Get Involved in Residence

Join a family of over 500 student leaders right in Rez

Build your professional skills and gain valuable experience while helping others... all great ways to boost your resumé!

Residence Staff

Paid positions for upper-year students. Dons, RAs, CLs and ALPs connect you to campus resources, support learning and uphold residence policies.

Residents’ Councils

Elected representatives of each residence building. They plan building-wide social programming, advocate on behalf of students and organize formals.

Rez Sophs

These Orientation Leaders volunteer their time to help first-year students in their transition to university. AKA, the “spirit-keepers” on campus.

Residence Tour Guides

First- and upper-year students that are paid to show off their new home away from home to visiting prospective students and their families.

Recruitment times vary for each position. Watch out for important dates here: rezlife.uwo.ca/opportunities
WELCOME

Welcome to Western! Your time in residence will be one of the most memorable and rewarding experiences of your life.

Living in residence makes it easy to make lifelong friends, find academic support, and adjust to being a university student. You will be living in an environment where you'll grow as an individual. It's a big step, so it's understandable if you're a little nervous. Don't worry! We're here to help.

Western’s residences are designed to make this transition as smooth and successful as possible. The Residence Staff Members and Sophs on your floor and in your building are knowledgeable about campus resources and are happy to answer any questions you might have. This is your home away from home while you are at Western. We hope that you enjoy your stay, take full advantage of all of the opportunities that living in residence provides, and make the most of your residence experience!

This guide is prepared to answer any questions you may have about residence and the support and resources available.
COMMITMENT TO DIVERSITY

We’re all part of Western’s diverse community. Residence Life embraces, appreciates, and celebrates people of all races, nationalities, sexes, ages, gender identities and expressions, affectional and sexual orientations, socioeconomic statuses, spiritual practices, abilities, and any other dimension of personal lifestyle. Society is strengthened by human diversity and the growth fostered by an inclusive community. Every person has equal worth and deserves to be treated with dignity and respect accordingly.

We work and live together, maintaining an environment of mutual respect, interpersonal curiosity, while striving to have positive interactions with one another. We can learn from one another and gain a greater understanding of and appreciation for our fellow people.

We’re responsible for our actions and our behaviour will model our values: we’ll treat others with respect and we expect them to do the same to us. We don’t subscribe to attitudes or actions which hurt or degrade another person because of their race, nationality, sex, age, gender identity and expression, affectional and sexual orientation, socioeconomic status, spiritual practice, ability, or any other reason. Any form of abuse, harassment, threat, or violence is incompatible with our philosophy and will not be tolerated. We don’t accept ignorance, anger, alcohol, or substance abuse as a valid excuse, reason, or rationale for negative behaviour.

LAND ACKNOWLEDGEMENT

Western University is situated on the traditional territories of the Anishinaabeg, Haudenosaunee, Lunaapeewak and Attawandaron peoples who have longstanding relationships to the land and region of southwestern Ontario and the City of London. The local First Nation communities of this area include Chippewas of the Thames First Nation, Oneida Nation of the Thames, and Munsee Delaware Nation. In the region, there are eleven First Nation communities and a growing Indigenous urban population.

Western values the significant historical and contemporary contributions of local and regional First Nations and all of the Original peoples of Turtle Island (North America).
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IMPORTANT CONTACTS

WESTERN NUMBERS

Emergencies (Police, Fire, Ambulance) .................................. 911
Campus Police Inquiries (Non-Emergency) ................................. 519-661-3300
Residence Counselling .......................................................... needtotalk@uwo.ca
Student Development Centre (Counselling) ................................. 519-661-3031
Student Health Services (Counselling) ...................................... 519-661-3771
Student Health Services (Medical Clinic) .................................... 519-661-3030
Student Financial Aid ............................................................. 519-661-2100
Equity & Human Rights Services ............................................ equity@uwo.ca
Office of the Ombudsperson .................................................... ombuds@uwo.ca
Student Code of Conduct ...................................................... studentconduct@uwo.ca
Sexual Violence Prevention Education Coordinator ................... svpec@uwo.ca
Residence Admissions ............................................................ 519-661-3547
Off-Campus Housing ............................................................. off-campus.housing@uwo.ca
International & Exchange Student Centre .................................. iesc@uwo.ca
Learning Skills Services .......................................................... learning@uwo.ca
Services for Students with Disabilities ....................................... ssd@uwo.ca
Indigenous Services ............................................................... is.staff@uwo.ca
RezNet ....................................................................................... 519-661-4225
Foot Patrol ................................................................................ 519-661-3650

RESIDENCE FRONT DESKS

Alumni House ........................................................................... 519-661-3814
Delaware Hall ........................................................................... 519-661-3259
Elgin Hall .................................................................................. 519-661-4268
Essex Hall .................................................................................. 519-661-4240
London Hall .............................................................................. 519-661-3377
Medway-Syndenham Hall ......................................................... 519-661-3983
Ontario Hall .............................................................................. 519-661-2088
Perth Hall .................................................................................... 519-661-3510
Saugeen-Maitland Hall .............................................................. 519-661-2178

ACADEMIC COUNSELLING CONTACT INFORMATION

Arts & Humanities ................................................................. arts@uwo.ca
Don Wright Faculty of Music ..................................................... ovandeli@uwo.ca
Education ............................................................................... eduw@uwo.ca
Engineering ............................................................................. engugrad@uwo.ca
Health Sciences ....................................................................... shsinfo@uwo.ca
Information & Media Studies .................................................. reachout247.ca
Law ......................................................................................... mclapton@uwo.ca
Richard Ivey School of Business ............................................. mfernandes@uwo.ca
Schulich School of Medicine & Dentistry ................................ richard.bohay@schulich.uwo.ca
Science .................................................................................. scibmsac@uwo.ca
Social Science ......................................................................... ssaco@uwo.ca

LONDON AND REGIONAL CONTACT INFORMATION

Good2Talk: 24 Hour Student Helpline ....................................... 1-866-925-5454
CMHA Crisis Services (24/7/365) ............................................. 519-433-2023
Online Chat ............................................................................... reachout247.ca
Sexual Assault & Domestic Violence ........................................ 519-646-6100
Treatment Centre at St. Joseph’s ext. 64224
Urgent Care Centre at ............................................................. 519-646-6100
St. Joseph’s Hospital ext. 67020
University & Victoria Hospital Switchboard ............................. 519-685-8500
London Police Services (Non-Emergency) .............................. 519-661-5670
Addiction Services of Thames Valley ...................................... 519-673-3242
Hope’s Eating Disorders Support ............................................. info@hopeseds.org
Anova (Provides safe places, shelter, support, counselling, and resources for abused women, 24/7) ................................. 1-800-265-1576
Guest House on the Mount (Short and Longer Term Accomodations) ........................................ 519-641-8100
Unity Project (Emergency Shelter) ........................................ 519-433-8700

CITY RESOURCES ONLINE

London Transit Commission .................................................... ltconline.ca
London Tourism ..................................................................... londontourism.ca
City of London ..................................................................... london.ca
**RESIDENCE MANAGERS**

Residence Managers have extensive residence life experience and training. All Residence Managers are full-time employees of the University who live and work in the residences. They’re responsible for promoting an atmosphere of academic achievement and community, and enhancing student learning outside of the classroom. They oversee the Residence Staff Members in your building and also help guide Residence Sophs and the Residents’ Council. Meet your Residence Managers: rezlife.uwo.ca/residencemanagers

**RESIDENCE STAFF**

Residence Staff Members, under the direction of the Residence Life Management Team, are here to help! Dons, Residence Advisors (RAs) and Community Leaders (CLs) are upper-year undergraduate students who live and work on a residence floor or wing. Your Residence Staff Member will get to know and support you and the other students living on your floor. Together, they’ll help everyone build a positive living environment. They’ll help you get acquainted with others, answer questions, host events, assist you with problems and uphold residence policies as well as your Residence Contract.

**RESIDENCE SOPHS**

Residence Sophs are upper-year student volunteers who welcome first-year students to Western and serve as leaders and mentors throughout the year. Sophs work with your Residence Staff Members to build your floor into a community and enhance your residence experience. Faculty Sophs live off campus but are assigned to residence students to provide academic support throughout the year.

**RESIDENTS’ COUNCILS**

Council representatives are selected each spring to form the executives of Residents’ Council and they work to recruit their peers to join Council in September as commissioners. These groups develop and maintain self-government while providing programming to build a positive community. They represent residents’ needs and interests by providing input on residence issues and acting as a liaison with other student councils.

**ACADEMIC AND LEADERSHIP PROGRAMMERS (ALPs)**

Academic and Leadership Programmers (ALPs) are Residence Staff Members who are trained to help you with everything related to your academic and campus involvement. They offer programs and workshops, answer your academic questions, and connect you with campus resources. They’ll also help you develop your leadership skills by linking you with involvement opportunities in residence, on campus, and in the London community. ALPs take a special role in supporting international students in transitioning to life on the Western campus and in Canada.

**FRONT DESK STAFF**

Residence Secretaries, Assistants and Clerks look after the front desk with the support of the Manager of Front Desk Operations. They handle administrative functions, call for emergency assistance when needed, answer phone calls, take maintenance requests, and coordinate mail distribution. They also dispatch on-call Residence Staff to address student concerns. Support is always just a call away, day or night.

**FACILITIES MANAGEMENT STAFF**

Western’s Facilities Management staff work during the day to maintain a clean and safe living environment. They’re also responsible for repairs and maintenance work.

**OFFICE OF RESIDENCE EDUCATION & PROGRAMS (OREP)**

rezlife.uwo.ca

Staff in the OREP Office make it easy for you to stay engaged with your residence and campus communities. They provide residents with social, academic, and leadership programs that make it easier to adjust to university life, build connections with other students, and achieve personal growth. Learning happens outside of the classroom too, and is just as important. These programs and events help you build the kinds of social and leadership skills that employers are looking for!

**RESIDENCE COUNSELLING**

Room 3C10, Ontario Hall Residence
Book an appointment: needtotalk@uwo.ca

Residence Counselling offers free counselling services to students who live in Main Campus Residences. Sharing what you are experiencing with a counsellor can be helpful in terms of gaining a new perspective and learning new problem-solving skills. Feeling stressed out? Lacking motivation? Missing your family? Struggling to make friends? Having relationship problems? Anything we missed? If you need to talk, Residence Counselling is here to listen and help! We provide short-term confidential counselling to help students manage a variety of mental/emotional challenges and promote healthy living.
Need to Talk?

Residence Counselling
Professional and confidential services free of charge for residents

Did we miss anything? Let’s talk about it!

To book an appointment, please email:
needtotalk@uwo.ca

Residence Counselling
Room 3C10, Ontario Hall
residence.uwo.ca/residencecounselling
There are numerous resources and supports available to you on campus. Let your Residence Staff Member or Soph know if you need more information about any of the supports listed here.

**CHAPLAINS AT WESTERN**

Room 38B, University Community Centre (UCC)
chaplain@uwo.ca | chaplain.uwo.ca

You are welcome to visit, meet with friends, use one of the rooms for prayer or meetings, or join a discussion or event. A number of faith groups are represented and multi-faith chaplains from the London area are available through this office.

**EQUITY & HUMAN RIGHTS SERVICES**

Room 2319, Somerville House (SH)
519-661-3334 | uwo.ca/equity

The Division of Housing and Ancillary Services is committed to promoting diversity within all of Western’s residences, and respect for all its residents. However, if you are confronted with harassment, discrimination, or related human-rights issues, Equity & Human Rights Services provides confidential consultation and mediation services.

**INDIGENOUS SERVICES**

Room 2100, Western Student Services Building (WSSB)
519-661-4095 | indigenous.uwo.ca | se.uwo.ca

Indigenous Services is committed to supporting Indigenous students in reaching their highest potential. Our services honour Indigenous cultures and languages, fosters Indigenous presence, increases access, and engages Indigenous communities. Counselling services are available for issues concerning academic, cultural, and social needs including career advancement and employment opportunities. The Indigenous Services Learning Resource Centre offers study and gathering spaces, a computer lab, printing services, and kitchen facilities, with 24-hour access for registered students.

**INTERNATIONAL AND EXCHANGE STUDENT CENTRE (IESC)**

2/F, International and Graduate Affairs Building (IGAB)
519-661-2111 ext. 89309 | uwo.ca/international/iesc

If you are a student coming from outside of Canada, the IESC provides information on visas, health care, and special programs and services. For information about the City of London, maps or weather-related information, please visit london.ca or ledc.com/why-london

More information about Western’s services are available in the Western Student Guide, found at your Residence Front Desk, Student Central, The Book Store, or online at publications.uwo.ca
OFFICE OF THE OMBUDSPERSON

Room 3135, Western Student Services Building (WSSB) 519-661-3573 | uwo.ca/ombuds

If you have any concerns and need assistance understanding your rights and responsibilities as a student, the Office of the Ombudsperson can assist in providing information and support about any aspect of university life. This service is confidential and available to all students.

STUDENT CENTRAL

Room 1120, Western Student Services Building (WSSB) 519-661-2100 | registrar.uwo.ca

Student Central offers a wide variety of in-person, online, and telephone services. The following is a partial list of the services offered: information on course registration, OSAP and other forms of financial assistance, tuition and other fees, exams, transcripts and official Western letters, third-party forms, and Western ONECards.

STUDENT DEVELOPMENT CENTRE

Room 4100, Western Student Services Building (WSSB) 519-661-3031 | sdc.uwo.ca | se.uwo.ca

Western’s Student Development Centre is dedicated to providing professional and accessible services that help students achieve their personal, academic, and professional goals in a confidential and caring environment. Our services are free for current students and recent grads, and are administered by highly trained and experienced professionals who know what campus life is all about.

STUDENT HEALTH SERVICES (SHS)

Room 11, Lower Level, University Community Centre (UCC) 519-661-3030 | health.uwo.ca

SHS offers a wide range of health and medical services on campus to students. SHS provides all of the same services as your family doctor and more, such as medical care and treatment, counselling, psychiatry, birth control counselling, allergy injections, immunizations, STI testing, laboratory, physiotherapy, and massage therapy. Medical, counselling, and health education centres are open year-round. Bring your student card and health card with you when you visit SHS. The medical and counselling centres schedule meetings by appointment only.

For mental health supports: health.uwo.ca/mentalhealth

STUDENT SUCCESS CENTRE

Room 210, University Community Centre (UCC) 519-661-3559 | success.uwo.ca | se.uwo.ca

The Student Success Centre helps you towards a successful future. By coming to Western you have chosen to invest your time, money, and energy to set yourself up for the best possible outcomes. We’re here to help you find opportunities to build skills and experience for a meaningful and fulfilling life. We offer career development, experiential learning, first-year programs, leadership, scholar’s programs, and mature student programs.

WELLNESS EDUCATION CENTRE (WEC)

Room 76, University Community Centre (UCC) | wec.uwo.ca

As a student, searching for the right health and wellness resources to meet your needs can be an overwhelming, confusing, or intimidating experience. At the WEC, we provide you with a supportive, personalized way to help you find the resources best suited to your needs available at Western and in the London community.

WESTERN STUDENT RECREATION CENTRE (WSRC)

519-661-3090 westernmustangs.ca | se.uwo.ca

The WSRC is a great way to take advantage of a number of recreational activities, including: aerobics, aquatics, racquet sports, and more! You’ve already paid for a recreation membership in your student fees. Simply bring your Western ONECard and enjoy.

PROPEL

The Student Entrepreneurship Centre

Room 2130, Western Student Services Building (WSSB) 519-661-2111 ext. 87303 propel.uwo.ca | se.uwo.ca

Propel provides co-working space, mentorship, seed funding, events, and acts as an advocate for local youth-based (aged 18–29) startups in the community. Propel works collaboratively with students and the community to support and enhance entrepreneurial endeavours. They offer a range of free programs and services to help you take your idea to the next level. Gain expert advice, connect to the network, or simply find out how to start.
Western’s Orientation program is designed to smooth the transition to university and residence life, help you meet people, and welcome you to the Western community. Orientation Week (OWeek) is planned and overseen by Western’s administration, University Students’ Council, faculties, staff, students, and volunteers. Events include: Welcome Rally, faculty meet and greets, faculty and program introductions, campus services fair, residence socials, One Love rally, campus-wide concerts, and community volunteer activities. Residence Staff and Sophs are always available to guide you through the OWeek activities and provide peer support.

Your name, room number, and faculty will be used to assign you to groups for orientation activities and to invite you to events related to your academic program throughout the year.

For detailed information on OWeek activities, visit oweek.ca

All activities are voluntary; you are free to come and go as you wish and to decide which events you want to attend. There are no planned orientation activities after 1 a.m. or before 8 a.m. on any day to ensure adequate sleep. Make sure you lock your doors and windows at night or whenever you leave your room. If, in the course of OWeek, you feel that any of the principles of orientation are not being met, please talk to your Residence Staff Member or your Residence Manager.

OWeek Substance Policy

Alcohol is not permitted or made available during orientation events or in residence. Alcohol is banned from the first move-in day until September 10 regardless of your age. We have the right to inform your parents and/or suspend you from residence for the remainder of OWeek should you come to our attention during OWeek for alcohol-related behaviour.

Western’s OWeek has been ‘dry’ for more than a decade. Do not bring alcohol into residence.

There is a no-guest policy in effect during OWeek as well as the weekend following the first week of classes in September. A limited guest policy is in effect during exam periods, Homecoming, Halloween, Frost Week, and St. Patrick’s Day. Refer to the Residence Contract on our website for guest policies in full.
Once you’re settled into your room, we encourage you to complete the online **Room Inventory and Condition Checklist (RICC)**. By completing this checklist, you will be confirming the inventory of items in your room and reporting any deficiencies you may find.

Visit [myhousing.uwo.ca/portal](http://myhousing.uwo.ca/portal) and follow the steps from there.

It is in your best interest to complete the online process as any deficiencies or missing items will be your responsibility at the end of the year. Please contact your residence front desk if you require assistance.

**ROOM CLEANING AND MAINTENANCE**

Our caretakers are responsible for general maintenance only. Responsibility for the neatness and cleanliness of the building is shared by all residents. Charges for cleaning up excessive waste or mess will be billed to you if you have not cleaned the affected area(s) within a reasonable length of time. Caretakers have the right to remove items (without prior permission) that have been taken from the residence common rooms including: furniture; dining hall dishes, trays, and utensils; or other items that are the property of the Division of Housing and Ancillary Services. Vacuum cleaners are available at the front desk and may be signed out by students on a short-term basis.

In all residences, caretaking staff will provide light housekeeping (e.g., dusting, vacuuming, emptying garbage) provided they can do so without having to move a resident’s personal belongings. Floors will not be vacuumed if personal items are not picked up. You are encouraged to maintain at least a minimum standard of cleanliness for health and safety reasons. Please note that cleaning schedules are subject to change without notice.

**REPAIRS**

Western’s Facilities Management has a maintenance staff team of electricians, carpenters, trades workers, plumbers, and painters who work to maintain a safe living environment for students. If you have a room maintenance request, including concerns with extreme hot or cold, please contact your front desk. They will direct your request to the appropriate maintenance personnel. We will do our best to try to contact you to arrange a suitable time to complete any necessary repairs. Occasionally, it may be necessary for maintenance personnel to enter your room to do the work, whether you are present or not.

**DAMAGES**

Report any damages to your room or its furnishings to your residence front desk immediately. When your damage report is received, an assessment of damages and repair costs is made. If you are responsible for damaging University property, you will be billed for appropriate charges and may be subject to disciplinary sanctions.

**DAMAGE APPEALS POLICY**

Read here: [rezlife.uwo.ca/policies_appeals.cfm](http://rezlife.uwo.ca/policies_appeals.cfm)

**More information on check-out process will be announced in mid-March 2019.**
MAIL
Mail is collected and delivered at every residence except on holidays and over the winter break. Please ensure that you provide your legal name as the recipient of any mail delivered to your residence. Packages and larger envelopes will be kept at the front desk and a package delivery notice will be sent via email to your Western account for you to pick them up. You need to show photo identification and the package delivery notice to retrieve your delivery. All mail and packages will be returned to the sender if not picked up within 30 days. Any mail received after you have checked out will be automatically returned to the sender if you haven’t arranged to have your mail forwarded to your home or summer address at any Canada Post Office.

Floors in Saugeen-Maitland Hall, Delaware Hall, and Medway-Sydenham Hall are assigned floor mailboxes at the beginning of the year and a floor representative will pick up the mail daily.

Residents of Alumni House, Essex Hall, Elgin Hall, London Hall, Ontario Hall, and Perth Hall have suite mailboxes located near the front desk.

Please refer to page 26 for your building address.

INTERNET
Wired and wireless internet connection is provided in residence through RezNet. For more information, please refer to the RezNet Handbook or reznet.uwo.ca

CELL PHONES
Provide us with your personal cell phone number through the online Residence On-boarding Process (ROP) or via the Residence Inventory Condition Check. Ensure you update your cell number on the myHousing Portal if it has changed since you first provided it. We may need to contact you directly in the event of an emergency or for business purposes.

TELEVISION CABLE SERVICE
Cable service is provided in all lounges equipped with TVs. Suite living rooms are cable-ready but you should make arrangements with an outside service provider once you arrive. You are responsible for providing your own television and digital adaptor. Cable is not provided in traditional- and hybrid-style residence rooms. Splicing TV cables is not permitted in residence and will result in disciplinary sanctions.

PARKING & VISITOR SERVICES
The availability of Western parking permits is limited so purchase a parking permit as soon as possible. Undergraduate students with a permit may park in any parking lot designated by a green perimeter
zone, most of which are close to residence buildings. Green perimeter parking zones include: Springett Green, Medway, Althouse, Ontario, and Huron Flats. All permit holders have access to most other parking lots and zones after 4 p.m. on weekdays and weekends at no extra charge. Visit uwo.ca/parking for more information about parking on campus, tickets, and purchasing your parking permit.

**RESIDENCE TRAFFIC CIRCLES**

Never leave your vehicle unattended in traffic circles. Doing so will result in a minimum fine of $100 from Western’s Parking Services. Access routes shall always be open for emergency vehicles. Traffic circles are designated fire routes and can only be used for passenger drop-off and pick-up. Improper or unauthorized parking will result in your vehicle being ticketed and/or towed by Western’s Parking Services at the owner’s expense and liability. Residence front desks have no authority over parking tickets.

**BICYCLES**

All residences have nearby bike racks; however, bike thefts sometimes happen. Always lock your bike with a high-quality U-lock and register it with Campus Community Police Service. You may not put bike hooks in the walls or ceiling of your room; you will be billed for any damage to the room or furniture resulting from storing your bicycle. Do not secure your bicycle to railings, pipes, or other fixtures in common areas of the residence. Your bicycle may be removed if it’s stored in an unauthorized area.

**PUBLIC TRANSPORTATION**

All new full-time undergraduate students have already paid for their bus pass in their student fees. You will automatically be able to use your Western ONECard as a valid London Transit Commission (LTC) bus pass. Visit westernusc.ca/transportation for more information.

**LAUNDRY FACILITIES**

Card-activated laundry facilities are available in every residence. To add funds to your laundry account, please see the card reload centre list posted in your laundry room. Irons and ironing boards are also available at the front desk for your use. Unauthorized use of another person’s laundry card constitutes theft and may result in disciplinary sanctions.

**LOST AND FOUND**

Residence front desks store lost and found items for a short period of time, and then send them to Campus Police.

The Campus Community Police office maintains storage of lost and found items in Room 1257 of Lawson Hall.
DECORATING YOUR ROOM

• Use discretion and respect when decorating your room. Don’t post anything on either side of your hallway door, interior doors, or walls that may be offensive or upsetting to others.

• Do not hang decorations from (or obstruct) smoke detectors, fire alarms, or sprinklers to avoid violating safety codes.

• Use tacks to hang things from the poster rails that line your room’s walls. Tape can damage paint and drywall when it has been left in place for several months.

• You may not paint any part of your room; place stickers; and/or use nails, screws, or brackets on the walls, furniture, or fixtures. You will be charged for any damages to your room.

• All residence furniture is assigned to a specific room and may not be moved from one room to another.

• Only University-issued furniture is permitted in student rooms (including desk chairs). This ensures that it’s properly assembled and meets safety standards. Personal mattresses, tables, chairs, and other types of furniture are not allowed because they may create a safety hazard and increase the risk of fire.

• Do not disassemble or reassemble furniture in a manner for which it was not originally designed.

• Flags, banners, bed sheets, posters, and/or signs are not to be hung in or out of windows or around residence property except with permission of the Residence Manager upon special request.

• Alcohol containers cannot be displayed in windows.

• Refrigerators brought into residence must be in excellent working condition and meet all safety, health, and size regulations. The maximum size allowed for personal refrigerators is 53 cm × 55 cm × 84 cm (21” × 21.5” × 33”).

• Use of the residences and their facilities is restricted to you and your guests. Any use by a large group requires the prior approval of the Residence Manager.

**May I make snacks?**

In traditional- and hybrid-style buildings, the common-area kitchenettes are provided for preparing light snacks, but not designed for food storage or meal preparation. Cooking or preparing meals in traditional- and hybrid-style buildings is strictly prohibited due to problems of sanitation and the increased danger of fire.

Residents of suite-style residences are welcome to prepare meals in the kitchens of their suites.
Can I relocate?
There are generally no vacancies in residence for the first academic quarter. Therefore, building and room changes are only considered (or required) after Thanksgiving. These switches occur at the discretion of the Residence Life Management Team under exceptional circumstances. You will be charged or credited accordingly for any differences in room or meal plan rates between residence rooms and/or buildings. We are committed to exploring all other avenues to resolve issues or conflicts before considering a room change.

Please refer to your Residence Contract found at residence.uwo.ca/residence_contract.pdf for information about Western’s vacancy and consolidation policy and withdrawing from residence.

Moving to a single room
Any moves from double to single-room accommodation after move-in day will be at the discretion of the Residence Life Management Team.

If you are moved from a double to a single room, you will be responsible for paying the single-room rate, which will be pro-rated from the time the offer of single-room accommodation is accepted.

What if I’m away from residence for a short while?
Let your roommate, Staff Member, or the front desk know if you are going to be away from residence. Be sure to lock your room and close your windows when you leave.

Can I stay in residence after my final exams are over?
Students must vacate their rooms within 24 hours following the date of their final examination, as recorded by the Office of the Registrar, at the end of each term or by noon on closing day (in both December and April), whichever is earlier. This ensures residences remain quiet and conducive to sleep and study during the final exam period. You may be asked to vacate the residence before your 24-hour move-out timeline if your behaviour is called to Housing’s attention during the exam period. Students may remain in residence during the Fall and Spring Reading Weeks (October 9–12, 2018 and February 19–22, 2019); however, limited food service is available in designated residence dining halls during this time.

You may request written permission from your Residence Manager to stay later than 24 hours after your last exam under exceptional circumstances. If permission is granted, you will be subject to an additional charge of $50 per day for each extra day of accommodation. There is a $100 fine for each night spent in residence beyond your official move-out date if you have not received the written permission outlined above. However, all residents must vacate their residence by noon on December 22, 2018 and noon on May 1, 2019, for the respective winter and summer breaks. You will be notified about closing procedures, closing times, and reopening times at least two weeks prior to any closing date. Buildings are secured and residents are not permitted access during these break periods.

What can I leave in my room during vacations?
You may leave personal property in your room during statutory holidays, winter break, and Fall/Spring Reading Week, unless the University indicates in advance a need to have the room vacated. You should always take valuable items (e.g., jewelry, computers, TVs, etc.) with you when you leave as the University cannot guarantee the security of personal belongings in your room. It is your responsibility to ensure your doors and windows are locked whenever you are not in your room.
As a roommate, I have the responsibility to:

- Maintain a clean living area.
- Respect my roommate and my roommate’s belongings.
- Respectfully communicate face-to-face with my roommate.
- Take an active role in resolving conflicts, with or without the aid of Residence Staff.
- Allow my roommate to live and learn in our room free from undue interference (unreasonable noise or other distractions) that inhibit these activities.
- Allow my roommate to sleep without disturbance from noise, guests, or other disruptions.
- Allow my roommate free access to our room and our shared facilities.
- Provide my roommate with privacy.
- Allow my roommate to be free from fear, intimidation, and physical and emotional harm.
- Ensure that my guests respect the privacy and rights of my roommate.
- Be private and discreet, especially with intimate relationships.

Prevent roommate misunderstandings by discussing the following as soon as possible:

- Using one another’s belongings.
- Studying in the room.
- Sleep schedules.
- Cleanliness and neatness preferences.
- How comfortable you are with guests and visitors.
- Room temperature preferences.
- Noise levels from stereos, TVs, telephones, and computers.
- Using the room for socializing.
- Storage space use.
- Lifestyle.
- Disposing of food, recyclables and garbage.
- Appropriate hours for online video calling with family or friends.

All residents are encouraged to refer to the ‘Roommates Living Together’ guide which will assist students with the creation of a Roommate/Suitemate Agreement.

This guide and roommate agreement templates can be found online via rezlife.uwo.ca/roommates.cfm
**Resolving differences**

Sharing a room is just like any other relationship: it requires openness, flexibility, and respect to be effective. It’s important to communicate openly with your roommate right from the start. Learning to live with other people, to acknowledge and respect each other’s differences, and allow one another the space to grow are some of the most valuable parts of the residence experience.

You have to take an active role in resolving your differences.

It’s important to communicate your needs clearly and openly. Your roommate probably doesn’t realize their behaviour is bothering you. Show your roommate respect by speaking with them in person, not by leaving notes via text messages, or through social media. Focus exclusively on how their behaviour is impacting you, not on their character.

It’s crucial to speak with your Residence Staff Member promptly if speaking with your roommate doesn’t improve the situation. Your Staff Member can coach you on effectively communicating with your roommate and will follow up to monitor how your discussion with your roommate goes. Let your roommate know that you’re getting advice from your Staff Member, particularly if you’d like your Staff Member to speak with your roommate. Your Staff Member will speak with your roommate to gain more insight into your relationship with your roommate. University employees cannot discuss roommate conflicts with parents without your explicit consent to do so.

**Roommate mediation**

Your Residence Staff Member will recommend a roommate mediation if your roommate difficulties persist after you’ve followed the steps previously outlined. A roommate mediation is an assisted dispute-resolution process where you and your roommate can discuss your needs and concerns respectfully and openly. A Staff Member will act as a mediator to ensure there’s a safe and neutral environment for you to speak about your feelings, thoughts, and needs. Residence Staff are trained to work with disputing residents to create a mutually satisfactory solution. This process will help you create clear expectations and specific steps necessary to carry out the agreed-upon solution. We’re committed to resolving roommate disputes through mediation and we expect residents to make an honest and sincere attempt to reach a resolution.

**Room changes**

Room changes are arranged by Residence Managers only as a last resort after all other options have been exhausted. There are generally no room vacancies to make switches during the first several weeks of the academic year.

Room changes create a dilemma: neither roommate may wish to continue living together but both may wish to stay in the room. Living apart requires one or both residents to leave their friends and floor community. The Residence Manager may force one or both roommates to move in exceptional circumstances. Thankfully, mediation is successful in the majority of roommate disputes. While getting along may not always be easy, it’s certainly worthwhile.
Please see your Residence Contract at residence.uwo.ca for further details on the behaviour management process.

The primary purpose of the residence behavioural management process is to:

- Educate students with regard to their actions and responsibilities.
- Protect the residence community from conduct violations.
- Maintain an environment that supports learning.
- Repair any harm that is done to the community.

We actively foster the personal and social development of students who are held accountable for violations of the Residence Contract. The behavioural management system is designed to promote self-discipline and increase your capacity to respect the rights of others.

We emphasize appropriate conflict resolution methods and educational opportunities before punitive measures are considered whenever possible.

We investigate behaviour that is not consistent with the Residence Contract. We may use other sources of information (e.g., meal plan or lock/key logs, guest records, online forums, surveillance footage, etc.) to assist in our investigation. We review these findings and the incident report, interview witnesses, and then meet with you to discuss what happened. Outcomes are based on a balance of probabilities given the information we are provided. Behaviour consistent with the Residence Contract is expected at University-sanctioned events, including formals, dances, etc., that are held outside of residence.

Tell the truth and take responsibility

An honest understanding of the facts and surrounding circumstances is the best guarantee of a good outcome. Be upfront about what you know or what you’ve done. Falsifying or suppressing facts works against you. You are obliged to report violations of the Residence Contract and to cooperate with the investigation of incidents. Dishonesty, collusion, or deliberate attempts to cover up the facts may result in disciplinary sanctions.

When required and appropriate, we maintain the confidentiality of comments and observations provided to us during any phase of an investigation, including interviews.

Disciplinary matters will be evaluated and the decision will be conveyed to you within a reasonable time.

Each case is reviewed on an individual basis, taking the seriousness of the incident and its impact on the residence community into consideration when determining the appropriate sanction(s).

We are determined to ensure the thoroughness of our investigations. All efforts will be made to contact those involved, including placing a hold on meal plans, if we are unable to contact a student through a Western-provided email address.

CONDUCT

While in residence, or on residence property, you will contribute to maintaining an atmosphere conducive to community, study, and sleep. Consideration for other residents shall be shown at all times or you may face disciplinary sanctions.
REZLIFE ALCOHOL AWARENESS GUIDE

HOW MUCH IS TOO MUCH?
Young adults who decide to drink might not be aware of their limits or the dangers of binge drinking. Binge drinking is consuming four or more drinks on one occasion. Monitor your consumption and be aware of the signs of problem drinking.

SIGNS OF PROBLEM DRINKING
Memory loss; passing out; fighting; frequent hangovers or being late for class; using alcohol to cope with stress; drinking alone: allowing alcohol to interfere with your health, school work, or relationships; and binge drinking.

RESPONSIBLE DRINKING
If you are of age and choose to drink, be aware of the impacts of alcohol consumption. When you drink, stay within your limit; take days off from drinking; make plans to get home safely; drink water; and never leave your drink unattended.

ACCORDING TO RECENT SURVEYS OF WESTERN RESIDENCE STUDENTS:
85% drink once a week or not at all
61% drink less than once per week

CHECK YOUR DRINKING SURVEY
Complete a “Check Your Drinking” online self-assessment before arriving to campus. Participants who reflect on their own drinking behaviours are more likely to reduce their overall alcohol consumption. Access the confidential survey at: uwocHECKYOURDRINKINGU.NET

THE DOWNSIDES OF DRINKING
• Being refused entry into an event or getting kicked out for being drunk.
• People get the wrong idea about who you are.
• Physical discomfort from hangovers and vomiting.
• Alcohol poisoning.
• Increased possibility of engaging in risky behaviour.

HOW TO AVOID OVER-INTOXICATION
• Have food in your stomach to slow the absorption of alcohol.
• Limit your total number of drinks for an event and count them.
• Pace yourself—drink slowly.
• Mix your own drinks.
• Alternate a non-alcoholic drink with an alcoholic drink.
• Avoid taking straight shots.
• Use a large amount of mix in your drinks.

SOBER STRATEGIES
• Bring a small amount of money if you go out.
• Purchase or make non-alcoholic drinks that look like alcoholic beverages but are not (e.g., ginger ale in a glass with ice and a lime).
• Talk to a student leader for tips on what to say OR simply tell people you don’t want to drink!

DRUGS
The consumption of drugs, including cannabis, can have significant impacts on your health, academics, and social life. Consumption, sharing or distribution of drugs (including cannabis) is strictly prohibited in residence.

If you or someone you know would like to seek help or more information, connect with your Residence Staff Member.
SEXUAL CONSENT

Consent is when people voluntarily agree to engage in a sexual activity. Consent cannot be assumed and must be given freely. Asking for consent and respecting the response you receive ensures everyone involved feels safe and wants to proceed. You must obtain consent before initiating and continuing with intimate and/or sexual activity.

Consent is not:

- Given by someone else.
- Obtained through pressure, abuse of power, trust, or authority.
- Obtained through coercion, force, or threat of force.
- Obtained if the person is unconscious, sleeping, intoxicated, or under the influence of drugs or medication that could impair their judgment.
- Obtained if the person does not say yes, says no, or through words or behaviour that implies no.
- Obtained when the person changes their mind. Consent can be revoked at any time.

If you do not gain consent before engaging in a sexual activity or moving from one sexual activity to another, you may be committing sexual assault.

Check out Western’s video outlining what consent is about: safecampus.uwo.ca/sexual_violence

Be an Upstander

Upstander behaviour means taking action when you see another person in harm’s way. If you witness harassment, sexual harassment, assault (or the potential for), intervene indirectly by calling Campus Police, a Residence Staff Member, or Equity & Human Rights Services. If it is safe to do so, intervene directly by warning or removing the recipient from the situation, or saying something to the perpetrator.

We take care of each other at Western and in residence. If you or someone you know has experienced any of the behaviour listed above, talk to a Residence Staff Member or your Residence Manager, or access the supports provided in this guide.

COMMUNITY STANDARDS

IT'S ALL ABOUT RESPECT

Living in residence means you have rights; however, you also have responsibilities. It’s essential you respect the rights of your fellow residents, including the rights to privacy, property, study, rest, and equal opportunity to access common facilities. Respecting the rights of others will make them more likely to respect your rights in turn. Residence living requires a spirit of mutual respect and cooperation.

Take care of yourself. Take care of each other. Take care of this place.
For emergencies call 911 or the front desk.

Notify your residence front desk in emergency situations. They will call 911. All 911 calls will be directed to the Campus Community Police Service who will activate the appropriate response, such as police, fire, ambulance, and/or the Student Emergency Response Team (SERT). Together, the Residence Front Desk Staff and the Campus Police will ensure that emergency personnel are escorted to the right location.

CAMPUS COMMUNITY POLICE SERVICE (CCPS)

CCPS is an active partner within all segments of the University. CCPS supports the safety and security of all individuals on campus.

Call 911 for emergency services. For non-emergency situations, call 519-661-3300 or visit uwo.ca/police

AMBULANCE SERVICES

The University reserves the right to summon an ambulance to transport you to a hospital and will not assume liability for costs of ambulance service. You may want to verify that you have applicable insurance coverage.

STUDENT EMERGENCY RESPONSE TEAM (SERT)

SERT is a student-run volunteer organization affiliated with Western’s Student Health Services and is recognized as a first-response by the Ministry of Health. SERT members respond to all medical emergencies on campus, 24 hours a day, seven days a week. SERT responds with oxygen, defibrillation, burn and general trauma services, and provides First Aid certification training. Visit sert.uwo.ca for more information.

EMERGENCY PHONES

There are several emergency phones on Main Campus. These act as a direct link with the CCPS who can immediately mobilize services to assist you. All pay telephones on campus are equipped with free one-touch speed dialing to CCPS.

WESTERN FOOT PATROL

The Western Foot Patrol provides safe escorts on the main and Affiliated University College campuses, deters crime through patrols, and promotes safety awareness. Co-ed teams in distinctive black and purple jackets will walk you safely to your destination, and are available Sunday to Thursday from 6 p.m. to 1 a.m., and Friday and Saturday from 6 p.m. to 12 a.m. and also offer vehicle transportation for longer distances.

Western Foot Patrol operate a safety resource centre and the Work Safe program, which enables students on campus to register for regular “check-ins”. To contact Western Foot Patrol, or to volunteer, please call 519-661-3650, visit them at the UCC, Room 57, or check out uwo.ca/footpatrol

Promote your own safety by doing the following:

• Keep your door and windows locked at all times.
• Always carry your keys with you.
• Keep window screens and bars in place at all times. There is a $50 fine for tampering with screens.
• Be mindful of whom you are allowing to enter the building.
• Report any suspicious persons, activities, or hazards to the residence front desk or CCPS.
• Do not light candles, incense, and smoking materials in residence. These actions are prohibited as is the presence of any open flame.
• Secure computers with security cables, especially laptops. Most desks are equipped with a grommet hole. Contact your front desk if you would like one installed.
• Do not leave food open and refrigerate any perishable food to avoid pests.

Alert WesternU—powered by Everbridge—is Western’s new emergency mass notification system that will issue important safety messages in the event of a campus-wide emergency.

All Western faculty, students and staff with a current UWO.ca email address will automatically be subscribed to the system to receive email notifications.

As of September 1, 2018, you will be able to add up to five additional contact methods—three mobile numbers for text messages and two additional email addresses—for you, your parent(s)/guardian(s), and/or anyone you select. To receive alerts on your mobile device, download the Everbridge app from the App Store or Google Play.

If you require notifications in a different format, contact alerthelp@westernu.ca to make arrangements for accommodation or your specific needs.

For more information visit alert.westernu.ca
FIRE SAFETY

The Office of the Fire Marshal enforces the laws and regulations of the provincial government in Western’s residences. Any behaviour that violates these laws will result in criminal charges. You may also receive disciplinary sanctions from Housing.

Fire equipment, including pull-stations, smoke and heat detectors, sprinklers, fire hoses and extinguishers, exit signs, and emergency exits are only to be used in an emergency. You will receive serious disciplinary sanctions if you tamper with fire-related equipment. Your Residence Contract will be terminated if your tampering results in the building alarm being activated.

Smoking is prohibited in residence, partially due to the sensitivity of fire detection equipment. No open flame is allowed in or around residence. If you wish to use candles, an open flame or smoke for religious, ceremonial or cultural purposes please consult with your Residence Manager. Your Residence Contract will be terminated and you may face criminal charges if you intentionally set objects on fire in or around residence.

You may not bring furniture or natural Christmas trees into residence due to fire code regulations. Foam pillows and mattress toppers are not permitted in residence dryers as they will catch on fire. High-voltage appliances are not allowed in residence.

Residents of suite-style buildings are obligated to prevent fires and false fire alarms by ensuring their cooking appliances are clean and in good working order. You are expected to keep your suite’s hallway door closed and your exhaust fan turned on when cooking in residence. Failure to do so may result in a false fire alarm and associated sanctions.

Toaster ovens, cooking grills, kettles, microwaves and coffee makers are permitted in suite-style residences only, provided they are approved by the Canadian Standards Association (CSA) and have an automatic shutoff.

All extension cords should be CSA approved. Use only CSA-approved power bars with surge protectors and built-in circuit breakers in residence. Do not use multiple outlet plugs or extension cords simultaneously. Check your electronics to ensure cords are not frayed or damaged.

Familiarize yourself with your residence’s emergency exit locations, what to do in an emergency, evacuation procedures, and the fire alarm system. Speak with a Residence Staff Member if you have any questions regarding fire safety.
EVACUATIONS
You are required to evacuate residence during drills and fire alarms. Students who fail to evacuate will face disciplinary sanctions and a $100 fine. Inform the front desk when you move in if a physical challenge prevents you from safely exiting during a fire alarm. You are expected to follow the instructions of Fire Department members, Residence Staff Members and Fire Wardens (students on your floor who have been given special fire safety instruction) during fire alarms.

SMOKE DETECTORS
All rooms have smoke detectors and some have heat detectors. Tampering with or misusing your smoke or heat detector will result in disciplinary sanctions. Do not cover, obstruct, or hang objects from your smoke detector. Immediately report any power outages or activations of heat or smoke detectors in your room or in common areas.

FIRE SPRINKLERS
Depending on the location, sprinkler heads may be mounted on walls and/or the ceiling, and will be either exposed or recessed. Sprinklers are heat activated – do not expose them to any heat source. Sprinkler heads are fragile. Nothing should be attached to or hung from them. Avoid all contact with sprinkler heads. Unnecessary activation, even by accident, will cause water damage and you will be held liable for damage to University and private property.

FIRE EXTINGUISHERS
Fire extinguishers are located on every floor of the building and should only be used in emergency situations by those with fire extinguisher training. You will face severe sanctions if you tamper with fire extinguisher seals or pins, or discharge a fire extinguisher or hose unnecessarily. The dust inside a fire extinguisher triggers fire alarms via particle detectors. You will be fined or billed for any damaged property, and your Residence Contract may be terminated.

FIRE DOORS
Fire doors are designed to automatically close in the event of a fire alarm. Opening an exterior fire door triggers an alarm at the front desk. You will face severe disciplinary sanctions and a fine if you prop a fire door open, tamper with its mechanisms, or open an exterior fire door when there is no fire alarm in the building.

Items prohibited due to fire risk include:

- Incense
- Candles
- Smoking materials (including cigarettes)
- Vapourizers, hookahs, and bongs
- Flammable liquids
- Gas-powered equipment
- Fireworks
- Anything deemed a fire hazard by Housing

FIRE ALARMS
Fire alarms are activated by pulling a pull station, spraying fire extinguishers, opening fire doors, discharging fire hoses, and creating excessive steam. Fire alarms are dangerous to residents and responding Fire Department personnel. Causing a false fire alarm by any means is illegal and will result in punishment by fines, imprisonment, and/or recovery of related costs (up to $950) by the Fire Department, in addition to the termination of your Residence Contract. You will be held accountable if the behaviour of your guests results in fire safety related incidents. Students are encouraged and will not be penalized for pulling a fire alarm when they suspect the presence of a real fire.
Every building has quiet hours Sunday through Thursday from 11 p.m. to 8 a.m. Quiet hours begin at 1 a.m. on Friday and Saturday nights and continue until 11 a.m.

24-hour quiet hours are in effect throughout exam periods in December and April. You may be asked to withdraw from residence early during the exam periods if your behaviour is distracting to other residents or if you violate your Residence Contract.

Stereos, radios, computer speakers, TVs, video games, musical instruments, and conversations should never be audible beyond your room, even when quiet hours are not in effect. Excessive noise will never be tolerated at any time and will result in disciplinary sanctions, including the removal of your stereo system or speakers. You should always use headphones to avoid bothering others.

You are obligated to respect quiet hours and Residence Staff have the right to tell you to turn off speakers or stereos, or have you remove them from your room in the moment.

Congregating in hallways and shouting out of windows is not allowed. It’s your responsibility to limit unreasonable noise at any time and to actively request that others do the same. You have the right to ask anyone to be quieter if they are being excessively loud and you have the obligation to be quiet if asked by another resident. Call the front desk if someone is ignoring your requests for peace and quiet.

NOISE IN RESIDENCE

A guest is a non-resident of the building. Anyone visiting you is considered to be your guest even if they live in a different Western residence. You need to pre-register your guests prior to their arrival during weekends and times of the year when higher than normal guest volumes are anticipated. You may pre-register up to two guests per night online at guestreg.uwo.ca

Your roommate’s/suitmates’ consent is required prior to inviting anyone for an overnight stay. The stay of your guest is limited to no more than eight days per semester and no more than two nights in the same week. Parents/guardians are not permitted to stay overnight in residence.

• The privilege of having two guests is extended only to those who pre-register.
• Residents have a set capacity that cannot be exceeded. Residents are permitted to sign in one guest at the door if the capacity has not been reached through pre-registration.
• Guests need to show valid government-issued photo identification when entering residence. Pre-registered guests’ identification shall match the name(s) given on the pre-registration form.
• You should meet your guest(s) on their arrival to the building and accompany them at all times during their stay. They are not permitted to visit neighbouring buildings unless signed in by a resident of that building.

• Guests will be provided with a wristband, and are required to wear it at all times during their visit.
• Residence Staff have the right to remove guests from residence for any reason, including excessive intoxication, removing their wristband, inappropriate behaviour, and wandering the building unaccompanied by their host.
• Never sign in someone whom you do not know. You assume full responsibility for the behaviour of your guest(s), including disciplinary sanctions for their behaviour and restitution of damages caused by your guest(s). We reserve the right to revoke your guest privileges.

There is a no-guest policy in effect during Orientation Week as well as the weekend following the first week of classes in September. A limited guest policy is in effect during exam periods, Homecoming, Halloween, Frost Week, and St. Patrick’s Day.

Residents of Alumni House and London Hall are not required to register guests. More information specific to Alumni House and London Hall can be found in the supplemental guide received upon arrival.

See your Residence Contract for our full guest policy.

GUESTS IN RESIDENCE
Safety is important to all of us. You should feel comfortable knowing we go to great lengths to promote a safe residence environment. Residence front doors are locked 24 hours a day, seven days a week. Access is by student card (student areas in Ontario Hall and Elgin Hall are locked 24 hours, while the front doors are open during business hours to allow access to Housing offices). Front Desk Staff are available in residences during the day and accessible by telephone on a 24-hour basis. You should carry your keys and student card with you at all times to access the residence. Be mindful of whom you are allowing to enter the building. Keep your room door locked at all times.

**Can I lend my keys?**

Do not lend your keys or tamper with locks; disciplinary sanctions may be applied if you do. Residence Staff will confiscate keys held by individuals to whom they do not belong. You are the only person who is permitted possession of residence keys that have been issued to you by the Division of Housing and Ancillary Services. Western keys are not to be duplicated; doing so will result in severe penalties. Anyone found in possession of unauthorized Division of Housing and Ancillary Services key(s) will be subject to a minimum fine of $75 and a letter of warning for the first offense, and further disciplinary action for subsequent offenses. Misuse of keys is a serious infraction and may result in the termination of your Residence Contract. Do not punch holes in key cards, as it will deactivate them.

**What if I lose my keys or lock my keys in my room?**

You are permitted to sign out spare keys two times within each calendar month without an administrative charge. Each time you sign out your spare key in excess of two times per calendar month, an administrative charge will be issued for each additional spare key. The charge will be $10 for the third key, $15 for the fourth, $20 for the fifth etc., each charge progressively increasing by $5 per spare key.

Alumni House uses metal keys rather than key cards. You will be charged for a lock change if you sign out spare keys in this building and they are not returned within 24 hours. Lock changes can be expensive but are necessary to ensure the security of your residence community.

**How do I access the study room, laundry room, workout room, or music practice room?**

Your room keys will give you access to the study rooms, laundry room(s), workout room, and music practice room(s). There are a number of study rooms conveniently located in each residence. Music practice and workout rooms are available at specific times in your building. See your front desk for details.
To receive mail at your residence, it should be addressed as follows:

**ALUMNI HOUSE**
Full Name  
Room Number and Letter  
Alumni House  
Western University  
1151 Richmond Street  
London, Ontario, Canada  
N6A 5B9  
Business Phone: 519-661-3814

**DELAWARE HALL**
Full Name  
Room Number  
Delaware Hall  
Western University  
1151 Richmond Street  
London, Ontario, Canada  
N6A 5B9  
Business Phone: 519-661-3259

**ELGIN HALL**
Full Name  
Room Number and Letter  
Elgin Hall  
Western University  
1151 Richmond Street  
London, Ontario, Canada  
N6A 5B9  
Business Phone: 519-661-4268

**ESSEX HALL**
Full Name  
Room Number and Letter  
Essex Hall  
1200 Western Road  
London, Ontario, Canada  
N6G 5E3  
Business Phone: 519-661-4240

**LONDON HALL**
Full Name  
Room Number and Letter  
London Hall  
1140 Western Road  
London, Ontario, Canada  
N6A 0A3  
Business Phone: 519-661-3377

**MEDWAY-SYDENHAM HALL**
Full Name  
Room Number  
Medway-Sydenham Hall  
Western University  
1151 Richmond Street  
London, Ontario, Canada  
N6A 5B9  
Business Phone: 519-661-3983

**ONTARIO HALL**
Full Name  
Room Number  
Ontario Hall  
230 Sarnia Road  
London, Ontario, Canada  
N6G 0N2  
Business Phone: 519-661-2088

**PERTH HALL**
Full Name  
Room Number  
Perth Hall  
1125 Western Road  
London, Ontario, Canada  
N6G 5K8  
Business Phone: 519-661-3510

**SAUGEEN-MAITLAND HALL**
Full Name  
Room Number  
Saugeen-Maitland Hall  
289 Windermere Road  
London, Ontario, Canada  
N6G 2J8  
Business Phone: 519-661-2178

Build a **Sustainable** Community
Promoting the smallest possible ecological footprint

### Responsible Sourcing
- **35%** sustainable food purchases
- **280** pounds of honey produced on campus every year
- **27,000** local apples consumed in residence every year

### Education, Awareness and Collaboration
- **50+** FRESH educational events annually
- **10,000** FRESH Reward Cards redeemed annually, rewarding health eating

### Sustainable Dining
- **65-75%** of the items on the residence menu prepared in-house
- **55%** meatless entrées on the residence menu
- **55%** of the items on the residence menu FRESH Approved

### Waste Reduction and Diversion
- **327.7** tonnes of compost collected annually
- **5,000+** reusable Eco-tainers used in residence every year

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**FRESH**

**FRESH Reward Card**
- Get your card from the cashier
- Buy 9 fruit, salad, milk, or yogurt items and get a FREE whole fruit or small carton of milk

**FRESH Approved**
- Healthier menu options
- Flagged on the digital menu board and on grab-and-go items

**FRESH Education**
- Fun and interactive nutrition games and cooking demonstrations led by FRESH Peer Educators
- Request a customized FRESH event at freshu.ca

**FRESH Facts**
- Nutrition tips and recommendations displayed on dining tables

**FRESH Healthy Plate**
- Recommendation for a balanced meal

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Visit [www.freshu.ca](http://www.freshu.ca) | Follow @FRESH_U on Twitter | Like us on Facebook at fb.com/FRESHApproved
Western is proud to operate its own residence food service unit within Hospitality Services. Students living in residence have a vast variety of foods available to them. The menu operates on a six-week menu cycle. Lunch and dinner feature an average of six hot entrées including vegetarian, vegan, gluten-free, halal, and “FRESH Approved” healthier options. In addition, students can make daily selections from a soup/chili, deli, yogurt/parfait or fruit/salad bar. Interactive cooking and a carvery station are also featured during several dinners throughout the week. FRESH grab-and-go fridges offer yet another option for those students on the run.

The residence menu provides varied culinary options. Students can experience the flavours and cuisine of Asia, Europe, and North America, as well as different cooking techniques to create a wide selection of dishes.

To help make sound and independent choices, ingredients are listed for most items on daily menus, which can be viewed online at rezdining.uwo.ca

We strongly recommend that students with food allergies/intolerances speak with either the Dining Hall Staff in their residence or the Nutrition Manager (nutritionservices@uwo.ca). Residence Dining has safely accommodated countless students over the years with food allergies to help make their stay both safe and enjoyable.

**When are the dining halls open?**

We have dining halls in all first-year buildings, and they are open seven days a week from 7:30 a.m. to 7:30 p.m.

- Delaware, Ontario, Medway-Sydenham, and Saugeen-Maitland dining halls feature evening dining services (Snack Bar) Monday–Sunday from 8 p.m. to 11 p.m., while Perth Hall is open 8 p.m. to 11 p.m. Sunday–Thursday. Offerings may include pizza, burritos, grill-to-order features, selected hot entrées, deli sandwiches and salad bar, as well as healthier FRESH grab-and-go items, assorted beverages, snacks, and desserts. If your night class, game, or practice schedules do not allow you sufficient time to eat, we encourage you to meet with your Dining Hall Staff to discuss alternate arrangements. You could opt to visit the dining halls offering evening services, or order in-home delivery.

For further information, please visit rezdining.uwo.ca

Removing dishes from the dining halls will result in a personal or community damage charge. Take part in the Choose2Reuse program by purchasing an ‘ecotainer,’ available in the dining hall.
How is my meal plan structured?
The residence meal plan is comprised of two main components: the overhead fee and the food credit.

**Overhead Fee**
The overhead fee is used to maintain and operate the dining halls. This includes labour, capital costs, equipment, etc. There is no food credit value to the overhead fee and it is non-refundable.

**Food Credit**
The food credit portion of the meal plan works like a debit card with a declining balance. There are two types of food credit: Residence Dollars and Flex Dollars.

**Residence Dollars** are used at on-campus eateries and residence dining halls.

The cost of food purchased in the residence dining halls is reduced and tax-exempt to reflect that the overhead has been paid.

**Your meal plan will last much longer if you make the majority of your meal purchases in the residence dining halls.**

**Flex Dollars** can be used for on-campus confection purchases (such as at vending machines) and at our meal plan partner restaurants found both on- and off-campus. Many take-out/delivery options are available. Off-campus flex purchases are subject to the full retail price plus applicable taxes.

How do I use my meal plan?
Your Western ONECard functions as both your student identification and your meal card. Your account will be credited with your full year’s residence dollars and flex dollars prior to your arrival. You must present your Western ONECard every time you make a purchase or you will be required to pay cash. Protect it as you would for any credit card. You may purchase food immediately upon your arrival provided you have your Western ONECard, which you should receive upon moving into residence.

**Meal Plan $**
Meal plan dollars running low? Want to check your balance? Check or top up your account online at:
mealplan.uwo.ca/topup

**Food Credit**

**Overhead Fee**

**Residence Dollars**

**Flex Dollars**

**MEAL PLAN PARTNERS**
All of these places take your residence meal plan!

**ON CAMPUS**
Western Residence Dining Halls
Argo Tea
Bento Sushi
Booster Juice
Doi Chaang Coffee
Fire Roasted Coffee
Manchu Wok
Mucho Burrito
Noodles
Paramount Fine Foods
Pita Pit
Pizza Pizza
Quesada
Soup and Salad Bar
Starbucks
Subway
Teriyaki Experience
The FIXX
Tim Hortons

**DINE OUT**
Barakat
Dooly’s Shawarma
East Side Mario’s
Jack Astor’s
McDonald’s
Moxie’s
Stobie’s Pizza
Subway
Swiss Chalet
The Spoke
The Wave

**ORDER IN**
Barakat
Domino’s Pizza
Dooly’s Shawarma
East Side Mario’s
King Richie’s
Pizza Pizza
Stobie’s Pizza
Swiss Chalet

Alternate dining options are based on student interest and demand, and as such, are subject to change.
As an upper-year student, there are many ways to continue enjoying the comfort, convenience and experience on-campus living has to offer!

UPPER-YEAR RESIDENCES

Alumni House and London Hall are two upper-year residences for students looking for a more mature and independent environment to socialize, study, and enjoy Western’s culture.

Alumni House is a suite-style residence with a kitchen, shared living space and bedrooms with double beds. It is a quiet residence that is conducive to study. With its great location beside Richmond main gates, students have easy access to Richmond Row and Masonville Mall.

London Hall offers two- and three-bedroom suites. Each suite shares a kitchen and living room. The building is conveniently located steps away from Western’s Recreation Centre and other campus facilities.

Upper-year students can also opt to live in any one of the other seven residences. You can be a Residence Soph, providing mentorship and leadership to incoming first-year students. You can work as a paid Residence Staff Member, focused on community building, student support, and safety in residence. Or, you can join any floor community as an upper-year student in any residence.

Want to live with your friends?

Our online residence application system makes it easy for upper-year students to choose their preferred building, room, and suitemate(s) for the following year. Reservations open in early November—log in at myhousing.uwo.ca/portal for details!
UNIVERSITY APARTMENTS

Upper-year and graduate students living on campus at the University Apartments complex have convenient access to classes, professors, and Western’s many campus resources. You can easily maintain your independence while staying connected to campus life.

Bayfield, Lambton, and Beaver/Ausable Halls, offer one-bedroom and two-bedroom apartments at competitive rates. A minimum 12-month lease is required and you can renew for as long as you are a Western student. The rent includes utilities and one parking space. There is no last month deposit requirement, and on-site maintenance staff is available.

PLATT’S LANE ESTATES

Platt’s Lane Estates is also an option for upper-year, graduate and students with families. Contact the rental office to inquire about this conveniently located, affordable accommodation. With the University as your landlord, you and your family will enjoy our clean, comfortable and affordable facilities.
You might have questions about your new home after move-ins and the front desk is here to help!

The FRONT DESK STAFF in each Residence lobby greet guests, answer phone calls, issue replacement keys, coordinate mail distribution, and dispatch facilities management and student staff members to respond to concerns.

You have access to a front desk 24/7.

Your Answer to Everything Residence

- Help with reloading laundry cards
- Make anonymous noise complaints
- Book study rooms

You Can Borrow

- Sports equipment
- Household items (vacuums & irons)
- Gaming systems
- Board games, ping pong and pool equipment
- Dry erase markers
- HDMI cords for movie nights

residence.uwo.ca/frontdesk
519.661.2088
Computers, Software, Consumer Electronics and Accessories for your everyday life

Conveniently located in the lower level of the University Community Centre

www.computerstore.uwo.ca
Student Health Services

Student Health Services provides Western students with a variety of on-campus health care services. We are an appointment-based clinic with limited same-day appointments available for both physical and mental health issues.

We Offer:
- Medical Care & Treatment
- Counselling & Psychiatry
- Sexually Transmitted Infections Testing
- Birth Control Information
- Allergy Injections & Immunizations
- Laboratory Services
- Physiotherapy & Massage Therapy

Immunization Reminder:
Please remember to speak with your health care provider at home, or visit our clinic on campus to ensure your immunizations are up to date.

Room 11, UCC (Lower Level)
519-661-3030
health.uwo.ca

Mon-Thurs 9:00AM-7:00PM
Fri 9:00AM-4:30PM
Sat 9:00AM-1:00PM

Student Emergency Response Team (SERT)

SERT is a volunteer, student-run organization providing emergency medical response to all 911 calls on campus
- Co-ed teams of three responders on call 24/7
- Trained Emergency Medical Responders carrying a defibrillator and other advanced medical equipment

First Aid Courses
We offer Canadian Red Cross First Aid training on campus! For more info visit sert.uwo.ca

Interested in joining?
Our application process starts in early September; see sert.uwo.ca for more details.

IN AN EMERGENCY
Call - 911 on a campus phone
or 519-661-3300 on a cell phone

Room 28, UCC (Lower Level)
519-661-2111 x84824
sert.uwo.ca

fb.com/WesternSERT
@Western_SERT
Connect with Health and Wellness Resources

WELLNESS EDUCATION CENTRE

TAKING CARE OF YOUR MIND
Empower yourself with WEC’s self-help library, or try the Muse meditation software.

TAKING CARE OF YOUR BODY
Check out the WEC Nutrition Library for information on Healthy Eating.

TAKING CARE OF YOUR VALUES AND BELIEFS
Find volunteer and learning opportunities to put your values into action.

TAKING CARE OF YOUR FINANCES
Find tools, support services, and workshops to increase your financial literacy.

TAKING CARE OF YOUR FUTURE GOALS
Connect with career counselling, writing help, tutoring, and more.

TAKING CARE OF WHAT’S AROUND YOU
Get information on reuse and recycling options in London.

TAKING CARE OF YOUR RELATIONSHIPS AND SOCIETY
Find your niche on campus and your home away from home at the WEC.

University Community Centre, Rm. 76
(519) 661-2111 ext. 87127
wec@uwo.ca
Facebook.com/WellnessWestern
Twitter.com/WellnessWestern
Indigenous Services at Western University

Indigenous Services Centre - WSSB rm. 2100

The Centre is a vital space that acts as a central focus for Indigenous students and communities to gather.

- Computer lab with 10 stations
- Fully equipped kitchen facilities
- Quiet study space
- Lounge area
- Counsellor/Elders Office with smudge always available
- Free telephone, fax and printing available on-site
- 24-hour access for registered undergraduate and graduate students

Cultural and Social Programming

- Visiting Elders - provide cultural supports and teachings by appointment and drop-in;
- Daily smudging, Indigenous languages, drumming/singing groups, etc.;
- Monthly corn soup lunches and monthly dinner/social

Current Student Support

- Transitional programming that pairs up students with tutors;
- Counselling services by appointment;
- Academic advice and guidance for undergraduate and graduate students;
- Financial advice and referrals;
- Housing/residence referrals and relocation support;
- Childcare referrals on- and off-campus

For more information, visit indigenous.uwo.ca
THINGS TO DO
ON CAMPUS
mostly free!
Check out the 400+
concerts and more at the
Don Wright Faculty
of Music!

music.uwo.ca/events

*Remember to
sign up for
monthly email*

6:30 M. MEET UP
WITH THE
GAN @ THE
SPOKE

READ
chapters 6-10
for Tuesday!
Academic or non-academic problem? Come to us for advice.

We are confidential, impartial and independent.

We serve all students: graduate, undergraduate, King’s, Brescia, Huron and Main Campus.

Office of the Ombudsperson
Room 3135 WSS • ombuds@uwo.ca • 519-661-3573
www.uwo.ca/ombuds
Writing Support Centre
Inspiring words

- **One-to-One Writing Counselling:** spend 50 minutes consulting with one of our writing experts about your academic or professional writing.
- **Weldon Drop-In Service:** stop by for a no-appointment necessary 25-minute counselling session.
- **Writing Seminars:** attend talks on common writing assignments, discipline-specific writing, grammar and style.
- **Online Resources:** check out our downloadable handouts or receive online feedback on your paper.

“All WSC services are FREE!”

“It’s amazing to get another set of eyes you know you can trust to look at your work.”

sdc.uwo.ca/writing
Western Student Services Building, 4th Floor, Room 4100

Because we all have to write...
MEAL PLAN

campus.meal.plan@uwo.ca
519.661.3957
mealplan.uwo.ca

Where else you can use your Residence Meal Plan:

**On-Campus Options**

- argo tea
- bento sushi
- Boston's
dolce
green coffee & tea
fiXX
Manchu Wok
mexiBurger
paramount
Pita Pit
Pizza Pizza
Sticky Fingers
Tim Hortons
quesada

**Off-Campus Options**

- Barakat
  519.850.8080
  1149 Western Rd.
- Domino’s Pizza*
  519.672.3030
- Dooley’s Shawarma
  519.601.1129
  1129 Richmond St.
- East Side Mario’s
  519.679.2002
  94 Fanshawe Park Rd. E.
- Jack Astor’s
  519.879.2002
  660 Richmond St.
- King Richie’s Pizzeria
  519.601.5888
- McDonald’s
  520 Oxford St.
  61 Oxford St.
  103 Fanshawe Park Rd.
- Moxie’s
  441 Richmond St.
- The Spoke & The Wave
  On Campus - UCC
- Subway
  1181 Western Rd.
- Swiss Chalet
  1.866.439.0439
  735 Wonderland Rd. N.

*All London locations accept meal plan for deliveries

NetNutrition

view rez dining menus online and access nutritional information

nutrition.uwo.ca

Specific Dietary Needs?

Check in with your Dining Hall Staff for guidance on how to make informed food choices.

Complete and submit a “Food Allergy Emergency Plan Form” to your Dining Hall Manager.

rezdining.uwo.ca
Show your Western Spirit
Come see what is in store

www.bookstore.uwo.ca
Seeking independence but don’t want to give up the academic and social benefits of living on campus?

Alumni House and London Hall are ideal accommodations for upper-year students, or you can select one of the other seven first-year buildings as your next home.

Pick your building, choose your roommates and reserve your room.

Applications open in early November. First come, first served. myhousing.uwo.ca/portal