



OFFICE OF THE ASSOCIATE
VICE PRESIDENT STUDENT AFFAIRS

COMMUNITY STANDARDS PROTOCOL

Dealing with problematic student behavior off-campus is a collaborative effort involving the University, Guelph Police Services, By-Law Enforcement, neighbours and students. To more appropriately address community complaints against students living off-campus, the University of Guelph has instituted the following protocol.

Process for Addressing Complaints

It is understood that many neighbourhood complaints are situational, one-time in nature, and do not require a formal intervention. One-time incidents may be resolved by neighbours informing students of by-laws, a visit from a By-law Enforcement Officer, or in extreme cases, a visit by Guelph Police Services. It is recognized that for the vast majority of situations, once all parties are aware of the issues, the matter is resolved. However, in some cases, despite the fact that steps have been taken to inform students of behaviour that is inappropriate, such behaviour recurs. In these cases, the matter may be referred to the University for further follow-up in keeping with the following process:

1. A member of the community, Guelph Police Services or By-law Enforcement contacts Off-Campus Living and provides a description of activities.
2. The Manager, Off-Campus Living undertakes a preliminary investigation to determine whether a response is warranted.
3. The Manager, Off-Campus Living categorizes the incident(s) as either a 'Class 1', 'Class 2' or 'Class 3' designation, which will then determine the nature of the response. The Manager has ultimate discretion to determine which class any particular incident will fall under, considering the following:
 - a) The severity of the incident. "Severity" is determined on a continuum, with incidents that constitute a nuisance on the lower end of the continuum, and incidents that compromise the safety and security of any community member on the higher end of the continuum.
 - b) Whether it is a repeat incident. Repeat offences may result in a higher Class designation as determined by the Manager, Off-Campus Living.
 - c) Whether any City of Guelph agency has been involved due to the incident. If a City of Guelph agency has intervened but the student(s) has/have not complied with an earlier order, the incident may move to a higher class.
4. Once the Manager, Off-Campus Living has determined which Class an incident falls under, he/she shall have recourse to employ any remedy or action as specified in the Issue Identification & Response flow chart.
5. In the case of Class 3 designation, the Manager, Off-Campus Living may employ progressive discipline, beginning with Option A, and culminating in Option E.
6. If Option E is chosen under Class 3 designations, the Manager, Off-Campus Living will initiate charges before the University of Guelph Judicial Committee.

COMMUNITY STANDARDS PROTOCOL

Process for Addressing Complaints Continued

Class Designations:

Class 1:

A Class 1 designation will be assigned upon receiving a formal complaint regarding issues or uncivil behaviours that are not sustained, repetitive or ongoing in nature.

Examples may include and are not limited to:

- Noise disturbances
- Garbage
- Minor Party with less than 20 people where a community disturbance is reported
- Minor damage

Class 2:

A Class 2 designation will be assigned once sustained, repetitive and/or ongoing issues or behaviors including, and not limited to those identified as Class 1 are reported. However, any one incident that demonstrates major disregard to some aspect of the community-at large may be elevated immediately to a Class 2 designation. For example, while a party would typically be identified as Class 1, it may be moved to a Class 2 if it involves a large number of students who encroach on neighbouring properties, and requests to contain it are not acted upon.

Class 3:

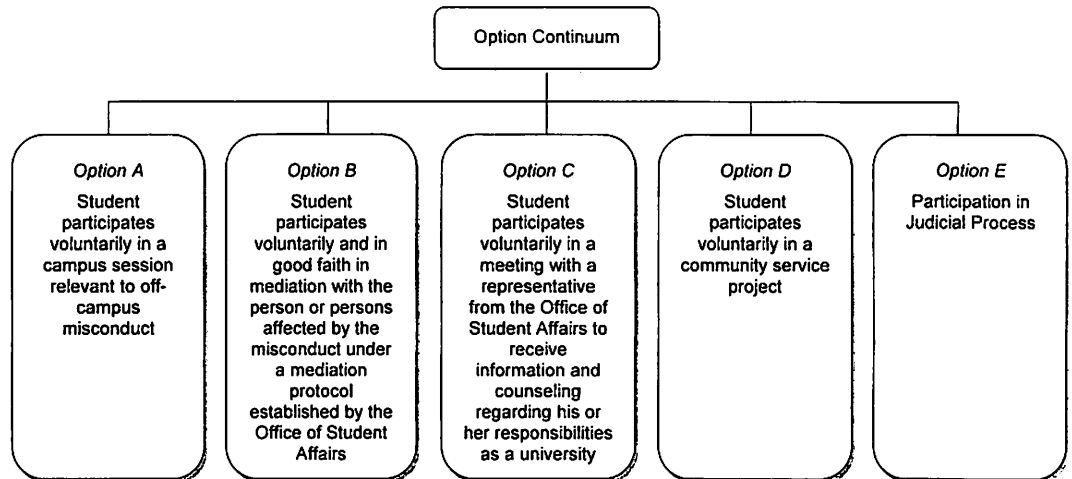
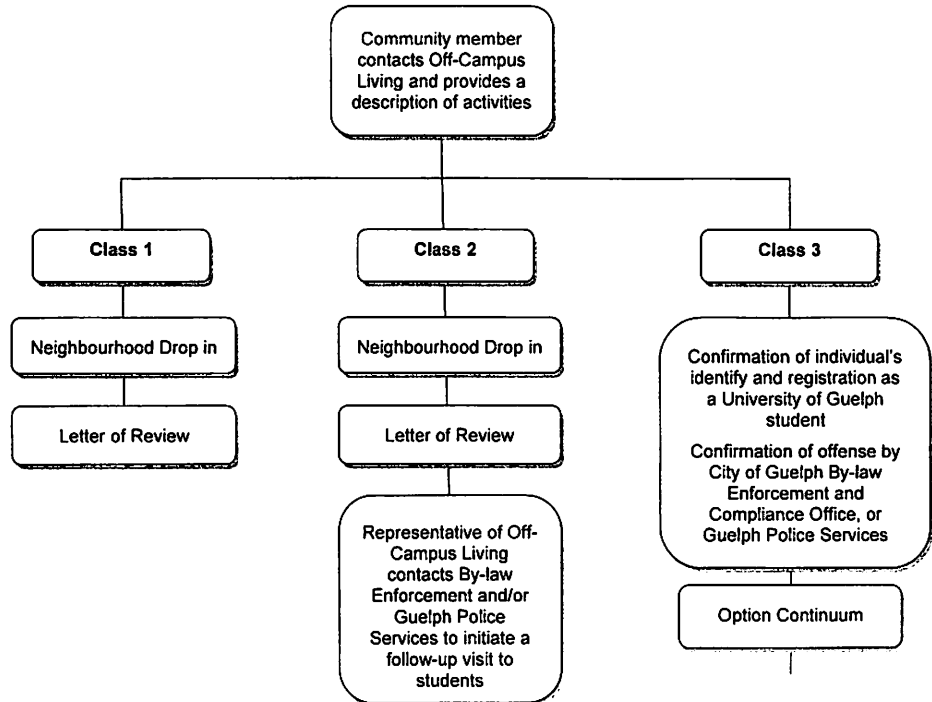
A Class 3 designation will be considered if further sustained, repetitive and/or ongoing issues or uncivil behaviours are not rectified by the student(s) involved. However, any one incident that proves to be of major disregard to some aspect of the community-at large may be elevated immediately to a Class 3 designation.

Examples may include, and are not limited to:

- Harm to others (assault, sexual misconduct, endangering others)
- Serious property damage
- Possession of an Illegal substance with intent to distribute

Community Standards Protocol

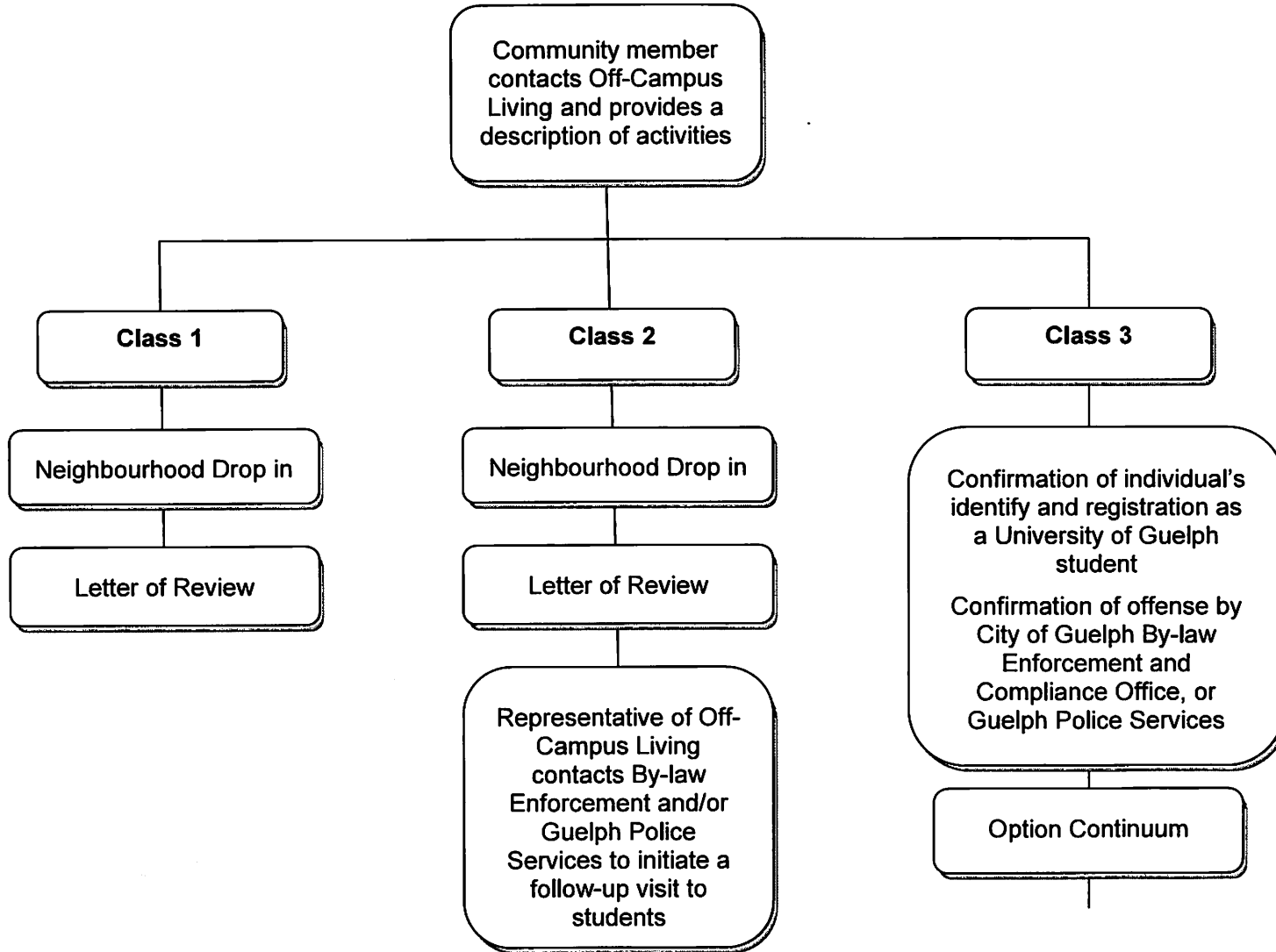
Issue Identification & Response



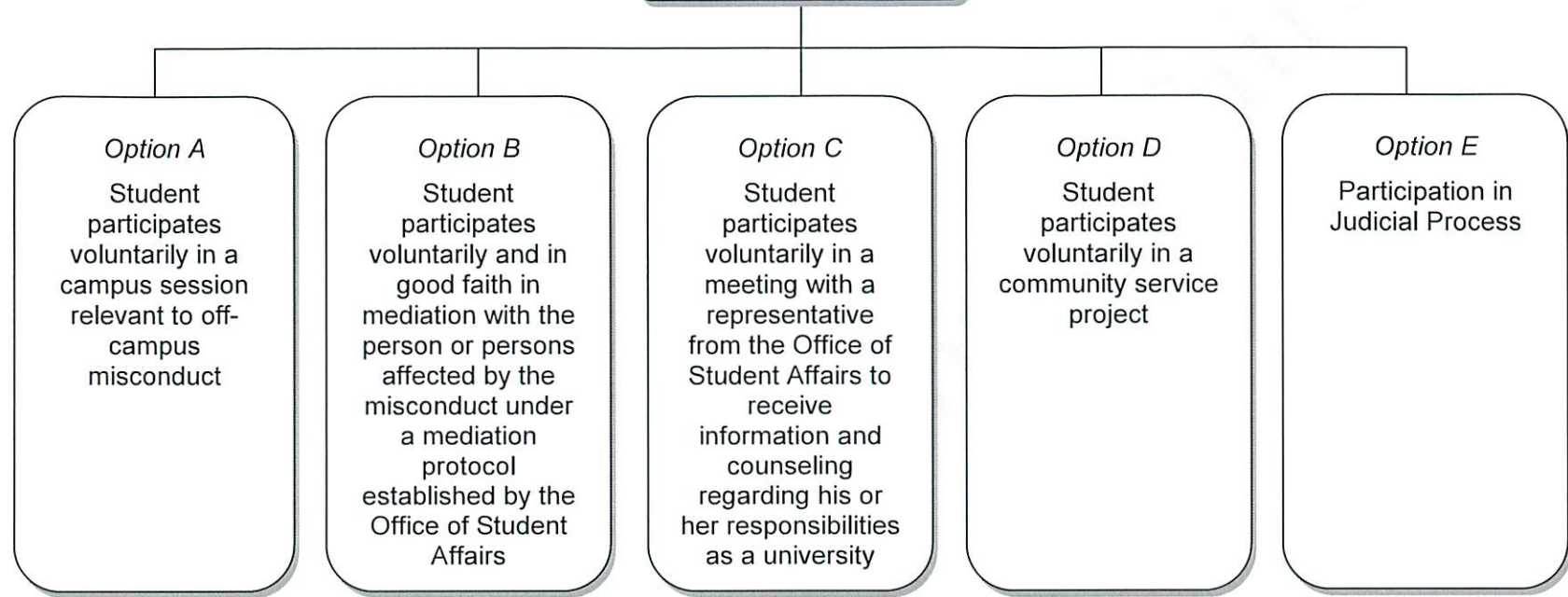
Developing the person,
scholar and citizen.

Community Standards Protocol

Issue Identification & Response



Option Continuum



*Developing the person,
scholar and citizen.*