

GRADUATE HOUSE RESIDENCE HANDBOOK

2023 | 2024

Shawn, Graduate House Resident
Doctor of Pharmacy Student



UNIVERSITY OF
TORONTO

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WELCOME HOME

WELCOME TO GRADUATE HOUSE

Dear Residents,

Welcome to Graduate House! We hope that you had a wonderful summer whether in Toronto or elsewhere. The Graduate House team has been working throughout the summer months to make improvements to the facility and to refresh the suites in preparation for this fall and your arrival. We are excited to welcome new residents and welcome back returning residents to the Graduate House community for the 2023-2024 year!

At Graduate House, we are proud of our values of community, inclusion, learning, respect, and wellness. You will find that these values support your living experience from the ways our spaces are setup, the staff support and interactions, and your relationships with fellow residents. Our residence population is comprised of individuals from a wide array of academic disciplines and those that are coming from all regions of the world. You have many wonderful opportunities to meet new people and to expand your knowledge and thinking beyond the academic aspects, and we hope you take advantage of meeting your fellow community members!

I hope that the year ahead will offer many opportunities to interact with your residence peers and to participate in the incredible assortment of events that are organized by the Residence Life team. If you're not sure how to get started, talk to your Residence Advisor or contact the Graduate House Office. We're always happy to hear from you! In the meanwhile, please read through this handbook carefully as it has plenty of information that will be useful during your stay here.

It is my pleasure to extend a very warm welcome to you as you join for the first time or continue to live at Graduate House.



We wish you all the best this year!

Sincerely,

A handwritten signature in black ink, appearing to read 'Klara', followed by a long horizontal flourish.

Klara Kovarova, MA, MSc (Acting Dean Klara)

ABOUT GRADUATE HOUSE

ABOUT US

Graduate House is a 435-bed, suite-style residence operated by Spaces and Experiences in cooperation with the School of Graduate Studies as primary stakeholder. It is home to students from the School of Graduate Studies and from our five second-entry professional faculties (Dentistry, Law, Medicine, Nursing, and Pharmacy).

In managing Graduate House, we are committed to providing its residents with a supportive environment that promotes academic excellence and a fulfilling life. In addition to being a home to its residents, Graduate House is also a valuable aid to recruitment. Each year graduate departments and our second-entry professional faculties use Graduate House spaces to attract the best students to the University of Toronto (UofT).

Our location can't be beat! The heart of the UofT campus, TTC (Spadina) subway station, and many fantastic restaurants, shops, and services in the Bloor Annex Neighbourhood are only steps away.

< 1 min walk

- 24hr Streetcar line
- UofT's Athletic Centre
- Second Cup Coffee
- Pizza Shops

< 5 min walk

- Subway Line
- Robarts Library
- Multi-Faith Centre
- Pharmacy
- Walk-in Clinic
- Amazing restaurants

< 10 min walk

- Rotman School
- Munk School
- Grocery Store
- Medical Sciences
- OISE
- Royal Ontario Museum
- Goldring Centre

HISTORY

Toronto is known for its extreme architecture. The CN Tower, OCAD, and the Royal Ontario Museum are some famous examples. But did you know that Graduate House is also a critically acclaimed, award winning building? Architecture critic Christopher Hume called Graduate House Toronto's "first architectural landmark of the 21st century."

Completed in November 2000, Graduate House was designed by Thom Mayne and his team at Morphosis Architectural Firm, in conjunction with Toronto Architect Stephen Teeple and his firm Teeple Architects Inc. This team won the university's design contest in 1998, no small feat given the university's budgetary constraints and the considerable demands and restrictions placed on the design by the city. The design for Graduate House earned the team a number of awards, including the Progressive Architecture Award, the Canadian Architecture Award, and the American Institute of Architects Award. Thom Mayne has since won the Pritzker Prize, the top award in Architecture, for his design career.

The deconstructionist design of Graduate House combines the heaviness of concrete and metal with the lightness of glass. Though it is not readily apparent from the street, Graduate House's exterior is made up of nearly 70% glass. Ribbon windows line the street-side faces, and the two-story glass and metal cantilever acts as both sign and western gate for the university. Graduate House continues to attract the interest of architects and photographers from around the globe.



OUR VALUES



COMMUNITY

We live in a community of scholars, professionals, and learners whom excel because we challenge students to understand the responsibilities of, and define, their own citizenship. We foster a strong community and value the efforts of those who make our community one that is safe, inclusive, and supports the academic and personal development of its members.



INCLUSION

Graduate House and UofT values the different types of people that live, study, and work here. We strive to make an inclusive community where all members feel welcomed and belonged. We value the fair and just treatment of all community members and believe in equity for members of all groups.



LEARNING

As an academic community we support our students' journey in developing critical and analytical skills through self-reflection, residence living, and academic pursuits.



RESPECT

Creating an environment where community members respect each other, the building, and the staff is the foundation of a strong community. Graduate House values respectful and courteous behaviour towards members of our community and communities around us. We understand respectful behaviour to be that which recognizes the inherent dignity of others.



WELLNESS

We value the wellbeing of all our members and strive to create community that helps each person on their journey towards personal wellness.



GRADUATE HOUSE STAFF

GRADUATE HOUSE OFFICE

The Graduate House staff is a team of dedicated professionals who believe in fostering a strong community of scholars by providing them with excellent service in an inclusive and educational environment.

KLARA KOVAROVA *Dean of Residence and Director of Student Life (acting)*

KLARA KOVAROVA *Associate Dean, Residence Life*

AMIKA SHAH *Assistant Dean, Residence Life and Communication (acting)*

MIKE FERNANDES *Residence Life Coordinator*

MOISES ANTIGUA *Service Coordinator*

ALIM ALARAKHIA *Occupancy and Admissions Coordinator*

KEVIN DANCY *Director of Residence Operations*

ELIZABETH URBANOWSKI *Manager of Finance, Administration and Operations*

TREVOR BARRIE *Financial Coordinator & ResNet IT Specialist*

RYAN HOPKIN *Facilities Coordinator*

MIGUEL TORRES *Facilities Supervisor*

PEGGY KRITHARENOS *Caretaker*

FERDINAND JUAN *Caretaker*

VALENTINA TORREBLANCA *Caretaker*

SERVICE DESK HOURS

Monday - Friday: 9:00am - 11:00pm

Saturday - Sunday: 12:00pm - 6:00pm

Statutory Holidays: 12:00pm - 6:00pm

AFTER HOURS SUPPORT

Monday - Friday: 5:00pm - 9:00am

Saturday - Sunday: 24hr



RA ON CALL
(416) 800-6068

RESIDENCE SERVICE DESK STAFF

The Service Desk Assistant team works to ensure that our programs and services are delivered to you

ANNIKA KELLER
FAMOUS GHANYO TAY
GABRIELLE TEREKH
IRIZA STESSY

KSHITIJ ANAND
LAKSHMI NAGULANDRAN
POWRNIKA KUGATHASAN

RESIDENCE ADVISORS

The Residence Advisors (RA)s are graduate students who work and live in the building. They are your first point of contact for most issues at Graduate House are here to make sure your experience is a great one.

The RAs are assigned a specific area of the building that we call their “community,” as well as a curricular programmatic area of focus we call their “pillar.”

Please see your RA if you would like to talk to someone, learn more about UofT, how to get involved, and how to meet new people in and out of residence. Your RA will also meet with you in a 1-on-1 meeting. These meetings help create a connection, provide you with any tools you may need to be successful in graduate school, and help us get to know the people who live here.

AMIKA SHAH *Head Residence Advisor*

LAKSHMI NAGULANDRAN *Residence Advisor, Floors C, 1, 2 | Toronto Community*

LIA HUO *Residence Advisor, Suites 302-354 | Professional Development*

TRACY ODHIAMBO *Residence Advisor, Suites 356-386 | International & Global Perspectives*

TAO WANG *Residence Advisor, Suites 406-606 | Graduate House Community*

RIFAT SAJID *Residence Advisor, Suites 610-662 | Health & Wellness*

FATIMA BAH *Residence Advisor, Suites 664-674, 706-718 and 934-944 | Equity & Inclusion*

NAHLA FADLELMAWLA *Residence Advisor, Suites 946-974 | Academics*

IMPORTANT INFORMATION

OCCUPANCY AGREEMENT

Your Occupancy Agreement is your residence contract. It is included with your offer of residence to Graduate House, and the policies detailed in this handbook form a part of this agreement so make sure to read through everything carefully. The Occupancy Agreement lays out the terms and conditions of your stay here at Graduate House, outlines the Graduate House Occupancy Period, fees, and sets out special rules and restrictions.

ROOM INVENTORY FORM

The Room Inventory Form protects both you and Graduate House in the event of damages or deficiencies in your room and/or suite. It must be submitted through [StarPortal](#) within one week of your arrival in order to be valid. Please contact us if you have any difficulties accessing the Room Inventory Form.

When you first get into your room, even before you begin unpacking, it is important that you do a quick inventory of the furnishings itemized, along with a thorough examination of the condition of your room and all suite common areas.

SUB-LICENSING (SUBLETTING) YOUR ROOM

The Occupancy Agreement states that you will not assign your agreement, sub-license, or sublet your room or suite. This applies to licensing your room to short-stay guests, including those elicited by websites such as AirBnB.

If you are to be found licensing your room, your license and occupancy agreement will automatically be forfeited and cancelled. The University will be allowed to license your room to another resident without giving you notice. More information on the sub-licensing and subletting can be found on section 3.4 of the Occupancy Agreement.

SUITE ENTRY PROCEDURE

Graduate House has a specific procedure for notifying residents when their suite and/or bedroom has been (or will be) entered by a member of the Graduate House Staff during non-emergency situations.

Please note that if your suite has any vacant bedrooms, Graduate House cleaners and maintenance staff will be in and out in order to prepare the bedroom/suite for the new arrival. Individual notice of cleaning is not given.

NETWORK USE AGREEMENT

The Graduate House [Network Use Agreement](#) explains Graduate House's policies regarding use of the residence computing network, including access, proper use, etc.

DID YOU KNOW?

You can also find this information on our website: gradhouse.utoronto.ca

OCCUPANCY FEES

UofT students who are residents of Graduate House must pay their monthly Occupancy Fees via ACORN (Accessible Campus Online Resource Network). Occupancy Fees are posted on your student account at the beginning of every month and are subject to a 1.5% service charge as of the 15th of the month. Graduate House does not control the issuing of service charges nor do we receive any of the service charges collected by the Office of Student Accounts.

You can conveniently monitor your ACORN account online. The Office of Student Accounts will send monthly e-mail notices if your account has a balance. This e-mail notice will be sent only to UTOR e-mail addresses.

OCCUPANCY FEE PAYMENTS FOR UofT STUDENTS

Occupancy fees are paid the same way as tuition fees. All you need is an invoice/remittance slip (which you can print online from your ACORN account), which you then bring to your bank of choice. Most major banks (including any of their branches, anywhere in Canada) will be able to process your payment.

ACORN monthly fees can be paid at a bank teller with cash, a money order, or certified cheque. You can also pay by telephone or online banking if your financial institution offers these services.

FIRST/LAST MONTH'S CHARGE TO ACORN

Your first month's Occupancy Fees are applied before you arrive, and your application and confirmation deposits will have already been posted as credits to your ACORN account. Your first month's fees will be pro-rated to reflect your move-in date. Also, your monthly Occupancy Fees will vary according to your room type.

Your last month's Occupancy Fees will be pro-rated to reflect your move-out date and will also vary according to your room type.

LIABILITY

The University bears no responsibility for damage to or loss of a Resident's private property. The University's insurance policies do not cover a Resident's private possessions. The Resident is responsible for providing insurance on their own personal property, and is advised to acquire adequate insurance coverage. Please consult your Occupancy Agreement for more information.

ACORN MONTHLY FEES

We recommend that you wait to pay your monthly Occupancy Fees until they are posted on your ACORN account which happens by the 5th of every month. This will guarantee that your payment does not appear on your account before your charge does and is not applied to other charges that may be on your account.

For more information on how to pay your fees, consult the Office of Student Accounts' fees website at fees.utoronto.ca.

Taxes

Note that payments to a designated Ontario university residence such as Graduate House cannot be claimed as rent on your Ontario tax form (there is a separate line on the form for student residence fees). Graduate House does not issue rent receipts for tax-related purposes.

OCCUPANCY FEES FOR NON UofT STUDENTS

Residents who are not UofT students must pay their Occupancy Fees directly to the Graduate House Office on the first of every month via certified cheque, Canadian debit card, or money order in Canadian funds. Personal cheques, credit cards, and cash are not accepted.

Non-UofT residents are also required to pay a \$500.00 damage deposit. This deposit is refundable within 6–8 weeks of departure via cheque made payable to the resident, assuming no room or suite damages have been assessed, and all keys are returned on time.

GRADUATE HOUSE COUNCIL FEES

Graduate House Council fees are charged at \$11.67 per semester (fall and winter) and \$11.66 for the summer. This is posted as a lump-sum charge to your ACCORN account for the number of months you will stay at Graduate House, as indicated on your Occupancy Agreement. The Graduate House Council fee is wholly non-refundable in all circumstances, regardless of when you give notice to move out.

ADMISSIONS

ELIGIBILITY & ADMISSION CRITERIA

Fall & Winter Term (August 23, 2023-April 30, 2024)

For academic-year residency (September to April), Graduate House only accepts UofT students whose ACORN registration status confirms that they are enrolled in a full-time UofT degree program in either 1) The School of Graduate Studies or 2) One of the second-entry professional faculties, during the period of intended residency. Any applicants who have accepted an offer of residence and who are found to be ineligible will be advised that their Fall term residence space is revoked.

Summer Term (May 1, 2024 - August 23, 2024)

During the summer term, Graduate House expands its eligibility policy to admit current students of other post-secondary institutions (both graduate and undergraduate) as well as alumni of UofT. Proof of student status is required prior to move-in. To minimize high summer turn over which would be disruptive to Graduate House's academically-focused community environment, summer residents must commit to a minimum 6 week stay at Graduate House. Summer residents must also vacate no later than August 23, 2024 at 3pm, to allow time for Graduate House to prepare suites for new residents arriving in September.

ADMISSION PRINCIPLES

Academic Community

As a graduate and professional student community we offer an intellectually-engaging and academically focused atmosphere well-suited to graduate and professional students. As such we:

- attempt to minimize high summer turnover which may be disruptive to our community by requiring summer residents to commit to a minimum 6 week stay at Graduate House.
- require residents to be full-time students or meet our eligibility criteria during the Fall and Winter terms.

Access to Accessible Accommodations

Graduate House recognizes that students with accessibility needs may require accommodation. If you have an accessibility requirement, please register with UofT's [Accessibility Services](#) as soon as possible.

Admitted students with accommodation requests must provide recommendations from Accessibility Services to support the accommodation requested. Please note that we have a limited number of rooms that are suitable for mobility or sensory impairments. These rooms are offered on a first-come, first-served basis.

Religious/Other Accommodations

If you have any specific religious or other accommodations, we will work with you and work to accommodate your needs as much as possible. Please speak to your RA to find out how we can help.

All Gender Suites

Graduate House offers residents with the choice to live in a Single Gender or an All Gender Suite. A Single Gender suite is a suite where residents share the same gender identity (i.e. female identified students only, male identified students only). An All Gender Suite is a suite where students live regardless of their gender identity. Note that we cannot guarantee that every All Gender Suite will have mixed genders.

APPLICATION PROCESS

Applications for the 2024-2025 academic year open early January and will be available on [StarPortal](#). Offers for new residents for the beginning of the academic year (September 1) are made starting in June through August. Additionally, offers for new residents are made on an ongoing basis throughout the entire academic year.

Staying Beyond Your Contract Date

When you first apply to residence at Graduate House, you select a contract period that ends no later than August 23rd. If you would like to stay into the next Fall term, you will need to submit an application for that term.

Graduate House Community Participant Status

Current residents who wish to remain in Graduate House will still have an opportunity to gain priority in re-entry, but they will have to earn this priority through achieving the Graduate House Community Participant Status (GCPS). Current residents who do not achieve this status but wish to reside in Graduate House for subsequent academic years will have to re-apply through the General Applicant pool.

The GCPS is designed to foster a culture of participation, inclusion and community in Graduate House. This status will help support efforts to shape the reputation of Graduate House as a warm, welcoming environment and communicate to UofT and general public that residents can expect to have a strong sense of community while residing at Graduate House.

Graduate House Community Participant Status will be achieved by:

1. Completion of a 2023-2024 Suitemate Agreement
 - 1.1. Only one form per suite is required – one suitemate will be responsible for submitting the form on behalf of everyone in the suite. Suitemate Agreement forms must reflect the current academic year.
 - 1.2. For suites that have a resident(s) who moved in later in the academic year (e.g. December), the resident who most recently moved in will be responsible for submitting the most up-to-date Suitemate Agreement on behalf of everyone in order to achieve their GCPS.
 - 1.3. This agreement should take no longer than one month subsequent to moving in to complete.

2. Participation in a one-on-one meeting with one's 2023-2024 assigned RA.
 - 2.1. This meeting should also take place ASAP (no more than approximately two months after moving in) and will be organized at a mutually convenient time for the resident and RA.
 - 2.2. While residents will be invited to participate in a one-on-one meeting each term, residents are only required to complete one meeting with their assigned RA for GCPS purposes.
3. Attending a minimum of four (4) RA executed programs over the academic year (September-April).
 - 3.1. Only programs run by RAs will count towards this status (i.e. building-wide events like Snowball are not included programs – speak to your RA or the Service Desk for more information).
4. Ensuring that they meet the requirements of that program, such as:
 - 4.1. Signing up for the program in advance.
 - 4.2. Filling out any additional follow-up materials necessary (i.e. participation micro-survey, which is a double check for the attendance and will give brief feedback on learning outcomes).
5. Maintain continuous residency during summer 2024
 - 5.1. Continuous summer residency is achieved when a student resides at Graduate House through to the entirety of the summer period (May 1st-August 23rd).
 - 5.2. Current residents, who elect to leave Graduate House join the General Applicant pool with all new applicants.

GCPS Returning Applicants must apply by the May 31st deadline to qualify for priority status. Residents who apply after the May 31st deadline, join the General Applicant pool with all new applicants. Unfortunately, no deadline extensions in this case are possible.

Offers of residence for returning residents are made by the end of June. Returning residents must confirm their offer by the deadline stated in their offer email. If you are not able to make this deadline, please contact our office as soon as possible.

RESIDENCE CURRICULUM

Graduate House has historically provided diverse programming to enhance the graduate student experience at UofT. However, no formal curriculum existed to guide these activities. To address this, a curriculum has been developed to support the growth of well-rounded graduate students residing at Graduate House. This curriculum builds upon the existing pillars of programming that have proven successful in the past.

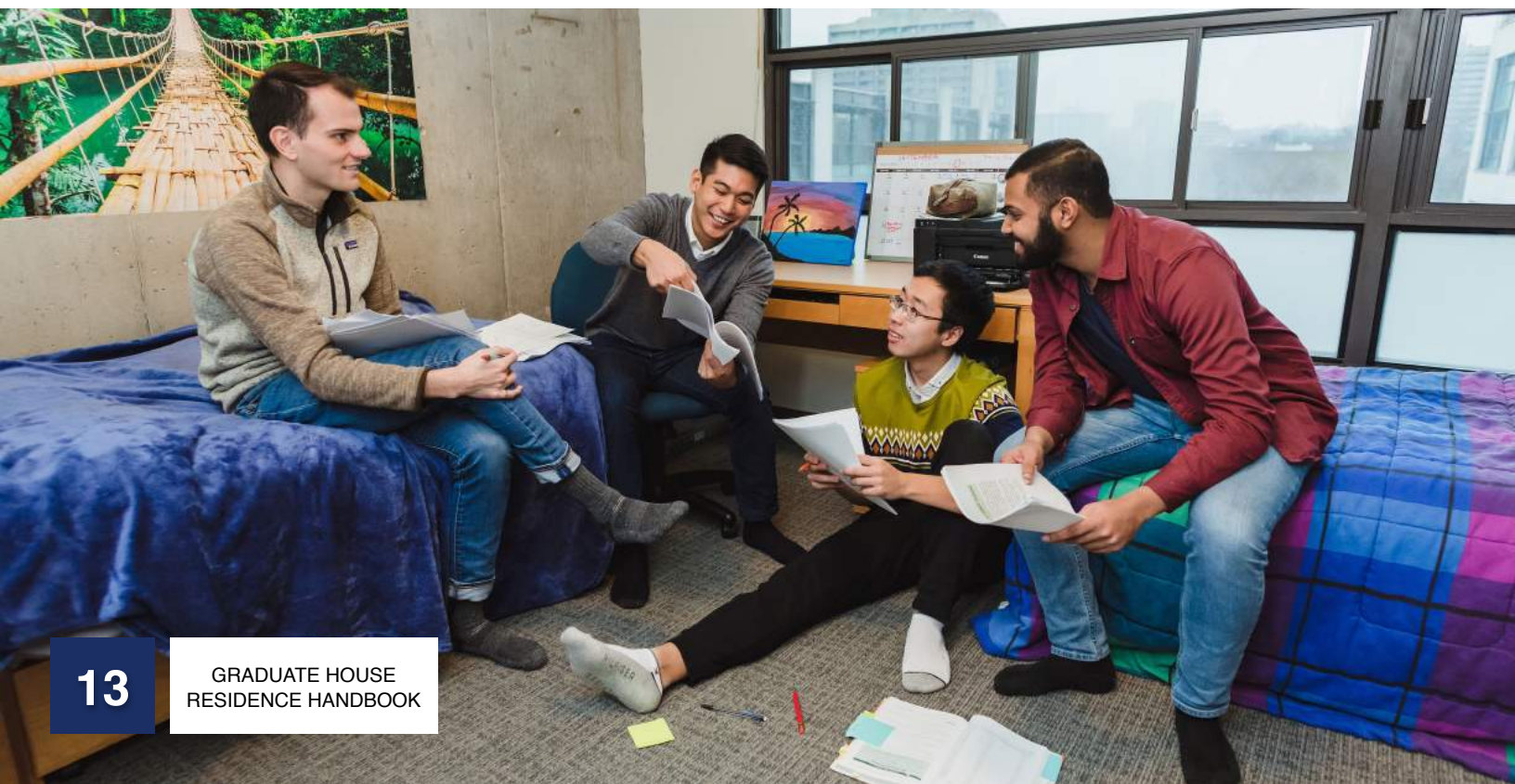
1. Professional Development
2. Equity & Inclusion
3. Toronto Community
4. International and Global Perspectives
5. Health and Wellness
6. Academics
7. Graduate House Community

The curriculum seeks to support students by addressing gaps in the resident experience and support the busy graduate student lifestyle. The curriculum attends to these concerns or gaps in the learning outcomes, a specific set of criteria that outline the goals for conducting programs. More information about the whole curricula and the learning outcomes can be read

on our website, but these learning outcomes were formulated from data regarding concerns in Graduate House, such as carefully collected exit surveys & interviews, scientific literature, and meetings with important community stakeholders, such as RA's, Accessibility Services, the Office of the Dean at the School of Graduate Studies (SGS), etc.

The ultimate objective of this curriculum is to support the unique needs of residents by improving community engagement and support a warm, inclusive environment at Graduate House. Although Graduate House has been known for its convenience, safety, and proximity to campus, the curriculum helps shape the reputation of Graduate House as a welcoming environment. Moreover, it communicates to the UofT and general public that residents can expect to have a strong sense of community while residing at Graduate House.

Any questions or concerns regarding the curriculum may be directed to the Service Desk Assistants (SDAs) or the RAs.





LIVING IN RESIDENCE

KEYS

Fob

Your fob is your everyday key for accessing Graduate House. It grants you entry to all entrances/exits, common areas, laundry room, TV room, suite, and bedroom. It is programmed exclusively for you and does not open your suitemates' bedrooms, nor can theirs open yours. Replacing the fob costs \$25.00.

Mailbox

Your mailbox key is a metal key, which opens your individual mailbox in the Graduate House main lobby. If you lose or break your key, there's a \$50.00 replacement charge, and a \$50.00 charge if you do not return your mailbox key when you move out.

Lockouts

If you are locked out of your suite/bedroom, you can come to the Service Desk to receive a temporary fob. The RA on call can also assist you with a lockout when the desk is closed between the hours of midnight to 9am. Lockouts between midnight and 9am are directed to Campus Safety Special Constable Service.

GRADUATE HOUSE NETWORK

As a Graduate House resident you have access to high-speed Wi-Fi Internet from the bedroom of your suite. Personal routers are prohibited in residence. Residents must agree to the terms on the [Network Use Agreement](#) as well as terms related to Maintenance and Internet on the Graduate House website. For connection instructions, see our website.

DECORATING

To prevent damage to the walls, only [3M Command hooks](#) are permitted to be used in your bedroom or suite. There is a special way to remove these hooks. Damage caused by incorrect removal of this hook will be charged to the resident, therefore we strongly advise residents to leave the hook on the wall when they leave so that maintenance staff can remove it correctly.

Other types of hooks, fasteners, or adhesives (including Scotch/duct tape, poster putty, stickers, LED strip lights with adhesive backing, etc.) may damage painted walls or leave stains on concrete. Repainting or repairing damaged walls is costly (typically \$250.00 per wall), so to avoid incurring significant damage charges, we advise against using non-approved products.

BICYCLE ROOMS

Graduate House has indoor bicycle parking spaces available for securing your bike. Please fill out a Bicycle Registration Form and return it to the Graduate House Office. This form is available on the Graduate House [website](#).

Once a spot is assigned to you, a \$5.00 monthly fee will be added to your Occupancy Fees on ACORN. If you are not successful in obtaining a spot in Graduate House's bike room (due to high demand), you are welcome to use the bike racks located at the front and rear entrances to the building. However, please be advised that there is a very high rate of bike theft throughout downtown Toronto.

MAINTENANCE

Maintenance Requests should be sent by logging in to your [StarPortal](#) and clicking on the maintenance tab above the login message. Select your maintenance category, click "New Job" and if shared or public space, select the room space in question. Then, enter the description in the Category and Item fields and outline the nature of your issue. Some examples of issues for which you would fill in an Online Maintenance Request include:

- A new vacuum bag;
- A burnt-out light bulb;
- A malfunctioning lock;
- A wobbly kitchen table;
- A wobbly chair;
- A clogged toilet;
- Problems with your appliances.

Be sure to be very explicit in explaining your maintenance request

Maintenance Emergencies

In the event of a maintenance emergency, e.g. flood, lock failure, etc., do not use the online system. Instead, you should notify either the Graduate House Office, or the Residence Advisor on-call at 416-800-6068 and proceed to submit a maintenance request on the [StarPortal](#).

COMPOSTING, RECYCLING, & GARBAGE

Composting

Each suite is provided with a kitchen compost bin. This bin can be lined with any bag (does not have to be compostable) and disposed of in the green compost bins in the recycle rooms. Please empty your kitchen bin often to avoid smell and potential pests.

Recycling

Each suite is provided with a blue recycling container. Please follow instructions in the Recycling Rooms as to how to properly separate your recyclable items. Remember to rinse containers and cans and flatten all cardboard boxes. Plastic bags can be recycled in the courtyard-level Recycling Room. Please note that the 9th floor Recycling Room is located through the Reading Room.

Garbage

The Garbage Rooms each contain a chute for disposal; please be sure to push garbage all the way down

the chute and tie bags securely to prevent unwanted smells in the room. Please do not throw away cardboard down the main garbage chute. Do not leave bags of garbage on the floor of the garbage room. Garbage that does not fit down the chute is the responsibility of the resident. The garbage containers outside the building are not for resident's use.

LAUNDRY

The laundry room is located on the courtyard level. It has one entrance from the hallway by the elevator and one from the main Common Room (accessibility entrance). You will need your Sparkle laundry card to operate the machines. You can load money on to your card at the loading station in the laundry room or via the [mySparkleApp](#). You can also check the availability of washers and dryers in use by using the app. All residents receive a laundry card when first checking in at the Service Desk. There is a replacement charge of \$5.00 for lost cards.

Using your Laundry SmartCard

Once you've loaded money onto your laundry card, you can use it to operate the washers and dryers in the laundry room. Each time you use one of the laundry machines, money is automatically deducted from your laundry card.

As a courtesy to other residents, we ask that you collect your laundry from the machines as soon as it's done. This ensures all residents have convenient access to laundry machines, and reduces the chances of your laundry being moved by another resident who needs to use the machine. If you leave your laundry in the machine for more than a few minutes after it's finished, you should expect that another resident may move it if they need a machine and all other machines are in use.

For machine malfunctions, please submit a Maintenance Request to [StarPortal](#). For damaged clothing refunds, please contact Sparkle.



LIVING IN RESIDENCE

TELEPHONE

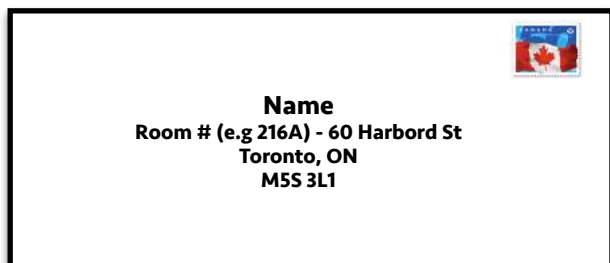
There is a telephone jack in every bedroom. Residents are responsible for arranging their own telephone service.

Some major telephone service providers include Bell Canada and Rogers. You are not permitted to cross-wire phones; if you and your suitemate(s) are interested in sharing a telephone line, you have the option of using the common phone jack in your living area if it is available.

MAIL

Mail is sorted and distributed everyday during office hours. Mail that requires a signature and/or does not fit into your mailbox will be kept in the Graduate House Office and an email notice will be sent to you. Please pick up your parcel after 3:00pm. We do not accept packages that contain alcohol or cannabis.

Also, please make sure that your name, suite, and room number are clearly indicated in your mailing address. All incoming mail should have your address in the following format:



CABLE

Cable outlets are available in the bedroom and living room area. At no time can the cable outlets in your suite be cross-connected to the same account. Each cable outlet must always maintain its single line designation

For cable TV service, contact Rogers or Bell.

Please note that cable providers do not have access to Graduate House at times when the Graduate House office is closed. Also it is not possible to have satellite service under any circumstances.

COMMUNICATION

Once you move in, all communication will be sent to your official UofT email. It is your responsibility to regularly check this email address and, when requested, to respond in a timely fashion to messages from Graduate House, either from the Service Desk staff or the Residence Life team.

If your email uses a departmental email (@rotman.utoronto.ca) versus the mail email (@mail.utoronto.ca) you have the ability to change your preferred email in ACORN.

There are also bulletin boards in both elevators as well as on each floor, and in other key locations around the building where notices are posted.



CLEANING

Residents are responsible for cleaning their own rooms and ensuring that cleaning duties for the common areas of the suite are shared. Cleanliness issues may be observed and documented at various points throughout the year, for example, during maintenance work, cleaning, fire extinguisher checks, room inspections, filter changes, and when suitemates are moving in or out.

We follow the following process when a room or suite is found in a condition that is not in accordance with Graduate House standards:

1. Photos of the space are taken to document the condition of the room/suite and a report is sent to the Graduate House Office.
2. The Facilities Coordinator will review the photos and report and will contact the entire suite to provide them with the opportunity to discuss the situation if the issue is with the suite, otherwise we will contact the resident concerned.
3. The resident/suitemates will be given the opportunity to bring the room/suite up to standard by a deadline.
4. The residents/suites' RA will contact the resident/suite to discuss cleaning duties and any

other issues that may be contributing to the neglect of the space.

5. The Graduate House Maintenance team will enter the suite to inspect the space at the deadline. If the space is not up to an acceptable level of cleanliness, cleaners will be brought in to clean space and the resident (if it is a room) or each member of the suite (if it is a suite) will be billed for the cost of cleaning. Suitemate conflicts will not exempt anyone from cleaning charges. Please note that the rate for cleaning is \$25.00 per hour per cleaner and \$25.00 per bag of trash removed from the space.
6. A follow-up inspection will be set up between 4-8 weeks to ensure the cleanliness of the suite is being maintained. If necessary, further cleaning, charges, inspections, and meetings will be arranged.

SERVICE DESK RESOURCES

Graduate House offers a number of resources and services that residents and guests may access at the Service Desk. These resources include:

- An Iron;
- Printing/Scanning;
- Confirmation of Residence Letters;
- Mail and Package Processing;
- Application Inquiry Support;
- Residence Fees Inquiry Support;
- Lost and Found;
- Lockouts;
- Carts Loan;
- Bike Space Rental;
- Residence Advisor Information;
- Luggage Scale;
- Ethernet Cables;
- Ethernet to USB Adapter;
- Ethernet to Lightening Adapter;
- Fans;
- Heaters;
- Tool Box;
- Ear Plugs;
- HDMI Cable

PRINTING/SCANNING SERVICES

The Graduate House Service Desk offers printing and scanning services to residents. We ask residents to email us the documents at information.gradhouse@utoronto.ca.

Printing services cost \$0.15/per page for black and white. Colour printing costs \$1.00/per page. For scanning, we charge a standard of \$0.15 per page.



LIVING WITH SUITEMATES

SUITEMATE AGREEMENT

Residents are required to complete a Suitemate Agreement available on the Graduate House [website](#). Since no two of us are exactly alike in our habits or day-to-day living routine, we require that you meet with your suitemates within the first week of residency to discuss and agree on some group expectations about cleaning, noise, overnight guests, garbage and recycling, subletting, etc.

Once you have reached consensus on the basic ground rules, document them in this formal agreement that will be signed by all the suitemates. This process must be repeated each time a new suitemate moves in.

Our experience has shown that the process of talking about issues in an honest and open discussion before they become a problem will save you much time and frustration at a later date.

If you encounter problems in trying to come to an agreement, your RA is available to facilitate your conversation. Sometimes, all it takes is someone not directly involved in the matter to assist you in reaching an agreement. Sometimes the process of recognizing each others' needs, and coming to an agreement can take several conversations. However, all suitemates are required to participate constructively in the process.

Please note that we do not accept suite change requests in the first month of your move-in to give you and your suitemates a reasonable opportunity to adjust to each other and your new surroundings and to attempt to resolve issues using the systems in place (i.e. the Suitemate Agreement /RAs). Residents who have been through this process successfully report that it is a valuable personal and preprofessional skill.

ROOM/SUITE CHANGES

Please note that if you have concerns with your current room, please first discuss it with your RA. Your RA is always there to help you with any problems you are having.

All room change requests are processed in extenuating circumstances.

If your RA determines that room change may be appropriate for you, they will refer you to either the Residence Life Coordinator (RLC) or the Head Residence Advisor (HRA) for further assistance.



SUITEMATE CONCERN

Living with other people can be difficult at times, but it is essential that residents learn to live together through cooperation and respect. In rare cases, despite cooperation, respect, and good intentions, conflicts develop which cannot be resolved through the mediation process. In a case like this, a room change may be appropriate. Graduate House uses the following process to respond to suite suitemate conflicts. Further, we will only process one room change for suitemate concern per contract. Please note that room changes for suitemate concerns are not accepted within the first month of the semester.

Step 1

If there is a conflict between suitemates, residents must first attempt to resolve the matter between themselves. By talking about the issue with each other and completing/updating the Suitemate Agreement.

Step 2

If residents are unable to resolve a conflict on their own, they must contact their RA who will then facilitate a mediation with the parties involved.

Step 3

If the conflict cannot be resolved through mediation (or if a resident has other questions regarding the room change process) they may make an appointment with the RLC or HRA.

Step 4

At your appointment, the RLC/HRA will assess the situation. If it is agreed that a room change is appropriate, the RLC/HRA will begin the administrative process. Please note that room availability may be limited. Room changes are conducted on a priority basis and may take a few weeks.

Step 5

Once a new room is identified and the administrative process is complete the Graduate House Office will send an email confirming your move and provide you with additional information regarding the room change process.

Please Note the Following:

- A resident may be moved at the ADRLC/RLC/HRA's discretion.
- Although some bed spaces may appear to be vacant, they may not be available because they are reserved for incoming residents, maintenance work, etc.

NEW ROOM REQUEST

Room change requests are rare for students who simply prefer a new location. Please book a meeting with the RLC or HRA to discuss your options.

Medical Requests

Room changes due to a medical need may require further documentation from a medical professional. If you require a room change based on a medical need, please complete the Room Change Request Form on the Graduate House [website](#).

If your room change is approved, please follow this process:

Step 1

Upon receiving an email approving your room change, go to the Service Desk to pick up your new keys to your new room.

- Clear out all of your belongings from your old room and suite and move them to your NEW room.
- Clean your OLD room and all common areas (dust, vacuum, wipe down counters, etc.).
- Arrange your furniture back to its original location.
- Your room should look like it did when you first moved in. If it does not, additional cleaning charges may apply.

Step 2

Once you are fully moved into your new room, return your old room keys to the Service Desk.

Step 3

Set up a time to meet with your new RA to introduce yourself. Meet with your new suitemates, and complete a new Suitemate Agreement.

COMMUNITY STANDARDS

OUR COMMUNITY STANDARDS STEM FROM OUR VALUES

Our Community Standards are standards that we live by and are directly linked to our values.



RESPECT



COMMUNITY



WELLNESS



LEARNING



INCLUSION

FIRE SAFETY



Residents shall not tamper with fire safety equipment such as hoses, extinguishers or alarms, or in any other way jeopardize the safety of fellow community members. This includes the unauthorized disconnection, dismantling or covering of smoke detectors. Corridors, stairwells and suite halls must be kept clear of obstructions, and residents must leave the building in the event of a fire alarm.

ALCOHOL AND DRUGS



The laws of the Province of Ontario regarding alcoholic beverages apply to the University. Under the Narcotics Control Act of Canada, possession of, use of and trafficking illegal drugs is prohibited. Consumption of alcohol within Graduate House is limited to the Resident's own suite, unless the Resident is participating in a University licensed event held in a common room. Cultivation of cannabis and brewing alcohol is prohibited.

NOISE



It is important that we respect our community and its members by providing a space that is quiet and free of excessive noise which includes directly outside the building on Graduate House property. Except for official Graduate House events, designated quiet hours are:

- Sun - Thurs: 11:00pm – 8:00am
- Fri - Sat: 12:30am* – 8:00am

*12:30am on Saturday and Sunday mornings respectively.

ANIMALS



Animals are not permitted in Graduate House except for fish and approved service animals. Fish must be maintained in a safe and hygienic manner and its responsibilities should be discussed in your Suitemate Agreement.

BICYCLES



Bicycles should be stored in the bicycle storage rooms provided, or locked and stored outdoors. To respect the building, and the space of its community members, we do not allow bicycles to be stored in suites or bedrooms at Graduate House.

SMOKING



UofT is a smoke-free campus. We do not allow smoking anywhere in or near our building including the courtyard. This includes smoking of any substance, vaporizing, and e-cigarettes. Residents who choose to smoke must do so off campus property.

GUESTS



While guests are welcomed in our community, it is important to recognize that safety, security, and privacy are important to us. When you are inviting a guest to our community, let your suitemates know that you will be hosting. If your guest is staying overnight, we ask that they do not stay more than three nights consecutively. Our community members should not have overnight guests more than nine nights a month. Your guests are visiting our community, and are held to the same standard as the community members. As their host, you will be responsible for your guest's behaviour.

KEYS



For the safety of the community and its members, loaning and/or duplicating your keys/fobs is not allowed. Doing so puts our community and your safety at risk.

CLEANING



Residents are responsible for cleaning their own rooms and are equally responsible with their suitemates for keeping the common areas, particularly the shared kitchens and bathrooms, clean and tidy in accordance with Graduate House standards. Vacuum cleaners are available in each suite. The cost of purchasing cleaning supplies should be shared equally among the suite residents.

Residents who do not maintain their rooms/suites in accordance with Graduate House standards may be billed the costs of cleaning charges to bring suites up to an acceptable level of cleanliness.

WEAPONS



For the safety of our residents, possession of firearms, ammunition, explosives (including fireworks) or other dangerous weapons are not permitted in Graduate House.

UNAUTHORIZED ENTRY



As safety is paramount, no unauthorized entry into another's room or into any restricted area of the building is permitted.

UNACCEPTABLE BEHAVIOUR



Graduate House is a place of collegial and co-operative interaction. Residents must respect the rights of others by conducting themselves in a courteous and considerate manner. The following kinds of behaviour are examples of those considered to be unacceptable:

- Profanity, insulting, abusive language to a resident, a resident's guest, or any Graduate House staff member;
- Any act of violence, whether physical or otherwise, to a resident, a resident's guest or any Graduate House staff;
- Creating a hostile environment and/or bullying, regardless of the medium;
- Dropping or throwing objects, such as bottles or food, from, at or within Graduate House;
- Vandalism or negligent damage to, or removal of Graduate House or a resident's property from or within its assigned location;
- Sexist, racist, or homophobic behaviour which may promote or produce an atmosphere of hostility or intolerance in Graduate House. Discrimination on the basis of race, sex, religion, colour, creed, sexual orientation, gender identity or ability will not be tolerated.

Graduate House staff members will not be required to engage or re-engage with residents who have exhibited hostile or disrespectful behaviour towards them.

CONDUCT PROCESS

In cases where there has been an actual or apparent violation of the Graduate House rules or regulations, medical emergency, or other incident, Graduate House follows a specific process.

INCIDENT REPORT

A RA will create an incident report. The incident report will document the situation, list the parties involved, and note any action take as required. The incident report will be reviewed by the HRA, RLC, and/or the Assistant Dean, Residence Life and Communication (ADRLC) who will follow up with the parties involved as required.

INVESTIGATION

Upon reviewing the incident report further information may be required. The HRA, RLC, and/or ADRLC may request to meet the parties involved, witnesses, etc. Typically, a meeting is used to discuss what happened, who was impacted and how to move forward. Decisions may take into consideration acceptance of responsibility, intent of actions, and prior residence behaviour.

INDIVIDUAL PROCESS & PROTECTIONS

Procedural Fairness

A common or administrative law concept where the focus is on the process. This applies to any or all adjudication processes (i.e. meetings, sanctions) through all stages of resolving an issue and holding a hearing. It focuses the importance on how something was decided over what was decided.

Right to Notice

If a decision-maker (Dean, Associate Dean, ADRLC, RLC, HRA, or authority) is intending to consider a matter which may affect a student's rights, that the student should be informed of the matter. E.g. receiving documentation or notice of hearing date and time from Dean, Associate Dean, ADRLC, RLC, HRA.

Right to Participate

The student should be given reasonable opportunity to make oral or written submission to the decision-maker on the matter being considered. E.g. student sharing perspective on the incident through a meeting/hearing.

Transparency in Reasoning

The reasons for the decision or outcome should be disclosed, whether the decision making was evidence or information based. E.g. student told via follow up letter or documented conversation why decision was made or sanction outcome issued.

Right Against Bias

The decision-maker should act in a manner which is unbiased, fair, and open-minded.

Right to Appeal

The student should have the right to appeal the decision made to a body that was not part of the original decision making process. Please see page 24 for the appeal process.

Standard of Proof

This is a model that is used to balance probabilities. If credible information has been heard, the decision maker should believe that the incident is more likely to have occurred than not and there is reasonable proof that the person(s) responsible can be determined, then the standard of proof has been met.

OUTCOMES

After the investigation is complete there are a number of outcomes to the incident. Sanctions are used to provide the resident with a learning opportunity if they are found to have violated the Residence Handbook, Community Standards, and/or Occupancy Agreement.

Sanctions could include:

- Educational Conversation;
- Behavioural Contract;
- Educational Assignments;
- Loss of Privileges;
- Termination of Occupancy Agreement;
- Monetary Sanctions

APPEAL PROCESS

Appeal Process

In order to appeal disciplinary action and/or eviction from residence, the student must submit a Notice of Appeal to the supervisor of the adjudicator assigned to the specific case. See chart on this page. The Notice of Appeal must be submitted within ten (10) working days of the action and/or evictions being appealed.

Please email your Notice of Appeal to the appropriate party. The email of the individual can be found on the Graduate House website, by speaking with the adjudicator of your case, or going to the Graduate House Service Desk.

The Notice of Appeal must include:

1. The date of submission, full name, student ID#, and contact information.
2. What is being appealed:
 - 2.1. A finding that conduct amounted to misconduct;
 - 2.2. The penalty imposed

| Adjudicator for the Case: | Appeal to be sent to: |
|--|---|
| Head Residence Advisor | Residence Life Coordinator |
| Residence Life Coordinator | Assistant Dean, Residence Life & Communication |
| Assistant Dean, Residence Life & Communication | Associate Dean, Residence Life, |
| Associate Dean, Residence Life, | Dean, Residence Life & Director of Student Life |

3. The reasons for appealing the decision, including an explanation of the circumstance(s) claimed (see below) as a ground for the appeal:
 - 3.1. There was a fundamental procedural error seriously prejudicial.
 - 3.2. There was clear evidence of bias in the process or decision.
 - 3.3. The severity of the penalty imposed exceeds the nature of the offence for reasons identified.
4. The result being sought. The Notice of Appeal will be reviewed and a meeting may be arranged to review the appeal.

There may also be meetings with residence staff, residents, and whatever steps are seen to be appropriate in the circumstances to review the appeal. Normally within fifteen (15) working days of receiving the Notice of Appeal, a letter shall be delivered to the student a written decision including reasons.

Decisions made by the Dean of Residence and Director of Student Life are final.

STUDENT SERVICES AT UOFT

ACADEMIC SUCCESS CENTRE

The Academic Success Centre is dedicated to helping you reach your highest learning potential. Every student is capable of achieving academic excellence, but not all learning takes place in the classroom, and not everyone learns in the same way. The Academic Success Centre takes an individualized approach to supporting your development.

ACCESSIBILITY SERVICES

The mission of Accessibility Services is to provide students with a network of resources to succeed at UofT, both inside and outside the classroom. They strive to create a safe and comfortable community for students where they can navigate their disability and related barriers, facilitate peer support and interactions, and provide various academic and social opportunities.

Accessibility Services upholds the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act and the University of Toronto's Statement of Commitment to Persons with Disabilities.

ANTI-RACISM AND CULTURAL DIVERSITY OFFICE

The Anti-Racism and Cultural Diversity Office ensures that every member of the University community is accorded the requisite environment to live, learn and work free of bias or discrimination, every individual on campus has the right to be treated with dignity and respect, and honouring the institutional commitment of UofT as an organization exemplifying commitment to anti-racism and the

elimination of systemic discrimination.

ATHLETIC CENTRE

The Athletic Centre is located directly across the street from Graduate House. The centre is home to seven gymnasiums, three pools, a strength and conditioning centre, indoor track, dance studio, cardio machines, tennis and squash courts, and steam rooms.

CAREER EXPLORATION AND EDUCATION

Career Exploration & Education seeks to engage, empower and support students, prospective students and recent graduates as they explore and create life goals that integrate career planning with academic studies, and co-curricular and personal pursuits. Working with strategic partners, they offer career education and experiential opportunities, which foster career clarity and build skills and lifelong competencies.

Eligibility

Career Exploration & Education serves all current UofT students and those who have graduated within the last two years.

CENTRE FOR COMMUNITY PARTNERSHIPS

The Centre for Community Partnerships connects students with opportunities to take action and learn from intentional community-based experiences outside the classroom, while building sustainable partnerships with community organizations across the GTA and Peel regions. These mutually beneficial partnerships help students on all three UofT campuses deepen their understanding of the social, cultural,

ethical and political dimensions of civic life through hands-on experiences working with Toronto's social sector.

CENTRE FOR INTERNATIONAL EXPERIENCE

The Centre for International Experience is a meeting place for a diverse community of international students coming to UofT and domestic students looking to go abroad. Visit the Centre for International Experience at Cumberland House to find information, access workshops and resources to support international students, and make new friends.

FAMILY CARE OFFICE

The Family Care Office provides confidential guidance, resources, referrals, educational programming and advocacy for the UofT community and their families. We raise awareness of family care issues central to the achievement of education and employment equity at UofT.

DISCOVERY PHARMACY

Discovery Pharmacy is UofT's dedicated campus pharmacy, providing health services to the UofT community. You can get your prescriptions filled, schedule private appointments with a pharmacist to ask questions about your medication, get help navigating drug coverage plans, and get connected to other services on and off campus.

FIRST NATIONS HOUSE

First Nations House provides culturally relevant services to Indigenous students in support of academic success, personal growth and leadership development. They also offer learning opportunities for all students to engage with Indigenous communities within UofT and beyond.

GRADLIFE

Gradlife is a hub to help you navigate graduate student life at UofT and connect you to workshops, social events, campus services and resources.

Gradlife provides community through programs where you can gain balance, build skills, seek support, and connect with other graduate students across disciplines.

HART HOUSE

Hart House is a student activity centre with facilities including a gymnasium, swimming pool, archery, theatre, art gallery,

reading and sitting rooms, lounges and reception areas, offices, library, music rooms, conference and study rooms, restaurant and auditoriums.

HEALTH AND WELLNESS CENTRE

Health & Wellness offers UofT students a wide range of medical and mental health services to help support them in achieving their personal and academic best.

LIBRARIES

UofT has 44 libraries which you have access to. UofT libraries offer many services that support your research, teaching, and learning.

Bring your laptop to the library or use one of the available computers. Set up in one of the quiet study spaces, or work together in one of the group study rooms or presentation practice rooms.

MULTI-FAITH CENTRE

Beliefs are a big part of who we are and how we learn, and while UofT is a secular institution, we respect

everyone's right to worship. The Multi-Faith Centre supports the spiritual well-being of everyone on campus and provides opportunities for people to learn from each other while exploring questions of meaning, purpose and identity. Their facilities and programs accommodate a wide variety of spiritual and faith-based practices and encourage interfaith dialogue and spiritual development as part of the learning experience for all students.

SEXUAL AND GENDER DIVERSITY OFFICE

The Sexual & Gender Diversity Office develops partnerships to build supportive learning and working communities at UofT by working towards equity and challenging discrimination. The Office provides innovative education, programming, resources and advocacy on sexual and gender diversity for students, staff and faculty across the University's three campuses.



SAFETY AND SECURITY

RESIDENCE ADVISOR ON CALL

RAs are graduate students who serve as role models, peer advisors, and resources to students. As student staff members, RAs play a unique role in guiding, encouraging, directing, and helping other students. They are chosen for their leadership and community-building skills and are extensively trained before the beginning of each academic year.

Every student who lives in Graduate House has an RA. RAs are on-call weeknights from 5pm - 9am and 24hrs on weekends. Residents can reach the RA on-call line at **(416) 800-6068**.

CAMPUS SAFETY

Campus Safety are Special Constables that help keep UofT community members safe. The Special Constables are often spotted on campus in clearly marked patrol cars or bicycles, and they wear special uniforms. For an emergency, call Campus Safety at **(416) 978-2222** for their urgent line or **(416) 978-2323** for their non-emergency line.

MEDICAL EMERGENCIES

If you experience, or you're aware of a medical emergency in Graduate House, call 911 immediately. We also ask that you call the RA on-call so they can assist you and emergency staff when they arrive.

FIRE SAFETY

Each suite is equipped with a smoke detector. These smoke detectors are local to the suite only. They will not set off the building-wide fire alarm. These smoke detectors are highly sensitive and can be set off quite easily.

Do not disconnect or tamper with the alarm it could save your life and the lives of others.

If the smoke detector in your suite is activated by excess smoke caused from a known, controllable source like some burned food, keep your suite door closed to prevent setting off the building-wide fire alarm.

Make sure that the fan above the stove (as well as in the bathroom) is on and that the nearest windows are open in order to improve air circulation. Always use the fan above the stove whenever you cook, whether you are using the stovetop, oven or the microwave oven.

In addition to a local smoke detector, an alarm bell is located in your suite which is connected to the building-wide fire alarm system. When it sounds, you must exit the building immediately using the stairs (the elevators automatically shut down and return to ground level when the alarm is activated).

If you have a mobility impairment and cannot exit the building by stairs, you should contact Campus Safety Special Constable Service at **416-978-2222**, advise that the building fire alarm is sounding and that you have mobility impairment.

The Campus Safety Special Constable Service will ask you for your exact location in the building, so be prepared to provide this information.

If you encounter a fire anywhere in Graduate House, go to the nearest fire alarm pull station (red, wall-mounted station) and pull on the lever. This will activate the Residence Alarm System and dispatch the Toronto Fire Department.

WHEN TO CALL THE RA ON-CALL

- A residence student is endangering themselves or others
- A medical emergency occurs
- You need someone to talk to about a situation that is affecting you
- You have a concern that you feel needs to be addressed as soon as possible
- You have a facilities emergency (leak, overflowing toilet, malfunctioning smoke detector, broken window)
- You are locked out of your room between 11pm-midnight on weekdays and 9am-noon and 6pm-midnight on weekends

COMMUNITY SAFETY OFFICE

The Community Safety Office (CSO) provides assistance to members of the UofT community that are dealing with personal and/or workplace issues that impact their personal safety, such as:

The CSO can provide help if:

- You are experiencing stalking or harassment;
- You are being bullied, intimidated or threatened;
- You are in a controlling or abusive relationship;
- You are living with family violence;
- You have been sexually assaulted;
- You are having thoughts of suicide;
- You are concerned that someone you know is considering suicide;
- You have another safety concern you wish to discuss

You can expect the following from the Community Safety Office:

- Confidentiality
- A safe and supportive environment
- A respectful and non-judgemental approach to your concerns
- Timely support
- Safety planning
- Advocacy and referral
- Documentation
- Follow up support

SEXUAL VIOLENCE PREVENTION & SUPPORT CENTRE

UofT's Sexual Violence Prevention and Support Centre (the Centre) was established in 2017 as part of the University's Action Plan on Preventing and Responding to Sexual Violence. It has locations on all three campuses and provides support to members of the University community who have been affected by sexual violence or sexual harassment.

What is the role of the Centre?

- The Centre assists students, staff and faculty members in understanding the University's Policy on Sexual Violence and Sexual Harassment.
- The Centre facilitates access to support, services and accommodations for students, staff and faculty members who have experienced sexual violence.
- The Centre provides training and education on preventing and responding to sexual violence.

Service provided

- Confidential, transparent, non-judgemental, client-centred services
- Coordination and navigation of University supports, services and accommodations
- Support in making a disclosure
- Explanation and assistance with reporting
- Referrals to on- and off-campus services
- Self-care resources

IMPORTANT NUMBERS

| | |
|---|-----------------------|
| Emergency Response | 911 |
| Residence Advisor on Call | (416) 800-6068 |
| Campus Safety Special Constable Service (Urgent) | (416) 978-2222 |
| Good2Talk (Free Student Helpline) | 1-866-925-5454 |
| Community Safety Office | (416) 978-1485 |
| Sexual Violence Prevention & Support | (416) 978-2266 |

MOVING OUT

EARLY WITHDRAWAL

Your Occupancy Agreement requires you to provide a minimum of two full month's written notice of your intention to leave Graduate House. To do this, please complete an Early Withdrawal Form on [StarPortal](#). (Please note: You are financially responsible up until the date that you provide on your Early Withdrawal form; although, you can move your belongings before this date).

Once you have given your notice, take the following steps to prepare for your move out (and avoid unexpected cleaning and damage charges).

HOLDING MAIL

Graduate House is unable to forward your mail to your new address or hold mail for you once you have moved out. Please be sure to coordinate your address change with all of your important contacts.

BOOKING OPTIONAL PRE-MOVE-OUT INSPECTION

In addition to submitting an Early Withdrawal form, you may wish to book a Pre-Move-Out Inspection. The Pre-Move-Out Inspection is voluntary. Its purpose is to identify any obvious damages as well as to advise the resident about how to avoid extra cleaning charges, etc.

You can book a pre-move-out inspection by sending an email request to [Maintenance](#).

This optional inspection occurs during regular business hours and the resident must be present.

GETTING READY FOR MOVE-OUT INSPECTION

Please be aware that once you have moved out, Graduate House will discard any and all articles remaining in your room, bathroom, kitchen, storage closet, and/or other areas of your suite. We strongly suggest that you perform your own thorough room and suite inspection to look for forgotten articles. You will be charged a minimum flat rate of \$25.00 per filled garbage bag for the removal of any items that you leave behind (e.g. coat hangers, thesis drafts, dirty socks, stale potato chips, etc.) plus extra time required to clean your room.

Your Room

- Once you have packed all your belongings, vacuum your bedroom carpet.
- Clean your desk and bookshelf with a damp cloth to remove dirt and dust (be sure not use an abrasive cleaners).
- Do not attempt to dust the blinds in your room or living room; we will take care of that.
- Please ensure that your white mattress cover is clean when you leave Graduate House. Graduate House charges you if your cover is stained or discoloured.
- When you are finished with your room, close the door and ensure it is locked.

The Suite

- Vacuum the floors, then mop with warm water mixed with all-purpose cleaner. Follow the label instructions to determine the ratio of cleaning product to water for best results.
- Clean the bathrooms, paying special attention to the toilet and the toilet base. Please do not use an abrasive

cleaner on the bathtub; this could damage the non-slip strips. To get the tiles looking their best, a bathroom cleanser designed to remove built-up calcium deposits, and with mould/mildew inhibiting properties, is ideal.

- Clean the kitchen counters, stovetop, inside the [self-cleaning] oven, inside of the microwave, and refrigerator. Scrub and rinse the kitchen sink, and remove any obvious debris from the drain-catch.
- Wipe the cupboards, inside and out. Avoid using abrasive cleaners; an all-purpose liquid cleanser (diluted in warm/hot water) will work nicely.
- Ensure all of your items are removed from bathrooms, kitchen cupboards/counters, fridge/freezer, storage closets, coat hooks, and your bedroom
- Please do not assume your suitemates will take responsibility for your abandon items. Instead please donate them. A donation box is located on the 1st floor recycling room and additional boxes are placed throughout the building during peak move out periods.

DAMAGES & DEFICIENCIES

The cost of all damages and/or deficiencies will be posted to your ACORN account. If the damage is in the common areas of your suite, the cost will be shared among the suitemates (unless one person comes forward and assumes full responsibility for the damage). You should check your ACORN account on-line in the weeks following your move.

Damage charges for non-UofT students will be deducted from their damage deposit.

Damage charges represent the standard rate for a particular type of repair, based on charges to us by UofT Facilities & Services.

STANDARD CHARGES

Painting: \$250.00/wall
Desk Lamp: \$130.00
Floor Lamp: \$200.00
Desk Chair: \$275.00
Mattress: \$150.00

LEAVING GRADUATE HOUSE

To facilitate your move-out, the Graduate House Office can provide you with a moving cart during regular office hours. You will be required to leave a piece of identification with the office in order to borrow one of these carts. We do ask that you return the carts promptly once you are done since other residents may also need them.

If you are leaving Graduate House during office hours, simply hand in all of your keys by 3:00 p.m. to a

member of the office staff. We ask that you put your collection of keys in a sealed envelope clearly indicating your full name, suite and room number on it.

Unfortunately, Graduate House is unable to refund any extra money left on your laundry card so we encourage you to try to use up your balance.

If you are leaving outside of office hours, including over the weekend, please put your keys/cards in an envelope with your full name and your room number written on it and drop them in the drop box in the Graduate House lobby. Please make sure that you close your bedroom door behind you when you leave.

DAMAGE ASSESSMENT

After your room and suite are inspected and your keys have been collected, the Facilities Supervisor will assess the condition of your room and suite to determine whether any damage charges should be placed on your Student Account. Any charges are recorded on the Damage Assessment Form.

Before assigning responsibility for damages, Graduate House will pay very close attention to the results of previous move-out inspections, as well as the resident's own Room Inventory Form.

Residents are held responsible for any damage charges that result from their own actions (and those of their guests), or the actions of their suite (if it is not possible to establish individual responsibility) as provided in the Occupancy Agreement.



APPEALS OF A DAMAGE CHARGE

Residents have the right to appeal damage charges. Those wishing to do so must submit an appeal in writing, within 30 days of receiving notification of a damage charge. Damage appeals should be submitted to the Facilities Coordinator who completes an initial review for completeness and forwards the appeal to the Manager of Finance, Administration, and Operations along with documentation from the Facilities Coordinator. Final escalation will be reviewed by the Director of Residence Operations.

An appeal may be denied when there is insufficient documentation on the condition of the room; therefore, it is important to document the condition of your room and suite in two ways:

1. When you first move in, carefully review the condition of your suite and room, and submit a completed Room Inventory Form to the Graduate House Office within one week of your arrival. If you fail to submit your Room Inventory Form document within one week of moving in, all aspects of your suite and room are deemed to have been in good condition and good working order at the start of your occupancy.
2. When you are preparing to move out, arrange a Pre-Move-Out Inspection, during which a member of the Graduate House facilities staff will meet you in your suite to assess its condition and advise of any obvious deficiencies observed at that time. Documentation of your Pre-Move-Out Inspection is a helpful addition to your Room Inventory Form document for establishing the condition of your room and suite, particularly the common areas which may continue to be used by non-departing suitemates after you move out.

You will be notified by email of the outcome of your appeal within 30 days after submission. If your appeal is successful, the notification will include details about the adjustment or reversal of damage charges applied to your student account (or, in the case of non-UofT summer residents, arrangements for a refund payment for adjusted or reversed charges).



