

Our team supports the spiritual well-being of students, staff and faculty in order to increase our understanding of and respect for religious beliefs and practices. It does so by providing opportunities for members of the community to engage in questions of meaning, purpose and identity and to reflect, worship, contemplate, teach and learn, read and study, celebrate, mourn, engage in dialogue and interact on a daily basis.

-  (416) 946-3120
-  [multi.faith@utoronto.ca](mailto:multi.faith@utoronto.ca)
-  [studentlife.utoronto.ca/mf](http://studentlife.utoronto.ca/mf)
-  569 Spadina Ave.

## Sexual & Gender Diversity Office

The SGDO provides innovative education, programming, resources and advocacy on sexual and gender diversity for students, faculty, librarians, and staff across the University's three campuses. Reach out for confidential consultations, support or advice on LGBTQ2S+ related issues at U of T.

-  (416) 946-5624
-  [sgdo@utoronto.ca](mailto:sgdo@utoronto.ca)
-  [sgdo.utoronto.ca](http://sgdo.utoronto.ca)
-  21 Sussex Ave., Suites 416-417

# Mentorship and Engagement

## Career Education & Exploration

Provides education and employment services for students. Get help with your resumes, CVs and cover letters, and further develop your interviewing and networking skills! They also offer workshops to support students and explore their careers.

-  (416) 978-8000
-  [careercentre@mail.careers.utoronto.ca](mailto:careercentre@mail.careers.utoronto.ca)
-  [studentlife.utoronto.ca/cc](http://studentlife.utoronto.ca/cc)
-  214 College St., Room 150

## Centre for International Experience

International students and those with international or intercultural interests are served by the Centre for International Experience. Its goal is to provide services that promote and support international education.

-  (416) 978-2564
-  [cie.information@utoronto.ca](mailto:cie.information@utoronto.ca)
-  [studentlife.utoronto.ca/cie](http://studentlife.utoronto.ca/cie)
-  33 St. George St.

## Clubs and Leadership Development

Support students who are in formal leadership positions, those looking to get involved in leadership opportunities, and staff who support student leaders. The team has resources focused on skill development, leadership development, self-awareness, team dynamics, and communication and conflict resolution.

-  [studentlife.utoronto.ca](http://studentlife.utoronto.ca)
-  21 Sussex Ave.

## Mentorship and Peer Programs

Our team provides training, professional development, programming, events, and resources to students involved in academic, wellness, community engagement, and mentorship peer programs. We provide a central hub for student colleagues, staff and faculty who promote student success.

-  [studentlife.utoronto.ca](http://studentlife.utoronto.ca)
-  21 Sussex Ave.

# Other

## Awards Explorer

Whether you're thinking of coming to U of T – or you are a current student pursuing undergraduate or graduate studies – this tool can help you explore the diverse funding opportunities that recognize your achievements and financially support your studies.

 [awardexplorer.utoronto.ca](http://awardexplorer.utoronto.ca)

## TCard Services

Your TCard is your student ID. Use it to gain access to places on campus, put money on it for food, printing, and more.

 (416) 946-8047

 [tcard.office@utoronto.ca](mailto:tcard.office@utoronto.ca)

 [tcard.utoronto.ca](http://tcard.utoronto.ca)

 214 College St., Room 102