



CONDUCT GUIDE

September 1, 2015 - August 31, 2016



MOUNT ROYAL
UNIVERSITY
1910

Residence Services

CHAPTER 1 INTRODUCTION

Why Should Residents read this Guide?

The Guide provides information on a resident's rights, responsibilities, privileges, Mount Royal University's (MRU) standards of conduct, Residence rules, and residence's disciplinary and appeal processes. This Guide is used to help make a success of the residents new home at Mount Royal University. The Guide applies to all residents at all times within the Residence Complex.

1.1 What's in the Residence Conduct Guide?

This is a summary of the contents of the Chapters:

Chapter 1 Chapter Summary Who's in the Community?

Chapter 2 What You Should Know About Your Conduct

- Principles of the Residence Conduct Guide
- Other rules that affect you — Mount Royal University codes, policies and guidelines
- Laws that affect you — federal, provincial and municipal legislation

Chapter 3 What Does it Mean to be a Residence Citizen?

- Your rights
- Your responsibilities
- Your privileges

Chapter 4 Policies and Procedures

- Advertising Policy
- Fire Evacuation and Emergency Procedures
- Smoking Policy
- Standard Charges Policy
- Holiday Closure Policy
- Lock-out and Key Policy
- Room Entrance and Inspection Policy
- Guest Policy

Chapter 5 Residence Conduct Standards — Rules and Regulations

- Offences — actions and neglect that break the rules (Conduct Standards)
- Sanctions — penalties for Offences

Chapter 6 Disciplinary Procedures

- This chapter provides a step-by-step explanation that will help you understand how the Residence Life Staff will discuss and assess behaviour that may be an Offence.

Chapter 7 Appeal Procedures

- You have a right to appeal most Sanctions, based on specific grounds. This chapter provides a step-by-step explanation to guide you through the appeal process.
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Chapter 8 What's This? — A Glossary

- This Chapter provides definitions of terms used in the Guide. As you read the chapters, refer to Chapter 8 to help you understand the words and phrases used.
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1.2 Who's In the Community?

In addition to other Residents, students will also meet the Residence Life Staff in the days ahead:

1. **The Director of Residence Services** has the overall responsibility for Residence Services.
2. **The Manager of Operations and Administration** has the overall responsibility for the Residence Facilities and Residence Services operations.
3. **The Manager of Residence Life** has the overall responsibility for the Residence Life Program.
4. **The Residence Life Coordinators (RLCs)** are full-time, live-in professionals who play an important role in the Residence experience, Residence Life programs and community development. They oversee the day-to-day operations of an assigned Residence community (East or West). They guide the activity of Residence Life Staff and uphold Residence Conduct Standards. RLC contact information appears on the back cover of the Handbook.
5. **The Residence Life Staff** are full-time Mount Royal University students who live in Residence and who maintain a living environment that promotes academic success and social growth. Residents will contact Resident Advisors (RAs), Residence Activities Programmers (RAPs) or Senior Resident Advisors (Sr. RAs) when they have questions, concerns and comments.
6. **Campus Security** staff is on duty 24 hours, 7 days a week for the Mount Royal University community, to ensure a safe and secure living and learning environment. Emergency contact information appears on the back cover of the Handbook.

1.3 Have a Question?

Please consult the contact information on the **back cover** of the Handbook. RLCs can answer questions you may have about the contents of this Conduct Guide.

CHAPTER 2

WHAT YOU SHOULD KNOW ABOUT YOUR CONDUCT

2.1 Principles of the Residence Conduct Guide

These principles guide the entire Residence Conduct Guide:

1. Mount Royal University has established a Residence Community to promote a peaceful and productive living environment which supports the academic success of Residents as well as their personal and social development. It is inclusive, responsible, and respectful.
2. Every community establishes standards to encourage good citizenship, define boundaries and discourage behaviour that does not support the community and its citizens. Residence Services, in consultation with Residents, Staff and Mount Royal University officers and others, has developed the Conduct Standards of this Guide to achieve these goals.
3. You are accountable for your behaviour and you must abide by the established Conduct Standards.

2.2 Other Rules that Affect You

Residence disciplinary procedures are related to where and how a student lives in Residence on the Mount Royal University campus. Mount Royal University's disciplinary procedures are related to an individual's status as a student of MRU.

The resident is a student, therefore they are also bound by Mount Royal University rules. You have a responsibility to follow all MRU policies and codes in addition to this Guide. Two particularly important items to keep in mind:

1. **The Human Rights Policy**
2. **The Mount Royal University Code of Student Conduct** supports student academic success and satisfaction, personal, educational and social development, and holds students accountable. Mount Royal University expects its students to behave in a manner that does not violate established civil and criminal statutes; that does not threaten the safety or wellbeing of members of the Mount Royal University community; and does not seriously and adversely affect Mount Royal University's students, employees, property or reputation.
 - a. Students are responsible for being familiar with the Student Code of Conduct, especially its section on Non-Academic Misconduct, here:
http://www.mtroyal.ca/wcm/groups/public/documents/pdf/code_student_conduct.pdf
 - b. Residents who violate the MRU Code of Student Conduct may be subject to disciplinary procedures and sanctions from both Residence Services and the Office of Student Conduct.
3. **Relationship of the Residence Conduct Guide to Federal, Provincial and Municipal Legislation**

You must obey federal and provincial laws and municipal by-laws. It's that simple.

2.3 Peaceful Living

Paying accommodation fees is not enough. Living in Residence requires you to respect the rules so that all Residents can cohabit peacefully and productively. This is citizenship. This is peaceful living.

2.4 Be Warned - Be Smart

You are warned in the strongest possible terms that Mount Royal University and Residence Services will take all measures necessary to ensure that the Residence Principles and Conduct Standards are respected and maintained. You will receive penalties for Offences under this Guide as well as Mount Royal University codes and policies.

Be warned that there will be serious consequences for serious offences. Your status as a registered student and a Resident of Mount Royal University will be placed in jeopardy.

Illegal actions will warrant the severest Residence sanctions and you should expect that Residence Services will immediately turn matters over to the authorities. Mount Royal University, Campus Security and Residence Services will co-operate fully with the authorities in matters of investigation.

Be warned. Be smart.

CHAPTER 3

RESIDENCE CITIZENSHIP - RIGHTS, RESPONSIBILITIES AND PRIVILEGES

3.1 Introduction

This chapter describes the nature of Residence citizenship and describes the residents rights and responsibilities as well as the privileges one can earn and keep.

3.2 What Does Residence Citizenship Mean?

A Resident is a citizen of the Residence Community of Mount Royal University, and therefore, has certain rights and responsibilities. A residents privileges are theirs to maintain by respecting the rules.

But what does citizenship mean?

As a good citizen of the Residence Community, a resident acknowledges in a responsible way their rights, responsibilities and privileges as well as the rights, responsibilities and privileges of others. This means that a resident has an obligation to participate in the community in a positive way, respect people, privacy and property, abide by the rules, and do their part to create and maintain an environment that encourages academic success and social growth.

3.3 Rights, Responsibilities and Privileges

This Residence Conduct Guide establishes **Rights, Responsibilities and Privileges** of all Residents.

Rights should NOT be confused with Privileges.

3.4 Residents' Rights

Within the Residence Community a Resident, has the **right** to:

1. Enjoy the rights and freedoms recognized by law, subject only to restrictions that ensure the welfare and advancement of the Residence Community, in such matters as alcohol and smoking.
2. Be free from discrimination, on the basis of race, ancestry, religious beliefs, physical disability, marital status, colour, place of origin, gender, mental disability, family status, source of income, age or sexual orientation.
3. Enjoy an atmosphere intended to remain free from behaviour which is reasonably interpreted as unwelcome including (but not limited to) remarks, jokes or actions which demean another person and/or deny individuals their dignity and respect.
4. Study, work, read and sleep in their room/unit without undue interference from unit-mates or others.
5. Occupy the assigned room/unit, use its furniture, effects and services.
6. Freely access their assigned room/unit.
7. Expect that unit mates will respect their personal property.
8. Expect reasonable cooperation from others when sharing common facilities.
9. Live in a clean environment, requiring a joint and equitable effort from both the resident and unit-mates.

10. Reasonable privacy from unit-mates or others.
11. Have concerns heard and considered by Residence Life Staff.

3.5 Residents' Responsibilities

With rights come corresponding responsibilities.

Within the Residence Community, the Resident has the **responsibility** to:

1. Read, understand and abide by Mount Royal University's Calendar, policies and procedures, including the Residence Conduct Guide & Handbook.
2. Read, understand and abide by the Accommodation Agreement with MRU Residence Services.
3. Recognize the authority of the Director of Residence Services, Manager of Residence Life, Manager of Operations and Administration, Residence Life Coordinators, Residence Life Staff, Campus Security and other Mount Royal University officials and to be responsive and cooperative in all dealings with them. Treat all Residents, MRU staff and officials with respect, civility, courtesy and consideration.
4. Carry their Mount Royal University ID and show it when requested by Residence Life Staff, Residence Services Staff, Campus Security or other Mount Royal University officials.
5. Take all actions possible to ensure Residence Community safety and security.
6. Attempt to resolve unit-mate problems before asking an RA to assist with the process.
7. Respect the rights, privileges and privacy of your unit-mates, work with them cooperatively to keep their unit in a clean and tidy condition.
8. Respect the rights, privileges and property of all other Residents and their guests, and of the neighbouring community. Keep assigned room and unit's common areas (kitchen, living area, bathroom and hallways) in a clean and sanitary condition, as well as exterior areas around residence.
9. Keep assigned room and unit's common areas (kitchen, living area, bathroom and hallways) in a clean and sanitary condition.
10. Secure personal property and lock all doors and windows when unit is unoccupied.
11. Obtain adequate personal contents insurance for entire duration of stay in residence.
12. Obtain rental insurance for entire duration of stay in residence. This insurance must include liability coverage of at least \$1,000,000.00.
13. Report damage or vandalism or report persons known to be responsible for damage or vandalism.

14. Take all actions associated with good citizenship including not taking part in illegal activities, remaining in an area where illegal activities are happening and reporting illegal activities.
15. Complete Unit Condition Report (UCR) fully and within given time frame.

3.6 Residents' Privileges

Privileges enhance living and lifestyle in the Residence Complex, because they add to the pleasure of the academic and social experience.

There is an important difference, however, between Rights and Privileges. **Although a resident can expect certain and stated Rights, a resident can maintain Privileges only by their actions.** Behaviour that complies with the Residence Conduct Guide and Standards will ensure that the resident will continue to enjoy their Privileges.

Privileges are granted to Residents upon arrival, based on the principle that Residents are expected to conduct themselves in accordance with the Residence Conduct Guide. Privileges will be lost quickly, however, by conduct that does not comply with the Guide.

It is a **privilege** for you to:

1. Live in Mount Royal University Residences.
2. Use the Common Areas and Common Facilities and their furniture, equipment, effects and services.
3. Have room/unit assignments to live with friends or other roommates.
4. Reapply to live in Mount Royal University Residences in future years.
5. Consume alcohol within assigned room/unit or as a guest in another Resident's room/unit, and only if the resident is of the legal drinking age of 18 years or older.
6. Use sound equipment, approved musical instruments or computer speakers.
7. Invite guests onto the Residence Complex.
8. Be a guest in areas outside one's assigned room/unit/building.
9. Enjoy access to the Residence Complex, outside one's assigned room/unit/building.

CHAPTER 4

RESIDENCE RULES AND PROCEDURES

The following policies and procedures are equally as important as the Conduct Standards for all Residents to understand.

- 4.1 Abandoned Items
- 4.2 Acceptable Use of Personal Propane Barbeques
- 4.3 Advertising
- 4.4 East Residence Basements
- 4.5 Fire Evacuation and Emergency Procedures
- 4.6 Guests
- 4.7 Holiday Closure
- 4.8 Improper Checkouts
- 4.9 Lock-outs and Keys
- 4.10 Room Entrance and Inspections
- 4.11 Smoking
- 4.12 Standard Charges

4.1 Abandoned Items

In accordance with the Unclaimed Property and Vested Property Act, Residence Services will dispose of or donate any tangible item worth less than \$1000.00 and any intangible item worth less than \$250.00. All other items will be handled as per the Act.

Abandoned belongings that must be stored and/or removed by Residence Services may result in a charge to the resident. If Residence Services is unable to determine who is responsible for abandoning the items, this charge will be split amongst the unit mates assigned to that unit.

4.2 Acceptable Use of Personal Propane Barbeques

Propane Barbeques are allowed on Campus (in East Residence only) only with approval of Residence Services.

4.3 Advertising

1. **Application to Mount Royal University's Policies**
Residence Advertising recognizes and adheres to all applicable Federal, Provincial, and Mount Royal University Policies.
2. **Residence Advertising Procedures**
Residents, Residence Activities Council members, Resident Advisors, Residence Activities Programmers, Senior Residence Advisors, Residence Services Staff, or Mount Royal University Employees who wish to advertise, market, or promote an activity or event in the Residence Complex must adhere to the following regulations:
 - Posted materials must comply with the Mount Royal University's Individual Rights Policy, the Principles of the Residence Conduct Guide, and be representative of the values described in the Residence Life Programming Model.
 - Residents must obtain the approval of an RLC to post materials in common areas in the Residence Complex.
 - Non-Residents, including Mount Royal University Employees require the pre-written approval of Residence Services to post materials. Only Residence Services staff will post materials once approved.
 - Posted materials must be free of phrases and images that promote consumption of alcohol, advertisements for bars, pubs or alcohol brand logos.

- Use of window writing materials, such as markers or paint is not permitted, unless approved in writing by Residence Services.
- No events to take place in the Residence Complex will be advertised using any electronic medium or website, including but not limited to, Facebook, Twitter and MySpace, without previous written approval of the RLC or Manager of Residence Life.

4.4 East Residence Basements

All East unit basements are not to be used by the students for any reason.

If a resident accesses a basement, they will be subject to a \$100 charge and/or judicial sanctions. If Residence Services is unable to determine who is responsible for accessing the space, this charge will be split amongst the unit mates.

4.5 Fire Evacuation and Emergency Procedures

"Emergency" means a present or imminent event of a short duration that affects or threatens the health, safety or welfare of people, property and/or infrastructure of Residence Services.

In Case of Smoke or Fire:

1. Pull the fire alarm located by the emergency exit
2. Evacuate to your designated evacuation area during an evacuation
3. Call 9-1-1

Residents and Guests are required to:

- Use the stairs (elevators will automatically shut down during an alarm).
- **WALK**; do not run, during evacuation.
- Close all doors when possible. Residence Students should lock their bedroom doors upon exiting their unit.
- Ensure all hallway doors are closed as you leave. **DO NOT** prop doors open.
- If confronted with smoke keep near the floor.
- If confronted with smoke in a stairwell attempt to use an alternate stairwell.
- Avoid obstructing emergency personnel.
- Refrain from re-entering the building until advised to do so by a Residence Life Coordinator.

Note: For apartment style buildings, the location of emergency exits is posted on the back of each Unit's front door as well as next to the elevators. Every Resident should be aware of their evacuation meeting point described below.

The following is a list of evacuation locations:

| If you are in: | Evacuate to: |
|--|--|
| West Residence Building A and West Townhouses 8000 and 9000 | Open Lot 1 |
| West Residence Building B (including Staff members) | Field next to athletic complex (across the street from Building B) |
| West Residence Buildings C and D and West Townhouses 5000, 6000 and 7000 | Soccer Field/ Volleyball Court |
| East Residence Units | Gated Lot 5 |

When at the designated evacuation/waiting area, await further instructions from the Resident Advisors, Residence Life Coordinators, Campus Security/and or City of Calgary Emergency Personnel.

In the Case of a Significant and/or Life Threatening Medical Emergency

1. Call 9-1-1.
2. Notify Campus Security (use the "MRU Security" button on your phone or call 440-5900).
3. Notify an RA or the RA on-duty.

For all other emergency issues and/or significant concerns, please contact Residence Services, the RA on-duty, or Campus Security.

The back page of this Handbook has a list of emergency phone numbers.

4.6 Guests

Because guests and visitors will use the spaces you share with your unit mate and may disrupt his or her daily routine, respect and consideration are essential.

The following rules (which are also stated in other sections of the Conduct Guide) are in place to ensure the comfort and safety of all residents, guests and visitors in the Residence Community.

- 1. A Guest in Residence is defined as:**
 - A non-Resident
 - A Resident in a building other than their assigned building
 - A Resident in a Unit/Room other than their own
- 2. Residents' Responsibilities**
 - Respect the rights, privileges and property of other Residents and their guests, and of the neighbouring community.
 - Take full responsibility for the conduct of guests and ensure that guests are aware of, and abide by, the Residence Conduct Guide
 - Abide by the following unit maximum capacity limits:
 - One-person units: 4 people
 - Two-person units: 8 people
 - Four-person units: 16 people.
 - Residents are not permitted to allow a guest to stay in their Room/Unit without the consent of unit mate(s) (This requires explicit request expressed, explicit consent received, and a fair opportunity for the unit mate to say no.).
 - Residents are not permitted to allow a guest to stay overnight in their unit more than:
 - 4 stays (or visits) per month.
 - visits past 1:00am are considered overnight stays
 - The Manager of Residence Life may charge a guest who is a registered Mount Royal University student and who violates Residence or Mount Royal University policies with Non-Academic Misconduct.
- 3. Residents' Privileges**
 - To invite guests to the Residence Complex
 - To be a guest in areas outside your assigned room/unit/building
 - To enjoy access to the Residence Complex, outside your assigned room/unit/building

Please note, any and all guest privileges can be revoked by Residence Services as seen fit.

4.7 Holiday Closure

The contract period for a Resident begins on August 31, 2015 and ends 24 hours after the Resident's last Fall 2015 semester exam, and begins again on January 6, 2016 until 24 hours after the Resident's last Winter 2016 semester exam.

The contract period does not cover the closure over the December holiday break, nor do the Residence fees cover this period. Residents returning to their unit in January may leave their personal items in the room but will not have access. In extenuating circumstances, approved students may stay in Residence during the closure, but may be assessed a fee for any portion of the closure stay. Only residents returning in January 2016 will be allowed to stay over the Holiday Closure.

Applications to remain in Residence over the holiday closure are available online and at the Residence Services Front Desk in West Residence Building B. Applications will be due no later than December 7, 2015. Any stay over the Holiday Closure period is at the discretion of Residence Services.

If approved to stay in residence the Resident will be asked to sign a contract extension form, which describes conditions and rules during the Holiday Closure.

Remaining in residence during the Closure is a privilege and failure to abide by the Residence Conduct Guide and the special conditions outlined in the Holiday Closure application will result in sanctions and/or immediate eviction from residence. Residents who do not sign the form and are found in residence during the closure will be subject to additional fees.

4.8 Improper Checkouts

Residence Services expects all students to check out properly when leaving their unit. This involves dropping off both their keys (mailbox and unit/room) and signing out at the main Residence Services office.

In the event that a student does not check out properly, a \$100.00 administrative fee may be added to their account in addition to costs for any un-returned keys. Any resident staying past their move out date will be subject to additional fees.

4.9 Lock-outs and Keys

As stated in section 3.5 of the Residence Conduct Guide, Mount Royal University Residents are required to have their Mount Royal University Campus Card in their possession at all times when they are on Mount Royal University property, including the Residence Complex. It is their official Mount Royal University Identification.

When a Resident finds themselves unable to access their Unit, they may seek assistance from Residence Services. An administration fee will be levied to let a resident back into their room at the department's discretion.

Residents may access Residence Services in one of three ways:

1. Monday through Friday, between 8:30 a.m. and 8:00 p.m.
 - contact the Residence Services front desk, in West Residence Building 'B'.
2. Seven days a week between 8:00 p.m. and 8:00 a.m.
 - contact the RA on duty in East or West Residence.
3. Weekends between 8:00 a.m. and 8:00 p.m.
 - contact the RA on duty in East or West Residence.

Note: All contact numbers are posted in the Residence Complex.

Only Residence Services staff members are permitted to let a student back into their room. Residents are required to supply identification to Residence Services when they request to be let into their room. Residence Services will always verify that the student is assigned to the unit they are requesting to enter.

1. Administration Fees

- Replacing a lost or stolen mailbox key \$25.00
- Replacing a lost or stolen black RF key \$25.00
- Letting a student into their unit (lock-out) \$25.00

4.10 Notice to Residents

1. Notification of Entrance to a Unit:

There are many reasons throughout the year that Residence Services will enter a Unit while a Resident is occupying it. The statements below outline the reasons Residence Services will need to enter a Unit, their authority to do so, and the procedures they will follow when they enter a Unit.

Residence Services will notify residents 24 hours prior to scheduled room inspections. Notification is defined as either:

- A notice on the Resident's front door,
- An email,
- A written letter placed in the Resident's assigned mailbox,
- Verbal communication directly to the Resident.

a. Scheduled Annual Room Inspections:

- **Health and Safety Room Inspections.** The condition of the unit, including fire safety equipment is inspected by Residence Services and/or Mount Royal University Staff. Sufficient notice as defined by this guide will be provided prior to both inspections. Inspections happen during all terms, including spring and summer.
- **Holiday Closure.** Facilities may enter your unit during the holiday closure to check thermostats and to turn off the water if weather conditions warrant such action. Water will be turned back on in January before students return. It is the resident's responsibility to ensure that their unit is locked before they depart for the holiday closure.
- **Check-out.** Room condition is inspected by a Residence Services staff person and/or Mount Royal University staff to assess any damages and/or additional cleaning charges.
- **May and August.** Residence Services staff and/or Mount Royal University staff shall enter all units for annual inspections of the Fire Safety Equipment.
- **March, May and November.** Residence Services Facilities staff and/or Mount Royal University staff shall enter units to replace furnace filters three times a year.

b. Residence Services will enter a unit without prior 24 hour notice, if:

- There is reason to believe there is a violation of the Residence Conduct Guide,
- There is reason to believe there is an emergency,
- A maintenance request has been completed online by a resident of the unit or a member of Residence Services Staff,
- A resident has moved out of the unit and the unit needs to be cleaned and prepared for the next resident,
- To replace or repair fire safety equipment reported as faulty,
- Maintenance work has been reported as needed during room inspections.
- When fire evacuation procedures are in effect.

c. Identification:

- All staff entering a residence unit, including Residence Services staff and Mount Royal University staff must display Mount Royal University identification and/or Residence Services identification.
- Where applicable and possible, Residence Services staff shall wear appropriate uniforms, including Housekeeping, Facilities and Residence Life Staff.

d. Communication with Residents:

- If the resident of a unit is not present during a maintenance request and/or room inspection, Residence Services shall leave notification for the resident attached to the front door. Notification will be official Residence Services documentation that explains the nature of the work and/or inspection and the date and time that the room was entered.
- If follow-up inspection(s) is required, notification of the approximate time and date will be sent to the Resident in the form of a letter.

2. Conduct Notices

a. Requests to meet and discuss alleged Offence(s) will be delivered in one or more of the following methods:

- i. in person to the Resident
- ii. placed in the Resident's on campus mailbox and/or sent to the Resident's email address on file with Residence Services

4.11 Smoking

Mount Royal University's Tobacco Use Policy and Residence rules state that tobacco use on Campus is prohibited except in designated outdoor locations. The Campus includes any Mount Royal University-owned or leased building (including all residence facilities). No smoking may occur within 10 metres of an entry, window or air intake. Please note that this includes smoking and/or vaping any substance.

1. There are six designated smoking areas in the Residence Complex.

West residence

- Area between Building A and Building B
- The northeast end of Building C
- The northeast end of Building D

East residence

- Area between townhouses 56, 60 and 64
- Area near townhouse 44
- Area near parking lot between townhouses 36 and 40

- 2.** A \$200 minimum charge will be assessed for any resident found to have smoked in their unit (in addition to any other assigned sanctions).

4.12 Charges for Damages and Cleaning

It is the responsibility of the resident to keep their unit and individual room in good condition. The resident's room will also be inspected at checkout.

Costs to clean and repair units, public spaces and elevators will be passed along to residents as appropriate, including costs associated with work completed by outside companies. Any Housekeeping or Maintenance work carries a minimum charge of \$100.

CHAPTER 5 CONDUCT STANDARDS

5.1 Introduction to Conduct Standards

This chapter describes the behaviour that constitutes Offences and their corresponding consequences or penalties, called Sanctions.

5.2 Application

The Standards apply to:

1. all Residence buildings and the grounds of the Residence Complex; and
2. off-campus events sponsored by Residence Services, including events sponsored by Resident Life Staff and/or Residence Activities Council, when the conduct has a substantial link to Mount Royal University, direct implications for the proper functioning of Residence Services; the well-being of Residents; the educational mission of Mount Royal University; or the interests or reputation of Residence Services and/or Mount Royal University.
3. any Offence recorded, photographed and/or posted through an online medium including social media. The Offence(s) depicted will be subject to conduct procedures as per the Guide. Both those depicted and the poster of the material may be subject to Sanctions.

5.3 Authority

If you have a question about this chapter or the Guide in general, consult the Manager of Residence Life or the Director of Residence Services, who have the authority to interpret the Standards.

The Conduct Standards attempt to identify a range of behaviours that constitute Offences. Residence Services reserves the right, in extraordinary circumstances, to identify and sanction conduct that may not be specifically described, but which clearly does not support the stated Principles of the Residence Conduct Guide.

5.4 Conduct Standards - Offences and Sanctions

Please note that Residence Services may send any incident deemed worthy to be reviewed by the Office of Student Conduct (OSC). This office may take over an investigation or launch their own investigation in addition to Residence Services' actions. The OSC may assign sanctions in addition to any Residence Services decides upon, or assign sanctions where Residence Services has chosen not to.

| | |
|---------------------------|---|
| Level One Offences | Behaviours which interfere with the rights of Residents to enjoy peaceful use of their room/unit and may violate one or more rules and/or MRU policies. |
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|---------------------------|---|
| Level Two Offences | Behaviours which cause significant disturbances or hazards to Residents, staff or facilities and may violate one or more rules and/or MRU policies. |
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|-----------------------------|---|
| Level Three Offences | Illegal activities and/or behaviours that endanger the safety and security of another individual, themselves, or the community, or actions that significantly interfere with standards of Residence Services and Mount Royal University or place Mount Royal University's assets at risk. |
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|-------------------|---|
| Level Four | Incidents requiring immediate response. Conditions that warrant a heightened level of concern for safety, security, health and/or wellbeing of a Resident or the Residence community. |
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Note that in addition to listed Sanctions, Residence Services may forward any case to the Office of Student Conduct for their review. This may subject Residents to sanctions as per Student Code of Conduct.

5.5 Level One Offences

Level One Offences are behaviours which interfere with the rights of Residents to enjoy peaceful use of their room/unit and which interfere with standards of Residence Services and Mount Royal University.

Level One Offences include, but are not limited to:

1. **Alcohol**
 - Open alcohol, where prohibited.
 - Alcohol containers exceeding 2 litres, including but not limited to: bubba kegs and mini-kegs.
 - Drinking paraphernalia that encourages swift or high-volume consumption of alcohol.
 - A collection of empty alcohol containers in the unit that is judged by Residence Life Staff, for sanitary reasons, to be beyond recycling purposes.
2. **Displays and Windows**
 - Displays in windows or other prominent places promoting alcohol or illegal substances.
 - Displays in windows or other prominent places, of objects of any kind, including bottles and cans.
3. **Furniture and Facilities**
 - Removal of window screens.
 - Personal or Mount Royal University furniture or fixtures, including lawn/deck/casual chairs, moved to any public or restricted area, including porches, sidewalks, rooftops or grass areas within the Residence Complex.
4. **Games and Sports**
 - a. Participating in physically-active games or sports inside Residence Buildings, for example ball hockey, frisbee, ball games, badminton, wrestling, rollerblading or riding scooters or bicycles.
 - Sports and games in the grass areas of the Residence Complex that disturb Residents, Residence Life Staff, Residence Services Staff or the surrounding community.
 - Skateboarding anywhere in the Residence Complex, including inside buildings, on walkways, roads or parking lots of the Complex.

- 5. Garbage**
 - Littering.
 - Improper disposal of items or liquids, including leaving garbage bags outside of a resident's unit, in hallways and staircases.
- 6. Guest Offences**
 - Level One Offences committed by a Guest become the Offences of the Resident.
- 7. Noise**
 - Non-compliance with Consideration Hours or Quiet Hours, described in Chapter 8 of this Guide.
 - Noise from a room/unit that is audible outside the unit, including in hallways, common areas, neighbouring units or buildings.
- 8. Unauthorized Items**
 - Possession of equipment or furnishings not authorized by Residence Services including, but not limited to couches, dishwashers, beds, mattresses and appliances.
 - Possession of stolen items such as road and construction signs and shopping carts.
 - Possession of, or use of, large musical instruments, such as pianos and drum sets Note: Headsets for musical instruments and sound systems are strongly advised. Residents should consult with Residence Life Staff to confirm the acceptability of their musical instruments and/or sound equipment.

5.6 Level One Sanctions

Level One Sanctions are determined by the Director of Residence Services or their designate. Possible sanctions for Level One Offences include, but are not limited to any, or any combination, of the following:

1. Verbal or written warnings
2. Actions demonstrating apology
3. Community programs
4. Community service
5. Educational programs
6. Loss of privileges, including alcohol and/or guest privileges
7. Confiscation of items
8. Restitution
9. Removal and/or disposal of non MRU furniture at the expense of the resident(s)
10. Removal and/or disposal of garbage at the expense of the resident(s)

5.7 Level Two Offences

Level Two Offences are considered to be significant disturbances or hazards to Residents, staff or facilities, particularly conduct which interferes with standards of Residence Services and Mount Royal University.

Level Two Offences include, but are not limited to:

- 1. Advertising**
 - Non-compliance with the advertising policy as outlined in Chapter Four of this Guide.
- 2. Alcohol**
 - Consumption of alcohol by Residents and/or guests under the age of 18 years.

- Drinking games or promotion of a social function which has the consumption of alcohol as its central focus or purpose, because these activities promote irresponsible alcohol consumption.
- Production or brewing of alcohol for any purpose or possession of equipment or supplies related to such activity, e.g. kegs.
- Possession of any large volume sources of alcohol, including but not limited to, Texas mickeys and kegs.

3. Assigned Rooms/Units

- Living or permitting someone else to live in a room/unit without an approved assignment by Residence Services.

4. Civility

- Demonstrated lack of civility to Residence Life Staff, Residence Services Staff, Campus Security, Residents and their guests, and others.
- Public spectacles.
- Persistent nuisance behaviours.

5. Damage to Mount Royal University or Private Property

- Alteration or renovation to Rooms or Units.
- Marking any surface through action or neglect, including glass surfaces.
- Unauthorized or improper use of water items, toys, vessels or conduits that cause, or have the potential to cause, damage or harm to individuals or property.
- Actions or neglect that lead to serious and/or offensive problems in the Residence Complex, including water damage, odors, and insect/rodent infestation.
- Failure to keep your furniture, fixtures and appliances in good condition.
- Damage to any surface caused by unapproved methods of affixing materials (including misuse of approved adhesives).

6. Disruptive Behaviour

- Initiating, encouraging or participating in behaviour that is disruptive, unsafe and/or offensive to Residence Life Staff, Residence Services Staff, Campus Security, other Mount Royal University officials, other individuals or the surrounding community, and/or damaging to personal or Mount Royal University property or reputation.

7. Furniture and Facilities

- Removal of furniture or appliances from assigned rooms/units.

8. Guests and Occupancy Limits

- Noncompliance with the following unit maximum capacity limits:
 - One-person unit: 4 people
 - Two-person units: 8 people
 - Four-person unit: 16 people.
- Only 3 guests are permitted at any one time for each resident present who is assigned to the unit.
- Permitting a guest to stay in one's Room/Unit without the consent of unit mate(s). (This requires an explicit request expressed, explicit consent received, and a fair opportunity for the unit-mate to say no)
 - Permitting a guest to stay overnight in one's unit more than 4 nights per month (visits past 1am count as an overnight stay).

9. Guest Offences

- Level Two Offences committed by a Guest become the Offences of the Resident.

10. Housekeeping

- Failure to keep your assigned room and/or your unit's common areas (kitchen, living area, bathroom and hallways) in a clean and sanitary condition.
- Failure to remove garbage and/or recycling from the unit regularly.
- Residence Services may contract a third party to provide any housekeeping services as deemed necessary, and pass along all resultant costs to the Resident(s).

11. Multiple Level One Offences

- A Resident's second and subsequent Level One Offences may be escalated to Level Two or Three Offences, with corresponding Sanctions.

12. Noise

- Non-compliance with Exam Quiet Hours, described in Chapter 8 of this Guide.
- Excessive noise that interferes with the academic work of residents and/or significantly disturbs the residence community and/or our neighbouring communities, such as Horizon Village.
- Amplification of voice and/or musical instruments including, but not exclusive to subwoofers, large soundsystems and/or speakers.

13. Nuisance

- Creating or permitting behaviour in the Residence Complex which is a nuisance or annoyance to residents, Residence Services, the surrounding community, or to the supplier of services authorized by Residence Services.

14. Offensive Materials

- It is an Offence to publish or display anything deemed offensive by Residents and/or Staff members.

15. Pets

- Pets are not permitted with the exception of fish. Fish must be kept in an aquarium that does not exceed 10 litres.

16. Safety and Security

- Behaviour that poses a risk to Residents, Staff or property.
- Propping open doors other than private Rooms and the offices of Residence Life Staff or Residence Services.
- Permitting entry of any unfamiliar individual (resident, non-resident or other) into residence buildings.
- Entering and exiting of buildings through windows.
- Careless and/or reckless driving within the Residence Complex, which includes grass areas, driveways and walkways.

17. Selling, Soliciting and Campaigning

- Advertising, soliciting, promotion or selling anything in the Residence Complex that is not related to Mount Royal University activities.
- Advertising, promotion or selling tickets or items inside the Residence Complex related to Mount Royal University activities/ events without the permission of an RLC.

- Campaigning or electioneering for Student, Municipal, Provincial, Federal or other elections inside the Residence Complex, without informing Residence Services.

18. Technology Misuse

- Failure to abide by the Mount Royal University Residence Computing Acceptable Use statement.
- Impacting the effectiveness of RezNet through any means, including improper use of wireless devices.

5.8 Level Two Sanctions

Level Two Sanctions are determined by the Director of Residence Services or their designate. Possible sanctions for Level Two Offences include, but are not limited to any, or any combination, of the following:

1. Any Level One or Three Sanction(s)
2. Loss of privileges, including the privilege to reapply for Residence accommodation in the future and the privilege to travel or visit within the Residence Complex
3. Communication restriction, meaning no communication through any means with a particular person or persons
4. Relocation within the Residence Complex
5. Compulsory use of headsets for musical instruments or sound systems
6. Removal of sound systems or musical instruments to storage, with a storage fee at the cost of the Resident
7. Weekly reports to RAs or RLCs, particularly regarding behaviour and efforts to change such
8. Behaviour Bond
9. Removal of Room Select Privileges (restricting ability to re-apply for on-campus housing)

5.9 Level Three Offences

Level Three Offences are behaviours that endanger the safety and security of another individual or the community, or actions that significantly interfere with the standards of Residence Services and Mount Royal University or which place Mount Royal University assets at risk. This includes any illegal action, whether listed in the Guide or not.

1. **Alcohol**
 - Imposing the physical effects of intoxication on the Residence Community.
Note: Impairment due to alcohol will not be considered an excuse for violation of Conduct Standards.
2. **Breach of Accommodation Agreement**
 - Failure to comply with the requirements of the Resident's Accommodation Agreement with Residence Services.
3. **Cooperation with Authority**
 - Demonstrated lack of cooperation with Residence Life Staff, Residence Services Staff, Campus Security, other Mount Royal University officials, or outside officials, such as Calgary Police Service, Calgary Fire Department, paramedics and Calgary Parking Authority.

- 4. Damage to Mount Royal University or Private Property**
 - Behaviour that causes, or has the potential to cause, significant damage through action, carelessness or negligence.
 - Willful damage, vandalism or graffiti or neglect that lead to serious damage to Mount Royal University or private property.
 - Actions, carelessness or neglect that causes an elevator to stall and/or require repair.
- 5. Failure to Respond or Comply**
 - a. Failure to respond to the written or verbal communication of Residence Life Staff, Residence Services Staff, Campus Security or other Mount Royal University official, including a request to meet to discuss alleged Offence(s)
 - b. Failure to comply with Sanctions or the direction of Residence Life Staff, Campus Security or other Mount Royal officials
- 6. Fire, Safety and Security**
 - Use of open flames, including candles and flame cooking devices, incense, decorative lights or halogen bulbs.
 - Blocking hallways, stairwells, exits and access to fire safety equipment.
 - Failure to follow directions of emergency personnel, Campus Security, Residence Life Staff, Residence Services Staff or other Mount Royal University officials.
 - Carelessness, negligence or any other activity that could lead to a fire.
 - Creating a false fire alarm that causes the evacuation of a building.
 - Tampering with fire safety equipment, including fire extinguishers, fire doors, fire hoses, sprinklers, pull stations, alarm bells and smoke detectors.
 - Overloading or tampering with electrical systems of Residence Buildings.
 - Using or storing hazardous items such as barbecues, electric or propane heaters, blow torches, spot lights, charcoal, gasoline, propane, lamp oil, kerosene, lighter fluid, barbecue starter, camping fuel or fireworks.
 - Tampering with video surveillance equipment or systems.
 - Failing to leave Residence Buildings during a fire alarm or other emergency.
- 7. Guest Offences**
 - Level Three Offence(s) committed by a Guest become the Offence(s) of the Resident.
- 8. Identity and Reports**
 - Failing to provide Mount Royal University or Government Issued identification when requested or providing false identification to Residence Life Staff, Residence Services Staff, Campus Security or other Mount Royal University officials.
 - Providing a false report of an incident.
- 9. Illegal actions**
 - This section includes reamaining in an area where illegal actions are taking place.
Note: Residents are warned that illegal actions will be reported to the authorities.
- 10. Multiple Level Two Offences**
 - A Resident's second and subsequent Level Two Offences may be escalated to Level Three Offences, with corresponding Sanctions.

- 11. Restricted Areas and Unauthorized Entry**
 - Unauthorized entry into restricted areas of Residence Buildings.
 - Entry into a Unit without the consent of a Resident of that Unit.
 - Entry to another Resident's room without the consent of that Resident.
- 12. Smoking**
 - Smoking inside any area of Residence Buildings. This includes all devices that emit smoke as well as electronic cigarettes. These items may be stored, but not used indoors.
 - Smoking by Residents or Guests under 16 years of age.
 - Smoking in any manner in an outdoor location that is not designated as an official smoking area. **Note:** Mount Royal University is a non-smoking campus. The Campus Tobacco Policy identifies six outdoor areas within the residence complex where smoking is permitted.
- 13. Technology misuse**
 - Electronic interference with the technology of Mount Royal University, Residence Services or another Resident.
 - Tampering with any mechanical or Information Technology equipment.
- 14. Threatening or Harassing Behaviour**
 - Behaviour, whether legal or illegal, that is considered threatening and/or harassing toward another member of the MRU community (including Guests).
- 15. Throwing Objects**
 - Throwing or otherwise moving objects in such a way as to pose a safety or security risk.
- 16. Weapons**
 - Possession of a weapon as defined by, and in violation of, Mount Royal University's Weapon Policy.
Note: For more information on Mount Royal University's Weapons Policy, contact the Manager of Mount Royal University Security Services.

5.10 Level Three Sanctions

Level Three Sanctions are determined the Director of Residence Services or their designate. Possible sanctions for Level Three Offences include, but are not limited to any, or any combination, of the following:

1. Any Level One and/or Two Sanctions
2. Temporary restriction of access to Residence Unit
3. Probation, which is a serious warning that a Resident is at risk of eviction for any future Offence(s)
4. Eviction from Residence (to be heard by the Manager of Residence Life or designate)
5. Charges of non-academic misconduct under the Mount Royal University Code of Student Conduct

5.11 Level Four - Incidents Requiring Immediate Response

Although the three levels of Offences are intended to apply to most situations related to conduct, there are conditions that warrant a heightened level of concern for safety, security, health and wellbeing. These conditions require special authority and guidelines. The following procedures ensure a swift, effective response to conditions to protect Residents, other individuals, and Mount Royal University. The Director of Residence Services or their designate is granted extraordinary authority to respond to these incidents.

The Director of Residence Services or their designate is authorized to:

1. Determine if an immediate response is needed.
2. Determine that a Resident has been harmed or appears to be in danger of harm.
3. Determine that a Resident has harmed or poses a threat to another individual.
4. Determine that a Resident has inflicted self-harm or appears to be in danger of doing so.
5. Determine, quickly and directly, Residence Services' response to an incident.
6. Act in all matters associated with a incident requiring immediate response.
7. Suspend other rules in order to effect a swift response to an incident.

5.12 Immediate Incident Responses/Sanctions

The Director of Residence Services or their designate is authorized to:

1. Turn the matter immediately over to appropriate authorities.
2. Immediately relocate the Resident(s) involved in an incident within the Residence Complex or off campus, pending a meeting with the Resident.
3. Authorize an Exclusion, which takes effect immediately and without notice, pending a meeting with the Resident, having the effect that a Resident identified by the Director of Residence Services or their designate, as being involved in an incident:
 - Is prohibited from accessing any service or facility of Mount Royal University Residence Services.
 - May be escorted from the Residence Complex and/or the Mount Royal University campus.
4. Communicate with the Office of Student Conduct regarding charging the Resident with Non-Academic Misconduct.
5. Determine immediate Sanction(s) at Levels 1, 2, and 3 (including eviction).
6. Determine further Sanctions following a meeting with the Resident.

CHAPTER 6

DISCIPLINARY PROCEDURES

6.1 Introduction

The Disciplinary Procedures which follow have been developed to maintain Conduct Standards to ensure that all Residents can expect and enjoy an environment that promotes academic excellence and community citizenship.

6.2 Principles of Natural Justice and Procedural Fairness

1. The principles of natural justice and procedural fairness must prevail in Disciplinary Procedures to uphold the principle that justice must not only be done, but be seen to be done.
2. The principles of Natural Justice, as they apply to the Disciplinary Procedures of this Chapter, include the following:
 - The Resident has the right to be informed of the allegation(s) of Offence(s) with reasonable promptness, in accordance with Section 6.5.
 - The Resident is entitled to a reasonable opportunity to respond to allegation(s) of Offence(s) at a meeting with the Decision-maker and is also entitled to a reasonable notice of the time, place and nature of the meeting.
 - The Resident is presumed not to be guilty of the alleged Offence(s) until an impartial and unbiased Decision-maker has determined the Offence(s). Interim sanctions may be imposed to ensure the safety of security of residents and facilities.
 - The Resident is entitled to reasonable disclosure of evidence of the Incident Report prior to the meeting with the Decision-Maker.
 - The Resident is entitled to call a reasonable number of witnesses to the meeting to discuss alleged Offence(s) (at Levels Two and Three).
 - The Resident is entitled to be advised in writing of the Decision about the alleged Offence(s) and the Sanction(s) applied, (if any).
 - The Decision about guilt or innocence and any associated Sanction(s) should be made within a reasonable time.

Note: It is acknowledged that Residence Services will make every effort to ensure adherence to these Principles of Natural Justice and Procedural Fairness. There may be occasions, however, when conditions warrant a heightened level of concern for safety, security, health and well-being. These conditions warrant and require special authority and guidelines. Level Four Incident Procedures are in place to ensure a swift, effective response to conditions to protect Residents, other individuals, and Mount Royal University. The Director or the Manager of Residence Life is granted extraordinary authority to respond immediately to Resident Emergencies pending a meeting with the Resident. See Guide Sections 5.11 - 5.13 and 6.9.

6.3 Report of Incident and Notice of Meeting

1. Residence Life Staff, RLCs, the Manager of Residence Life or the Director will record behaviours, action or negligence that may be Offences against Conduct Standards in Incident Reports.
2. The Incident Report may also include appendices, such as Campus Security, Calgary Police Services or Calgary Fire Department reports. (Residents may be required to sign an Acknowledgement and Agreement Relating to Use of Records to receive certain information associated with an Incident Report. The format of this document is approved by the Director, Residence Services and aligns with Mount Royal University's practice.)
3. The Director of Residence Services or their designate will notify the Resident(s) of the alleged Offence(s) and will notify them of a meeting to discuss the matter.
4. The Resident will be asked to meet with:
 - An RLC
 - The Director of Residence Services or the Manager of Residence Life

6.4 Required Response from Resident

A Resident is obligated to respond to and comply with Residence Disciplinary Procedures and Sanctions. This is not optional. In accordance with Guide Section 5.9, a Resident's failure to respond within 24 hours to the communication of Residence Life Staff, related to an alleged Offence, Sanction or Disciplinary Procedure under the Residence Conduct Guide, and conveyed in accordance with Guide Section 6.5, will be considered a Level Three Offence and may be determined to be an Incident Requiring Immediate Response as described in Guide Sections 5.11 - 5.13 and 6.9.

6.5 Rules for Meetings to Discuss Offences

1. Offences and Sanctions of Levels One, Two, Three and Four are described in Guide Chapter 5, Conduct Standards.
2. The proceedings and documents of the meetings of Residence Life Staff with Residents to discuss alleged Offence(s) are strictly confidential. All participants in the meetings must maintain, without a time limit, strict adherence to confidentiality. A lapse in confidentiality is an Offence, subject to Sanction.
3. Communication with the Resident from Residence Life Staff is to be delivered to the Resident in accordance with Notice procedures described in the Guide.
4. Residence Life Staff will provide to the Resident a copy of the Incident Report recording the action/behaviour/negligence attributed to the Resident that may constitute an Offence against Residence Conduct Standards, in reasonable time to prepare to give a response at the meeting to discuss the alleged Offence(s).

5. As a principle of natural justice, Residents must have the opportunity to be made aware of, and respond to, allegations and evidence concerning Offence(s) that will be considered by the RLC/Manager of Residence Life/Director in making decisions that will affect them. It is not a failure of natural justice or due process if a Resident foregoes the opportunity to be informed or to respond, either by intention or neglect.
6. If a Resident fails to attend a meeting with the Director of Residence Services of their designate, the Director or their designate may choose to proceed, and base a Decision upon evidence available in written and oral form.
7. The meetings to discuss alleged Offence(s) may not be audio- or video-recorded.
8. When there is conflicting evidence, the decision of the Director of Residence Services or their designate should support the explanation that is more probable than another explanation. This is a reasonable degree of probability. It is inappropriate to use the standard of criminal cases, which is beyond reasonable doubt.

6.6 Warning Letters for Level One Offences

1. Level One Offences and Sanctions are described in Guide Sections 5.5 and 5.6.
2. During the first level one offence a resident commits, the RLC or their designate may choose to simply issue a written warning. This letter will be delivered to the resident and will describe any further actions required by the resident, if applicable.
3. If a meeting is required, the RLC will follow the steps as outlined in Section 6.7 RLC Meetings to Review Level Two and/or Three Offences.

6.7 RLC Meetings to Review Level Two and/or Three Offences

1. Level Two and Three Offences and Sanctions are described in Guide Sections 5.7, 5.8, 5.9 and 5.10.
2. Rules for Meetings to Discuss Offences, which appear in Guide Section 6.5, apply to meetings to discuss Level Two and Three Offences.
3. The RLC will meet with the Resident to discuss the alleged Level Two/Three Offence(s) against the Residence Conduct Standards.
4. The RLC may invite the attendance of witnesses identified by the Incident Report and/or the Resident, all of whom must have knowledge directly related to the alleged Offence(s). Witnesses may decline the invitation to attend.
5. The RLC will follow the following format for meetings to discuss Level Two/Three Offences:
 - The RLC will begin by meeting with the Resident to review the Incident Report, which describes the alleged Offence(s) that may be Level Two/Three Offence(s).
 - The RLC will invite the Resident to respond to the Incident Report and the alleged Level Two/Three Offence(s), and to questions raised by the RLC.
 - The RLC will invite the witnesses, one at a time, to join the meeting.

- The RLC will invite each witness to provide knowledge related directly to the alleged Level Two/Three Offence(s).
- The RLC will have an opportunity to ask questions of each witness and will invite the Resident to do so.
- The RLC will excuse the last witness from the meeting.
- The RLC will invite the Resident to make a closing statement.
- The RLC will conclude the meeting and excuse the Resident.

6. The RLC will then determine if Level Two/Three Offence(s) occurred and, if so, will determine appropriate Level Two/Three Sanction(s).
7. The RLC will prepare a decision letter conveying the decision related to the offence(s) and sanction(s) (if any), will provide a copy to the Resident, and will place a copy in the Manager of Residence Life Residence Discipline File within five business days of the meeting.
8. If the RLC determines that an appropriate Sanction is eviction of the Resident, the RLC will provide a copy of the Decision Letter to the Manager of Residence Life, who will meet with the RLC and the Resident to determine whether the recommended Sanction of eviction will be applied.

6.8 Manager of Residence Life Meetings to Review Recommendation for Eviction

1. Level Three Sanctions include an RLC recommendation to the Manager of Residence Life to evict a Resident. This Sanction appears in Section 5.10. This procedure may be done by a designate as needed, instead of the Manager, Residence Life.
2. Rules for Meetings to Discuss Offences, which appear in Guide Section 6.5, apply to Manager of Residence Life meetings to discuss eviction.
3. The Manager of Residence Life will meet with the Resident to discuss the RLC's recommendation for eviction for Level Three Offence(s) against the Residence Conduct Standards.
4. The sole subject of the meeting is whether the recommended Sanction of eviction will be applied by the Manager of Residence Life in response to the Offence(s). The meeting is not an appeal proceeding.
5. The Manager of Residence Life will invite the Resident and RLC who made the recommendation to the meeting.
6. The Manager of Residence Life will follow the following format for meetings to discuss the recommended eviction:
 - The Manager of Residence Life will review the Incident Report related to Level Three Offence(s), which was previously discussed with the RLC, and then will review the RLC's Decision Letter which recommends the Sanction of eviction.
 - The Manager of Residence Life will invite the RLC to explain the reasons supporting the recommendation for eviction of the Resident.
 - The Manager of Residence Life will invite the Resident to respond to the Decision Letter's contents, the recommended Sanction of eviction, the RLC's reasons for the Sanction.
 - The Manager of Residence Life will have an opportunity to ask questions of the Resident and the RLC and will invite discussion of the Resident and RLC.

- The Manager of Residence Life has the option to discuss alternative Sanction(s) to eviction with the Resident and RLC during the meeting.
 - The Manager of Residence Life will invite the RLC to make a closing statement.
 - The Manager of Residence Life will invite the Resident to make a closing statement.
 - The Manager of Residence Life will conclude the meeting and excuse the Resident and RLC.
7. The Manager of Residence Life will then determine whether the recommended Sanction of eviction will be applied in response to the Offence(s) or if alternative Sanction(s) will be applied.
 8. The Manager of Residence Life will prepare a Decision Letter conveying the Decision in response to the recommended eviction, and will provide a copy to the Resident and will place a copy in the Director's Residence Discipline File within five business days of the meeting.

6.9 Incidents Requiring Immediate Response

1. Sometimes there are conditions that warrant a heightened level of concern for safety, security, health and well being. These conditions require special authority and guidelines. Level Four Procedures ensure a swift, effective response to conditions to protect Residents, other individuals, and Mount Royal University. The Director of Residence Services or their designate are granted extraordinary authority to respond to Resident Emergencies.
2. The Director of Residence Services or their designate's authority to determine, act and respond in all matters related to a Level Four Incident is set forth in Guide Section 5.11 - 5.13.
3. The Director of Residence Services or their designate will convey a letter to the Resident informing the Resident of the Manager of Residence Life/Director's Decision related to a Level Four Incident.

6.10 The Director of Residence Services or their designate Meetings to Review Level Four Incidents

1. In accordance with Guide Section 5.13, the Director of Residence Services or their designate will meet with the Resident to discuss the Level Four Incident.
2. Rules for Meetings to Discuss Offences, which appear in Guide Section 6.5, apply to the Director of Residence Services or their designate's meetings described in Guide Section 6.10.
3. The Director of Residence Services or their designate may invite the attendance of witnesses identified by the Director, Incident Report and/or the Resident, all of whom must have knowledge directly related to the Level Four Incident. Witnesses may decline the invitation to attend.

4. The Director of Residence Services or their designate will make best efforts to follow the following format for meetings to discuss Level Four Incidents:
 - The Director of Residence Services or their designate will begin by meeting with the Resident to review the Level Four Incident and the Incident Report which describes the incident
 - The Director of Residence Services or their designate will invite the Resident to respond to the Level Four Incident and the Incident Report which describes the Level Four Incident, and to questions raised by the Director of Residence Services or their designate.
 - The Director of Residence Services or their designate will invite the witnesses, one at a time, to join the meeting.
 - The Director of Residence Services or their designate will invite each witness to provide knowledge related directly to the Level Four Incident.
 - The Director of Residence Services or their designate will have an opportunity to ask questions of each witness and will invite the Resident to do so.
 - The Director of Residence Services or their designate will excuse the last witness from the meeting.
 - The Director of Residence Services or their designate will invite the Resident to make a closing statement.
 - The Director of Residence Services or their designate will conclude the meeting and excuse the Resident.
 - The Director of Residence Services or their designate will then determine if a Level Four Incident occurred and, if so, will determine appropriate Level Four Responses/Sanction(s) (in addition to any determined at the time of the Incident which may or may not be still in effect).
5. The Director of Residence Services or their designate will prepare a Decision Letter conveying the Decision related to the Level Four Incident and the Response/Sanction(s) (if any), will provide a copy to the Resident and will place a copy in the Discipline File within five business days of the meeting.
6. In the case of the Director of Residence Services or their designate's decision to pursue charges under Mount Royal University's Non-Academic Misconduct Policy following the meeting, the Director of Residence Services or their designate will undertake the formal processes as required by the Mount Royal University Code of Student Conduct.

CHAPTER 7

APPEAL PROCEDURES

7.1 Introduction to Residence Appeal Procedures

1. The Residence Conduct Guide establishes Conduct Standards, Disciplinary Procedures (Sanctions) and Appeal Procedures.
2. The Appeal Procedures permit appeals of disciplinary Sanctions at Levels Two, Three and Four, and provide a process for Appeals to be made, considered and judged.
3. Before an appeal is made, the Resident should make sure to be well informed by reading this guide entirely and thoroughly.

7.2 Principles of Natural Justice and Procedural Fairness

1. The principles of natural justice and procedural fairness must prevail in Appeal Procedures to ensure compliance with the principle that justice must not only be done, but be seen to be done.
2. The principles, as they apply to the Appeal Procedures of this Chapter, include the following:
 - The requirement to meet the duty of procedural fairness varies, depending upon the context of the situation. Generally, there is a higher requirement for process as the interests at stake and the seriousness of the consequences increase.
 - Appellants have the right to have their appeals judged by an unbiased Decision-maker. Therefore, the individual who made the disciplinary decision about an Offence and applied a Sanction may not sit in judgment of an appeal of that decision.
 - If the Appeal is accepted in accordance with the Rules for Appeal Procedures (Guide Section 7.3), the Appellant is entitled to attend the Appeal Hearing and is also entitled to a reasonable notice of the time, place and nature of the Appeal Hearing.
 - The Appellant is entitled to a reasonable opportunity to make a case in support of the Appeal, including presenting written and oral evidence and calling a reasonable number of witnesses to substantiate the stated Grounds.
 - The Appellant is entitled to be informed of the evidence considered by the Decision-maker in response to the Appeal, and have an opportunity to respond.
 - The Appellant is entitled to be advised in writing within a reasonable time of the Decision in response to the Appeal.

7.3 Rules for Residence Appeals

1. **Who Can Appeal?**

Residents, as defined by Guide Section 8.62, are permitted to make appeals.
2. **What Decisions Can Be Appealed?**
 - Only Decisions imposing Sanctions, made in accordance with Chapter 6 of this Guide (Disciplinary Procedures), at Levels Two, Three and Four are Decisions that can be appealed.
 - The Manager of Residence Life/Director's decisions to turn matters over to appropriate authorities and/or to charge the Resident with non-academic misconduct are decisions that are **NOT** subject to appeal.

3. **What are the Grounds for an Appeal?**

Grounds for an appeal of Decisions with respect to Offence(s) and Sanction(s), made in accordance with Chapter 6 of the Residence Conduct Guide, are strictly limited to the following:

 - 1) Alleged and reasonable apprehension of bias of the Decision-maker who made the Decision imposing the Sanction.
 - 2) Alleged substantive failure by the Decision-maker to comply with the Principles of Natural Justice and Procedural Fairness, as outlined in Guide Section 6.2, which may have affected the outcome (Decision).
 - 3) Substantive new evidence which could not have been available to the Decision-Maker when making the Decision to impose the Sanction.
4. **What Happens to Appeals Not Based on Grounds?**

Appeals that are not based on the stated Grounds above will be denied without a Hearing.
5. **What is the Deadline for the Appeals Document?**

Appeals must be submitted in writing to Residence Services within 3 business days of the Decision related to a Sanction.
6. **What Should the Appeal Document Include?**

The Appeal Document should:

 - Start with your name, Mount Royal University ID number, address, telephone and email information.
 - Clearly state the Sanction Decision being appealed, specify the Grounds of your Appeal, limited to those grounds listed in Guide Section 7.3.
 - Include evidence supporting the Grounds and all relevant documents.
 - An argument explaining why you have Grounds, how your evidence supports your Grounds and why your Appeal should succeed.
 - Names and contact information of witnesses with knowledge related directly to the Appeal Grounds and/or evidence.
7. **Where do Residents Submit an Appeal Document?**

All appeals should be submitted in writing and in a sealed envelope. They can be mailed or dropped off in person at Residence Services. Please address all appeals to:

"Appeals"
c/o Residence Services Building B, West Residence
Mount Royal University
200 Mount Royal Circle SW Calgary, Alberta, T3E 7P7
8. **Where does an Appeal go?**

The following chart shows the path for appeals, based on the principle that the individual who made a disciplinary decision about an Offence and applied a Sanction may not sit in judgment of an Appeal of that decision:

| Level | Sanction Imposed By: | Appeal Route To: |
|----------------------------|----------------------|------------------------------|
| One | RLC | None |
| Two & Three | RLC/ Manager | Manager/ Director |
| Four Resident Emergency | Manager/ Director | Director/ Vice President* |

* In very rare circumstances, the Director or VP may choose to convene an Appeal Panel. If this path is chosen, more information will be provided to the Appellant at that time.

9. What Happens in the Meantime?

Sanctions remain in full effect until/if overturned by a Decision at the conclusion of the Appeal Process.

10. Who Will See What?

- There are three important people involved with an Appeal:
 - 1) the Decision-Maker who will decide the outcome of the Appeal (Manager of Residence Life for Levels Two and Three and the Director/VP for Level Three eviction and Level Four Sanctions), 2) the Appellant who is appealing to change a Sanction Decision, and 3) the Respondent, who is the individual who made the Sanction Decision. These individuals will all see/hear all the evidence, whether in oral or written form, considered by the Decision-Maker in the Appeal.
- The Decision-Maker may agree to accept from the Appellant or the Respondent any document presented during the Hearing, but this is conditional upon a reasonable opportunity for the Appellant and Respondent to read, understand and raise questions related to the document.

11. How are Appeals Judged When the Stories Differ? (Balance of Probability)

A Decision to determine the outcome of an Appeal should be reached with a reasonable degree of probability, which means that the person making the Decision must find that it is more probable than not that a contested fact exists. This standard is not as high as a criminal case which requires a standard of evidence that is beyond reasonable doubt.

12. Who Must Make the Case? (Burden of Proof)

The burden of proof in a disciplinary Appeal rests with the Appellant, who must make a case to convince the Decision-Maker to decide in the Appellant's favour.

13. How Will Residence Services Communicate with Me?

Communication with you regarding your appeal will be in writing and will be:

- a. Delivered in person to you, and you sign receipt of the communication.
- or
- b. Sent to your Residence Services mailing address or other appropriate mailing address and also sent by email to your email address on file with Residence Services.

14. What about Confidentiality?

The documents and proceedings of the Residence Appeal Procedures are private and confidential. All participants in the Procedures must maintain, without time limit, strict confidentiality rules in all matters related to Appeals, including discussions, meetings, hearings and documents.

15. What if the Resident Fails to Attend their Appeal Hearing?

The Decision-Maker may proceed with the Hearing in the absence of the Appellant, and will base the Decision on written evidence and oral evidence presented at the Hearing. The Decision-Maker may also choose to reschedule the hearing or cancel the hearing and deny the appeal.

16. Will there be a Recording of the Hearing?

No. Audio-taping or video-taping of Appeal Hearings is not permitted. The record of the Hearing is the detailed Decision Letter.

7.4 Level Two and Three Sanctions - Guidelines for the Manager of Residence Life's Appeal Hearings

1. RLCs have the authority to determine Sanctions at Levels Two and Three, in accordance with Guide Section 6.7. Residents can appeal these decisions to the Manager of Residence Life, in accordance with the Rules for Residence Appeals, Guide Section 7.3.
2. When the Manager of Residence Life receives an Appeal document appealing the Sanction Decision of the RLC, submitted in accordance with the Rules for Residence Appeals (Guide Section 7.3), the Manager of Residence Life will proceed to convene an Appeal Hearing or will deny the Appeal without Hearing, in accordance with Guide Section 7.3
3. The Manager of Residence Life will convey a copy of the Appeal Document to the RLC who made the Decision being appealed and invite the RLC to make a submission to the Hearing, responding to the contents of the Appeal Document. The RLC's submission should include a copy of the Incident Report(s) and the Decision Letter imposing Sanction(s), the names and contact information of witnesses with knowledge related directly to the Appeal Grounds and/or evidence.
4. The Manager of Residence Life will make every effort to convey to the Appellant a copy of the RLC's response at least 48 hours prior to the Hearing.
5. The Manager of Residence Life will attempt to schedule an Appeal Hearing within 5 working days of receipt of the Appeal Document.
6. The Manager of Residence Life will invite to the Appeal Hearing:
 - The Appellant (individual who appealed)
 - The Appellant's witnesses
 - The RLC who made the Decision being appealed (Respondent)
 - The RLC's witnesses
7. The Hearing may proceed when the Appellant and RLC are in attendance. The Appellant and RLC have the right to remain in the Hearing until it concludes, prior to the Manager of Residence Life making a Decision.
8. The Hearing may also proceed if the Appellant fails to attend. The Manager of Residence Life's Decision will be based upon written and oral evidence presented at the Hearing.
9. The Manager of Residence Life may cancel the Hearing if the Appellant fails to attend, and deny the Appeal.
10. The Manager of Residence Life will be guided by the following format and sequence of events for the Hearing:
 - The Manager of Residence Life will invite into the Hearing room the Appellant and the RLC (Respondent).
 - The Manager of Residence Life will chair the Hearing and will explain the role of the Chair: to ensure an orderly, thorough, fair, respectful and efficient hearing; to answer questions concerning process; to limit repetitive or irrelevant commentary or questions; and to ensure that a Decision is made in response to the Appeal, following the Hearing.
 - The Manager of Residence Life will identify those invited to the Hearing and explain their role in the proceedings.

- The Manager of Residence Life will invite the Appellant to review the content of the Appeal Document, prepared and submitted in accordance with the Rules of Residence Appeals (Guide Section 7.3) and to state the Appellant's case in support of the Appeal.
 - The Manager of Residence Life will have an opportunity to pose questions to the Appellant.
 - The Manager of Residence Life will invite questions from the RLC to the Appellant.
 - The Manager of Residence Life will invite the RLC to review the contents of the Incident Report(s) recording the Offence(s), the contents of the RLC's Decision Letter determining the Offence(s) and the Sanction(s), and the RLC's response to the contents of the Appeal Document.
 - The Manager of Residence Life will have an opportunity to pose questions to the RLC.
 - The Manager of Residence Life will invite questions from the Appellant to the RLC.
 - The Manager of Residence Life will then admit to the Hearing the RLC's Witness(es) (if any), one at a time.
 - The Manager of Residence Life will invite each Witness to provide knowledge related directly to the Appeal Grounds and/or evidence.
 - For each Witness, the Manager of Residence Life will have an opportunity to raise questions, and will invite the RLC and Appellant to do so.
 - The Manager of Residence Life will excuse the last RLC Witness.
 - The Manager of Residence Life will then admit to the Hearing the Appellant's Witness(es) (if any), one at a time.
 - The Manager of Residence Life will invite each Witness to provide knowledge related directly to the Appeal Grounds and/or evidence.
 - For each Witness, the Manager of Residence Life will have an opportunity to raise questions, and will invite the Appellant and RLC to do so.
 - The Manager of Residence Life will excuse the last Appellant Witness from the Hearing.
 - The Manager of Residence Life will invite the RLC to make a concluding statement.
 - The Manager of Residence Life will invite the Appellant to make a concluding statement.
 - The Manager of Residence Life will terminate the Hearing and excuse the Appellant and the RLC.
11. The Manager of Residence Life will carefully consider only:
 - The Appeal's stated Grounds.
 - The evidence supporting the Grounds presented orally (during the Hearing).
 - The written evidence presented in the Appeal Document.
 - The written evidence presented in the RLC response submission.
 - Any written evidence accepted by the Manager of Residence Life from the Appellant or RLC during the Hearing, providing that the Appellant and RLC both had a reasonable opportunity to read, understand and respond to the document.
 12. The Manager of Residence Life will be guided by the Residence Conduct Guide, particularly Chapters 2, 3, 5, 6 and 7.
 13. Following thorough and careful private deliberation, the Manager of Residence Life will choose one of the following options:
 - To grant the Appeal and overturn the Sanction(s), or part of the Sanction(s) being appealed.
 - To grant the Appeal but to substitute new Sanction(s) for the Sanction(s) of the original Decision Letter, but only if the new Sanction(s) are at the same or a lower Level than the Sanction(s) being appealed.
 - To deny the Appeal.
 14. The Manager of Residence Life will prepare a Decision Letter conveying the Decision concerning the Appeal; will provide a copy to the Appellant; and will place a copy in the Director's Residence Discipline File within five business days of the appeal hearing.
 15. The Manager of Residence Life's decision is final, not subject to appeal, and is in effect upon the date of the Manager's Decision Letter, unless otherwise specified.

7.5 Level Three Eviction Sanctions and Level Four Resident Emergency Response/Sanctions - Guidelines for Director/VP Hearings

1. The Director and Manager of Residence Life have the authority to determine an eviction sanction for Level Three Offences and also have the authority to determine a Response/Sanction to Level Four Resident Emergencies.
2. Residents can appeal the decisions described in Guide Section 7.5 to the Director or Vice President of Student Affairs and Campus Life, in accordance with the Rules for Residence Appeals, Guide Section 7.3.
3. When the Director or Vice President receives an Appeal document appealing the Decision(s) of the Manager of Residence Life or Director described in Guide Section 7.5, and submitted in accordance with the Rules for Residence Appeals (Guide Section 7.3), the Director or Vice President will proceed to convene a Hearing or will deny the Appeal without Hearing, in accordance with Guide Section 7.3. The Director or Vice President's decision in this matter is final.
4. The Director/VP will convey a copy of the Appeal Document to the Manager of Residence Life or Director who made the Decision being appealed and invite the Manager of Residence Life or Director to make a submission to the Hearing, responding to the contents of the Appeal Document. The Manager of Residence Life or Director's submission should include a copy of the Incident Report(s) and the Decision Letter imposing Sanction(s), the names and contact information of witnesses with knowledge related directly to the Appeal Grounds and/or evidence.
5. The Director/VP will make every effort to convey to the Appellant a copy of the Manager of Residence Life or Director's response at least 48 hours prior to the Hearing.
6. The Director/VP will attempt to schedule an Appeal Hearing within 5 working days of receipt of the Appeal Document.

7. The Director/VP will invite to the Appeal Hearing:
 - The Appellant (individual who appealed)
 - The Appellant's Attendant
 - The Appellant's witnesses
 - The Manager of Residence Life or Director whose Decision is being appealed (Respondent)
 - The Manager of Residence Life or Directors witnesses
8. The Appellant is permitted to be accompanied by an Attendant to Appeal Hearings described in Guide Section 7.5. An Appellant may consult freely with the Attendant throughout the proceedings, but the Attendant may not speak on behalf of the Appellant during the hearing.
9. The Appellant and Attendant as well as the Manager of Residence Life or Director have the right to remain in the Hearing until it concludes, prior to the Director/VP terminating the Hearing.
10. The Hearing may proceed if the Appellant fails to attend. In this case, the Decision of the Director/VP will be based upon written and oral evidence presented at the Hearing.
11. The Director/VP may cancel the Hearing if the Appellant fails to attend, and deny the Appeal.
12. The Director/VP may decide to reschedule the Hearing for compelling reasons.
13. The Director/VP will be guided by the following format and sequence of events:
 - The Director/VP will invite into the hearing room the Appellant, Attendant and the Manager of Residence Life or Director (Respondent).
 - The Director/VP will identify those invited to the Hearing and explain their role in the proceedings.
 - The Director/VP will invite the Appellant to review the content of the Appeal Document, prepared and submitted in accordance with the Rules of Residence Appeals (Guide Section 7.3) and to state the Appellant's case in support of the Appeal.
 - The Director/VP will have an opportunity to pose questions to the Appellant.
 - The Director/VP will invite questions from the Manager of Residence Life or Director to the Appellant.
 - The Director/VP will invite the Manager of Residence Life or Director to review the contents of the Incident Report(s) recording the Offence(s), the contents of the Assistant Manager or Director's Decision Letter, and the Manager of Residence Life or Director's response to the contents of the Appeal Document.
 - The Director/VP will have an opportunity to pose questions to the Manager of Residence Life or Director.
 - The Director/VP will invite questions from the Appellant to the Manager of Residence Life or Director.
 - The Director/VP will then admit to the Hearing the Assistant Manager or Director's Witness(es) (if any), one at a time.
 - The Director/VP will invite each Witness to provide knowledge related directly to the Appeal Grounds and/or evidence.
 - For each Witness, the Director/VP will have an opportunity to pose questions, and will invite the Director and Appellant to do so.
 - The Director/VP will excuse the last Manager of Residence Life or Director's Witness.
- The Director/VP will then admit to the Hearing the Appellant's Witness(es) (if any), one at a time.
- The Director/VP will invite each Witness to provide knowledge related directly to the Appeal Grounds and/or evidence.
- For each Witness, the Director/VP will have an opportunity to pose questions, and will invite the Appellant and Director to do so.
- The Director/VP will excuse the last Appellant Witness from the Hearing.
- The Director/VP will invite the Manager of Residence Life or Director to make a concluding statement.
- The Director/VP will invite the Appellant to make a concluding statement.
- The Director/VP will terminate the Hearing and will excuse the Appellant, Attendant and the Manager of Residence Life or Director.
14. The Director/VP will carefully consider only:
 - The Appeal Grounds.
 - The evidence supporting the Grounds presented orally (during the Hearing).
 - The written evidence presented in the Appeal Document.
 - The written evidence presented in the Director's response submission.
 - Any written evidence accepted by the Director/VP from the Appellant or Manager of Residence Life or Director during the Hearing, providing that the Appellant and Manager of Residence Life or Director both had a reasonable opportunity to read, understand and respond to the document.
15. The Director/VP will be guided by the Residence Conduct Guide, particularly Chapters 2, 3, 5, 6 and 7.
16. Following thorough and careful private deliberation, the Director/VP will choose one of the following options:
 - To grant the Appeal and overturn the Sanction(s), or part of the Sanction(s) being appealed.
 - To grant the Appeal but substitute new Sanction(s) for the Sanction(s) of the Decision Letter, but only if the new Sanction(s) are the same or at a lower Level than the Sanction(s) being appealed.
 - To deny the Appeal.
17. The Director/VP will prepare their Decision Letter conveying their Decision concerning the Appeal; will provide a copy to the Appellant; and will place a copy in the Manager of Residence Life's Residence Discipline File within five business days of the meeting.
18. The Director/VP decision is final, not subject to further appeal, and is in effect upon the date of the Decision Letter, unless otherwise specified.

CHAPTER 8

WHAT'S THIS? - A GLOSSARY

Acronyms, Definitions and Explanations

- 8.1 Accommodation Agreement** - The agreement between the Resident and Residence Services, on behalf of Mount Royal University, related to accommodation provided to the Resident within the Residence Complex
- 8.2 Accommodation Fee** - the amount to be paid by the Resident to Mount Royal University for the use of an MRU Residence Unit
- 8.3 Actions Demonstrating Apology** - In some cases, a verbal apology is an insufficient expression of apology. Sometimes an action is a more sincere and appropriate apology, such as a letter, a project, an activity or some other action selected by the Decision-Maker.
- 8.4 Agreement** - See Accommodation Agreement.
- 8.5 Alcohol Consumption** is permitted, if the Resident is 18 years old or older, and if alcohol is consumed in the Resident's assigned room/unit, or in the assigned room/unit of another Resident, with that Resident's permission. Alcohol consumption is prohibited in all other areas.
- 8.6 Appeal** - A means to challenge a Sanction Decision, based on permitted Grounds, substantiated by evidence. See Guide Chapter 7.
- 8.7 Appeal Document** - A formal written Appeal, prepared in accordance with Rules for Residence Appeals, Guide Section 7.3.
- 8.8 Appeal Hearing** - A meeting called to consider an Appeal, to which the Appellant is invited. See Guide Chapter 7.
- 8.9 Appeal Panel** - An Appeal Panel is convened by the Director or the Vice President to hear appeals of decisions in response to Level Three Eviction Sanctions and Level Four Resident Emergency Response/Sanctions. (See Guide Section 7.5). Panels are very rare and any Appellant in this situation will be provided with information concerning Panel appeals as necessary.
- 8.10 Appellant** - An individual who is entitled by the Rules to appeal a Sanction Decision. See Guide Chapter 7.
- 8.11 Assigned/Assignments** refers to rooms/units that Residence Services authorizes a Resident to occupy.
- 8.12 Attendant** - The Appellant is permitted to be accompanied by an Attendant to Appeal Hearings described in Section 7.5. An Appellant may consult freely with the Attendant throughout the proceedings, but the Attendant may not speak on behalf of the Appellant during the hearing. (See Guide Section 7.5).
- 8.13 Behaviour Bond** - A signed agreement between a Resident and Residence Services, to comply with established conditions of conduct and to refrain from specified conduct, often used following repeat Offences. The Resident signs a bond document which is prepared by Residence Services and which promises the Resident's good conduct. Residence Services collects a deposit not to exceed \$250 from the Resident, which is either refunded to the Resident upon Move-out or forfeited upon the next Offence to Residence Services Educational Programming.
- 8.14 Business Days** - Normally Monday through Friday except for Holidays identified in the Academic Schedule of the Mount Royal University Calendar.
- 8.15 Code of Student Conduct** - Mount Royal University - established standards of student conduct. See Guide Section 2.2.
- 8.16 Mount Royal University Policies Related to Conduct** (See Guide Section 2.2)
a. Code of Student Conduct
http://www.mtroyal.ca/wcm/groups/public/documents/pdf/code_student_conduct.pdf
Non-Academic Misconduct is described in Section 8 of the Code of Student Conduct.
- 8.17 Campus Security** - The security personnel and services of Mount Royal University.
- 8.18 Common Areas, Common Facilities** - any areas of the Residence Complex, including but not limited to; community rooms, hallways, Residence grounds and common living areas of the Unit which are not assigned rooms solely occupied by a Resident, also including games, laundry and social rooms.
- 8.19 Communication Ban** - A Sanction that limits the privilege of a Resident to communicate freely with another Resident(s).
- 8.20 Community Programs** - An assigned sanction where the Resident returns time to the community, demonstrating a renewed commitment to Residence life. The Resident will be responsible for planning and/or facilitating an event or activity for the Residence Community, which builds community and enriches the Residence environment.
- 8.21 Community Service** - Tasks or roles assigned as Sanctions, which contribute positively to the reputation, welfare or condition of the Residence community.
- 8.22 Conduct Standards** - Residence-established standards of behaviour, which appear as Guide Chapter 5.
- 8.23 Confiscation** - Removal of items that violate the Conduct Standards.
- 8.24 Consideration Hours**
Consideration Hours are in place to create an environment conducive to academic work, including study, research, creativity and writing, and to promote a peaceful and productive living environment. It is the responsibility of Residents to respect the living environment of each other.
Consideration Hours in Residence Buildings are in effect 24 hours a day, 7 days a week. (See also Quiet Hours and Exam Quiet Hours)
- 8.25 Contract** - See Accommodation Agreement.
- 8.26 Contract Extension** - Residents may apply for a contract extension at the end of their term in residence or for stay during the Holiday Closure. Applications are available at the Residence Services Office.
- 8.27 Creating a Respectful Environment** - Mount Royal University's guidelines for the conduct of all members of the Mount Royal University community. See Mount Royal University Policies in Guide Sections 2.2 and 8.16.

- 8.28 Decision, Decision Letter** - The Decision of an RLC, Manager of Residence Life, Director, or VP, with respect to:
- Whether an Offence has occurred,
 - The Sanction in response to an Offence,
 - The response to a Resident's Appeal.
- 8.29 Decision-Maker** - RLC, Manager of Residence Life, Director, or Vice President or Appeal Panel, authorized to make Decisions. See Decision.
- 8.30 Decision Path** - The following chart shows the Sanction and Appeal path for the Residence Conduct Guide:

| Level | Sanction Imposed By: | Appeal Route |
|----------------------------|----------------------|-------------------------------|
| One | RLC (or designate) | None |
| Two | RLC | To Manager |
| Three | RLC or Manager | To Manager or Director |
| Three (eviction) | Manager | To Director |
| Four Resident Emergency | Manager or Director | To Director or Vice President |

- 8.31 Director** - Director of Residence Services, who has the overall responsibility for the Residence Life Program, Residence Facilities and Residence Services operations.
- 8.32 Director's Residence Discipline File** - A confidential file held by the Director of Residence Services, which holds documents associated with Offences, Sanctions, Resident Emergencies and Appeals (Decision Letters).
- 8.33 Discrimination** - An act of unequal treatment and can result in different treatment that imposes a burden, limits access to opportunities and results in the exclusion of an individual or a group from their entitled human rights. It generally takes the form of one or a series of unwanted behaviors or communications in any form directed towards an individual or members of an identifiable group. Mount Royal University has established Thirteen Prohibited Grounds of Discrimination and Harassment, identified by the Alberta Human Rights, Citizenship, and Multiculturalism Act. See Mount Royal University Policies Related to Conduct, Guide Sections 2.2 and 8.16.
- 8.34 Educational Programs** - Residence Life programs that are developed to educate Residents about positive Residence life experience. This includes citizenship, conduct standards or other topics that contribute to an inclusive, responsible, respectful, peaceful and productive living environment which supports academic success and satisfaction. Residents may receive Educational Programming special tasks or roles as Sanctions for Offences to Conduct Standards.
- 8.35 Eviction** - Termination of the Resident's Accommodation Agreement (contract) with Residence Services.
- 8.36 Exam Quiet Hours** - Exam Quiet Hours are in place to ensure that all Residents can depend upon a quiet and peaceful environment supportive of the intense academic preparation necessary for examinations and end-of semester assignments. Exam Quiet Hours are in effect 24 hours a day, from midnight, seven full days prior to the first day of the semester's final examination period, and lasting until midnight on the day after the final day of the semester, as defined by the MRU Calendar. (See also Consideration Hours and Quiet Hours)

- 8.37 Exclusion** - A Sanction applied by the Manager of Residence Life or Director, Residence Services, during the course of a disciplinary process. Exclusion responds to a Resident Emergency, and takes effect immediately and without notice, pending a meeting of the Director with the Resident. During Exclusion, a Resident is prohibited from accessing any service or facility of Mount Royal University Residence Services. An Exclusion may include the Resident being escorted from the Residence Complex and/or the MRU campus. See Guide Sections 5.11, 5.12, 5.13, and 6.9.
- 8.38 Grounds** - Approved reasons for an Appeal of a Sanction Decision. See Guide Section 7.3.
- 8.39 Guest** - A non-Resident, or a Resident who is in a Residence room/unit/building not assigned to them.
- 8.40 Guide** - The Residence Conduct Guide.
- 8.41 Harassment** - Behaviour that is known or ought to be known as unwelcome, directed at a person or group of persons, which causes adverse consequences and harm through a loss of personal respect and dignity or which negatively affects the work or learning environment. Harassment can include remarks, jokes or actions which demean or humiliate another person and which deny individuals their dignity and respect. **Sexual Harassment** is discrimination on the basis of gender. Sexual harassment can include behaviours such as unwanted touching or patting, suggestive remarks or verbal abuse, compromising invitations, demands for sexual favours or sexual assault. **Personal Harassment** is harassment that is not necessarily based on any of the grounds protected by Human Rights Legislation but is generally abusive, insulting, bullying or derogatory behaviour or behaviour that humiliates, intimidates, excludes and isolates an individual or a group.
- 8.42 Health and Safety Room Inspection** - This occurs formally once a semester for the purposes of inspecting fire safety equipment, appliances and ensuring that Units are kept in good repair. Residents will be notified 24 hours in advance.
- 8.43 Hearing** - See Appeal Hearing
- 8.44 Human Rights Code of Conduct** - Mount Royal University established standards of conduct. See Mount Royal University Policies, Guide Sections 2.2 and 8.17.
- 8.45 Incident Report** - A Residence Services document used by the RAs, RLCs, the Manager of Residence Life or the Director to record behaviours, actions or negligence that may be Offences against Conduct Standards. See Guide Section 6.3.
- 8.46 Manager of Residence Life** - A staff member who has the overall responsibility for the Residence Life Program.
- 8.47 Manager of Operations and Administration** - A staff member who has the overall responsibility for Residence Facilities and Residence Services operations.
- 8.48 MRU** - Mount Royal University
- 8.49 Non-Academic Misconduct** - Mount Royal University policy to respond to breaches of the Code of Student Conduct. See Guide Sections 2.2 and 8.16.

- 8.50 Offences** - Unacceptable conduct, actions or neglect that violate the Residence Conduct Standards of Guide Chapter 5.
- 8.51 Privileges of Residents** are outlined in Guide Section 3.6.
- 8.52 Probation** - A Sanction applied as a serious warning against future Offences, usually leading to eviction when the next Offence (at any level) occurs.
- 8.53 Quiet Hours**
 Quiet hours are in effect to prevent excessive noise that interferes with the academic work, sleep and quiet enjoyment of other Residents.
Quiet Hours are in effect in East and West Residences:
 Sunday to Thursday11:00 p.m. to 8:00 a.m.
 Friday and Saturday..... 1:00 a.m. to 8:00 a.m.
Quiet Hours are in effect in West Townhouse Complex:
 Seven Days a Week11:00 p.m. to 8:00 a.m.
 (See also Consideration Hours and Exam Quiet Hours)
- 8.54 RA** - See Resident Advisor.
- 8.55 RLC** - See Residence Life Coordinators.
- 8.56 Relocation** - A Sanction that will reassign accommodation either within the Residence Complex or to a location off campus.
- 8.57 Residence Community** - The Residents, Residence Life Staff, Residence Services Staff and the facilities of the Mount Royal University Residence Complex.
- 8.58 Residence Complex** - East Residence and West Residence, inclusive of all townhouse units, apartment buildings, common areas, community rooms, grass areas, driveways, and walkways within the perimeters of the buildings.
- 8.59 Residence Life Coordinators** - (RLCs) Full-time, live-in professionals who play an important role in Residence Life programs, community development and enhancement of the Residence experience. They supervise the day-to-day operations of an assigned Residence community. They oversee the activity of RAs and uphold Residence Conduct Standards.
- 8.60 Residence Life Staff** - Manager of Residence Life, Residence Life Coordinators, Resident Advisors, Residence Activities Programmers, Senior Resident Advisors.
- 8.61 Residence Services Staff** - Mount Royal University or Mount Royal University - contracted staff of Residences Services, including office, maintenance and housekeeping staff.
- 8.62 Resident** - A registered student of Mount Royal University who holds a current Residence Services Accommodation Agreement (contract).
- 8.63 Resident Advisors** - (RAs) MRU students, living in Residence, promoting positive academic and social growth, authorized to uphold Residence Conduct Standards. They are Residents' first contact for questions and concerns.
- 8.64 Resident Emergency** - Conditions that warrant a heightened level of concern for safety, security, health and wellbeing, requiring special authority and swift response. See Guide Sections 5.11, 5.12, 5.13 and 6.9.
- 8.65 Respondent** - In an appeal, the individual who made the Sanction Decision (RLC for Levels Two and Three and the Manager of Residence Life or Director for Level Four or Level Three-Eviction).
- 8.66 Responsibilities of Residents** are outlined in Guide Section 3.5.
- 8.67 Restitution** - Payment for damage or loss experienced by Mount Royal University, Residence Services, Residents, guests or others, to be made within five days of a Sanction.
- 8.68 Rights of Residents** are outlined in Guide Section 3.4.
- 8.69 Room** - The bedroom in a Unit, as assigned by Residence Services to the Resident.
- 8.70 Room (Unit) Condition Report** - This document is completed by the Resident and their RA during the check-in and check-out process. It is the Resident's responsibility to ensure it is completed properly at check-in. Damages found in the unit at the time of check-out that are not detailed on this form at time of check-in will result in charges applied to the students account.
- 8.71 Room Select** - The opportunity for current residents, who have applied for the Fall 2015 semester, to choose their unit and guarantee a space in Residence. Details are sent to the residents' mailboxes in November.
- 8.72 Sanctions** - Penalties for Offences, intended to modify behaviour which is inconsistent with the Conduct Standards and Residence Conduct Guide, or to intervene in a situation of concern.
- 8.73 Security Deposit** - This money is collected as part of a Resident's application process. It is released approximately one month after a Resident checks out of Residence. This deposit will cover only charges applied to a student at time of check-out. The Security Deposit will not be used to cover other charges applied throughout the year.
- 8.74 Student** - A currently-registered student of Mount Royal University.
- 8.75 Thirteen Prohibited Grounds of Discrimination and Harassment** - Mount Royal University's Guidelines for all members of the Mount Royal University Community. See Mount Royal University Policies, Guide Section 5.9.
- 8.76 Unit** - The furnished suite, as assigned by Residence Services.
- 8.77 Vice President** - Vice President of Student Affairs and Campus Life.
- 8.78 Warnings** - A verbal or written caution that continuation or repetition of the offending behaviour will constitute an Offence.
- 8.79 Witness** - A person who has direct knowledge related to Offence(s), Grounds or Evidence, who is invited to attend a meeting or hearing. The Witness is entitled to decline such an invitation.

NOTES