

2023-2024 Residence Handbook

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Section 1: Introduction

Residence Life

The Tyndale Residence program seeks to provide a safe and hospitable living space for students in which our facility, programs, and services inspire academic achievement, spiritual growth, inclusive communities, and engaging opportunities.

Tyndale recognizes the vital role Residence plays for many students and in particular those who are 18 to 21. We recognize that part of the residential experience allows students, as a first step, to begin living independently. The intentional community, the structure, and the location provide a space for young students to explore their own living styles and taking on the responsibilities of living on their own.

The Tyndale residential environment is primarily structured for those students who are 18 to 21 although we are very happy for anyone to apply! Our programming, priorities, and structures are set in place to facilitate the growth of residents and can foster the ability for students to learn how to independently foster relationships with others, work through conflict, and learn skills that help build on the students' ability to live successful on their own. The safe environment of Residence is a space that is optimal for students and keeps parents fears at bay because they know there is a certain level of structure set in place.

Recognizing that the residence experience is formative for younger undergraduate students, we highly encourage first and second year undergraduate students who were born as of September 1, 2002 or after to consider applying for Residence.

Philosophy of Residence Life

Tyndale University realizes the experience of living in Residence is a valuable part of students' formation. Research and student reports have shown that students who live in Residence form lasting friendships, grow in their understanding of themselves and other people, are more involved in university extracurricular activities, and have more opportunities to interact with faculty and staff, thus enhancing their development.

The Tyndale Residence Life team's (TRL) task is to help residents achieve an appropriate level of self-direction and interdependence, while making meaningful and purposeful choices.

At the core of our identity, we hope to foster growth of oneself, one's relationships, and one's spiritual formation.

The purpose of the atmosphere we attempt to create is to build a sense of respect: respect for personal space and the building of which we steward.

Residence Handbook Outlined

The standards outlined in the Residence Handbook are based on biblical principles and Christian thought for the purposes of fostering healthy community practices and establishing guidelines needed to insure proper care of our facilities. These are necessary to protect the rights and responsibilities of each resident and of the residential community as a whole.

This is a living document, therefore the Handbook is subject to changes and such changes will be announced in written form to our residents, as they are required.

Tyndale respects your privacy. Personal information that you provide to Tyndale University will be protected at all times in accordance with the Freedom of Information and Protection of Privacy Act. In accordance with this act Tyndale is not permitted to discuss any information with parents/guardians without written consent from students who are 18 years of age and older.

Residence Life Leadership

Resident Advisors (RA)

Female RAs	Male RAs
Alyson Thomas	Jackson Dunlop
Brianna Wallace	Lucas DeFreitas
Desiree Harding	Matthew Shaw
Lilly Izzard	Sam Middleton

RAs encourage and foster the development of the residents in all areas of their lives and provide leadership for the Residence halls. These upper-class students are chosen in the Winter semester after being interviewed by Student Development staff. RAs must have evidence of Christian commitment and growth in his/her personal life, adequate academic achievement, chapel attendance, and potential for student leadership.

The RAs are trained by and meet regularly with members of the Student Development staff for supervision and encouragement. This reflects our commitment to provide a quality atmosphere and Residence experience for students.

We attempt to operate in a manner directly related to New Testament teaching of interpersonal relationships in a Christian community. As a result, we expect RAs, as well as other residents, to be involved in personal affirmation, caring input, and appropriate confrontation with other residents to enhance the life of our community. Your commitment to and participation in Residence life is strongly encouraged as you involve yourself at Tyndale.

Residence Life Coordinator (RLC)

The Residence Life Coordinator (RLC) lives on campus and provides specific leadership to the Residence team and overall care and management for the residents. This includes training, mentoring, and supervision of the RAs, program development, and on-call availability for the Resident Advisors during evenings and weekends. They provide additional help in issues throughout the Residence as well. The RLC is on-call at all times and can be contacted through an RA.

Residence Halls

We try to provide a variety of Residence options to provide spaces for the large demographic of our student body.

Residence Move-In/Move-Out Form

The Residence Move-In/Move-Out online form is provided to each resident to assess their room when they move in and indicate any maintenance or custodial needs upon moving in. A similar form is used for moving out to indicate that the room is in order and keys are handed in.

Departure from Residence

Moving off Residence at the end of Fall or Winter Semester (please refer to Section 2.01 of the Tyndale Residence Agreement)

1. Residents are allowed up to 48 hours after their last exam during the Final Exam Period to move out of Residence. Any extensions need to be approved by the RLC. Residents may store up to 2 containers in Residence storage over the summer and one mini fridge assuming the resident is returning to the Tyndale Residence for the following year.

Damages and Repairs

1. Residents are responsible for their Residence room while living in the space. Charges will be made to any damages to Tyndale property, for missing items, or for the cost of any extra cleaning needed in the room if left in an unsanitary condition upon departure from the Residence. The fee required to cover the above costs will be added to the resident's account.
 - 1.1. Expenses incurred due to damages, missing items or extra cleaning in a Residence room will be shared by the occupants of that room unless an individual has assumed responsibility for them, in which case he or she will bear the total cost.
 - 1.2. Any damages to Tyndale property occurring during your stay in Residence should be reported to RLC immediately and a Helpdesk request submitted so that repairs may be made. Repair costs may be charged to the resident's account if the damage is the responsibility of the resident.

Item	Major	Moderate	Minor
Basic Check-Out Items			
Mailbox Key not returned	\$25		
Occupant's items not removed (furniture, poster, books, etc)	\$50	\$30	\$15
Room key not returned	\$50		
Room needing to be cleaned	\$50	\$30	\$15
Tape, stickers, etc. not removed from walls or doors	\$50	\$30	\$15
Broken or Damaged Items in the room resulting in a replacement fee:			
Bed	\$350	\$175	\$25
Broken window	\$500	\$250	
Carpet stained, torn, or damaged	\$500	\$300	\$50
Ceiling light	\$75		
Chair	\$115		
Closet (Rod/shelves)	\$50	\$20	
Desk	\$275	\$90	\$25
Door	\$750	\$100	\$20
Dresser	\$450	\$175	\$25
Dry Wall damage	\$100	\$50	\$20
Floor/ceiling tile	\$15 ea.		
Lock	\$150	\$75	
Mattress	\$250		
Mattress Pad (cover)	\$35		
Mirror	\$50		\$15

Outlet/light switch	\$15 ea.		
Phone	\$75		\$15
Sink	\$250	\$125	\$25
Toilet	\$250	\$125	\$25
Towel bar	\$15		
Wardrobe	\$150	\$75	\$20
Window screen	\$150	\$75	

Summer Residence Opportunity

1. Tyndale provides summer Residence from May to mid-August for any current or new Tyndale residents who need accommodation in Toronto due to summer school, job opportunities, etc.
 - 1.1. Space is limited. Therefore, to secure accommodation for the summer months, priority is given to current Tyndale residents and those coming for the next fall. All applications received after April 1st will be accepted on a first-come, first-served basis.
 - 1.2. Please check with Student Financial Services for payment schedule for summer residency.
 - 1.3. Current residents who wish to extend their Winter semester residency into summer will be required to relocate to a different room for the summer months. Also, summer residents who are staying on for the Fall semester will be required to move to a different room before the Fall semester begins.
 - 1.4. We view living in summer Residence as a privilege, and as a result expect mature behavior from the residents. Tyndale students and non-Tyndale-students applying for summer residency must have all outstanding fees cleared prior to summer Residence acceptance. **All policies in this handbook remain in effect throughout the summer.** There are some summer Residence specific policies that will be outlined with each summer resident.

Section 2: Residence Life: Policy & Procedures

Residence Programming

All-Rez Meeting

1. Residents are required to attend the three All Rez Meetings in each semester they are living in Residence. Failure to do so can jeopardize future accommodation in Residence.
 - 1.1. **These are mandatory events all residents must attend at all times.** Held on Tuesday nights, starting at 10:00pm.
 - 1.1.1. The purpose of these meetings is to discuss issues that arise in the course of living intentionally in this community. Subject matter is not only determined by the RLC (with the help of the RA team), but residents are also given the opportunity to raise issues, all with the intention of making sure the needs of the community are being met. Most well-functioning communities have time set aside on a regular basis to talk with one another, and this is something we desire here as well.
 - 1.2. Attendance will be taken, and **it is expected that every member of the residential community will attend these meetings – no exceptions.**
 - 1.2.1. Residents who miss All Rez Meetings will be sent an email reminding them that the

meetings are mandatory and the dates for the future meetings. Student Development understands absences to indicate that you do not wish to continue living in the Residence or be a part of the Tyndale community, thereby jeopardizing your continued residency for current and future years. Residents who miss more than one meeting will be notified and will meet with the RLC to discuss the reasons for the recurring absences and potential consequences. All Rez Meetings are generally not very long, with the exception of the September meeting, and we hope that they will lead to fruitful and open discussions on any matter of concern.

Please note the dates for this year's All-Rez Meetings are as follows:

FALL 2023	WINTER 2024
September 7th @ 10:00pm	January 9th @ 10:00pm
October 17th @ 10:00pm	February 6th @ 10:00pm
November 21st @ 10:00pm	March 19th @ 10:00pm

Hall Events

All other Tuesday's evenings not scheduled for an All-Rez Meeting are designated for hall events. This is an opportunity to connect with the residents in your hall and other halls through intentional programming by your RAs.

Once or twice each semester the entire Residence comes together for a Residence-wide event to give residents the opportunity to engage the rest of the community.

Community Building: Residence Code of Conduct

Community Billing

The philosophy behind community billing is that all residents are part of a larger community. This means residents are not only responsible for their accommodations, but also the community areas they share with fellow residents. Unless the responsible party assumes responsibility, Community Billing may occur when:

1. Damages are discovered in community spaces (kitchens, hallways, lounges, etc.) as a result of negligence or vandalism
2. Community spaces are not kept clean and result in the TRL team or custodial team cleaning the areas as a result of misuse.
3. Dishes from the cafeteria remain in community spaces in Residence and are not returned to the Dining Hall.
4. Residents' items (clothes, boxes, books, etc.) are left in the hallways, lounges, and kitchens after the final move-out.
5. Charges imposed on Tyndale by the Toronto Fire Department for pulling a fire alarm in a nonemergency situation.

Depending on the nature of the incident the RLC and Dean of Student Life in consultation with the TRL team, will determine whether the incident should be shared by all members of the floor or hall.

Electronics, Instruments, and Noise levels

1. There are three main lounges for residents, each equipped with a TV and a variety of furniture.
 - 1.1. As with the TV in the lounges, discretion is to be used when deciding upon the appropriateness

of viewing practices. Any incidents of inappropriate viewing (i.e. explicit sexual conduct, excessive violence, and inappropriate or abusive language) should be confronted and handled as outlined by the complaint procedures in the Student Handbook.

2. Residents are permitted to have instruments such as guitars, electric guitars, electric drum kits, keyboards, etc. in their rooms. Residents must be sensitive to their neighbours and must be sensitive to the noise their instrument makes.
 - 2.1. Residents are responsible for the care and safety of their instruments. Tyndale is not responsible for any lost, damaged, or missing items.
3. A resident may be asked by their RA or the RLC to remove the entertainment systems or instrument if they consistently disrupt their neighbours due to noise complaints.
 - 3.1. Repeated offenses will result in a written letter from the RLC and thus a meeting to discuss the consequences to the infractions.

Fire Safety

1. Health and Safety regulations require all hallways to be free of obstructions at all times.
 - 1.1. Clothing, shoes, sports equipment, and other personal affects must never be left in the hallway. Failure to comply will result in the seizure of said items and will be returned to the owner upon their departure from Residence.
2. Fire hazards, as determined by Tyndale and the Toronto Fire Services, are prohibited from Residence. There are fines for any residents who violates fire safety.
 - 2.1. Residents found with any of the below items in their rooms will result in a \$200 fine.
 - 2.2. Items and activities that are not permitted in Residence are as follows:
 - Candles
 - Incense
 - Vaping or smoking
 - Open flames of any kind
 - Appliances with open coils or burners
3. Residents who set off the fire alarm due to one or more fire hazard listed above being the cause, will be subject to a fine.
 - 3.1. A fire alarm that is set without any damage or Toronto Fire Services attendance will result in a \$200 fine to that resident.
 - 3.2. Residents who set off the fire alarm resulting in a visit from Toronto Fire Services will incur the Fire Services fine. This fine is usually \$600/fire truck. Tyndale usually has 3 trucks arrive due to the size of our building.

Internet Use

1. Tyndale is happy to provide free Wi-Fi, to all residents.
 - 1.1. To connect to the wireless network, you need a laptop with a built-in wireless card, a desktop computer with a wireless card, or a wireless card to plug in to a laptop. Check with the IT Department for compatible wireless network cards. You can purchase these network cards at almost any computer store.
 - 1.2. There is no charge for using the network. The network is accessible almost anywhere on campus including the courtyard, the library, and other lounge sites around the campus.
 - 1.3. The speed of the wireless network is comparable to that of a high-speed internet provider. There is content filtering so that you cannot access inappropriate material. You will be denied access if you try to access inappropriate sites.

- 1.4. When you attempt to access the internet through the wireless network for the first time, you will be directed to a page to authenticate your identity. You will now have access to the Internet, file storage, and email.

If you have any questions regarding the network, please contact the IT Department (ext. 4357 on any campus phone).

Pets

1. Fish are the only pets that are welcomed in the residence. All others are prohibited. Please limit the size of the fish “home” to a bowl rather than a tank.
 - 1.1. Residents must ensure that they take their fish with them over the Christmas break and at the end of the Winter semester.
 - 1.2. Any fish left on campus once a resident has moved out becomes the property of Tyndale. Residents will be fined \$50 for any fish left behind after they’ve moved out of Residence.
2. Emotional Support Animals (ESA) and Services Animals (SA) are permitted in Residence. Residents who require either of these animals must get approval for their animal to be in Residence. Residents must contact the Student Accessibility Office to start the process. Please connect with Tyndale’s Accessibility Specialist who will help all students with accommodations. The contact information is accessibility@tyndale.ca.
 - 2.1. Residents who have emotional support or service animals must contact the Accessibility Specialist to complete all necessary forms. Once completed and approved the Accessibility Specialist will contact the RLC to inform them of the animal.
 - 2.2. The RLC will send the resident the Residence Animal Policy for anyone with an ESA or SA.
 - 2.3. Forms and approval must be completed before the student moves into Residence. Any Requests for ESA’s or SA’s once the semesters begin will require approval and process of the Accessibility Specialist and if approved the animal will only be able to arrive on campus the following semester.
 - 2.4. ESA’s must be properly trained and no younger than 2 years of age when they come into Residence.

Small Kitchen Appliances & Food in Rooms

1. Residents are permitted to have a select few small kitchen appliances.
 - 1.1. Items permitted in Residence rooms:
 - Mini fridges (1 per room, no larger than 3.2 cubic feet)
 - Individual blenders (used only in the kitchens)
 - Coffee makers without a warming plate.
 - 1.2. Items **not** permitted in Residence for any reason:
 - Microwave
 - Toasters / Toaster Ovens
 - Kettles
 - Hot Plates
 - Crock pots / slow cookers

- Rice cookers
 - Keurig / Tassimo / Verissimo, etc.
- 1.3. The RLC, Campus Operations Director, and the Dean of Student Life reserve the right to confiscate any prohibited appliances found in Residence and return them to the owner upon their departure from Residence.
 - 1.4. The preparation and/or cooking of food is **not** permitted in Residence rooms.
 - 1.5. Residence rooms are not set up as cooking facilities. We are wary of fire hazards, the electrical load of our building, blockage of our plumbing, and an invasion of bugs and rodents seeking leftover food.
 - 1.6. All snack food other than fruit in its natural skin is to be kept in sealed containers on a shelf rather than on windowsills and building ledges.
 - 1.7. Tyndale provides various ways for residents to have and prepare food.
 - Each Residence level has a kitchenette that has a fridge, microwave, hot water dispenser, and sink for residents to prepare snacks and drinks for themselves.
 - The Dining Hall prepares a variety of meals for residents and is available during meal times.
 - Residents can find vending machines throughout the campus as well. Many of them accept coins, bills, and debit cards.
 - 1.8. Please reference Fire Safety for consequences for setting off the fire alarm due to prohibited items in Residence rooms in coordination with snack preparation and permitted small appliances.

Sports Equipment

1. Playing with sports equipment in the Tyndale building, including Residence, is prohibited. Any damages incurred by residents through the use of sports equipment will result in a fine for repair of the damages.
 - 1.1. Throwing, kicking, or bouncing of any objects (e.g., balls, Frisbees) inside or nearby buildings (except in the gymnasium) can result in potential property damage.
 - 1.2. The use of equipment including, but not limited to, roller blades and skateboards in hallways and anywhere else within the building is strictly prohibited.
2. All sports equipment, except bicycles, brought to Residence is to be stored in the resident's room.
3. Residents are permitted to bring their bicycles to Tyndale.
 - 3.1. Tyndale does not have indoor storage for bicycles. Residents need to be aware that the only location for bicycle storage is on the racks near the front entrance.
 - 3.2. Bikes cannot be stored in any Residence room or storage space in the Tyndale building.

Substance Free: Alcohol/Tobacco and Vapor/Drugs

1. Tyndale is an alcohol free, drug and cannabis free, smoke & vape free campus.
 - 1.1. All students, residents, and guests are expected to refrain from the use of illegal non-prescription drugs, cannabis, in all its forms, alcohol and tobacco/vaping products while on campus or while involved in an event officially sponsored by Tyndale or when representing Tyndale at a public event. Possession of alcohol, cannabis, and non-prescription drugs is prohibited on campus. Those who claim freedom to use either tobacco, cannabis, or alcohol off campus are expected to do so in moderation and in such a way that is not a hindrance to others. The use of tobacco/vaping products are only permissible off Tyndale grounds (this includes all green space).
 - 1.2. Please see the Tyndale Student Handbook for current policies regarding alcohol/tobacco/drugs.

Water and Snow

1. Water/snow pranks or throwing water/snow inside buildings is detrimental to community members and harmful to property.
 - 1.1. Residents are to refrain from throwing or spraying water or snow inside, into or out of the Residence.
 - 1.2. Residents caught throwing water or snow of any quantity will be required to pay a minimum damage fee of \$100.

Weapons: Knives, toy guns, weapons of any kind

1. In partnership with Toronto Police Services, Tyndale does not permit weapons of any kind, including but not limited to all spring-loaded knives, or any knife more than 3 inches long. Likewise any airsoft, nerf, water gun, etc. are not permitted in Residence without previous written consent from the RLC.

Windows/Screen/Roofs

1. With the exception of emergencies, residents and non-residents are not to use windows for entering or leaving the Residence or any other area of the building.
 - 1.1. Please do not walk on window ledges or roofs. Individuals responsible for walking on window ledges or roofs at Tyndale or entering or exiting the facility through unapproved means will be subject to a \$200 fine.
2. Screens are provided for resident comfort and safety. Residents may not remove any screens from Residence.
 - 2.1. Residents who remove or damage their screens will be charged of \$150/window and the charge will be applied to the resident's account for damaged or torn screens.
3. Roofs are strictly off limits at all areas of campus. Students found on roofs will be fined.
 - 3.1. The RLC, Dean of Student Life, and the Director of Campus Operations will meet with those who have accessed the roofs.
4. Unauthorized entry by students into rooms, offices, or other locations on campus will result in a minimum fine of \$200. Follow up conversations with the Dean of Student Life and Director of Campus Operations will occur.

Residence Facility

Kitchenettes

Residents have access to a kitchenette, found on their Residence floor, equipped with refrigerator, microwave, and a hot water dispenser for snack preparation. These locations are not intended for meal preparation. It is the responsibility of the residents using the facility to clean up after themselves.

Toasters, toaster ovens, hotplates, rice cookers and other small appliances are prohibited due to fire regulations.

Residents are expected to use the equipment with care. **Any resident who is found abusing the use of any kitchenette will lose the privilege of using it until such time as deemed appropriate by the Department of Student Development.**

Laundry Room

There is a Laundry Room located on each Residence floor. They are open 24 hours and there is no cost to use them. You must provide your own laundry detergent. You are responsible to do and remove your laundry in a timely matter to respect other Residence on your floor. Any mechanical difficulties with these machines should be reported to the RLC.

There is an iron and ironing board in each Laundry Room.

Residence Lounges

There are three Residence lounges for relaxation, Residence events, interaction with other residents, and studying. **The Residence lounges are for residents only.** All Tyndale commuters and non-Tyndale community members and visitors must be with the residents that invited them at all times.

Each lounge is equipped with tables, chairs, and couches. **Furniture cannot be removed.** No cooking appliances, including coffee makers and toasters, are permitted. **Cleanliness of these lounges is the responsibility of the residents in the Residence under the direction of the RAs.**

NO ONE IS PERMITTED TO SLEEP IN LOUNGES OVERNIGHT.

TV in Lounges

The lounges are equipped with a wall-mounted HD television and HDMI connection for your laptop, Blu-ray, or DVD player.

Although the highest rating allowed for movies/programming is 14A, discretion is to be used when deciding upon the appropriateness of viewing events. Any incidents of inappropriate viewing (i.e. explicit sexual conduct, excessive violence, and inappropriate or abusive language) should be reported to the RLC and Dean of Student Life.

On certain occasions, a group of residents can book one of the three TV's to watch a specific event. These residents need to book the space with the RLC. Otherwise, all TV's are used on a first-come first-served basis.

Study Spaces

There are various study spaces throughout the campus.

- **Your Room** – available at any time
- **Residence Quiet Study Spaces** – available for use 24 hours. These are designated spaces in the Residence halls. Before and after open hall hours, residents can only use the study spaces for their gender specific Residence wings.
- **Residence Lounges** – available 24 hours. Please note that these are also communal spaces where residents hang out and watch TV so it may not be a quiet study space. Before and after open hall hours, residents can only use the study spaces for their gender specific Residence wings.
- **Library** – during open hours, see their webpage for details.
- **Dining Hall** – this is a great place for group study and is open until 2AM each night. Security will ask all residents to return to their residential floor as of 2AM. Remember to always carry your ID card with you.

- **The Tyndale Commons**- located in the G300 wing, offers both soft seating for casual conversations, study, and relaxation and small tables for eating and study. Located near the Tyndale Commons is a commuter resident kitchenette equipped with refrigerators, microwave ovens, and a sink.
- **The Lamp Post Commons** is a commons space for students.
- **G300** is also the designated 24-hour space for students. Commuter students must register their student ID with reception to have access to G300 after 11pm.
- **Out of respect for others and as an act of stewardship, when you are in the student lounges, please refrain from activities that would inconvenience others (e.g. sleeping on couches, leaving trash behind, etc.). If you are seeking quiet study space, we suggest you use your room.**

There are other quiet spaces throughout campus that are available to students from 8AM-11PM. Security will let you know if you are there after designated hours or if the space is off limits for study purposes.

Storage

Priority is given to international and out of town residents who wish to store items while in Residence. The women's storage space is located in E600. The men's storage space is located on D500, by the elevator. Anything that you wish to leave in the storage rooms must be placed in **stackable** boxes or suitcases and must be clearly labelled with your name, and preferred email and/or phone number. **At the end of the school year Tyndale will clean out and dispose of anything left unmarked in the storage rooms;** therefore, residents need to retrieve their belongings upon departure from Residence. Instructions for storage of items over the summer will be given with the "Check-out Procedures" near the end of the Winter semester.

If belongings remain past six months of leaving Residence, the affects will be donated to local charities unless prior arrangement with the RLC have been made.

Please note that bicycles are not allowed in Residence or in storage. See more information about Bike storage in Residence Policies.

Telephones

There are phones next to the elevators on each Residence floor. These phones are for emergency use only. Residents can contact the RLC, Reception, Wincon Security, or dial 911 from these phones.

Meal Plan

Residence Meal Plan Philosophy

Tyndale is committed to building community in a variety of ways for our Tyndale residents and commuters. The value of sharing a meal together is one key element to creating a healthy community environment for students. Therefore, we want students to experience community as they eat meals together in the Dining Hall.

Meal Plan Policy

Residence fees include a choice of four options in a tax-free meal plan per semester that is registered on your Tyndale student card. The meal plan is based on a declining balance system. This means that each time a resident makes a purchase at the Dining Hall, the amount of the purchase is deducted from their meal credits. The meal credits are only valid for one semester. If a resident requires amounts above the initial meal credit, additional amounts may be purchased and added to the meal card.

1. The tax-free meal plan has been established in partnership with the Government of Ontario's qualifications for a tax-free plan. Therefore, Tyndale cannot reduce the fees or costs of any meal plans. If residents feel they cannot use the meal plan due to needed accommodation or dietary restrictions, they need to consider if Residence is the best place for them.

- 1.1. Due to the nature of our Residence, the agreement with the Government of Ontario, and that Tyndale does not have full kitchen facilities within the Residence, residents are required to be on the meal plan.
2. Residents with food allergies and restrictions are responsible to contact the RLC to set up a meeting with Campus and Conference Services to outline their restrictions and needs. This will help Student Development and Campus and Conference Services determine if we are able to provide their necessary dietary accommodations. Residents with allergies and restrictions must understand that not all meal options will be available to them.
 - 2.1. Tyndale Food Services is committed to serving all students with their various needs and restrictions. We will do their best to work with each resident to ensure they have a variety of choices.
 - 2.2. Residents must be aware that there may be some limitations to our ability to accommodate all needs. If Tyndale Food Services cannot make the necessary accommodations, students must evaluate if Residence is the best option for their living arrangements.
 - 2.3. After consultations with Student Development and Campus and Conference Services, residents are responsible to ensure that the Dining Hall staff reminded of necessary accommodations.
 - 2.4. Residents with food preferences (i.e. vegetarian, vegan, pescetarian, etc.) will be accommodated as much as possible.

Meal Cards

The magnetically encoded Tyndale student I.D. cards are used as the transaction vehicle when making purchases at the Dining Hall. These cards will be issued to you from Campus and Conference Services after completion of registration and payment of fees. **The meal card must be presented for all transactions.**

If you have questions about the use of your meal card, please speak with someone in the Campus and Conference Services Office.

Your meal card (which is also your student I.D. and Tyndale library card) is your responsibility. If it is lost, contact Campus and Conference Services (ext. HELP) as soon as possible to suspend the card. Replacement of Tyndale student cards are obtained from the Registrar's Office. A \$15 fee will be charged to your student account for the replacement card.

At the end of each semester, by the end of the last scheduled exam, a resident with money remaining on their meal plan may transfer a minimum of \$25 to a maximum of \$150 onto their "flex dollar" account. This account can be used at any Tyndale Food Service location on campus.

The "Flex Dollar" account can be used even if the resident moves off campus after a semester in Residence. The account expires a year after the student graduates. The money on the card is like cash and cannot be replaced if lost. All items purchased with this card are taxable.

Dining Hall

The Dining Hall is located in F200. It is open seven days a week during the Fall and Winter semesters. The normal schedule is as follows (hours subject to change):

Monday – Friday

7:30 am-7:30pm

Grill: 7:30am-6:45pm

Saturday – Sunday

11:00pm – 6:00pm

Grill: Saturday 11am-2:00pm

Grill: Sunday 12:00-5:30pm

During the academic year, Tyndale sponsors a number of events in the Dining Hall. As a result, on occasion the Dining Hall may not be available for a sit-down meal. At these times written notice will be posted, and emails sent to Residence students.

Residence Maintenance

Custodial Services

Tyndale employs a cleaning company to provide cleaning services on every level of the school, along with the hallways and washrooms of the Residence floors.

Residents can expect the custodial team to:

1. Clean the washrooms and showers, located in the Residence halls, once a day, except Sundays.
2. Trash to be picked up from the trash room and kitchenettes once a day, except Sundays.
3. Maintain the hallways, lounges, and kitchenettes cleaning services.
 - 3.1. However, they are not responsible to pick up after residents. The custodial team clean around residents' messes as necessary.
 - 3.2. Residents are expected to remove all belongings, papers, books, wrappers, food, bottles, garbage, etc. from public and shared spaces. This allows the cleaning staff to use their time effectively.

There are two cleaning crews that work in the building. The day crew takes care of Residence cleaning and general cleaning as needed around the building. In order to maintain privacy, female custodians will stay off the male dorm floors until after 12:00 pm; likewise, male custodians will stay off of the female dorm floors until after 12:00 pm. The night crew looks after cleaning of the general building. They are not permitted to let anyone into the building under any circumstance.

Maintenance Requests

1. Tyndale's Maintenance staff is dedicated to providing a safe living environment for all residents. Maintenance is responsible for issues relating to:
 - Lighting
 - Plumbing
 - Building structure
 - Heating & Cooling
 - Furniture
2. Residents need to contact the RLC when they need the attention of maintenance. Please list the issue, its location, and room number for the RLC to pass onto the Maintenance crew.
 - 2.1. Clogged toilets are not the responsibility of the maintenance staff, but the residents' responsibility.
3. The maintenance crew will attend to the issue as soon as possible unless it is urgent or an emergency (such as flooding).
 - 3.1. If access to your room is required, please be aware that the crew will likely be in your room during the day (between 9am – 4pm).
 - 3.2. Maintenance will not enter a room without knocking first. If possible, they will try and schedule a time with the resident for cases where there is more than one issue.

4. Weekend or after hour needs:
 - 4.1. Residents can always go to their RA, the RLC, or Security with an urgent maintenance request.
 - 4.2. All Urgent needs will be dealt with as soon as possible.

Residence Hours for Regular Halls

Open-Hall Hours

Open-Hall hours provide residents with an opportunity for men to visit the women's floors and halls and vice-versa. This is overseen by the Residence Team.

Monday	2:00-11:00PM
Tuesday	2:00-9:00PM
Wednesday	2:00-11:00PM
Thursday	2:00-11:00PM
Friday	2:00-11:00PM
Saturday	2:00-11:00PM
Sunday	2:00-11:00PM

These open hours apply throughout the Fall and Winter semesters including Reading Breaks and exam week. Open hall hours are cancelled during the Christmas holiday.

Open hall hours for the upper year quads are the same as the resident floors. Residents within the **apartments** are expected to obey the open hall hours and the quiet hours of the floors they are located on. For questions, please contact the RLC.

1. Residents are expected to respect the open hall hours.
 - 1.1. RAs will remind residents of the hours when they are found outside of the designated time. Second offenses will result in the resident(s) receiving a written reminder from the RLC.
 - 1.2. Residents who repeatedly disregard the hours will meet with the RLC and their open hall privileges will be revoked for a determined time period.

For open hours of other areas of the campus, see Campus Access and Open Hours found in the Student Handbook.

Open-Room Hours

Open room hours are not the same as open hall hours. Due to the fire regulation, all Residence doors must remain closed. Therefore, we have open room hours when residents can invite members of the opposite sex into their rooms.

Monday	7:00-11:00PM
Tuesday	Closed for Dorm Events
Wednesday	7:00-11:00PM
Thursday	7:00-11:00PM
Friday	7:00-11:00PM
Saturday	7:00-11:00PM
Sunday	7:00-11:00PM

1. Fire regulations require all Residence doors to remain closed at all times.
 - 1.1. Any Toronto Fire Services fines incurred to Tyndale due to violations and negligence by residents will be the resident's responsibility.

- 1.2 RAs will remind residents of the hours when they are found outside of the designated time. Second offenses will result in the resident(s) receiving a written reminder from the RLC.
- 1.3. Residents who repeatedly disregard the hours will meet with the RLC and their open room privileges will be revoked for a determined time period.
2. As a matter of consideration of Tyndale's biblical Christian beliefs and our campus and residential community, students are expected to refrain from insensitive public displays of affection and from sexual intimacy outside of marriage on campus.
3. No one of the opposite sex is permitted in a residential room occupied by someone of the opposite sex except during open room hours.
4. Residents are not permitted to lock their doors when they have someone of the opposite sex or a significant other in their rooms.
 - 3.1 RAs will remind residents of this Residence standard if residents are found to have violated it. Second offenses will result in the resident(s) receiving a written reminder from the RLC.
 - 3.2 Residents who repeatedly disregard the standard will meet with the RLC and their open room privileges will be revoked for a determined time period.

Quiet Hours

Out of a desire to have quiet times for studying and sleeping, and out of respect for one another, certain times are set aside for all-Residence quiet hours:

Dorm Quiet Hours

Sunday – Thursday	11:00 PM – 9:00 AM
Friday – Saturday	12:00 AM – 10:00 AM
Exam weeks	9PM – 9AM

During these times, we ask residents to refrain from excessive noise that would disturb others. Courtesy for fellow residents should be always shown, as well as for people in our neighbourhood. Please always adjust the volume levels to appropriate levels. This includes but is not limited to music you listen to in your room, viewing habits, musical instruments being played in lounges or Residence rooms, debates or other lively conversations, and other things which can easily become loud.

1. Residents are expected to keep their music at a very low volume during quiet hours so as not to bother those living across, besides, underneath, and above them.
2. Residents are to refrain from running and talking in the hallways during quiet hours in order that others are not disturbed or awakened.
3. Residents need to be aware that the stairwells are not soundproof and can disturb residents whose rooms are near them. Please refrain from singing, playing instruments, or making other loud noises in the stairwell during quiet hours.

Responsibility for addressing problems with noise lies first with each member of the Residence community. Should a problem continue, and you have not been successful in dealing with it, bring your concern to the RAs.

Residence Guest Policy

Residents are permitted to invite guests (current Tyndale students or family and friends) to their residence room as well as invite them to stay overnight.

Guests of Residents not staying overnight

1. Residents are welcome to invite guests who are the same gender to the residence anytime from 9 am – 11 pm.
2. If the guest is the opposite gender from the resident, then they are welcome on the floor *with* the resident once open floor hours begin at 2 pm.
3. All guests must leave campus by 11 pm, unless registered to stay overnight.
 - 3.1. Any guest who is not signed in and is still on campus after 11 pm will be asked to leave by a RA, RLC or by Security.
4. No one may sleep in lounges.
5. All guests are under the same Residence regulations as residents. Residents acting as hosts are responsible for the actions of their guests.

Guests of Residents staying overnight

1. Residents must sign in guests staying overnight by 9 pm.
 - 1.1 The registration form can be accessed by the resident at flow.tyndale.ca
 - 1.1.1 The registration form opens at 8 am and closes at 9 pm.
 - 1.1.2 Once the registration form is submitted it must be approved by the Residence Life Coordinator, Micaiah Lewis, before the guest is allowed to stay overnight.
2. Guests are allowed 5 stays a month.
 - 2.1 The first three stays are free. The last two stays are \$20 a night. The \$20 must be paid at reception prior to being approved to stay.
 - 2.2 The registration form must be submitted each day that the guest is staying overnight.
3. The guest must be the same gender as the host resident to stay overnight. This includes parents, siblings, friends.
4. Partners in romantic relationships are not permitted to stay in each other's rooms overnight.
5. One guest per resident per night.
6. No one may sleep in lounges.
7. All guests are under the same Residence regulations as residents. Residents acting as hosts are responsible for the actions of their guests.

Guests of Residents (Commuters, Family, and Friends)

1. Residents are responsible for the guest that they invite onto Residence.
 - 1.1. Residents must ensure that their guest is aware of the policies set in place and ensure that they adhere to these policies.
 - 1.2. Resident's guests that do not uphold policies may result in the removal of such privilege into the future.
2. Residents are allowed to have guests in residence ONLY during open Hall/room hours.

- 2.1. Residents who permit their guest to come up into Residence during non-open door/hall hours will result in a fine of \$100 fee for a first offence and up to \$250/offence thereafter. The guest will also be charged the guest room rate for that night. In all cases, the resident's privilege to hosts guests will be reviewed by Student Development.
3. Guests/commuters are required to be present with the resident when entering and leaving residence.

Health & Safety

Residence Health Policy

As necessary, further information on COVID-19 protocols and procedures will be detailed for all residents as required.

Residents are responsible for their own health care. The TRL team is available as resources as well as any care and support that they can provide. **In all mental health and physical health emergencies, 911 will be called.** The Residence team have resources at their disposal for residents that are looking for mental and physical health care.

1. All residents are required to have valid health/medical insurance for the duration of their stay in Residence prior to moving in.
 - 1.1. All Residents need to have their medical card with them at Tyndale. Doctor's offices, walk-in clinics, and hospitals require the original medical card from all Canadians. Doctor's offices, walk-in clinics, and hospitals will charge patients that do not have their information.
 - 1.1. International students must have their health insurance card or information with them. Dean George Sweetman is the contact person at Tyndale for all information on their health insurance. You can contact Dean Sweetman at gsweetman@tyndale.ca or extension 6743.
2. Residents with chronic mental or physical illness or disorders are encouraged to talk with the Accessibility Specialist in the Centre for Academic Excellence to discuss their preferences for care in situations when they have an episode that is linked to their illness or disorder. The Specialist can be reached by email at accessibilityservice@tyndale.ca.
 - 2.1. Residents who are comfortable sharing with their roommate, RA and RLC about their condition and needs for success are welcome to share what they feel is necessary.
3. Residents are required to make their own appointments for any medical needs. Members of the Residence team can provide various options and recommend places at the resident's request.
 - 3.1. Residents must find their own way to their appointments. Listed below is a list of walk-in clinics in the area that are either within walking distance or via public transit. Residents may also contact a taxi, Uber, or a friend to get them to their location.
 - 3.2. RAs, the RLC, and employees of Tyndale are not responsible for making appointments or getting residents to their appointments.**
4. In cases of emergency an ambulance will be called for the resident and the RLC will be notified.
 - 1.1. The RLC will automatically contact a resident's parents/guardians if they are under 18.
 - 1.2. The RLC will request permission from all residents, over 18, to contact their parents/guardians. If the resident is unconscious the RLC will automatically contact the

residents' parents/guardians.

1.3. Students, RAs, and the RLC are not required to drive residents to the hospital for emergencies.

1.4. Residents may ask their RA or close friend to go with them to the hospital.

1.4.1. Students accompanying their friend to the hospital are responsible to contact their professors if they are not able to attend their classes.

Mental Health & Physical Illness

We are dependent upon the integrity of the individual to verify at the time of admission to the community that they are physically and emotionally fit to fulfill their residential and community responsibilities. We recognize that physical and emotional conditions may change and there are policies in place to assist in dealing equitably with such changes.

1. Residents with mental health concerns are directed to Tyndale's Wellness Center. From there they can connect residents with further help if needed. Licensed therapists work with clients of all ages, backgrounds, cultures, and all walks of life. They can help with anxiety, depression, stress, trauma, and other issues.

1.1. For mental health urgent needs and emergencies 911 will be called.

1.2. **Crisis Hotlines:**

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- Suicide and Crisis Hotline: **1-800-448-3000**
- Crisis Services Canada: **1-833-456-4566**
- Mental Health Crisis Line: **1-888-893-8333**
- Distress Centres of Greater Toronto: **416-408-HELP (4357)**
- Kid's Help Phone: **1-800-668-6868 Text: 686868**

Health Care Providers

It is up to the resident to set appointments and/or get to a walk-in clinic for all minor illnesses and routine medical needs. We advise residents to make appointments at clinics when possible. While there are walk-in clinics in the area, they can often have long waits. Appointments will allow a resident to see a doctor much faster than waiting at a clinic. **Tyndale will call 911 for all emergencies.**

1. MD Home Call will send a doctor to you. Fill out their form at <http://www.mdhomecall.com/>, or call **416-322-3303** and a doctor will be sent to your location. **For all emergencies 911 will be called.**

2. Unsure of what your symptoms mean?

2.1. Call Telehealth at **1-866-797-0000**. They will let you know if you need to go to emergency or just make an appointment with a doctor.

How it works: When you call, a Registered Nurse will ask you to answer questions so they can assess your health problem and give you advice. Telehealth Ontario nurses will not diagnose your illness or give you medicine. They will direct you to the most appropriate level of care or may put you in contact with a health professional who can advise you on your next steps. The nurse will help you decide whether to:

- handle a problem yourself
- visit your doctor or nurse practitioner / Walk-in clinic
- go to a hospital emergency room

3. We advise residents to make appointments at clinics when possible. While there are walk-in clinics in the area, they can often have long waits. Appointments will allow a resident to see a doctor much faster than waiting at a clinic.

3.1. Walk-In Clinics:

- 3.1.1. Wardenwood Health Clinic: 3319 Bayview Ave (at Bayview and Cummer, by the CIBC), 647-344-8488. 10 min walk south on Bayview at the strip mall at Bayview and Cummer. Walk in clinic hours Monday to Friday 10am – 7pm; Saturday 10am – 4pm.
- 3.1.2. Yonge-Cummer Medical Clinic: 5925 Yonge St., North York, PH: 647-547-8184, 21 min. transit ride on TTC. It is located West on Cummer from Tyndale.
- 3.1.3. MCI The Doctor’s Office: 203-300 John St. Thornhill. PH 905-764-0188, 25 min. transit ride on the YRT. It is located just north of Tyndale off Bayview.

3.2. Doctors’ Office:

- 3.2.1. International Health Institute: 4000 Leslie St., PH: 416-494-7512. Tyndale has a good relationship with the doctors at this clinic. It is also right across from North York General Hospital.

3.3. Emergency Care:

- 3.3.1. North York General Hospital: 40001 Leslie St., North York. PH: 416-756-6000
 - In emergencies we call 911 for an ambulance. In such situations, residents are generally brought to this hospital for care.

See the Health Policies information in the Student Handbook for further health policies.

Security Access Card

Tyndale strives to provide residents with a safe living environment. The outside doors and entryways to Residence are locked electronically and require a key card for entry. We also have contracted with Wincon Security for after-hour and weekend security services.

Residents must carry their Student ID with them at all times. Your Student ID is also your security access card that allows you entry into the building 24 hours a day. To access the residents’ floors, you will need your Student ID. The doors to the Residence are locked 24 hours a day and elevator access to the Residence floors is only accessible with the Student ID for residents.

Wincon Security

The safety of residents at Tyndale University is of utmost importance. Tyndale has a security program to ensure the facility is well-secured against unauthorized entry. At Tyndale, security officers from Wincon Security are on duty in order to provide security and assistance during the evening and night hours and on weekends.

Their on-duty hours:

Monday – Friday 4:30PM – 8:00AM | **Weekend: 24 hours**

The security officer plays a major role in any emergency situation outside of regular office hours by providing leadership in these situations. To reach the on-duty security officer call 416-991-8095 or ext. 2222 from any campus phone.

Violation of the security program, whether by loaning an access card, using an access card issued to another, propping doors open, or entering the building by other than approved routes and means, or assisting others in doing so, is taken very seriously. Persons in violation of the security program will be assessed a fine of \$200 for the first offence. A subsequent offence will result in a second \$200 fine and suspension from Residence.

Residence security regulations require that residents lock their doors when their room is left unoccupied. It is also required that your name (or guest's name) and room number be provided to the security officer upon request.

Residents' Privacy

Tyndale recognizes the importance of privacy and is committed to supporting this right. Residents are not permitted to enter another resident's room without the knowledge and permission of the occupant(s). Tyndale staff and Wincon Security Officers are not permitted to provide room access except to the resident occupying that room, or in consultation directly with the occupant.

There are times however, when it is necessary to enter a Residence room for maintenance purposes or to enforce other policies for the safety and well-being of the greater Residence community. For this purpose, Tyndale adheres to the following guidelines for the privacy of the individual, and safety and well-being of the entire community:

1. Any entry into a resident's room by Tyndale staff for reasons of room improvements or facility maintenance will occur with the prior notification of the resident (written notice, via email or letter, if possible).
2. Any entrance of a Residence room that is deemed an emergency will not require notice, but notice will be given if possible. These include emergency maintenance and when there is concern for the safety and well-being of the Tyndale community or residents. This includes any concerns given about the health and care of an Emotional Support Animal.
3. Entry notice does not need to be given if reasonable cause exists for search and seizure. Examples of reasonable cause are cooking equipment (kettles, toasters, rice cookers, etc.) This type of institutional violation is serious and constitutes putting the community at high risk for fires and electrical damage. Rooms may be searched for such items which will be seized and held by Tyndale. With incidents of serious violation, the individual will be required to move out. Any search of a resident's room and the subsequent seizure of prohibited or illegal items will be conducted by a representative of each of the following departments: Campus Operations and the Student Development Department.

Process when there are Roommate Challenges

Student Development has a system that pairs roommates based on their lifestyles (e.g. their cleanliness, when they go to bed, and even music preference, etc.), we recognize that this formula is not always perfectly successful in roommate pairings. There is a lot more to living with another person than what is indicated on the residence application.

If you find that you are struggling to live well with your roommate, please review our process below. Tyndale recognizes these situations can be sensitive and can impact your daily living. Therefore, we have put these steps in place to ensure that you feel safe and comfortable in your living space. The process follows the redemptive discipline guidelines found in the Student Handbook. While this is not about discipline, the process of conflict management is appropriate in this situation as well.

Step 1: Student to student: speak to your roommate about the issue(s) in a calm and respectful manner.

- a. If you need tips on how to have this conversation appropriately, please discuss it with your RA.

Step 2: Talk to your RA: If talking to the roommate does not prove to alleviate stress, then come to your RA or the RLC.

- b. In this step we will provide options such as guided conversations with either the RA or the RLC present with both roommates.
- c. Your RA may consult with the RLC on the best course of action and bring them into

the conversation.

Step 3: Student Development: If all restorative options have been exhausted and the relationship cannot be restored, Student Development will then look at all the options that will allow both residents to live well in Residence. Changing rooms is only considered as a last option, and then, only if space is available. Student Development expects both roommates to be open to the suggested changes. Student Development recognizes that living with a roommate requires adjustment, respect, and consideration for the other person. We will work with each resident to help them live well with a roommate.