



The following Motions and Documents were considered by the GFC Student Conduct Policy Committee at its Thursday, January 20, 2022 meeting:

Agenda Title: **Approval of the Proposed Residence Community Standards Policy Suite and Rescission of the Current University of Alberta Residence Community Standards Policy**

CARRIED MOTION:

THAT the GFC Student Conduct Policy Committee recommend that the Board of Governors approve the proposed UAPPOL Residence Community Standards policy suite, as set forth in Attachments 2 and 3, and the rescission of the current Residence Community Standards Policy, as set forth in Attachment 5, all to take effect August 1, 2022.

FINAL Item 4

FINAL Item No. 4

Governance Executive Summary
Action Item

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| Agenda Title | Approval of the Proposed Residence Community Standards Policy Suite and Rescission of the Current University of Alberta Residence Community Standards Policy |
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Motion

THAT the GFC Student Conduct Policy Committee recommend that the Board of Governors approve the proposed UAPPOL Residence Community Standards policy suite, as set forth in Attachments 2 and 3, and the rescission of the current Residence Community Standards Policy, as set forth in Attachment 5, all to take effect August 1, 2022.

Item

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| Action Requested | <input type="checkbox"/> Approval <input checked="" type="checkbox"/> Recommendation |
| Proposed by | Helen Vallianatos, Acting Vice-Provost and Dean of Students |
| Presenter(s) | Janice Johnson, Assistant Dean of Students, Residences Alison Exner, Supervisor, Residence Life- Community Support |

Details

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| Office of Administrative Responsibility | Provost & Vice-President (Academic) |
| The Purpose of the Proposal is (please be specific) | The proposal is to request approval of the Residence Community Standards policy suite in University of Alberta Policies and Procedures Online (UAPPOL) and rescission of the current Residence Community Standards Policy. |
| Executive Summary (outline the specific item – and remember your audience) | <p>Overview</p> <p>The Residence Community Standards Policy outlines expectations for community living in University of Alberta residences. All residents are subject to this policy, which also provides procedures for addressing behaviour that impacts the community in residence through a Restorative Justice process. Restorative Justice has been used successfully in University of Alberta residence since 2011. Since that time the culture in residence has evolved and there is a better understanding of Restorative Justice by Residence Services, residence students and residence associations.</p> <p>Policy Review and Proposal</p> <p>A policy review with extensive consultation has been undertaken between October 2020 and July 2021. This process has led to a proposal for both editorial and substantial changes to the existing policy including moving information into the policy templates for UAPPOL. Changes include:</p> <ul style="list-style-type: none"> • Creating separate policy, procedure, and information documents as set out in the UAPPOL Policy Framework • Revising resident rights and responsibilities and Residence Services responsibilities to add clauses that support diversity, inclusion, wellness, and positive communal living in residence • Revising procedures to provide flexibility to create a restorative practice that fits the situation and address bottlenecks that impact timeliness. |

Item No. 4

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| | <ul style="list-style-type: none"> Updating policy for clarity/transparency, appropriate language choice, and alignment with other campus policies and documents. <p>Feedback from discussion at SCPC and GFC has been integrated into the proposal, including edits to language about confidentiality and, clarification of how the procedures interact with the Sexual Violence policy and associated procedures. Red text identifies changes to the proposal since November 25, 2021 when last discussed with the SCPC.</p> |
| Supplementary Notes and context | <This section is for use by University Governance only to outline governance process.> |

Engagement and Routing (Include proposed plan)

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| <p>Consultation and Stakeholder Participation (parties who have seen the proposal and in what capacity)</p> | <p>Those who are actively participating:</p> <ul style="list-style-type: none"> Residence Life Residence Associations Residence Life student staff <p>Those who have been consulted:</p> <ul style="list-style-type: none"> Residence Advisory Council Council of Residence Associations University of Alberta Students Union, VP Student Life Graduate Students' Association of the University of Alberta, President and VP External Residents at large Augustana residents at large and student staff Office of the Student Ombuds International Student Services First People's House The Landing Student Conduct and Accountability University of Alberta Protective Services Restorative Justice Training Team (RJTT) Residence Life professional staff Augustana Student Life Office of General Counsel Information and Privacy Office UAPPOL Team Dean of Students Office <p>Those who have been informed:</p> <ul style="list-style-type: none"> Campus Services leadership |
| <p>Approval Route (Governance) (including meeting dates)</p> | <ul style="list-style-type: none"> GFC Student Conduct Policy Committee for recommendation - January 20, 2022 GFC Executive Committee for placement on GFC agenda - February 14, 2022 General Faculties Council for recommendation - February 28, 2022 Board Learning, Research, and Student Experience Committee for recommendation - March 11, 2022 Board of Governors for approval - March 25, 2022 |

Strategic Alignment

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| <p>Alignment with <i>For the Public Good</i></p> | <p>19. OBJECTIVE Prioritize and sustain student, faculty, and staff health, wellness, and safety by delivering proactive, relevant, responsive, and accessible services and initiatives.</p> <p>21. OBJECTIVE Encourage continuous improvement in administrative, governance, planning and stewardship systems, procedures, and policies that enable students, faculty, staff, and the institution as a whole to achieve shared strategic goals.</p> | | | |
| <p>Alignment with Core Risk Area</p> | <p>Please note below the specific institutional risk(s) this proposal is addressing.</p> <table border="0" data-bbox="570 632 1547 842"> <tr> <td data-bbox="570 632 1089 842"> <input type="checkbox"/> Enrolment Management <input type="checkbox"/> Faculty and Staff <input type="checkbox"/> Funding and Resource Management <input type="checkbox"/> IT Services, Software and Hardware <input type="checkbox"/> Leadership and Change <input type="checkbox"/> Physical Infrastructure </td> <td data-bbox="1089 632 1547 842"> <input type="checkbox"/> Relationship with Stakeholders <input checked="" type="checkbox"/> Reputation <input type="checkbox"/> Research Enterprise <input checked="" type="checkbox"/> Safety <input checked="" type="checkbox"/> Student Success </td> </tr> </table> | | <input type="checkbox"/> Enrolment Management <input type="checkbox"/> Faculty and Staff <input type="checkbox"/> Funding and Resource Management <input type="checkbox"/> IT Services, Software and Hardware <input type="checkbox"/> Leadership and Change <input type="checkbox"/> Physical Infrastructure | <input type="checkbox"/> Relationship with Stakeholders <input checked="" type="checkbox"/> Reputation <input type="checkbox"/> Research Enterprise <input checked="" type="checkbox"/> Safety <input checked="" type="checkbox"/> Student Success |
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| <p>Legislative Compliance and jurisdiction</p> | <p>Post-secondary Learning Act (PSLA) GFC COSA Terms of Reference GFC Student Conduct Policy Committee Terms of Reference GFC Executive Committee Terms of Reference GFC Terms of Reference</p> | | | |

Attachments:

1. Briefing Note on Residence Community Standards Policy
2. Proposed Residence Community Standards Policy
3. Proposed Residence Community Standards Procedure
4. Proposed Example Confidentiality Agreement Information Document
5. Current University of Alberta Residence Community Standards Policy

Prepared by: Alison Exner, Supervisor, Residence Life- Community Support, exner@ualberta.ca

RESIDENCE SERVICES

Residence Community Standards Policy Update **Briefing Note**



UNIVERSITY OF ALBERTA
RESIDENCE SERVICES

Executive Summary

The Residence Community Standards Policy outlines expectations for community living in University of Alberta residences. All residents are subject to this policy, which also provides procedures for addressing behaviour that impacts the community in residence through a Restorative Justice process.

A thorough consultation and review of the Residence Community Standards Policy was undertaken from October 2020 to July 2021, resulting in a proposal to:

- Create separate policy, procedure, and information documents to be housed in UAPPOL
- Revise resident rights and responsibilities and Residence Services responsibilities to add clauses that support diversity, inclusion, wellness, and positive communal living in residence
- Revise procedures to provide flexibility to create a restorative practice that fits the situation and address bottlenecks that impact timeliness.
- Update policy for clarity/transparency, appropriate language choice, and alignment with other campus policies and documents.

Document Contents

[1. Overview](#)

[2. Policy Review and Environmental Scan](#)

[3. Substantial Changes](#)

[4. Vetting & Consultation](#)

[Appendix A: Relevant Links](#)

1. Overview

Accountability

- Office of Accountability: Provost and Vice-President (Academic)
- Office of Administrative Responsibility: Vice-Provost and Dean of Students
- Development Sponsor: Janice Johnson, Assistant Dean of Students, Residences
- Development Lead: Alison Exner, Supervisor, Residence Life - Special Projects
- Policy Approver: Board of Governors
- Procedures Approver: General Faculties Council Student Conduct Policy Committee

Approval Path

UAPPOL Development Path

- Stakeholder Vetting Complete - July 2021

- Final Draft Reviewed by UAPPOL Team - July 2021
- Vice-Provost and Dean of Students Office - July 2021
- Provost and Vice-President (Academic) Office- Late Summer/ Early Fall 2021

Discussion Path

- Council on Student Affairs (COSA) - September 9, 2021
- Student Conduct Policy Committee (SCPC) - September 23, 2021
- Board Learning, Research, and Student Experience Committee (BLRSEC) - October 1, 2021
- General Faculties Council (GFC) Executive Committee - October 4, 2021
- General Faculties Council (GFC) - October 25, 2021
- General Faculties Council (GFC) Executive Committee - November 15, 2021
- Student Conduct Policy Committee (SCPC) - November 25, 2021
- General Faculties Council (GFC) - November 29, 2021

Approval Path

- Student Conduct Policy Committee (SCPC) for Recommendation - January 20, 2022
- GFC Executive Committee - February 14, 2022
- General Faculties Council (GFC) - February 28, 2022
- Board Learning, Research, and Student Experience Committee (BLRSEC) - March 11, 2022
- Board of Governors - March 25, 2022

Final Steps

- Revised policy and procedure takes effect August 1, 2022
- Recission of prior policy for the same date
- Content manager uploads to UAPPOL
- Residence Services informs residents and campus stakeholders of changes using communication strategy below

Consultation Overview

Students and Student Associations

- Residence Advisory Council
- Council of Residence Associations
- University of Alberta Students' Union
- Graduate Students' Association of the University of Alberta
- Residents at large
- Residence Life student staff
- Augustana residents at large and student staff

Campus Partners

- Student Conduct and Accountability
- Office of the Student Ombuds

- International Student Services
- First Peoples' House
- The Landing
- University of Alberta Protective Services
- Restorative Justice Training Team (RJTT)
- Residence Life Professional Staff
- Augustana Student Life
- Office of General Counsel
- Information and Privacy Office
- UAPPOL Team
- Office of the Dean of Students, Student Life Team

Detailed list from consultation and vetting in section 4.

Communication strategy for updated policy and procedure

- Residents - communicated through website, orientation, ongoing education and programming (supported by creation of a new Community Management Intern student staff role).
- Resident Associations - discussion at regular standing meetings. Have been kept updated throughout the review process.
- Students' Union - discussion at regular standing meetings.
- Graduate Students Association- discussion at regular standing meetings
- Residence Services staff and student staff - departmental meetings, email, updated training, and website.
- Augustana residence staff, student staff, and residents - collaborative plan with Augustana residence staff on communication including website updates, training, and programming.
- University of Alberta Protective Services - through Community Liaison Officer.
- Office of the Dean of Students, Student Life Team - communicated via email with optional meeting to discuss
- Office of the Student Ombuds - communicated via email with optional meeting to discuss
- Helping Individuals at Risk - communicated via email with optional meeting to discuss.
- First Peoples' House - communicated via email with optional meeting to discuss.
- Student Accountability and Conduct - discussion at regular standing meetings. Have been working closely with this office throughout the process.

2. Policy Review and Environmental Scan

Policy Issue

This is an update to the existing Residence Community Standards Policy and moving it into the UAPPOL system as a policy and related procedure. The existing policy provides expectations for residents through a list of resident rights and responsibilities and outlines procedures for

Residence Services to address violations of the policy through a Restorative Justice process and refers to the external breach of Residence Agreement or Code of Student Behaviour process for violations not addressed using Restorative Justice. The review is overdue as the last updates were approved in 2013. Our goal was to propose both editorial and substantial changes to the policy after consultation with stakeholders.

Restorative Justice in Residence

In the last decade, Residence Services and the University of Alberta has become a respected leader in Restorative Justice practices in higher education. We provide all Residence Life frontline coordinators with comprehensive Restorative Justice training - built specifically to prepare staff to use the policy. We also do ongoing training with staff on other restorative practices such as peacemaking circles. Student staff receive training on doing Community Resolutions, where a situation is resolved in the moment through a restorative conversation. As we have gotten better at using and understanding Restorative Justice and restorative practices, we have outgrown some wording in the policy and procedures (including our definition of restorative justice).

Current Policy

The current version of the Residence Community Standards Policy was first approved in February 2011 for implementation beginning September 1, 2011. This policy proposed a Restorative Justice model to address behavioural incidents in residence for the first time at the University of Alberta. Updates to the policy were approved in 2013. The policy is housed as a governance document on the University website, but is not formatted in a style congruent with other University policies missing information on the effective date, approvers, or even a University of Alberta logo.

Reporting in respect to this policy occurs annually in accordance with the *GFC Student Conduct Policy Committee Terms of Reference* in conjunction with the Dean of Student's Portfolio annual report of student conduct responses.

Linkages/Interactions with other Documents/Policies

This policy links to the *Residence Agreement* (contractual lease agreement) and the *Residence House Rules* (community-specific, day-to-day living expectations). The Residence Agreement outlines that a resident will obey the *Residence Community Standards Policy* and *House Rules*. The policy also affirms the expectations of students under the following University policies:

- the *Code of Student Behaviour*;
- the *Sexual Violence Policy; Discrimination*,
- the *Harassment and Duty to Accommodate Policy*; and
- the *Information Technology Use and Management Policy*.

Canadian Post Secondary Residence Programs and Restorative Justice

The University of Alberta is one of few Canadian institutions using a structured Restorative Justice approach to address resident misconduct. University of Guelph is an example of another institution using a restorative approach in residence, but their staff report that it isn't a fully Restorative Justice model. Many institutions train their residence staff on restorative practices for roommate disagreements or other informal use, even if their policies aren't written to include Restorative Justice processes. Outside of residence, Restorative Justice and restorative practices are being used and explored by many Canadian institutions, including for use in cases of sexual or gender-based violence. Dalhousie University's use of Restorative Justice in response to a high profile incident in their dental program in 2014-15 was publicized widely in Canadian national media.

3. Substantial Changes

Why are we wanting to move to UAPPOL?

Currently information about the Community Standards policy and processes are [housed on the governance website](#) without the policy template or other information that students and staff expect from an official university policy. In fact, the PDF doesn't even have a university logo on it. The move to UAPPOL protects students by ensuring any changes in the policy or procedure go through appropriate approvals and ensures the policy is available, providing transparency for anyone who lives or works in residence. Moving to UAPPOL also allows us to separate the policy from the procedures to address violations of the policy. As a comparison, the Sexual Violence Policy is found in UAPPOL.

Substantial Changes

- "Restorative Justice" procedures are replaced with more flexible "Restorative Practices" allowing us to create a practice that suits the situation based on restorative principles. These principles are outlined in the procedures and allow us to create practices that address the complex nature of conflict and human issues. The move away from the term Restorative Justice also creates a distinction between our process and Restorative Justice that occurs as part of the criminal justice system.
- A harmed party is no longer required to be involved in order to move forward with restorative practices. Asynchronous opportunities for restorative practices are available if a harmed party does not want a synchronous practice.
- The time limit for internal investigations is increased to 15 business days from 14 calendar days (3 weeks instead of 2). This longer period provides more flexibility for involved parties to set meetings with residence staff during busy academic periods, as residents were already frequently asking for extensions to meet with residence staff.
- In cases where harmed parties want to be involved in an immediate restorative practice, student staff could facilitate a restorative practice in the moment to address a situation and document it as a Community Resolution.

- House Rules can be updated/changed by Residence Services with involvement of students and Residence Student Associations as outlined in the *University of Alberta Student Participation Process Handbook*
- Clear indication that no action under the code will preclude action under the Residence Community Standards Policy or vice versa, although to the extent possible only one process will be used. Residents can be held accountable through both processes, as the processes address separate matters. One addresses a resident's status in the residence community and the other addresses student conduct and status on campus as a whole, and the process sanctions/outcomes are separate purposes (similar to a criminal case not precluding a civil case or a criminal case for theft not precluding an employer from firing the employee charged with theft).
- Restorative practices may occur in addition to outcomes through the Residence Agreement. The Residence Agreement outcome is to be applied before the restorative practice to ensure residents know the other consequences they are facing when proceeding with a restorative practice. This ensures responsible parties have all relevant info before choosing to be part of a restorative practice.
- Decisions on process and outcomes are no longer required to go through a Residence Supervisor, removing red tape from the process and hopefully making investigations, restorative practices, and outcomes happen in a more timely manner. The current restructure in residence to have one staff member work on policy violations provides the consistency that Supervisor decisions was trying to create. We look forward to less bottlenecks in the process.
- Additions/revisions to the resident rights and responsibilities to add clauses that support diversity, inclusion, wellness, and positive communal living in residence as well as providing corresponding rights for resident responsibilities and vice versa.

Other Edits of Interest

- Removal of terms used in policing and the judicial system: ie "impact statement", "respondent"
- Policy points to *Sexual Violence Policy*, the *Code of Student Behaviour*, the *Discrimination, Harassment, and Duty to Accommodate Policy*, and the *Information Technology Use and Management Policy*
- Removal of specific job titles in the policy, allowing for updates to job titles without requiring changes to the policy.

What will the student experience be like in the future?

- Continue to use Community Resolutions to address violations that can be resolved in the moment.
- Harmed parties will receive opportunities to be involved in a restorative process asynchronously or synchronously. If the harmed party says no or no harmed party can be identified, a revised restorative practice may still be available to the responsible party (providing the requirements for a restorative practice can be fulfilled).

- Restorative practices will be created with the needs of the situation in mind, to ensure they are appropriate for the situation (not one size fits all).
- Decisions on routing (ie. routing to a restorative practice or breach of Residence Agreement) can be made at the coordinator level rather than waiting on a supervisor (speeding the process).
- Cases that cannot be resolved restoratively will be addressed through the residence agreement.

What does an eviction look like under this policy?

The Residence Community Standards Policy does not currently identify the process for eviction in residence. The eviction process is defined by contract law (the Residence Agreement), and not by the Residence Community Standards Policy. Evictions occur when there has been a substantial breach of the Residence Agreement and the landlord decides to cancel the Residence Agreement. The current Residence Community Standards Policy states that the process outlined in that policy does not apply in circumstances where the university acts as landlord. (section III. 1). The revised policy and procedures maintain the distinction.

4. Vetting & Consultation

| Stakeholders | Format of consultation, date, and outcome. |
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| Residents at Large | <ul style="list-style-type: none"> • Survey January 26 to February 10, 2021 • Focus Groups <ul style="list-style-type: none"> ○ February 16, 2021 - Augustana Residents ○ February 23, 2021 - North Campus Residents <p>Details of consultation found in the next section of this document.</p> |
| Residence Advisory Council (RAC) | <ul style="list-style-type: none"> • Discussion March 18 meeting • Draft Shared May 13, 2021 • Discussion at RAC Meeting May 20, 2021 <p>No concerns brought forward by RAC members</p> |
| Council of Residence Associations (CORA) | <ul style="list-style-type: none"> • Discussion at June 18, 2021 meeting <p>No feedback from CORA</p> |

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| <p>University of Alberta Students' Union</p> | <ul style="list-style-type: none"> ● Discussion with SU VP of Student Life 2020-21, Katie Kidd April 22, 2021 ● Discussion with SU VP of Student Life 2021-22, Talia Dixon- May 26, 2021 ● Draft Shared May 13, 2021 <p>Supported move to UAPPOL, gave feedback on terms needing definition and residence services responsibilities.</p> |
| <p>Graduate Student Association (GSA)</p> | <ul style="list-style-type: none"> ● Discussion with GSA president Anas Fassih and VP External Mohd Tahsin Bin Mostafa - Friday, April 16, 2021 <p>Supported move to UAPPOL, and requested clear information for cases that may move through both the code and community standards for the same behaviour.</p> |
| <p>Student Conduct and Accountability</p> | <ul style="list-style-type: none"> ● Discussions with Deb Eerkes on October 5, 2020, March 11, 2021, and April 7, 2021. ● Drafts shared March 23, 2021, May 11, 2021, June 23, 2021, and July 5, 2021. <p>Supported move to UAPPOL, helped update language, helped craft asynchronous practice procedures, and provided valuable overall feedback.</p> |
| <p>Office of the Student Ombuds</p> | <ul style="list-style-type: none"> ● Drafts shared May 2021 ● Discussion at May 25, 2021 meeting <p>Supported move to UAPPOL, gave feedback on word choice and clarity, support for many of the changes, and requested quality education for residents on how the documents work together.</p> |
| <p>International Student Services</p> | <ul style="list-style-type: none"> ● Discussion with Nora Lambrecht May 5, 2021 <p>Supported move to UAPPOL, support use of asynchronous practices as they can be more culturally appropriate, and appreciated definitions as well as clear headings to find the section you need.</p> |
| <p>First Peoples' House</p> | <ul style="list-style-type: none"> ● Discussion and shared drafts with Jessie Letendre at May 7, 2021 meeting |

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| | <p>Provided valuable suggestions for additions under rights/responsibilities and procedures.</p> |
| The Landing | <ul style="list-style-type: none"> ● Discussion with Em Matheson May 28, 2021 ● Draft shared May 2021 <p>Provided valuable feedback and detailed edits for more inclusive wording and revision of phrasing. Supportive of restorative practices.</p> |
| University of Alberta Protective Services | <ul style="list-style-type: none"> ● Discussion with Ken Chan Community Liaison Officer on Feb 26, 2021 ● Draft shared May 11, 2021 for feedback |
| Restorative Justice Training Team (RJTT) | <ul style="list-style-type: none"> ● Discussed at RJTT meetings throughout 2020-2021 ● Drafts shared May 11, 2021 for feedback <p>Support from team on using term “restorative practices” and move to UAPPOL.</p> |
| Residence Life Professional Staff and Student Interns | <ul style="list-style-type: none"> ● Initial request for feedback: Nov 19, 2020 ● Discussion with Residence Coordinators: December 15, 2020 ● Discussion with Residence Leadership: February 26, 2021 ● Draft 2 sent out March 23, 2021 ● Draft 3 sent out week of May 10, 2021 <p>Support for move to UAPPOL and valuable feedback on rights and responsibilities as well as language choice</p> |
| Residence Life Student Staff | <ul style="list-style-type: none"> ● Focus Group Feb 2021 ● Draft shared with interns for feedback week of May 10, 2021 <p>Detailed feedback on resident rights and responsibilities, clarity of procedures, and language choice.</p> |
| Augustana Student Life and Residence Life Staff | <ul style="list-style-type: none"> ● Discussion meeting with Rob Ford January 11, 2021 ● Draft Shared May 26, 2021 ● Discussion meeting with Randal Nickel June 18, |

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| | <p>2021</p> <p>Support for all updates and changes.</p> |
| Office of General Counsel | <ul style="list-style-type: none"> Meeting with Jax Oltean June 4, 2021 for guidance on interaction with Code of Student Behaviour and confidentiality. |
| Information and Privacy Office | <ul style="list-style-type: none"> Meeting with Mary Golab June 4, 2021 for guidance on confidentiality agreements |
| Student Conduct Policy Committee Working Group | <ul style="list-style-type: none"> Initial Discussion on November 12, 2020 <p>Support for moving forward with review</p> |
| UAPPOL Team | <ul style="list-style-type: none"> Draft and development plan shared with Andrew Leitch June 25, 2021 <p>Approved development plan and proposed documents</p> |
| Office of Administrative Accountability: Vice- Provost and Dean of Students | <ul style="list-style-type: none"> Meeting with André Constopoulos July 15, 2021 |
| Office of Accountability: Provost and Vice-President (Academic) | <ul style="list-style-type: none"> Late Summer/ Early Fall 2021 |

Resident Consultation

Residents at Large Student Engagement Survey

- Survey built by Student Engagement working group made up of Residence Association members and student staff along with community management staff. Survey was open from January 26 to February 10, 2021 with 340 respondents. 209 respondents chose to disclose demographic information, with 50% having lived in residence one year or less and 68% being domestic students.
- Goals of Survey (created with working group):
 - Gather information on perceived effectiveness of current procedures (RJ and BORA) and proposed changes
 - Gather information on perceived trust in the policy
 - Provide a space for students to share all concerns with how conduct is handled in Residence

Quantitative Results

- 80% believe they have some or high understanding of what Restorative Justice is.

- 74.9% believe Restorative Justice is effective in addressing behaviour that breaks the rules or impacts others in residence more often than not.
- 70% were somewhat or very likely to decide to be part of a Restorative Justice process if they were a harmed party.
- 75% believe the Breach of Residence Agreement process is effective in addressing behaviour that breaks the rules or impacts others in residence more often than not.
- 30% believe educational sanctions would be effective in addressing behaviour that breaks the rules or impacts others in residence more often than not.
- 82% trust the conduct process in residence to be fair and confidential (“yes, completely” or “yes, somewhat”)
- 70% trust that at the end of the conduct process that the community, including reporters and the responsible party, will not be worse off than when they began (“yes, completely” or “yes, somewhat”)

Qualitative Themes

- Rules/expectations perceived not to be applied fairly
- Concern about efficacy of educational sanctions
- Lack of confidentiality
- Judgement/Social impacts for Harmed/Reporting Parties
- Student staff accountability
- Concern about sexual violence cases

Resident Focus Groups

- Three focus groups conducted virtually on Zoom in February 2021. Participants were compensated for their time with \$10 ONEcard cash (North campus student staff were paid their normal hourly rate for their time instead of ONEcard cash).
 - February 16, 2021 7-8pm - Augustana Residents (3 participants)
 - February 23, 2021 4-5pm- North Campus Residents (5 participants)
 - February 24, 2021 4-5pm- North campus student staff (3 participants)
- The goals of these focus groups were to:
 - To evaluate current understanding and student attitudes of the residence conduct system and to explore possible updates to the policy
 - Explore themes identified in the survey and hear student suggestions to address issues.

Qualitative Themes

- Unclear/unknown expectations, especially for new move ins
- Some confusion about what RJ is and how it is used in residence, some disagreement on if it is effective or not.
- Student staff bias perceived as favouritism for their friends, perhaps a bias against student leaders in Lister, and being more likely to document a concern at the beginning of the year

- Concern at Augustana about perception of RJ and overall lack of understanding of conduct system from student staff and students
- Harmed parties are hesitant to report behaviour that impacts them for fear of social reprisals/impacts.
- Comfortable having restorative practices without the harmed party present.
- Finding a balance of residents not taking expectations seriously with residents who are overly anxious of being documented or have strong emotional reactions when documented for the first time
- Confidentiality is not respected by responsible parties who turn the situation into a story later, some student staff are keeping incidents confidential and some aren't.
- Perception that RAs don't follow expectations themselves, which is aggravated when students don't see the RA go through the conduct process or repair harms with the community generally.
- Concern about addressing serious incidents as soon as possible (perception that it takes 3-5 business days)

Appendix A: Relevant Links

[Residence Community Standards Policy](#)

- Direct Link to Current Policy

[Residence Community Standards Policy Webpage](#)

- Current Webpage where policy is found, hosted under Governance

[Residence Community Expectations](#)

- Residence Services landing page with information on policies relevant to residents, including the Residence Community Standards Policy

Original Approval Date: (Effective Date:) Most Recent Approval Date:
 Most Recent Editorial Date:

RESIDENCE COMMUNITY STANDARDS POLICY

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| Office of Accountability: | Provost and Vice-President (Academic) |
| Office of Administrative Responsibility: | Vice-Provost and Dean of Students |
| Approver: | Board of Governors |
| Scope: | Compliance with this University policy extends to anyone living or working in a University of Alberta Residence. |

1. Overview

- a. The primary objective of all **University of Alberta Residences** is to support the successful pursuit of academic studies. Living in residence provides many personal and social benefits; correspondingly, all **residents** are jointly responsible for a comfortable, safe, and secure living environment conducive to academic study and learning.
- b. The relationship between the University of Alberta (“the University”) and residents is contractual, governed by the **Residence Agreement**, which is administered by Residence Services and signed by the resident. The Residence Community Standards Policy forms one aspect of that relationship. It in no way restricts the University from enforcing the *Residence Agreement*, which may include eviction or other consequences.
- c. The Board of Governors derives authority to approve policy on student behaviour from the *Post-Secondary Learning Act*.

2. Purpose

- a. This policy outlines expectations for community living in an academic environment. It applies to every resident in any University residence facility while on residence premises (as defined in the *Residence Agreement*), whether it is their home residence or one in which they are a guest. This policy strives to balance interests of residents with the needs of the residence **community**, a community which is made up of individuals from diverse backgrounds, with a wide range of beliefs, opinions and values. This policy has five main objectives:
 - i. To promote behaviour among residents and their guests that creates an environment supportive to academic study and learning.
 - ii. To protect residents’ well-being
 - iii. To protect residents’ property, as well as that of the University.

- iv. To encourage residents to participate in the betterment of their community by resolving issues together in a responsible manner, with the goal of repairing **harm** and rebuilding the community.
 - v. To foster growth, self-discipline, and accountability by helping residents to understand how their actions and behaviours, both in real life and virtual environments, impact others so that they can make choices that consider both themselves and their community.
- b. This policy fits within a network of interconnected documents, policies and procedures related to residences, including (but not limited to):
- i. The *Residence Agreement* (electronically signed and provided to each resident);
 - ii. **House Rules**, which are rules specific for each residence community (located on the Residence Services website),
 - iii. *The Application for Residence*;
 - iv. The Residence Services acceptance letter and package.
- c. Residents are also members of the University community and are therefore also expected to adhere to the *Code of Student Behaviour*; the *Sexual Violence Policy; Discrimination, Harassment and Duty to Accommodate Policy*; and the *Information Technology Use and Management Policy* at all times.
- d. Residence Services will report annually with respect to this policy to the General Faculties Council Student Conduct Policy Committee (SCPC) in accordance with the *GFC Student Conduct Policy Committee Terms of Reference*. A formal review of the policy and procedure will occur periodically as required by SCPC. The review will be conducted by a group of key stakeholders, including students and staff.
- e. Updates and changes to the *House Rules* will be made in consultation with residents and **Residence Students' Associations** of impacted buildings as outlined in the *University of Alberta Student Participation Process Handbook*. Updates and changes are not required to be approved by GFC or the Board of Governors.

3. POLICY

- a. Residents living in University residences have rights and responsibilities under this policy and violations will be addressed by the University under this policy and associated procedures.
- b. Any University community member may report an incident where a resident's rights or responsibilities have been violated under this policy.
- c. Retaliation or reprisals against any person involved in reporting a policy violation of this policy (including witnesses) is prohibited. Where it has jurisdiction, the University will investigate all reports of retaliation in accordance with the appropriate complaints processes.
- d. Residence Services values the principles of **Restorative Justice**, and uses **restorative practices** (as outlined in the procedures associated with this policy) to address harms caused by violations of this policy.

4. RESIDENT RIGHTS

Students living in residence at the University have the right to:

- a. Be treated with dignity and respect;
- b. A safe, secure environment, whether in private, shared, common or public space;

- c. Pursue their academic goals, in accordance with the University's academic mission;
- d. A living environment free from threats, fear, intimidation, discrimination, bullying, harassment or abuse;
- e. Learn, study, and express beliefs, opinions and values, while respecting the safety, security, and dignity of other community members;
- f. To celebrate their intersecting identities and expressions, such as cultural, gender, sexual, and religious identity and expression;
- g. Access support staff and services available from Residence Services and the University of Alberta designed to support physical and/or mental health and wellness;
- h. Communicate concerns to their peers, neighbours, roommates, **Residence Life staff**, or other University officials;
- i. Enjoy the social benefits of living in a residence community and equal access to common areas and their contents;
- j. Reasonable privacy and control of their private living space, within the limits of the *Residence Agreement*;
- k. Have their personal property and possessions respected;
- l. Be free from pressure to do anything unsafe, or anything that violates this policy, including their own rights and the rights of another;
- m. An environment with noise levels conducive to academic pursuits, according to the guidelines established for each University residence community;
- n. A living space that is clean and kept in good condition;

5. RESIDENT RESPONSIBILITIES

Students living in residence at the University have the responsibility to:

- a. Treat other residents and staff members with dignity and respect, including in virtual environments;
- b. Follow all safety procedures and contribute to maintaining a safe environment, and reporting any unsafe behaviour or conditions;
- c. Foster a community in which all residents are free to pursue their academic goals, in accordance with the University's academic mission;
- d. Work together toward an inclusive environment that acknowledges the existence of and harms caused by racism, sexism, classism, homophobia, transphobia, xenophobia, ableism or any other form of oppression, and an environment in which all members of the residence community are able to participate meaningfully in social, academic, and other activities;
- e. Respect the rights of others to their beliefs, values and opinions;
- f. Foster a community where diversity is respected and valued;
- g. Manage their health and wellness and contribute to an environment that supports health and wellness;
- h. Be respectful when communicating concerns to peers, neighbours, roommates, and staff, and participate constructively when engaging in conflict resolution;

- i. Respect and abide by any **formal** or **informal agreements** made with other residents, Residence Life staff or **student staff**;
- j. Share common spaces with other residents and refrain from monopolizing a communal space;
- k. Take necessary means to maintain the security of the Residence community including upholding the integrity of entry points to their residence, securing their valuables, and reporting suspicious activity promptly to the appropriate authorities;
- l. Respect the property of other residents and of the University;
- m. Refrain from acting in a way that pressures others to be present with or take part in any acts that may make them uncomfortable, feel unsafe, or violate their rights under this policy;
- n. Abide by the *House Rules* for their community (for example, French Language at Résidence Saint-Jean,, the Global Education program at International House, cohort and theme communities, noise designations, or cleanliness expectations);
- o. Only use alcohol and other substances in a manner consistent with legislation, University policies, and the health and safety of themselves and others;
- p. Assist in the upkeep of common areas by promptly cleaning up, using appropriate organics, recycling and waste receptacles, and by reporting facilities or equipment that are broken or dirty. Keep all private living spaces clean and in good condition;

In addition, residents are responsible for ensuring that their guests are informed of the above rights and responsibilities and behave accordingly. Residents will be held accountable for the actions of their guests, should those actions cause harm to an individual and/or the residence community.

Students who anticipate or observe a violation of this policy are encouraged to act to discourage or prevent the violation, to remove themselves from participation and bring the matter to the attention of Residence Life staff or student staff. These positive actions prevent or limit harm to the community.

6. RESIDENCE SERVICES RESPONSIBILITIES

Residence Services has responsibility to:

- a. Foster a safe, secure and healthy environment conducive to academic success;
- b. Strive to provide an environment attentive to, and that addresses, barriers to inclusion, access, and success;
- c. Work together with residents towards an inclusive environment that acknowledges the existence of and harms caused by racism, sexism, classism, homophobia, transphobia, xenophobia, ableism or any other form of oppression, and an environment in which all members of the residence community are able to participate meaningfully in social, academic, and other activities
- d. Provide students with information and resources on restorative practices, residence policies, and University resources;
- e. Initiate the procedures associated with this policy;
- f. Uphold the *Residence Agreement* signed by the resident;
- g. Investigate allegations of behaviour violating this policy, the House Rules, or Residence Agreement in conjunction with University of Alberta Protective Services, where appropriate; and

- h. Initiate charges under the *Code of Student Behaviour* or refer to University of Alberta Protective Services for charges under the *Code of Student Behaviour* where appropriate.

DEFINITIONS

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| Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use. | |
| University Residence | Any student housing facility owned and operated by the University of Alberta. A comprehensive list of University residences is found on the Residence Services website. |
| Resident | A student who has signed a <i>Residence Agreement</i> with the University and who lives in residence. |
| Residence Agreement | The document signed by the resident and the University which defines the tenancy relationship. |
| University Community | Includes those who are employed by the University, who are officially associated with the University, and those who are students, former students, or alumni of the University. |
| Harm | The negative consequences that are caused by the actions of an individual or group of individuals. Harms can impact a person, their property and/or reputation, relationships, or the residence community. |
| House Rules | Document outlining day to day living expectations for residents living in specific residence communities. |
| Residence Student Associations | An organized body of elected student representatives from a residence community which facilitates opportunities for involvement and represents student interests in various University processes. |
| Restorative Justice | A framework of thinking about misconduct that focuses on the harms misconduct has on the community and its members. It involves all relevant parties, to the extent possible, in a restorative practice to collectively identify the harm(s) and work towards remedying said harm(s) while restoring trust between parties and within the community. |
| Restorative Practices | A method of engaging with individuals and the community that use restorative principles, often to facilitate a synchronous or asynchronous interaction. Examples include (but are not limited to) circles, talking circles, peacemaking circles, restorative meetings, and restorative conferences. |
| Residence Life Staff | Professional student affairs staff employed by Residence Services |

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| Formal Agreement | A voluntary arrangement created between two or more parties where there is a commitment to an action or behavioural change and all parties have written documentation of the arrangement or when such an arrangement is created as part of a University or Residence Services process. Examples may include community resolutions, restorative agreements and roommate agreements. |
| Informal Agreement | A voluntary arrangement, often verbal in nature, created between two or more parties where the arrangement is not created within a University or Residence Services process and documentation is not provided to all parties. Examples may include where a neighbour agrees to turn down their music in the future, or a group of students commit to leaving a lounge by a certain time so another group can use the space. |
| Student Staff | Staff employed by Residence Services who are also University of Alberta students and often are residents. See the Residence Services website for residence-specific information about student staff. |

RELATED LINKS

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[Code of Student Behaviour](#)

[Discrimination, Harassment and Duty to Accommodate Policy](#)

[Information Technology Use and Management Policy](#)

[Office of Safe Disclosure and Human Rights](#)

[Office of the Student Ombuds](#)

[Residence Services Website for Current Residents](#)

[Sexual Violence Information and Resources](#)

[Sexual Violence Policy](#)

[University of Alberta Protective Services](#)

[University of Alberta Strategic Plan for Equity, Diversity, and Inclusion](#)

[University of Alberta Student Participation Process Handbook](#)

PUBLISHED PROCEDURES OF THIS POLICY

[Residence Community Standards Procedure](#)

Original Approval Date: (Effective Date:) Most Recent Approval Date:
 Most Recent Editorial Date:

Parent Policy: Residence Community Standards Policy

RESIDENCE COMMUNITY STANDARDS PROCEDURE

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|---|--|
| Office of Administrative Responsibility: | Vice-Provost and Dean of Students |
| Approver: | GFC (Student Conduct Policy Committee) |
| Scope: | Compliance with this University policy extends to anyone living or working in a University of Alberta Residence. |

1. Purpose

This procedure establishes a fair and transparent process available for use to address cases of behaviour in violation of the *Residence Community Standards Policy* and based in part on the principles of **Restorative Justice**.

2. PROCEDURE

- a. Upon becoming aware of an incident where a **resident's** rights or responsibilities under the *Residence Community Standards Policy* have been violated, Residence Services will act to address the behaviour and the harm to the **community**.
- b. INTERACTION WITH BREACH OF **RESIDENCE AGREEMENT**
 - i. In all applicable circumstances the University may choose to act as **landlord** to address a breach of the *Residence Agreement*. Examples of these circumstances may include non-payment of funds, or issues of safety and security, including but not limited to disruptive, threatening or violent conduct. Further information is found in the *Residence Agreement* and online, and are not included in this document.
 - ii. In incidents where cases are addressed as a breach of the *Residence Agreement*, **restorative practices** may also be considered to address **harm** and rebuild trust when appropriate. In such a case, the breach of *Residence Agreement* decision by the landlord must be made and communicated to the **responsible party** before the restorative practice occurs. This sequence safeguards responsible parties from being part of a restorative practice in good faith and being surprised by additional consequences as a breach of the *Residence Agreement* afterwards.
- c. INTERACTION WITH *CODE OF STUDENT BEHAVIOUR*
 - i. Incidents that are reported as violation of this policy that also describe a violation of the *Code of Student Behaviour* may be addressed both through the *Code of Student Behaviour* in accordance with the procedures established in the *Code of Student Behaviour* and this procedure.

- ii. To the extent possible, a single process will be used to address incidents that are violations of both the *Residence Community Standards Policy* and the *Code of Student Behaviour*. There will be exceptions, and in those cases action under the *Code of Student Behaviour* will not preclude action under the *Residence Community Standards Policy* or *Residence Agreement* and vice versa.

d. INTERACTION WITH SEXUAL VIOLENCE POLICY

- i. The *Sexual Violence Policy* and associated procedures always apply in situations involving a violation of the *Sexual Violence Policy*. Residence Life Staff will act in accordance with those procedures when a disclosure of sexual violence is received.
- ii. Violations of the *Sexual Violence Policy* may also be a breach of the *Residence Agreement*.

3. PROCEDURES FOR REPORTING

- a. Upon becoming aware of an incident, a **Residence Life staff** or **student staff** member will initiate the appropriate Residence Life reporting process.
- b. Community Resolution Process:
 - i. If an incident is assessed to be resolvable through a restorative discussion with the resident(s) who caused the incident, a **community resolution** may be developed with the resident(s).
 - ii. In the case where a community (floor, unit, stairwell, etc) has engaged in behaviour contrary to the *Residence Community Standards Policy* a Residence Life staff or student staff may hold a restorative discussion with the group in order to develop a community resolution.
 - iii. Community resolutions will be documented and provided to the residents involved. A community resolution should address the harms and include an agreement of **repairs**. In order to be binding, community resolutions can only include residents who are reasonably able to make an agreement (in a small enough group to be included in the discussion agreement, not intoxicated,
 - iv. If an incident is assessed to be resolvable in that moment through a restorative practice that includes the **harmed party** and responsible party, a Residence Life staff or student staff member may facilitate an immediate restorative practice. The resulting **restorative agreement** will be documented in a community resolution and provided to all involved parties.
- c. Incidents that are not resolved in a community resolution, must be documented in an **incident report**. An incident report may describe a single incident, multiple incidents that had not previously been documented, or refer to a situation where previous community resolutions have not resolved the issue.
- d. Upon receiving an incident report, Residence Life Staff will make an assessment as follows:
 - i. If the incident report details an incident that could be addressed either through restorative practices or as a breach of the *Residence Agreement*, an internal investigation will be initiated, as needed.
 - ii. If the incident report details an incident that is a serious and substantial breach of the *Residence Agreement*, the incident will be forwarded to the landlord or designate for a decision under a breach of *Residence Agreement*.
 - iii. If the incident report describes a violation of the *Code of Student Behaviour*, the matter may be handled in accordance with the procedures established in the *Code of Student Behaviour*.
 - iv. If the incident report describes a violation of the *Sexual Violence Policy*, the matter will be handled in accordance with the procedures established in the *Sexual Violence Policy*.
- e. Repeated Behaviour

- i. In cases where residents have developed multiple community resolutions with Residence Life staff about similar behaviour, further behaviour of the same nature may be addressed through other restorative practices or as a breach of the *Residence Agreement*.

4. PROCEDURES FOR INTERNAL INVESTIGATIONS

- a. Internal investigators may be Residence Life staff, student staff or University of Alberta Protective Services. The original author of the incident report must not be the individual conducting the investigation.
- b. The investigator will conduct a procedurally fair investigation, gathering available relevant information about the incident, which may include collecting witness statements and documenting physical evidence. The investigator will document a written summary of their investigation, including any discussions with the resident who is the subject of the incident report, the author of the incident report, and other individuals involved. If the identity of the responsible party(ies) is unknown, the investigation will begin by attempting to establish the identity of the person(s) who caused the harm.
- c. If at any point during the investigation it becomes apparent that the incident is of a more serious or complex nature, the investigator will return the matter to the landlord or designate to be addressed as a breach of the *Residence Agreement* or for investigation under the *Code of Student Behaviour*.
- d. Internal investigations will normally be completed within 15 business days. In extenuating circumstances, discretion to allow more time shall lie with designated Residence Life staff.
- e. Where the incident report requires no further investigation and/or the parties agree to the facts of the case, Residence Life staff may forgo further investigation and proceed to make a decision on which process will be used to resolve the issue.

5. PROCEDURES FOR ROUTING

- a. Restorative practices are used to address incidents within **University residences**. An incident qualifies for a restorative practice if it meets all of the following criteria:
 - i. The identity of the responsible party is known;
 - ii. The responsible party is willing to participate in a restorative practice;
 - iii. Harm to an individual, the community, or to property can be identified; and
 - iv. The nature of the incident is appropriate for use of restorative practices (see section 6.e. "Limits on Restorative Practices")
- b. The designated Residence Life staff member may make a determination to route a matter to be addressed as a breach of the Residence Agreement when:
 - i. The criteria for restorative practices are not met;
 - ii. One or more of the parties withdraw from the restorative practice;
 - iii. The parties are unable to come to a restorative agreement;
 - iv. The responsible party fails to fulfill the restorative agreement; and/or
 - v. The nature of the incident is better suited to be addressed under the Residence Agreement.
- c. The designated Residence Life staff member's decision as to which process will be followed is not subject to reconsideration.

6. RESTORATIVE PRACTICES

- a. Restorative Justice and restorative practices are rooted in Indigenous ways of knowing, being, doing, and relating. Residence Services is committed to continuous learning and incorporation of Indigenous perspectives, values, and cultural understandings in restorative practices and the training of **restorative facilitators**.
- b. Restorative practices are available for use in residence to:
 - i. Build community relationships, generate respectful dialogue, and develop empathy prior to any violation of policy
 - ii. Address unacceptable behaviour, resolve issues, and provide repairs in a positive and constructive way
 - iii. Provide community rebuilding and healing after an incident of any type in residence.
- c. Restorative practices are a framework, not a rigid procedure. Restorative practices by design take into account the situation and individuals involved. Restorative practices are guided by these principles:
 - i. Involving those with a legitimate stake in the situation, which may include harmed parties, responsible parties, and community members
 - ii. Respect for all parties
 - iii. Voluntary involvement for all parties
 - iv. Providing all parties a chance to tell their story (storytelling/truth-telling)
 - v. Participatory decision making
 - vi. Valuing the relationships between individuals
- d. When a restorative practice occurs as response to an incident where harm occurred it is guided by these additional principles:
 - i. Providing an opportunity for dialogue, which can be direct or indirect, between responsible parties and harmed parties as desired by all parties (voluntary involvement)
 - ii. Focus on the harms (and consequent needs) of harmed parties first of all, but also the needs of the community and those who are causing or who caused harm.
 - iii. Aims for mutually agreed upon outcomes that put things right to the extent possible and rebuilding trust lost as a result of the harm
 - iv. Promotes responsibility, reparation, and healing for all parties.
- e. Limits on restorative practices under these procedures:
 - i. Some incidents may not be appropriate for response through restorative practices, where the possibility of additional harm is deemed to be prohibitively high. The merits of restorative justice in cases of significant harm are well recognized and this procedure supports healing through restorative practices should appropriately trained facilitators be available.
- f. Where all of the principles of restorative practices do not apply, Residence Life staff may proceed with addressing the harm and impact on the community, using as many of the restorative principles as possible.

7. PROCEDURES FOR RESTORATIVE PRACTICES

- a. Trained restorative facilitator(s) will design a restorative practice appropriate for the situation and individuals, guided by the principles of restorative practices and their training. Examples of a restorative practice may include

(but are not limited to) a **restorative meeting, restorative conference**, and asynchronous letter exchange. Possible components of a restorative practice are outlined below.

- b. Participants in a restorative practice may include:
 - i. One or more restorative facilitators depending on the needs of the situation;
 - ii. Responsible party(ies);
 - iii. Harmed party(ies);
 - iv. One support person for the responsible party(ies) and the harmed party(ies), where appropriate and applicable; and
 - v. Community members, when appropriate.
- c. Restorative practices may take place synchronously with a facilitated encounter or asynchronously (options for asynchronous participation may include letter, voice message, or video exchanges between parties through a facilitator).
- d. The restorative practice will provide parties the opportunity to recount their experience and share their perspective.
- e. After each party is satisfied that their perspective has been heard, the facilitators will facilitate a discussion or exchange in which the participants will collectively seek to identify the harms in need of repair, both to individuals and to the community.
- f. When the list of harms is complete to the satisfaction of all parties, the participants will work together to generate options for restorative repairs. A repair must function to remedy an identified harm and/or rebuild trust, and be:
 - i. Appropriate, relevant, and commensurate to the harm caused;
 - ii. Fair and agreeable to all parties;
 - iii. Realistic and achievable; and
 - iv. Specific and objective enough to be measurable.
- g. When all parties agree to repair(s) that will satisfactorily address the harms and/or rebuild trust, a facilitator will write the agreed upon repair(s) into a restorative agreement. The restorative agreement will include, at minimum:
 - i. A list of the participants and their roles in the restorative practice;
 - ii. A list of agreed repairs to remedy the harm done;
 - iii. A required completion date; and
 - iv. Where appropriate, the name of the Residence Life staff or student staff mentoring and/or following up on the agreed actions.
- h. The participating facilitator(s), responsible party(ies), harmed party(ies), and community members (where appropriate) will sign the restorative agreement. The restorative agreement will become the official document of this process. Copies of the restorative agreement will be provided to:
 - i. The responsible party(ies);
 - ii. The harmed party(ies); and
 - iii. Residence Services.
- i. In cases where the restorative agreement is not feasible, or where it is in conflict with University policies or municipal, provincial, or federal law, the facilitator will reconvene the group to change the repairs.

- j. Designated Residence Life staff or student staff will follow up with the responsible party(ies) to ensure the terms of the restorative agreement are fulfilled. If a responsible party fails to complete the agreed repairs listed on the restorative agreement by the date specified, the matter will be considered a breach of the *Residence Agreement* and addressed as such.
- k. If at any point during the restorative practice, it becomes apparent that the criteria as listed in section 5. a. are no longer being met or if no restorative agreement can be reached, the facilitators will adjourn the restorative practice and the matter will be returned to the designated Residence Life staff to make a decision regarding the process according to section 5 of this procedure.

8. CONFIDENTIALITY AND RECORDS

- a. Residence Life staff and student staff have a responsibility to conduct themselves in accordance with the principles of privacy set out in provincial legislation and their employment confidentiality agreement.
- b. The intention of the confidentiality agreement is to allow both parties to share freely in a restorative practice, without fear of reprisal or embarrassment. This information shared in a restorative practice and through the actions of the restorative agreement will not be used in other University disciplinary processes.
- c. Confidentiality agreements are only required in the case of a voluntary restorative meeting or restorative conference, prepared and facilitated by trained RJ facilitators so that participants may feel safe discussing potentially personal impacts and contexts.
- d. Participants in a restorative practice will be required to sign a confidentiality agreement before the practice begins and are required to uphold that agreement. Violations of confidentiality may harm the involved parties, and will be addressed as a violation of the *Residence Community Standards Policy* and addressed through these procedures and/or addressed under the *Code of Student Behaviour*.
- e. Records created in the execution of these procedures will be managed in accordance with the *University Records Management Policy* and the *Alberta Freedom of Information and Protection of Privacy Act and Regulations*.

DEFINITIONS

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| Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use. | |
| Restorative Justice | A framework of thinking about wrongdoing that frames offences as a harm and uses restorative practices to involve, to the extent possible, those who have a stake in a specific offence or harm to collectively identify and address harms in order to heal and put things as right as possible. |
| Resident | A student who has signed a <i>Residence Agreement</i> with the University and who lives in residence. |
| University Community | Includes those who are employed by the University, who are officially associated with the University, and those who are students, former students, or alumni of the University. |
| Residence Agreement | The document signed by the resident and the University which defines the tenancy relationship. |

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| Landlord | An official who acts on behalf of the University of Alberta in enforcing the terms of the <i>Residence Agreement</i> |
| Restorative Practices | A method of engaging with individuals and the community that use restorative principles, often to facilitate a synchronous or asynchronous interaction. There is a determined purpose for a restorative practice. Examples include (but are not limited to) circles, talking circles, peacemaking circles, restorative meetings, and restorative conferences. |
| Harm | The negative consequences that are caused by the actions of an individual or group of individuals. Harms can impact a person, their property and/or reputation, relationships, or the residence community. |
| Responsible Party | A resident whose actions or behaviours have harmed another person, the community, or the institution and/or have violated the rights and responsibilities of residents (Sections 4 & 5 of this policy) |
| Residence Life Staff | Professional student affairs staff employed by Residence Services |
| Student Staff | Staff employed by Residence Services who are also University of Alberta students and often are residents. See the Residence Services website for residence-specific information about student staff. |
| Community Resolution | <p>A restorative practice used to address community issues in situations where residents take responsibility and voluntarily take part in a restorative discussion that leads to a resolution of the issue. Community resolutions result in an agreement for immediate and future behaviour that resolves the issue and are expected to be upheld by all parties. It may be:</p> <ol style="list-style-type: none"> a. The outcome of a discussion based on restorative principles between Residence Life Staff or student staff and an individual resident or group of residents concerning an incident or behaviour. A written notification serves as confirmation of the discussion and resulting agreement; or b. The outcome of a discussion based on restorative principles between Residence Life Staff or student staff and a residence community (e.g. floor, unit, stairwell) concerning a pattern of behaviour. A written summary serves as confirmation of the discussion and resulting agreement. |
| Repairs | A response or remedy to harm, with a goal to put things right. Can be concrete and/or symbolic. Repairs are decided with voluntary agreement of the responsible party. Repairs may also include actions of the community or Residence Services that are needed to address the harms. While repairs might be difficult, they should not be intended to harm. |
| Harmed Party | A person who was either harmed directly or is representative of a community to which harm was done. |

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| Restorative Agreement | An agreement created through a restorative practice which outlines the actions the respondent(s) will take to restore the community and/or rebuild trust, either by concrete repairs or symbolic action. The agreement must be agreed upon by the facilitator(s), the respondent(s) and the harmed party(ies) participating in the restorative practice. |
| Incident Report | A written record of an incident. Not all incident reports need to refer to violations of the Residence Community Standards Policy. Incident reports can also be used to document a resident emergency (such as first aid treatment) or health and safety concerns. |
| University Residence | Any student housing facility owned and operated by the University of Alberta. A comprehensive list of University residences is found on the Residence Services website. |
| Restorative Facilitator | Any university staff member or student staff trained in facilitation of restorative practices and/or restorative justice. |
| Restorative Meeting | A restorative practice which involves a facilitator, a harmed party and a responsible party, with the aim to come to a restorative agreement created and signed by the parties. A restorative meeting may be spontaneous or planned, and may occur before or after documentation (such as an incident report) is filed. |
| Restorative Conference | A restorative practice which involves up to two facilitators, and may involve multiple responsible party(s) and/or harmed party(ies), and support person(s), with the aim to come to a restorative agreement created and signed by the parties. |

FORMS

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No Forms for this Procedure

RELATED LINKS

[Records Management Policy](#)

Example Confidentiality Agreement Information Doc

Example Restorative Practice Confidentiality Agreement Information Document

Restorative Practices Confidentiality Agreement

For a restorative practice to be effective it is necessary and fundamental that confidentiality be protected and preserved, including as provided for under Alberta's Freedom of Information and Protection of Privacy (FOIPP) legislation. **The intention of the confidentiality agreement is to allow both parties to share freely in a restorative practice, without fear of reprisal or embarrassment. This information shared in a restorative practice and through the actions of the restorative agreement will not be used in other University disciplinary processes.**

Participants may not disclose to anyone confidential information gained during the course of a restorative practice except to the extent required or permitted by law ~~or University policy~~. Processes for resident violations of this confidentiality agreement are outlined in Section 8.b. of the *Residence Community Standards Procedures*: "Violations of confidentiality may harm the involved parties, and will be addressed as a violation of the *Residence Community Standards Policy* and addressed through these procedures and/or addressed under the *Code of Student Behaviour*."

Records of restorative practices are the property of the University and shall be retained and disposed of in accordance with the *University Records Management Policy* and *The Alberta Freedom of Information and Protection of Privacy Act and Regulations*. The university is permitted to disclose confidential information in cases where the non-disclosure of the information would present a risk to an individual, the public, or the University community. Disclosures of information from a restorative practice by the university are rare and only in accordance with sections 39 and 40 of *The Alberta Freedom of Information and Protection of Privacy Act*.

By signing below, you agree that your participation in the restorative practice will be governed by this agreement and that you have the responsibility to maintain confidentiality.

DATED THIS _____ DAY OF _____ 20__

Printed Name

Signature

Printed Name

Signature

Printed Name

Signature

Protection of Privacy - Personal information provided is collected in accordance with Section 33(c) of the Alberta *Freedom of Information and Protection of Privacy Act* (the FOIP Act) and will be protected under Part 2 of that Act. It will be used for the purpose of ensuring confidentiality under the Residence Community Standards Policy and Procedure. Should you require further information about collection, use and disclosure of personal information, please contact: Manager of Residence Life and Education, Lister Centre 11605-87 Avenue NW Edmonton, Alberta T6G 2H6, 780-492-3345.

University of Alberta Policies and Procedures Online (UAPPOL) Document

Last Update: December 15, 2021

Office of Administrative Responsibility: Vice-Provost and Dean of Students

Parent Document: Residence Community Standards Policy

UNIVERSITY OF ALBERTA RESIDENCE COMMUNITY STANDARDS POLICY

I. PREAMBLE

The primary objective of all University of Alberta Residences is to support the successful pursuit of academic studies. Living in residence provides many personal and social benefits; correspondingly, all Residents are jointly responsible for a comfortable, safe, and secure living environment conducive to academic study and learning.

The tenancy relationship between the University of Alberta (“the University”) and Residents is contractual, governed by the Residence Agreement, which is administered by Residence Services and signed by the Resident. This policy forms one aspect of that tenancy relationship. It in no way restricts the University from enforcing the Residence Agreement, which may include eviction or other consequences.

A. PRINCIPLES

This policy outlines expectations for community living in an academic environment. It is based on four principles:

- a) It affirms the freedoms recognized in the Code of Student Behaviour, Section 30.1; in particular, the freedom to create, learn, study, associate, speak and write, and the associated obligations to respect these freedoms exercised by others;
- b) Every individual is equal in worth and dignity and possesses the same rights and opportunities, free from discrimination and harassment;
- c) Residence Services exists to support the academic mission of the University, allowing all students the living environment necessary to work toward their academic goals; and
- d) Residents can expect a fair and transparent process, regardless of the route taken, and have the right to seek external advice and support to affirm these processes.

B. PURPOSE

This policy assists in outlining expectations for appropriate behaviour for students living in the University Residences in order to maintain a high standard of cooperative living in an academic setting. All University Residences are subject to this policy. It applies to every Resident in any University Residence facility, whether it is their home residence or one in which they are a guest. This policy strives to balance interests of the Residents with the needs of the residence community, a community which is made up of individuals from diverse backgrounds, with a wide range of beliefs, opinions and values. It comprises four main objectives:

- a) To promote behaviour among Residents and their guests that creates an environment supportive to academic study and learning.

- b) To protect Residents' well-being and property, as well as that of the University.
- c) To encourage Residents to participate in the betterment of their community by resolving issues together in a responsible manner, with the goal of repairing harm and rebuilding the community.
- d) To foster growth, self-discipline, and accountability by helping Residents to understand how their actions and behaviours, both in real life and virtual environments, affect others so that they can make better decisions in the future.

C. PROCESS

1. This policy establishes a fair and transparent process based in part on the principles of Restorative Justice. The Restorative Justice process is available for use in cases of negative, disruptive, or inappropriate behaviour where the conditions laid out in this policy are met.

This policy provides a framework to:

- a. Recognize and prevent unacceptable behaviour in the Residence Community, and
 - b. Resolve issues and provide remedies in a positive and constructive way for behaviour that harms the Residence Community or individual(s) within the Community.
2. This policy fits within a network of interconnected documents, policies and procedures related to Residences, including:
- a. The Residence Agreement (see "Information for Students on the Residence Agreement", located on the Residence Services website);
 - b. Residence-specific rules on the Residence Services website, jointly approved by the University and the Residence Students' Associations;
 - c. The Code of Student Behaviour, available online;
 - d. The Application for Residence;
 - e. The Residence Services acceptance letter and package;
 - f. The Housing Telephone Service Agreement, where applicable;
 - g. The Residence Internet Service Agreement, where applicable; and
 - h. Various other policies, rules and regulations adopted by the University, including as Landlord, from time to time.
3. Residents are also members of the University Community and are therefore also subject to the Code of Student Behaviour at all times.
4. Residence Services will report annually with respect to this policy to the GFC Campus Law Review Committee (CLRC) in accordance with the CLRC Terms of Reference. A formal review of the policy and procedure will occur after the first and second years of operation and periodically thereafter as required by CLRC. The review will be conducted by a group of key stakeholders, including students and staff.

II. RIGHTS AND RESPONSIBILITIES

A. RESIDENT RIGHTS

Students living in residence at the University have the right to:

- a. Be treated with dignity and respect;
- b. A safe, secure environment, whether in private, shared, common or public space;
- c. A living environment free from threats, fear, intimidation, harassment or abuse;
- d. Learn, study, and express beliefs, opinions and values, while respecting the safety, security, and dignity of other community members;
- e. Communicate concerns to their peers, neighbours, roommates, Residence Life staff, or other University officials;
- f. Enjoy the social benefits of living in a residence community and equal access to common areas and their contents;
- g. Privacy and control of their private living space, within the limits of the Residence Agreement;
- h. Have their personal property respected;
- i. An environment with noise levels conducive to academic pursuits, according to the guidelines established for each University Residence community; and
- j. Be free from pressure to do anything unsafe, or anything that compromises their dignity or that of another.

B. RESIDENT RESPONSIBILITIES

Students living in residence at the University have the responsibility to:

- a) Treat other Residents and staff members with dignity and respect, including in virtual environments;
- b) Respect the property of other residents and of the University;
- c) Respect the rights of others to their beliefs, values and opinions, whether or not they agree;
- d) Foster a community in which all Residents are free to pursue their academic goals, in accordance with the University's academic mission;
- e) Be respectful when communicating concerns to peers, neighbours, roommates, and staff, and participate constructively when engaging in conflict resolution;
- f) Comply with all safety procedures and contribute to maintaining a safe environment;
- g) Respect and abide by any formal or informal agreements made with other residents, Residence Life staff or Student Staff;
- h) Only use alcohol or other drugs in a manner consistent with legislation, University policies, their own health and safety, and the health and safety of others;
- i) Act in a way that conforms to the Residence specific rules (for example, French Language at Residence Saint-Jean, the alcohol-free environment at Augustana, the Global Education

program at International House, cohort and theme communities, noise designations, cleanliness expectations and other rules as outlined on the Residence Services website);

j) Contribute to an inclusive environment in which all members of the Residence

Community are allowed to participate in social, academic, and other activities.

In addition, Residents are responsible for ensuring that their guests are informed of the above rights and responsibilities and behave accordingly. Residents will be held accountable for the actions of their guests, should those actions cause Harm to an individual and/or the residence community.

C. RESIDENCE SERVICES RESPONSIBILITIES

Residence Services has responsibility to:

- a) Foster a safe, secure and healthy environment conducive to academic success;
- b) Provide students with information and resources on Restorative Justice and the processes employed, and University resources;
- c) Initiate the Restorative Justice process under this policy;
- d) Enforce the Residence Agreement signed by the Resident;
- e) Investigate allegations of negative, inappropriate, or disruptive behaviour in conjunction with University of Alberta Protective Services, where appropriate; and
- f) Initiate charges under the Code of Student Behaviour where appropriate.

III. PROCEDURES FOR INSTANCES IN WHICH COMMUNITY STANDARDS HAVE NOT BEEN MET

A. PROCEDURE FOR REPORTING AND ROUTING AN INCIDENT TO THE APPROPRIATE PROCESS

- 1) These procedures do not apply in circumstances where the University acting as Landlord addresses a breach of the Residence Agreement relating to non-payment of funds, or to issues of safety and security, including but not limited to disruptive, threatening or violent conduct.
- 2) Upon becoming aware of an incident, a Residence Life or Student Staff member will initiate the Residence Life reporting process.
- 3) Minor Incidents: If an incident is assessed by either a Student Staff Member or a Residence Life Staff member to be of a Minor nature, that staff member may simply resolve the situation through a discussion with the Resident; that is, develop a Community Resolution.
- 4) In the case where a community (floor, unit, stairwell, etc) is engaging in behaviour contrary to the Community Standards, a Residence Life staff member may hold a restorative discussion with the group in order to develop a Community Resolution.
- 5) Incidents that are not considered Minor, or that have not already been resolved in a Restorative Meeting, must be documented in an Incident Report. An Incident Report may describe a single incident or refer to multiple Community Resolutions with a Resident which have not solved the issue.

6) Upon receiving an Incident Report, the Residence Area Coordinator will make an assessment as follows:

- i) If the Incident Report details an incident that could be addressed either through the Restorative Justice process or as a breach of the Residence Agreement, an internal investigation will be initiated as needed.
- ii)) If the Incident Report describes a violation of the Code of Student Behaviour, and the criteria for the Restorative process as identified in this policy are not met, the matter will be handled in accordance with the procedures established in the Code.

B. PROCEDURES FOR INTERNAL INVESTIGATIONS

- 1) Each University Residence is required to establish and communicate a means of appointing internal investigators. They may be Residence Life Staff, Student Staff or University of Alberta Protective Services. The original author of the Incident Report must not be the individual conducting the investigation.
- 2) Investigations will be conducted according to the principles of natural justice. The investigator will gather available relevant information about the incident, including collecting witness statements and documenting physical evidence. The investigator will provide a written summary of discussions with the Resident who is the subject of the Incident Report, the author of the Incident Report, and other individuals involved. If the identity of the Resident is unknown, the investigation will begin by attempting to establish the identity of the person(s) who caused the Harm.
- 3) If at any point during the investigation it becomes apparent that the incident is of a more serious or complex nature, the investigator will return the matter to the Residence Area Coordinator, who will make a decision regarding process according to Item III B.7) of this policy.
- 4) Internal investigations will normally be completed within 14 calendar days. In extenuating circumstances, discretion to allow more time shall lie with the Residence Area Coordinator. Once completed, the investigation report will be submitted to the Residence Area Coordinator.
- 5) Where the Incident Report requires no further investigation and/or the parties agree to the facts of the case, the Residence Area Coordinator may forego further investigation and proceed to make a decision on which process will be used to resolve the issue.
- 6) The Restorative Justice process will be the preferred process for incidents within University Residences. An incident qualifies for a Restorative Meeting or Restorative Conference if it meets all of the following criteria:
 - a) The identity of the Resident who committed the infraction is known (hereafter referred to as the Respondent);
 - b) That Resident is willing to participate in a Restorative Justice process;
 - c) The Harmed Party(ies) is/are willing to participate either in person, by providing an Impact Statement or by designating a representative;
 - d) Harm to an individual, the community or property can be identified; and
 - e) The nature of the incident is appropriate to the Restorative Justice process.
- 7) In cases where the criteria for the Restorative Justice Process, as outlined above, are not met, the Residence Area Coordinator make a final determination as to process. Incidents not addressed under the Restorative Justice process will be:

- a) Forwarded to the Landlord for consideration, if the incident is a breach of the Residence Agreement, or
- b) Handled in accordance with the procedures established in the Code of Student Behaviour, if the incident details a violation of the Code.

The Residence Area Coordinator's decision as to which process will be followed is not subject to appeal.

C. PROCEDURES FOR RESTORATIVE JUSTICE PROCESSES

- 1) In all cases where the criteria for Restorative Justice are met, it shall be preferred over other processes.
- 2) The following procedures will be followed at the Restorative Conference (see Appendix B for further guidelines on facilitating the Restorative Conference.)
 - i) The Conference will be co-facilitated. Participants in the process will include two Facilitators, the Harmed Party(ies), either in person or by Impact Statement, and the Respondent(s).
 - ii) The Respondent(s) and the Harmed Party(ies), where applicable, may each bring one support person. The support person will be allowed to participate in the discussions but is not a signatory to the Restorative Agreement.
 - iii) If at any point during the Conference, it becomes apparent that the criteria as listed in Item III B. 6) are no longer being met, the Facilitators will adjourn the Conference and the matter will be returned to the Residence Area Coordinator, who will make a decision regarding process according to Item III B.7) of this policy.
 - iv) After each party is satisfied that his or her perspective has been heard, the Facilitators will facilitate a discussion in which the participants will collectively seek to identify the Harms in need of remedy, both to individuals and to the community.
 - v) When the list of Harms is complete to the satisfaction of the participants, the group will work together to generate options for restorative remedies (see Appendix D for examples of possible restorative remedies). A remedy must function to repair an identified Harm and/or rebuild trust, and be:
 - a. Appropriate, relevant, and commensurate to the harm caused;
 - b. Fair and agreeable to all parties;
 - c. Realistic and achievable; and
 - d. Specific and objective enough to be measurable.
 - vi) When all parties agree to remedy(ies) that will satisfactorily address the Harms and/or rebuild trust, a Facilitator will write the agreed upon remedy(ies) into a Restorative Agreement (see Appendix E for an example Restorative Agreement). The Restorative Agreement will include, at a minimum:
 - a. A list of the participants and their roles in the Restorative Conference;
 - b. A list of agreed remedies to repair the Harm done; and
 - c. A required completion date.
 - vii) The Facilitators, the Respondent(s) and the Harmed Party(ies) will sign the Restorative Agreement. Where a Harmed Party has participated by Impact Statement, a Facilitator will sign

on behalf of the Harmed Party. The Restorative Agreement will become the official document of this process; all other notes generated during the meeting will be destroyed. Copies of the Restorative Agreement will be provided to:

- a. The Respondent(s);
- b. The Harmed Party(ies); and
- c. Residence Services.

viii) In cases where the Restorative Agreement is not feasible, or where it is in conflict with University policies or municipal, provincial or federal law, the Residence Area Coordinator will contact the Coordinator to reconvene the group and change the remedies.

ix) Residence Life Staff or Student Staff will follow up with the Respondent(s) to ensure the terms of the Restorative Agreement are fulfilled. If a Respondent fails to complete the agreed remedies listed on the Restorative Agreement by the date specified, the matter will be considered a breach of the Residence Agreement and the Residence Area Coordinator will forward it to the Landlord.

- i) If no agreement can be reached, the Facilitators will return the matter to the Residence Area Coordinator, who will make a decision regarding process according to Item III B.7) of this policy.

IV. LINKS

Residence Services Web for Current Residents

<https://www.residence.ualberta.ca/current-residents>

Residence Specific Information including: Community Standards, Residence Agreement, etc.

<https://www.residence.ualberta.ca/current-residents/community-standards>

Code of Student Behaviour

<http://www.governance.ualberta.ca/CodesofConductandResidenceCommunityStandards/>

Student OmbudService

<http://www.ombudservice.ualberta.ca/>

IV. DEFINITIONS

1) Community Resolution – A Restorative Justice process for Minor Incidents or community issues. It may be:

- a. The outcome of a discussion between Residence Life Staff or Student Staff and an individual Resident concerning a Minor Incident. A written notification serves as confirmation of the discussion; or
- b. The outcome of a discussion between Residence Life Staff or Student Staff and a residence community (e.g. floor, unit, stairwell) concerning a pattern of behaviour. A written summary serves as confirmation of the discussion.

2) Facilitator - A member of Residence Life staff or Student Staff that facilitates a Restorative Justice process within Residence. Normally, Community Resolutions are facilitated by Resident Assistants (RAs), Restorative Meetings are facilitated by Senior Resident Assistants (SRAs) or Residence Coordinators (RCs), and Restorative Conferences are co-facilitated by two Residence Coordinators (RCs) or a Residence Coordinator (RC) and a Senior Resident Assistant (SRA).

3) Harm – Any action which negatively affects a person, their property and/or reputation, or the Residence community for which concrete or symbolic reparation can be made.

4) Harmed Party – A person who was either harmed directly or is representative of a community to which harm was done.

5) Incident Report – A written record of an incident. Not all Incident Reports need to refer to contraventions of the Community Standards. An Incident Report can also document a series of lower level interventions which have not changed a behaviour, or document the need for a repair, for example.

6) Impact Statement – A written description of the effect or harm caused by a particular behaviour or pattern of behaviours, submitted by a Harmed Party in lieu of participating in a Restorative Conference in person.

7) Landlord – An official who acts on behalf of the University of Alberta in enforcing the terms of the Residence Agreement.

8) Minor Incidents – Incidents in which the Harm is to the community in general, and which can be resolved with a Community Resolution, or incidents in which an individual Harmed Party agrees that a Community Resolution is appropriate and he or she does not need to be involved in the outcome. Examples may include, but are not limited to, occasional noise complaints, cleaning issues, garbage disposal, etc.

9) Residence Agreement – The document signed by the Resident and the University which defines the tenancy relationship.

10) Residence Area Coordinator – The individual who oversees the implementation of the restorative process and makes the decision as to which policy will be applied when an incident occurs.

11) Residence Life Staff - Professional student affairs staff employed by Residence Services, including but not limited to: Residence Coordinators (RCs), Residence Administrators, Residence Area Coordinators (RACs), and the Assistant Dean of Students -Residence Life.

12) Residence Students' Association – An organized body of student representatives in each residence community which facilitates opportunities for involvement and represents student interests in various University processes. An umbrella organization, the Residence Halls Association (RHA), provides a unified voice on behalf of University residents. The RHA (or delegated group) may stand in for any University Residence which does not have a students' association.

- 13) Resident – A student who has signed a Residence Contract with the University and who lives in Residence.
- 14) Respondent – A participant in the Restorative Justice process whose actions or behaviours have harmed another person, the community or the institution.
- 15) Restorative Agreement – An agreement between Facilitator(s), Respondent(s) and Harmed Party(ies), which outlines the actions the Respondent(s) will take to restore the community and/or rebuild trust, either by concrete remedies or symbolic action. The Agreement must be agreed upon by the Facilitator(s), the Respondent(s) and the Harmed Party(ies).
- 16) Restorative Conference – A Restorative Justice process which involves two Facilitators, and may involve multiple Respondent(s) and/or Harmed Party(ies), and support person(s). A successful Restorative Conference results in a Restorative Agreement created and signed by the parties.
- 17) Restorative Justice – A voluntary process that emphasizes repairing the Harm caused to individuals or the community and rebuilding trust lost as a result of the Harm caused. It entails the participation of both the person(s) who caused the Harm and the Harmed Party(ies) in a facilitated process in which all parties generate and agree to the resolution.
- 18) Restorative Meeting – a Restorative Justice process which involves a Facilitator, a Harmed Party and a Respondent. A Restorative Meeting may be spontaneous or planned, and may occur before or after an Incident Report is filed. A successful Restorative Meeting results in a Restorative Agreement created by the parties.
- 19) Student staff – Staff employed by Residence Services who are also students and Residents, including but not limited to: Resident Assistants (RAs) and Senior Resident Assistants (SRAs) and Residence Interns. See the Residence Services website for residence-specific information about student staff.
- 20) University Community - Includes those who are employed by the University, who are officially associated with the University, and those who are Students, former Students, or alumni of the University.
- 21) University Residence – Any student housing facility owned and operated by the University of Alberta. A comprehensive list of University Residences is found on the Residence Services website.

APPENDIX A – Example Documentation for Community Resolutions

A Community Resolution can take many forms, but the outcome must be documented using an approved Residence Services system. The student must also be informed of the Community Resolution in writing. Below are several suggestions on how documentation can be composed.

Subject: Community Resolution (CR)

Hi [student], (copied to RC)

Just following up on the conversation we had yesterday: I wanted to thank you for agreeing to wash your dishes, and also for your willingness to consider the rest of unit, and your effect on them.

Please do not hesitate to contact me for any reason.

For more information on Restorative Justice please visit the Residence Services [website](#).

Here are some additional resources:

[Student OmbudService](#)

[Office of Safe Disclosure and Human Rights](#)

Sincerely,

[name]

Subject: Community Resolution (CR)

Hi RC, (copied to student)

I had a very productive chat with [student, unit #] last night in which she agreed to wash her dishes within two hours of cooking from now on.

Floor or Unit Community Resolution (CR)

Thanks, everyone, for meeting with me last night. As a recap of our discussion, we all agreed that Sundays will be our cleaning day, and we will divide up the duties as follows: ...

For more information on Restorative Justice please visit the Residence Services [website](#).

Here are some additional resources:

[Student OmbudService](#)

[Office of Safe Disclosure and Human Rights](#)

Hi [student], (copied to RC)

Just following up on our conversation from this morning – I understand you did not intend to disturb your neighbour by playing your stereo last night and that you feel that the complaint was unreasonable. I remind you that quiet hours are from 11pm to 7am, but it is clear that people don't always agree on the level of noise acceptability. If you'd like, I could sit down with the two of you and try to help you come to a compromise that works for both of you.

Let me know what I can do to help!

For more information on Restorative Justice please visit the Residence Services [website](#).

Here are some additional resources:

[Student OmbudService](#)

[Office of Safe Disclosure and Human Rights](#)

[Note: this is not a CR, but an offer to facilitate an agreement between two students.]

APPENDIX B – Suggested Guidelines for Chairing Restorative Conferences

In addition to the procedures outlined in the Community Standards Policy, this document provides guidelines for ensuring that a Restorative Conference is effective and productive for participants.

- 1) The co-Facilitators will divide up the duties below as they see fit.
- 2) A Facilitator will review the process to ensure everyone understands how it will work, and will confirm with all parties that they are acceptable as facilitators of the discussions and Restorative Agreement.
- 3) A Facilitator will lead the participants in establishing ground rules for the meeting. Ground rules the participants agree on might include, but are not limited to:
 - Participants will refrain from interrupting when a participant is speaking;
 - Participants will not to discuss the matter during breaks in the meeting;
 - Participants will agree to seek clarification from a Facilitator when they do not understand a statement or procedure.
- 4) A Facilitator will confirm with all parties that their attendance is voluntary, that they have signed the Confidentiality Agreement, and that they understand and are willing to participate in the restorative process in good faith and under the guidelines agreed upon. If at any point a participant no longer wishes to participate in the process for any reason, he or she must inform a Facilitator. The Facilitator will adjourn the meeting and return the matter to the Residence Area Coordinator, who will make a decision regarding process according to Item III B.7) of this policy.
- 5) A Facilitator will either read aloud or summarize the Investigation Report or Incident Report for participants.
- 6) Once the incident is understood, the Harmed Party(ies) will be invited, one at a time, to describe the impact of the incident on them, their community, their property, or any other Harm. If a Harmed Party opts to participate by submitting an Impact Statement, a Facilitator will read that statement aloud to the other participants.
- 7) Participants can pose questions and ask for clarifications. No questions in relation to an Impact Statement should be entertained, since the author is not present.
- 8) The Respondent(s) are invited, one at a time, to provide an oral statement in which they acknowledge the impact of the Harm they caused.
- 9) Participants can pose questions and ask for clarifications.

The Facilitators will lead a discussion in which all participants suggest possible remedies to address the Harms identified. This list is negotiated among the participants until the signatories to the Agreement agree that it is complete and conforms to the criteria set out in this policy.

APPENDIX C – Example Confidentiality Agreement

Restorative Conference Confidentiality

For the Restorative Justice process to be effective it is necessary and fundamental that confidentiality be protected and preserved, including as provided for under Alberta's Freedom of Information and Protection of Privacy (FOIPP) legislation.

Participants may not disclose to anyone confidential information¹ gained during the course of Restorative Conference except in accordance with the accompanying Procedures or to the extent required or permitted by law or University policy.

Records and reports of Restorative Conferences are the property of the University and shall be retained and disposed of in accordance with the retention and disposition schedule held by Residence Services.

By signing below, you agree that your participation in the Restorative Conference process will be governed by this Agreement and that you have the responsibility to maintain confidentiality.

DATED THIS ____ DAY OF _____ 20__

| | | |
|--------------------|------------|-----------------|
| Printed | Name _____ | Signature _____ |
| Printed Name _____ | | Signature _____ |
| Printed Name _____ | | Signature _____ |
| Printed Name _____ | | Signature _____ |
| Printed Name _____ | | Signature _____ |
| Printed Name _____ | | Signature _____ |
| Printed Name _____ | | Signature _____ |

¹ Confidential information does not include information that is in the public domain; information that is already, or is subsequently, disclosed or obtained without obligation of confidentiality; or information, the non-disclosure of which would present a risk to the public or the University community.

APPENDIX D – Examples of Restorative Remedies [No changes]

Harm can be physical, emotional, reputational or other.

The type of harm done should guide the type of remedy used to make remedies for that harm. Sometimes harm can be repaired through concrete remedies when harm is measurable and repairable. Other harms may be more difficult to measure and may not be immediately obvious. In these cases, symbolic remedies can be used to show good faith and begin to rebuild trust in the community.

Concrete Remedies:

When harm is measurable and repairable, remedies should be designed to restore the community, as far as possible, to its state before the harm was caused. Examples include, but are not limited to:

- Replace an item that has been lost or broken.
- Arrange and pay for repair of a damaged item that belongs to another resident.
- Pay for repairs of any damage caused to the University.
- Remove offensive postings, posters, websites, etc. or post corrections and/or apologies.

Symbolic Remedies:

When the harm is to a person's emotions or reputation and is less quantifiable, remedies should be designed to enable the Harmed party(ies) to feel better about the situation and move forward and should enable the Respondent to rebuild trust and reintegrate into the community. Examples include, but are not limited to:

- Write an apology to the Harmed Party(ies) in an attempt to rebuild trust.
- Post a correction to websites, social networking pages, etc, to set the record straight.
- Write an essay on the impact of a certain behaviour on a community.²
- Create a poster, video, presentation, or other media project on the impact of behaviour on a community.²
- Refrain from drinking alcohol/pledge to drink only in moderation as an act of good faith.
- Become an active volunteer of some kind in the Residence and/or University community.
- Perform some action "in kind" to attempt to make up for the harms caused.

Restorative remedies are context-specific; the remedies will reflect the identified Harms and the attempt to repair those Harms rather than focussing on the incident itself. In other words, similar incidents may result in different remedies, depending on the Harms identified.

² May be collected into a resource library (names and personal identifiers removed).

Residence Restorative Agreement

Date:

| Participants: | Name |
|----------------|------|
| Facilitator | |
| Facilitator | |
| Respondent | |
| Respondent | |
| Harmed Party | |
| Harmed Party | |
| Harmed Party | |
| Support Person | |
| Support Person | |
| Support Person | |

As a result of having participated in a Restorative Process, we agree that the following actions will be taken no later than [DATE]:

NAME will [write an apology to...]

NAME will [pay for damages]

NAME will [etc.]

Failure to fulfil the conditions listed here will constitute a breach of the Residence Agreement.

Signatures:

Facilitator:

Signature

Respondent:

Signature

Harmed party:

Signature

(add more spaces as needed)