

Brown, Susan B AVED:EX

From: Porter, Rodney GCPE:EX
Sent: Wednesday, November 25, 2015 9:49 AM
To: Avison, Claire AVED:EX; Brewster, Kevin AVED:EX; Brown, Susan B AVED:EX; Cameron, Tara D AVED:EX; Carroll, Sandra AVED:EX; Hull, Deborah AVED:EX; Johnstone, Judy E AVED:EX; Lemmer, Nicola I AVED:EX; Loughran, Tony D AVED:EX; MacFarlane, Paige AVED:EX; Martiniuk, Daryn AVED:EX; Meadows, Jennifer L AVED:EX; Mihlar, Fazil AVED:EX; XT:Lust, Monica GCPE:IN; Poirier, Dorice AVED:EX; Sedun, Jeanne AVED:EX; Shaw, Mary A AVED:EX; Stewart, Jacqui AVED:EX; Unwin, Jan EDUC:EX; Wyllie, Sandra AVED:EX
Cc: Newton, Sarah GCPE:EX
Subject: FYI: Eby - UBC sexual assault allegations

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CBC Early Edition
25-Nov-2015 07:12

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Columbia need to think about implementing and that the province could encourage them to think about and in fact mandate them to implement through provincial law -- for example, a sexual assault team. There is really no excuse why any university or college in BC shouldn't have a 24-hour number that a student could call and reach somebody who is trained in sexual assault and sexual harassment and get advice immediately on and support in going to the police.

I think that there are also opportunities around prescribing certain types of hearings where it's actually responsive to the level of concern that's brought forward. For example, these students were asked to tell their stories about sexual assault and harassment to their graduate students. They were asked to tell their stories to a group of undergraduate students who hadn't be formally trained in this kind of work, who were taking notes on personal computers, for example. There are definitely gaps in the system that could be addressed here.

Cluff: We did invite the Minister of Advanced Education, Andrew Wilkinson, to join us on the program. He declined, but his ministry did send us a statement saying that he's working with post-secondary institutions in the province to make sure their policies on sexual assault are at least up to date. How adequate do you think the Liberal government's leadership has been on this whole subject?

Eby: You know, I've been trying hard not to make this a political issue. I think that all of us are concerned about the safety of students at BC schools, and certainly, I know UBC is concerned about that. I know that all administrations at BC universities and colleges are worried about that. I do want to impress on the minister and others that despite some very high-profile incidents, UBC did not have clear processes in place -- that is probably the case -- and they didn't understand what was missing. If you'd asked them before this came forward, I think they would have told you, "We have a great system" but they didn't, and so we do need to set out some minimum standards here.

Cluff: As a lawyer -- you are a lawyer -- what legal obligation do universities have when they learn of a sexual assault allegation on their property to one of their students?

Eby: I think that the legal obligations are one set of obligations. There's also an ethical set of obligations that I think the university has. You know, there's a very real question about whether they have a duty to warn other students or professors if they believe that there's somebody on campus that poses a risk to them. There's also a tort of negligent investigation, that if they do an investigation negligently that causes harm to someone, they could potentially be sued.

But ethically, you know, I think all of us.... I know UBC shares this concern, and I have seen some of the response, and I believe they're going to be acting on this. All of us have the understanding that students on campus, and faculty, when they go to school, need to be safe, and that ethical obligation to respond urgently to matters of student safety and issues of sexual harassment and assault.... That ethical duty is one that they really need to adhere to and take seriously now that they have identified this very systemic failure, and there is an opportunity for them to do that, and I'm very hopeful they will act on that.

Cluff: Legislation, provincial policy. They all take time. What changes can universities...? Not just UBC. That's the one that's in the spotlight now, but this has happened on other campuses across the province. What can post-secondary institutions do right now to make changes that they can deal with these cases proficiently and adequately right now?

Eby: Taking my lead from the women who have been involved in this matter up at UBC, there are clear messages that silence is the issue; that there's a reluctance to talk about sexual assault and harassment; there's a reluctance to acknowledge that these things are happening on campuses and that students might not be safe. And so the first thing to do is to break that silence and to openly discuss how do we address this issue. How do

we make sure to respect the rights of the people who are bringing complaints forward as well as those who are having complaints made against them? We do have to start that conversation.

I think these women have been very brave in coming forward and starting that conversation, and I'm very hopeful that UBC and other institutions in the province will take up the offer that they have made to have that conversation and really improve the processes that are in place in the province.

Cluff: David Eby, thank you. Thanks for coming in.

Eby: Thanks, Rick. [xrz]

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Brown, Susan B AVED:EX

From: Avison, Claire AVED:EX
Sent: Thursday, November 26, 2015 8:08 AM
To: Brown, Susan B AVED:EX
Subject: Fwd: FYI: Eby - UBC sexual assault allegations

Would be good to see Uni of Ottawa's policies - can you track down. Thanks

Sent from my iPhone

Begin forwarded message:

From: "Porter, Rodney GCPE:EX" <Rodney.Porter@gov.bc.ca>
Date: November 25, 2015 at 9:48:47 AM PST
To: "Avison, Claire AVED:EX" <Claire.Avison@gov.bc.ca>, "Brewster, Kevin AVED:EX" <Kevin.Brewster@gov.bc.ca>, "Brown, Susan B AVED:EX" <Susan.B.Brown@gov.bc.ca>, "Cameron, Tara D AVED:EX" <Tara.Cameron@gov.bc.ca>, "Carroll, Sandra AVED:EX" <Sandra.Carroll@gov.bc.ca>, "Hull, Deborah AVED:EX" <Deborah.Hull@gov.bc.ca>, "Johnstone, Judy E AVED:EX" <Judy.Johnstone@gov.bc.ca>, "Lemmer, Nicola I AVED:EX" <Nicola.Lemmer@gov.bc.ca>, "Loughran, Tony D AVED:EX" <Tony.Loughran@gov.bc.ca>, "MacFarlane, Paige AVED:EX" <paige.macfarlane@gov.bc.ca>, "Martiniuk, Daryn AVED:EX" <Daryn.Martiniuk@gov.bc.ca>, "Meadows, Jennifer L AVED:EX" <Jennifer.Meadows@gov.bc.ca>, "Mihlar, Fazil AVED:EX" <Fazil.Mihlar@gov.bc.ca>, "XT:Lust, Monica GCPE:IN" <mlust@pctia.bc.ca>, "Poirier, Dorice AVED:EX" <Dorice.Poirier@gov.bc.ca>, "Sedun, Jeanne AVED:EX" <Jeanne.Sedun@gov.bc.ca>, "Shaw, Mary A AVED:EX" <Mary.Shaw@gov.bc.ca>, "Stewart, Jacqui AVED:EX" <Jacqui.Stewart@gov.bc.ca>, "Unwin, Jan EDUC:EX" <Jan.Unwin@gov.bc.ca>, "Wyllie, Sandra AVED:EX" <Sandra.Wyllie@gov.bc.ca>
Cc: "Newton, Sarah GCPE:EX" <Sarah.Newton@gov.bc.ca>
Subject: FYI: Eby - UBC sexual assault allegations

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there's a complaint made, their job is to sit down with the student and run through the options. In light of the failure to provide that sort of one point of advice and information, the students didn't understand whether it would be useful or productive to go to the police. They were concerned that they may not be supported and might lose control of the process if they did go to the police. And so I think ultimately, as far as I'm aware, there were no police complaints in relation to this conduct.

Cluff: Let's look at what the province can do here. We'll take the example of another province, Ontario, which has introduced legislation that it calls groundbreaking when it comes to stopping sexual violence and harassment on campuses. What's so innovative about the Ontario model?

Eby: I think, you know, Ontario has taken some steps, [unfortunately, in Ontario], as well, out of the result of failures at the schools, failing women in particular around sexual assault. The opportunity that's here for British Columbia, looking at Ontario, looking at other schools that have been through this, particularly the opportunity for the University of British Columbia, is to at the school level say, "We failed here," and acknowledge that; to bring these women in who are experts in the particular failures that they experienced at UBC; and to say, "How can we improve? Where did we let you down?" and then to turn the big minds that they've got out there at UBC towards solving those problems on that campus. Provincially, as an MLA, hearing that at the biggest university in the province there weren't clear processes, there weren't clear points of entry, the opportunity for us as a province is to make sure to set minimum standards for academic institutions about how to deal with these problems.

Cluff: So, then, what kind of legislation do you think would make sense here in BC?

Eby: The risk is in British Columbia that we have very small colleges and regional universities that imposing a standard that you might impose on the University of British Columbia, which is functionally a small city, would be totally inappropriate and overkill. But there are certain minimum standards that I think all schools in British Columbia need to think about implementing and that the province could encourage them to think about and in fact mandate them to implement through provincial law -- for example, a sexual assault team. There is really no excuse why any university or college in BC shouldn't have a 24-hour number that a student could call and reach somebody who is trained in sexual assault and sexual harassment and get advice immediately on and support in going to the police.

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Cluff: David Eby, thank you. Thanks for coming in.

Eby: Thanks, Rick. [xrz]

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Brown, Susan B AVED:EX

From: Wyllie, Sandra AVED:EX
Sent: Monday, November 30, 2015 2:05 PM
To: Brown, Susan B AVED:EX
Subject: FW: UBC task force recommendations

I found the media update...

<http://news.ubc.ca/2013/10/21/ubc-sauder-school-of-business-to-ramp-up-ethics-and-diversity-initiatives/>

From: Avison, Claire AVED:EX
Sent: Monday, November 30, 2015 1:51 PM
To: Brown, Susan B AVED:EX
Cc: Wyllie, Sandra AVED:EX
Subject: UBC task force recommendations

Susan – I understand that UBC commissioned a task force after the Sauder School of Business frosh week incident to address the culture of sexual violence at the school. Can you track down the report – would be interesting to see the recommendations. thanks

Claire Avison | Assistant Deputy Minister, Governance, Legislation and Strategic Policy | Ministry of Advanced Education | Cell: 250-217-9059 | claire.avison@gov.bc.ca

Brown, Susan B AVED:EX

From: Brown, Susan B AVED:EX
Sent: Monday, November 30, 2015 2:38 PM
To: Avison, Claire AVED:EX
Cc: Wyllie, Sandra AVED:EX
Subject: FW: FYI: Eby - UBC sexual assault allegations

As per your request below, here are University of Ottawa's policies

Susan Brown
Executive Director, Strategic Policy & Planning
Ministry of Advanced Education
Phone: (250) 387-6193
Fax: (250) 356-8851

From: Cotie, Kate L AVED:EX
Sent: Thursday, November 26, 2015 8:33 AM
To: Laberge, Shelly A AVED:EX; Brown, Susan B AVED:EX
Subject: RE: FYI: Eby - UBC sexual assault allegations

Sexual Harassment Policy:
<http://www.uottawa.ca/administration-and-governance/policy-67-sexual-harassment>

Violence Prevention Policy:
<http://www.uottawa.ca/administration-and-governance/policy-66-violence-prevention>

Prevention of Harassment and Discrimination Policy:
<http://www.uottawa.ca/administration-and-governance/policy-67a-prevention-of-harassment-and-discrimination>

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Begin forwarded message:

From: "Avison, Claire AVED:EX" <Claire.Avison@gov.bc.ca>
Date: November 26, 2015 at 8:07:37 AM PST
To: "Brown, Susan B AVED:EX" <Susan.B.Brown@gov.bc.ca>
Subject: Fwd: FYI: Eby - UBC sexual assault allegations

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"Cameron, Tara D AVED:EX" <Tara.Cameron@gov.bc.ca>,
"Carroll, Sandra AVED:EX" <Sandra.Carroll@gov.bc.ca>, "Hull,
Deborah AVED:EX" <Deborah.Hull@gov.bc.ca>, "Johnstone,
Judy E AVED:EX" <Judy.Johnstone@gov.bc.ca>, "Lemmer,
Nicola I AVED:EX" <Nicola.Lemmer@gov.bc.ca>, "Loughran,
Tony D AVED:EX" <Tony.Loughran@gov.bc.ca>, "MacFarlane,
Paige AVED:EX" <paige.macfarlane@gov.bc.ca>, "Martiniuk,
Daryn AVED:EX" <Daryn.Martiniuk@gov.bc.ca>, "Meadows,
Jennifer L AVED:EX" <Jennifer.Meadows@gov.bc.ca>, "Mihlar,
Fazil AVED:EX" <Fazil.Mihlar@gov.bc.ca>, "XT:Lust, Monica
GCPE:IN" <mlust@pctia.bc.ca>, "Poirier, Dorice AVED:EX"
<Dorice.Poirier@gov.bc.ca>, "Sedun, Jeanne AVED:EX"
<Jeanne.Sedun@gov.bc.ca>, "Shaw, Mary A AVED:EX"
<Mary.Shaw@gov.bc.ca>, "Stewart, Jacqui AVED:EX"
<Jacqui.Stewart@gov.bc.ca>, "Unwin, Jan EDUC:EX"
<Jan.Unwin@gov.bc.ca>, "Wyllie, Sandra AVED:EX"
<Sandra.Wyllie@gov.bc.ca>

Cc: "Newton, Sarah GCPE:EX" <Sarah.Newton@gov.bc.ca>

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Cluff: You've been in touch with some of the victims who made these allegations before this story became public. How surprised were you to hear their experiences and specifically the university's response?

Eby: When I was initially contacted by the students, current and former, and they outlined their experiences for me, I was really startled to hear what they had endured in terms of trying to bring a complaint forward and the bureaucracy that they encountered at UBC, and the reason for that was that UBC had faced some pretty serious problems recently. There were the stranger assaults that were happening on the Point Grey campus for a stretch there that the police were involved in, where students were being assaulted on campus by an unknown person, and then there was also the issue around orientation with the rape chants that were happening. In light of those things that were happening, I thought the university had tightened things up, I thought that they had procedures in place to respond to these kinds of issues as they arose, and it was clear as I heard the stories from these women that that wasn't the case. It seemed surprising to me that that was still the situation at the school.

Cluff: What were these women hoping to achieve by bringing this to your attention, by speaking with you?

Eby: By the time these women came to my office, there was a disciplinary process underway. There had been a hearing, and they were waiting on a final decision about whether or not this grad student was going to be expelled or not.

Cluff: What's the time frame here from when it happened to when there was some action?

Eby: Initial reports from Glynnis Kirchmeier came to the University of British Columbia about two years ago, and then Kaitlin Russell's complaint was about a year and a half before the final decision to expel the student. There were other students involved who I'm not in contact with, and I don't know when they came forward initially to the university.

Cluff: A lot of folks ask the question why, in a case which is clearly criminal, wouldn't the university just go to the police.

Eby: I think that when I hear the stories from these women about their experience at the school, it didn't seem that there was any one clear person who was assigned to support them in potentially, for example, going to the police or in instructing them in the various processes that were available to them. There was a mediation process that was available to them, there was this non-academic discipline process that ultimately resulted in the expulsion of the student, and then there was the criminal process, and there was

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Brown, Susan B AVED:EX

From: Brown, Susan B AVED:EX
Sent: Monday, November 30, 2015 2:41 PM
To: Avison, Claire AVED:EX
Cc: Wyllie, Sandra AVED:EX
Subject: RE: UBC task force recommendations

Here is the task force report

<http://equity2.sites.olt.ubc.ca/files/2014/05/Task-Force-on-IGBVAS-Final-Report-March-28-2014.pdf>

Susan Brown
Executive Director, Strategic Policy & Planning
Ministry of Advanced Education
Phone: (250) 387-6193
Fax: (250) 356-8851

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Claire Avison | Assistant Deputy Minister, Governance, Legislation and Strategic Policy | Ministry of Advanced Education | Cell: 250-217-9059 | claire.avison@gov.bc.ca

Brown, Susan B AVED:EX

From: de Jager, Adriaan <adriaan.dejager@ubc.ca>
Sent: Thursday, December 17, 2015 12:16 PM
To: Brown, Susan B AVED:EX
Cc: Avison, Claire AVED:EX; Steenkamp, Philip; Cowin, Louise; Teasdale, Janet; Finlay, Sara-Jane; Beck, Kimberley
Subject: UBC information you requested regarding University's policies, protocols, and procedures for addressing sexual misconduct
Attachments: 2015.12.17 Response to Sexual Misconduct Information Request.docx; 15-272 Ltr.pdf; Counselling Services Records.pdf; Equity and Inclusion Records.pdf; Green College Records.pdf; St Johns College Records.pdf; Student Development and Access and Diversity.pdf; UBC Wide Policies.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Dear Susan,

Hope all's well.

In response to the Ministry's request of November 27, please find attached and below the information you requested regarding University's policies, protocols, and procedures for addressing sexual misconduct, as well as other relevant information regarding education and reporting guidelines and procedures.

The University recognizes that sexual assault and intimate partner violence are significant issues on our campus and for universities across Canada. Universities represent a unique environment with a critical role to play in combating sexual violence in society and an obligation to ensure survivors have access to support services, receive appropriate responses to their disclosures, and are provided with clear options for reporting sexual assault. We also recognize that universities play a unique role in society and have a responsibility to address this complex societal issue, alongside civil society and government partners. In our role as a teaching and research institution, academics across a number of disciplines are exploring this issue, details and contacts of which we would be happy to share.

As the Ministry is aware, over the past number of years, UBC has been actively engaged in seeking to address this challenging issue through a variety of initiatives, at times in response to particular events. These include:

- Respectful Environment Statement (last revised May 2014 in response to amendments to the Workers Compensation Act addressing workplace bullying and harassment)
- *Stay Safe* response in light of threat to campus safety (<http://www.ubc.ca/staysafe/>)
- Response to Commerce Undergraduate Society use of a chant endorsing rape and sexual violence during FROSH events, September 2013 (<http://news.ubc.ca/2013/09/18/ubc-announces-measures/>) and the related fact finding report (<http://news.ubc.ca/wp-content/uploads/2013/09/FACT-FINDING-REPORT-CUS-FROSH.pdf>)

UBC is committed to working with experts both in its own community and in community organizations to strengthen its policies, protocols and educational initiatives related to sexual assault. As was shared earlier this week, UBC has retained Paula Butler of Butler Workplace Solutions as an independent reviewer to conduct a review of UBC's response to concerns of sexual harassment and sexual assault raised by some UBC students about a fellow student, which became the subject of media coverage. A report will be ready in February and a summary will be made available to the UBC community.

A number of other initiatives to support the development of a sexual assault policy will be announced in January

It is also important to note that the university has and continues to work closely with the student government's (Alma Mater Society, AMS) Sexual Assault Support Centre (SASC) to provide on-campus services as well as education and awareness. SASC has operated at UBC since 2002 and is funded by the AMS Sexual Assault Support Services Fund, a student fee paid by all UBC students (fee voted in by referendum). In addition to institutional (UBC) supports, SASC provides 'education, support, and empowerment of people of all genders who are survivors of sexualized violence'; their services are referenced below, in addition to UBC services, policies, etc.

Lastly, as the Ministry is collecting the requested data please note that the university has received a request under the *Freedom of Information and Protection of Privacy Act (FIPPA)*. The university has collected records dated from January 1, 2010 to present related to UBC policies and procedures regarding sexual harassment, sexual assault, rape, domestic violence and interpersonal conflict. The University's response to that request can be found in the attached, pdf documents.

Please let me know if you have any questions.

Best,

Adriaan

Adriaan de Jager MScEcon
Executive Director, Government & Corporate Relations
The University of British Columbia
Phone 604 822 3375 | Cell 604 828 5521 | Fax 604 822 8102
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Requested information

Requested	Provided
A copy of your institution's policies and procedures for dealing with allegations of sexual misconduct on campus. Note – if you don't have a specific policy dealing with this issue, please share copies of other relevant policies that may be applicable in such a situation (e.g., student conduct policy, employee conduct policy, harassment policy etc.);	• <u>Policy 3: Discrimination and Harassment</u> (last revised Sept 2011) • <u>Policy 14: Responding to At Risk Behaviour</u> (approved June 2011) • <u>Non-Academic Misconduct (Student Code of Conduct)</u> • <u>Residence Contracts</u> (Residence Standards and Regulations: 3.02, 3.16, 3.34 for Winter Session, Year Round, Thunderbird, and Summer Residence; Terms/Conditions #30 for Green College and St. John's College) – updated annually as needed • Human Resources processes to investigate allegations of sexual assault perpetrated by a faculty or staff member
Information on process and timing of internal review and updating of such policy/policies including information when they were last reviewed/updated;	• Board policies are reviewed on a rolling schedule unless circumstances dictate that they be reviewed or updated on a priority basis. There are a number of Board policies already prioritized for the next fiscal year: Policy #3 (Discrimination and Harassment) and Policy #14 (Response to At-Risk Behaviour) are only a few years old, and so they will be prioritized for review following the completion of work on these other policies. • A review of the Student Code of Conduct is underway. • Review of the university's response to the concerns of sexual harassment and sexual assault raised that later became the subject of the <i>fifth estate</i> episode and related media coverage. Paula Butler, Barrister and Solicitor at Butler Workplace Solutions, will act as an independent reviewer and will lead the review of the process followed by the Equity and Inclusion Office and other relevant UBC units, faculties and departments. The results of the review will serve to improve and strengthen our response to concerns of sexual harassment and assault. The independent case review will begin immediately, with recommendations to be provided in February. <i>NB: Further initiatives will be announced in January 2017</i>
Information on institutional resources available to support students dealing with sexual misconduct on campus; and	• <u>Sexual Assault Response and Education Plan</u>; key initiatives: • <u>Consent Campaign</u> • <u>6th Annual Sexual Assault Awareness Month</u> • <u>Student Leader Training</u>: over 1600 students were trained in March/April 2015 on building safe and respectful communities

	• <u>Active Witness Facilitator Community of Practice</u> • <u>Wellness Programming and Wellness Peers:</u> education about sexual health, safer sex and healthy relationships and consent • Information for students: • General Education/Awareness, including resources: ○ http://students.ubc.ca/livewell/topics/sexual-assault ○ http://students.ubc.ca/livewell/topics/sexual-assault/support-sexual-assault-survivors-help-end-violence ○ http://students.ubc.ca/livewell/topics/relationships-and-respect#sexual-assault ○ Student newsletter (FYI): http://blog.students.ubc.ca/ubcfyi/?s=sexual+assault&x=0&y=0 • Active Witness Training: http://really.ubc.ca/ • Information for faculty and staff: • Responding to a disclosure of sexual assault: ○ https://facultystaff.students.ubc.ca/sexual-assault-response-and-education ○ https://facultystaff.students.ubc.ca/sexual-assault-response-and-education/sexual-assault-assisting-student-survivors • Resources for faculty and staff: ○ http://www.hr.ubc.ca/health/safety/sexual-assault-resources/ • Information and resources for students, faculty, staff and community members: • <u>AMS Sexual Assault Support Centre at UBC - services:</u> ○ Crisis and short-term emotional support ○ Support groups ○ Legal, medical, and campus-related advocacy ○ Outreach and educational programs ○ Volunteer program for UBC students ○ Resource area ○ Community lending library • http://security.ubc.ca/ubc-sexual-assault-statistics/ • http://security.ubc.ca/reporting-a-sexual-assault/ • http://equity.ubc.ca/sexual-assault-and-campus-safety/ • https://www.ubc.ca/staysafe/
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December 21, 2015

BY EMAIL

UBC File: 15-272

Dear :

Re: Freedom of Information and Protection of Privacy Act ("the Act") Request for Records

The University of British Columbia ("UBC") is responding to your request dated November 6, 2015 in which you requested the following materials related to "sexual harassment, sexual assault, rape, domestic violence and interpersonal conflict" from January 1, 2010 to present:

1. All training manuals, including updates and changes;
2. Training or conduct guidelines, including updates and changes;
3. Policies, including updates and changes;
4. Relevant portions of Employment Contracts, including updates and changes;
5. Relevant portions of Collective Agreement language for CUPE 2278, 2950 and 116;
6. Instructions/procedures for points of contact, and instructions/procedures for what to do if an employee becomes aware of an issue, including updates and changes;
7. Other reporting procedures, including updates and changes;
8. Lists of experts or guest speakers/lecturers who conduct any sort of training/workshops for the above issues and their CVs/resumes;
9. Resources provided to students, faculty, staff, or guests including updates and changes;
10. Presentation slides in power point or equivalent program;
11. Standards for compiling sexual assault statistics including updates and changes;
12. Guidelines for interacting with police agencies including updates and changes;
13. Guidelines for interacting with outside government health authorities including updates and changes;
14. Workshop materials including guidebooks, presentation slides, agendas, or any other material given to participants;
15. Meeting minutes;
16. Press releases and security bulletins;
17. Relevant portions of Residence Contracts, including updates and changes;
18. Email correspondence between university employees discussing changes to policies or procedures related to sexual assault, sexual harassment, rape, domestic violence, or interpersonal conflict;

From the following offices:

- UBC Student Services
- UBC Equity and Inclusion Office
- UBC Security Services
- AMS Sexual Assault Support Centre
- UBC Hospital – both the Student Health Service and the Emergency Department
- UBC Counselling Services
- Faculty Association

- UBC Government Relations
- Green College
- St. John's College
- UBC Student Housing and Hospitality Services
- Really? (Sexual Assault Awareness)

As we mentioned in our acknowledgement email, the AMS Sexual Assault Support Centre and Faculty Association are not part of UBC and, as private entities, are not subject to the Act. Please contact them directly for further information. As well, UBC Hospital falls within the jurisdiction of Vancouver Coastal Health Authority. If you would like to make a Freedom of Information request to that public body, please send it to foi@vch.ca.

This is an extremely large request, which covers thousands of pages of records from ten offices over a five-year period. However, we have retrieved, and are attaching, copies or links to the following records:

1. All training manuals, including updates and changes;
2. Training or conduct guidelines, including updates and changes;
3. Policies, including updates and changes;
6. Instructions/procedures for points of contact, and instructions/procedures for what to do if an employee becomes aware of an issue, including updates and changes;
7. Other reporting procedures, including updates and changes;
12. Guidelines for interacting with police agencies including updates and changes;
13. Guidelines for interacting with outside government health authorities including updates and changes;

It would take substantial staff time to locate and compile all the records for the following items of your request. For this reason, we would need to charge a fee for these records, pursuant to section 75(1) of the Act. If you still require these items, please let me know and I will provide a fee estimate.

4. Relevant portions of Employment Contracts, including updates and changes;
5. Relevant portions of Collective Agreement language for CUPE 2278, 2950 and 116;
8. Lists of experts or guest speakers/lecturers who conduct any sort of training/workshops for the above issues and their CVs/resumes;
9. Resources provided to students, faculty, staff, or guests including updates and changes;
10. Presentation slides in power point or equivalent program;
11. Standards for compiling sexual assault statistics including updates and changes;
14. Workshop materials including guidebooks, presentation slides, agendas, or any other material given to participants;
15. Meeting minutes;
16. Press releases and security bulletins;
17. Relevant portions of Residence Contracts, including updates and changes;
18. Email correspondence between university employees discussing changes to policies or procedures related to sexual assault, sexual harassment, rape, domestic violence, or interpersonal conflict.

Under section 52 of the Act, you have the right to ask the Information and Privacy Commissioner for a review of UBC's response. You must submit your request in writing, including the information listed below, within 30 days upon receipt of this letter to:

PO Box 9038, Stn. Prov. Govt. T: 250-387-5629
Victoria, BC V8W 9A4 F: 250-387-1696

W: www.oipc.bc.ca
E: info@oipc.bc.ca

1. Your name, address and telephone number;
2. A copy of your original request for information delivered to UBC;
3. A copy of this letter; and
4. The reasons or grounds upon which you are requesting the review.

If you have any questions after reviewing this letter, please contact me.

Sincerely,

Courtney Waverick
Freedom of Information Specialist
Office of the University Counsel

Encl: Records

Submitted
by Cheryl
Washburn

Counselling Services Role in Supporting Students Regarding Reporting Sexual Assault

Copyright

Page 025 to/à Page 027

Withheld pursuant to/removed as

Copyright

Equity.ubc.ca website

CURRENT Equity.ubc.ca Resource pages:

Conflict management: <http://equity.ubc.ca/conflict-management/>

Resources for students – Vancouver: <http://equity.ubc.ca/conflict-management/resources-for-students-vancouver/>

Resources for faculty & staff: <http://equity.ubc.ca/conflict-management/resources-for-faculty-staff/>

Sexual Assault and Campus Safety – added Nov 25, 2015 <http://equity.ubc.ca/sexual-assault-and-campus-safety/>

UBC Vancouver campus resources: <http://equity.ubc.ca/equity-diversity-related-offices/>

Community resources <http://equity.ubc.ca/resources/>

Resources pages on other UBC websites:

1. Student services website <http://students.ubc.ca/livewell/topics/sexual-assault> (Developed by Student Communications, Equity and Inclusion Office not involved)
2. Student Residence-Vancouver <http://vancouver.housing.ubc.ca/sexual-assault/> and Student Residence – Okanagan <http://okanagan.housing.ubc.ca/sexual-assault/>
3. Sexual Assault Support Centre <http://www.ams.ubc.ca/services/sasc/>
4. Human Resources – Personal Safety on Campus <http://www.hr.ubc.ca/health/safety/>
5. Bullying and Harassment Prevention at UBC <http://bullyingandharassment.ubc.ca>

Unpublished pages - equity.ubc.ca

These pages originally published in June 2010 and unpublished Sept 29, 2014 and replaced with Conflict management: <http://equity.ubc.ca/conflict-management/>

The pages are still available on website and can be made published and added to the site at any time.

1. Discrimination and Harassment

- [What is Discrimination?](#)
- [The 13 Grounds of Prohibited Discrimination](#)
- [What is Harassment?](#)

What is Discrimination?

Discrimination, whether intentional or unintentional, is unfair, differential treatment of individuals and groups based on prejudice, ignorance, fear or stereotypes. Discrimination imposes burdens on, or denies opportunities to, individuals or groups and is unfair because it is not based on actual academic or job performance, or any other form of competence.

Discrimination is based on the erroneous assumption that a particular individual shares attributes, usually negative, stereotypically associated with a group to which he or she is perceived to belong.

Examples of Discrimination

- Rejecting applications from persons with physical disabilities on the assumption that they cannot adequately do the job
- Asking only female applicants about their day-care arrangements
- Isolating co-workers because of their sexual orientation
- Denying women promotions to management because the employer believes women are not committed to their careers
- Refusing to hire persons of certain cultural backgrounds because the employer is uncomfortable with their perceived differences from the "majority" of employees
- Rejecting applications of graduate students from certain cultures because some group-differences research suggests that they are less intelligent than candidates from other cultures
- Evaluating students negatively because the instructor disapproves of their political beliefs or cultural perspectives
- Denigrating ethno-cultural contributions to academic fields of study and subject material

The B.C. Human Rights Code identifies thirteen grounds of prohibited discrimination. Discriminating on any of these 13 grounds violates the Human Rights Code and UBC's Policy on Discrimination and Harassment.

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The 13 Grounds of Prohibited Discrimination

Discriminating on any of the following 13 grounds, which the B.C. Human Rights Code declares prohibited grounds of discrimination, violates both the Human Rights Code and UBC's Policy on Discrimination and Harassment.

- Age
- Ancestry
- Colour

- Family Status
- Marital Status
- Physical and Mental Disability
- Place of Origin
- Political Belief
- Race
- Religion
- Sex (including gender and pregnancy)
- Sexual orientation
- Unrelated criminal conviction

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What is Harassment?

Harassment, a form of discrimination, is a comment, conduct or behaviour that humiliates, intimidates, excludes and isolates an individual or group based on the BC Human Rights Code's thirteen grounds of prohibited discrimination.

Harassment is unwanted and unwelcome attention from a person who knows, or ought to know, that the behaviour is unwelcome. Harassment can range from written or spoken comments to unwanted jokes, gifts, and physical assault, and may be accompanied by threats or promises regarding work or study opportunities and conditions. Harassment can be either a single incident or a series of related incidents.

Examples of Harassment

- Repeated derogatory comments or jokes based on one of the prohibited grounds
- Unwelcome staring, stalking or touching
- Unwanted sexual innuendoes and come-ons
- Racist, sexist or homophobic graffiti, cartoons, posters or screen-savers displayed in a common work or study area
- Persistent unwanted contact after the end of a consensual relationship
- Mocking a person's accent to ridicule that person
- Discussing the culture of other classmates, co-workers, or colleagues in a disrespectful or ridiculing manner.
- Refusing to reschedule lunch-time tutorials that conflict with a student's religious practices/prayers
- Threatening to fire people for taking maternity or parental leave
- Imitating a co-worker's speech impediment to put down that person
- Disparaging comments about mature students' place in higher education

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2. Sex Discrimination

Discrimination which is based on sex is any form of unjustified adverse differential treatment towards a person or group of people based on gender or gender related characteristics. Protection against sex discrimination includes protection for males, females and transgender people. Sex discrimination also includes protection against sexual harassment and protection against pregnancy discrimination. Some examples of sex discrimination include:

- A supervisor denies a female staff person access to training that would assist in her career advancement because she's pregnant (or because the supervisor thinks she will be soon);
- Only female faculty members are asked questions about their family planning and child care needs in an interview process;
- A new administrator fires a transgender employee after co-worker's voice discomfort about the employee's lifestyle.

Sexual Harassment

Sexual harassment is a form of sex discrimination and is uninvited and unwanted sexual attention made by a person who knows or ought to know that such attention is unwelcome. Comments or conduct do not have to be sexual in nature. Someone may tease a person because of gender-based ideas about how men or women "should" look, dress or behave. Sexual harassment often occurs when there is a power imbalance between parties, but this is not always the case. Common forms and examples of sexual harassment:

quid pro quo: coercive sexual conduct involving implied or expressed promises of reward for complying with sexual demands, or threats of reprisal, actual reprisal or denial of opportunity for refusal or failure to comply with sexual demands. It may take the form of an overt offer or involve subtle pressure based on position or status. For example:

- a teaching assistant hints that a student will get better grades in the course if he/she agrees to a sexual relationship
- a supervisor implies that a promotion or holiday bonus will not be forthcoming if her/his employee does not agree to date her/him

sexual assault: unwelcome physical contact of a sexual nature, including fondling, brushing, kissing and "date rape".

poisoned environment: conduct or comment that has the effect of creating a hostile, intimidating or offensive environment for its targets or other members of the work or study environment. It usually involves a pattern of persistent or repeated behaviour such as crude or offensive jokes, sexual comments, displays of offensive material and/or stereotyping on the basis of sex or gender. For example:

- a student repeatedly disrupts a class with offensive jokes that question women's suitability for certain occupations
- a professor routinely makes inappropriate comments about a student's appearance

- a co-worker occasionally forwards sexual photos by email to her/his colleagues

Sexual harassment is not mutual attraction or flirtation, a consensual relationship or consensual expression of affection between friends. Sexual harassment does not mean that sexuality or sexual issues cannot be areas of legitimate academic inquiry.

Discussions of scholarly research on sexuality in the classroom, for example, would not normally constitute sexual harassment. However, inappropriate discussion of sexuality -- either in content, presentation style or context -- may create a situation in which sexual harassment may ensue.

3. Race Discrimination

Race discrimination is any form of unjustified adverse differential treatment towards a person or group of people based on characteristics related to race, colour, ancestry, or place of origin. Each of these grounds has separate and unique meanings and can be referred to either alone or in conjunction with one another to reflect a given situation. Either way, these grounds provide protections that attempt to get to the root of discrimination that often occurs when actions and comments are based in ethnic bias, stereotypes and assumptions as opposed to objective assessments based on individual merit and capabilities.

Discrimination and harassment on the above grounds is often talked about in the broader context of racism. It can also be talked about in the context of ethnocentrism, islamophobia, xenophobia, colourism, etc. Our comments here are restricted to racism.

Racism is based on societal values and personal belief systems which dictate that one group or race is inherently superior to another. Racism appears in social structures and practices that limit, exclude, oppress and discriminate against target individuals and groups because of their race, colour, ancestry, or place of origin.

Racism may be found in the attitudes and behaviours of individuals and groups as well as in organizational and institutional structures that privilege or provide opportunities and special rights to the dominant group and disadvantage or exclude target individuals and groups. Racism can be overt or covert, intentional or unintentional.

Racial discrimination is an expression of racism. It is any action based on race that imposes burdens or limits opportunities.

Racial Harassment

Racial harassment involves unwanted or unwelcome comments, conduct or behaviour that humiliates, intimidates, excludes and isolates an individual or group by focusing on their race, ethnicity, place of origin, or religion. Overall, racial harassment undermines self-esteem and is a violation of the dignity and security of the individual or group(s) that it targets.

Racial harassment can involve the abuse of a position of authority; it can also occur between people of equal status. Racial harassment can happen to anyone, female or male. Students, staff and faculty can be either the victims or the harassers.

Racial harassment can include:

Physical

- Intimidating or derogatory gestures
- Physical violence or assault or threats of violence

Verbal

- Negative or derogatory comments about a racial or ethnic group, their beliefs or religious practices
- Derogatory remarks, insults or slurs about a person's skin colour or appearance
- Unwelcome remarks about a person's cultural observances
- Racist jokes and offensive nicknaming or name-calling
- "Universalizing" language and experience which serves to homogenize individual experiences and erase differences between peoples and culture
- Mocking or imitating someone's accent

Non-verbal

- Racist graffiti
- Defacing notices or posters
- Negative stereotyping of particular ethnic groups
- Written threats of a racial nature
- Discriminatory work allocation to less desirable shifts, jobs or tasks
- Literature that promotes hatred towards a group or groups

4. Sexual Orientation

Although the definition of **sexual orientation** includes heterosexuality, as well as homosexuality, bisexuality, lesbianism and, often, trans-identification, harassment on the grounds of sexual orientation is usually targeted at persons who are, or are perceived to be, lesbian, gay, bisexual, queer, two-spirited* and/or transgender.

Discrimination and Sexual Orientation

Discrimination on the grounds of sexual orientation involves unfair, differential treatment of individuals and groups based not on individual merit, but on assumptions and stereotypes about

their (real or perceived) sexual orientation. Many transgender people suffer discrimination due to their gender identity and due to their real or perceived sexual orientation.

Harassment and Sexual Orientation

Harassment involves unwanted or unwelcome comments, conduct or behaviour, such as gestures, threats, or verbal, written or physical abuse which humiliates, intimidates, excludes and isolates an individual or group based on this ground. Overall, this type of harassment undermines self-esteem and is a violation of the dignity and security of the individual or group(s) that it targets.

Discrimination and harassment on the grounds of sexual orientation is often talked about using the terms heterosexism or homophobia:

Heterosexism is based on societal values and personal belief systems which dictate that everyone is, or should be, heterosexual. It is intentional or unintentional privileging of heterosexuality and heterosexual persons, and negative valuing or treatment of lesbian, gay, bisexual, two-spirited, queer and/or transgender persons (or those perceived to be so). In this society, heterosexuality is privileged. It is assumed that one is heterosexual "unless otherwise known".

Heterosexism is reinforced by many institutions and life patterns in society. The policies and practices of institutions that exclude, deny, erase or discriminate against these individuals or groups of people contribute to systemic heterosexism. For example, if an employer gives benefits only to married couples, this discriminates against same sex couples who do not have the legal right to marry.

Homophobia is a term used to describe harassing treatment, fear, hatred, or extreme negative attitudes, feelings and beliefs about lesbian, gay, two-spirited, bisexual, queer and/or transgender persons (or those perceived to be of those sexual orientations).

Homophobia is often accompanied by disgust, intolerance, ignorance and prejudice and can range from feelings of discomfort to outright hatred and violence. Homophobia includes discrimination and harassment on the grounds of sexual orientation, individual negative behaviours and remarks, and institutionalized forms of discrimination.

Homophobia is the umbrella term that encompasses homophobia (a term used for harassment of gay men, or, more widely, of people of all non-heterosexual orientations), lesbophobia (harassment of lesbians), biphobia (harassment of bisexuals) and transphobia (harassment of transgender or trans-identified persons). The term also encompasses harassment of two-spirited persons *.

** The term **two-spirited** is an aboriginal term used to refer to [some] First Nations persons who identify themselves as having same-sex attractions and desires (i.e. gay, lesbian, bisexual or queer). Traditionally, two-spirited persons were considered to be visionaries and healers who possessed both male and female spirits. Homophobia has caused this term to lose some of its*

original reverence. However, the term two-spirited is now starting to be reclaimed in aboriginal communities and used, not as a term of contempt, but as one of respect.

Sexual orientation-based harassment can include:

Physical

- Intimidating or derogatory gestures
- Gay-bashing and other forms of physical or sexual violence, assault or threats of violence

Verbal

- Negative or derogatory comments, innuendo, insults or slurs about gay, lesbian, bisexual, two-spirited, transgender and/or queer persons
- Offensive nicknaming or name-calling
- Privileging of heterosexuality as everyone's assumed orientation "unless known otherwise"
- Silencing of talk about sexual diversity or treating topics of gay, lesbian, bisexual, two-spirited, transgender and/or queer issues differently than other issues
- Forcing people to "come out" or stay "in the closet" against their wishes
- Linking homosexuality with pedophilia or child abuse
- Written threats or derogatory emails

Non-verbal

- - Homophobic graffiti or posters
 - Assuming non-heterosexual persons "recruit" others to join their sexual orientation
 - Negative stereotyping of particular groups based on their sexual orientation
 - Assuming that sexual orientation is solely about sexual practice, is a "lifestyle choice" or is an orientation less valid than heterosexuality
 - Literature that promotes hatred towards persons based on their sexual orientation
 - Assuming that all gay people have AIDS or are responsible for the spread of it

5. Discrimination and Disability

Discrimination on the grounds of disability is unfair, differential treatment of individuals and groups based not on individual merit, but on systemic, structural or attitudinal assumptions and stereotypes about a physical or mental disability.

Decisions based wholly or in part, upon real or perceived disabilities, which impose unfair barriers to employment or study at the University can amount to discrimination.

Under the UBC [Policy on Discrimination & Harassment](#) (PDF), a physical or mental disability can be a temporary or permanent condition that may involve some mobility, learning or sensory

restrictions on a person's ability to function in some areas of the work or learning environment unless reasonably accommodated.

Discrimination and harassment on the grounds of disability is often talked about using the terms ableism and inclusion.

Ableism is based on societal values and personal belief systems which dictate that everyone is, or should be, able-bodied. It is intentional or unintentional privileging of non-disabled persons, and assigning inferior, negative or no value to people with disabilities (or those perceived to be disabled).

Ableism is reinforced by many institutions and life patterns in society. The policies and practices of institutions that exclude, deny, erase or discriminate against people with disabilities contribute to systemic ableism. For example, continuing to create built environments that are inaccessible for people with disabilities perpetuates ableism.

Inclusion on the other-hand is based on societal values and belief systems which dictate that all services, opportunities and resources ought to be fully accessible, welcoming, functional and usable by as wide a range of ability levels as is reasonably possible. In an inclusive society, differences are expected, recognized and integrated into structures, planning and decision-making models.

Disability discrimination can include:

Physical

- Refusing reasonable requests to modify existing facilities to make them physically accessible to persons with disabilities (for example, having accessible washrooms, modifying the height of desks and equipment or installing adaptive technologies such as computer screen magnifiers or TTY devices)
- Harassing behaviours such as derogatory gestures or physical assault

Verbal

- Refusing to implement academic accommodations recommended by the Disability Resource Centre to ensure that students with disabilities have equitable access to course materials and evaluation procedures
- Treating persons with disabilities as though they are asking for special, not equitable, accommodation
- Harassing behaviours such as name-calling, mocking or making derogatory comments

Non-verbal

- Rejecting candidates with disabilities from the pool of applicants for a job on the assumption that they cannot adequately perform the required duties

- Denying appropriate accommodations to persons with medically certified "invisible" disabilities because of a doubt that the disability really exists
- Considering any accommodations made as a favour, not a right

6. Criminal Harassment (Stalking, Assault)

Some cases of harassment involve both human rights legislation and criminal law. Stalking, physical and sexual assault fall into this category.

Stalking is defined as criminal harassment in section 264 of the Criminal Code of Canada. Stalking behaviours include repeated contact (physical, visual, email, verbal or physical proximity) with a person who does not consent to such contact.

The behaviour of the stalker directly or indirectly threatens, or reasonably implies a threat to, the other person's safety and security. As with the harassment, stalking is defined by the impact it has on the person being stalked, rather than the intent of the stalker. The Criminal Code defines the prohibited behaviour as:

- repeatedly following from place to place the other person or anyone known to them;
- repeatedly communicating with, either directly or indirectly, the other person or anyone known to them;
- besetting or watching the dwelling-house, or place where the other person, or anyone known to them, resides, works, carries on business or happens to be; or
- engaging in threatening conduct directed at the other person or any member of their family.

Stalking can be perpetrated by strangers, acquaintances or those previously involved in a consensual relationship. Behaviours that might be acceptable in a consensual, loving relationship may become stalking when one person wishes to end the relationship and the other does not. For example, frequent phone calls, visits or email could be considered elements of stalking when the recipient considers these contacts unwelcome and unwanted.

Physical or sexual assault are offenses under the Criminal Code of Canada (sections 264.1-278). The Criminal Code includes threats, or actual acts of, nonconsensual force, violence, bodily harm, willful destruction of personal property or death in its definition of assault (section 264.1, 265).

Aggravated physical or sexual assault, in which the complainant is wounded, maimed, disfigured or has her/his life endangered, are considered more gravely and the punishments for committing such acts are likewise more severe.

The Criminal Code of Canada, which further outlines the criteria for definition and punishment of these offenses, can be found on the [Department of Justice Canada's](#) web site.

When a concern is brought to the Equity and Inclusion Office that includes allegations that fall under the Criminal Code of Canada, such as stalking, sexual or physical assault, an Equity Advisor may refer the complainant to the RCMP or other appropriate police authorities.

7. Personal Harassment

Personal harassment is behaviour that humiliates, intimidates, excludes, and isolates an individual or group, but is not based on one of the BC Human Rights Code's thirteen grounds of prohibited discrimination.

Personal harassment is included in UBC's Statement on Respectful Environment for Students, Faculty and Staff. Management has a responsibility to deal with personal harassment as an employee performance issue. In the case of students, Deans have responsibility to address issues of personal harassment. Administrative Heads, unions and employee associations, the AMS Ombudperson's Office or Human Resources are good sources to contact for help.

The Equity and Inclusion Office can also help. Although personal harassment is not one of the protected grounds under UBC's Policy On Discrimination & Harassment (PDF), we attempt to provide people who approach us with information about available strategies and resources to help deal with the situation.

Personal harassment can include:

- Malicious or intimidating gestures or actions
- Threats, coercion, bullying
- Verbal assault, taunting, or ostracizing
- Threatened or actual physical assault
- Humiliation, insults, rudeness
- Gossip, slander

More information on the Respectful Environment Statement and initiatives can be found on <http://www.hr.ubc.ca/respectful-environment/>.

Bullying is a type of personal harassment, and a form of aggression, that may include physical, verbal, or emotional abuse. Bullying poisons the living, working or studying environment of the person it targets. The bully attempts to control, humiliate, denigrate or injure the target. There is no reasonable justification or reason for the bullying.

Bullying usually occurs as a pattern of behaviour that may include acts of verbal or non-verbal aggression, intimidation, social isolation or humiliation. The bully may focus on one person as his/her target or may continually seek new targets. The aim of bullying is to inflict distress and fear on the target and bullies show little or no affect, remorse, regret, or other emotion. People who bully others are not interested in resolving the conflict with the people they target. They are interested in getting their own way.

Bullying often involves an imbalance of power. Those targeted perceive the bully to be stronger or more powerful than they are and feel that they are unable to defend themselves. Bullies silence their targets through fear. Bullying can also take the form of horizontal violence - harmful behaviour directed at a colleague to control, humiliate, or denigrate him/her.

In some cases, bullies may align themselves with managers who will protect them. As a result, the targets of bullying leave the organization and the bully remains.

Bullying usually will not end without intervention. Witnesses or targets of bullying should take steps to end the bullying, if possible, or seek help.

8. Impact and Consequences

The consequences of harassment for all parties can be serious. Harassment on any of the thirteen grounds of prohibited discrimination violates Human Rights legislation and is not tolerated at UBC.

Engaging in harassing behaviours can result in disciplinary action. This may include, but is not limited to, reprimand, relocation, suspension, expulsion or dismissal.

The impact of harassment on the person being harassed is often much greater than one may think. It can impact a person physically, emotionally, economically, socially and can affect one's career and academic performance or potential. It can also have an impact on the department, school, work site or wider University community.

Examples of the impact of discrimination and harassment include:

Physical Impacts

- Change in appetite
- Decreased energy
- Headaches
- Insomnia or other sleep disturbances
- Stress-related ailments

Emotional Impacts

- Anger
- Anxiety
- Depression
- Fear
- Feelings of isolation
- Self-blame and guilt

Social Impacts

- Alcohol or drug use/abuse
- Dependency on another person(s) for support
- Generalized fears of people or things that remind one of the harassment

- Others may distance themselves from a complainant because they don't want to get involved or don't understand what she/he is experiencing
- Physical or emotional withdrawal from friends, family and co-workers

Career and Academic Impact

- Absenteeism
- Decreased concentration
- Dropping out of school or quitting one's job
- Grades or employment record suffer
- Reduced productivity

Financial Impact

- Decrease in academic standing or professional reputation
- Decrease in future academic or job opportunities (resulting from the examples listed here)
- Threatened or actual loss of job; income and/or benefits; promotions or merit increases; recommendations; scholarships

Organizational Costs

- Absenteeism
- Higher employee turnover
- Litigation
- Low morale and/or decreased productivity
- Tarnished public image
- Work or study unit disrupted by gossip, frustration and choosing sides

9. If you're being harassed

Don't Pretend That It Isn't Happening

Questioning your own actions and behaviours is a common response of people who have been harassed. However, you are not to blame, nor are you responsible for someone else's actions and behaviour. Harassment will not go away if you ignore it. In fact, harassing behaviours may escalate if the (alleged) harasser feels that he or she can get away with it. Trust your instincts.

Seek Advice

Talk to people who will listen carefully and offer constructive support. Speak with your supervisor, your unit's equity advisor or the Administrative Head of your unit. Call the Equity and Inclusion Office for advice and information.

Familiarize yourself with [UBC's Policy on Discrimination & Harassment](#) (PDF) which is available at the Equity and Inclusion Office, Room 2306, Brock Hall.

If you believe you or others are in physical danger, contact the Equity and Inclusion Office at , your Administrative Head, or the RCMP at or 911.

Under the Policy, it is the Administrative Head's responsibility to deal with concerns of discrimination and harassment. An Administrative Head is the Director of a service unit, centre, institute or school; Head of an academic department; Dean; Principal of a college; Associate Vice President; University Librarian; Registrar; Vice-President; or President. In some units, the Administrative Head of Unit has designated this responsibility to a faculty, staff or student unit equity advisor. Other departments have established an equity committee to deal with concerns. Contact your Administrative Head for more details on how to handle concerns in your faculty, unit or department.

Take Action

Your reaction to harassment is important. A harasser may interpret apparent tolerance or inaction as acceptance, even encouragement, of harassing behaviour. Generally, the most efficient way to stop harassment is to confront it immediately and directly. If it is safe to do so, clearly, directly and firmly tell the person to stop it and describe the way you expect to be treated. Alternately, if you would rather not speak to the person directly, you may choose to clearly write your concerns in a letter.

If you find that saying "no" does not stop the behaviour or if it is not safe to communicate directly with your harasser for fear of reprisal or concerns for your safety and comfort, approach the Equity and Inclusion Office or the Administrative Head of your unit for help. An Equity and Inclusion Office Advisor can help you draft a letter or prepare for a meeting with the person who is harassing you. If you wish, an Equity and Inclusion Office Advisor will work with the Head of your unit to remedy the problem or contact the harasser on your behalf.

Keep Records

Do not rely on your memory. Carefully record the dates, times, places, quotations, witnesses and details of the harassment as soon as it occurs, if possible. Record your attempts to tell your harasser that the behaviour is offensive and note any retaliation. Keep all material (i.e. notes, cards, gifts, tapes, email messages, letters, answering machine messages etc.) that the (alleged) harasser has sent you or that you have sent her/him.

Observe Confidentiality

Although you may need to talk with someone about your complaint of harassment or discrimination, please try to do so in a private setting where you cannot be overheard by other people in your work or study environment. Ask anyone to whom you speak about your complaint, to keep to themselves the information you share. Observing confidentiality protects

your privacy and that of the respondent and helps the Equity and Inclusion Office resolve concerns in a more effective and satisfactory manner.

10. If you're accused of harassment

Take The Accusation Seriously

If a co-worker, colleague, or classmate tells you that your actions or comments are unwanted, offensive or harassing, listen closely to the other person's point of view. Take into consideration that people with values, backgrounds or genders different than your own may view as harassing actions that you believe to be harmless. What you find humorous, others may experience as humiliating, threatening, or insulting. Remember, too, that body language and tone of voice contribute to the content of your speech.

Sexually and racially-based stereotypes, which are most likely to offend the dignity of others, may result in complaints about harassing behaviour, especially because society's awareness of the destructive impact of such stereotypes has increased in recent years. Indeed, both federal and provincial human rights legislation are a direct response to this increased awareness.

Show Consideration

Whether you intend it or not, your words and actions may, at times, be experienced by others as violating their self-respect and personal integrity. In the interest of mutual respect at the University, consider whether you can modify your usual ways of expressing yourself, if appropriate, so as not to cause the other person(s) harm or discomfort. Also, if appropriate, you might consider acknowledging and apologizing for any discomfort or offense that your words or actions might have caused, whether intentionally or unintentionally.

Avoid Retaliation

Avoid acting in ways that might be interpreted as retaliation against the complainant. Don't make negative comments about the complaint or the complainant, don't alter job conditions or academic evaluations, don't provoke confrontations or seek to embarrass the complainant either publicly or privately. The University regards seriously behaviours that further offend or threaten complainants.

Review Your Rights

The [UBC's Policy on Discrimination & Harassment](#) (PDF) describes the rights and responsibilities of complainants and respondents, as well as both informal and formal procedures for complaint resolution.

Advisors work to remedy complaints using the informal process which involves discussions with complainants and respondents, and problem-solving strategies. Most complaints are resolved informally.

The formal process is used in cases where the concern is very serious, the facts are in dispute, the informal process is not appropriate and the resolution may involve disciplinary action.

Observe Confidentiality

Although you may need to talk with someone about the complaint of harassment or discrimination, please try to do so in a private setting where you cannot be overheard by other people in your work or study environment. Ask anyone to whom you speak about the complaint, to keep to themselves the information you share. Observing confidentiality protects your privacy and that of the complainant and helps the Equity and Inclusion Office resolve concerns in a more effective and satisfactory manner.

11. Ways to prevent harassment

Everyone can help improve the work and study environment at UBC by showing respect for other people and by modifying words and actions when they offend others.

You can help by:

- Objecting to harassment when you see or experience it
- Accepting that NO means NO. Persistent unwelcome advances can constitute harassment
- Becoming aware that your behaviour, if unwelcome, can harass others, even if this was not your intention
- Refusing to go along with harassment masked as humour or academic debate
- Clarifying your understanding of differences among harassment, freedom of speech, academic freedom, and performance management
- Educating yourself on an issue before approaching it
- Choosing not to use or share words, jokes and comments of a discriminatory nature that may adversely affect others
- Ensuring that your behaviour is welcome. Be sensitive to the feelings, verbal and non-verbal reactions of others and ask for clarification if you are uncertain that your behaviour is wanted
- Encouraging work and study environment in which diversity is valued
- Being aware that cultures different from your own may interpret actions differently than you do
- Not using power positions to initiate sexual relationships (even subtly)
- Making sure your attitudes and behaviour don't condone harassing behaviour in others
- Offering support to anyone who is being harassed and helping others modify inappropriate behaviour
- Drinking responsibly. Alcohol use does not excuse harassing behaviour

- Circulating information to staff, students and faculty and encouraging attendance at discrimination and harassment and cross-cultural training programs

Quick guide AHU responsibilities for UBC equity-related policies

	Objective	Definitions	Role of AHU	Quicklinks
UBC Policy #3 Discrimination and Harassment	- To prevent discrimination and harassment as defined and interpreted by the B.C. Human Rights Code - To provide procedures for handling complaints, remedying situations, and imposing discipline when discrimination and harassment occur. - Prohibited grounds for discrimination: - Age - Ancestry - Colour - Family Status - Sex* - Marital Status - Physical and Mental Disability - Place of Origin - Political Belief - Race - Religion - Sexual orientation - Unrelated criminal conviction *Includes gender identity, gender expression, sexual harassment, sexual assault, pregnancy, breastfeeding, childbirth	Discrimination is: - intentional or unintentional treatment; - a single act or a pattern of actions; - interpersonal or systemic; - imposes burdens, obligations, or disadvantages or limits access to opportunities, benefits and advantages - there is no bona fide and reasonable justification related to one or more of the prohibited grounds of discrimination Human Rights (or "Code") Harassment is comment or conduct that - one knows or ought reasonably to know is unwelcome; - creates a negative impact for the recipient, acting reasonably; and - is related to one or more of the prohibited grounds of discrimination. - Harassment can be intentional or unintentional, and may involve individuals or groups. It can occur during one serious incident or a series of single incidents.	Administrative Heads of Unit bear a primary responsibility for: creating and maintaining a study and work environment free from discrimination and harassment: - addressing concerns of discrimination and harassment, whether or not they are in receipt of specific complaints. - Therefore, - Consult with the Equity and Inclusion Office for information, advice, support and assistance. - Take timely and appropriate action to address incidents of discrimination and harassment brought to their attention or personally observed. - Ensure their interactions and practices, and those of other faculty, staff and students in their units, comply with human rights standards. - Identify and remove barriers to the full and free participation of members of the UBC community in university life for reasons relating to one or more of the prohibited grounds of discrimination.	Equity and Inclusion Office Policy #3
UBC Respectful Environment Statement	- To foster "a climate in which the human dignity of each individual is valued, and the diverse perspectives, ideas and experiences of all members of the community are able to flourish" - To provide procedures for addressing personal harassment concerns	Personal Harassment is: - objectionable/unwanted behavior; - occurs without reasonable justification; - creates a hostile or intimidating environment; - intentional or unintentional; - usually repeated acts. Personal Harassment does not include reasonable managerial direction or reasonable performance management	- Primary responsibility with those in supervisory or leadership roles - Students should contact their professor, department head or Dean's office, VP Students' office	Equity and Inclusion Office UBC Respectful Environment Statement
UBC Policy #2 Employment Equity	- To regard individual merit as the prime criterion for the treatment of present faculty and staff and for the employment of new faculty and staff; - To remove any discriminatory barriers to the development of employees' career abilities, aspirations, and potential; - To increase the range of job applicants to reflect the diversity of the pool of potential candidates with appropriate qualifications; - To build a workforce that is representative of the pool of potential candidates with appropriate qualifications, including women, native people, persons with disabilities, and visible minorities.	Equity seeking groups may include women, Aboriginal and First Nations persons, persons with disabilities, and individuals who self-identify as gay, lesbian, bisexual, transsexual, queer or two-spirited..	It is the responsibility of the University, acting through administrative heads of unit to: - Ensure faculty and staff receive equitable treatment in hiring, training, and promotion procedures. - Ensure hiring committees are well-versed in their responsibilities under the Employment Equity Plan - Encourage all new staff and faculty to complete the Employment Equity Census - Identify and address barriers to full and active participation in the workforce - Institute policies and practices to ensure representation of the workforce reflects representation in the local and national workforce.	Equity and Inclusion Office Equipment and Accommodation Fund for staff and faculty. Equity Enhancement Fund to support equity enhancement initiatives. UBC Employment Equity Census

UBC Equity and Inclusion Office
 Brock Hall – room 2306, 1874 East Mall
 Tel: 604-822-6353, Email: equity@equity.ubc.ca

AHU Responsibilities Regarding Equity Office Policies

UBC Policy #3: Discrimination and Harassment

<http://www.universitycounsel.ubc.ca/policies/policy3.pdf>

The fundamental objectives of this University policy are to prevent discrimination and harassment as defined and interpreted by the B.C. Human Rights Code, and to provide procedures for handling complaints, remedying situations, and imposing discipline when such discrimination and harassment do occur. There are 13 grounds of prohibited discrimination:

- Age
- Ancestry
- Colour
- Family Status
- Marital Status
- Physical and Mental Disability
- Place of Origin
- Political Belief
- Race
- Religion
- Sex (including gender and pregnancy)
- Sexual orientation
- Unrelated criminal conviction

The University regards discrimination and harassment as serious offenses that are subject to a wide range of remedial or disciplinary measures, including dismissal or expulsion from the University. The Policy applies to all UBC students, staff and faculty.

Administrative Heads of Unit bear a primary responsibility for creating and maintaining a study and work environment free from discrimination and harassment. Administrative Heads of Unit have the authority and the responsibility to address concerns of discrimination and harassment, whether or not they are in receipt of specific complaints. They, and all members of the University community concerned with discrimination and harassment, are encouraged to consult with the University's Equity Office.

How Unit Heads Can Meet the Requirements of the Policy

It is the responsibility of the University, acting through administrative heads of unit to:

- Take timely and appropriate action to address incidents of discrimination and harassment brought to their attention or personally observed;

- Ensure their interactions and practices, and those of other faculty, staff and students in their units, comply with human rights standards;
- Identify and remove barriers to the full and free participation of members of the UBC community in university life for reasons relating to one or more of the prohibited grounds of discrimination;
- Consult with the Equity Office for information, advice, support and assistance;
- Inform those in supervisory roles that they too have a heightened responsibility to take timely and appropriate action to address incidents of discrimination and harassment brought to their attention or personally observed;
- Help others understand and gain awareness of prohibited forms of discrimination and harassment by offering training and workshop sessions.

UBC Policy #2: Employment Equity <http://www.universitycounsel.ubc.ca/policies/policy2.pdf>

The purpose of this Policy is to ensure all UBC current and prospective staff and faculty are provided with fair employment and promotion opportunities and equitable treatment. Individual achievement and merit are regarded as the prime criteria for recruitment, hiring, promotion and retention. Employment equity necessitates the identification and removal of discriminatory barriers to employment and career potential for members of four designated groups: women, aboriginal persons, persons with disabilities and members of visible minorities. Its aim is to create and foster a workforce at UBC that reflects the diversity of the available workforce at local and national levels.

The concept of employment equity has evolved from its original goal of identifying and removing barriers to equitable opportunities into a valued means to enhance diversity. Removing barriers leads to greater diversity within an organization, which in turn can bring new perspectives and innovation. It is also recognized that the four groups designated in the Employment Equity Act are not the only groups who face discriminatory barriers to full and active participation in the workforce resulting from historical disadvantage and who could, therefore, benefit from employment equity practices. The inclusion of sexual orientation and gender identity questions in the UBC Employment Equity Census survey, for example, is intended to signify the University's recognition of the historical discrimination against these groups, its intention to better reflect the demographics of UBC's population and its commitment to identifying and eliminating bias in or barriers to employment in its pursuit of a discrimination-free workplace.

How Unit Heads Can Meet the Requirements of the Policy

It is the responsibility of the University, acting through administrative heads of unit to:

- Encourage all new staff and faculty to complete the Employment Equity Census <http://equity.ubc.ca/employment/employment-equity-online-census/>
- Review employment systems, policies and practices in order to eliminate barriers to full and active participation in the workforce and institute positive policies and practices that

make reasonable accommodation so that the representation of people from designated grounds and others who contribute to the diversification of the UBC workforce reflects their representation in the local and national workforce.

- Ensure current and prospective faculty and staff receive equitable treatment in hiring, training, and promotion procedures.
- Ensure hiring committees are well-versed in their responsibilities under the Employment Equity Plan
- Be aware of the Equipment Accommodation Fund for staff or faculty with disabilities <http://equity.ubc.ca/employment/equipment-accommodation-fund-eaf> and the Equity Enhancement Fund which supports the creation of initiatives that will enhance equity for all within the University <http://equity.ubc.ca/employment/equity-enhancement-fund-eef>

Responding to Bullying in the Learning Environment

Using Effective Conflict Management – An Introduction

Conflict Styles: Your preferred conflict style depends on your personality preferences and how you were socialized around conflict. You likely have an instinctive response (fight, flight or freeze) to conflict that is your most common default approach. Your values also impact your approach to conflict. Each conflict style has its strengths and potential weaknesses, and we each have access to all five styles at any time. The value of being aware of our preferred style is that we can practice new skills to allow us to make different choices, leading to different outcomes.

6 Skills to put into practice

1. **Manage your emotions:** Know your triggers, practice emotional intelligence, identify your assumptions and know what you need to do to de-escalate yourself.
2. **Seek to understand before being understood:** Suspend your need to convince the other person that you are right, and LISTEN. Suspend judgment and take in the new information and perspective that you can get from hearing someone out. Understand that people who are in the arousal cycle are not responding rationally and you need to help them feel heard if you want to move to a resolution. You will have your turn to disclose your side of the story and then they will be prepared to listen to you.
3. **Make the setting right to discuss the issues:** Follow a process that creates safety for everyone involved, is mindful of the time and place of the discussion, and that follows mutually agreed-upon ground rules (how we are going to speak to each other, who will be informed of the discussion, what will we do if we don't reach a resolution in our time together today etc.). You may need to balance the power so that "we are equal partners in finding a solution to the problem of _____".
4. **Hold off on the impulse to find solutions** until there is clear understanding of interests: Giving a pill that treats a symptom is not effective. You need to get to the root cause to find lasting resolution. The problem to be resolved is often not what it appears to be. Only through listening and understanding can you uncover the true issue to be resolved. The best solution to the wrong problem is worse than the worst solution to the right problem.
5. **Practice respectful communication:** No matter how disrespectful the other person is being, maintain your cool and don't fight fire with fire. Listen, validate feelings, ask questions to get more information, and model how you would like to be treated.
6. **Read your thoughts** and reflect on what stories are you telling yourself about the other person's intentions or actions. Can you absolutely know that your assumptions are true? How would you behave if the opposite were true? How can you check out your perceptions and focus on the facts?

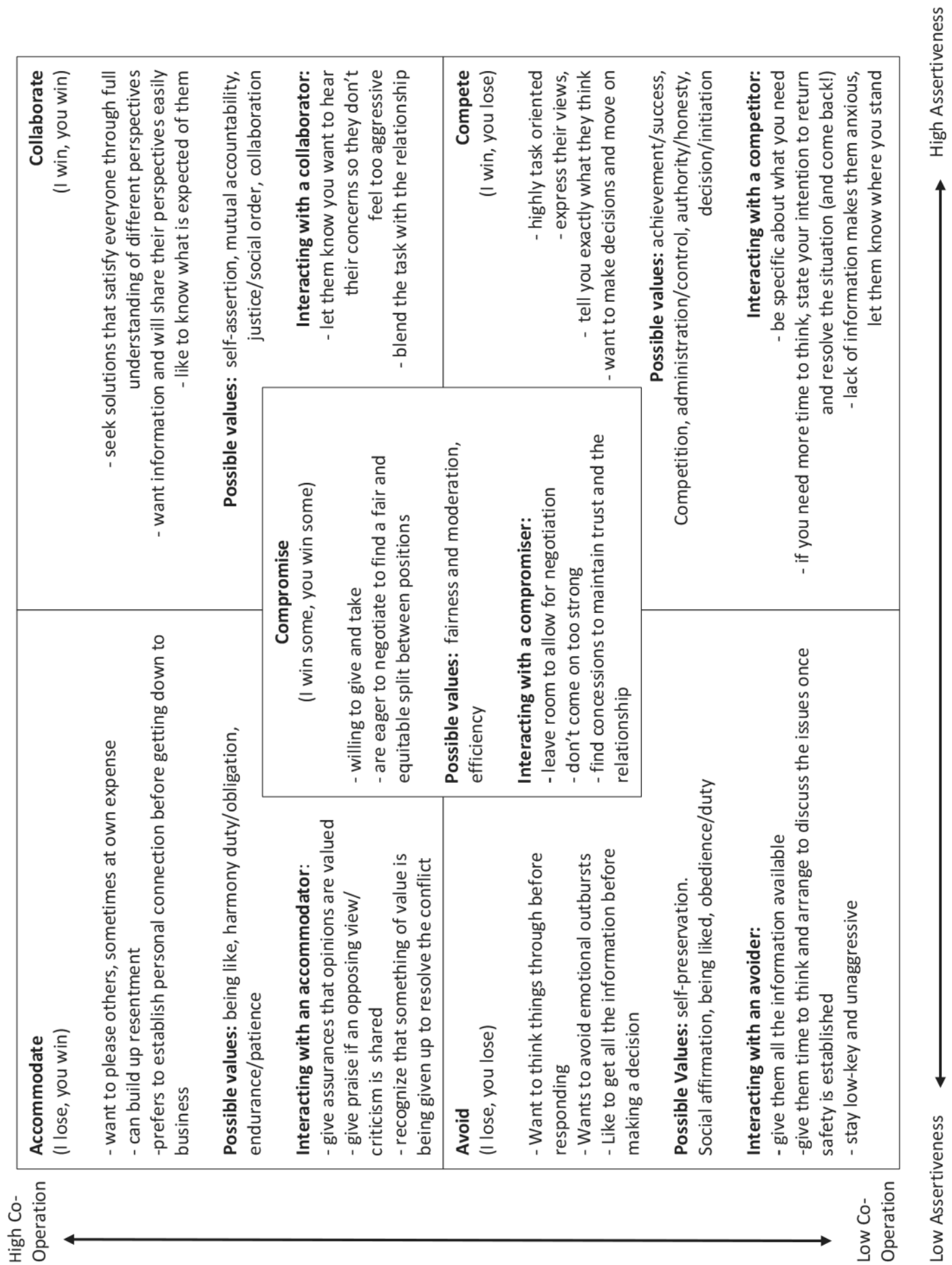
The D.I.E.T. Tool: Sometimes we find ourselves in a situation where we are judging or reacting to someone's behaviour in a negative way. It is helpful to have skills and tools to react in a respectful and inclusive manner. The D.I.E.T. tool can assist you with developing insights and a better understanding of a given situation.

Describe the behavior in an objective manner

Interpret by assigning all possible meanings and reasons for the behavior, without judgment

Evaluate the behavior by putting the possible meanings/interpretations in order and choosing the most likely one

Take action and test assumptions about the behaviour by being assertive, curious, and respectful



UBC Discrimination and Harassment Policy

Complaint Procedure Guidelines

Purpose of the Policy

UBC's Discrimination and Harassment Policy (Policy 3) is intended to prevent discrimination and harassment on grounds covered by the *BC Human Rights Code* and to provide procedures for addressing situations involving discrimination or harassment when they do occur.

Primary responsibility for creating and maintaining a study and work environment that is free from discrimination and harassment rests with Administrative Heads of Units (AHU). Concerns about discrimination and Harassment may be brought to either the AHU or to the Equity Office.

Role of the Equity Office

The role of the Equity Office under Policy 3 is to assist individuals in resolving allegations of discrimination and harassment by providing information, advice and assistance in a fair and impartial manner and to provide education to members of the UBC community to prevent or remedy discrimination or harassment.

The Policy includes procedures that have been developed to guide implementation of the Policy. The Procedures apply to concerns brought to and addressed by the Equity Office; they do not apply to concerns brought to an AHU. The aim of the Procedures is to provide a fair, flexible and effective mechanism for addressing concerns of discrimination or harassment.

The Procedures are designed to allow individuals to discuss their concerns with the Equity Office without necessarily triggering a complaint process.

Consultation

Members of the university community who believe that their concerns are related to discrimination or harassment, or non-members of the university community who believe that they have been subjected to discrimination and harassment by a member of the university community, can meet with an Equity Advisor to discuss their concerns. Individuals may consult with the Equity Office anonymously. Any information received by the Equity Office anonymously will not be acted upon by the Equity Office unless the AVP Equity determines that it would be appropriate to initiate a complaint.

The role of the Equity Advisor in the consultation process is to advise individuals on whether their allegations could form the basis of a complaint of discrimination and harassment within the meaning of UBC's Discrimination and Harassment Policy. If the allegations do not form the basis of a complaint of discrimination and harassment, the Equity Advisor may be able to refer the individual to the appropriate policy or unit for resolution.

If the allegations could form the basis of a complaint of discrimination and harassment, the Equity Advisor will inform the individual of the complaint processes and any other options available to resolve the complaint. If the individual decides not to proceed, the Equity Office will not act on the allegations except in exceptional circumstances.

If the individual decides to proceed with a complaint, the complaint must (except in exceptional circumstances) be made in writing. The Equity Advisor may provide information or direct individuals to available resources to assist in drafting their complaint. In exceptional circumstances, the Equity Advisor may provide assistance to individuals in drafting their written complaint.

Access to Complaint Procedures

Complaints may be lodged by members of the university community who have concerns of discrimination and harassment involving other members of the university community or the university where the complaints pertain to university work, study or participation in campus life.

The Equity Office may proceed with a complaint involving non-members of the university community. These may include, but are not limited to, complaints related to practicum, co-op arrangements or university-sponsored events. In such cases, nevertheless, the complaint would be against the university or a member of the university community.

Non-members of the university community may, at the discretion of the AVP Equity, lodge complaints with the Equity Office if they allege discrimination or harassment by the university or a member of the university and they were directly affected by the alleged conduct or comment.

Complaint Procedures

When a written complaint is received, the Equity Office will review the complaint and decide whether to proceed with the complaint. If it is determined that the Policy does not apply, the complaint will not be accepted and no further action will be taken.

If the complaint is accepted, the Equity Office may refer the matter to the appropriate unit for internal investigation and resolution or may proceed with the case in accordance with the Equity Office's case management processes. If the Equity Office decides to proceed with the complaint under its processes, it will notify the AHU of the complaint.

The Equity Office and the Administrative Head of Unit will meet with the alleged respondent within a reasonable timeframe. In accordance with the principles of procedural fairness, the alleged respondent will be provided with the allegations that form the basis of the complaint and will have an opportunity to respond fully to the complaint.

The Equity Advisor may provide information or direct a respondent to available resources to assist them in drafting a response to a complaint.

Under the Procedures, the Equity Office may manage the complaint using any means it deems appropriate, subject to the principles of procedural fairness. Some of the mechanisms that may be used to manage the complaint include, but are not limited to, the following:

- Resolution Process: an Equity Advisor will work with the Administrative Head of Unit and parties to resolve the complaint
- Internal Mediation: an Equity Advisor or another member of the UBC community will provide mediation to the parties to assist in the resolution of the complaint
- External Mediation: an mediator external to the UBC community will provide mediation to the parties to assist in the resolution of the complaint
- Internal Investigation: an Equity Advisor or another member of the UBC community who is skilled in investigation will be assigned to investigate the complaint, or a part of it, by interviewing the parties and relevant witnesses, and reviewing relevant documents
- Panel Investigation: multiple individuals from within the UBC community will be appointed to investigate the complaint by interviewing the parties and relevant witnesses, and reviewing relevant documents
- External Investigation: an investigator who is external to the UBC community will be assigned to investigate the complaint by interviewing the parties and relevant witnesses, and reviewing relevant documents

The complainant management process is fluid. An Equity Advisor may move from one mechanism, such as mediation, to another, such as investigation, in order to resolve a complaint. It is the responsibility of the Equity Advisor to ensure that the parties understand the mechanism being employed and the Advisor's role in the process.

Resolution

The Procedures provide the Equity Office with authority to resolve the complaint or make recommendations as deemed appropriate in the circumstances. The resolution may be on consent of the parties. Where the parties do not agree to a resolution, the Equity Office may recommend any of a range of measures to remedy the effects of the discrimination, prevent future discrimination or impose discipline, or it may dismiss the complaint.

The Equity Office will communicate any resolution or recommendations to the AHU in writing. The AHU has the authority to determine the appropriate remedial or disciplinary measures required to resolve the complaint. The AHU will report the decision made and any steps taken to the AVP Equity and the appropriate Dean or Head and the complainant and respondent.

Procedural Fairness

The Equity Office administers the complaint procedures in accordance with the principles of procedural fairness. The Equity Office does not act as an advocate for any party in the complaint.

In the event that concerns arise related to conflict of interest, reasonable apprehension of bias or procedural fairness, parties are encouraged to raise their concerns with the Equity Office at the earliest opportunity.

The Equity Office respects the sensitive nature of the information provided and will share it only as necessary to properly address the matters raised or to comply with legal requirements. All records are maintained in accordance with the *B.C. Freedom of Information and Protection of Privacy Act*.

The consultation and case management processes are confidential and members of the university community who are involved in the case process are expected to maintain confidentiality.

Retaliation

Allegations of retaliation can be raised by any party to a complaint or by any individual participating in the complaint process, including witnesses.

Allegations of retaliation that arise during the course of the complaint process will be addressed within the same process.

Allegations of retaliation that arise after the completion of the complaint process may form the basis of a new complaint and may be referred to one of the complaint processes for resolution.

Representation or Support Person

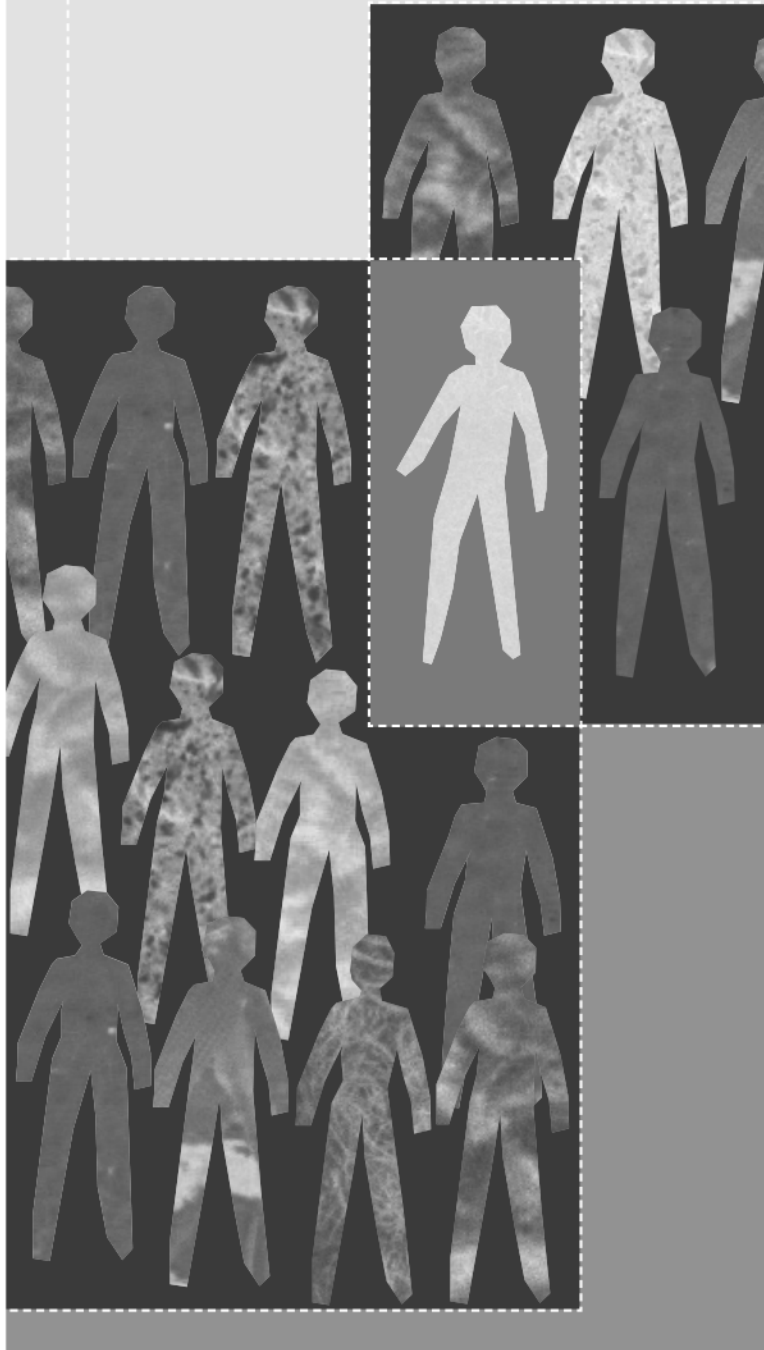
Parties to the complaint have a right to be represented by their union or professional association in the complaint process.

Parties who are not members of a union or professional association may have a support person present in the complaint process.

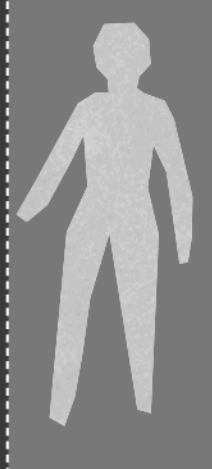
The Equity Office may limit the number of union, professional association representatives or support persons who are present.

Discrimination and Harassment Awareness:

Creating a Harassment-Free Campus



The University of British Columbia is committed to providing a discrimination and harassment free community for its students, staff and faculty.



Discrimination and harassment is an affront to personal dignity, and when this happens, we are ALL affected. Building and maintaining a respectful campus is something in which we can all participate, and something from which we all stand to benefit.

What is Discrimination?

Discrimination occurs when individuals or groups are treated unfairly because of some actual or perceived personal characteristic, such as race, religion or sexual orientation. This unfair treatment may come in the form of a denied opportunity, exclusion or isolation, and is usually fuelled by prejudice, ignorance or fear of people who are “different”.

The BC Human Rights Code identifies 13 personal characteristics, which are protected grounds against discrimination and harassment. These include...

age	ancestry	colour	family status
marital status	physical or mental disability		
place of origin	political belief	race	
religion	sex	sexual orientation	
unrelated criminal conviction			

Discrimination in employment, housing, and service (including education) on any of these 13 grounds is illegal in British Columbia and violates UBC’s Policy on Discrimination and Harassment (Policy #3).

Examples of Discrimination

- Denying appropriate accommodations to persons with medically certified disabilities
- Refusing the same benefits to same-sex partners and their children that are granted to opposite-sex partners and their children
- Denying promotions to women because the employer believes women are not committed to their careers
- Evaluating students negatively because the instructor disapproves of their political, religious or cultural beliefs

What is Harassment?

Harassment, a form of discrimination, is unwelcome comment or behaviour that humiliates, intimidates, excludes or isolates an individual or group based on one of the 13 grounds of prohibited discrimination. It adversely impacts an individual or group and has negative job or study consequences.

Harassment can be a single, serious incident or a series of related, repeated incidents. It can range from written or spoken comments to physical or sexual assault. It may be accompanied by threats or promises regarding work or study opportunities and conditions. Harassment often involves an abuse of power.

Harassment is determined in law by the *impact* of the behaviour on the person being harassed, rather than the *intent* of the harasser.

Examples of Harassment

- Making repeated suggestive or derogatory comments, jokes, or gestures about someone's race, gender, place of origin, age, religion etc.
- Unwelcome staring, or advances, or persistent, unwanted contact such as stalking after the end of a consensual relationship
- Displaying or distributing racist, sexist or homophobic graffiti, cartoons, posters, email, screen-savers, etc.
- Ridiculing a person's accent or speech impediment

Impact and Consequences

The impact of harassment on both harassers and harassed persons can be severe. It can harm them physically, emotionally, economically, and socially. It can affect careers and academic performance.

Engaging in harassing behaviours can result in disciplinary action. This action may include, but is not limited to, reprimand, relocation, suspension, expulsion and dismissal.

UBC's Policy on Discrimination and Harassment

The UBC Policy on Discrimination and Harassment outlines rights and responsibilities for all UBC students, staff and faculty — based on the 13 protected grounds of human rights.

The Policy offers both informal and formal procedures for handling complaints. Wherever possible, complaints are managed using the informal procedures. Equity Advisors are advocates for the Policy; they do not act as advocates for either the complainant or the respondent.

Harassing, unfair or threatening behaviours that do not involve any of the thirteen grounds of prohibited discrimination are not covered by the UBC Policy on Discrimination and Harassment. Such behaviours, including personal harassment and bullying, should be addressed with a manager, dean, shop steward, employee association representative, AMS, GSS or Student Union representative, or Human Resources. Although these concerns do not fall under the Policy, the Equity Office provides information about available resources.

How to Reach Us

If you have questions or concerns about discrimination, harassment or other equity issues, please contact us.

THE EQUITY OFFICE

University of British Columbia — Vancouver
Room 2306 Brock Hall
1874 East Mall
Vancouver, BC V6T 1Z1
Tel: 604-822-6353
Fax: 604-822-3260
Web: www.equity.ubc.ca
Email: equity@equity.ubc.ca

HUMAN RIGHTS & EQUITY SERVICES (HES)

University of British Columbia — Okanagan
3333 University Way, SSC 119F
Kelowna, BC V1V 1V7
Tel: 250-807-9291
Web: www.ubc.ca/okanagan/hes

Other Resources

VANCOUVER

Access & Diversity:	604-822-5844
(TTY)	604-822-8940
Campus Security:	604-822-8609
(Emergency)	604-822-2222
Counselling Services:	604-822-3811
Employee and Family Assistance Program (Interlock):	604-431-8200
Fire / Police / Ambulance Emergency:	911
First Nations House of Learning:	604-822-8940
International Student Services:	604-822-5021
Personal Security Coordinator:	604-822-6210
RCMP University Detachment:	604-224-1322
UBC Safewalk:	604-822-5355

OKANAGAN

UBC Okanagan

Aboriginal Services	250-807-9195
Health & Wellness	250-807-9271
Counselling (students)	250-807-9261
Disability Resources	250-807-9263
Housing	250-807-8050
International Services	250-807-9276
Student Pride Centre	queerpeers@gmail.com
Safety & Environmental	250-807-8621
Campus Security & Emergency	250-807-8111

Kelowna Community Resources

Elizabeth Fry Society	250-763-4613
http://www.elizabethfry.ca	
Ki-Low-Na Friendship Society	250-763-4905
http://www.kfs.bc.ca/	
Okanagan Rainbow Coalition	250-860-8555
People in Motion	250-861-3302
RCMP Hate Crime Unit	250-470-6317
Women's Resource Centre	250-762-2355

If You're Being Harassed ...

DON'T PRETEND THAT IT ISN'T HAPPENING

Harassment is unlikely to go away if you ignore it. In fact, harassing behaviour may escalate when harassers feel that they can get away with it.

SEEK ADVICE Talk to people who will listen carefully and offer constructive support. Speak with your supervisor, Administrative Head, or call the Equity Office or HES for information and advice.

If you believe you or others are in physical danger, immediately contact the Equity Office, HES, Campus Security or the police.

TAKE ACTION The most effective way to stop harassment is to confront it immediately and directly. If it is safe to do so, clearly and firmly tell the person who is harassing you to stop. Describe the impact of the harassment, and the way you expect to be treated.

If you find that speaking to the harasser does not stop the behaviour or if you do not want to communicate directly with the person, approach the Equity Office, HES, or the Administrative Head of your unit for assistance.

KEEP RECORDS Do not rely on your memory. Carefully record the details of the harassment as soon as it occurs. Record any attempts to tell the person that the behaviour is unwelcome. Keep all letters, gifts, emails, answering machine messages, etc., that you receive.



If You're Accused of Harassment ...

TAKE THE ACCUSATION SERIOUSLY

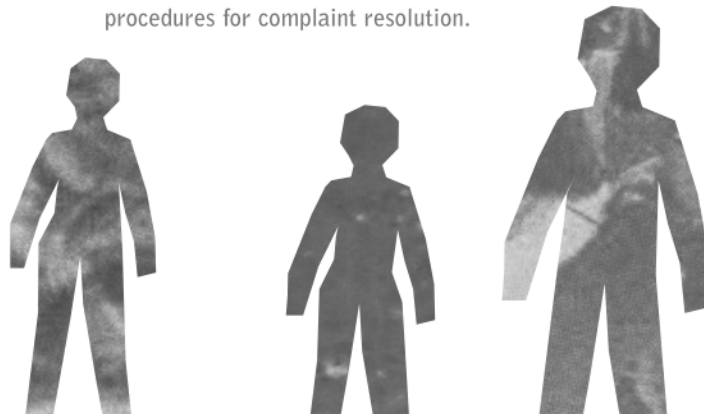
If someone complains to you that your actions or comments are unwanted, offensive or harassing, listen closely. Remember that people with different values or backgrounds may experience your behaviour as humiliating, threatening, or insulting, when you may intend to be funny or harmless. Remember also that your body language and tone of voice significantly contribute to the impact of your words and actions.

If you believe the complaint is fair, you may want to apologize for the discomfort or offense you caused.

AVOID RETALIATION Don't act in ways that could be seen as "getting back" at the complainant. Avoid any behaviours that could embarrass or intimidate the person you have allegedly harassed.

REVIEW YOUR RIGHTS AND SEEK ADVICE

Contact the Equity Office or HES for information and advice. You may also wish to seek support and assistance from your manager, dean, shop steward, employee association representative or your student union representative. Read the UBC Policy on Discrimination and Harassment to learn about the rights and responsibilities of complainants and respondents, as well as the informal and formal procedures for complaint resolution.



Ways To Help Prevent Harassment

Everyone can contribute to the work and study environment at UBC by showing respect for other people.

You can help by

- Objecting to harassment when you see or experience it. Don't ignore or condone harassing behaviour in others
- Accepting that **NO** means **NO**. Persistent unwelcome romantic or sexual advances can constitute harassment
- Refusing to go along with harassment masked as humour or academic debate
- Choosing not to share jokes or make comments of a discriminatory nature
- Ensuring that your behaviour is welcome. Ask for clarification if it appears that your actions are not wanted
- Encouraging diversity and inclusivity in work and study environments
- Being aware that cultures different from your own may interpret actions differently than you do
- Being mindful of power differentials, particularly when power is used to enhance intimidation or vulnerability
- Offering support and resources to anyone experiencing harassment



What are the Equity Office and HES?

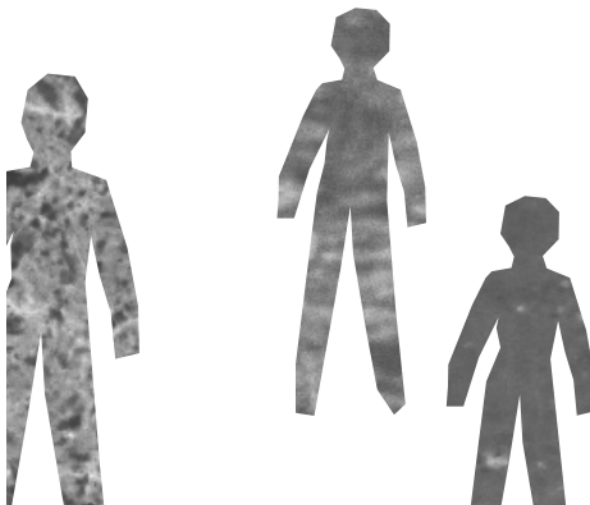
UBC's Equity Office and HES work to prevent discrimination and harassment on campus. We provide informal and formal procedures for handling complaints, offer education on a wide range of human rights and diversity issues and coordinate UBC's employment and educational equity programs.

If you are a UBC student, staff or faculty member who is experiencing discrimination and harassment on campus or who is accused of engaging in it, you can turn to our Equity Advisors for assistance. We are here to listen, help you assess your situation and evaluate possible solutions.

The UBC community speaks many languages. We encourage students, staff, and faculty requiring English translation assistance to bring translators with them when visiting Equity Advisors.

Confidentiality

The Equity Office and HES believe that individuals must be able to discuss their concerns in a safe and private environment. We endeavor to respect confidentiality and to seek your consent before acting on information that you provide to us.



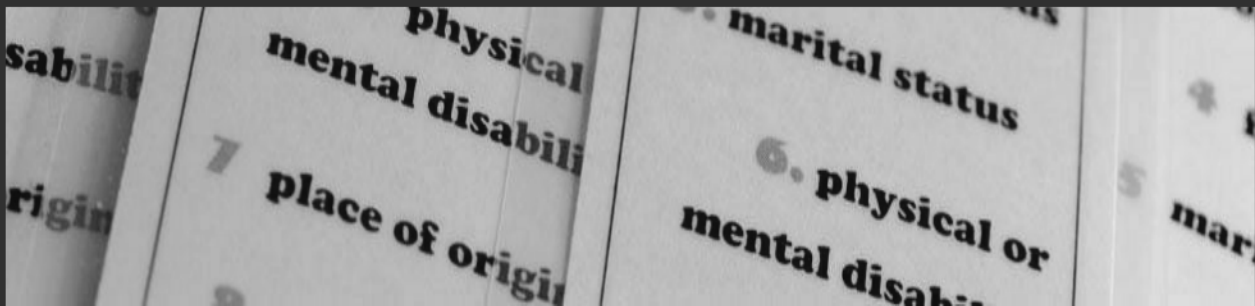


a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

EQUITY OFFICE DISCRIMINATION & HARASSMENT REPORT 2011

2



The Equity Office envisions a community in which human rights are respected and equity is embedded in all areas of academic, work and campus life. Through its leadership, vision and collaborative action, the Equity Office will further UBC's commitment to excellence, equity and mutual respect.

[Equity Office Vision Statement]

Introduction

The 2011 Discrimination and Harassment Annual Report will look different than in previous years. This is, in large part, because the UBC *Policy on Discrimination and Harassment* underwent significant revisions which were passed by the Board of Governors and took effect on September 1, 2011.

This report will document the revisions made to UBC's *Policy on Discrimination and Harassment* (Policy 3) and its accompanying procedures, data on the complaints brought to the Equity Office in 2011, reflections on how the new policy and procedures are working and reflections on where further revisions to the procedures may be necessary. Because the Policy changed during this calendar year, we will report on some of the complaint data in two parts; the eight month period (January-August 2011) in which we were operating under the old policy and the four month period (September-December 2011) in which the new policy and procedures took effect.

For more information about our offices, staffing, educational initiatives and the Policy itself, please see our websites at www.equity.ubc.ca and <http://web.ubc.ca/okanagan/equity>.

Revisions to Policy 3

UBC's *Policy on Discrimination and Harassment* (Policy 3) was initially approved in January 1995 and first revised in July 1996. With the experience gleaned from over a decade working with this policy, it was clear that further revisions were required. A revised Policy, with its accompanying procedures, needed to be more flexible, fair, transparent, streamlined and better tied to UBC's strategic plans and vision. A policy review committee and community consultations ensued and revisions to the *Policy on Discrimination and Harassment* were approved by the Board of Governors on June 8, 2011, to take effect on September 1, 2011. The educational mandate and role of the Equity Office to consult, provide information, advice and assistance and to manage University-related discrimination and harassment concerns in a fair and impartial manner under the revised Policy is better explained.

In the revised Policy, the fundamental objectives of UBC's *Policy on Discrimination and Harassment* (Policy 3) remain the same. The objectives are to prevent discrimination and harassment on grounds protected by the BC *Human Rights Code* and to provide fair procedures for handling complaints and remedying concerns when allegations of human rights based discrimination and harassment arise. (Personal harassment concerns, those that do not involve a prohibited ground of discrimination, are not included in this Policy. Instead, as has been made explicit in the revised Policy 3, these concerns are addressed under the *UBC Statement on Respectful Environment for Students, Faculty and Staff*). The Policy covers all members of the university community (students, staff and faculty) in areas pertaining to University work, studies, service provision or participation in campus life. Additionally, the Equity Office

now has the authority to initiate complaints under the procedures. In the revised Policy, definitions of discrimination, harassment and systemic discrimination are also clarified and their interpretation is better explained.

The grounds of prohibited discrimination covered in UBC's Policy 3 are the same as those in the BC *Human Rights Code*. A provision was added to UBC's revised Policy to ensure that, if further grounds are added or read into to the *Code* through case law, or other amendments are made, our policy will automatically include any additional or amended grounds. The grounds are broadly interpreted under UBC's Policy in the same manner as they would be by the BC Human Rights Tribunal. The 13 grounds of prohibited discrimination currently are:

- Age (19 and older)
- Ancestry
- Colour
- Family status
- Marital status
- Physical or mental disability
- Place of origin
- Political belief (in the context of employment only)
- Race
- Religion
- Sex (which includes sexual harassment, pregnancy and gender identity/expression)
- Sexual orientation
- Unrelated criminal conviction (in the context of employment only)

Although the Equity Office has always provided a consultation service, the revised Policy makes explicit the ability of members and non-members of the University community to consult with the Equity Office before, or instead of, addressing a concern through case management procedures. This consultation service is an essential role of our office. We offer consultations on equity issues in general or on specific allegations of discriminatory or harassing conduct that may fall under the jurisdiction of Policy 3. With the latter, consultations provide people the opportunity to talk in private about what they are experiencing, witnessing or accused of perpetrating; to understand if the concern falls under the mandate of Policy 3; and to explore a range of options and resources available to address their concerns on their own, through the Equity Office or through other on- or off-campus resources. Consultations give people the ability to get information, advice, support and referrals, including a referral to the Administrative Head of Unit, without necessarily proceeding with further action from the Equity Office. For example, a student enrolled in a class with a professor who is making inappropriate comments in the classroom may be looking to explore their options about how best to address this concern, but may be hesitant to engage in our complaint management process until their grades are final. A consultation would provide them with this opportunity, without fear of "losing control" of the process; that is, of things proceeding to a complaint management process without their consent. As the time limit for bringing forward a complaint of discrimination or harassment under the Policy is still 12 months from the date of the incident, or last incident in a series of incidents, the student would still be able to return to the Equity Office once grades were final.

The revised Policy also makes explicit the ability of Administrative Heads of Units and others acting in a supervisory capacity to consult with the Equity Office at any stage of a complaint. Equity Advisors can offer advice on preventative approaches; how to address a concern expeditiously to prevent escalation

of issues; how to ensure fair process for all parties during a complaint resolution process; tips for working with complainants and respondents; options for remedial resolution and the University's and heads' obligations under UBC's *Policy on Discrimination and Harassment*. Equity Advisors can work with Heads in a consultative capacity to co-manage a concern; help guide the complaint resolution process; facilitate or prepare for meetings with parties to a concern; avoid pitfalls and common mistakes; help find creative and effective resolution options; and to ensure the process moves in a fair and timely manner.

Administrative Heads of Units may also choose to manage concerns on their own. The Policy has always identified a primary role for Administrative Heads of Units in creating and maintaining an environment free from discrimination and harassment and they have the authority and responsibility to address such concerns. Heads are encouraged to consult with the Equity Office for any assistance they feel they may need in addressing (or preventing) concerns in their units.

A few changes to the Policy impact how the Equity Office reports on our work. While the University continues to have a high-level equity committee (the Provost's Advisory Committee on Equity and Diversity), the requirement for the President's Advisory Committee on Equity, Discrimination and Harassment has been removed from the Policy. Similarly, although we will continue to create reports such as this on activity generated under this Policy, the requirement to "annually publish, in UBC Reports, statistical and summary reports on the number, type and outcomes of complaints, educational activities of the Equity Office and an evaluation of the Policy and procedures" has been removed from the revised Policy 3.

Procedural Changes

Although the responsibility to manage complaints of discrimination and harassment is shared by Administrative Heads of Unit and UBC's Equity Office (with offices at both UBC Vancouver and UBC Okanagan), significant changes were made to the procedures in the revised Policy. These procedures now apply only to those concerns brought to the Equity Office. Administrative Heads are instructed to deal with concerns brought to their attention in accordance with the usual practices and policies of the University. However, often Administrative Heads of Units work in conjunction with our office to address and remedy concerns.

The procedures ensure an impartial, procedurally fair process for all involved in a concern related to matters of discrimination or harassment pertaining to University work, studies or participation in life on campus. As a result of the policy revision process, the informal and formal processes attached to the previous Policy have been removed and instead have been replaced by a consultation process and a more robust, streamlined, flexible complaint management process. Consultations, while always there in practice, have expressly been added to the procedures. The ability to consult before or instead of making a complaint allows individuals to explore their options with an Equity Advisor before they decide how or if to proceed with a complaint. It also allows people to consult anonymously. While anonymous concerns and those brought to the Equity Office in a consultation-only capacity will not be further investigated, acted upon or independently substantiated, in rare, serious and exceptional circumstances, the AVP Equity now has the ability to initiate a complaint based on information provided anonymously or information that has been shared with the Equity Office. The AVP Equity may also initiate a complaint concerning systemic issues.

The complaint management procedures in the revised Policy allow for greater flexibility and a greater range of options from which Equity Advisors can choose. The complaint procedures are no longer divided into informal and formal procedures, but instead have one complaint management process with a number of available options based on the nature and complexity of the situation. For example, whereas earlier versions of the Policy allowed for external investigation only at the formal stage, the revised procedures, grounded in principles of procedural fairness, now allow for both internal and external investigations and mediation, as well as a range of fact-finding, consultation and information gathering options. These procedures and the advice and assistance provided within, are balanced and fair in their remedial purpose.

The factors considered in the assessment of whether this Policy applies to a concern are better explained in the revised procedures. These include whether the named individual(s) or department(s) are part of the UBC community, whether the concern happened within the UBC context, whether a prohibited ground of discrimination has been cited, what is the adverse effect or negative impact and whether the concern has been raised within 12 month time limit established by the Policy.

While the former versions of this Policy limited its scope to current UBC students, staff and faculty engaged in a university-sanctioned activity, program or event, this scope has been broadened in the revised version. Of course, current students, staff and faculty and concerns that arise within the UBC context are still covered by the Policy, but the new version also provides the AVP Equity with discretion to allow non-members of the University community who are directly affected by the comment or conduct that forms the basis for a complaint of discrimination or harassment to access these complaint procedures and lodge a complaint against any member of the university community or the university itself. Non-members of the UBC community may include former students, staff and faculty, applicants for work or study, contractors and visitors.

Complaints made to the Equity Office must now be made in writing in order to initiate the complaint management procedure. This requirement may be waived or deferred in exceptional circumstance at the discretion of the AVP Equity. The written complaint will be shared with the respondent and the applicable Administrative Head of Unit. A written complaint not only ensures that permission to proceed under the complaint management procedure has been given, but it also outlines the nature of the alleged conduct or comment that forms the basis of the complaint and the impact of this on the individual or group. All parties to a concern are given a full opportunity to present and respond to complaints made under this Policy. Individuals are encouraged to consult with the Equity Office when they make or respond to a written complaint.

The Equity Office has the authority to make findings and recommendations related to discrimination or harassment concerns brought to our offices. The Equity Office will communicate in writing any resolution or recommendations made under these procedures to the appropriate Administrative Head of Unit, as well as reasons and a finding of whether or not there has been a violation of this Policy, where appropriate. As with former versions of the Policy, disciplinary measures fall under the authority of the Administrative Head of Unit receiving the communication. The Administrative Head of Unit will also provide a written report of any measures taken to the AVP Equity, the appropriate Dean and/or Head and the complainant and respondent.

Discrimination and Harassment Complaints in 2011

The following data pertains only to concerns brought to the attention of the Equity Office. Concerns brought directly to an Administrative Head of Unit or managed elsewhere in the University without assistance from the Equity Office are not reflected in this annual report.

In the first eight months of 2011 (under the old Policy 3), 83 concerns were brought to the Equity Offices on both campuses. Of these, 57 involved human rights related allegations and 26 involved allegations in which no human rights based element was cited. After the new Policy 3 took effect on September 1, 2011, we had an additional 49 concerns brought to the office by the end of the calendar year. Twenty-one of these concerns involved a human rights based element and 28 did not. Thus, although we are reporting the data separately for the time periods in which the old and revised Policy were in effect, when combined, 132 concerns were brought to both Equity Offices in 2011; 78 with a human rights based element and 54 without.

These figures are much higher than numbers from recent years¹. For example, in 2010, we received 105 concerns on both campuses (75 with a human rights related element and 30 without). Perhaps the publicity around the policy revision process, in addition to the educational outreach work of our office, helped increase awareness of our services.

Table 1
Total Concerns brought to the Equity Office in 2011 (N=132)

	2 0 1 1		
	January to August	September - December	Total
Non Human Rights Related	26	28	54
Human Rights Related	57	21	78
TOTAL	83	49	132

Non human rights related concerns are those that do not involve any prohibited grounds of discrimination or harassment, as defined by law. Instead the concerns may involve interpersonal conflict, bullying or personal harassment, service-related complaints, perceived violations of employment contracts, concerns about administrative or educational fairness, disruptive behaviour, issues of campus and personal safety and/or concerns in which an Equity Advisor has not been given enough information about the specific nature of a concern to assess whether or not it could be human rights related. As non human rights related concerns do not fall under the mandate of the *Policy on Discrimination and Harassment*, we do not see these concerns through to resolution. However, we do try to provide the parties who have approached the Equity Office with information and guidance to help them find resolution to their concern through referrals to other departments or non-university agencies and/or information about other university policies. We may also work with other university

¹ For 2010 and earlier data for both campuses, please see the Reports section on our website, www.equity.ubc.ca. Additionally, further charts depicting statistics from the January-August 2011 period that are not expanded upon in this annual report can be found on the website.

departments to create plans or offer tips on safety-related issues. The most common non human rights related concerns that come to our offices involve interpersonal conflict, university policies such as Non-Academic Misconduct under the *Student Code of Conduct*, union or employee association grievances and personal harassment concerns encompassed by the *UBC Statement on Respectful Environment for Students, Faculty and Staff*.

As mentioned above, we are reporting data from 2011 in two parts, the eight months (January-August 2011) in which we were operating under the old policy and the four month period (September-December 2011) in which the new policy and procedures took effect. However, due to the small sample size of the Sept-Dec 2011 human rights related data (21 allegations in this period had a human rights based element), we cannot provide the same level of detail for the latter part of the year as we can for the part of the year when the previous policy and procedures were still in place. The data from this latter period will be included in next year's report and can be more fully explored then.

Discrimination and Harassment Complaints (January 1- August 31, 2011)

Table 2 provides a broad look at the human rights related concerns that were brought to the Equity Office in January-August 2011. Under the former Policy and procedures, human rights related concerns were approached in one of three ways; as a consultation from a third party (someone not directly involved as a party to the concern); as a consultation from a person directly involved in the concern (direct consultation); and as a case from parties directly involved or from Administrative Heads of Units where permission to proceed with an informal or formal case management process has been granted. Of course, sometimes a concern which started as a consultation turns into a case, or vice versa. The data in this report reflects not in which stream (consultation or case) a concern started, but where it concluded.

An increase in consultations has been a common trend in the Equity Office for several years and this was further pronounced in the first eight months of 2011. The complexity of the consultations has also increased. We are finding that more Administrative Heads are consulting with us when they first hear of a concern. This allows us to work to address and resolve a concern before it escalates into a more difficult situation. A remedial approach at this early stage has proven successful at repairing relationships between the parties (or unit) before parties become polarized. For years it has been the view of the Equity Office that early prevention, and when possible and applicable, an approach that finds local solutions to local concerns, is the best way to address and resolve issues.

Table 2
Human Rights Related Concerns by Type of File, January – August 2011 (N=57)

Type of File	
Third Party Consultation	9
Direct Consultation	34
Case	14
TOTAL	57

People may consult with us for a variety of reasons, as earlier explained in this report. Third party consultations or direct consultations may involve allegations which are premature in nature or are outside the jurisdiction of the Policy because they involve non-UBC parties or contexts, or are outside the twelve month time limit for making a complaint. They may also involve concerns which would otherwise fall under the Policy but for which the complainant has not given us *permission to proceed*² with case management procedures. Consultations may involve people who are looking for advice or assistance in managing a concern on their own or in advocating for someone else. People who are directly impacted by discrimination and harassment may also want to get a better sense of what to expect in a case management process before they make the decision to pursue that path or not. Consultations can also be preventative in scope. For example, these may include issues in which someone would likely face a barrier to service or a harassing situation in the future, were a timely accommodation not made or other preventative steps not taken. Assistance in getting the required accommodation or in removing or overcoming this barrier before a denial of access or harassing comment or conduct has been made may result from the consultation.

Lastly, as previously mentioned, Administrative Heads of Units (or others in a supervisory capacity) often call the Equity Office for advice on how to address a situation in their unit. When no direct intervention is required from our office, as the Administrative Head of Unit is prepared to handle the concern directly, this is also counted as a third party consultation. Although a direct or third party consultation does not proceed through the case management procedures provided for in the policy, assistance given at this stage may range from a single meeting up to months of time and effort on the part of the Equity Office. We welcome consultations from all members of the UBC community.

Those who are concerned that they may have transgressed the Policy are welcome to consult with an Equity Advisor. However, it tends to mainly be Administrative Heads, potential complainants, those acting on another person's behalf and persons who were not covered by the former policy (i.e., non-UBC community members or non-UBC contexts) who consult with the Equity Office most often. When a complaint becomes a case in the Equity Office, the informal or formal process (under the previous policy) is initiated and both complainants and respondents are engaged in the process. Equity Advisors play an impartial role; that is, they do not advocate for either party. All parties to a complaint are given the opportunity to share their concerns and to respond to the allegations raised by the other party.

² *Why do we need permission to proceed with a case?* The UBC Policy on Discrimination and Harassment, in keeping with the BC Human Rights Code, is a complaint-driven process. Under the previous policy, unless the concern was of such a serious nature that it posed a substantial threat to an individual, group or to the University (for example, serious allegations involving sexual or physical violence, or threats thereof), the Equity Office could not proceed with a case without permission from the complainant to do so. This allowed persons who had concerns about harassment to approach the Equity Office in confidence to discuss their concern and explore available options before they decided whether or not they wished to initiate procedures under Policy 3.

Concerns brought to the Equity Office must engage one or more of the prohibited grounds of discrimination listed in the introduction to this report (under Revisions to Policy 3) to be considered human rights related. Table 3 displays the grounds of prohibited discrimination alleged in the human rights based consultations and cases brought to the Equity Office in 2011. The total number of grounds is greater than the total number of human rights based concerns because some of these concerns allege a single ground, while others include multiple or intersectional grounds within a single concern.

Table 3
Alleged Grounds of Prohibited Discrimination, January-August 2011 (N=57)

GROUPS	
Age	2
Ancestry	3
Colour	3
Family Status	7
Marital Status	0
Physical or Mental Disability	21
Place of Origin	3
Political Belief	0
Race	7
Religion	4
Sex/Gender	28
Sexual Orientation	6
Unrelated Criminal Conviction	0
TOTAL	84

Note: Some concerns cite more than one ground thus the total number of grounds cited (N=84) exceeds the total number of human rights related concerns brought to the Equity Office (N=57)

As with previous years, concerns which include a sex/gender allegation are most frequently reported to the Equity Office on both campuses. This is followed by concerns related to physical or mental disability, race and sexual orientation. However from January-August, we also saw a higher than usual number of concerns on the grounds of family status (equal to the number of race-based concerns). Interpersonal behaviours were alleged in 43 of the 57 human rights related direct consultations and cases (excluding third party consultations). Table 4 offers a description of the alleged behaviours. Some of these concerns involved a single type of behaviour, where others involved two or more behaviours, and thus the total number of behaviours exceeds the number of human rights related files included on this chart. Consistent with data from previous years, unwelcome verbal behaviour (insults, slurs, inappropriate jokes or innuendo) was cited most often on both campuses. Allegations of biased employment and academic decisions were also often cited.

Table 4**Behavioural Descriptions of Human Rights Concerns – Interpersonal, January-August 2011 (n=43)**

Behavioural Descriptions	
Unwelcome Verbal Behaviour	17
Unwelcome written or Visual Behaviour	6
Unwelcome Physical Attention	4
Stalking	3
Threats	0
Assault	1
Retaliation	3
Biased Academic Decisions	12
Biased Employment Decisions	15
Exclusion or Denial of Access	2
Fear of future behaviour	3
Total	66

Total number of concerns (including cases and consultations citing multiple concerns)

From January-August 2011, 14 of the 57 human rights related concerns alleged systemic barriers. Systemic barriers generally fall into three categories: policies and practices, curriculum and environment.

Systemic barriers in policies and practices may involve concerns about ways of doing things that intentionally or unintentionally create a barrier for people on one of more grounds of prohibited discrimination. For example, using forced choice (male/female) gender options on forms that do not allow for non-binary gender options is a systemic barrier to gender variant people in policies and practices. Asking for “mother’s and father’s names” on enrolment or financial aid documents would also be a systemic barrier as it denies the reality of same sex headed families and single parent headed families.

Systemic barriers in curriculum include concerns about barriers to/in pedagogy, course content, course work, courses of study; an omission, misrepresentation or suppression of avenues of scholarly inquiry that are related to human rights related grounds could constitute such a barrier. For example, a concern that the approach to teaching the history of a country excludes the contributions of immigrants and indigenous persons could be a concern of systemic discrimination in curriculum.

Systemic environmental barriers include concerns about aspects of the built, social or psychological environment, including physical, communication or attitudinal barriers. For example, holding a lecture in a room that is not wheelchair accessible or having an accessible washroom with a doorway that is not wide enough for most power wheelchairs would be environmental barriers.

Table 5 shows the behavioural descriptions of these systemic concerns. Environmental barriers were most often cited, followed by systemic concerns with UBC or departmental policies and practices.

Table 5

Behavioural Descriptions of Human Rights Concerns – Systemic, January-August 2011 (n=14)

Behavioural Descriptions	
Policies and Practices	5
Curriculum	1
Environment	8
Total	14

Table 6 outlines the outcome of the 14 cases that proceeded through the informal process of the previous policy from January-August 2011. As previously noted, the majority of cases proceed in the informal process and this year was no exception, with all 14 cases involving this process. A number of third party consultations may also have proceeded as cases under the *Policy on Discrimination and Harassment* but were handled by the Administrative Heads of Units so are not included in the data generated for this report. The number of cases that proceeded to the informal process rose this year from 11 in 2010 to 14 in the first 8 months of 2011. As mentioned earlier, perhaps the increased publicity around the Policy 3 revision consultation process as well as the outreach and educational work of the Equity Office and the launch of the Equity and Diversity Strategic Plan for the University in January 2011 all worked to raise awareness of the consultation and case management services that the Equity Office offers.

Table 6

Outcome of cases, January-August 2011 (n=14)

Outcome of Cases	
Informal Process: Resolved	11
Informal Process: Abandoned by Complainant	1
Informal Process: Ongoing	2
Total	14

DISCRIMINATION AND HARASSMENT COMPLAINTS (September 1- December 31, 2011)

Due to the small sample size in this period, we cannot provide the same level of detail in this section of the report as in the previous section. However, we will include data from this period in the 2012 annual report where we will more fully explore 16 months of data instead of the usual 12 months. Again, as the revised procedures apply only to concerns brought to the Equity Office, concerns addressed solely by Administrative Heads of Unit (who share responsibility for maintaining an environment free of discrimination and harassment and for managing concerns when they do arise) are not included in the data for this report.

From September-December 2011, 49 concerns were brought to the Equity Offices on both campuses. Of these 49 concerns, 28 concerns did not involve a human rights related element. That is, they did not invoke one or more of the 13 grounds of prohibited discrimination and are not under the mandate of UBC's *Policy on Discrimination and Harassment* or the jurisdiction of our office. Rather, they involved concerns of interpersonal conflict, bullying or personal harassment, personal or campus safety concerns, service-related concerns and concerns about administrative, employment or academic fairness. We do our best to hear people's concerns, to provide them with information and assistance and to direct them to more appropriate resources on or off campus to have their concerns resolved. We may also work with other university departments to help parties navigate the university system or to address safety related issues. Many of these concerns involve issues which fall under the mandate of the *UBC Statement on Respectful Environment for Students, Faculty and Staff*, other university policies such as *Response to At-Risk Behaviour*, the *Student Code of Conduct* or union or employee association grievance processes.

Of the 49 total concerns in this time period, 21 human rights related concerns that fell under the mandate of the revised *Policy on Discrimination and Harassment* were brought to the Equity Office. Of these 21 human rights related concerns, 19 involved allegations of harassing interpersonal behaviour and 2 concerns alleged systemic discrimination. The concerns most often cited of the interpersonal concerns, included unwelcome verbal behaviours, biased academic decisions and biased employment decisions. The systemic concerns involved allegations of a UBC procedure that had an adverse impact on persons with disabilities and a physical access/environment issue.

As mentioned in the previous sections, consultations are an important part of the service that the Equity Office provides to all members of the university community (among others). Starting in the consultation stage, Equity Advisors learn of the nature and context of the discrimination and harassment concern and work with all of the parties to determine the fuller scope of the concern. Once the Equity Advisor has ascertained that the allegation, if true, falls under the scope of UBC's *Policy on Discrimination and Harassment*, we identify ways in which the concern could be best addressed. Factors considered in this assessment include whether the named individual(s) or department(s) are part of the UBC community, whether the concern happened within the UBC context, whether the concern involves a prohibited ground of discrimination, the adverse effect of the behaviour on the individual(s) or group and whether the concern has been raised within the time limit established by the Policy. All 21 human rights related concerns from September-December 2011 began in a consultation and 17 of these proceeded to a stage where an Equity Advisor assisted in resolving the concern. (Four concerns did not proceed past the consultation stage because the complainant did not wish to proceed or because the complaint was proceeding in a different process.) Following similar trends to the previous 8 months and to years prior, sex/gender (43%), disability (38%) and place of origin (19%) were the grounds most often cited in concerns raised from September-December 2011.

As discussed further in the Reflections section below, much of the work that Equity Advisors do to resolve human rights related concerns occurs after the consultation stage but before a written complaint launches the complaint management process found in the *Procedures to Policy 3*. In between a consultation and a written complaint, we engage in a voluntary "facilitated resolution process".

Much of our work with the facilitated resolution process focusses on finding timely approaches to address concerns. We utilize voluntary, problem-solving approaches which can lead to a consensual outcome for concerns where a more formal investigation and determination or finding of fact is not required to address and resolve the concern or repair the situation. In order to resolve concerns

effectively within a facilitated resolution process, we work with the parties and Administrative Heads of Units to facilitate a shared understanding of the perspectives of all those involved in a concern. We clarify roles and expectations for behaviour under Policy 3. We may engage in shuttle mediation between the parties and/or between an individual and their department, provide customized training and workshops, communicate with parties about expectations for future conduct and consult with or provide advice to the Administrative Heads of Units and their designates to resolve the concern. When concerns also include issues outside the Discrimination and Harassment Policy mandate (such as personal harassment or performance issues, for example), this approach also allows better collaboration with other individuals and units to address the whole concern. This process allows us to use many of the same tools as are found in the complaint management procedures to offer a range of options, address varying levels of complexity and provide education and coaching on rights and responsibilities under the *Discrimination and Harassment Policy*. If these options do not work, or are not appropriate to attempt, given the nature of the particular allegation, the written complaint may then be pursued.

Sixteen of the 17 human right related concerns that proceeded beyond a consultation were resolved and/or closed through a facilitated resolution during the September-December 2011 time period and one complaint moved to the BC Human Rights Tribunal. None of these concerns involved a written complaint under UBC's *Policy on Discrimination and Harassment* as we determined that, in these particular cases, the written complaint would not help achieve a resolution and, in many of these cases, it may even hinder that process. Written complaints require more time to initiate proceedings and can elevate the proceedings to a more adversarial and less cooperative, solution-focused tone.

Had the facilitated resolution process not worked or not been appropriate to the circumstances of the allegation, a written complaint could have been sought before proceeding further into a complaint management process. Written complaints may be more appropriate with concerns that are very serious in nature, that are deeply rooted within a department or unit, that are more complex, where a consensual outcome cannot be reached or where the party or parties to a complaint want a complaint in writing, a determination of whether or not harassment occurred and/or a written report outlining the nature of the resolution from the Equity Office.

When a written complaint is accepted, options for complaint management in the *Procedures* to the Policy include referring the concern in whole or part to the applicable Administrative Head of Unit or handling the concern under the Policy's complaint management procedures. Complaints may also be dismissed at this stage.

REFLECTIONS ON THE REVISED POLICY AND PROCEDURES

Facilitated Resolution Process

In working with the new policy and procedures, we have found that the revised Policy has improved in scope, flexibility, transparency and fairness. It allows for greater collaboration between units and increased education of all the parties as to their rights and responsibilities. We are more focused on problem solving. However, the procedures, while more streamlined on paper, still require some modifications in practice to be more flexible and most effective in fulfilling the goals of the Policy; that is, in preventing and resolving concerns of discrimination and harassment in a fair and impartial manner. As we met with parties, we quickly realized that there was a gap between the consultation stage and the formal written complaint stage where opportunities existed to resolve concerns using a variety of mediation or fact-finding approaches, but without a formal investigation or determination of whether or not discrimination or harassment had occurred. Equity Advisors (along with Administrative Heads of Units and parties to the concerns) saw the benefit to all parties to be able to resolve concerns in a manner that was more flexible and less adversarial than that laid out in the new procedures, but also one to which procedural fairness and due process was adhered. There existed options for Equity Advisors to apply their own experience and knowledge to determine the best path to address the concern and to consensually effect a resolution.

At the discretion of the Equity Office and AVP Equity, and with the consent of all parties, a facilitated resolution process was developing as a place from which to work more proactively and with less formality to resolve a concern. This stage was ideal for concerns which required action on the part of an Equity Advisor to resolve the concern, but did not need the more investigative and potentially adversarial approach of a written complaint. The phase which began to emerge is a consent-driven process, one that we engaged in when parties gave us permission to try and resolve the concern before, or instead of, engaging in the more formalized process. At this stage, there were no formal findings of fact or full investigation. However, there was far more active involvement on the part of an Equity Advisor than at the consultation stage.

There are situations in which a facilitated resolution process may not be helpful, however. For example, in circumstances where there exists a long standing and complex situation with many people involved; when a determination of whether or not discrimination or harassment happened is required; or when facilitated attempts to resolve the concern have not worked; then the next stage, the written complaint, should be attempted. In some cases, a facilitated resolution process will not require a respondent's participation. However, a respondent must not face adverse consequences without their participation. If the parties do not consent to a facilitated resolution process, the written complaint option, as it currently exists in the procedures, is another avenue that may be open.

We have identified a need for revisions to the procedures to incorporate this important facilitated resolution process in which much of the resolution work this year has been focused. We are moving forward to address the need for revisions. As a first step, we will consult with the Provost's Advisory Committee on Equity and Diversity to discuss proposed revisions to the procedures.

RESOURCES: EQUITY AND RELATED POLICIES AND STATEMENTS

[Employment Equity Policy # 2 \(PDF\)](#)

[Discrimination & Harassment Policy # 3 \(PDF\)](#)

[Response to At-Risk Behaviour Policy # 14 \(PDF\)](#)

[Advertising of Position Vacancies Policy # 20 \(PDF\)](#)

[Religious Holidays Policy # 65 \(PDF\)](#)

[Accommodation of Students with Disabilities Policy # 73 \(PDF\)](#)

[UBC Statement on Respectful Environment for Students, Faculty and Staff](#)

[Student Code of Conduct](#) (includes academic and non-academic misconduct)

[Duty To Accommodate](#)³

³ The Duty to Accommodate is a legal obligation to meaningfully incorporate diversity into the workforce by identifying and removing barriers and eliminating or changing policies and practices, rules and behaviours that adversely impact people based on a prohibited ground of discrimination. The employer must provide accommodation, or provide alternate arrangements to eliminate the discriminatory barrier, unless it would be an undue hardship on the employer to do so, based on factors such as health, safety or cost. The duty to accommodate is a responsibility shared by the employee, employer and union or professional association. Although usually referenced in regard to disability, the duty to accommodate applies to all human rights related prohibited grounds of discrimination. Service providers have a similar duty to accommodate. For more information on the duty to accommodate, see *Creating a Respectful and Inclusive Workforce for Employers with Disabilities* by following the link above.



a place of mind

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THE EQUITY OFFICE AT THE UNIVERSITY OF BRITISH COLUMBIA

The Equity Office envisions a community in which human rights are respected and equity is embedded in all areas of academic, work and campus life. Through its leadership, vision and collaborative action, the Equity Office will further UBC's commitment to excellence, equity and mutual respect.

DISCRIMINATION AND HARASSMENT REPORT 2010

POLICY OVERVIEW

The fundamental objectives of UBC's *Policy on Discrimination and Harassment* (Policy 3) are to prevent discrimination and harassment on grounds protected by the BC *Human Rights Code* and to provide procedures for handling complaints and remedying concerns when allegations of human rights based discrimination and harassment arise. The Policy covers all members of the university community (students, staff and faculty) in areas pertaining to University work, studies, service provision or participation in campus life. The 13 grounds of prohibited discrimination are:

- Age (19 and older)
- Ancestry
- Colour
- Family status
- Marital status
- Physical or mental disability
- Place of origin
- Political belief (in the context of employment only)
- Race
- Religion
- Sex (which includes sexual harassment, pregnancy and gender identity/expression)
- Sexual orientation
- Unrelated criminal conviction (in the context of employment only)

The Policy identifies a primary role for Administrative Heads of Units in creating and maintaining an environment free from discrimination and harassment and, as such, they have the authority and responsibility to address such concerns. The responsibility to manage complaints of discrimination and harassment is shared by UBC's Equity Office at UBC Vancouver and UBC Okanagan. Often Administrative Heads of Units work in conjunction with our offices to address and remedy concerns. The following data pertains only to concerns brought to the attention of the Equity Office. Concerns brought directly to an Administrative Head of Unit or managed elsewhere in the University without assistance from the Equity Office are not reflected in this annual report.

For more information about our offices, staffing, educational initiatives and the Policy itself, please see our websites at www.equity.ubc.ca and <http://web.ubc.ca/okanagan/equity>.

COMPLAINTS RECEIVED IN 2009

In 2010, 87 concerns were brought to the Equity Office, Vancouver campus. Of these, 60 involved a human rights related allegation and 27 involved an allegation in which no human rights based element was cited. These figures are consistent with 2009 numbers¹.

In 2010, 18 concerns were brought to the Equity Office on the Okanagan campus. Of these, 15 involved a human rights related allegation and 3 involved an allegation in which no human rights based element was cited. This total figure is lower than 2009 numbers.

TABLE 1: TOTAL CONCERNS BROUGHT TO THE EQUITY OFFICE

	VANCOUVER	OKANAGAN
Non Human Rights Related	27	3
Human Rights Related	60	15
TOTAL	87	18

Non human rights related concerns are those that do not involve any prohibited grounds of discrimination or harassment, as defined by law. Instead the concerns may involve interpersonal conflict, bullying or personal harassment, service-related complaints, perceived violations of employment contracts, cyber-related conduct (cyber-bullying, unwanted emails etc) and concerns in which an Equity Advisor has not been given enough information about the specific nature of a concern to assess whether or not it could be human rights related. These concerns may involve allegations of abuse of power, unethical behaviour, concerns about administrative or educational fairness, interpersonal disputes, disruptive behaviour or issues of campus and personal safety. Tables 2A and 2B outline the type of non human rights related concerns brought to both Equity Offices in 2010 and the context in which these concerns arose. As with previous years, allegations of bullying/personal harassment and interpersonal conflict made up the majority of the non human rights based concerns on both campuses.

WHAT IS THE UBC RESPECTFUL ENVIRONMENT STATEMENT?

In July 2008, the UBC Executive approved the *UBC Statement on Respectful Environment for Students, Staff and Faculty*. This document offers insight into what a respectful environment for working, living and learning at UBC should – and should not – look like. It offers a description of appropriate conduct, of inappropriate conduct (namely, personal harassment) and mechanisms for addressing respectful environment concerns at UBC. Specifically, it identifies those who exercise supervisory responsibility or leadership roles on campus as having the primary responsibility for remedying these concerns. Each Vice President, in cooperation with Human Resources, is responsible for ensuring that those in supervisory or leadership roles have the training and skill development to serve in this capacity.

In the Equity Office, we are starting to see that the number of personal harassment concerns brought to our office are decreasing as more people become aware of the *UBC Statement on Respectful Environment for Students, Staff and Faculty*. To learn more about UBC's commitment to a Respectful Environment for all its community members, please see http://www.hr.ubc.ca/respectful-environment/files/2010/09/UBC_Respectful_Environment_Statement.pdf and http://www.hr.ubc.ca/respectful_enviro/index.html.

TABLE 2A: DESCRIPTION OF TYPE AND CONTEXT OF NON HUMAN RIGHTS RELATED CONCERNS – VANCOUVER (N=27)

VANCOUVER	Academics	Employment	Residence	Club	UBC Service	Non-UBC	TOTAL
Interpersonal Conflict	7	6		1			14
Bullying/Personal Harassment	2	4		1			7
Service Related Concern	5						5
Terms & Conditions of Employment		1					1
Cyber-Related Conduct							0
Not Specified							0
TOTAL	14	11	0	2	0	0	27

TABLE 2B: DESCRIPTION OF TYPE AND CONTEXT OF NON HUMAN RIGHTS RELATED CONCERNS – OKANAGAN (N=3)

OKANAGAN	Academics	Employment	Residence	Club	UBC Service	Non-UBC	TOTAL
Interpersonal Conflict			1				1
Bullying/Personal Harassment							0
Service Related Concern					1		1
Terms & Conditions of Employment							0
Cyber-Related Conduct							0
Not Specified		1					1
TOTAL	0	1	1	0	0	1	3

As non human rights related concerns do not fall under the mandate of the *Policy on Discrimination and Harassment*, we do not see these concerns through to resolution. However, we do try to provide the parties who have approached the Equity Office with information and guidance to help them find resolution to their concern through referrals to other departments or non-university agencies and/or information about other university policies. We may also work with other university departments to create plans or offer tips on safety-related issues. The most common non human rights related concerns that come to our offices involve university policies such as Student Non-Academic Misconduct, union or employee association grievances and the UBC Statement on Respectful Environment for Students, Faculty and Staff.

¹ For 2009 and earlier data for both campuses, please see the Reports section on our website, www.equity.ubc.ca.

Table 3 provides a broad look at the human rights related concerns that were brought to the Equity Office in 2010. On both campuses, human rights related concerns are approached in one of three ways; as a consultation from a third party (someone not directly involved as a party to the concern); as a consultation from a person directly involved in the concern (direct consultation); and as a case from parties directly involved or from Administrative Heads of Units where permission to proceed with an informal or formal case management process has been granted. Of course, sometimes a concern which started as a consultation turns into a case, or vice versa. The data in this report reflects not in which stream (consultation or case) a concern started, but where it concluded.

TABLE 3: HUMAN RIGHTS RELATED CONCERNS BY FILE TYPE

TYPE OF FILE	VANCOUVER (N=60)	OKANAGAN (N=15)
Third Party Consultation	11	6
Direct Consultation	38	9
Case	11	0
TOTAL	60	15

DIRECT CONSULTATION? WHAT'S THE BENEFIT TO ME? A COMPLAINANT'S PERSPECTIVE

Although both complainants and respondents are welcome to consult with an Equity Advisor, in the direct consultation stage, it is usually the complainant who approaches our office. A direct consultation for a complainant (or respondent) can be beneficial for many reasons. It can:

- Give you a place to talk in private about what you're experiencing
- Help you explore a range of options to address your concern. This may include self-advocacy tips, advice on other university policies and procedures, options outside of the university and referrals to community and campus resources for additional safety and support
- Help you understand if your concern is a human rights issue
- Help you learn about UBC's *Policy on Discrimination and Harassment* and its complaint resolution procedures before you decide whether or not you wish to make an official complaint
- Let you know how much time you have to bring forward your concern, especially if you are not yet ready to proceed

All members of the university community are free to consult with an Equity Advisor at any time. Call 604-822-6353 (Vancouver) or 250.807.9291 (Okanagan) to set up an appointment.

The ability to consult before, or sometimes instead of, initiating the complaint procedures in the *Policy on Discrimination and Harassment* is an important part of the work of Equity Advisors on both campuses. People may consult with us for a variety of reasons. Third party consultations or direct consultations may involve allegations which are premature in nature or are outside the jurisdiction of the Policy because they involve non-UBC parties, contexts or are outside the twelve month time limit for making a complaint. They may also involve concerns which would otherwise fall under the Policy but for which the complainant has not given us *permission to proceed*² with case management procedures. Consultations may involve people who are looking for advice or assistance in managing a concern on their own or in advocating for someone else. People who are directly impacted by discrimination and harassment may also want to get a better sense of what to expect in a case management process before they make the decision to pursue that path or not.

Consultations can also be preventative in scope. For example, these may include issues in which someone would likely face a barrier to service or a harassing situation in the future, were a timely accommodation not made or other preventative steps not taken. Assistance in getting the required accommodation or in removing or overcoming this barrier before a denial of access or harassing comment or conduct has been made may result from the consultation.

Lastly, Administrative Heads of Units (or others in a supervisory capacity) often call the Equity Office for advice on how to address a situation in their unit. When no direct intervention is required from our office, as the Administrative Head of Unit is prepared to handle the concern directly, this is also counted as a third party consultation. Although a direct or third party consultation does not proceed through the case management procedures provided for in the policy, assistance given at this stage may range from a single meeting up to months of time and effort on the part of the Equity Office. We welcome consultations from all members of the UBC community.

CONSULTATION: WHAT'S THE BENEFIT TO ME? AN ADMINISTRATIVE HEAD'S PERSPECTIVE

Equity Advisors are available to consult with Administrative Heads, and others acting in a supervisory capacity, at any stage of a complaint. We can offer advice on preventative approaches; how to address a concern expeditiously to prevent escalation of issues; how to ensure fair process for all parties during a complaint resolution process; tips for working with complainants and respondents; options for remedial resolution and so on. What's the benefit to consultation? Equity Advisors can work with Heads in a consultative capacity to:

- Co-manage a concern
- Help guide the complaint resolution process
- Facilitate or prepare for meetings with parties to a concern
- Avoid pitfalls and common mistakes
- Help find creative resolution options at the informal stage
- Ensure the process moves in a fair and timely manner
- Be a sounding board on which to bounce your ideas
- Further your knowledge of the University's and Heads' obligations under UBC's *Policy on Discrimination and Harassment*

Those who are concerned that they may have transgressed the Policy are welcome to consult with an Equity Advisor. However, it tends to mainly be Administrative Heads, potential complainants, those acting on another person's behalf and persons for whom the policy holds no jurisdiction (i.e. non-UBC community members or non-UBC contexts) that consult with the Equity Office most often. Tables 9A, 9B and 10 provide a more detailed profile of who approached the Equity Office in 2010.

UBC's *Policy on Discrimination and Harassment* applies in most areas of university life. Exceptions to this include incidents which involve someone who is not a member of the university community (i.e. someone who is not a UBC student, staff or faculty member) or where the allegations occurred outside of the university context. Tables 4A and 4B outline the employment, housing or service-related context of the human rights based concerns brought to the Equity Office in 2010. These allegations arose in academic, employment, residence, athletics/recreation/club, UBC service or non-UBC environments. Again, academics and employment are the contexts in which most allegations arise. This is consistent with data from previous years.

TABLE 4A: CONTEXT OF HUMAN RIGHTS RELATED CONCERNS – VANCOUVER

VANCOUVER	3rd Party	Direct Consults	Cases	TOTAL
Academics	9	17	6	32
Employment	2	17	4	23
Residence			1	1
Ath/Rec/Club		1		1
UBC Service				0
Non-UBC		3		3
TOTAL	11	38	11	60

TABLE 4B: CONTEXT OF HUMAN RIGHTS RELATED CONCERNS – OKANAGAN

OKANAGAN	3rd Party	Direct Consults	Cases	TOTAL
Academics	3	4		7
Employment	1	3		4
Residence				0
Ath/Rec/Club				0
UBC Service	1			1
Non-UBC	1	2		3
TOTAL	6	9	0	15

When a complaint becomes a case in the Equity Office, the informal or formal process is initiated and both complainants and respondents are engaged in the process. Equity Advisors play a neutral role; that is they do not advocate for either party. All parties to a concern are given the opportunity to share their concerns and to respond to the allegations raised by the other party.

There are 13 grounds of prohibited discrimination in the BC *Human Rights Code* and, consequently, in UBC's *Policy on Discrimination and Harassment*. Concerns brought to the Equity Office must engage one or more of these grounds to be considered human rights related.

TABLE 5: GROUNDS OF PROHIBITED DISCRIMINATION: ALLEGED

VANCOUVER	VANCOUVER (N=60)	OKANAGAN (N=15)
Age		
Ancestry	2	1
Colour	1	1
Family Status	5	1
Marital Status	1	
Physical or Mental Disability	18	3
Place of Origin	4	2
Political Belief		
Race	10	
Religion	5	1
Sex/Gender	34	7
Sexual Orientation	7	3
Unrelated Criminal Conviction		
TOTAL	87	19

Table 5 displays the grounds of prohibited discrimination alleged in the human rights based consultations and cases brought to the Equity Office in 2010. The total number of grounds is greater than the total number of human rights based concerns because some of these concerns allege a single ground, while others include multiple or intersectional grounds within a single concern.

As with previous years, concerns which include a sex/gender allegation are most frequently reported to the Equity Office on both campuses. This is followed by concerns related to physical or mental disability and race on the Vancouver campus and physical or mental disability and sexual orientation at UBC Okanagan.

2 Why do we need permission to proceed with a case? The UBC *Policy on Discrimination and Harassment*, like the BC *Human Rights Code*, is a complaint-driven process. Unless the concern is of such a serious nature that it poses a substantial threat to an individual, group or to the University (for example, serious allegations involving sexual or physical violence, or threats thereof), the Equity Office will not proceed with a case without permission from the complainant to do so. This allows persons who have concerns about harassment to approach the Equity Office in confidence to discuss their concern and explore available options before they decide whether or not they wish to initiate procedures under Policy 3. In this Policy, Administrative Heads of Unit have a responsibility to maintain a discrimination and harassment-free environment and can work to address concerns in their departments, even in the absence of a specific complaint. Thus permission to proceed is not required by Administrative Heads of Unit in the same manner as it is by Equity Advisors.

DISCRIMINATION AND HARASSMENT: WHAT MIGHT THESE CONCERNS LOOK LIKE?

For reasons of confidentiality, we cannot discuss details of actual concerns brought to the Equity Office. The examples below offer a summary illustration of the types of circumstances that may bring someone to our office and the approach we could take to reach resolution.

Dr. A, a research associate, approaches the Equity Office with a concern about how he is treated in his department. He says that he gets all the "difficult" studies to run in the lab, including those which require a significant amount of time outside of normal working hours. Other people who work in the lab are not asked to do the experiments which require overnight or round the clock observation. Dr A is not compensated for the additional hours worked, which have been extraordinary. When he tried to address this with his supervisor, the supervisor responded that "I hired you because you people are hard workers and don't complain. I prefer to hire people from your home country because you're happy to have a job and will do whatever I ask. If you don't want to work for me, I can find someone else who will." The Equity Advisor met with the complainant and respondent to hear all sides of the concern. The respondent acknowledged differential assignment of duties across the staff and acknowledged making the above statements, but said that they were meant to be encouraging, not disparaging. The Equity Advisor discussed how this concern was in violation of the UBC *Policy on Discrimination and Harassment* on the grounds of place of origin and race. Remedial options were explored. In addition, the Equity Advisor liaised with Human Resources who addressed employment standards issues and compensation.

An Administrative Head of Unit from a small unit called to consult with an Equity Advisor about the University's duty to accommodate a faculty member with a disability. The faculty member has disclosed that she has diabetes and is losing her sight. The department wants to be able to help her, but is concerned about the cost of accommodations. The nature of the accommodations sought includes restructured job duties and adaptive computer software and hardware. The Equity Advisor discusses the duty to accommodate to the point of undue hardship and the role of the employee, employer and faculty association in the process of accommodation. The Equity Advisor also refers the Administrative Head of Unit to the Equipment Accommodation Fund for Employees with Disabilities.

Two students approach the Equity Office with a concern about the way they are treated by a teaching assistant. They report that the TA "yells and screams" at a handful of the students in tutorial, makes disparaging comments about the quality of their work in front of others and mocks them when they get an answer wrong. The two students also allege that the TA makes repeated disparaging comments about women's role in their traditionally male dominated field of study. The Equity Advisor discusses their concerns in depth and learns that they are the only two women in the tutorial. Comments about women's suitability in the field tend to be voiced when these women speak up in tutorial. The Equity Advisor works with the Administrative Head of Unit to address the concern. The students are moved to another tutorial section, at their request, and the department head mandates coaching and reassigned duties for the TA. The students are also informed of the UBC *Respectful Environments Statement* and referred to the UBC Ombuds Office (Vancouver) and Counselling Services for assistance.

As explained above, human rights related allegations cited in direct consultations do not engage the Equity Office's case management procedures. Table 6 shows the reasons why a direct consultation did not proceed to a case in 2010. With the smaller number of direct consults at UBC Okanagan, there is a danger of over-interpreting the significance of the data. However, with most of these direct consultations at UBC Vancouver's Equity Office, they did not proceed to a case because the UBC *Policy on Discrimination and Harassment* did not apply to the situation. These may have been concerns where the complaint was premature; where one or more of the parties were not members of the University community; where the alleged discriminatory conduct happened outside of the UBC context; or where the allegation brought to the Equity Office was past the time limits for making a complaint. The time limit established in the Policy is twelve months from the incident or last incident in a series of incidents. This is a departure from the BC *Human Rights Code* which has a six month time limit. However, in the University setting where many courses are eight months in duration and students may not feel safe or comfortable bringing forward a concern until the course has finished and grades have been submitted, the twelve month time limit for the UBC Policy is prudent.

In 26% of the concerns at UBC Vancouver, the complainant did not give us permission to proceed with a case. Like the BC *Human Rights Code*, UBC's Policy is complaint-driven. Unless the allegations of discrimination or harassment are very serious in nature – for example, ones with potential consequences that threaten the safety or lives of individuals, units or the University – the complainant has the right to withhold consent to proceed with an allegation through case management procedures. This provision is in place to allow members of the University community to consult with the Equity Office before they make an informed decision to proceed, or not, with a case under the Policy. (see footnote 2, "why do we need permission to proceed with a complaint?"). Complaints also did not proceed to a case in 21% of the direct consults because the concern was being managed in a different process.

TABLE 6: DIRECT CONSULTATIONS NOT PROCEEDING TO CASES

DIRECT CONSULT NOT PROCEEDING	VANCOUVER (N=38)	OKANAGAN (N=9)
Non UBC context/party/timeline	14	3
Complainant does not wish to proceed	10	1
Premature/Preventative	6	2
Proceeding in a different process	8	3
TOTAL	38	9

Table 7A offers a description of the interpersonal behaviours that were alleged in the 42 of 60 human rights related direct consultations and cases (excluding third party consultations) at UBC Vancouver's Equity Office and 14 of 15 human rights related direct consultations at UBC Okanagan. Some of these concerns involved a single type of behaviour, where others involved two or more behaviours, and thus the total number of behaviours exceeds the number of human rights related files included on this chart. Consistent with data from previous years, unwelcome verbal behaviour (insults, slurs, inappropriate jokes or innuendo) was cited most often on both campuses. Allegations of biased employment decisions and unwelcome written or visual behaviour (email, graffiti, videos, letters etc) were also often cited.

TABLE 7A: BEHAVIOURAL DESCRIPTIONS OF HUMAN RIGHTS CONCERNS – INTERPERSONAL

TYPE OF INTERPERSONAL BEHAVIOUR ALLEGED	NUMBER OF CONCERNS IN WHICH BEHAVIOUR WAS CITED VANCOUVER (N=42)	OKANAGAN (N=14)
Unwelcome Verbal Behaviour	24	5
Unwelcome written or Visual Behaviour	9	5
Unwelcome Physical Attention	6	2
Stalking	2	
Threats	1	1
Assault		1
Retaliation	2	
Biased Academic Decisions	7	
Biased Employment Decisions	11	1
Exclusion or Denial of Access	4	3
Fear of Future Behaviour	2	1
TOTAL	68	19

TABLE 7B: BEHAVIOURAL DESCRIPTIONS OF HUMAN RIGHTS CONCERNS – SYSTEMIC

TYPE OF SYSTEMIC BEHAVIOUR ALLEGED	NUMBER OF CONCERNS IN WHICH BEHAVIOUR WAS CITED VANCOUVER (N=18)	OKANAGAN (N=1)
Policies and Practices	7	
Curriculum		
Environment	11	1
TOTAL	18	1

At UBC Vancouver's Equity Office, 18 of the 60 human rights related direct consultations and cases involved alleged systemic barriers. There was one such concern at UBC Okanagan. Table 7B shows the behavioural descriptions of these concerns. Environmental barriers were most often cited, followed by systemic concerns with UBC or departmental policies and practices on the Vancouver campus.

WHAT'S A SYSTEMIC BARRIER?

Again, for reasons of confidentiality, we cannot discuss details of actual concerns brought to the Equity Office. However, for illustrative purposes, we offer these examples of types of systemic barriers.

POLICIES AND PRACTICES – Concerns about ways of doing things that intentionally or unintentionally create a barrier for people on one of more grounds of prohibited discrimination. For example, using forced choice (male/female) gender options on forms that do not allow for non-binary gender options is a systemic barrier to gender variant people in policies and practices. Asking for "mother's and father's names" on enrolment or financial aid documents would also be a systemic barrier as it denies the reality of same sex headed families and single parent headed families.

CURRICULUM – Concerns about barriers to/in pedagogy, course content, course work, courses of study. An omission, misrepresentation or suppression of avenues of scholarly inquiry that are related to human rights related grounds. For example, a concern that the approach to teaching the history of a country excludes the contributions of immigrants and indigenous persons could be a concern of systemic discrimination in curriculum.

ENVIRONMENT – Concerns about aspects of the built, social or psychological environment, including physical, communication or attitudinal barriers. For example, holding a lecture in a room that is not wheelchair accessible or having an accessible washroom with a doorway that is not wide enough for most wheelchairs would be environmental barriers.

Tables 8A and 8B outline the gender and position of complainants and respondents in non human rights based consultations (n=27 Vancouver; n=2 Okanagan), human rights related direct consultations (n=38 Vancouver; n=9 Okanagan) and human rights cases (n=11 Vancouver; n=0 Okanagan). When a person was acting in a supervisory role vis a vis the other party to a concern, that person was counted in the administrative ("admin") category. People who are administrators in the UBC context, but were not acting in a supervisory capacity within the concern would be counted as staff or faculty, as applicable.

In 2010, more women at UBC Vancouver brought forward concerns as complainants than any other group, where men and unknown respondents were cited as respondents most often. On the Okanagan campus, women and men came in about equal numbers as complainants, though men made up more of the respondents.

The highest proportion of complaints at UBC Vancouver was made by students (49%), although students make up a much higher proportion of the UBC Vancouver community. Staff were complainants in 26% of the concerns and faculty were complainants in 17% of the concerns. Among respondents, 51% were in the "other" category, which encompasses unknown and non-UBC respondents, those for whom the complainant in a consultation did not know or did not specify the respondent's position and systemic concerns that did not have a named individual as a respondent.

At UBC Okanagan, in order of frequency, the respondents were "other" (non UBC, unknown or not specified, as above), faculty, students and administration.

**TABLE 8A: DEMOGRAPHIC PROFILE OF VISITORS TO THE EQUITY OFFICE:
DIRECT CONTACT WITH PARTIES TO A CONCERN – VANCOUVER**

(11 cases, 38 direct consults and 27 non human rights direct consults)

COMPLAINANT PROFILE (N=76)

GENDER:

	Male	Female	Gender Variant	Group	Unknown	Department	TOTAL
Case	3	7	1				11
Direct Consult	12	25	1				38
Non Human Rights Consult	10	14			3		27
TOTAL	25	46	2	0	3	0	76

COMPLAINANT PROFILE (N=76)

POSITION :

	Student	Staff	Faculty	Admin	Other	TOTAL
Case	5	3	2	1		11
Direct Consult	20	12	5		1	38
Non Human Rights Consult	12	5	6	1	3	27
TOTAL	37	20	13	2	4	76

RESPONDENT PROFILE (N=76)

GENDER:

	Male	Female	Gender Variant	Group	Unknown	Department	TOTAL
Case	7	1				3	11
Direct Consult	13	9		1	9	6	38
Non Human Rights Consult	6	4		2	14	1	27
TOTAL	26	14	0	3	23	10	76

RESPONDENT PROFILE (N=76)

POSITION:

	Student	Staff	Faculty	Admin	Other	TOTAL
Case	2	1	3	1	4	11
Direct Consult	6	5	7	1	19	38
Non Human Rights Consult	2	1	4	4	16	27
TOTAL	10	7	14	6	39	76

**TABLE 8B: DEMOGRAPHIC PROFILE OF VISITORS TO THE EQUITY OFFICE: DIRECT CONTACT WITH
PARTIES TO A CONCERN – OKANAGAN**

(0 cases, 9 direct consults and 2 non human rights direct consults)

COMPLAINANT PROFILE (N=11)

GENDER:

	Male	Female	Gender Variant	Group	Unknown	Department	TOTAL
Case							0
Direct Consult	3	5		1			9
Non Human Rights Consult	1			1			2
TOTAL	4	5	0	2	0	0	11

COMPLAINANT PROFILE (N=11)

POSITION :

	Student	Staff	Faculty	Admin	Other	TOTAL
Case						0
Direct Consult	5	2	2			9
Non Human Rights Consult	1		1			2
TOTAL	6	2	3	0	0	11

RESPONDENT PROFILE (N=11)

GENDER:

	Male	Female	Gender Variant	Group	Unknown	Department	TOTAL
Case							0
Direct Consult	4	2			2	1	9
Non Human Rights Consult	1			1			2
TOTAL	5	2	0	1	2	1	11

RESPONDENT PROFILE (N=11)

POSITION:

	Student	Staff	Faculty	Admin	Other	TOTAL
Case						0
Direct Consult	1		3	2	3	9
Non Human Rights Consult	1				1	2
TOTAL	2	0	3	2	4	11

Table 9 illustrates the profile of people who approached the Equity Office with third party consultations and the purpose of their contact. As the data shows, most people who approached the Equity Office in a third party capacity were faculty members or people acting in an administrative capacity (vis a vis one or more of the parties to a concern). These are often Administrative Heads of Units who have been made aware of a concern in their unit and are looking for advice about how to respond to the situation, but do not disclose much of the detail of the concern itself. Equity Advisors are available to provide timely case management assistance to Administrative Heads, as previously discussed. Concerns from third parties are also often preventative in nature. That is, administrators, staff and faculty members may be looking to address concerns in their department which are premature before they escalate into discrimination or harassment. This category includes provision of advice on the department's duty to accommodate its students, staff and faculty on human rights grounds.

WHAT IS THE DUTY TO ACCOMMODATE?

The Duty to Accommodate is a legal obligation to meaningfully incorporate diversity into the workforce. Employers are expected to identify and remove barriers and eliminate or change policies and practices, rules and behaviours that adversely impact people based on a prohibited ground of discrimination. If the discriminatory barrier cannot be eliminated, the employer must provide accommodation, or provide alternate arrangements to eliminate the effect of the discriminatory barrier, unless it would be an undue hardship on the employer to do so based on factors such as health, safety or cost. The duty to accommodate is a responsibility shared by the employee, employer and union or professional association. Although usually referenced in regard to disability, the duty to accommodate applies to all human rights related prohibited grounds of discrimination. Service providers have a similar duty to accommodate. For more information on the duty to accommodate, see *Creating a Respectful and Inclusive Workplace for Employers with Disabilities* at http://equity.ubc.ca/files/2010/06/creating_a_respectful_and_inclusive_workplace_for_employees_with_disabilities.pdf.

**TABLE 9: PROFILE OF VISITORS TO THE EQUITY OFFICE: THIRD PARTY CONSULTATIONS
(HUMAN RIGHTS AND NON HUMAN RIGHTS CONCERNS)**

CONTACT INITIATED BY:	VANCOUVER (N=11)	OKANAGAN (N=7)
Female	6	4
Male	5	3
Gender Variant		
Group		
Department		
TOTAL	11	7

CAPACITY:	VANCOUVER (N=11)	OKANAGAN (N=7)
Student		1
Staff	2	2
Faculty	5	1
Admin.	4	3
Other		
TOTAL	11	7

PURPOSE:	VANCOUVER (N=11)	OKANAGAN (N=7)
Preventative		2
Response to allegation/incident		4
Advocacy for self/other	10	1
Discussion/information only	1	
TOTAL	11	7

Although no concerns at UBC Okanagan proceeded to a case through the Equity Office this year, Table 10 outlines the outcome of the eleven cases that proceeded through the UBC Vancouver office. As previously noted, the majority of cases proceed in the informal process and this year was no exception. A number of the third party consultations may also have proceeded as cases under the *Policy on Discrimination and Harassment* but were handled by the Administrative Heads of Units so are not included in the data generated for this report.

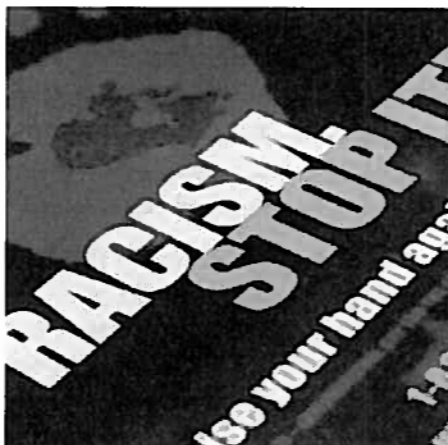
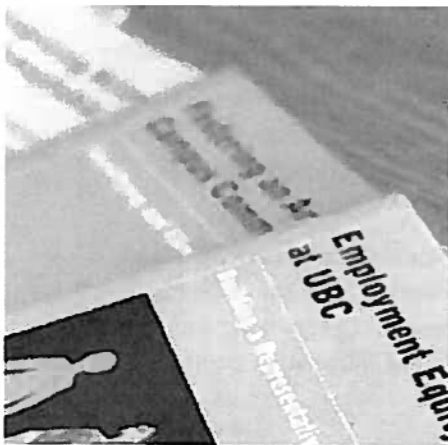
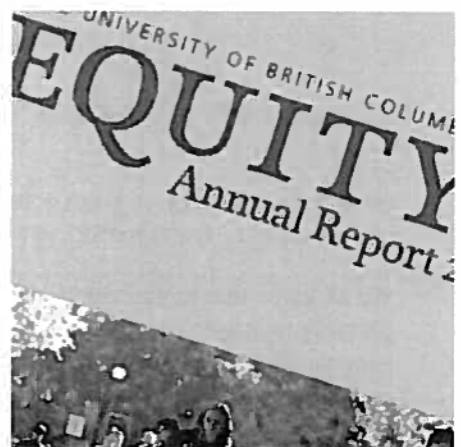
TABLE 10: OUTCOME OF CASES

	VANCOUVER (N=11)	OKANAGAN (N=0)
Informal Process: Resolved	8	
Informal Process: Abandoned by Complainant	1	
Informal Process: Ongoing	1	
Formal Process: Ongoing		
Formal Process: Resolved	1	
Action Taken Under Other University Policy		
TOTAL	11	0

An increase in consultations, rather than cases, is a common trend across both campuses. The complexity of the consultations has also increased proportionately. We are finding that more Administrative Heads are consulting with us when they first hear of a concern. This allows us to work to address and resolve a concern before it escalates into a more difficult situation. A remedial approach at this early stage has proven successful at repairing relationships between the parties (or unit) before parties become polarized. For years it has been the view of the Equity Office that the best way to address and resolve issues is early prevention, and when possible and applicable, an approach that finds local solutions to local concerns. ■

Frequently Asked Questions about Discrimination and Harassment

Guide for Faculty and Staff



EQUITY OFFICE AND HUMAN RIGHTS & EQUITY SERVICES
THE UNIVERSITY OF BRITISH COLUMBIA



Frequently Asked Questions about Discrimination and Harassment

GUIDE FOR FACULTY AND STAFF

This document provides practical guidelines to real questions that have been brought forward to the Equity Offices at the University of British Columbia. The answers include general suggestions on dealing with situations and potential discrimination that may occur in your work environment, but are not meant to serve or replace professional advice. If you have a question, please send it to the Equity Office/Human Rights & Equity Services to be addressed.

CLASSROOM INTERACTIONS

Q: WHAT SHOULD I DO IF STUDENTS IN MY CLASS MAKE EXPLICIT RACIST OR SEXIST [ABLEIST; HETEROSEXIST] COMMENTS?

We all know that explicit racist, sexist or discriminatory remarks can be offensive and cause harm if not properly managed in a class environment. The challenge is choosing an approach that is appropriate given the context of the situation. In most cases, an explicit racist remark should not be ignored or minimized; it sends the message that such behaviour is condoned and accepted in your classroom and at UBC.

There are numerous ways to use the situation as a learning opportunity, even if it might not be directly related to the course content. As future employees, students will be working with many diverse populations – people of different ages, abilities, ethnicities, and sexual orientations. Students would benefit from mentorship to examine their behaviours and beliefs that may perpetuate stereotypes and even discrimination.

- Help constructive thoughts and arguments to be developed by students through their coursework, develop discussion guidelines at the beginning of the course or before this particular situation occurs. This can include “no personal criticizing,” or “argue positions and points respectfully.”
- Use a moment as a learning opportunity by helping students to think about the comments that were made and to avoid circumventing the issue. First, consider taking the issue off the student who has made the offensive comment. You could then moderate a general discussion to sort through the reasoning with comments such as “Some people believe this. Why might they have these views? Why might some people have different views on this issue?”
- When students use or refer to known stereotypes, encourage them to acknowledge the stereotype as such. This helps to distinguish between reinforcing the stereotype and attempting to overcome it. A simple, “I know this sounds stereotypical, but ...” often goes a long way.

- Invite other students to participate in conversation on a question you reframe based on the comments: “Do others think someone’s sexual orientation or gender is relevant to the topic?” You can even ask students to help clarify how their comments are relevant to the material being reviewed.
- Consider speaking to the student(s) individually about their comments and why the comments are not acceptable in a classroom, on campus, or generally. This could include referring to UBC’s Discrimination and Harassment Policy and explaining that the statement made could be considered discriminatory and why it is not appropriate. Consider exploring with the student where their idea comes from and whether they are interested in learning more about the issue.
- If you want to take time to think about how to respond and work with the class, acknowledge what has occurred and indicate that it is an important issue you want to readdress and will do so at the next class.

The above suggestions are not meant to take away from the legitimate exercise of academic freedom or freedom of thought, inquiry, or expression nor are they meant to suggest that the use of instructional techniques such as the use of irony, the use of conjecture and refutation, or the assignment of readings that advocate controversial positions should be avoided.

SUGGESTED RESOURCES:

Search “classroom strategies” for sessions offered by UBC Vancouver’s Centre for Teaching and Academic Growth (<http://www.tag.ubc.ca>) and UBC Okanagan’s Centre for Teaching and Learning (<http://web.ubc.ca/okanagan/ctl>).

On Diversity in Teaching and Learning; A Compendium, Faculty Teaching Excellence Program from University of Colorado at Boulder. Provides numerous practical teaching tips to foster and honour diversity in the classroom (<http://www.colorado.edu/ftfp/publications/diversity.html>).

Resources by the Intergroup Relations Center at Arizona State University to assist with classroom discussions: Dialogue Guidelines; Conflict De-escalation Strategies; Discussion Ground Rules; Diversity Glossary (<http://www.asu.edu/provost/intergroup/resources/media.html>).

Anti-Racist Teaching, by Olivia Petrie and Diane Naugler, p. 1, Volume 11, (1) (October 2001). Provides strategies to respond to tension and incidents of racism in class (<https://pi.library.yorku.ca/ojs/index.php/core/article/viewFile/2496/1701>).

Managing Hot Moments in the Classroom, by Lee Warren. Describes ways to use the moment as a teaching opportunity; includes suggestions to help students think about the situation and to assist them to do the work around the incident (<http://isites.harvard.edu/fs/html/icb.topic58474/hotmoments.html>).

Voices of Diversity/Equity Video Resource Kit: Transforming University Curriculum, p.4, Volume 14 (1) (October 2004). Questions to help guide discussion are provided on various equity topics (<https://pi.library.yorku.ca/ojs/index.php/core/article/viewFile/2434/1639>).

Q: WHAT SHOULD I DO IF STUDENTS IN MY CLASS MAKE SUBTLE RACIST OR SEXIST [ABLEIST; HETEROSEXIST] COMMENTS?

When comments, subtle or otherwise, are ignored or minimized, students learn that it is okay to make such innuendos. They also learn they are not protected from subtle discrimination.

As a faculty or staff member, you can help students to learn about their behaviours, beliefs, and consequences if these are not examined. To use the moment as a learning opportunity, you could help students think about their comments and avoid circumventing the issue as well. For example, when students use or refer to known stereotypes, encourage them to acknowledge the stereotype as such. This helps to distinguish between reinforcing the stereotype and attempting to overcome it. A simple, "I know this sounds stereotypical, but ..." often goes a long way. In responding to subtle comments, avoid personalizing or belittling the student.

- Consider taking the issue off the student who has made the offensive comment and moderate a general discussion about how subtle comments can affect others. If a 'harmless' gender or race based joke is told in class, ask others what they think of the joke and how it could affect the group it was directed at. Use questions such as "What do you think it might be like for women trying to break into this industry?" or "Should they have to break through or put up with barriers that others don't have to deal with?"
- You could also encourage students to be more mindful and respectful of different perspectives in class by pointing out that many traits that make us unique such as a disability, our sexual orientation, our religious affiliation and our cultural beliefs and values are often invisible to others.
- A challenge you face as faculty is addressing these subtle comments with sensitivity to the student who has made the remark. When considering how to respond, talking with an undergraduate student may involve a less direct interaction about the comment than when talking with a student in a graduate seminar. Regardless of the expectation you have for students' understanding based on their academic experience, remember not to put the student on the spot or to criticize the student in front of others.
- If you are uncertain how to address the subtle comment in a classroom setting, consider talking with the student(s) directly outside of the classroom, to provide support, guidance, and information on why their subtle comments are problematic as a student, global citizen, and future employee.

Review the first question and answer for more strategies and a list of resources.

Q: WHAT CAN I DO TO CREATE A MORE INCLUSIVE CLASSROOM ENVIRONMENT?

There are many ways faculty can help build a more inclusive classroom environment:

- Establish guidelines for discussion at the class outset to assist with classroom management and contentious discussions that may arise. This may include "no personal criticizing," or "argue positions and points respectfully."
- Review your curriculum and examples you provide for relevant inclusive representation. For example, incorporate experiences of non-dominant groups as well as dominant groups in visual media; include practices and viewpoints of a diversity of people; consider explaining popular culture examples or idioms, which may not be known by all groups of students.
- Be attentive to when you ask people to speak to topics or issues. Encourage people to speak about their own experiences and not as representatives of their racial, ethnic, cultural, or another identified group.

- Encourage all students to participate in discussions and dialogue. Look for ways of engaging those who are quiet without singling them out.
- Demonstrate respect for student's opinions and cultural values and require they do the same for others.

SUGGESTED RESOURCES:

Diversity & Inclusivity seminar offered through Teaching and Academic Growth (http://www.tag.ubc.ca/programs/series-detail.php?series_id=273#1057).

Creating an Inclusive Classroom – Provides links to articles about instructional strategies by post-secondary faculty (<http://www.ryerson.ca/lt/resources/inclusiveclass>).

Checklist for Engaged Pedagogy, by Teferi Adem, p.4, Volume 11 (1) (October 2001) – A pedagogical checklist to help encourage a more inclusive learning environment (<https://pi.library.yorku.ca/ojs/index.php/core/article/viewFile/2496/1701>).

Diversity and Complexity in the Classroom, by Barbara Gross Davis (1999) – Suggestions to improve the classroom learning environment including: General Strategies, Tactics for Overcoming Stereotypes and Biases, Course Content and Material, Class Discussion (<http://honolulu.hawaii.edu/intranet/committees/FacDevCom/guidebk/teachtip/diverse.htm>).

Getting Results – Module One: Creating a Community of Learners – Provides helpful information and tools on how to create an inclusive classroom to promote more effective learning (<http://www.league.org/gettingresults/web>).

FACULTY INTERACTIONS

Q: I'VE HEARD THAT A COLLEAGUE IS DATING A GRADUATE STUDENT. HAVE I ANY OBLIGATIONS REGARDING THIS?

As a colleague, you do not have any obligations, however you may want to provide some frank advice on this matter.

UBC does not have specific Policy that prohibits consensual intimate relationships nor does it necessarily discourage them. However, it is important for faculty to know if they choose this route they may be putting themselves at considerable risk because of the power differential between professors and graduate students.

DID YOU KNOW...

51% of concerns raised with the Equity Office in Vancouver during 2007 involved a sex or gender related component. 38% of complaints raised at the Okanagan campus during 2007 also involved a sex or gender related concern.

*Equity Office/Human Rights & Equity Services
Discrimination and Harassment Report 2007*

AN ABUSE OF POWER AND AUTHORITY

An abuse of power occurs when power is used to control others for purposes of self-gratification and self-interest without regard for others. An abuse of authority occurs when a person uses authority unreasonably to interfere with another's performance or threaten that individual's career or job.

*UBC Faculty of Medicine
Online definitions, Discrimination and Harassment*

The risk could include an allegation/claim of harassment based on sex due to misuse of power by a faculty member supervising directly or peripherally a graduate student with whom they are intimately involved. There are publicly known cases that started off as consensual relationships between a faculty member and graduate student that ended in legal claims of harassment based on sex.

The UBC Discrimination and Harassment Policy outlines potential risks associated with relationships where there is a

power differential, and we'd suggest your colleague review this material to become familiar with the possible outcome of their decision.

The University does require that any real, perceived or potential conflict of interest situation, such as a faculty-student intimate relationship, be disclosed and properly managed under UBC's Conflict of Interest Policy. Proper disclosure and management of these situations helps protect the integrity of all parties concerned and helps to keep everyone safe and ethically sound.

While there are rules about holding information disclosed under the Conflict of Interest Policy in confidence, you may want to outline your concern to a Department Head if you think proper procedure has not been followed. Administrative Head's of Unit, or their designates, are typically involved in devising plans to manage the conflict and ensure proper disclosure.

For more information, please refer to: UBC's Conflict of Interest Policy (<http://www.universitycounsel.ubc.ca/policies/policy97.pdf>) and UBC's Discrimination and Harassment Policy (<http://www.universitycounsel.ubc.ca/policies/policy3.pdf>).

Q: ONE OF THE GRADUATE STUDENTS AND I WANT TO DATE. WE UNDERSTAND THE RISKS. WHO DO I INFORM? IS THERE A DOCUMENT THAT SHOULD BE SIGNED?

We're glad you've considered the risks and are prepared to comply with necessary procedures. Doing so protects the integrity of all parties and helps keep everyone safe and ethically sound. We would like to point out an often unknown, or sometimes neglected, section in UBC's Policy on Discrimination and Harassment. Section 4.7.2 reads:

UBC Graduate Handbook of Supervision outlines the supervisor-graduate student relationship including Potential Challenges, Problem Resolution, and Ending the Relationship: <http://www.grad.ubc.ca/students/supervision>

When power differentials exist amongst or between faculty, staff, and students, those holding positions of authority shall not abuse, nor seem to abuse, the power with which they are entrusted.... Anyone who enters into a sexual relationship with a person where a professional power differential exists must realize that, if a charge of sexual harassment is subsequently lodged, it will be extremely difficult to defend the conduct on grounds of mutual consent.

Having brought this to your attention, we turn to the proper management of these situations. Assuming the relationship does proceed, you will be required to excuse yourself from any type of evaluation or supervision responsibilities that you would normally carry in relation to your new partner. Sections 4.1.1 and 4.1.5 of UBC's Conflict of Interest Policy read:

Where a Member's responsibility to instruct and evaluate students in a fair, unbiased and effective manner is or appears to be impeded or compromised. The inherent power imbalance that exists between a Member and a student must not be used for personal benefit. A Conflict of Interest exists where a Member receives a personal benefit when dealing with students.

Where a Member is in a position to influence human resource decisions (such as recruitment, offer of employment, evaluation or performance, promotion, granting of tenure, or termination of employment) or admission decisions with respect to a person with whom the Member has a personal relationship that might reasonably be construed as a Conflict of Interest.

"Personal Benefit" is further defined under the Conflict of Interest section on University Counsel's website to say: "Examples of a "Personal Benefit" could include, but are not limited to: a. being in a personal relationship with a student;..."

In most cases, your Administrative Head of Unit (AHU), or their designate, would be involved in managing the situation to ensure conflicts are avoided. This typically includes reassignment of duties and ensuring proper disclosure procedures are followed. If your AHU is not directly involved, you should still disclose the steps taken to avoid a conflict from arising to them. This information would be held in confidence. An Equity Advisor can provide a consultation on a situation of this nature and you should discuss the matter with your AHU.

FOR MORE INFORMATION:

UBC's Discrimination and Harassment Policy, Section 4 (<http://www.universitycounsel.ubc.ca/policies/policy3.pdf>).

UBC's Conflict of Interest Policy (<http://www.universitycounsel.ubc.ca/policies/policy97.pdf>).

Please review the question and answer directly preceding this one for more information on this topic.

WORKPLACE INTERACTIONS

Q: WHAT ARE THE PRIVACY/CONFIDENTIALITY RIGHTS OF A STAFF MEMBER RETURNING TO WORK WITH AN ACCOMMODATED WORK ENVIRONMENT? HOW DO I ADDRESS THIS MATTER WHEN OTHER STAFF ASK QUESTIONS?

A staff member returning to work in an accommodated work environment has the right to privacy in their workplace. There are limits to what details an employee is required to share about their medical condition and limits on what an employer can request. For the most part, employees are not required to share specific details of their condition but they are required to provide information as to how their condition will impact their ability to do their job. This type of information assists UBC in meeting its obligations around accommodating employees with disabilities. Information that is shared with the employer should be dealt with in a confidential manner. These procedures comply with BC's *Freedom of Information and Protection of Privacy Act* and Human Rights laws.

If other staff members have questions, you can remind them that all staff have the same right to privacy and that all personnel matters are addressed with staff members directly. You can also remind staff that accommodations are a means to ensure people's equality rights are upheld. An accommodation for someone with a disability, for example, means leveling the playing field. When a modification has been made, the person can face the same duties and requirements as any other employee with dignity and without impediment.

Some employees are very open and willing to discuss their situation with others while others will not be. This is a personal choice and whatever the decision, it should be supported by management and other staff members.

Q: IF I OR ONE MY STAFF OR COLLEAGUES WITNESS DISCRIMINATION OR HARASSMENT, CAN WE BRING A COMPLAINT FORWARD TO THE EQUITY OFFICE/HUMAN RIGHTS & EQUITY SERVICES?

You can bring your concerns forward to discuss the matter with our office and to talk about different approaches that might be helpful in addressing what you have witnessed. However, you are unable to file a complaint under UBC's Discrimination and Harassment policy unless you have directly experienced discrimination or harassment based on actual or perceived membership under one of the 13 protected grounds (see UBC's Discrimination and Harassment Policy: <http://www.universitycounsel.ubc.ca/policies/policy3.pdf>).

As a witness, if you choose to assist and it does not jeopardize the target of the harassment, you can inform the person who has behaved in a discriminatory or harassing manner that you saw what happened. You can also let the person targeted know that you saw what happened and encourage them to contact the Equity Office/Human Rights and Equity Services for resolution assistance. You can also encourage the person who was targeted to contact their union, professional association or UBC Human Resources for resolution assistance.

Another effective approach may be to speak with your Administrative Head of Unit (AHU), or someone you report to directly. AHU's, management and those with supervisory authority have an obligation to take action when they are made aware of discriminatory behaviour and conduct.

View our Discrimination & Harassment Prevention brochure for more information (<http://www.equity.ubc.ca/brochures/Disc-Harass06.pdf>).

Q: ONE OF MY MALE COLLEAGUES IS VERY CONDESCENDING WITH THE FEMALE SECRETARIES. HIS RUDENESS UPSETS THEM. I DON'T WANT TO JEOPARDIZE MY RELATIONSHIP WITH HIM. SINCE THEY ARE ADULTS AND BELONG TO A POWERFUL UNION, SHOULD I SIMPLY LET THEM HANDLE THINGS? *

This is a difficult situation but one in which we would encourage you to take a stand and consider supporting your co-workers. The whole of your work environment is being affected by your colleague's behaviour – even you recognize it as a problem! Those he treats poorly are not necessarily in a position to voice their concerns or to take individual action. There is a power imbalance that puts his targets at a disadvantage and the risks and fears that come with this differential are powerful and real. A few supportive approaches to effect change at the local level include:

* DID YOU KNOW...

Sexual harassment most commonly occurs by a male harasser towards a female target. Sexual harassment however, can also occur where a female is the harasser and a male is the target or between people of the same-sex.

- Let your colleague know you saw his behaviour and that you disapprove. Even a simple, "your comment was a bit abrasive," or "that seemed a bit harsh" can help.
- You can also encourage a change in behaviour. Some guidance such as: "You know, I find that if I speak respectfully to staff I get much better support than if I yell at them" may nudge someone to change their ways.
- If you are comfortable enough, and your colleague is open to change, you could suggest that you would be open to coaching him for a certain period of time.
- You could also suggest to management that it may be time to review appropriate workplace conduct and standards in a staff meeting environment.

- Let those targeted know you witnessed the behaviour and that you would support them should they decide to take action.
- Encourage the staff he targets to speak with their direct supervisor, their union, a human resource advisor, or an Equity Advisor about the situation.
- Keep a detailed record of what you witnessed. It may come in handy in the future.

Those who have supervisory or leadership responsibilities are obligated to address conflicts that arise under UBC's Respectful Environment Statement and UBC's Discrimination and Harassment Policy in a professional, time-sensitive and respectful manner. You can:

- Contact the University Equity or Human Rights Office for advice and assistance.
- Contact a Human Resource Advisor for advice and assistance.
- Communicate expectations within your department and explain that inappropriate behaviour will be addressed as a personnel matter.
- Ensure that your own behaviour is free from discrimination and harassment.
- If you witness inappropriate behaviour, you can respectfully intervene.
- Document what you have witnessed and the discussions you have had.

Refer to our website for more information on sex-based discrimination or harassment (<http://www.equity.ubc.ca/discrimination/sexual.htm>).

GENERAL INFORMATION

Policies relating to prevention of discrimination and harassment matters may include:

- Discrimination and Harassment Policy
- Employment Equity Policy
- Academic Accommodation for Students with Disabilities
- Religious Holidays

All UBC policies can be found online at (<http://www.universitycounsel.ubc.ca/policies/policies.html>).

For information about the Equity Office or Human Rights & Equity Services, visit our websites:

- <http://www.equity.ubc.ca> or,
- <http://web.ubc.ca/okanagan/hes/welcome.html>.



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UNIVERSITY OF BRITISH COLUMBIA | OKANAGAN
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UBC Report: Renewing Our Commitment to Equity and Diversity

RENEWING OUR COMMITMENT TO EQUITY AND DIVERSITY

UBC's response to the Task Force Recommendations

Background

In the Fall of 2013 President Toope convened a Task Force on Intersectional Gender-based Violence and Aboriginal Stereotypes in response to chants promoting rape culture and Aboriginal stereotypes that occurred during student-led Commerce Undergraduate Society FROSH activities.

The Task Force produced 14 recommendations that focus on the climate for faculty, staff and students on UBC campuses. The President and the Executive response and action plan: *Renewing our commitment to equity and diversity: UBC's response to the Task Force Recommendations*. This action plan is not only in response to the student-led chants, but builds upon UBC's current strengths, understandings and competencies relating to equity, diversity and inclusion in the areas of policy, strategic leadership and planning, curriculum and education, and supporting a respectful community.

– Read the **[Task Force Report](#)** prepared by the UBC President's Task Force on Intersectional Gender-based violence and Aboriginal Stereotypes

The University's response to the Task Force

The University has now responded with an action plan that renews UBC's commitment to equity and diversity. The plan incorporates the Task Force recommendations and builds on current initiatives, policies, and practices.

– Read the **[University's response to the Task Force and recommendations](#)**

Renewing Our Commitment to Equity and Diversity – excerpt from the introduction:

The University of British Columbia is committed to providing a respectful environment, where diversity is valued, and where all our community members can achieve their full potential.

The diversity of UBC's community is one of our key strengths. By bringing together individuals with different perspectives, experiences and values, UBC creates a dynamic learning, teaching, research, work and living environment.

In order to support this diversity, UBC has committed significant resources and effort to the development of a respectful environment for all community members, including policies, programs and initiatives that specifically target issues of equity and inclusion.

While much has been done, the student-led chants of this past fall (2013) remind us of the need to keep moving forward. For that reason, President Toope convened a Task Force to provide recommendations on approaches to both address the issues of the fall, and to improve UBC's strategic approach to equity and inclusion.¹ The terms of reference of the Task Force can be found in Appendix 1. The report of the Task Force can be found through this [link](#).

The work of the Task Force was complementary to a set of prior processes that had been implemented to refine UBC's approach to addressing equity and diversity. UBC had initiated multiple projects to review, build on our strengths, and develop a more strategic approach to addressing equity and inclusion at UBC. These projects included, among others: a review and restructuring of the Equity and Inclusion Office and a stronger role and reporting structure for the Associate Vice President, Equity and Inclusion; and development of an intercultural strategy to build intercultural competencies across our community.

This document addresses the recommendations of the Task Force within the context of this broader work happening at UBC and represents UBC's action plan moving forward. The plan builds on current initiatives and UBC's strengths, and renews our commitment to a respectful environment, where diversity is valued, and where all our community members can study, work and live in an environment dedicated to equity, excellence and mutual respect.

Responsibility of Managers and Administrative Heads

The University and all members of the University community share responsibility for ensuring that the work and study environment at UBC is free from discrimination and harassment. Administrative Heads of Units bear the primary responsibility for maintaining a study and work environment free from discrimination and harassment. An Administrative Head of Unit is the Director of a service unit; Head of an academic department; Director of a centre, institute or school; Principal of a college; Dean; Associate Vice President; University Librarian; Registrar; Vice President; or President.

Tips for Managers Working with Complainants

Begin by letting the complainant tell his/her story in their own words.

Use the technique of reflective listening to aid this process. Reflective listening helps keep a conversation flowing without providing judgements regarding what is being discussed. It also provides a means of verifying what was said so that the manager's interpretations and notes will be accurate.

Reflective listening involves:

- summarizing what the complainant is saying
- the summary should be purely descriptive ("so, you heard him say...")
- the summary should be brief and should prompt the interviewee to continue

Use open-ended, neutral questions to gather additional information.

Good questions elicit more information about the situation, what happened, what are the consequences for the individual, and what is currently happening. **Do not** ask a question that may be heard as questioning the integrity of the interviewee (e.g., what were you wearing when he asked you out?).

Validate feelings, not the described events.

People's feelings should be taken at face value, and should not be discounted. If expressed feelings (i.e., I'm very afraid of him) may appear to be extreme at times, simply note them. Managers must remain objective, while also being supportive.

Managers should try to remain neutral and avoid statements that appear to make judgements. To illustrate, in response to a described incident, instead of commenting "we will not tolerate that behaviour," you could respond "the behaviour you describe certainly cannot be tolerated." The former may be interpreted as verification of the events described, whereas the latter is more neutral.

Have patience.

In most situations of harassment, complainants need time to gather their thoughts and express them so the full picture is told. Furthermore, complainants are usually intimidated by coming forward and may not know exactly what they want to say. Allowing a complainant time to tell his/her story shows support. Do not proceed from one stage to the next until you are confident that you have a good understanding of the situation.

When reviewing next steps, present all available options for seeking resolution.

Refer to the Policy on Discrimination and Harassment, as well as any other relevant policies. Talk about the importance of confidentiality on the part of all parties involved in the concern.

When discussing possible resolutions, outline the advantages and disadvantages of different options, but try to let the complainant make the decision of how to proceed. Exceptions to this guideline include situations where you believe the complainant and/or others may be at risk. In those situations, you have a legal obligation to take appropriate action in a timely way.

Tips for Managers Working with Respondents

Where appropriate, invite union or employee group participation.

Begin the meeting with a respondent by discussing the purpose of the meeting.

You may want to outline:

- The type of process you are employing in addressing the complaint brought to you
- The nature of the allegations against the respondent
- The goals of this meeting (hearing from him or her, exploring ways to resolve the concerns brought forward)
- Be clear that you have not formed any judgements regarding the merits of the complaint

Present the allegations to the respondent.

The description of the allegations should be clear, concise and non-judgmental. The manager should indicate that the allegations come from the complainant, but, if true, are also of concern to management. In addition, refer to the [UBC's Policy on Discrimination & Harassment](#) (PDF), as well as any other policies.

Offer the respondent an opportunity to respond.

Ask the respondent to tell her/his side of the situation. You want to keep the focus of the discussion on the conduct of the respondent (e.g., what did she or he do, what did she or he observe, what explanation does she or he have) and not what others may be doing. Use the same interview techniques as with the complainant to obtain the full picture of the events. Do not position yourself with either the complainant or the respondent. Be careful not to begin debating with the respondent the merits of the complaint.

Take a few moments to review what you have heard and then decide how to proceed next.

You may wish to continue by presenting some suggestions for resolution. You may want some time to reflect on the issues yourself, so should schedule another meeting.

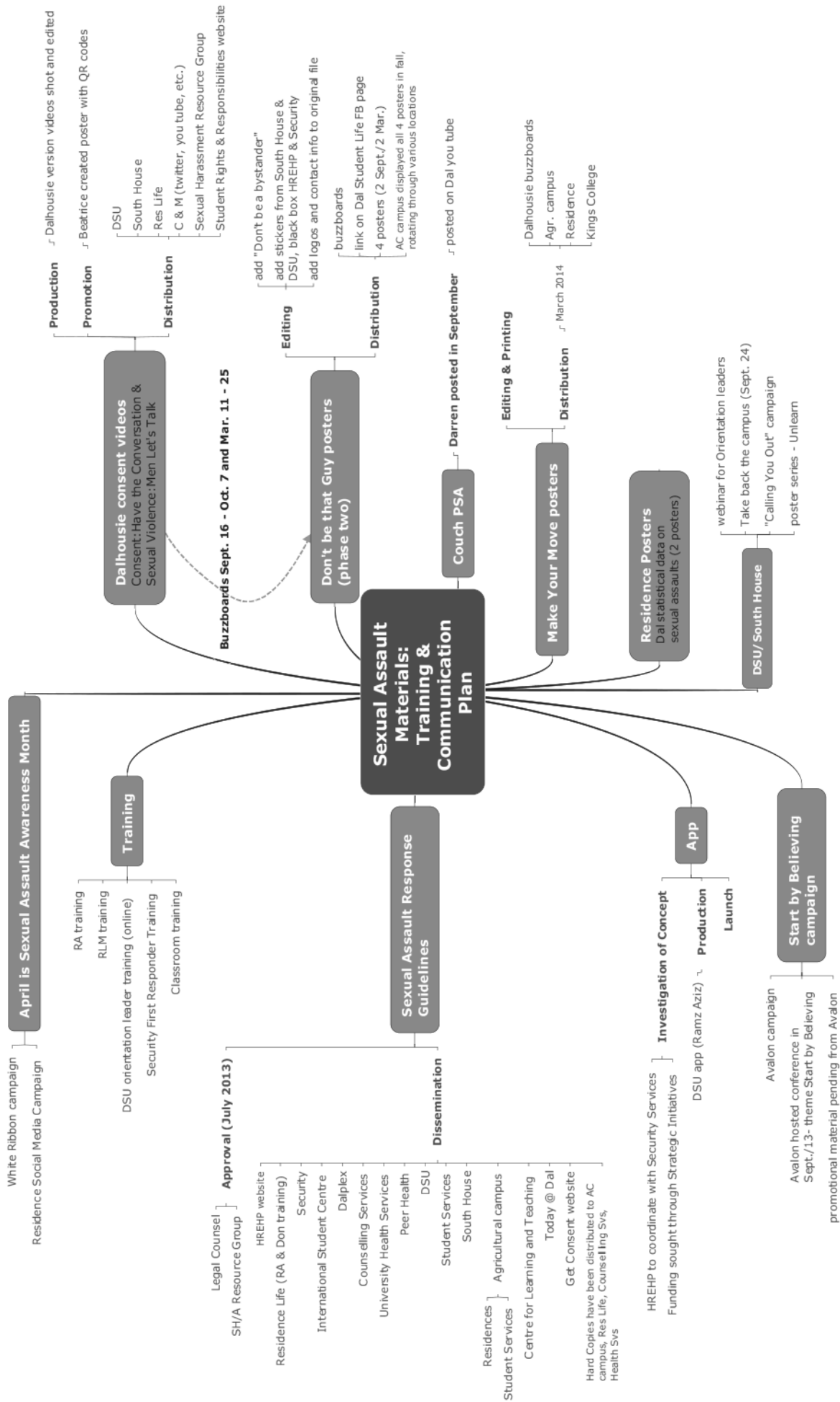
Make sure the issues of confidentiality and retaliation are discussed.

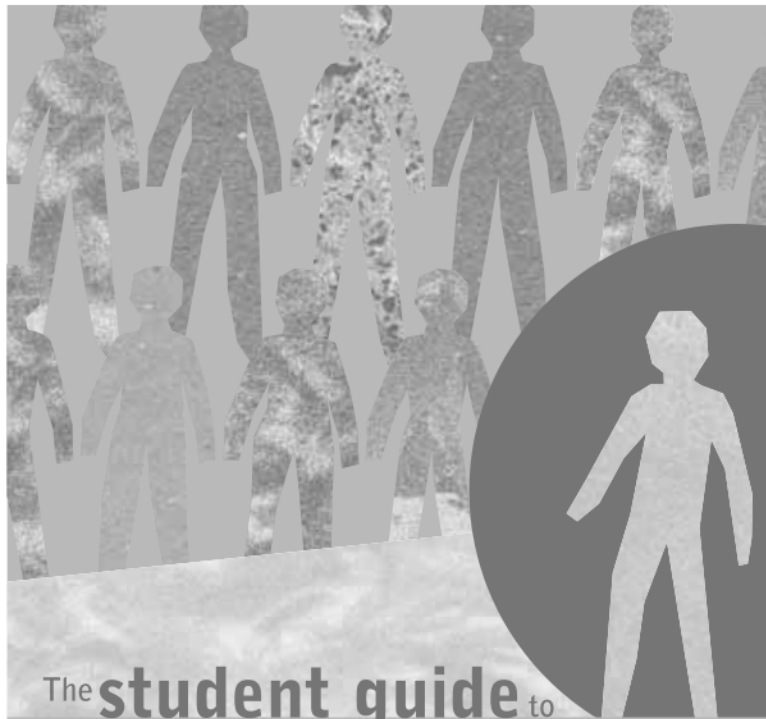
Talk about the importance of confidentiality on the part of all parties involved in the concern.

Remind the respondent to avoid any behaviour that might be perceived as retaliation for the complaint. Be clear about how the respondent should conduct him/herself now that there is a complaint.

Set specific limits if necessary. For example, the complainant may not want any contact with the respondent until the issue is resolved. Even when the respondent wants to apologize for his or her conduct, first ensure that the complainant is willing to have direct contact.

Remember to be patient and keep in mind the interests of both parties as well as those of the unit.





The **student guide** to
**Discrimination &
Harassment**

**If you experience human-rights
based discrimination or harassment,
contact us.**

We're here to help!

**Call the Equity Office (Vancouver)
604-822-6353**

or

**Human Rights &
Equity Services (HES) (Okanagan)
250-807-9291**

UBC's Equity Office and Human Rights & Equity Services (HES)

work to prevent human-rights based discrimination and harassment on campus and to provide a process for handling complaints, when they do occur. If you have a problem, come and see us.

We'll listen, help you assess your situation, and discuss possible solutions.

The Equity Office is in Brock Hall 2306 on the 2nd floor. HES is at SSC 119F Okanagan Campus. Pay us a visit. We're here to help.



What is discrimination?

Here are some examples:

- students who organize monthly residence parties exclude gay residents
- a professor sets a mid-term exam on a religious holiday and refuses to allow students to sit the exam earlier or later
- a teaching assistant refuses extra time on a quiz for a student who writes slowly due to a physical disability

Everyone at UBC is protected from discrimination on any of the following 13 prohibited human rights grounds by the University's Policy on Discrimination and Harassment and by the BC Human Rights Code:



DISCRIMINATION involves treating individuals and groups unfairly based on prejudice, ignorance, fear, and stereotypes. It denies people opportunities and excludes, hurts, or isolates them for reasons unrelated to their academic or employment capability. Discrimination on any of the 13 prohibited grounds violates UBC's Policy and is illegal.

What is harassment?

Here are some examples:

- a professor makes unwelcome sexual comments to a student
- a student keeps pressuring a classmate for dates even though the classmate repeatedly refuses him
- sexist, racist, and homophobic cartoons are posted on a lab bulletin board

HARASSMENT, a form of discrimination, is unwelcome comment or behaviour that humiliates, intimidates, excludes, or isolates an individual or group based on one of the thirteen human rights prohibited grounds. Harassment can be either a single, serious incident or a pattern of related, repeated incidents. It can range from written or spoken comments to physical or sexual assault. Harassment adversely impacts individuals or groups, often involves an abuse of power, and has negative job or study consequences.

Key elements of harassment

1

- It is discriminatory. The behaviour violates one of the 13 prohibited grounds of discrimination.

2

- The behaviour or comments are unwelcome.

3

- It has a negative impact that hinders the target's ability to study or work effectively. The impact on the target is considered to be more important than the harasser's intent.

- It often involves an abuse of power.

4

- It is not necessary for the target of the harassment to protest verbally. The harasser is responsible for determining whether or not his or her behaviour is welcome.

5

- One incident is enough. Although harassment often occurs as a pattern of behaviour, a single, serious incident can be considered harassment.

6

Personal harassment

Students sometimes can experience a form of harassment that humiliates, intimidates, or excludes but does not violate the thirteen prohibited grounds. This behaviour, termed personal harassment, is not covered by the Policy, but is still hurtful and harmful, and can have a negative impact on the student's work, study or living arrangements.

Bullying is a form of personal harassment which may include physical, verbal, or emotional abuse. Typically, bullying occurs as a pattern of behaviour in which the bully attempts to control, humiliate, belittle or injure the target. Often there is an imbalance of power between the bully and the target so that the target is unsure how to defend him/herself.

In some situations of personal harassment or bullying, you may be able to manage the situation on your own. In other cases, it may be best to get some advice. Talk to your Dean, Department Head, or Student Ombuds Office to help deal with the situation.

If you witness discrimination or harassment, we want to know.

Discrimination and harassment affect everyone, not only the person experiencing the harassment. All members of the UBC community can help build a fair and respectful environment so, if you see a problem, speak out! If you want advice, contact an Equity Advisor. We take your concerns seriously and we're here to help.

The UBC community speaks many languages. We encourage students, staff, and faculty requiring English translation assistance to bring translators with them when visiting the Equity Office and HES.

For more information or to make an appointment, contact:

THE EQUITY OFFICE

University of British Columbia —
Vancouver
Room 2306 Brock Hall
1874 East Mall
Vancouver, BC V6T 1Z1
Tel: 604-822-6353
Fax: 604-822-3260
Web: www.equity.ubc.ca
Email: equity@equity.ubc.ca

HUMAN RIGHTS & EQUITY SERVICES (HES)

University of British Columbia —
Okanagan
3333 University Way, SSC 119F
Kelowna, BC V1V 1V7
Tel: 250-807-9291
Web: www.ubc.ca/okanagan/hes

Sample situations

Scenario 1

"I work as a research assistant. Whenever I meet with my boss, he tells me I look great and asks about my sex life. I haven't answered his personal questions and have tried to ignore him, but I feel anxious and angry about our meetings. And they seem to be getting more frequent! Am I reading too much into this?"

EQUITY OFFICE ADVICE:

Your supervisor's personal questions do not belong in a professional relationship and are creating a negative work environment for you. His comments are inappropriate, unwelcome, and constitute sexual harassment, a form of sex discrimination. This conduct violates the University Policy on Discrimination and Harassment so call us for advice and assistance.

Scenario 2

"I'm a gay student on a UBC team. Everything was fine... until I introduced my teammates to my partner. Now lots of players are whispering and acting strange around me and somebody even stuck an obscene, homophobic drawing in my locker. I talked to my coach, who doesn't seem to want to get involved. I don't want to quit the team, but I don't know how much more of this I can take. Can you give me some advice?"

EQUITY OFFICE ADVICE:

Your teammates' behaviour is harassment based on sexual orientation and your coach's failure to act supports that harassment. As a UBC student, you're protected by UBC's policy from this kind of discrimination and harassment. Call us to arrange an appointment and we'll help you with your complaint.

Scenario 3

"I'm a teaching assistant from South Africa. In one of my classes, three students challenged my abilities because of my accent and even complained to the professor in charge of the course. These students have been disruptive in class, refused to participate and, most galling of all, they mimic my pronunciation. I know I can't evaluate them fairly and now I am uncomfortable teaching the class. What can I do?"

EQUITY OFFICE ADVICE:

It sounds as if you're experiencing racial harassment. Ridiculing a person's language skill or accent is not acceptable at UBC. You should consult with an Equity Advisor, together with your department head, to work out a satisfying solution to this problem. Make sure you arrange to have the professor in charge of the course evaluate those three students.

Scenario 4

"I'm in residence, in a quad with three other people. When I first got here, one of the students asked me to switch rooms because she liked my view better. I turned her down, but she won't let up! Recently she started to leave nasty notes complaining that I spend too long in the shower or on the telephone or watching TV. My other roommates are great, but this person is driving me nuts. I hate coming home. Can you help me?"

EQUITY OFFICE ADVICE:

Your roommate's behaviour is unpleasant, stressful, and interferes with your ability to live and study in a harmonious environment. It doesn't seem, though, that she's singling you out on the basis of one of the thirteen prohibited grounds of discrimination. This means that what you are experiencing may be a form of personal harassment. Because it is not covered by the policy, we cannot handle this as a formal complaint. However, if you meet with us, we can discuss other options with you such as asking your residence advisor to mediate this conflict.

“I’m being harassed... what should I do?”

TAKE ACTION Don’t pretend that it isn’t happening. Harassment is unlikely to go away if you ignore it. In fact, harassing behaviours may escalate if the harasser feels that he or she can get away with it. The most efficient way to stop harassment is to confront it immediately and directly. If it is safe to do so, clearly and firmly tell the person who is harassing you to stop and describe the way you expect to be treated.

KEEP RECORDS Do not rely on your memory. Carefully record the details of the harassment as soon as it occurs. Record your attempts to tell the person that the behaviour is unwelcome. Keep all letters, gifts, emails, answering machine messages etc. that you receive.

SEEK ADVICE Talk to people who will listen carefully and offer constructive support. Speak with your dean, department head or call the Equity Office or HES for information and advice.

If you believe you or others are in physical danger, contact the Equity Office, HES, the Community Relations Manager, Campus Security or the police.



“I’m being accused of harassment...help me!”

TAKE IT SERIOUSLY If someone tells you that your actions or comments are unwanted, offensive or harassing, listen closely. Remember that people with different values or backgrounds may experience as humiliating, threatening, or insulting what you intend to be funny.

If you believe the allegations could be true, you may wish to acknowledge and apologize for any discomfort or offence you may have caused.

AVOID RETALIATION Don’t act in a way that could be seen as confronting or “getting back” at the complainant. Avoid any behaviours that could be embarrassing or intimidating to him/her.

REVIEW YOUR RIGHTS AND SEEK ADVICE Contact the Equity Office or HES for information and advice. You may also wish to contact the Alma Mater Society Ombuds or other AMS, Graduate Student Society or UBC Student Union Okanagan representatives for support and assistance. Read the UBC Policy on Discrimination and Harassment to learn about the rights and responsibilities of complainants and respondents.



Tips for Working With Complainants

1. **Take notes.** Keep a record of all discussions that take place with the complainant – in person, via e-mail, on the phone. Avoid lengthy quotes. Use your notes to record facts. If you are recording an opinion, record it as such.
2. **Begin by letting the complainant tell their story in their own words.** Use the technique of reflective listening to aid this process. Reflective listening helps an interviewer keep a conversation flowing without providing judgments regarding what is being discussed. It also provides a means of verifying what was said so that the interviewer's interpretations and notes will be accurate. Reflective listening involves:
 - a. repeating a summary of what was just heard
 - b. the summary should be purely descriptive (“so, you heard him say...”)
 - c. the summary should be brief and should prompt the interviewee to continue
3. **Use open-ended, neutral questions to gather additional information.** Good questions elicit more information about the situation, what happened, what have been and are the consequences for the individual, and what is currently happening. Do not ask a question that may be interpreted as doubting the integrity of the interviewee (e.g., what were you wearing when he asked you out?).
4. **Validate feelings, not the described events.** People's feelings should be taken at face value and should not be discounted. Expressed feelings (i.e., I am very afraid of him) may appear to be extreme at times, but may suggest other issues are involved. Perceptions of events are one person's interpretation of an incident.
 - Remain objective, while also being supportive.
 - Keep in mind that there is always at least one other side to every event.
 - Avoid statements that appear to make judgments. To illustrate, in response to a described incident, instead of commenting “we will not tolerate that behaviour,” you could respond “the behaviour you describe certainly cannot be tolerated.” The former may be interpreted as verification of the events described, whereas the latter is more neutral.
5. **Be patient.** Most people need time to gather their thoughts and express them so the full picture is told. Also, people are usually intimidated by coming forward and may not know exactly what they want to say. Allowing someone time to tell their story shows support. *Do not proceed from one stage to the next until you are confident that you have a good understanding of the situation.*
6. **When reviewing next steps, present all available options for seeking resolution.** When discussing possible resolutions, outline the advantages and

disadvantages of different options, but try to let the individual make the decision of how to proceed. Exceptions to this guideline include situations where you believe others may be at risk. In those situations, you have a legal obligation to take appropriate action in a timely manner.

CHECKLIST FOR INTERVIEWING THE COMPLAINANT

- √ Let complainants tell their stories in their own words. Have patience.
- √ Be supportive. Be curious. Be open-minded.
- √ Validate the feelings, not the described events.
- √ Ask open-ended, clarifying, and neutral questions.
- √ Remember that the complainant's allegation represents only one side of the situation.
- √ Advise the complainant whether the allegation as described falls under the University's Policy.
- √ Get enough information to assess whether the complaint can be handled within the unit or through another process e.g. police, etc.
- √ Explain the importance of confidentiality.
- √ Describe the respondent's rights to know the complaint and be able to respond to allegations.
- √ Describe interim measures, if any.
- √ Be alert to the need to give referrals for counselling or other support.
- √ Present all available options for seeking resolution in the informal stage.
- √ Describe the steps you will be taking and a timeframe for getting back to the complainant.

Tips for Working with Respondents

1. **Take notes.** Keep a record of all discussions that take place with the respondent – in person, via e-mail, on the phone. Avoid lengthy quotes. Use your notes to record facts. If you are recording an opinion, record it as such.
2. **Begin the meeting with a respondent by discussing the purpose of the meeting.** Two primary issues to be presented include:
(1) the type of process you are employing in addressing the complaint brought to you (i.e., informal, formal) *and*
(2) the goals of the meeting (e.g., hearing from him or her, exploring ways to resolve the concerns brought forward).

Outline:

- a) the nature of the allegations against the respondent,
 - b) the process you are engaging in to address the complaint (informal, problem-solving),
 - c) the goals of this meeting (e.g., to hear from the respondent, to explore ways to resolve the concerns brought forward),
 - d) your role as AHU or manager (neutral, responsible for preventing and remedying discrimination and harassment within your unit),
 - e) be clear that you have not formed any judgments regarding the merits of the complaint, and
 - f) invite union participation where appropriate.
3. **Present the allegations to the respondent.** The description of the allegations should be clear, concise and non-judgmental. The description should reflect that the allegations come from the complainant, but, if true, are also of concern to management. In addition, present the aspects of the Policy on Discrimination and Harassment (UBC Policy #3) that bear on the allegations, as well as any other policies.
 4. **The respondent is then offered an opportunity to respond.** Ask the respondent to present her or his side of the situation. You want to keep the focus of the discussion on the conduct of the respondent (e.g., what did he do, what did she observe, what explanation does he have) and not what others may be doing. Use the same interview techniques as with the complainant to obtain the full picture of the events. Do not position yourself with either the complainant or the respondent. Be careful not to begin debating the merits of the complaint with the respondent.
 5. **Take a few moments to review what you have heard and then decide how to proceed next.** You may wish to continue by presenting the complainant's suggestions for resolution, or you may want some time to reflect on the issues yourself or discuss the respondent's perspectives on the allegations with the complainant before proceeding.

6. **Make sure the issues of confidentiality and retaliation are discussed.** The respondent should be reminded of the right of any member of the campus to bring forward a complaint. Any form of retaliation is strictly prohibited. Set specific limits if necessary. For example, the complainant may not want any contact with the respondent until the issue is resolved. Even when the respondent wants to apologize for his or her conduct, direct contact between the parties may not be advisable until after you have had an opportunity to meet again with the complainant.
7. **Remember to be patient and keep in mind the interests of both parties as well as those of the unit.**

A CHECKLIST FOR INTERVIEWING THE RESPONDENT

- √ Contact the respondent.
- √ Be supportive. Be curious. Refrain from pre-judging the situation.
- √ Discuss the nature of the meeting (the goals, the process, the right to representation, and the importance of confidentiality)
- √ Present the allegation to the respondent using a non-judgmental approach.
- √ Offer the respondent an opportunity to tell his/her version of events and feelings.
- √ Validate the experience and feelings (e.g., anxiety at being named as respondent).
- √ Ask open-ended and clarifying questions.
- √ Describe how the Policy relates to the complaint
- √ If respondent accepts the allegation, and wishes to resolve the issue:
 - * outline available options for resolution
 - * describe what the complainant wants as a resolution.
 - * try a negotiation process acceptable to all parties.
- √ Advise the respondent to avoid all further contact. Warn against retaliation.
- √ Be alert to the need to give referrals for counselling or other support.
- √ Describe the steps you will be taking and a timeframe for getting back to respondent.
- √ Provide the respondent a copy of the Discrimination and Harassment Policy.

Tips for Working With Complainants

1. **Take notes.** Keep a record of all discussions that take place with the complainant – in person, via e-mail, on the phone. Avoid lengthy quotes. Use your notes to record facts. If you are recording an opinion, record it as such.

2. **Begin by letting the complainant tell their story in their own words.** Use the technique of reflective listening to aid this process. Reflective listening helps an interviewer keep a conversation flowing without providing judgments regarding what is being discussed. It also provides a means of verifying what was said so that the interviewer's interpretations and notes will be accurate. Reflective listening involves:

- a. repeating a summary of what was just heard
- b. the summary should be purely descriptive (“so, you heard him say...”)
- c. the summary should be brief and should prompt the interviewee to continue

3. **Use open-ended, neutral questions to gather additional information.** Good questions elicit more information about the situation, what happened, what have been and are the consequences for the individual, and what is currently happening. Do not ask a question that may be interpreted as doubting the integrity of the interviewee (e.g., what were you wearing when he asked you out?).

4. **Validate feelings, not the described events.** People's feelings should be taken at face value and should not be discounted. Expressed feelings (i.e., I am very afraid of him) may appear to be extreme at times, but may suggest other issues are involved. Perceptions of events are one person's interpretation of an incident.

☐ Remain objective, while also being supportive.

☐ Keep in mind that there is always at least one other side to every event.

☐ Avoid statements that appear to make judgments. To illustrate, in response to a described incident, instead of commenting “we will not tolerate that behaviour,” you could respond “the behaviour you describe certainly cannot be tolerated.” The former may be interpreted as verification of the events described, whereas the latter is more neutral.

5. **Be patient.** Most people need time to gather their thoughts and express them so the full picture is told. Also, people are usually intimidated by coming forward and may not know exactly what they want to say. Allowing someone time to tell their story shows support. *Do not proceed from one stage to the next until you are confident that you have a good understanding of the situation.*

6. **When reviewing next steps, present all available options for seeking resolution.** When discussing possible resolutions, outline the advantages and

disadvantages of different options, but try to let the individual make the decision of how to proceed. Exceptions to this guideline include situations where you believe others may be at risk. In those situations, you have a legal obligation to take appropriate action in a timely manner.

CHECKLIST FOR INTERVIEWING THE COMPLAINANT

- ☐ Let complainants tell their stories in their own words. Have patience.
- ☐ Be supportive. Be curious. Be open-minded.
- ☐ Validate the feelings, not the described events.
- ☐ Ask open-ended, clarifying, and neutral questions.
- ☐ Remember that the complainant's allegation represents only one side of the situation.
- ☐ Advise the complainant whether the allegation as described falls under the University's Policy.
- ☐ Get enough information to assess whether the complaint can be handled within the unit or through another process e.g. police, etc.
- ☐ Explain the importance of confidentiality.
- ☐ Describe the respondent's rights to know the complaint and be able to respond to allegations.
- ☐ Describe interim measures, if any.
- ☐ Be alert to the need to give referrals for counselling or other support.
- ☐ Present all available options for seeking resolution in the informal stage.
- ☐ Describe the steps you will be taking and a timeframe for getting back to the complainant.

Tips for Working with Respondents

1. **Take notes.** Keep a record of all discussions that take place with the respondent – in person, via e-mail, on the phone. Avoid lengthy quotes. Use your notes to record facts. If you are recording an opinion, record it as such.

2. **Begin the meeting with a respondent by discussing the purpose of the meeting.** Two primary issues to be presented include:

(1) the type of process you are employing in addressing the complaint brought to you (i.e., informal, formal) *and*

(2) the goals of the meeting (e.g., hearing from him or her, exploring ways to resolve the concerns brought forward).

Outline:

a) the nature of the allegations against the respondent,

b) the process you are engaging in to address the complaint (informal, problem-solving),

c) the goals of this meeting (e.g., to hear from the respondent, to explore ways to resolve the concerns brought forward),

d) your role as AHU or manager (neutral, responsible for preventing and remedying discrimination and harassment within your unit),

e) be clear that you have not formed any judgments regarding the merits of the complaint, and

f) invite union participation where appropriate.

3. **Present the allegations to the respondent.** The description of the allegations should be clear, concise and non-judgmental. The description should reflect that the allegations come from the complainant, but, if true, are also of concern to management. In addition, present the aspects of the Policy on Discrimination and Harassment (UBC Policy #3) that bear on the allegations, as well as any other policies.

4. **The respondent is then offered an opportunity to respond.** Ask the respondent to present her or his side of the situation. You want to keep the focus of the discussion on the conduct of the respondent (e.g., what did he do, what did she observe, what explanation does he have) and not what others may be doing. Use the same interview techniques as with the complainant to obtain the full picture of the events. Do not position yourself with either the complainant or the respondent. Be careful not to begin debating the merits of the complaint with the respondent.

5. **Take a few moments to review what you have heard and then decide how to proceed next.** You may wish to continue by presenting the complainant's suggestions for resolution, or you may want some time to reflect on the issues yourself or discuss the respondent's perspectives on the allegations with the complainant before proceeding.

6. Make sure the issues of confidentiality and retaliation are discussed. The respondent should be reminded of the right of any member of the campus to bring forward a complaint. Any form of retaliation is strictly prohibited. Set specific limits if necessary. For example, the complainant may not want any contact with the respondent until the issue is resolved. Even when the respondent wants to apologize for his or her conduct, direct contact between the parties may not be advisable until after you have had an opportunity to meet again with the complainant.

7. Remember to be patient and keep in mind the interests of both parties as well as those of the unit.

A CHECKLIST FOR INTERVIEWING THE RESPONDENT

☐ Contact the respondent.

☐ Be supportive. Be curious. Refrain from pre-judging the situation.

☐ Discuss the nature of the meeting (the goals, the process, the right to representation, and the importance of confidentiality)

☐ Present the allegation to the respondent using a non-judgmental approach.

☐ Offer the respondent an opportunity to tell his/her version of events and feelings.

☐ Validate the experience and feelings (e.g., anxiety at being named as respondent).

☐ Ask open-ended and clarifying questions.

☐ Describe how the Policy relates to the complaint

☐ If respondent accepts the allegation, and wishes to resolve the issue:

- * outline available options for resolution
- * describe what the complainant wants as a resolution.
- * try a negotiation process acceptable to all parties.

☐ Advise the respondent to avoid all further contact. Warn against retaliation.

☐ Be alert to the need to give referrals for counselling or other support.

☐ Describe the steps you will be taking and a timeframe for getting back to respondent.

☐ Provide the respondent a copy of the Discrimination and Harassment Policy.

10 TIPS FOR DE-ESCALATING CONFLICT



1. **Don't take the bait.** Escalating conflict is a choice; don't go there. Let go of your need to control or manage the other individual(s). Choose to de-escalate.
2. **Manage yourself.** Attend to your body language – ensure it is open, relaxed, and non-threatening. Adjust your position to be at eye level with the other person or group.
3. **Speak softly and slowly.** Be factual and use “I messages” rather than “you” statements (e.g., “I’m finding this difficult” rather than “You always mess things up.”)
4. **Be respectful.** Acknowledge the other’s point of view and position. Affirm that you’re committed to working through the issue to the best possible solution.
5. **De-personalize.** Clearly separate the problem from the people involved. Name the problem, externalize it, and work together to resolve it (e.g., “We seem to have different ideas about . . . do you agree?”; “What do you think about . . .? How can we work on this together?”).
6. **Listen carefully.** Rather than rehearsing your counter-argument in your mind, engage yourself fully in understanding the other’s perspective, needs, and interests. Ask open-ended questions; use active listening techniques to clarify what you’ve heard.
7. **Be tentative.** Use language that indicates your openness to other perspectives (e.g., Maybe . . . ; What if . . .? ; It seems like . . . ; Perhaps . . . ; I wonder . . . ; I’m confused about . . .)
8. **Be strategic.** Think clearly and stay focussed on goals. Look beyond the surface conflict for underlying issues. Recognize what is, and isn’t, in your control to change. Reflect on what you have to offer the other individual(s). Challenge your own “all or nothing” thinking and irrational beliefs about winning and losing. Choose your battles wisely.
9. **Focus on the future.** You have a much better chance of influencing the future than the past. Keep the conversation in the present (i.e., “I am . . .” rather than “You always . . .”). Look ahead to define a win-win solution. Work together to create a positive outcome.
10. **Take a break.** There are physiological changes in our body in the midst of conflict and it takes time for those “freeze, flight, or fight” responses to diminish. Sometimes the best way to de-escalate conflict is to first take care of the physical and emotional reactions. Breathe deeply to relax, take a walk, distract yourself with Sudoku or Solitaire . . . just give yourself the time and space necessary to come back to the problem with renewed energy and a clear head.



imagine ♦ achieve ♦ excel



GREEN COLLEGE 2010/11 RESIDENT HANDBOOK



Green College
The University of British Columbia
6201 Cecil Green Park Road
Vancouver, BC V6T 1Z1
Phone: (604) 822-8660

www.greencollege.ubc.ca

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WELCOME FROM THE PRINCIPAL

We're glad you're joining us, out here at the edge of the University. This is a place that has been set aside, thanks to the foresight and generosity of Cecil Green, for people who like to combine social life and higher learning in somewhat experimental quantities. It is a place to which the curriculum scarcely reaches, where intellectual disciplines get to probe their own limits, and where the lines that otherwise mark off our strictly "academic" work from the world at large become blurred.

Green College is more than just a place, more than a graduate residence at the University of British Columbia with room for postdocs and visiting scholars too, more than the venue for an extensive program of extracurricular, interdisciplinary events open to the University and general public. It is also an unregulated society of scholars and intellectuals stretching round the world and including many hundreds of former residents, associated faculty, and distinguished visitors.

Even so, the place itself is formative. What holds us together as members of the College is a shared intuition of all that should be possible here, in these precincts, now and in the future, as well as an awareness of some of the things that have happened and been achieved here in the past.

There are as many ways for you to make your own mark on the College as you can imagine. On behalf of everyone who has ever called the College home, I wish you an easy adjustment to your new surroundings and a very rewarding time as a resident!

Much of what makes this place work as a community and as a venue goes without saying: respect for other people, hospitality, due regard for common and private property, willingness to take and respond to initiatives, etc. This Handbook deals concisely with some of the rest—what you could usefully know as a resident but wouldn't necessarily be able to guess, if you



can't find what you're looking for in these pages, knock on a neighbour's door; drop by the Office, or ask the person sitting beside you at breakfast. And, please, when you find things that don't make sense or need updating, let us know so that we can incorporate the necessary changes in next year's edition. I look forward to seeing you around the College and to seeing the differences that your membership will make to us all.

Mark Vessey

Dr. Mark Vessey
Principal, Green College

SAFEGWALK PROGRAM: Members of the AMS Safegwalk program accompany students, staff, and faculty safely around campus at night. To arrange a walk, call 604-822-5355 or approach one of the teams (wearing bright red jackets) patrolling the campus. For more information see www.ams.ubc.ca.

- c) Give information about the fire (what floor; how fast it is spreading, if people are trapped, etc).
3. Attempt to control the fire with available fire equipment.
4. If you cannot control the fire try to isolate it by closing doors, then leave by the nearest safe exit. Do not lock the doors.
5. Do not run away from the fire. Shut all doors behind you and walk away from the building.
6. Assemble in the emergency meeting area in the parking lot by the Principal's residence.
7. Do not go back into the building for any reason until the all clear has been announced.

COMMON KITCHEN AND LAUNDRY ROOM:

The fire department suggests keeping the door between the kitchen and laundry room closed at all times. Good housekeeping practices in both areas will reduce the risk of fires. Please keep a clear path to the electrical panel in the laundry room. It is recommended that dryers not be left unattended when in operation

CAMPUS SAFETY

BLUE LIGHT PHONES: Blue light phones are located throughout campus and connect directly to campus security for general assistance and in case of emergencies. For more information see www.security.ubc.ca.

DISCRIMINATION AND HARRASSMENT:

The University of British Columbia has a policy on Discrimination and Harassment that embodies elements of the British Columbia Human Rights Code. If you encounter a situation involving discrimination or harassment of any kind please do not hesitate to contact the College Principal, the Administration Manager, or an Advisor at the UBC Equity Office (call 604-822-6353).

STAYING SAFE

Because of the open plan of the College buildings and our policy of hospitality to the campus community, you will often see people in the precincts whom you do not recognize. If ever you are concerned that strangers are entering parts of the building where they should not be, or if you suspect any other kind of inappropriate activity, please notify the office or Campus Security (see Page 3).

The main doors to Graham House are locked after the end of the last public event of each day, leaving access only for residents and other authorized holders of the IG-6 key. Those doors should never be blocked open in the late evenings or at weekends when the latch is down.

There are emergency lights throughout the buildings which activate automatically in the event of a power interruption.

FIRE SAFETY

FIRE DRILLS: There are up to two fire drills per year at Green College. You will be notified in advance when these will occur.

FIRE ALARM SYSTEMS: Make sure you keep hot objects, such as candles, away from the sprinklers in your room as they are heat activated. There are manual pull stations, smoke detectors, and sprinkler systems throughout the building.

PORTABLE FIRE EXTINGUISHERS: There are portable fire extinguishers placed strategically throughout the buildings for occupant use. They are maintained and inspected by the Vancouver Fire Department.

IN CASE OF FIRE:

1. Immediately sound the nearest fire alarm. Make sure you familiarize yourself with the pull stations closest to your room.
2. Dial 911
 - a) State your name.
 - b) Give the address where the fire is and the nearest intersection (6201 Cecil Green Park Road at the corner of NW Marine Drive and Cecil Green Park Road).



GREEN COLLEGE RESIDENT HANDBOOK 2010/11 TABLE OF CONTENTS

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IMPORTANT CONTACTS AND SECURITY TIPS

ADMINISTRATION OFFICE

The Administration Office is open from 9 a.m. - 4 p.m., Monday through Friday. The Office is closed for lunch between 12 noon and 1 p.m.

Phone: 604-822-8660

Fax: 604-822-8742

Email: gc.reception@ubc.ca

Website: www.greencollege.ubc.ca



GREEN COLLEGE DINING SOCIETY

Phone: 604-822-0912

Email: kitchen@gcdining.ca

Website: www.gcdining.ca

Office: Graham House Basement
(entrance by loading bay)

EMERGENCY NUMBERS

FIRE	911
AMBULANCE	911
POLICE (R.C.M.P.)	911
R.C.M.P. (Non-Emergency)	604-224-1322
FIRST AID	604-822-4444
CAMPUS SECURITY	604-822-2222

CAMPUS SECURITY AND 911

In the case of any criminal offences (break-ins, assault, etc) you should call 911. Campus Security deals with any other issues (for example, suspicious persons). In general Campus Security recommends that in the case of any emergency or concern requiring police you should call 911 first and then contact Campus Security.

Call if you require first aid treatment of any sort. It is recommended that you call 911 for ambulance service as well.

SAFETY AND SECURITY TIPS

- DO keep your doors and windows closed and locked when you are not in your room, or sleeping
- DO keep stairs, exits, and pathways clear of debris
- DO get to know your neighbours, and report any suspicious persons to the Office
- DO report any lost keys immediately to the Office
- DO NOT prop open any doors - closed doors prevent the spread of fires, and open doors make things too easy for potential thieves
- DO NOT leave your belongings unattended in a common area
- DO NOT leave valuables in plain-view from your window - close your blinds, or cover it
- DO NOT hang anything from sprinkler heads

cords are available for loan in the cupboards along the south wall.

GREEN COMMONS

Green Commons, the building just west of Graham House and north of the Coach House, provides a recreational room for College residents only. The room contains a TV, board games, a foosball table, and comfortable couches. It is a good location for small resident get-togethers, or just a place to drop in and socialize.

Next door to the resident recreational room within Green Commons is the office and home of UBC's Interdisciplinary Studies Graduate Program (ISGP), whose staff are present during weekday office hours.

COACH HOUSE

The Coach House is the site of most public lectures that take place at the College, and is typically a busy place on weeknights during the



two terms of the main academic session. When the room is not reserved for events, residents are welcome to use the Coach House as an additional study space or for informal gatherings. Please note that the switch outside of the washroom is a fire alarm. The washroom light switch is located inside the washroom.

Residents who wish to book the room for an organized event may do so by submitting the request to the College's Event Coordinator (gc-events@ubc.ca) through the appropriate Resident Committee Chair. Residents with ideas for academic events that could be of interest to non-residents are invited to contact the Principal in the first instance

GROUNDS AND GARDENS

The College's gardens are one of its glories, offering some of the best views on campus. Lay out a blanket for some reading on the lawn, stretch out on one of the many benches shaded in garden corners, or stroll by the vegetable garden (maintained by the Garden and Environmental Committee and the Green College Dining Society Staff). The upper lawn is also a natural place for pick-up games of soccer, cricket, or Frisbee.

In nice weather, you may be tempted to take your meal out on the patio. Residents often use this area as a comfortable workspace out in nature, plugged into their laptops while enjoying the fresh air. In the evening, you'll find this the best spot to take some incredible sunsets.

The trellised Rose Garden to the east of Graham House offers a place of peaceful retreat and welcome shade on hotter days. The nearby woodshed (named in honour of a former bursar of the College) contains fuel for the fireplaces in Graham House and the Coach House. Certain residents are designated woodmen/women, responsible for keeping a good supply of split logs and kindling.

FACILITIES

GRAHAM HOUSE

The main space on the ground floor of Graham House is divided into two reception rooms: the Piano Lounge and the Billiards Room. These are the College's main hospitality areas, along with the Coach House and the Great Hall, and they are open to all members of the University or the public who have a legitimate reason to be at the College. Residents are welcome to use these spaces at any time they are not booked for events, but should be ready at any time to make space for visitors (and to welcome them too!). Watch for signs in Graham House to indicate when spaces are reserved for external event bookings, or consult the weekly schedule posted in the Graham House foyer.

COFFEE / TEA SERVICE: A coffee and tea service is available in the Piano Lounge from 10 a.m. to 7 p.m. from Monday to Thursday (Fridays 10 a.m. till noon). All residents, staff, and visitors are welcome to help themselves to coffee or tea.

PIANO: The Piano Lounge houses a grand piano. Residents are encouraged to use this piano. Spontaneous bouts of show-tunes are not an uncommon occurrence! However, please respect those trying to study, and refrain from practicing if events are going on in the adjacent rooms.

FIREPLACE: The Piano Lounge also contains a wood-burning fireplace for aesthetic and emergency purposes. Fires should only be lit for organized events where people are guaranteed to be present and tend to the fire. The fire should never be left unattended. If you would like to light a fire please notify the Event Coordinator in the Office in advance. There is a resident assigned to fire-lighting duty. Find out who this is and ask him or her to assist you in preparing a fire.

FURNITURE: If you re-arrange furniture for any reason (study groups, sudden urges to put on plays, knitting circles) please return the furniture

to its original place. Please lift all furniture to move it as the floors are easily scratched.

SMALL DINING ROOM: The Small Dining Room is also on the ground floor, and is kept as a quieter space, suitable for residents to study in when it is not being used for events.

READING ROOM: The Reading Room is the only space in Graham House that is reserved exclusively for College residents and staff, and is located next to the Small Dining Room. When event bookings occur elsewhere in Graham House, the Reading Room always stays open. The Reading Room contains books that you may borrow. Books are loaned out on the honour system, so please return them when you are finished. The newspapers and magazines in the Reading Room should not be removed so that everyone will maintain access to them. Books from high-profile visitors to the College are being added as the library expands. The Reading Room also houses a collection of board games.

Each year the College subscribes to approximately 15-20 publications, including the *Globe and Mail*, *The Economist*, *Time*, and *National Geographic*. Subscriptions are made and renewed each year with input from the resident Reading Room Committee that looks after the maintenance and organization of the library.

THE GREAT HALL: The Great Hall, where members of the College and the wider university and local community meet over dinner, is on the second floor of Graham House. At the entrance to the Great Hall is the College's Serv-ery, where Green College Dining Society staff serve meals on regular dinner nights (Sunday to Thursday) to residents, other members, guests and the public. Residents of the College also use the Serv-ery and Great Hall on meal plan mornings (Monday to Friday). Outside of meal times, the Great Hall is an ideal location for residents to study and chat. Desk lamps and extension

MEET THE STAFF

GREEN COLLEGE ADMINISTRATION

DR. MARK VESSEY, PRINCIPAL
Phone: 604-822-8670
Email: gc.principal@ubc.ca

CLARK LUNDEEN, ADMINISTRATION MANAGER
Phone: 604-822-8663
Email: gc.manager@ubc.ca

KELLY PARKATTI, PROGRAM AND COMMUNICATIONS MANAGER
Phone: 604-822-0676
Email: gc.communications@ubc.ca
gc.programs@ubc.ca

ALAN GUMBOC, EVENT COORDINATOR
Phone: 604-822-1878
Email: gc.events@ubc.ca

LYN PEDRO, MEMBERSHIP AND ACCOMMODATION CLERK
Phone: 604-822-6067
Email: gc.membership@ubc.ca

SIMONE GOGUEN, RECEPTIONIST / BOOKING CLERK
Phone: 604-822-8660
Email: gc.reception@ubc.ca

ANGELA HERLE, FINANCE ASSISTANT
Phone: 604-822-9544
Email: gc.finance@ubc.ca

GREEN COLLEGE DINING SOCIETY

JOSEPH COLLET, EXECUTIVE CHEF
Phone: 604-822-3211
Email: catering@gcdining.ca

ELVIS DAMJANOVIC, SOUS CHEF
Phone: 604-822-0912
Email: kitchen@gcdining.ca

SHANE PETERS, KITCHEN HELPER (VEG AND PREP)
Phone: 604-822-0912

(TBA) KITCHEN HELPER (BAKER AND MORNING COOK)
Phone: 604-822-0912

GURMAIL SOHI, KITCHEN STEWARD
Phone: 604-822-0912

KELLY WOLFE, BOOKKEEPER
Phone: 604-822-0912
Email: bookkeeper@gcdining.ca

GETTING ORIENTED: ACCESS TO AND FROM THE COLLEGE

ACCESS TO YOUR ROOM

YOUR NEW ADDRESS

Your Name
Green College
Room # 6201 Cecil Green Park Road
The University of British Columbia
Vancouver, BC V6T 1Z1 CANADA

If you live in a Single Room Split, the door to your own room within the suite will have a 300 number (ex. 302) but the door to your shared main entrance will have a 200 number. The 300 number is the one that corresponds with your mailbox but you should give the 200 number to friends, couriers, UBC Housing repair personnel, or guests.

KEYS

You will be issued the following keys: mailbox key, suite front door key, bedroom door key (if you are in a split), and a "IG-6" key. The "IG-6" key gives you access to:

- The Common Kitchen / Laundry
- Graham House
- Administration Office front door (access to your mailbox)
- Green Commons
- The Coach House

Please guard your keys carefully. The cost of losing a front door key is \$150, to cover the cost of changing the lock; the cost of replacing a mailbox, IG-6, or bedroom key is \$25.

LOCKED OUT: If you lock yourself out of your room, the Office can lend you a key. If it is after office hours, check which resident is on lookout duty and ask him or her to let you back in. Lockout personnel names and contact information are posted on the Office front door.

GUEST KEYS: An extra room key can be obtained from the Green College Office.

MAIL

Mail is distributed Monday to Friday, usually by noon each day. A yellow "mail has been distributed" sign will be displayed in the window of the Office.

The nearest Canada Post mailbox is on Cecil Green Park Road to the west of the College near the parking lot. The nearest place to buy stamps is the Post Office in the Student Union Building.

Courier items are placed directly in resident mailboxes. Larger items will be kept in the Office, and a notice will be placed in your mailbox.

Please note that the Office cannot accept C.O.D. deliveries, unless exact cash payment has been provided in advance. C.O.D. deliveries without pre-payment will be turned away. Occasionally, customs and brokerage charges are applied to cross-border deliveries. Residents may arrange for couriers to pick up outgoing packages from the Office. Please notify the Office of any courier pick-ups and provide the front desk with cash payment for the courier.

GETTING AROUND

PARKING: There is no parking directly on College grounds, however there is a temporary Loading Zone at the College entrance. These stalls are not managed and monitored by the College, but by UBC Parking, so be sure not to linger for too long in case of a ticket or tow!

Residents can purchase parking passes through UBC Parking at lots that are close to the College. Recommended lots are the Rose Garden Parkade, and the "E" lot at the end of Cecil Green Park Road. Parking passes may be obtained from the Parking and Access Control Services Office: 2075 Westbrook Mall, Room 204 (in the General Services Administration Building). The Parking and Key Desk phone number is 604-822-6786. You can access the Parking website at www.parking.ubc.ca.

If your heat still does not work please submit a maintenance request (see Repairs)

HUMIDITY SWITCH: All rooms have a humidity controller that looks like a thermostat. The dial monitors the amount of humidity in the air and activates the bathroom exhaust fan when the humidity becomes too high. When the weather is colder set your control between 40-45. In the spring and through the fall it should be adjusted to 50-55. If you are noticing that moisture is condensing on the windows or walls in your room the controller is set too high.

Note that there is a defect in the construction of the bathrooms. If the humidity switch is set too high/low, the bathroom light will not turn off. If you encounter this problem, adjust the humidity switch to the midpoint and wait.

LAMPS: Residents are responsible for purchasing light bulbs for their desk lamp, floor lamp, and bathroom wall. The Office supplies replacement heat lamps.

Some rooms have black floor lamps that require halogen bulbs. The bulb you require is 300W (130 Volts) and about 11.5 cm in length.

LIGHT SWITCH: Every room has a light switch by the front door. This connects to an electrical wall outlet rather than a ceiling lamp. Experiment to find the right outlet. You can plug your floor lamp into this outlet so it can be controlled by the switch.

LIVING AT GREEN COLLEGE

REPAIRS: Periodically, maintenance work in residence rooms is required. Work is generally performed by UBC Housing and Conferences staff. If it is scheduled College-wide maintenance a notice will be sent out to all residents in advance and will indicate access requirements.

If you have any specific problems/repairs in your room please submit a repair request to www.housing.ubc.ca through the Online Student Service Centre. This is the same portal where you accepted the housing offer. Contact the

Administration Manager at gc.manager@ubc.ca if you are unsure where to direct your request.

WALKWAYS: Please keep walkways outside your residence rooms and stairwells clear of obstructions in accordance with fire department regulations. This includes bicycles.

GARBAGE: All garbage should be placed in the large dumpsters by the back loading dock door of the Graham House kitchen. Please do not leave garbage in any other cans around the College or outside your door as animals have a tendency to rip these bags open looking for food.

RECYCLING: There is a recycling area by the back loading dock for the GCDS Kitchen (lower back entrance of Graham House) with bins for paper products and newspaper, plastic, glass, and metal containers. You will also find a large pail in the Common Kitchen for recycling batteries, and another for compost. You may also donate used/unwanted clothing. There is a box in the laundry room for clothing and used items, which are donated to charity (the bin is looked after by the resident Outreach committee).

LAUNDRY AND CLEANING: The laundry room just off the Common Kitchen houses coin-operated washers and dryers, and an ironing board and iron, for all residents to use. The laundry room is also the storage location of cleaning equipment that can be signed out for use in resident rooms: vacuum cleaners, wet mops and buckets, among other items.

RESIDENT STORAGE: There are storage rooms for residents in the basement of Graham House that you can access using your IG-6 Key. These storage rooms are for personal belongings of permanent residents and should not be used by residents on leave from the College. Storage is limited to two boxes or pieces of luggage, per resident. Please make sure you clearly label your items with your name.

LIVING IN YOUR RESIDENCE ROOM

YOUR ROOM ASSIGNMENT

Residents are placed in one of three available accommodation types: Single Rooms, Single Room Splits, and Studio Rooms. Single Rooms share a washroom with another single room; Single Room Splits share a washroom and the common living space of a two-level suite; and Studio Rooms (primarily reserved for Postdoctoral and Visiting Scholars, and couples) are self-contained with their own washrooms.

Each room is outfitted with a single bed (mattress, boxspring, and legs), bookcase, desk, armoire, two chairs, one desk lamp, and one floor lamp.

We try and accommodate reasonable room-change requests as much as possible, though keep in mind swapping rooms with a fellow resident is not as simple an endeavor as one might assume. If you would like to move to another room within the College for any reason, please discuss this with the Membership and Accommodations Clerk in the Office.

FEATURES OF YOUR ROOM

BATHROOM DOOR: If you are locked out of your bathroom please report to the Office or contact a lock-out staff member.

BATHROOM LIGHTS: Your bathroom has a light switch and a dial. The light switch turns on the ceiling heat lamp. The dial controls the humidity fan as well as the light above your sink. The light will remain on when the fan is on.

DOOR LOCKS: If your door lock is sticking please report the problem to the Office. You will be given graphite powder to put in the lock. Avoid putting oil in the locks, as this will degrade the locking mechanism. If the problem is persistent, you can submit a repair request to Housing through their website at www.housing.ubc.ca.

DRAINS: For clogged bathtubs, unscrew the stopper and clear debris out of the drain. If this

doesn't help, submit a repair request. Avoid using Drano or other corrosive compounds in the pipes.

FUSES: For residents in Rooms 100-109, 117-141, 201-209, and 217-241: Before resetting your fuse, turn off anything that was turned on when the fuse blew. During office hours you may borrow the fuse-box key from the front desk. If you blow a fuse after hours contact a lock-out attendant. You can recognize the blown fuse because it will not be centered. Once you have located the correct switch, flip it to the "off" position and then to the "on" position.

For residents in Rooms 110-116, 210-216, 142-144, and 242-243: The fuse boxes in your section are located in a separate electrical room accessible only to authorized personnel. Please contact the Office during office hours if you require help. If the Office is closed and you cannot wait until it re-opens call UBC Housing at the Walter Gage Residence front desk: 604-822-1020.

GAS FIREPLACES: Studio Rooms are equipped with gas fireplaces. Operating instructions are located on the back panel of the grill. If you are unsure about how to work the fireplace please ask the Office for a demonstration.

HEAT: The heat is controlled by a round, white "Danfoss" valve numbered 1-5 located in individual heater wall units. The valve can usually be accessed through the hole in the heater cover and can be adjusted to suit your needs. If you can't reach it, the cover can be lifted off. If you have problems with your heat, please check the following before contacting the Office:

Turn the valve to both the low and high settings. When you turn it up to 5 you should hear some hissing, which means the heat is getting through. There is a red-handled lever that controls the flow of water through the pipes. It is used to turn heat on and off. It is possible that it is turned off. Check that it is parallel to the pipe.

Visitors are advised to purchase parking at daily and hourly rates at either the Rose Garden Parkade or the "E" lot at the end of Cecil Green Park Road.

TAXIS: There are several taxi companies operating in the Metro Vancouver area. Companies that are familiar with the UBC area and Green College are Black Top Cabs (604-731-1111) and Yellow Cabs (604-681-1111). A one-way taxi ride to or from the airport, or to and from downtown Vancouver, costs about \$40.

PUBLIC TRANSPORTATION: Translink is the public transportation provider for the Metro Vancouver area, operating buses to and from the UBC campus, and skytrain and seabus services elsewhere in the Lower Mainland. Buses to and from UBC operate out of the UBC Bus Loop just east of the Student Union Building.

Residents who are students at UBC will be provided with a U-Pass bundled with their tuition fees, allowing unlimited travel.

For guests and non-student residents, travel within Vancouver costs \$2.50, and an additional \$1.25 for two zones to another municipality (Burnaby, Richmond, etc). Buses take exact change only. One month passes are also available. Tickets, passes, and printed schedules are available at the University Marketplace. For information on bus routes, visit the Translink website at www.translink.ca or call 604-953-3333.

CAMPUS SERVICES

GROCERY STORES: There is a small grocery store and BC Liquor Store in the University Marketplace ("The Village", on University Boulevard), and a large Save-on-Foods near 16th Ave and Westbrook Mall. Close to UBC, Safeway at 10th and Sasamat is a short bus ride away.

PHARMACIES: Shoppers Drug Mart is located in the Strangway Building across from the Village on University Boulevard, where the University Pharmacy is also located. Safeway and Save-on-Foods also have pharmacies.

HARDWARE STORES: For purchasing home necessities like light bulbs and hardware supplies, the dollar store in the Village has many items, as well as stores around the 10th and Sasamat area.

RESTAURANTS AND CAFES: A variety of restaurants and food courts are available on campus, mostly concentrated in the Student Union Building and the Village, but in other locations as well (see the UBC Food Services website at www.food.ubc.ca). A greater range of restaurant options is available a short bus ride away in the nearby Point Grey and Kitsilano neighbourhoods.

LIBRARIES: The UBC Library (www.library.ubc.ca/welcome.html) has many locations and specialized branches on campus. The main libraries are the Walter C. Koerner Library and the Irving K. Barber Learning Centre. Library locations also have public internet and computer workstations.

SPORTS AND RECREATION: If you're interested in heading to the gym or pool for a workout, taking a dance or yoga class, or joining a sports league, see the UBC REC website at www.rec.ubc.ca.

ATTRACTIONS: Several attractions are located within a few minutes walking distance of Green College: the Chan Centre for the Performing Arts; the Museum of Anthropology; the Frederic Wood Theatre; and the Morris and Helen Belkin Art Gallery. Also close by are the Nitobe Memorial Garden and the UBC Botanical Garden. For more information, see the UBC Attractions website at www.attractions.ubc.ca.

HIKING TRAILS: Pacific Spirit Regional Park is the forested area surrounding the UBC campus, with Green College right at the doorstep of many of the best park trails leading down to popular beaches. For a map of hiking and cycling trails, see the Metro Vancouver website at www.metrovancouver.org/about/maps/Maps/Pacific-spiritmap.pdf.

GETTING CONNECTED

PHONES: The Graham House foyer has a pay-phone that may be used until your own phone line has been set up. Please provide the Office with your phone number for records purposes.

Many residents opt for a cellphone in lieu of a landline phone. There are several cellphone providers on or near campus. The UBC Bookstore sells Bell phones. There is a Rogers store in the Village. Dash Wireless sells Telus phones and is located at Broadway and Blenheim.

For landlines, contact TELUS at 604-310-2255, or online at www.telus.com. Installation is approx. \$80, with a basic monthly fee of approx. \$30.

Note: It is sometimes necessary for Telus to access your room. If this is a requirement and you would like the office to give Telus access in your absence, leave a signed note of authorization to this effect with the Office.

Long-distance phone cards are often a cheaper alternative to phone-company plans. You can purchase phone cards at the University Pharmacy in the Village, or in the Student Union Building (SUB).

INTERNET ACCESS: To gain internet access plug your Ethernet jack into the socket in the wall. Only one of the two sockets works for the internet; try both to determine which one.

Once you have internet access you can begin setting up your online accounts, which will keep you connected to the University community.

CAMPUS WIDE LOGIN (CWL): CWL allows you to register for classes, renew library books online, see your grades and class schedules, pay tuition and housing fees, etc. Go to the Student Services website (<http://students.ubc.ca/ssc>) and log in using your student number as the login and your birthdate (YYMMDD) as your password. Heed their advice and choose an appropriate CWL login name, as it will become a part of your email address.

INTERCHANGE EMAIL ACCOUNT: UBC provides a free email account to all students. To create your email account, go to <http://web.interchange.ubc.ca/account/register.cfm>. This account will let you set up public listservs, download free anti-virus software and more.

clears and donates items that accumulate in the common Laundry area.

READING ROOM COMMITTEE: The Reading Room Committee acquires and catalogues reading materials for the Reading Room in Graham House, and is responsible for keeping the collection in order. Each year the committee surveys residents to determine which publications to subscribe to.

SOCIAL COMMITTEE: The Social Committee organizes social events at the College, such as pub nights and seasonal parties. It is also responsible for the programming of major annual social events, including the Welcome Dinner, Winter Gala, and Spring Gala. Under the Social Committee, smaller groups have formed such as College Vert (promoting French-themed dinners and films, and conversational French) and the Welcome Committee (tasked with organizing "welcome" events for September).

SPORTS COMMITTEE: The Sports Committee strives to provide members of the College with a variety of sporting opportunities, both recreational and organized, for individuals and teams. In addition to planning sports events at the College such as Soccer Sundays, the committee promotes participation in external competitions such as UBC's Legacy Games and the Vancouver Sun Run. It also provides an extensive collection of sporting equipment and games for College members to borrow, including a pair of nets that can be used for both soccer and hockey.

RESIDENTS' COUNCIL

The Residents' Council is a coordinating committee consisting of the Chair of the Social Committee, the President of the Green College Dining Society, and one Resident Member from each of the College Standing Committees (Academic, Membership, Policy and Planning, Media and Communications) chosen by the resident caucuses of those committees. If there is no Postdoctoral Scholar among these ex officio appointees, a postdoctoral resident will be added to the Council, chosen by the Postdoctoral Scholars. The Council may also co-opt up to

two members at large, as it sees fit. The Council appoints its own Chair or Co-Chairs. Its role is to assist with communications between the various group-activities of residents and between resident groups and the Green College Office, with respect to any and all matters of actual or potential concern to residents and the Principal.

MEMBERS' SERIES

Every week of the main academic session (September to April), the College hosts the Members' Series as part of its publicly advertised academic programming. This series, which takes place at 8 p.m. on Mondays after dinner, is organized by residents to give members of the College the opportunity to share their research and interests with each other and with a wider public audience. Those interested in giving presentations in this series, either individually or in group-panels, are invited to consult the convener.

PUTTING ON AN EVENT

Residents are allowed to use the College facilities for their own reading, study and enjoyment. Use of these spaces for a group meeting or event at a specified time need to be requested through the Chair of one of the Resident Committees, who then consult with the College's Event Coordinator on the venue booking schedule. To view when spaces have been formally booked and are unavailable for use, please consult the "This Week at Green College" memo posted in the Graham House foyer.

EMPLOYMENT OPPORTUNITIES

Occasionally Green College and/or the GCDS are looking for employees. Typical jobs include Event Assistants that help with event set-up, take-down and AV; Lock-Out Attendants; kitchen help, and servers for catered events. You will be notified when and as positions become available. Remember that in order to be eligible, you must have a Canadian Society Insurance Number (SIN). Post-doctoral and Visiting Scholar Resident Members are not eligible for student positions.



GETTING INVOLVED

STANDING COMMITTEES

The Standing Committees are the primary decision-making bodies for the College. They are advisory to and normally chaired by the Principal. There are four places on each committee for Resident Members, who are chosen by ballot; the other four places are filled by Faculty Members of the College. A resident may serve on no more than one committee in a given academic year and, having served on a particular committee, will not normally be eligible to serve on the same committee again. (This limitation is to ensure that experience of the College's working mechanisms is spread widely, and that the College can benefit from a wide array of resident experience.)

Balloting for the Standing Committees occurs in September each year and the Committees remain in place for a year. The Standing Committees of the College are:

ACADEMIC COMMITTEE: The Academic Committee is responsible for the College's interdisciplinary academic programming, including the appointments of the Cecil H. and Ida Green Visiting Professors. The College's Program and Communications Manager and Event Coordinator also attend. The committee meets once or twice a term.

MEMBERSHIP COMMITTEE: The Membership Committee is responsible for evaluating applications for resident membership and for selecting Resident Members. The College's Administration Manager and Membership and Accommodations Clerk also attend. The committee meets monthly, with the main business of the year falling between March and July. Members of this committee should be planning to stay in residence during the spring and summer, or at least be willing to review files by e-mail while away.

POLICY AND PLANNING COMMITTEE: The Policy and Planning Committee is responsible for planning and policy-making for all areas of the College's operations, residential and academic. The College's Administration Manager

and Membership and Accommodations Clerk also attend. The committee meets as business demands, at least once a term.

MEDIA AND COMMUNICATIONS COMMITTEE: The Media and Communications Committee helps to plan and coordinate both external publicity and publication initiatives and internal communication channels for the College. The College's Program and Communications Manager and Event Coordinator also attend.

RESIDENT COMMITTEES

Green College is home to many informal resident groups and committees, some of them relatively stable, others changing with the years and the dominant interests of residents:

ARTS COMMITTEE: The Arts Committee provides a variety of ways for people to experience and appreciate arts at the College, such as talks, musical performances, creative activities for residents and Society Members, and exhibits. The Arts Committee has a growing history of producing "Coffee House" events at the College to showcase member talent. There is also a longstanding tradition of theatrical events.

GARDEN AND ENVIRONMENT COMMITTEE:

The Garden and Environment Committee increases environmental awareness of Green College residents and leads initiatives for residents to decrease their environmental impact. The committee continues to build partnerships with other environmental organizations on campus and aspires to become a more prominent advocate for a low-impact university community. This committee also shares and coordinates community garden space on grounds with the Green College Dining Society.

OUTREACH COMMITTEE: The Outreach Committee is dedicated to helping the local and global community by arranging volunteer opportunities, raising awareness of social concerns, and initiating fundraising events. The Committee also

WEBSITE: The Green College website (www.greencollege.ubc.ca) has a wealth of information for Resident Members on the history of the College, how membership works, who makes up our community, and on our very busy Event Calendars (one for public events, and one just for member activities) – in addition to practical information to help you prepare for life at the College and settle in once you arrive. The College website is also the website for the Green College Dining Society (www.gcdining.ca).

Before you arrive at the College, you will receive an account for the website, with a temporary password. To log in, click the "Member Login" brown button at the top right of the homepage. Once you log in, you'll have access to a Member Directory where you can set up a profile to let residents (and other members) know who you are, as well as access important documents and view the Member Photo Gallery.

ELECTRONIC NEWSLETTERS: You are added to the College's resident e-newsletter lists as soon as you arrive. You are able to control your subscriptions under "My Details" in the member area of the Green College website, but it is advised to stay subscribed to stay informed on important news and events.

Weekly Bulletin: A newsletter that is distributed every Wednesday, with news and announcements concerning residents.

The Green List: A weekly e-newsletter, sent every Thursday of the academic year, featuring upcoming events for the next two weeks.

EMAIL LISTSERVS

GC-Residents (gc-residents@interchange.ubc.ca): "GC-Residents" is the formal resident listserv of the College, connecting only current residents, Office and GCDS staff. You will be added to "gc-residents" prior to your arrival at the College. The list is open-posting, so please feel free to post your College-related news and announcements to the list. Once you leave the College, you have the option of joining two listservs for Society Members: one discussion-based list, and the other for only occasional announcements.

Green-Chat (green-chat@interchange.ubc.ca):

This is a closed mailing list available only to current residents and Society Members who are former residents. The list is for informal discussion. Spontaneous requests, offers, and conversation around issues are appropriate subjects on the list. To subscribe to green-chat, send an email to majordomo@interchange.ubc.ca with "subscribe green-chat" in the body of the email.



RENT AND MEAL PAYMENTS

Meal plan fees are due by the first business day of every month, and are paid at the same time as your monthly residence fee is paid to Green College.

Current monthly residence and meal plan fees are at www.greencollege.ubc.ca/residencefees. Fees are in Canadian Dollars (CAD). Residence fees include electricity, heat, hot water, basic cablevision and ResNet (internet) services.

GCDS meal plan fees are non-refundable and non-transferable. Resident Partners who are students must provide documentation in order to be tax-exempt on the meal plan.

Residence fees and meal plan fees usually increase on an annual basis.

PAYMENT METHODS

Payments can be made by cheques payable to "Green College, UBC," direct debit, credit card (VISA or Mastercard) or Canadian money order. Rent payments can also be made through the UBC Housing Service Centre: www.housing.ubc.ca, though dining fees must be paid directly at the Green College Office. You are under no obligation to pay rent through the Student Service Centre. It is there purely as a convenience.

POST-DATED CHEQUES: Post-dated cheques are not accepted. Cheques must be dated for the day payment is received in the Office rather than the day rent is due. If you are away from the College when rent is due, you may call Office reception and use your credit card to submit payment.

DEBIT PAYMENTS: Many debit accounts have limits placed on transaction amounts allowed each day. Make sure that your limit is high enough to accommodate a rent and dining fee payment before attempting to pay.

LATE RESIDENCE PAYMENTS: All late rent

plan payments are subject to a \$25 fee. If you are unable to make your rent payment on time, please contact the Office as soon as possible before the due date to discuss your situation before you are assessed the late fees.

LATE MEAL PLAN PAYMENTS: The Green College Dining Society (GCDS) will enforce the following policy in regards to payment of Dining Society fees by all GCDS members:

- A \$25 late fee shall apply to any fee payments received after the first business day of the month.
- This fee applied to the member's GCDS fees and is in addition the late fee that may be charged by UBC Housing for late rent.
- Extensions may be granted on compassionate grounds or based on unforeseen circumstances at the discretion of the GCDS President.
- A member in arrears for more than two months may have their membership rescinded and be evicted from Green College.



GUESTS

The College understands that, at times, you may want to have guests stay with you in Residence. Please note the following policies regarding guests:

LENGTH OF STAY

As per your UBC Housing Residence Contract, you are permitted to have a guest stay with you in your room at the College for up to four days in a calendar month.

Longer periods may be permitted, but only with the Office's permission in advance. Please discuss your request with the College's Membership and Accommodations Clerk at gc.membership@ubc.ca.

GUEST BEDS

Cots are available to borrow during the period of your guest's stay from the storage basement of Graham House. Fill out the sign-out sheet in the storage room and be sure to replace the cot as soon as you are finished with it.

MEALS FOR GUESTS

BREAKFAST: Guests are welcome at breakfast if a ticket has been purchased. Breakfast tickets cost \$5.00 each. Breakfast tickets are available for purchase from the Green College Office in advance, or cash may be used for walk-in tickets. Please leave the ticket or cash in the jar in the Servery.

DINNER: Guests are also welcome at dinner, requiring either a reserved ticket in advance (\$15 for students / \$18 regular price) or cash-only at the door (\$17 for students / \$20 regular price). You may purchase tickets at the College Office. At the meal, please give the ticket to the server at the food counter. To be guaranteed a spot, please be certain to make reservations

for your guest(s) by noon of the business day preceding the dinner to be attended (call the GCDS Kitchen at 604-822-0912). For Sunday and Monday nights, reservations must be made by noon on Friday. This ensures that there is enough food for all, and also minimizes food wastage which helps to keep meal prices low.

PAID GUEST ACCOMMODATION

Another option for accommodating your guest is to book a guest room at the College, the cost of which would include regular meal plan breakfasts and dinners.

The College offers three types of guest accommodation options: Standard and Premium Guest House Rooms, in addition to the Single Rooms and Studio Rooms used by residents year-round. For rates, see the "Rates and Policies" under "Guest Accommodations" on the Green College website: www.greencollege.ubc.ca/guest_accommodation/rates.

A reservation inquiry can be submitted online to check on availability for your guest's preferred room type: www.greencollege.ubc.ca/guest_accommodation/reservation



- The following areas are not covered by the licence: Green Commons, the Common Kitchen, and residence rooms. You may consume your own alcohol in these areas. NOTE: Contravention of the liquor licence can result in significant fines (up to \$10,000) and/or loss of the liquor licence.

MEAL MAINTENANCE: If you plan to be away from the College for more than one calendar week or more in a given month, you may apply for "Meal Maintenance." Meal Maintenance gives you a partial credit against future meal plan fees. Meal Maintenance requires at least seven days advance notice of the leave. Application forms and further details are available in the Green College Office foyer.

PREPARING YOUR OWN MEALS

Green College's Common Kitchen is a facility shared by all residents to prepare their meals outside of meal plan hours. The kitchen can be used for food storage and preparation throughout the week. All those who use the Common Kitchen are responsible for its upkeep. Please clean up any mess made while using the kitchen.



Guidelines for using the Common Kitchen are:

- Label anything you put in the fridge with your name and date. The fridges are cleaned out on a regular basis, so label your food to avoid having it thrown out. Pens and tape are available.
- Please do not remove dishes or utensils.
- You may leave food on the main table for people to enjoy.
- There is a "common" food cupboard where you may put food items for everyone to use.

COMMON KITCHEN COMMITTEE

Because the kitchen is a shared resource, a resident Common Kitchen Committee looks after equitable division of labour among all residents to keep the kitchen clean and tidy. The Committee coordinates kitchen duty rosters; ensures the kitchen has clean towels, a marker and tape for food labeling, and sufficient dish soap; and ensures that appliances, cutlery, and crockery are functioning, sufficient, and remain in the kitchen. This Committee also collects money to help keep the kitchen stocked with basic, shared foodstuffs. A kitchen duty shift may include taking recycling, compost, and garbage to the dumpster area, cleaning appliances, and wiping down counters. Kitchen rules are posted in the kitchen. If you have any questions about the kitchen, ask the Common Kitchen Committee (contact details posted in the Common Kitchen).

GRAHAM HOUSE COFFEE AND SNACKS

Pop, juice, candy, and snacks are available for purchase with coins from the vending machines located in the basement of Graham House.

A coffee service with regular and decaf coffee and tea is available free of charge in the Piano Lounge to residents, staff, and visitors from 10 a.m. to 7 p.m. Monday to Thursday and 10 a.m. to noon on Fridays. Coffee service is not available on statutory holidays. Please return any used mugs to the coffee service area immediately after use.

UNDERSTANDING MEMBERSHIP

THE RESIDENCE CONTRACT

Upon accepting resident membership at Green College, residents are issued a residence contract that outlines the terms and conditions of their residency. To live at Green College, residents must agree to the terms and conditions of the Residence Contract.

Contracts for residence at Green College are typically offered and renewed on a year-to-year basis from September 1 to August 31. In all such cases, the end date of the contract will always be the end of August, unless you terminate your contract sooner. See the resident contract at: www.housing.ubc.ca/residence-contracts.

MEMBERSHIP TERM

When admission offers for Green College are sent, they include a fixed "Resident Membership Term" that defines the limit of the stay.

The College's policy allows residents to stay in accommodation at Green College for a maximum of two years (from date of arrival) for Master's degree students, and three years for LLB and up to four years for doctoral degree students (please inquire). The maximum period of residence for Postdoctoral Scholars is two years, and for Visiting Scholars one year. Applications to reside at the College for less than an academic term (i.e. four months) will not be considered.

Master's students who transfer directly into a doctoral program at UBC, or who advance directly from a Master's to a doctoral program, are entitled to prolong their period of residence by up to two years provided they notify the College Office at least two months before the end of their original contract. No person may be a full resident of the College for more than four years in total. The point of this and other residence restrictions is to enable as many qualified persons as possible to have the opportunity of living at the College.

PREFERRED READMISSION

Residents can also spend time away from the College, for field work or other academic purposes. Their current resident contract is then terminated, and they are granted readmission for their date of return. This process of "preferred re-admission" applies to absences of two to four months and requires appropriate notice. Such periods of absence do not affect the final end-date of the period of residency.

The basic parameters for preferred re-admission are that you need to notify the Office with at least one month's notice of your intent to leave. You can only be away from the College for a minimum of two months and to a maximum of four months, and must remove all belongings from your room.

TERMINATING YOUR RESIDENCY

If terminating your residency, similar to requesting preferred re-admission, written notice needs to be given at least one full month in advance of your termination date. Please note the termination date must always be the last day of the calendar month (mid-month terminations are not permitted).

For more details, see the Residence Contract or contact the Membership and Accommodations Assistant at gc.membership@ubc.ca.

STAYING IN TOUCH

Upon departing the College, you will retain Society Member status, and can be assured of an ongoing network of collegial support and a continuing relationship with the College long after your studies at UBC have ended. Be sure to complete and return the exit materials provided to you before your departure, in order to update your contact details, and to let us know which Society mailing lists you would like to be subscribed to.

MEALS

RESIDENT MEAL PLAN

Much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College. Visiting Scholars, guests from elsewhere in the University, and members of the public, who are also invited to purchase dinner tickets.

You'll find that the Great Hall at dinnertime is just as lively an academic, interdisciplinary discussion space as the Coach House, and that ideas and conversation tend to flow between the locations. Many theses and dissertations have been born, reworked, and refined over dinner at the College!

The meal plan is compulsory for residents, who automatically become members of the Green College Dining Society (GCDS). Residents dine together at five dinners and five breakfasts each week. Meals are served year-round, even if the meal falls on a statutory holiday. The kitchen only closes for two weeks in December during the holiday season; residents are notified in advance of the specific closure dates.

The Common Kitchen is available for meal preparation outside of meal plan times.

BREAKFAST: Breakfast is served from 7:30 to 9:30 a.m., Monday through Friday. Breakfast consists of a choice of cereals, bread to toast and spreads, baked goods, hard-boiled eggs, fresh fruit, juice, coffee, tea and dairy and non-dairy milk (See GCDS Policies below for further guidelines).

DINNER: Dinner is served from 6:15 to 7:30 p.m., Sunday through Thursday. Dinner includes a salad bar, bread/rolls, a main entrée (with vegetarian and non-vegetarian options), dessert or fruit, and beverages. Alcohol is available for purchase (See GCDS Policies below for further guidelines).

The College has limited capacity to meet special dietary requirements.

GCDS POLICIES AND DINING ETIQUETTE

FOOD SERVINGS (BREAKFAST): Please keep in mind that breakfast is not a buffet; take no more than one of each of the fruit, baked goods and eggs, since the kitchen only provides enough for the number of people expected at the meal. Also note that these items cannot be substituted (for instance, even if you don't have an egg, you still cannot take two pieces of fruit or two baked goods). Please remember that breakfast is breakfast, not lunch; take only what you need for breakfast, and please do not take bread, etc. away for other meals.

FOOD SERVINGS (DINNER): Residents elect to receive either meat entrees or vegetarian entrees for dinners. In addition to the nightly entree, salad, dessert, and sometimes soup/bread are provided. Please take only one bowl or plate of salad, and one dessert each night. If you have leftovers at dinner, please use your own containers.

USE OF OTHER EATING AREAS: Some residents choose to eat breakfast while reading the newspapers in the Reading Room or Small Dining Room on the first floor of Graham House. Residents who use the downstairs for breakfast are responsible for cleaning all table surfaces they use (cleaning materials are available in the Dining Hall) and they are responsible for returning all dishes, cutlery, glasses, and trays to the Dining Hall. Furthermore, the Small Dining room is often used during the day by outside groups and must be kept tidy and clean.

BOXED MEALS (BREAKFAST): If you are unable to attend breakfast early in the morning, a bagged breakfast is an option. Bagged breakfasts are available for whole weeks only (i.e., five breakfasts, from Monday through Friday), or on the same day of the week provided it is missed on a regular and consistent basis (i.e., at

least three consecutive weeks, for instance three consecutive Tuesdays). To apply for a bagged breakfast, complete the form available on the clipboard by the Great Hall fireplace and return it to the office by noon of the Friday before the first breakfast to be missed. Your breakfast will be available for pick up at dinner the night before and includes a baked good, a piece of fruit, and juice. The bagged breakfast counts as your only breakfast for the day for which it was provided; if for some reason you've arranged for a bagged breakfast but are able to attend breakfast, please do not take additional food other than that which was provided in the bagged breakfast.

BOXED MEALS (DINNER): Dining together is a central focus of Green College. All resident members are expected to participate in the dinner in the Dining Hall Sunday through Thursday. However, if you are unable to attend a dinner, you may request that the kitchen set aside your meal. The meal will be placed in the refrigerator in the Servery, and will be available for pickup during meal-time hours. You can request a boxed meal by putting your name down on a boxed meal request sheet (located near the fireplace in the Great Hall) or by calling or emailing the kitchen by 4 p.m. Please also indicate whether you require a meat or vegetarian

entree. NOTE: Please return the containers to the Dining Hall as soon as possible.

ALCOHOL CONSUMPTION: The Dining Society holds a liquor licence, which permits serving alcohol with food in all of the public areas of Green College (i.e., all of Graham House, the Coach House and the patio areas outside Graham House and the area between the Coach House and Green Commons). This licence permits the Dining Society to serve alcohol at functions, provided that food is also being served. A variety of wines, beers and ciders are available for purchase at the dining hall during dinners. Under the terms of the liquor licence, the Dining Society must be solely responsible for the purchase and sale of alcohol in licensed areas. Therefore, the following points must be observed:

- It is unlawful to bring alcohol into the licensed areas for consumption;
- It is unlawful to take alcohol purchased from the Dining Society outside the licensed areas (see below); and
- Alcohol served in a licensed area (even for events organized by residents) must be purchased by the Dining Society and sold to participants by the Dining Society.





GREEN COLLEGE 2011/12 RESIDENT HANDBOOK



Green College
The University of British Columbia
6201 Cecil Green Park Road
Vancouver, BC V6T 1Z1
Phone: (604) 822-8660

www.greencollege.ubc.ca

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WELCOME FROM THE PRINCIPAL

We're glad you're joining us, out here at the edge of the University. This is a place that has been set aside, thanks to the foresight and generosity of Cecil Green, for people who like to combine social life and higher learning in somewhat experimental quantities. It is a place to which the curriculum scarcely reaches, where intellectual disciplines probe their own limits, and where the lines that otherwise mark off our strictly "academic" work from the world at large become blurred.

Green College is more than just a place, more than a graduate residence at the University of British Columbia with room for postdocs and visiting scholars too, and the venue for an extensive program of extracurricular, interdisciplinary events open to the University and general public. It is also an unregulated society of scholars and intellectuals stretching round the world that includes many hundreds of former residents, associated faculty, and distinguished visitors.

Even so, the place itself is formative. What holds us together as members of the College is a shared intuition of all that should be possible in these precincts, now and in the future, as well as an awareness of some of the things that have happened and been achieved here in the past.

There are as many ways for you to make your own mark on the College as you can imagine. On behalf of everyone who has ever called the College home, I wish you an easy adjustment to your new surroundings and a very rewarding time as a resident.

Much of what makes this place work as a community and as a venue for visitors goes without saying: respect for other people, hospitality, due regard for common and private property, willingness to take and respond to initiatives, etc. This Handbook deals concisely with some of the rest—what you could usefully know as a resident but wouldn't necessarily be able to guess. If you can't find what you're looking for in these



pages, knock on a neighbour's door; drop by the Office, or ask the person sitting beside you at breakfast. And, please, when you find things that don't make sense or need updating, let us know so that we can incorporate the necessary changes in next year's edition. I look forward to seeing you around the College and to seeing the differences that your membership will make to us all.

Mark Vessey

Dr. Mark Vessey
Principal, Green College

SAFEGWALK PROGRAM: Members of the AMS Safegwalk program accompany students, staff, and faculty safely around campus at night. To arrange a walk, call 604-822-5355 or approach one of the teams (wearing bright red jackets) patrolling the campus. For more information see www.ams.ubc.ca.

- c) Give information about the fire (what floor; how fast it is spreading; if people are trapped, etc).
3. Attempt to control the fire with available fire equipment.
4. If you cannot control the fire try to isolate it by closing doors, then leave by the nearest safe exit. Do not lock the doors.
5. Do not run away from the fire. Shut all doors behind you and walk away from the building.
6. Assemble in the emergency meeting area in the parking lot by the Principal's residence.
7. Do not go back into the building for any reason until the all clear has been announced.

COMMON KITCHEN AND LAUNDRY ROOM:

The fire department suggests keeping the door between the kitchen and laundry room closed at all times. Good housekeeping practices in both areas will reduce the risk of fires. Please keep a clear path to the electrical panel in the laundry room. It is recommended that dryers not be left unattended when in operation.

CAMPUS SAFETY

BLUE LIGHT PHONES: Blue light phones are located throughout campus and connect directly to campus security for general assistance and in case of emergencies. For more information see www.security.ubc.ca.

DISCRIMINATION AND HARRASSMENT:

The University of British Columbia has a policy on Discrimination and Harassment that embodies elements of the British Columbia Human Rights Code. If you encounter a situation involving discrimination or harassment of any kind please do not hesitate to contact the College Principal, the Administration Manager, or an Advisor at the UBC Equity Office (call 604-822-6353).

STAYING SAFE

Because of the open plan of the College buildings and our policy of hospitality to the campus community, you will often see people in the precincts whom you do not recognize. If ever you are concerned that strangers are entering parts of the building where they should not be, or if you suspect any other kind of inappropriate activity, please notify the office or Campus Security (see Page 3).

The main doors to Graham House are locked after the end of the last public event of each day, leaving access only for residents and other authorized holders of the IG-6 key. Those doors should never be blocked open in the late evenings or at weekends when the latch is down.

There are emergency lights throughout the buildings which activate automatically in the event of a power interruption.

FIRE SAFETY

FIRE DRILLS: There are up to two fire drills per year at Green College. You will be notified in advance when these will occur.

FIRE ALARM SYSTEMS: Make sure you keep hot objects, such as candles, away from the sprinklers in your room as they are heat activated. There are manual pull stations, smoke detectors, and sprinkler systems throughout the building.

PORTABLE FIRE EXTINGUISHERS: There are portable fire extinguishers placed strategically throughout the buildings for occupant use. They are maintained and inspected by the Vancouver Fire Department.

IN CASE OF FIRE:

1. Immediately sound the nearest fire alarm. Make sure you familiarize yourself with the pull stations closest to your room.
2. Dial 911
 - a) State your name.
 - b) Give the address where the fire is and the nearest intersection (6201 Cecil Green Park Road at the corner of NW Marine Drive and Cecil Green Park Road).



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IMPORTANT CONTACTS AND SECURITY TIPS

ADMINISTRATION OFFICE

The Administration Office is open from 9 a.m. - 4 p.m., Monday through Friday. The Office is closed for lunch between 12 noon and 1 p.m.

Phone: 604-822-8660

Fax: 604-822-8742

Email: gc.reception@ubc.ca

Website: www.greencollege.ubc.ca

EMERGENCY NUMBERS

FIRE	911
AMBULANCE	911
POLICE (R.C.M.P.)	911
R.C.M.P. (Non-Emergency)	604-224-1322
FIRST AID	604-822-4444
CAMPUS SECURITY	604-822-2222

CAMPUS SECURITY AND 911

In the case of any criminal offences (break-ins, assault, etc) you should call 911. Campus Security deals with any other issues (for example, suspicious persons). In general Campus Security recommends that in the case of any emergency or concern requiring police you should call 911 first and then contact Campus Security.

Call if you require first aid treatment of any sort. It is recommended that you call 911 for ambulance service as well.

SAFETY AND SECURITY TIPS

- DO keep your doors and windows closed and locked when you are not in your room, or sleeping
- DO keep stairs, exits, and pathways clear of debris
- DO get to know your neighbours, and report any suspicious persons to the Office
- DO report any lost keys immediately to the Office
- DO NOT prop open any doors - closed doors prevent the spread of fires, and open doors make things too easy for potential thieves
- DO NOT leave your belongings unattended in a common area
- DO NOT leave valuables in plain-view from your window - close your blinds, or cover it
- DO NOT hang anything from sprinkler heads



GREEN COLLEGE DINING SOCIETY

Phone: 604-822-0912

Email: kitchen@gcdining.ca

Website: www.gcdining.ca

Office: Graham House Basement
(entrance by loading bay)



to study and chat. Desk lamps and extension cords are available for loan in the cupboards along the south wall.

GREEN COMMONS

Green Commons, the building just west of Graham House and north of the Coach House, provides a recreational room for College residents only. The room contains a TV, board games, a foosball table, and comfortable couches. It is a good location for small resident get-togethers, or just a place to drop in and socialize.

Next door to the resident recreational room within Green Commons is the office and home of UBC's Interdisciplinary Studies Graduate Program (ISGP), whose staff are present during weekday office hours.

COACH HOUSE

The Coach House is the site of most public lectures that take place at the College, and is

typically a busy place on weeknights during the two terms of the main academic session. When the room is not reserved for events, residents are welcome to use the Coach House as an additional study space or for informal gatherings.

Please note that the switch outside of the washroom is a fire alarm. The washroom light switch is located inside the washroom.

Residents who wish to book the room for an organized event may do so by submitting the request to the College's Event Coordinator (gc.events@ubc.ca) through the appropriate Resident Committee Chair. Residents with ideas for academic events that could be of interest to non-residents are invited to contact the Principal in the first instance

GROUNDS AND GARDENS

The College's gardens are one of its glories, offering some of the best views on campus. Lay out a blanket for some reading on the lawn, stretch out on one of the many benches shaded in garden corners, or stroll by the vegetable garden (maintained by the Garden and Environmental Committee and the Green College Dining Society Staff). The upper lawn is also a natural place for pick-up games of soccer, cricket, or Frisbee.

In nice weather, you may be tempted to take your meal out on the patio. Residents often use this area as a comfortable workspace out in nature, plugged into their laptops while enjoying the fresh air. In the evening, you'll find this the best spot to take some incredible sunsets.

The trellised Rose Garden to the east of Graham House offers a place of peaceful retreat and welcome shade on hotter days. The nearby woodshed (named in honour of a former bursar of the College) contains fuel for the fireplaces in Graham House and the Coach House. Certain residents are designated women/women, responsible for keeping a good supply of split logs and kindling.

FACILITIES

GRAHAM HOUSE

The main space on the ground floor of Graham House is divided into two reception rooms: the Piano Lounge and the Billiards Room. These are the College's main hospitality areas, along with the Coach House and the Great Hall, and they are open to all members of the University or the public who have a legitimate reason to be at the College. Residents are welcome to use these spaces at any time they are not booked for events, but should be ready at any time to make space for visitors (and to welcome them too!). Watch for signs in Graham House to indicate when spaces are reserved for external event bookings, or consult the weekly schedule posted in the Graham House foyer.

COFFEE / TEA SERVICE: A coffee and tea service is available in the Piano Lounge from 10 a.m. to 7 p.m. from Monday to Thursday (Fridays 10 a.m. till noon). All residents, staff, and visitors are welcome to help themselves to coffee or tea.

PIANO: The Piano Lounge houses a grand piano. Residents are encouraged to use this piano. Spontaneous bouts of show-tunes are not an uncommon occurrence! However, please respect those trying to study, and refrain from practicing if events are going on in the adjacent rooms.

FIREPLACE: The Piano Lounge also contains a wood-burning fireplace for aesthetic and emergency purposes. Fires should only be lit for organized events where people are guaranteed to be present and tend to the fire. The fire should never be left unattended. If you would like to light a fire please notify the Event Coordinator in the Office in advance. There is a resident assigned to fire-lighting duty. Ask gc-manager@ubc.ca who this is, and ask him or her to assist you when preparing a fire.

FURNITURE: If you re-arrange furniture for any reason (study groups, sudden urges to put on plays, knitting circles) please return the furniture

to its original place. Please lift all furniture to move it as the floors are easily scratched.

WILLIAM C. GIBSON ROOM: The William C. Gibson Room is also on the ground floor, and is kept as a quieter space, suitable for residents to study in when it is not being used for events.

READING ROOM: The Reading Room is the only space in Graham House that is reserved exclusively for College residents and staff, and is located next to the William C. Gibson Room. When event bookings occur elsewhere in Graham House, the Reading Room always stays open. The Reading Room contains books that you may borrow. Books are loaned out on the honour system, so please return them when you are finished. The newspapers and magazines in the Reading Room should not be removed so that everyone will maintain access to them. Books from high-profile visitors to the College are being added as the library expands. The Reading Room also houses a collection of board games.

Each year the College subscribes to approximately 15-20 publications, including the *Globe and Mail*, *The Economist*, *Time*, and *National Geographic*. Subscriptions are made and renewed each year with input from the resident Reading Room Committee that looks after the maintenance and organization of the library.

THE GREAT HALL: The Great Hall, where members of the College and the wider university and local community meet over dinner, is on the second floor of Graham House. At the entrance to the Great Hall is the College's Servery, where Green College Dining Society staff serve meals on regular dinner nights (Sunday to Thursday) to residents, other members, guests and the public. Residents of the College also use the Servery and Great Hall on meal plan mornings (Monday to Friday). Outside of meal times, the Great Hall is an ideal location for residents

MEET THE STAFF

GREEN COLLEGE ADMINISTRATION

DR. MARK VESSEY, PRINCIPAL

Phone: 604-822-8670

Email: gc.principal@ubc.ca

CLARK LUNDEEN, ADMINISTRATION MANAGER

Phone: 604-822-8663

Email: gc.manager@ubc.ca

TATIANA TOMLJANOVIC, COMMUNICATIONS MANAGER

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Email: gc.communications@ubc.ca

ALAN GUMBOC, EVENTS AND PROGRAMMING COORDINATOR

Phone: 604-822-1878

Email: gc.events@ubc.ca, gc.programs@ubc.ca

LYN PEDRO, MEMBERSHIP AND ACCOMMODATIONS CLERK

Phone: 604-822-6067

Email: gc.membership@ubc.ca

SIMONE GOGUEN, RECEPTIONIST / BOOKING CLERK

Phone: 604-822-8660

Email: gc.reception@ubc.ca

LYNDA CALLARD, FINANCE ASSISTANT

Phone: 604-822-9544

Email: gc.finance@ubc.ca

GREEN COLLEGE DINING SOCIETY

JOSEPH COLLET, EXECUTIVE CHEF

Phone: 604-822-3211

Email: catering@gcdining.ca

ELVIS DAMJANOVIC, SOUS CHEF

Phone: 604-822-0912

Email: kitchen@gcdining.ca

TBA, KITCHEN HELPER (VEG AND PREP)

Phone: 604-822-0912

TBA, KITCHEN HELPER (BAKER AND MORNING COOK)

Phone: 604-822-0912

GURMAIL SOHI, KITCHEN STEWARD

Phone: 604-822-0912

KELLY WOLFE, BOOKKEEPER

Phone: 604-822-0912

Email: bookkeeper@gcdining.ca

GETTING ORIENTED: ACCESS TO AND FROM THE COLLEGE

ACCESS TO YOUR ROOM

YOUR NEW ADDRESS

Your Name
Green College
Room # 6201 Cecil Green Park Road
The University of British Columbia
Vancouver, BC V6T 1Z1 CANADA

If you live in a Single Room Split, the door to your own room within the suite will have a 300 number (ex. 302) but the door to your shared main entrance will have a 200 number. The 300 number is the one that corresponds with your mailbox but you should give the 200 number to friends, couriers, UBC Housing repair personnel, or guests.

KEYS

You will be issued the following keys: mailbox key, suite front door key, bedroom door key (if you are in a split), and a "IG-6" key. The "IG-6" key gives you access to:

- The Common Kitchen / Laundry
- Graham House
- Administration Office front door (access to your mailbox)
- Green Commons
- The Coach House

Please guard your keys carefully. The cost of losing a front door key is \$150, to cover the cost of changing the lock; the cost of replacing a mailbox, IG-6, or bedroom key is \$25.

LOCKED OUT: If you lock yourself out of your room, the Office can lend you a key. If it is after office hours, check which resident is on lookout duty and ask him or her to let you back in. Lockout personnel names and contact information are posted on the Office front door.

GUEST KEYS: An extra room key can be obtained from the Green College Office.

MAIL

Mail is distributed Monday to Friday, usually by noon each day. A yellow "mail" has been distributed" sign will be displayed in the window of the Office.

The nearest Canada Post mailbox is on Cecil Green Park Road to the west of the College near the parking lot. The nearest place to buy stamps is the Post Office in the Student Union Building.

Courier items are placed directly in resident mailboxes. Larger items will be kept in the Office, and a notice will be placed in your mailbox.

Please note that the Office cannot accept C.O.D. deliveries, unless exact cash payment has been provided in advance. C.O.D. deliveries without pre-payment will be turned away. Occasionally, customs and brokerage charges are applied to cross-border deliveries. Residents may arrange for couriers to pick up outgoing packages from the Office. Please notify the Office of any courier pick-ups and provide the front desk with cash payment for the courier.

GETTING AROUND

PARKING: There is no parking directly on College grounds, however there is a temporary Loading Zone at the College entrance. These stalls are not managed and monitored by the College, but by UBC Parking, so be sure not to linger for too long in case of a ticket or tow!

Residents can purchase parking passes through UBC Parking at lots that are close to the College. Recommended lots are the Rose Garden Parkade, and the "E" lot at the end of Cecil Green Park Road. Parking passes may be obtained from the Parking and Access Control Services Office: 2075 Westbrook Mall, Room 204 (in the General Services Administration Building). The Parking and Key Desk phone number is 604-822-6786. You can access the Parking website at www.parking.ubc.ca.

turned off. Check that it is parallel to the pipe. If your heat still does not work please submit a maintenance request (see Repairs)

HUMIDITY SWITCH: All rooms have a humidity controller that looks like a thermostat. The dial monitors the amount of humidity in the air and activates the bathroom exhaust fan when the humidity becomes too high. When the weather is colder set your control between 40-45. In the spring and through the fall it should be adjusted to 50-55. If you are noticing that moisture is condensing on the windows or walls in your room the controller is set too high.

Note that there is a defect in the construction of the bathrooms. If the humidity switch is set too high/low, the bathroom light will not turn off. If you encounter this problem, adjust the humidity switch to the midpoint and wait.

LAMPS: Residents are responsible for purchasing light bulbs for their desk lamp, floor lamp, and bathroom wall. The Office supplies replacement heat lamps.

Some rooms have black floor lamps that require halogen bulbs. The bulb you require is 300W (130 Volts) and about 11.5 cm in length.

LIGHT SWITCH: Every room has a light switch by the front door. This connects to an electrical wall outlet rather than a ceiling lamp. Experiment to find the right outlet. You can plug your floor lamp into this outlet so it can be controlled by the switch.

LIVING AT GREEN COLLEGE

REPAIRS: Periodically, maintenance work in residence rooms is required. Work is generally performed by UBC Housing and Conferences staff. If College-wide maintenance is scheduled, a notice will be sent out to all residents in advance that will indicate access requirements.

If you have any specific problems/repairs in your room please submit a repair request to www.housing.ubc.ca through the Online Student

Service Centre. This is the same portal where you accepted the housing offer. Contact the Office front desk at gc.reception@ubc.ca if you are unsure of where to direct your request.

WALKWAYS: Please keep walkways outside your residence rooms and stairwells clear of obstructions in accordance with fire department regulations. This includes bicycles.

GARBAGE: All garbage should be placed in the large dumpsters by the back loading dock door of the Graham House kitchen. Please do not leave garbage in any other cans around the College or outside your door as animals have a tendency to rip these bags open looking for food.

RECYCLING AND COMPOST: There is a recycling area by the back loading dock for the GCDS Kitchen (lower back entrance of Graham House) with bins for paper products and newspaper, plastic, glass, and metal containers, as well as a compost area for leftover food scraps. Other compost bins are available in the Great Hall and the Common Kitchen. Also in the Common Kitchen, you will find re-usable shopping bags, a large pail for recycling batteries, and a box for used/unwanted clothing to be donated to charity (the bin is looked after by the resident Outreach committee). A rechargeable battery recharger is also available in the Reading Room.

LAUNDRY AND CLEANING: The laundry room just off the Common Kitchen houses coin-operated washers and dryers, and an ironing board and iron, for all residents to use. The laundry room is also the storage location of cleaning equipment that can be signed out for use in resident rooms: vacuum cleaners, wet mops and buckets, among other items.

RESIDENT STORAGE: There are storage rooms for residents in the basement of Graham House that you can access using your IG-6 Key. These storage rooms are for personal belongings of permanent residents and should not be used by residents on leave from the College. Storage is limited to two boxes or pieces of luggage, per resident. Please make sure you clearly label your items with your name.

LIVING IN YOUR RESIDENCE ROOM

YOUR ROOM ASSIGNMENT

Residents are placed in one of three available accommodation types: Single Rooms, Single Room Splits, and Studio Rooms. Single Rooms share a washroom with another single room; Single Room Splits share a washroom and the common living space of a two-level suite; and Studio Rooms (primarily reserved for Postdoctoral and Visiting Scholars, and couples) are self-contained with their own washrooms.

Each room is outfitted with a single bed (mattress, boxspring, and legs), bookcase, desk, armoire, two chairs, one desk lamp, and one floor lamp. Standard furnishings should not be removed.

We try and accommodate reasonable room-change requests as much as possible, though keep in mind swapping rooms with a fellow resident is not as simple as one might assume. If you would like to move to another room within the College for any reason, please discuss this with the Membership and Accommodations Clerk in the Office.

FEATURES OF YOUR ROOM

BATHROOM DOOR: If you are locked out of your bathroom please report to the Office or contact a lock-out staff member.

BATHROOM LIGHTS: Your bathroom has a light switch and a dial. The light switch turns on the ceiling heat lamp. The dial controls the humidity fan as well as the light above your sink. The light will remain on when the fan is on.

MOPS AND BROOMS: Mops and brooms are available in every bathroom or shared area.

DOOR LOCKS: If your door lock is sticking please report the problem to the Office. You will be given graphite powder to put in the lock. Avoid putting oil in the locks, as this will degrade the locking mechanism. If the problem is persistent, you can submit a repair request to Housing through their website at www.housing.ubc.ca.

DRAINS: For clogged bathtubs, unscrew the stopper and clear debris out of the drain. If this doesn't help, submit a repair request. Avoid using Drano or other corrosive compounds in the pipes.

FUSES: For residents in Rooms 100-109, 117-141, 201-209, and 217-241: Before resetting your fuse, turn off anything that was turned on when the fuse blew. During office hours you may borrow the fuse-box key from the front desk. If you blow a fuse after hours contact a lock-out attendant. You can recognize the blown fuse because it will not be centered. Once you have located the correct switch, flip it to the "off" position and then to the "on" position.

For residents in Rooms 110-116, 210-216, 142-144, and 242-243: The fuse boxes in your section are located in a separate electrical room accessible only to authorized personnel. Please contact the Office during office hours if you require help. If the Office is closed and you cannot wait until it re-opens call UBC Housing at the Walter Gage Residence front desk: 604-822-1020.

GAS FIREPLACES: Studio Rooms are equipped with gas fireplaces. Operating instructions are located on the back panel of the grill. If you are unsure about how to work the fireplace please ask the Office for a demonstration.

HEAT: The heat is controlled by a round, white "Danfoss" valve numbered 1-5 located in individual heater wall units. The valve can usually be accessed through the hole in the heater cover and can be adjusted to suit your needs. If you can't reach it, the cover can be lifted off. If you have problems with your heat, please check the following before contacting the Office:

Turn the valve to both the low and high settings. When you turn it up to 5 you should hear some hissing, which means the heat is getting through. There is a red-handled lever that controls the flow of water through the pipes. It is used to turn heat on and off. It is possible that it is

Visitors are advised to purchase parking at daily and hourly rates at either the Rose Garden Parkade or the "E" lot at the end of Cecil Green Park Road.

TAXIS: There are several taxi companies operating in the Metro Vancouver area. Companies that are familiar with the UBC area and Green College are Black Top Cabs (604-731-1111) and Yellow Cabs (604-681-1111). A one-way taxi ride to or from the airport, or to and from downtown Vancouver, costs about \$40.

PUBLIC TRANSPORTATION: Translink is the public transportation provider for the Metro Vancouver area, operating buses to and from the UBC campus, and skytrain and seabus services elsewhere in the Lower Mainland. Buses to and from UBC operate out of the UBC Bus Loop just east of the Student Union Building.

Residents who are students at UBC will be provided with a U-Pass bundled with their tuition fees, allowing unlimited travel.

For guests and non-student residents, the cost of a transit depends on travel distance (one zone (Vancouver), two zones, or three zones), and at what time of day travel takes place. For information on transit fares and bus routes, visit the Translink website at www.translink.ca or call 604-953-3333. Buses take exact change only. Tickets, passes, and printed schedules are available at the University Marketplace.

CAMPUS SERVICES

GROCERY STORES: There is a small grocery store and BC Liquor Store in the University Marketplace ("The Village", on University Boulevard), and a large Save-on-Foods near 16th Ave and Westbrook Mall. Close to UBC, Safeway at 10th and Sasamat is a short bus ride away.

PHARMACIES: Shoppers Drug Mart is located in the Strangway Building across from the Village on University Boulevard, where the University Pharmacy is also located. Safeway and Save-on-Foods also have pharmacies.

HARDWARE STORES: For purchasing home necessities like light bulbs and hardware supplies, the dollar store in the Village has many items, as well as stores around the 10th and Sasamat area.

RESTAURANTS AND CAFES: A variety of restaurants and food courts are available on campus, mostly concentrated in the Student Union Building and the Village, but in other locations as well (see the UBC Food Services website at www.food.ubc.ca). A greater range of restaurant options is available a short bus ride away in the nearby Point Grey and Kitsilano neighbourhoods.

LIBRARIES: The UBC Library (www.library.ubc.ca/welcome.html) has many locations and specialized branches on campus. The main libraries are the Walter C. Koerner Library and the Irving K. Barber Learning Centre. Library locations also have public internet and computer workstations.

SPORTS AND RECREATION: If you're interested in heading to the gym or pool for a workout, taking a dance or yoga class, or joining a sports league, see the UBC REC website at www.rec.ubc.ca.

ATTRACTIONS: Several attractions are located within a few minutes walking distance of Green College: the Chan Centre for the Performing Arts; the Museum of Anthropology; the Frederic Wood Theatre; and the Morris and Helen Belkin Art Gallery. Also close by are the Nitobe Memorial Garden and the UBC Botanical Garden.

Some UBC attractions offer free admission for registered UBC students. For more information, see www.attractions.ubc.ca.

HIKING TRAILS: Pacific Spirit Regional Park is the forested area surrounding the UBC campus, with Green College right at the doorstep of many of the best park trails leading down to popular beaches. For a map of hiking and cycling trails, see the Metro Vancouver website at www.metrovancouver.org/about/maps/Maps/Pacific-spiritmap.pdf.

GETTING CONNECTED

PHONES: The Graham House foyer has a pay-phone that may be used until your own phone line has been set up. Please provide the Office with your phone number for records purposes.

Many residents opt for a cellphone in lieu of a landline phone. There are several cellphone providers on or near campus. The UBC Bookstore sells Bell phones. There is a Rogers store in the Village. Dash Wireless sells Telus phones and is located at Broadway and Blenheim.

For landlines, contact TELUS at 604-310-2255, or online at www.telus.com. Installation is approx. \$80, with a basic monthly fee of approx. \$30.

Note: It is sometimes necessary for Telus to access your room. If this is a requirement and you would like the office to give Telus access in your absence, leave a signed note of authorization to this effect with the Office.

Long-distance phone cards are often a cheaper alternative to phone-company plans. You can purchase phone cards at the University Pharmacy in the Village, or in the Student Union Building (SUB).

INTERNET ACCESS: To gain internet access plug your Ethernet jack into the socket in the wall. Only one of the two sockets works for the internet; try both to determine which one.

Once you have internet access you can begin setting up your online accounts, which will keep you connected to the University community.

CAMPUS WIDE LOGIN (CWL): CWL allows you to register for classes, renew library books online, see your grades and class schedules, pay tuition and housing fees, etc. Go to the Student Services website (<http://students.ubc.ca/ssc>) and log in using your student number as the login and your birthdate (YYMMDD) as your password.

UBC EMAIL ACCOUNT: UBC is currently transitioning from interchange to a new email account provider for the university. For updates on this transition, and instructions on using the new service, see www.students.ubc.ca/email.

SPORTS COMMITTEE: The Sports Committee strives to provide members of the College with a variety of sporting opportunities, both recreational and organized, for individuals and teams. In addition to planning sports events at the College, the committee promotes participation in external competitions such as UBC's Legacy Games and the Vancouver Sun Run. It also provides an extensive collection of sporting equipment and games to borrow, including a pair of nets that can be used for soccer and hockey.

SPECIAL PURPOSE COMMITTEES

HEALTH AND SAFETY COMMITTEE: The Health and Safety Committee's core duties are to update the fire and safety plans of the College, assign floor/fire wardens in each building, conduct the fire drill, and work on additional health and safety improvements as needed.

COMMON KITCHEN COMMITTEE: The Common Kitchen Committee is a task-force of resident volunteers who help coordinate the use of the Common Kitchen as a safe and hygienic shared space. They organize the inventory and labour (chores) in maintaining the kitchen, while providing a venue for suggestions of improvements and concerns.

WELCOME COMMITTEE: The Welcome Committee is a task-force of resident volunteers who help coordinate and execute the "Welcome" activities each summer for September. These activities are comprised of fun events to seed the College's community spirit.

RESIDENTS' COUNCIL

The Residents' Council is a coordinating committee consisting of the Chair of the Social Committee, the President of the Green College Dining Society, and one Resident Member from each of the College Standing Committees (Academic, Membership, Media and Communications) chosen by the resident caucuses of those committees. If there is no Postdoctoral Scholar among these ex officio appointees, a postdoctoral resident will be added to the Council, chosen by the Postdoctoral Scholars. The Council

may also co-opt additional members at large, as it sees fit. The Council appoints its own Chair or Co-Chairs. Its role is to assist with communications between the various group-activities of residents and between resident groups and the Green College Office, with respect to any and all matters of actual or potential concern to residents and the Principal.

RESIDENT MEMBERS' SERIES

Every week of the main academic session (September to April), the College hosts the Resident Members' Series as part of its publicly advertised academic programming. This series, which takes place at 8 p.m. on Mondays after dinner, is organized by residents to give members of the College the opportunity to share their research and interests with each other and a public audience. Those interested in giving presentations in this series, either individually or in group-panels, are invited to consult the convener.

PUTTING ON AN EVENT

Residents are allowed to use College facilities for their own reading, study and enjoyment. Use of these spaces for a group meeting or event at a specified time need to be requested through the Chair of one of the Resident Committees, who then consults with the College's Event Coordinator on the venue booking schedule. To view when spaces have been formally booked and are unavailable for use, please consult the "This Week at Green College" memo posted in the Graham House foyer. For an updated list of Resident Committee Chairs, see www.greencollege.ubc.ca/resident_committees.

EMPLOYMENT OPPORTUNITIES

Occasionally Green College and/or the GCDS are looking for employees. Typical jobs include Event Assistants that help with event set-up and take-down; Lock-Out Attendants; kitchen help, and servers for catered events. You will be notified when and as positions become available. To be eligible, you must have a Canadian Society Insurance Number (SIN). Postdoctoral and Visiting Scholar Resident Members are not eligible for student positions.



GETTING INVOLVED

STANDING COMMITTEES

The Standing Committees are the primary decision-making bodies for the College. They are advisory to and normally chaired by the Principal. There are four places on each committee for Resident Members, who are chosen by ballot; the other four places are filled by Faculty Members of the College. A resident may serve on no more than one committee in a given academic year and, having served on a particular committee, will not normally be eligible to serve on the same committee again. (This limitation is to ensure that experience of the College's working mechanisms is spread widely and that the College can benefit from a wide array of resident experience.)

Balloting for the Standing Committees occurs in September each year and the Committees remain in place for a year. The Standing Committees of the College are:

ACADEMIC COMMITTEE: The Academic Committee is responsible for the College's interdisciplinary academic programming, including the appointments of the Cecil H. and Ida Green Visiting Professors.

MEMBERSHIP COMMITTEE: The Membership Committee is responsible for evaluating applications for resident membership and for selecting Resident Members. The committee meets monthly, with the main business of the year falling between March and July. Members of this committee should therefore have availability to review files in the spring and summer period, at least by e-mail if temporarily away.

MEDIA AND COMMUNICATIONS COMMITTEE: The Media and Communications Committee helps to plan and coordinate both external publicity and publication initiatives and internal communication channels for the College. The committee meets as necessary, usually twice per year.

RESIDENT COMMITTEES

Green College is home to many informal resident groups and committees, some of them relatively stable, others changing with the years and the interests of residents:

ARTS COMMITTEE: The Arts Committee provides a variety of ways for people to experience and appreciate arts at the College, such as talks, musical performances, creative activities, and exhibits. The Arts Committee has a history of producing theatrical events and "Coffee House" events to showcase member talent.

SUSTAINABILITY COMMITTEE: The Garden and Environment Committee increases environmental awareness among Green College residents and leads initiatives to decrease the environmental impact of residents. This committee also shares and coordinates community garden space on grounds with the Green College Dining Society.

OUTREACH COMMITTEE: The Outreach Committee is dedicated to helping the local and global community by arranging volunteer opportunities, raising awareness of social concerns, and initiating fundraising events. The committee also clears and donates items that accumulate in the common Laundry area.

READING ROOM COMMITTEE: The Reading Room Committee acquires and catalogues reading materials for the Reading Room in Graham House, and is responsible for keeping the collection in order. Each year, the committee surveys residents to determine which publications to subscribe to.

SOCIAL COMMITTEE: The Social Committee organizes social events at the College, such as pub nights and seasonal parties. It also assists with the programming of major annual social events, including the Welcome Dinner, Winter Gala, and Spring Gala. Under this committee, smaller groups have formed such as College Vert (promoting French-themed dinners and films, and conversational French).

WEBSITE: The Green College website (www.greencollege.ubc.ca) has a wealth of information for Resident Members on the history of the College, how membership works, who makes up our community, and on our very busy Event Calendars (one for public events, and one just for member activities) – in addition to practical information to help you prepare for life at the College and settle in once you arrive. The College website is also the website for the Green College Dining Society (www.gcdining.ca).

Before you arrive at the College, you will receive an account for the website, with a temporary password. To log in, click the "Member Login" brown button at the top right of the homepage. Once you log in, you'll have access to a Member Directory where you can set up a profile to let residents (and other members) know who you are, as well as access important documents and view the Member Photo Gallery.

E-NEWSLETTERS: You are added to the College's resident e-newsletter lists as soon as you arrive. You are able to control your subscriptions under "My Details" in the member area of the Green College website, but it is advised to stay subscribed to stay informed on important news and events.

Weekly Bulletin: A newsletter that is distributed every Wednesday, with news and announcements concerning residents.

The Green List: A weekly e-newsletter, sent every Thursday of the academic year, featuring upcoming events for the next two weeks.

EMAIL LISTSERVS

GC-Residents (gc-residents@interchange.ubc.ca): "GC-Residents" is the formal resident listserv of the College, connecting only current residents, Office and GCDS staff. You will be added to "gc-residents" prior to your arrival at the College. The list is open-posting, so please feel free to post your College-related news and announcements to the list. Once you leave the College, you have the option of joining two listservs for Society Members: one discussion-based list, and the other for only occasional announcements.

Green-Chat (green-chat@interchange.ubc.ca): This is a closed mailing list available only to current residents and Society Members who are former residents. The list is for informal discussion. Spontaneous requests, offers, and conversation around issues are appropriate subjects on the list. To subscribe to green-chat, send an email to majordomo@interchange.ubc.ca with "subscribe green-chat" in the body of the email.



RENT AND MEAL PAYMENTS

Rent and meal plan fees are due by the first business day of every month. Often, both are paid at the same time at the Green College Office. As an additional service, rent (only) may also be paid online at secure.housing.ubc.ca.

A schedule of current monthly residence and meal plan fees are at www.greencollege.ubc.ca/residencefees. Fees are in Canadian Dollars (CAD). Residence fees include electricity, heat, hot water, basic cablevision and ResNet (internet) services.

GCDS meal plan fees are non-refundable and non-transferable. Resident Partners who are students must provide documentation in order to be tax-exempt on the meal plan.

Residence fees and meal plan fees usually increase on an annual basis.

PAYMENT METHODS

Payments can be made by cheques payable to "Green College, UBC," direct debit, credit card (VISA or Mastercard) or Canadian money order. Rent payments can also be made through the UBC Housing Service Centre: secure.housing.ubc.ca, though dining fees must be paid directly at the Green College Office. You are under no obligation to pay rent through the Student Service Centre. It is there purely as a convenience.

POST-DATED CHEQUES: Post-dated cheques are not accepted. Cheques must be dated for the day payment is received in the Office rather than the day rent is due. If you are away from the College when rent is due, you may call Office reception and use your credit card to submit payment.

DEBIT PAYMENTS: Many debit accounts have limits placed on transaction amounts allowed each day. Make sure that your limit is high enough to accommodate a rent and dining fee payment before attempting to pay.

LATE RESIDENCE PAYMENTS: All late rent plan payments are subject to a \$25 fee. If you are unable to make your rent payment on time, please contact the Office as soon as possible before the due date to discuss your situation before you are assessed the late fees.

LATE MEAL PLAN PAYMENTS: The Green College Dining Society (GCDS) will enforce the following policy in regards to payment of Dining Society fees by all GCDS members:

- A \$25 late fee shall apply to any fee payments received after the first business day of the month.
- This fee applied to the member's GCDS fees and is in addition to the late fee that may be charged by UBC Housing for late rent.
- Extensions may be granted on compassionate grounds or based on unforeseen circumstances at the discretion of the GCDS President.
- A member in arrears for more than two months may have their membership rescinded and be evicted from Green College.



GUESTS

The College understands that, at times, you may want to have guests stay with you in Residence. Please note the following policies regarding guests:

LENGTH OF STAY

As per your UBC Housing Residence Contract, you are permitted to have a guest stay with you in your room at the College for up to seven days in a calendar month.

Longer periods may be permitted, but only with the Office's permission in advance. Please discuss your request with the College's Membership and Accommodations Clerk at gc-membership@ubc.ca.

MEALS FOR GUESTS

BREAKFAST: Guests are welcome at breakfast if a ticket has been purchased. Breakfast tickets cost \$5.00 each. Breakfast tickets are available for purchase from the Green College Office in advance, or cash may be used for walk-in tickets. Please leave the ticket or cash in the jar at the Servery entrance.

DINNER: Guests are also welcome at dinner, requiring either a reserved ticket in advance (\$15 for students / \$18 regular price) or cash-only at the door (\$17 for students / \$20 regular price). You may purchase tickets at the College Office. At the meal, please give the ticket to the server at the food counter. To be guaranteed a spot, please be certain to make reservations for your guest(s) by noon of the business day preceding the dinner to be attended (call the GCDS Kitchen at 604-822-0912). For Sunday and Monday nights, reservations must be made by noon on Friday. This ensures that there is enough food for all, and also minimizes food wastage which helps to keep meal prices low.



PAID GUEST ACCOMMODATION

Another option for accommodating your guest is to book a guest room at the College, the cost of which would include regular meal plan breakfasts and dinners.

The College offers three types of guest accommodation options: Standard and Premium Guest House Rooms, in addition to the Single Rooms and Studio Rooms used by residents year-round. For rates, see the "Rates and Policies" under "Guest Accommodations" on the Green College website: www.greencollege.ubc.ca/guest_accommodation/rates

A reservation inquiry can be submitted online to check on availability for your guest's preferred room type: www.greencollege.ubc.ca/guest_accommodation/reservation. Or, simply inquire at the Office.

- The following areas are not covered by the licence: Green Commons, the Common Kitchen, and residence rooms. You may consume your own alcohol in these areas. NOTE: Contravention of the liquor licence can result in significant fines (up to \$10,000) and/or loss of the liquor licence.

MEAL MAINTENANCE: If you plan to be away from the College for more than one calendar week or more in a given month, you may apply for "Meal Maintenance." Meal Maintenance gives you a partial credit against future meal plan fees. Meal Maintenance requires at least seven days advance notice of the leave. Application forms and further details are available in the Green College Office foyer.

PREPARING YOUR OWN MEALS

Green College's Common Kitchen is a facility shared by all residents to prepare their meals outside of meal plan hours. The kitchen can be used for food storage and preparation throughout the week. All those who use the Common Kitchen are responsible for its upkeep. Please clean up any mess made while using the kitchen.



Guidelines for using the Common Kitchen are:

- Label anything you put in the fridge with your name and date. The fridges are cleaned out on a regular basis, so label your food to avoid having it thrown out. Pens and tape are available.
- Please do not remove dishes or utensils.
- You may leave food on the main table for people to enjoy.
- There is a "common" food cupboard where you may put food items for everyone to use.

COMMON KITCHEN COMMITTEE

Because the kitchen is a shared resource, a resident Common Kitchen Committee looks after equitable division of labour among all residents to keep the kitchen clean and tidy. The Committee coordinates kitchen duty rosters; ensures the kitchen has clean towels, a marker and tape for food labelling, and sufficient dish soap; and ensures that appliances, cutlery, and crockery are functioning, sufficient, and remain in the kitchen. This Committee also collects money to help keep the kitchen stocked with basic, shared foodstuffs. A kitchen duty shift may include taking recycling, compost, and garbage to the dumpster area, cleaning appliances, and wiping down counters.

Kitchen rules are posted in the kitchen. If you have any questions about the kitchen, ask the Common Kitchen Committee (contact details posted in the Common Kitchen).

GRAHAM HOUSE COFFEE AND SNACKS

Pop, juice, candy, and snacks are available for purchase with coins from the vending machines located in the basement of Graham House.

A courtesy coffee service with regular and decaf coffee and tea is available free of charge in the Piano Lounge to residents, staff, and visitors from 10 a.m. to 7 p.m. Monday to Thursday, and 10 a.m. to noon on Fridays. Coffee service is not available on statutory holidays. Please return any used mugs to the coffee service area immediately after use.

UNDERSTANDING MEMBERSHIP

THE RESIDENCE CONTRACT

Upon accepting resident membership at Green College, residents are issued a residence contract that outlines the terms and conditions of their residency. To live at Green College, residents must agree to the terms and conditions of the Residence Contract.

Contracts for residence at Green College are typically offered and renewed on a year-to-year basis from September 1 to August 31. In all such cases, the end date of the contract will always be the end of August, unless you terminate your contract sooner. For details of the process for terminating a contract early, including possible penalties, see the resident contract at: www.housing.ubc.ca/residence-contracts.

MEMBERSHIP TERM

When admission offers for Green College are sent, they include a fixed "Resident Membership Term" that defines the limit of the stay.

The College's policy allows residents to stay in accommodation at Green College for a maximum of two years (from date of arrival) for Master's degree students, three years for JD and up to four years for doctoral degree students (if you are uncertain about whether you qualify, please inquire with gc.membership@ubc.ca). The maximum period of residence for Postdoctoral Scholars is two years, and for Visiting Scholars one year. Applications to reside at the College for less than an academic term (i.e. four months) will not be considered for membership.

Master's students who transfer into a doctoral program at UBC, or who advance directly from a Master's to a doctoral program, are entitled to prolong their period of residence by up to two years provided they notify the College Office at least two months before the end of their original contract. No person may be a full resident of the College for more than four years in total. The



point of this and other residence restrictions is to enable as many qualified persons as possible to have the opportunity of living at the College.

ABSENCE FROM THE COLLEGE FOR ACADEMIC REASONS

Residents who need to spend time away from the College for academic/professional purposes (e.g., fieldwork, visiting archives, internship, exchange program, attendance at an institute) for periods of between two and four months may apply to the Principal for rent-relief for the period of their absence. Funding available for rent-relief is very limited and only a few requests can be accommodated each year.

If you think you may wish to apply for rent-relief for an absence from the College for academic reasons, contact gc.membership@ubc.ca.

STAYING IN TOUCH

Upon departing the College, you will retain Society Member status, and can be assured of an ongoing network of collegial support and a continuing relationship with the College long after your studies at UBC have ended. Be sure to complete and return the exit materials provided to you before your departure, in order to update your contact details, and to let us know which Society mailing lists you would like to be subscribed to.

MEALS

RESIDENT MEAL PLAN

Much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College. Visiting Scholars, guests from elsewhere in the University, and members of the public, who are also invited to purchase dinner tickets.

You'll find that the Great Hall at dinnertime is just as lively an academic, interdisciplinary discussion space as the Coach House, and that ideas and conversation tend to flow between the locations. Many theses and dissertations have been born, reworked, and refined over dinner at the College!

The meal plan is compulsory for residents, who automatically become members of the Green College Dining Society (GCDS). Residents dine together at five dinners and five breakfasts each week. Meals are served year-round, even if the meal falls on a statutory holiday. The kitchen only closes for two weeks in December during the holiday season; residents are notified in advance of the specific closure dates.

The Common Kitchen is available for meal preparation outside of meal plan times.

BREAKFAST: Breakfast is served from 7:30 to 9:30 a.m., Monday through Friday. Breakfast consists of a choice of cereals, bread to toast and spreads, baked goods, hard-boiled eggs, fresh fruit, juice, coffee, tea and dairy and non-dairy milk (See GCDS Policies below for further guidelines).

DINNER: Dinner is served from 6:15 to 7:30 p.m., Sunday through Thursday. Dinner includes a salad bar, bread/rolls, a main entrée (with vegetarian and non-vegetarian options), dessert or fruit, and beverages. Alcohol is available for purchase (See GCDS Policies below for further guidelines).

The College has limited capacity to meet special dietary requirements.

GCDS POLICIES AND DINING ETIQUETTE

FOOD SERVINGS (BREAKFAST): Please keep in mind that breakfast is not a buffet; take no more than one of each of the fruit, baked goods and eggs, since the kitchen only provides enough for the number of people expected at the meal. Also note that these items cannot be substituted (for instance, even if you don't have an egg, you still cannot take two pieces of fruit or two baked goods). Please remember that breakfast is breakfast, not lunch; take only what you need for breakfast, and please do not take bread, etc. away for other meals.

FOOD SERVINGS (DINNER): Residents elect to receive either meat entrees or vegetarian entrees for dinners. In addition to the nightly entree, salad, dessert, and sometimes soup/bread are provided. Please take only one bowl or plate of salad, and one dessert each night. If you have leftovers at dinner, please use your own containers.

USE OF OTHER EATING AREAS: Some residents choose to eat breakfast while reading the newspapers in the Reading Room or William C. Gibson Room on the first floor of Graham House. Residents who use the downstairs for breakfast are responsible for cleaning all table surfaces they use (cleaning materials are available in the Dining Hall) and they are responsible for returning all dishes, cutlery, glasses, and trays to the Dining Hall. Furthermore, the William C. Gibson Room is often used during the day by outside groups and must be kept tidy and clean.

BOXED MEALS (BREAKFAST): If you are unable to attend breakfast early in the morning, a bagged breakfast is an option. Bagged breakfasts are available for whole weeks only (i.e., five breakfasts, from Monday through Friday), or on the same day of the week provided it is missed on a regular and consistent basis (i.e., at

least three consecutive weeks, for instance three consecutive Tuesdays). To apply for a bagged breakfast, complete the form available on the clipboard by the Great Hall fireplace and return it to the office by noon of the Friday before the first breakfast to be missed. Your breakfast will be available for pick up at dinner the night before and includes a baked good, a piece of fruit, and juice. The bagged breakfast counts as your only breakfast for the day for which it was provided; if for some reason you've arranged for a bagged breakfast but are able to attend breakfast, please do not take additional food other than that which was provided in the bagged breakfast.

BOXED MEALS (DINNER): Dining together is a central focus of Green College. All resident members are expected to participate in the dinner in the Dining Hall Sunday through Thursday. However, if you are unable to attend a dinner for academic reasons, you may request that the kitchen set aside your meal. The meal will be placed in the refrigerator in the Servery, and will be available for pickup during meal-time hours. To request a boxed meal, put your name down on a boxed meal request sheet (located near the fireplace in the Great Hall), and indicate whether you require a meat or vegetarian entree. ****NOTE:** Due to limited quantities, meal

boxes must be returned by 4 pm on the day after issue to the designated drop-off area, or further boxed meals will not be issued to you.

ALCOHOL CONSUMPTION: The Dining Society holds a liquor licence, which permits serving alcohol with food in all of the public areas of Green College (i.e., all of Graham House, the Coach House and the patio areas outside Graham House and the area between the Coach House and Green Commons). This licence permits the Dining Society to serve alcohol at functions, provided that food is also being served. A variety of wines, beers and ciders are available for purchase at the dining hall during dinners. Under the terms of the liquor licence, the Dining Society is solely responsible for the purchase, sale, and serving of alcohol in licensed areas. Therefore, the following points must be observed:

- It is unlawful to bring alcohol into the licensed areas for consumption;
- It is unlawful to take alcohol purchased from the Dining Society outside the licensed areas (see below); and
- Alcohol served in a licensed area (even for events organized by residents) must be purchased by the Dining Society and sold to participants by the Dining Society.





a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

WELCOME FROM THE PRINCIPAL

We're glad you're joining us, out here at the edge of the University. This is a place that has been set aside, thanks to the foresight and generosity of Cecil Green, for people who like to combine social life and higher learning in somewhat experimental quantities. It is a place to which the curriculum scarcely reaches, where intellectual disciplines probe their own limits, and where the lines that otherwise mark off our strictly "academic" work from the world at large become blurred.

Green College is more than just a place, more than a graduate residence at the University of British Columbia with room for postdocs and visiting scholars too, and the venue for an extensive program of extracurricular, interdisciplinary events open to the University and general public. It is also an unregulated society of scholars and intellectuals stretching round the world that includes many hundreds of former residents, associated faculty, and distinguished visitors.

Even so, the place itself is formative. What holds us together as members of the College is a shared intuition of all that should be possible in these precincts, now and in the future, as well as an awareness of some of the things that have happened and been achieved here in the past.

There are as many ways for you to make your own mark on the College as you can imagine. On behalf of everyone who has ever called the College home, I wish you an easy adjustment to your new surroundings and a very rewarding time as a resident.

Much of what makes this place work as a community and as a venue for visitors goes without saying: respect for other people, hospitality, due regard for common and private property, willingness to take and respond to initiatives, etc. This Handbook deals concisely with some of the rest—what you could usefully know as a resident but wouldn't necessarily be able to guess. If you can't find what you're looking for in these



pages, knock on a neighbour's door, drop by the Office, or ask the person sitting beside you at breakfast. And, please, when you find things that don't make sense or need updating, let us know so that we can incorporate the necessary changes in next year's edition. I look forward to seeing you around the College and to seeing the differences that your membership will make to us all.

A handwritten signature in dark ink that reads "Mark Vessey". The signature is fluid and cursive, with the first name "Mark" and last name "Vessey" clearly legible.

Dr. Mark Vessey
Principal, Green College

GREEN COLLEGE RESIDENT HANDBOOK 2011/12

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Please note that this handbook provides basic information for living at Green College during your first few weeks of residence. It is meant to augment the Residence Contract, which has already been provided to you and is available for download in the documents section of the Members' side of the website. Please ensure that you read both and pay particular attention to the rules and regulations outlined in Appendix II of the Residence Contract.

IMPORTANT CONTACTS AND SECURITY TIPS

ADMINISTRATION OFFICE

The Administration Office is open from 9 am - 4 pm, Monday through Friday. The Office is closed for lunch between 12 noon and 1 pm.

Phone: 604-822-8660

Fax: 604-822-8742

Email: gc.reception@ubc.ca

Website: www.greencollege.ubc.ca



GREEN COLLEGE DINING SOCIETY

Phone: 604-822-0912

Email: kitchen@gcdining.ca

Website: www.gcdining.ca

Office: Graham House Basement
(entrance by loading bay)

CAMPUS SECURITY AND 911

For criminal offences (break-ins, assault, etc.) or if someone requires first aid or an ambulance call 911. Campus Security deals with other non-emergency issues, such as suspicious persons. In general Campus Security recommends that in an emergency you call 911 first and then call Campus Security 604-822-2222.

Please remember to contact the Administration Office (604-822-8660) after calling 911 and Campus Security so staff are kept abreast of any emergencies and/or safety issues. If such an event occurs outside regular office hours, contact Principal Mark Vessey at 604-224-6624 or by calling at the Principal's Residence.

SAFETY AND SECURITY TIPS

DO keep your doors and windows closed and locked when you are not in your room, or sleeping

DO keep stairs, exits, and pathways clear of debris

DO get to know your neighbours, and report any suspicious persons to the Office

DO report any lost keys immediately to the Office

DO NOT prop open any doors—closed doors prevent the spread of fires, and open doors make things too easy for potential thieves

DO NOT leave your belongings unattended in a common area

DO NOT leave valuables in plain view from your window—close your blinds, or cover it

DO NOT hang anything from sprinkler heads

EMERGENCY NUMBERS

FIRE	911	R.C.M.P. (Non-Emergency)	604-224-1322
AMBULANCE	911	FIRST AID	604-822-4444
POLICE (R.C.M.P.)	911	CAMPUS SECURITY	604-822-2222

MEET THE STAFF

GREEN COLLEGE ADMINISTRATION

DR. MARK VESSEY, PRINCIPAL

Phone: 604-822-8670
Home: 604-224-6624
Email: gc.principal@ubc.ca

CLARK LUNDEEN, ADMINISTRATION MANAGER

Phone: 604-822-8663
Email: gc.manager@ubc.ca

TATIANA TOMLJANOVIC, COMMUNICATIONS MANAGER

Phone: 604-822-0676
Email: gc.communications@ubc.ca

ALAN GUMBOC, EVENTS AND PROGRAMMING COORDINATOR

Phone: 604-822-1878
Email: gc.events@ubc.ca, gc.programs@ubc.ca

LYN PEDRO, MEMBERSHIP AND ACCOMMODATIONS COORDINATOR

Phone: 604-822-6067
Email: gc.membership@ubc.ca

SIMONE GOGUEN, RECEPTIONIST / BOOKING CLERK

Phone: 604-822-8660
Email: gc.reception@ubc.ca

LYNDA CALLARD, FINANCE ASSISTANT

Phone: 604-822-9544
Email: gc.finance@ubc.ca

GREEN COLLEGE DINING SOCIETY

JOSEPH COLLET, EXECUTIVE CHEF

Phone: 604-822-3211
Email: catering@gcdining.ca

ELVIS DAMJANOVIC, SOUS CHEF

Phone: 604-822-0912
Email: kitchen@gcdining.ca

JOHN HALL, PASTRY CHEF

Phone: 604-822-0912

STEPHEN SZIERER, SECOND COOK

Phone: 604-822-0912

GURMAIL SOHI, KITCHEN STEWARD

Phone: 604-822-0912

KELLY WOLFE, BOOKKEEPER

Phone: 604-822-0912
Email: bookkeeper@gcdining.ca

GETTING ORIENTED: ACCESS TO AND FROM THE COLLEGE

ACCESS TO YOUR ROOM

YOUR NEW ADDRESS

Your Name
Green College
Room #, 6201 Cecil Green Park Road
The University of British Columbia
Vancouver, BC V6T 1Z1 CANADA

If you live in a Single Room Split, the door to your own room within the suite will have a 300 number (ex. 302) but the door to your shared main entrance will have a 200 number. Your room number is your mailbox number and the shared entrance number is the one you would give to visitors, couriers, and UBC Housing repair personnel.

KEYS

You will be issued the following keys: mailbox key, suite front door key, bedroom door key (if you are in a split), and a "IG-6" key. The "IG-6" key gives you access to:

- The Common Kitchen / Laundry
- Graham House
- Administration Office front door (access to your mailbox)
- Green Commons
- The Coach House

Please guard your keys carefully. The cost of losing a front door key is \$150, to cover the cost of changing the lock; the cost of replacing a mailbox, IG-6, or bedroom key is \$25.

LOCKED OUT: If you lock yourself out of your room, the Office can lend you a key. If it is after office hours, check which resident is on lockout duty and ask him or her to let you back in. Lockout personnel names and contact information are posted on the Office front door.

GUEST KEYS: An extra room key can be obtained from the Green College Office. You are responsible for your guests' conduct and must be present during their visit.

MAIL

Mail is distributed Monday to Friday, usually by noon each day. A yellow "mail has been distributed" sign will be displayed in the window of the Office.

The nearest Canada Post mailbox is on Cecil Green Park Road to the west of the College near the parking lot. The nearest place to buy stamps is the Post Office in the Student Union Building.

Courier items are placed directly in resident mailboxes. Larger items will be kept in the Office, and a notice will be placed in your mailbox.

Please note that the Office cannot accept "Cash on Delivery" unless exact cash payment has been provided in advance. Deliveries without pre-payment will be turned away. Occasionally, customs and brokerage charges are applied to cross-border deliveries. Residents may arrange for couriers to pick up outgoing packages from the Office. Please notify the Office of any courier pick-ups and provide the front desk with cash payment for the courier.

GETTING AROUND

PARKING: There is no parking directly on College grounds, however there is a temporary Loading Zone at the College entrance. These stalls are not managed and monitored by the College, but by UBC Parking, so be sure not to linger for too long in case of a ticket or tow!

Residents can purchase parking passes through UBC Parking for lots that are close to the College. Recommended lots are the Rose Garden Parkade, and the "E" lot at the end of Cecil Green Park Road. Parking passes may be obtained from the Parking and Access Control Services Office: 2075 Wesbrook Mall, Room 204 (in the General Services Administration Building). The Parking and Key Desk phone number is 604-822-6786. You can access the Parking website at www.parking.ubc.ca.

Visitors are advised to purchase parking at daily and hourly rates at either the Rose Garden Parkade or the “E” lot at the end of Cecil Green Park Road.

TAXIS: There are several taxi companies operating in the Metro Vancouver area. Companies that are familiar with the UBC area and Green College are Black Top Cabs (604-731-1111) and Yellow Cabs (604-681-1111). A one-way taxi ride to or from the airport, or to or from downtown Vancouver, costs about \$40.

PUBLIC TRANSPORTATION: Translink is the public transportation provider for the Metro Vancouver area, operating buses to and from the UBC campus, and skytrain and seabus services elsewhere in the Lower Mainland. Buses to and from UBC operate out of the UBC Bus Loop just east of the Student Union Building (SUB).

Residents who are students at UBC will be provided with a U-Pass bundled with their tuition fees, allowing unlimited travel.

For guests and non-student residents, the cost of a transit depends on travel distance (one zone (Vancouver), two zones, or three zones), and at what time of day travel takes place. For information on transit fares and bus routes, visit the Translink website at www.translink.ca or call 604-953-3333. Buses take exact change only. Tickets, passes, and printed schedules are available at the University Marketplace and in the Student Union Building (SUB).

CAMPUS SERVICES

GROCERY STORES: There is a small grocery store in the University Marketplace (“The Village”, on University Boulevard), and a large Save-on-Foods near 16th Ave and Wesbrook Mall. A BC Liquor Store is opening in Webbrook Place. Close to UBC, Safeway at 10th and Sasamat is a short bus ride away.

PHARMACIES: Shoppers Drug Mart is located in the Strangway Building across from the Village on University Boulevard, where the University Pharmacy is also located. Safeway and Save-on-Foods also have pharmacies.

HARDWARE STORES: For purchasing home necessities like light bulbs and hardware supplies, the dollar store in the Village has many items, as do stores around the 10th and Sasamat area.

RESTAURANTS AND CAFES: A variety of restaurants and food courts are available on campus, mostly concentrated in the Student Union Building and the Village, but in other locations as well (see the UBC Food Services website at www.food.ubc.ca). More restaurant options are available a short bus ride away in the nearby Point Grey and Kitsilano neighbourhoods.

LIBRARIES: The UBC Library (www.library.ubc.ca/welcome.html) has many locations and specialized branches on campus. The main libraries are the Walter C. Koerner Library and the Irving K. Barber Learning Centre. Library locations also have public internet and computer workstations.

SPORTS AND RECREATION: If you're interested in heading to the gym or pool for a workout, taking a dance or yoga class, or joining a sports league, see the UBC REC website at www.rec.ubc.ca.

ATTRACTIONS: Several attractions are located within a few minutes walking distance of Green College: the Chan Centre for the Performing Arts; the Museum of Anthropology; the Frederic Wood Theatre; and the Morris and Helen Belkin Art Gallery. Also close by are the Nitobe Memorial Garden and the UBC Botanical Garden. Some UBC attractions offer free admission for registered UBC students. For more information, see www.attractions.ubc.ca.

HIKING TRAILS: Pacific Spirit Regional Park is the forested area surrounding the UBC campus, with Green College right at the doorstep of many of the best park trails leading down to popular beaches. For a map of hiking and cycling trails, see the Metro Vancouver website at www.metrovancouver.org/about/maps/Maps/Pacificspiritmap.pdf.

GETTING CONNECTED

PHONES: The Graham House foyer has a pay-phone that may be used until your own phone line has been set up. Please provide the Office with your phone number for our records.

Many residents opt for a cellphone in lieu of a landline phone. There are several cellphone providers on or near campus. The UBC Bookstore sells Bell phones. There is a Rogers store in the Village. Dash Wireless sells Telus phones and is located at Broadway and Blenheim.

For landlines, contact TELUS at 604-310-2255, or online at www.telus.com. Installation is approx. \$80, with a basic monthly fee of approx. \$30.

Note: It is sometimes necessary for Telus to access your room. If this is a requirement and you would like the office to give Telus access in your absence, leave a signed note of authorization to this effect with the Office.

Long-distance phone cards are often a cheaper alternative to phone-company plans. You can purchase phone cards at the University Pharmacy in the Village, or in the Student Union Building (SUB).

INTERNET ACCESS: To gain internet access plug your Ethernet jack into the socket in the wall. One socket is for the internet, the other is for a phone. There is no Wi-fi access in residential rooms so you must provide your own router for wireless internet.

Once you have internet access you can begin setting up your online accounts, which will keep you connected to the University community.

CAMPUS WIDE LOGIN (CWL): CWL allows you to register for classes, renew library books online, see your grades and class schedules, pay tuition and housing fees, etc. Go to the Student Services Centre website <http://students.ubc.ca/ssc> and log in using your student number as the login and your birthdate (YYMMDD) as your password.

UBC EMAIL ACCOUNT: UBC provides all students with an email address with 1 GB of storage. For instructions on setting up a new UBC email, email aliasing, and/or forwarding see www.students.ubc.ca/email.

WEBSITE: The Green College website www.greencollege.ubc.ca has a wealth of information for Resident Members on how membership works, who makes up our community, and a busy events calendar of lectures, literary readings and performances hosted at the College free of charge to residents and the public. There is additional practical information to help you prepare for life at the College and settle in once you arrive. The College website also has information on the Green College Dining Society, including a weekly updated menu.

BIKES ON-CAMPUS, ON-DEMAND

Green College residents have access to a set of four professionally re-furbished, single-speed bicycles and an array of more motley, but functional, multi-gear bikes. Bikes are located at a single, rain-protected station where users can reserve a bike a week in advance and report the anticipated duration of their usage. The bike station (located beside the north western most covered stairwell) is designed to be a visible reminder of the sustainability issues we collectively face with regards to our energy resources.

For more information, visit the member login section of the website www.greencollege.ubc.ca/document_library.php and click on living in residence and download the bike-share initiative pdf.

MEMBER LOGIN: The Green College website contains a members only section with a photo gallery, access to important documents, and member profiles created by members. These profiles can include photos, contact information and biographical information on areas of research. The profiles are a way to let other members (current and former residents) know who you are. Before you arrive at the College, you will receive an account for the members section with a temporary password. To log in, click the “Member Login” brown button at the top right of the homepage.

E-NEWSLETTERS

You are added to the College’s resident e-newsletter lists as soon as you arrive. You are able to control your subscriptions in your Green College website member login under “My Details”, but it is advised to remain subscribed to stay informed on important news and events.

Weekly Bulletin: A newsletter that is distributed every Wednesday, with news and announcements for residents.

The Green List: A weekly e-newsletter, sent every Thursday of the academic year, featuring upcoming events for the next two weeks.

EMAIL LISTSERVS

GC-Residents (gc-residents@interchange.ubc.ca): “GC-Residents” is the formal resident listserv of the College, connecting only current residents, Office and GCDS staff. You will be added to “gc-residents” prior to your arrival at the College. The list is open-posting, so please feel free to post your College-related news and announcements to the list. Once you leave the College, you have the option of joining two listservs for Society Members: one discussion-based list, and the other for only occasional announcements.

Green-Chat (green-chat@interchange.ubc.ca): This is a closed mailing list available only to current residents and Society Members who are former residents. The list is for informal discussion; it is not seen by office staff or by the Principal. Spontaneous requests, offers, and conversation around issues are appropriate subjects on the list. To subscribe to green-chat, send an email to majordomo@interchange.ubc.ca with “subscribe green-chat” in the body of the email.



RENT AND MEAL PLAN PAYMENTS

RENT

Rent fees are due by the first business day of every month. Rent fees are paid to Student Housing and Hospitality Services. A schedule of current monthly residence fees can be found at www.housing.ubc.ca/residence-fees/green-college. Fees are in Canadian Dollars (CAD). Residence fees include electricity, heat, hot water, basic cablevision and ResNet (internet) services.

PAYMENT METHODS: Rent payments can be made with a credit card (VISA or Mastercard) online at secure.housing.ubc.ca or in person by cheque, direct debit, credit card (VISA or Mastercard) or Canadian money order at the Student Housing and Hospitality Services main office located on-campus at 2205, Lower Mall, Building 6. For more information refer to section three of your 2012/13 Housing Contract.

LATE RESIDENCE PAYMENTS: All late rent payments are subject to a \$25 fee.

MEAL PLAN

Green College Dining Society meal plan fees are due by the first business day of every month. Fees are paid to the Green College Office.

A schedule of current meal plan fees can be found at www.greencollege.ubc.ca/residencefees. Fees are in Canadian Dollars (CAD). GCDS meal plan fees are non-refundable and non-transferable. Resident partners who are students must provide documentation in order to be tax-exempt on the meal plan.

PAYMENT METHODS: GCDS meal plan payments can be made by cheque payable to "Green College, UBC," direct debit, credit card (VISA or Mastercard) or Canadian money order in person at the Green College Office.

DEBIT PAYMENTS

Many debit accounts have limits placed on transaction amounts allowed each day. Make sure that your limit is high enough to accommodate a rent and dining fee payment before attempting to pay.

POST-DATED CHEQUES: Post-dated cheques are not accepted. Cheques must be dated for the day payment is received rather than the day rent is due. If you are away from the College when rent is due, you may call Office reception and use your credit card to submit payment.

LATE MEAL PLAN PAYMENTS: The Green College Dining Society (GCDS) will enforce the following policy in regards to payment of Dining Society fees by all GCDS members:

- A \$25 late fee shall apply to any fee payments received after the first business day of the month.
- This fee is applied to the member's GCDS fees and is in addition the late fee that may be charged by UBC Housing for late rent.
- Extensions may be granted on compassionate grounds or based on unforeseen circumstances at the discretion of the GCDS President.
- A member in arrears for more than two months may have their membership rescinded and be evicted from Green College.

Please note: residence fees and meal plan fees usually increase on an annual basis.

UNDERSTANDING MEMBERSHIP

MEMBERSHIP TERM

When admission offers for Green College are sent, they include a fixed “Resident Membership Term” that defines the limit of the stay.

The College’s policy allows residents to stay in accommodation at Green College for a maximum of two years (from date of arrival) for Master’s degree students, three years for JD and up to four years for doctoral degree students (if you are uncertain about whether you qualify, please inquire with gc.membership@ubc.ca). The maximum period of residence for Postdoctoral Scholars is two years, and for Visiting Academics one year. Applications to reside at the College for less than an academic term (i.e. four months) will not be considered for membership.

Master’s students who transfer into a doctoral program at UBC, or who advance directly from a Master’s to a doctoral program, are entitled to prolong their period of residence by up to two years provided they notify the College Office at least two months before the end of their original contract. No graduate student may be a resident of the College for more than four years in total. The point of this and other residence restrictions is to enable as many qualified persons as possible to have the opportunity of living at the College.

THE RESIDENCE CONTRACT

Upon accepting resident membership at Green College, residents are issued a residence contract that outlines the terms and conditions of their residency. **By signing you agree to abide by the terms and conditions set out in the Green College Residence Contract.**

Contracts for residence at Green College are typically offered and renewed on a year-to-year basis from September 1 to August 24. In all such cases, the end date of the contract will be

August 24, unless a contract is renewed, in which case residents remain at the College for the last week of August and into the new academic term. For details of the process for terminating a contract early, including possible penalties, see the resident contract at:

www.housing.ubc.ca/residence-contracts.

ABSENCE FROM THE COLLEGE FOR ACADEMIC REASONS

Residents who need to spend time away from the College for academic/professional purposes (e.g., fieldwork, visiting archives, internship, exchange program, attendance at an institute) for periods of between two and four months may apply to the Principal for rent-relief for the period of their absence. Funding available for rent-relief is very limited and only a few requests can be accommodated each year.

If you think you may wish to apply for rent-relief for an absence from the College for academic reasons, contact gc.membership@ubc.ca. Policies and procedures on rent-relief as well as the rent-relief form can be found online in living in residence section of the members login document library www.greencollege.ubc.ca/document_library.php.

STAYING IN TOUCH

Upon departing the College, you will retain Society Member status, and can be assured of an ongoing network of collegial support and a continuing relationship with the College long after your studies at UBC have ended. Be sure to complete and return the exit materials provided to you before your departure, in order to update your contact details, and to let us know which Society mailing lists you would like to be subscribed to.

MEALS

RESIDENT MEAL PLAN

Much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College, Visiting Scholars, guests from elsewhere in the University, and members of the public, who are also invited to purchase dinner tickets.

You'll find that the Great Hall at dinnertime is just as lively an academic, interdisciplinary discussion space as the Coach House, and that ideas and conversation tend to flow between the locations. Many theses and dissertations have been born, reworked, and refined over dinner at the College.

The meal plan is compulsory for residents, who automatically become members of the Green College Dining Society (GCDS). Residents dine together at five dinners and five breakfasts each week. Meals are served year-round, even if the meal falls on a statutory holiday. The kitchen only closes for two weeks in December during the holiday season; residents are notified in advance of the specific closure dates.

The Common Kitchen is available for meal preparation outside of meal plan times.

BREAKFAST: Breakfast is served from 7:30 to 9:30 a.m., Monday through Friday. Breakfast consists of a choice of cereals, bread to toast and spreads, baked goods, hard-boiled eggs, fresh fruit, juice, coffee, tea and dairy and non-dairy milk (See GCDS Policies below for further guidelines).



DINNER: Dinner is served from 6:15 to 7:30 p.m., Sunday through Thursday. Dinner includes a salad bar, bread/rolls, a main entrée (with vegetarian and non-vegetarian options), dessert or fruit, and beverages. Alcohol is available for purchase (See GCDS Policies below for further guidelines).

The Green College Dining Society has limited capacity to meet special dietary requirements. If you have any, speak to the GCDS Executive Chef or Administration Manager.

GCDS POLICIES AND DINING ETIQUETTE

FOOD SERVINGS (BREAKFAST): Please keep in mind that breakfast is not a buffet; take no more than one of each of the fruit, baked goods and eggs, since the kitchen only provides enough for the number of people expected at the meal. Also note that these items cannot be substituted (for instance, even if you don't have an egg, you still cannot take two pieces of fruit or two baked goods). Please remember that breakfast is breakfast, not lunch; take only what you need for breakfast, and please do not take bread, etc. away for other meals.

VEGETARIAN, MEAT, OR OMNIVORE PLAN: Residents elect to receive either meat entrées, vegetarian entrees or a combination referred to as the omnivore plan for dinner. The omnivore plan is a set vegetarian or meat entrée dinner each night; residents cannot choose which nights they are served the meat entrée vs. the vegetarian entrée because food for the meals is purchased in advance and prepared each day. Residents may switch plans once per month if they provide the kitchen with advance notice.

FOOD SERVINGS (DINNER): An entree, salad, dessert, and sometimes soup and/or bread are provided. Please take only one bowl or plate of salad, and one dessert each night. If you have leftovers at dinner, please use your own containers.

USE OF OTHER EATING AREAS: Some residents choose to eat breakfast while reading the newspapers in the Reading Room or William C. Gibson Room on the first floor of Graham

House. Residents who use the downstairs for breakfast are responsible for cleaning all table surfaces they use (cleaning materials are available in the Dining Hall) and they are responsible for returning all dishes, cutlery, glasses, and trays to the Dining Hall. Furthermore, the William C. Gibson Room is often used during the day by outside groups and must be kept tidy and clean.

BOXED MEALS (BREAKFAST): If you are unable to attend breakfast early in the morning, a bagged breakfast is an option. Bagged breakfasts are available for whole weeks only (i.e., five breakfasts, from Monday through Friday), or on the same day of the week provided it is missed on a regular and consistent basis (i.e., at least three consecutive weeks, for instance three consecutive Tuesdays). To apply for a bagged breakfast, complete the form available on the clipboard by the Great Hall fireplace and return it to the office by noon of the Friday before the first breakfast to be missed. Your breakfast will be available for pick up at dinner the night before and includes a baked good, a piece of fruit, and juice. The bagged breakfast counts as your only breakfast for the day for which it was provided; if for some reason you've arranged for a bagged breakfast but are able to attend breakfast, please do not take food other than that which was provided in the bagged breakfast.

BOXED MEALS (DINNER): Dining together is a central focus of Green College. All resident members are expected to participate in the dinner in the Dining Hall Sunday through Thursday. However, if you are unable to attend a dinner for academic reasons, you may request that the kitchen set aside your meal. See the meal box policy document for details, located in living in residence section of the member login document library www.greencollege.ubc.ca/document_library.php.

****NOTE:** Due to limited quantities, meal boxes must be returned by 4 pm on the day after issue to the designated drop-off area, or further boxed meals will not be issued to you.

MEAL VOUCHERS: On the occasional evening, when a resident is unable to attend dinner or consume a boxed dinner, they may request a single dinner voucher once per month to be redeemed by a guest they choose to invite to the College on an alternate evening. Reservations for guests must be made by noon on a business day before the evening they wish to dine by calling the kitchen at 604-822-0912. Vouchers may be collected from the Office and presented at the servery upon dining.

ALCOHOL CONSUMPTION: The Dining Society holds a liquor licence, which permits serving alcohol with food in all of the public areas of Green College (i.e., most of Graham House, the Coach House, the patio area north of Graham House, and the area between the Coach House and Green Commons). This licence permits the Dining Society to serve alcohol at functions, provided that food is also being served. A variety of wines, beers and ciders are available for purchase at the dining hall during dinners. Under the terms of the liquor licence, the Dining Society is solely responsible for the purchase, sale, and serving of alcohol in licensed areas. Therefore, the following points must be observed:

- It is unlawful to bring your own alcohol into the licensed areas for consumption;
- It is unlawful to take alcohol purchased from the Dining Society outside the licensed areas (see below); and
- Alcohol served in a licensed area (even for events organized by residents) must be purchased by the Dining Society and served to participants by the Dining Society.
- The following areas are not covered by the licence: Green Commons, the Common Kitchen, and residence rooms. You may consume your own alcohol in these areas. **NOTE:** Contravention of the liquor licence can result in significant fines (up to \$10,000) and/or loss of the liquor licence, either of which would jeopardize the Dining Society's existence.

MEAL MAINTENANCE: If you plan to be away from the College for more than one calendar week or more in a given month, you may apply for “Meal Maintenance.” Meal Maintenance gives you a partial credit against future meal plan fees. Meal Maintenance requires at least seven days advance notice of the absence. Application forms and further details are available in the Green College Office foyer.

PREPARING YOUR OWN MEALS

Green College’s Common Kitchen is a facility shared by all residents to prepare their meals outside of meal plan hours. The kitchen can be used for food storage and preparation throughout the week. All those who use the Common Kitchen are responsible for its upkeep. Please clean up any mess made while using the kitchen.



Guidelines for using the Common Kitchen are:

- Label anything you put in the fridge with your name and date. The fridges are cleaned out on a regular basis, so label your food to avoid having it thrown out. Pens and tape are available.
- Please do not remove dishes or utensils.
- You may leave food on the main table for people to enjoy.
- There is a “common” food cupboard where you may put food items for everyone to use.

COMMON KITCHEN COMMITTEE

Because the kitchen is a shared resource, a resident Common Kitchen Committee looks after equitable division of labour among all residents to keep the kitchen clean and tidy. The Committee coordinates kitchen duty rosters; ensures the kitchen has clean towels, a marker and tape for food labeling, and sufficient dish soap; and ensures that appliances, cutlery, and crockery are functioning, sufficient, and remain in the kitchen. This Committee also collects money to help keep the kitchen stocked with basic, shared foodstuffs. A kitchen duty shift may include taking recycling, compost, and garbage to the dumpster area, cleaning appliances, and wiping down counters.

Kitchen rules are posted in the kitchen. If you have any questions about the kitchen, ask the Common Kitchen Committee (contact details posted in the Common Kitchen).

GRAHAM HOUSE COFFEE AND SNACKS

Pop, juice, candy, and snacks are available for purchase from the vending machines located in the basement of Graham House.

A courtesy coffee service with regular and decaf coffee and tea is available free of charge in the Piano Lounge to residents, staff, and visitors from 10 am to 7 pm Monday to Thursday, and 10 am to noon on Fridays. Coffee service is not available on statutory holidays. Please return any used mugs to the coffee service area immediately after use.

GUESTS

The College understands that, at times, you may want to have guests stay with you in Residence. The resident host is responsible for their guests' conduct and they must therefore be on the premises during the visit.

Please note the following policies regarding guests:

LENGTH OF STAY

As per your UBC Housing Residence Contract, you are permitted to have a guest stay with you in your room at the College for up to seven days in a calendar month.

Longer periods may be permitted, but only with the Office's permission in advance. Please discuss your request with the College's Membership and Accommodations Coordinator at gc.membership@ubc.ca.

MEALS FOR GUESTS

BREAKFAST: Guests are welcome at breakfast if a ticket has been purchased. Breakfast tickets cost \$5.00 each. Breakfast tickets are available for purchase from the Green College Office in advance, or cash may be used for walk-in tickets. Please leave the ticket or cash in the jar at the Servedy entrance.

DINNER: Guests are also welcome at dinner, requiring either a reserved ticket in advance (\$15 for students / \$18 regular price) or cash-only at the door (\$17 for students / \$20 regular price). You may purchase tickets at the College Office. At the meal, please give the ticket to the server at the food counter. To be guaranteed a spot, please be certain to make reservations for your guest(s) by noon of the business day preceding the dinner to be attended (call the GCDS Kitchen at 604-822-0912). For Sunday and Monday nights, reservations must be made by noon on Friday. This ensures that there is enough food for all, and also minimizes food wastage which helps to keep meal prices low.

PAID GUEST ACCOMMODATION

Another option for accommodating your guest is to book a guest room at the College, the cost of which would include regular meal plan breakfasts and dinners.

The College offers three types of guest accommodation options: Standard and Premium Guest House Rooms, in addition to the Single Rooms and Studio Rooms used by residents year-round. For rates, see the "Rates and Policies" under "Guest Accommodations" on the Green College website: www.greencollege.ubc.ca/guest_accommodation/rates

A reservation inquiry can be submitted online to check on availability for your guest's preferred room type: www.greencollege.ubc.ca/guest_accommodation/reservation. Or, simply inquire at the Office.



GETTING INVOLVED

STANDING COMMITTEES

The Standing Committees are the primary decision-making bodies for the College. They are advisory to and normally chaired by the Principal. There are four places on each committee for Resident Members, who are chosen by ballot; the other four places are filled by Faculty Members of the College. A resident may serve on no more than one committee in a given academic year and, having served on a particular committee, will not normally be eligible to serve on the same committee again. (This limitation is to ensure that experience of the College's working mechanisms is spread widely, and that the College can benefit from a wide array of resident experience.)

Balloting for the Standing Committees occurs in September each year and the Committees remain in place for a year. The Standing Committees of the College are:

ACADEMIC COMMITTEE: The Academic Committee is responsible for the College's interdisciplinary academic programming, including the appointments of the Cecil H. and Ida Green Visiting Professors.

MEMBERSHIP COMMITTEE: The Membership Committee is responsible for evaluating applications for resident membership and for selecting Resident Members. The committee meets monthly, with the main business of the year falling between March and July. Members of this committee should therefore have availability to review files in the spring and summer period, at least by e-mail if temporarily away.

MEDIA AND COMMUNICATIONS COMMITTEE: The Media and Communications Committee helps to plan and coordinate both external publicity and publication initiatives and internal communication channels for the College. The committee meets as necessary, usually twice per year.

RESIDENT COMMITTEES

Green College is home to many informal resident groups and committees, some of them relatively stable, others changing with the years and the interests of residents. Committees are generally formed in the fall by residents based on interest. Join an existing committee or form a new one by putting out a call through the gc-resident list-serv or speaking face to face with your fellow residents.

ARTS COMMITTEE: The Arts Committee provides a variety of ways for people to experience and appreciate arts at the College, such as talks, musical performances, creative activities, and exhibits. The Arts Committee has a history of producing theatrical events and "Coffee House" events to showcase member talent.

SUSTAINABILITY COMMITTEE: The Sustainability Committee increases environmental awareness among Green College residents and leads initiatives to decrease the environmental impact of residents. This committee also shares and coordinates community garden space on grounds with the Green College Dining Society.

OUTREACH COMMITTEE: The Outreach Committee is dedicated to helping the local and global community by arranging volunteer opportunities, raising awareness of social concerns, and initiating fundraising events. The committee also clears and donates items that accumulate in the common Laundry area.

READING ROOM COMMITTEE: The Reading Room Committee acquires and catalogues reading materials for the Reading Room in Graham House, and is responsible for keeping the collection in order. Each year, the committee surveys residents to determine which publications to subscribe to.

SOCIAL COMMITTEE: The Social Committee organizes social events at the College, such as pub nights and seasonal parties. It also assists with the programming of major annual social events, including the Welcome Dinner, Winter Gala, and

Spring Gala. Under this committee, smaller groups have formed such as College Vert (promoting French-themed dinners and films, and conversational French).

SPORTS COMMITTEE: The Sports Committee strives to provide members of the College with a variety of sporting opportunities, both recreational and organized, for individuals and teams. In addition to planning sports events at the College, the committee promotes participation in external competitions such as UBC's Legacy Games and the Vancouver Sun Run. It also provides an extensive collection of sporting equipment and games to borrow, including a pair of nets that can be used for soccer and hockey.

SPECIAL PURPOSE COMMITTEES

HEALTH AND SAFETY COMMITTEE: The Health and Safety Committee's core duties are to update the fire and safety plans of the College, assign floor/fire wardens in each building, conduct the fire drill, and work on additional health and safety improvements as needed.

COMMON KITCHEN COMMITTEE: The Common Kitchen Committee is a task-force of resident volunteers who help coordinate the use of the Common Kitchen as a safe and hygienic shared space. They organize the inventory and labour (chores) in maintaining the kitchen, while providing a venue for suggestions of improvements and concerns.

WELCOME COMMITTEE: The Welcome Committee is a task-force of resident volunteers who help coordinate and execute the "Welcome" activities each summer for September. These activities are comprised of fun events to seed the College's community spirit.

RESIDENTS' COUNCIL

The Residents' Council is a coordinating committee consisting of the Chair of the Social Committee, the President of the Green College Dining Society, and one Resident Member from each of the College Standing Committees (Academic, Membership, Media and Communications) chosen by the resident caucuses of those committees. If there is no Postdoctoral Scholar among these ex officio appointees,

a postdoctoral resident will be added to the Council, chosen by the Postdoctoral Scholars. The Council may also co-opt additional members at large, as it sees fit. The Council appoints its own Chair or Co-Chairs. Its role is to assist with communications between the various group-activities of residents and between resident groups and the Green College Office, with respect to any and all matters of actual or potential concern to residents and the Principal.

RESIDENT MEMBERS' SERIES

Every week of the main academic session (September to April), the College hosts the Resident Members' Series as part of its publicly advertised academic programming. This series, which takes place at 8 p.m. on Mondays after dinner, is organized by residents to give members of the College the opportunity to share their research and interests with each other and a public audience. Those interested in giving presentations in this series, either individually or in group-panels, are invited to consult the convenor.

PUTTING ON AN EVENT

Residents are allowed to use College facilities for their own reading, study and enjoyment. Use of these spaces for a group meeting or event at a specified time need to be requested through the Chair of one of the Resident Committees, who then consults with the College's Events and Programming Coordinator on the venue booking schedule. To view when spaces have been formally booked and are unavailable for use, please consult the "This Week at Green College" memo posted in the Graham House foyer. For an updated list of Resident Committee Chairs, see www.greencollege.ubc.ca/resident_committees.

EMPLOYMENT OPPORTUNITIES

Occasionally Green College and/or the GCDS are looking for employees. Typical jobs include Event Assistants that help with event set-up and take-down; Lock-Out Attendants; kitchen help, and servers for catered events. You will be notified when and as positions become available. To be eligible, you must have a Canadian Society Insurance Number (SIN). Postdoctoral Scholars are not eligible for student positions.

**Review the Residence Contract for rules and regulations.*

LIVING IN YOUR RESIDENCE ROOM

YOUR ROOM ASSIGNMENT

Residents are placed in one of three available accommodation types: Single Rooms, Single Room Splits, and Studio Rooms. Single Rooms share a washroom with another single room; Single Room Splits share a washroom and the common living space of a two-level suite; and Studio Rooms (primarily reserved for Postdoctoral and Visiting Faculty, and couples) are self-contained with their own washrooms.

Each room is outfitted with a single bed (mattress, boxspring, and legs), bookcase, desk, armoire, two chairs, one desk lamp, and one floor lamp. Standard furnishings should not be removed.

We try to accommodate reasonable room-change requests, but swapping rooms with a fellow resident is often not as simple as one might assume. If you would like to move to another room within the College for any reason, please discuss this with the Membership and Accommodations Clerk in the Office.

FEATURES OF YOUR ROOM

For more tips and tricks, visit the online FAQs greencollege.ubc.ca/frequently_asked_questions

BATHROOM DOOR: If you are locked out of your bathroom please report to the Office or contact a lock-out staff member.

BATHROOM LIGHTS: Your bathroom has a light switch and a dial. The light switch turns on the ceiling heat lamp. The dial controls the humidity fan as well as the light above your sink. The light will remain on when the fan is on.

MOPS AND BROOMS: Mops and brooms are available in every bathroom or shared area.

DOOR LOCKS: If your door lock is sticking please report the problem to the Office. You will be given graphite powder to put in the lock. Do not put oil in the locks, as this will degrade the locking mechanism. If the problem is persistent, you can submit a repair request to Housing through their website at www.housing.ubc.ca.

DRAINS: For clogged bathtubs, unscrew the stopper and clear debris out of the drain. If this doesn't help, submit a repair request. Avoid using Drano or other corrosive compounds in the pipes.

FUSES: For residents in Rooms 100-109, 117-141, 201-209, and 217-241: Before resetting your fuse, turn off anything that was turned on when the fuse blew. During office hours you may borrow the fuse-box key from the front desk. If you blow a fuse after hours contact a lock-out attendant. You can recognize the blown fuse because it will not be centered. Once you have located the correct switch, flip it to the "off" position and then to the "on" position.

For residents in Rooms 110-116, 210-216, 142-144, and 242-243: The fuse boxes in your section are located in a separate electrical room accessible only to authorized personnel. Please contact the Office during office hours if you require help. If the Office is closed and you cannot wait until it re-opens call UBC Housing at the Walter Gage Residence front desk: 604-822-1020.

GAS FIREPLACES: Studio Rooms are equipped with gas fireplaces. Operating instructions are located on the back panel of the grill. If you are unsure about how to work the fireplace please ask the Office for a demonstration.

HEAT: The heat is controlled by a round, white "Danfoss" valve numbered 1-5 located in individual heater wall units. The valve can usually be accessed through the hole in the heater cover and can be adjusted to suit your needs. If you can't reach it, the cover can be lifted off. If you have problems with your heat, please check the following before contacting the Office:

Turn the valve to both the low and high settings. When you turn it up to 5 you should hear some hissing, which means the heat is getting through.

There is a red-handled lever that controls the flow of water through the pipes. It is used to turn heat on and off. It is possible that it is

turned off. Check that it is parallel to the pipe. If your heat still does not work please submit a maintenance request (see Repairs).

HUMIDITY SWITCH: All rooms have a humidity controller that looks like a thermostat, usually near the bathroom. The dial monitors the amount of humidity in the air and activates the bathroom exhaust fan when the humidity becomes too high. When the weather is colder set your control to 40-45. In the spring and through the fall it should be adjusted to 50-55. If you are noticing that moisture is condensing on the windows or walls in your room the controller is set too high.

Note that there is a defect in the construction of the bathrooms. If the humidity switch is set too high/low, the bathroom light will not turn off. If you encounter this problem, adjust the humidity switch to the midpoint and wait.

LAMPS: Residents are responsible for purchasing light bulbs for their desk lamp, floor lamp, and bathroom wall lamp. The Office supplies replacement heat lamps.

Some rooms have black floor lamps that require halogen bulbs. The bulb you require is 300W (130 Volts) and about 11.5 cm in length.

LIGHT SWITCH: Every room has a light switch by the front door. This connects to an electrical wall outlet rather than a ceiling lamp. Experiment to find the right outlet. You can plug your floor lamp into this outlet so it can be controlled by the switch.

LIVING AT GREEN COLLEGE

REPAIRS: Periodically, maintenance work in residence rooms is required. Work is generally performed by UBC Housing staff. If College-wide maintenance is scheduled, a notice will be sent out to all residents in advance that will indicate access requirements.

If you have any specific problems/repairs in your room please submit a repair request to www.housing.ubc.ca through the Online Student

Service Centre. This is the same portal where you accepted the housing offer. Contact the Office front desk at gc.reception@ubc.ca if you are unsure of where to direct your request.

WALKWAYS: Please keep walkways outside your residence rooms and stairwells clear of obstructions in accordance with fire department regulations. This includes bicycles.

GARBAGE: All garbage should be placed in the large dumpsters by the back loading dock door of the Graham House kitchen. Please do not leave garbage in any other cans around the College or outside your door as animals have a tendency to rip these bags open looking for food.

RECYCLING AND COMPOST: There is a recycling area by the back loading dock for the GCDS Kitchen (lower back entrance of Graham House) with bins for paper products and newspaper, plastic, glass, and metal containers, as well as a compost area for leftover food scraps. Other compost bins are available in the Great Hall and the Common Kitchen. Also in the Common Kitchen, you will find re-usable shopping bags, a large pail for recycling batteries, and a box for used/unwanted clothing to be donated to charity (the bin is looked after by the resident Outreach committee). A rechargeable battery recharger is also available in the Reading Room.

LAUNDRY AND CLEANING: The laundry room just off the Common Kitchen houses coin-operated washers and dryers, and an ironing board and iron, for all residents to use. The laundry room is also the storage location of cleaning equipment that can be signed out for use in resident rooms: vacuum cleaners, wet mops and buckets, among other items.

RESIDENT STORAGE: Storage is limited. There is a storage room for residents in the basement of Graham House that you can access using your I G-6 Key. This storage room is for personal belongings of permanent residents and should not be used by residents on leave from the College. Storage is limited to two boxes or pieces of luggage, per resident. Please make sure you clearly label your items with your name. *Please note suites are fully furnished. There is no storage space for furniture.*

FACILITIES

GRAHAM HOUSE

The main space on the ground floor of Graham House is divided into two reception rooms: the Piano Lounge and the Billiards Room. These are the College's main hospitality areas, along with the Coach House and the Great Hall, and they are open to all members of the University or the public who have a legitimate reason to be at the College. Residents are welcome to use these spaces at any time they are not booked for events, but should be ready at any time to make space for visitors (and to welcome them too!). Watch for signs in Graham House to indicate when spaces are reserved for external event bookings, or consult the weekly schedule posted in the Graham House foyer.

COFFEE / TEA SERVICE: A coffee and tea service is available in the Piano Lounge from 10 a.m. to 7 p.m. from Monday to Thursday (Fridays 10 a.m. till noon). All residents, staff, and visitors are welcome to help themselves to coffee or tea.

PIANO: The Piano Lounge houses a grand piano. Residents are encouraged to use this piano. Spontaneous bouts of show-tunes are not an uncommon occurrence! However, please respect those trying to study, and refrain from practicing if events are going on in the adjacent rooms. Please re-cover the piano when you are finished playing and keep the nearby windows closed so that cold drafts do not put the piano out of tune.

FIREPLACE: The Piano Lounge also contains a wood-burning fireplace. Fires should only be lit for organized events, where people are guaranteed to be present and tend to the fire. The fire should never be left unattended. If you would like to light a fire please notify the Event and Programming Coordinator in the Office in advance. There are residents assigned to fire-lighting duty. Ask gc.events@ubc.ca who they are, and ask them to assist you when preparing a fire.

FURNITURE: If you re-arrange furniture for any reason (study groups, theatricals, knitting circles) please return the furniture to its original place. Please lift all furniture to move it, as the floors are easily scratched.

WILLIAM C. GIBSON ROOM: The William C. Gibson Room is also on the ground floor, and is kept as a quieter space, suitable for residents to study in when it is not being used for events.

READING ROOM: The Reading Room is the only space in Graham House that is reserved exclusively for College residents and staff, and is located next to the William C. Gibson Room. When event bookings occur elsewhere in Graham House, the Reading Room always stays open. The Reading Room contains books that you may borrow. Books are loaned out on the honour system, so please return them when you are finished. The newspapers and magazines in the Reading Room should remain there so that everyone will have access to them. The Reading Room also houses books by high-profile visitors to the College and a collection of board games.

Each year the College subscribes to approximately 15-20 publications, including the *Globe and Mail*, *The Economist*, *Time*, and *National Geographic*. Subscriptions are made and renewed each year with input from the resident Reading Room Committee that looks after the maintenance and organization of the library.

THE GREAT HALL: The Great Hall, where members of the College and the wider university and local community meet over dinner, is on the second floor of Graham House. At the entrance to the Great Hall is the College's Servery, where Green College Dining Society staff serve meals on regular dinner nights (Sunday to Thursday) to residents, other members, guests and the public. Residents of the College also use the Servery and Great Hall on meal plan mornings (Monday to Friday). Outside of meal times,

the Great Hall is an ideal location for residents to study and chat. Desk lamps and extension cords are available for loan in the cupboards along the south wall.

GREEN COMMONS

Green Commons, the building just west of Graham House and north of the Coach House, provides a recreational room for College residents only. The room contains a TV, board games, a foosball table, and comfortable couches. It is a good location for small resident get-togethers, or just a place to drop in and socialize.

Next door to the resident recreational room within Green Commons is the office and home of UBC's Interdisciplinary Studies Graduate Program (ISGP), whose staff are present during weekday office hours.

COACH HOUSE

The Coach House is the site of most public lectures that take place at the College, and is typically a busy place on weeknights during the two terms of the main academic session. When the room is not reserved for events, residents are welcome to use the Coach House as an additional study space or for informal gatherings.

Please note that the switch outside of the washroom is a fire alarm. The washroom light switch is located inside the washroom.

Residents who wish to book the room for an organized event may do so by submitting a request to the College's Event Coordinator (gc.events@ubc.ca) through the appropriate Resident Committee Chair. Residents with ideas for academic events that could be of interest to non-residents are invited to contact the Principal in the first instance.

GROUNDS AND GARDENS

The College's gardens are one of its glories, offering some of the best views on campus. Lay out a blanket for some reading on the lawn,



stretch out on one of the many benches shaded in garden corners, or stroll by the vegetable garden (maintained by the Sustainability Committee and the Green College Dining Society Staff). The upper lawn is also a natural place for pick-up games of soccer, cricket, or Frisbee.

In nice weather, you may be tempted to take your meal out on the patio. Residents often use this area as a comfortable workspace out in nature, plugged into their laptops while enjoying the fresh air. In the evening, you'll find this the best spot to take in some incredible sunsets.

The trellised Rose Garden to the east of Graham House offers a place of peaceful retreat and welcome shade on hotter days. The nearby woodshed (named in honour of a former bursar of the College) contains fuel for the fireplaces in Graham House and the Coach House. Certain residents are designated woodmen/women, responsible for keeping a good supply of split logs and kindling.

SMOKING POLICIES: If you smoke, please also be advised of UBC's smoking policy; smoking is not permitted inside any of the residence rooms or communal buildings at any time, nor is it permitted within six metres of any building door or air intake including windows. There are three outdoor ashtrays located behind the Coach House beside the bike racks, at the end of the breezeway between Green Commons and the Graham House, and on the Lower Patio.

STAYING SAFE

Because of the open plan of the College buildings and our policy of hospitality to the campus community, you will often see people in the precincts whom you do not recognize. If ever you are concerned that strangers are entering parts of the building where they should not be, or if you suspect any other kind of inappropriate activity, please notify the office or Campus Security (see Page 3).

The main doors to Graham House are locked after the end of the last public event of each day, leaving access only for residents and other authorized holders of the IG-6 key. Those doors should never be blocked open in the late evenings or at weekends when the latch is down.

There are emergency lights throughout the buildings which activate automatically in the event of a power interruption.



FIRE SAFETY

FIRE DRILLS: There are up to two fire drills per year at Green College. You will be notified in advance when these will occur.

FIRE ALARM SYSTEMS: Make sure you keep hot objects, such as candles, away from the sprinklers in your room as they are heat activated. There are manual pull stations, smoke detectors, and sprinkler systems throughout the building.

PORTABLE FIRE EXTINGUISHERS: There are portable fire extinguishers placed strategically throughout the buildings for occupant use. They are maintained and inspected by the Vancouver Fire Department.

IN CASE OF FIRE:

1. Immediately sound the nearest fire alarm. Make sure you familiarize yourself with the pull stations closest to your room.
2. Dial 911
 - a) State your name.
 - b) Give the address where the fire is and the nearest intersection (6201 Cecil Green Park Road at the corner of NW Marine Drive and Cecil Green Park Road).
 - c) Give information about the fire (what floor, how fast it is spreading, if people are trapped, etc).
3. Attempt to control the fire with available fire equipment.
4. If you cannot control the fire try to isolate it by closing doors, then leave by the nearest safe exit. Do not lock the doors.
5. Do not run away from the fire. Shut all doors behind you and walk away from the building.

6. Assemble in the emergency meeting area in the parking lot by the Principal's Residence.
7. Do not go back into the building for any reason until the all clear has been announced.

CAMPUS SAFETY

BLUE LIGHT PHONES: Blue light phones are located throughout campus and connect directly to campus security for general assistance and in case of emergencies. For more information see www.security.ubc.ca.

DISCRIMINATION AND HARASSMENT: The University of British Columbia has a policy on Discrimination and Harassment that embodies elements of the British Columbia Human Rights Code. If you encounter a situation involving discrimination or harassment of any kind please do not hesitate to contact the College Principal, the Administration Manager, or an Advisor at the UBC Equity Office (call 604-822-6353).

SAFEWALK PROGRAM: Members of the AMS Safewalk program accompany students, staff, and faculty safely around campus at night. To arrange a walk, call 604-822-5355 or approach one of the teams (wearing bright red jackets) patrolling the campus. For more information see www.ams.ubc.ca.

PERSONAL CRISIS: If you are experiencing a personal, academic, financial or other crisis, we encourage you to speak to the Office staff. Conversations and comments will be kept strictly confidential unless there is direct threat to your safety or the safety of your fellow residents in which case only professional help will be informed and enlisted for aid. Principal Mark Vessey keeps an open door to all residents and can be reached at his office at 604-822-8670 or gc.principal@ubc.ca or at home at 604-224-6624. If you need to speak with someone on a roommate or room placement issue, please contact Lyn Pedro, the Membership and Accommodations Coordinator at 604-822-6067 or gc.membership@ubc.ca.





www.greencollege.ubc.ca

Green College
The University of British Columbia
6201 Cecil Green Park Road
Vancouver, BC V6T 1Z1
Phone: 604-822-8660

2013/14 Resident Handbook



Green College, UBC, 6201 Cecil Green Park Road, Vancouver, BC V6T 1Z1
Phone: 604-822-8660 Web: greencollege.ubc.ca Twitter: [@GreenCollegeUBC](https://twitter.com/GreenCollegeUBC) Facebook: [UBCGreenCollege](https://www.facebook.com/UBCGreenCollege)

WELCOME FROM THE PRINCIPAL

Welcome to your new home at Green College!

We're glad that you're joining us out here at the University's edge. This is a place that has been set aside, thanks to the foresight and generosity of Cecil Green, for people—like you—who are ready to combine social life and higher learning in somewhat experimental quantities. It is a place outside the curriculum, where the limits of disciplinary knowledge can be probed, and where the lines that normally divide our “academic” work from the world at large become blurry.

“Green College” is several things: a unique graduate and postdoctoral residence at the University of British Columbia; the setting for an extensive program of extracurricular, interdisciplinary events open to the University and general public; and an unregulated society (the “Green College Society”) that reaches round the world and includes many hundreds of former resident members, associated faculty, and distinguished visitors.

But while the College may be more than just a place, the place itself is formative. What holds us together as *resident* members is a shared intuition of all that may be possible in these surroundings, now and in future, combined with an awareness of some of the things that have happened here in the past.

There are all sorts of ways for you to make your own mark on the College, and not everyone has to jump in at once. Take your time, choose your moments. As long as it fits with the goals of “Ideas and Friendship,” anything you want to do is likely, sooner or later, to find support around here.



What follows in these pages is the fruit of the experience of previous generations of “Greenies.” Much of what makes the College work well as a community of residents and a venue for visitors goes without saying: respect for other people, hospitality, due regard for common and private property, willingness to take and respond to positive initiatives, etc. This Handbook deals concisely with some of the rest—what you could usefully know as a resident but might not be able to guess straightaway.

If you can't find what you're looking for in the Handbook, knock on a neighbour's door, drop by the Office, or ask the person sitting beside you at breakfast. And, when you find things that don't make sense or need updating, please let us know so that we can make changes in next year's edition.

I look forward to seeing you around the College and to seeing the differences that your membership will make to us all.

Mark Vessey

Mark Vessey
Principal, Green College

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Please note that this handbook provides basic information for living at Green College and what to expect as a Resident Member. It is meant to augment the Residence Contract, which has already been provided to you and is available for download from the Student Housing and Hospitality website. Please ensure that you read both.

A. IMPORTANT CONTACTS AND DATES

GREEN COLLEGE OFFICE

Open 9am - 4pm, Monday to Friday, but closed for lunch from 12pm to 1pm.

Phone: 604-822-8660 **Fax:** 604-822-8742

Email: gc.reception@ubc.ca

Website: www.greencollege.ubc.ca

Twitter: twitter.com/GreenCollegeUBC

Facebook: www.facebook.com/UBCGreenCollege

Youtube: www.youtube.com/user/GreenCollegeUBC

GREEN COLLEGE DINING SOCIETY

Phone: 604-822-0912

Email: kitchen@gcdining.ca

Website: www.gcdining.ca

Office: Graham House Basement, Rm 42

CAMPUS SECURITY AND 911

For criminal offences (break-ins, assault, etc.) or if someone requires first aid or an ambulance call 911. Campus Security deals with other non-emergency issues, such as suspicious persons. Generally, Campus Security recommends that in an emergency you call 911 first and then call Campus Security 604-822-2222.

Please remember to contact the Office (604-822-8660) after calling 911 and Campus Security so staff are kept abreast of any emergencies and/or safety issues. If such an event occurs outside

regular office hours, contact Principal Mark Vessey (knock) at the Principal's Residence, or call him at home at 604-224-6624.

EMERGENCY NUMBERS

Police, Fire, Ambulance: 911

HELPFUL NUMBERS

RCMP (non-emergency): 604-224-1322

Campus Security: 604-822-2222

UBC Access & Diversity: 604-822-5844

Equity Office: 604-822-6353

AMS Safewalk: 604-822-5355

AMS Sexual Assault Support Centre: 604-827-5180

Chaplains: 604-822-0109

Counselling Services: 604-822-3811

Healthlink BC (non-emergency, health-related questions): 811

IMPORTANT COLLEGE DATES

Welcome Dinner – September 12, 2013

Winter Gala – December 5, 2013

Founders' Dinner – March 6, 2014

Spring Gala – April 10, 2014

B. STAFF DIRECTORY

GREEN COLLEGE OFFICE

DR. MARK VESSEY, PRINCIPAL

Phone: 604-822-8670

Home: 604-224-6624

Email: gc.principal@ubc.ca

CLARK LUNDEEN, ADMINISTRATION MANAGER

Phone: 604-822-8663

Email: gc.manager@ubc.ca

COMMUNICATIONS MANAGER

Phone: 604-822-0676

Email: gc.communications@ubc.ca

ALAN GUMBOC, EVENTS AND PROGRAMMING

COORDINATOR

Phone: 604-822-1878

Email: gc.events@ubc.ca, gc.programs@ubc.ca

LYN PEDRO, MEMBERSHIP AND ACCOMMODATIONS

COORDINATOR

Phone: 604-822-6067

Email: gc.membership@ubc.ca

SIMONE GOGUEN, RECEPTIONIST / BOOKING CLERK

Phone: 604-822-8660

Email: gc.reception@ubc.ca

LYNDA CALLARD, FINANCE ASSISTANT

Phone: 604-822-9544

Email: gc.finance@ubc.ca

GREEN COLLEGE DINING SOCIETY

JOSEPH COLLET, EXECUTIVE CHEF

Phone: 604-822-3211

Email: catering@gcdining.ca

ELVIS DAMJANOVIC, SOUS CHEF

Phone: 604-822-0912

Email: kitchen@gcdining.ca

STARLLIE SPILOS, BAKER / BREAKFAST COOK

Phone: 604-822-0912

STEPHEN SZIERER, SECOND COOK

Phone: 604-822-0912

GURMAIL SOHI, KITCHEN STEWARD

Phone: 604-822-0912

KELLY WOLFE, BOOKKEEPER

Phone: 604-822-0912

Email: bookkeeper@gcdining.ca



C. GETTING ORIENTED

RESIDENT ACCOMMODATIONS: Residents are placed in one of three available accommodation types: Single Rooms, Single Room Splits, and Studio Rooms. Single Rooms share a washroom with another single room; Single Room Splits share a washroom and the common living space of a two-level suite; and Studio Rooms (reserved for Postdoctoral and Visiting Faculty, and couples) are self-contained with their own washrooms.

Each room is outfitted with a single bed (mattress, boxspring, and legs), bookcase, desk, armoire, two chairs, one desk lamp, and one floor lamp. Standard furnishings should not be removed, and storage of them elsewhere at the College is not permitted.



YOUR NEW ADDRESS

Your Name
Green College
Room #, 6201 Cecil Green
Park Road
The University of British
Columbia
Vancouver, BC V6T 1Z1
CANADA

If you live in a Single Room Split, the door to your own room within the suite will have a 300 number (ex. 302) but the door to your shared

main entrance will have a 200 number. *Your room number is your mailbox number*, but the shared entrance number is the one you would give to visitors, couriers, etc.

ACCESS TO YOUR ROOM

KEYS: You will be issued the following keys: mailbox key, suite front door key, bedroom door key (if you are in a split), and a “IG-6” key. The “IG-6” key gives you access to:

- The Common Kitchen / Laundry
- Graham House
- Administration Office front door (access to your mailbox)
- Green Commons
- Coach House

Please guard your keys carefully. The cost of losing a front door key is \$150, to cover the cost of changing the lock; the cost of replacing a mailbox, IG-6, or bedroom key is \$25.

LOCKED YOURSELF OUT? If you lock yourself out of your room during office hours, the Office can lend you a key. If it is after office hours, please contact one of the resident lock-out attendants. Lock-out personnel names and contact information are posted on the Office front door.

MAIL

Mail is distributed Monday to Friday, usually by noon each day. A yellow “mail has been distributed” sign will be displayed in the window of the Office.

The nearest Canada Post mailbox is on Cecil Green Park Road to the west of the College near the parking lot. The nearest place to buy stamps is the Post Office in the Student Union Building.

COURIERS: Courier items (UPS, Fedex, DHL, etc) are placed directly in resident mailboxes. Larger items will be kept in the Office, and a notice will be placed in your mailbox.

CASH ON DELIVERY (COD) PACKAGES: Please note that the Office cannot accept "Cash on Delivery" unless exact cash payment has been provided in advance. Deliveries without pre-payment will be turned away. Occasionally, customs and brokerage charges are applied to cross-border deliveries. Residents may arrange for couriers to pick up outgoing packages from the Office. Please notify the Office of any courier pick-ups and provide the front desk with cash payment for the courier.

GRAHAM HOUSE COFFEE AND SNACKS: Pop, juice, candy, and snacks are available for purchase from the vending machines located in the basement of Graham House.

A courtesy coffee service with regular and decaf coffee and tea is available free of charge in the Piano Lounge to residents, staff, and visitors from 10am to 7pm Monday to Thursday, and 10am to noon on Fridays. Coffee service is not available on statutory holidays. Please return any used mugs to the coffee service area immediately after use.

MEALS

Much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College, Visiting Scholars, guests from elsewhere in the University,

and members of the public, who are also invited to purchase dinner tickets.

The meal plan is compulsory for residents, who automatically become members of the Green College Dining Society (GCDS). Residents dine together at five dinners and five breakfasts each week. Meals are served year-round, even if the meal falls on a statutory holiday. The kitchen only closes for two weeks in December during the holiday season; residents are notified in advance of the specific closure dates.

BREAKFAST: 7:30 to 9:30am, Monday through Friday. Breakfast consists of a choice of cereals, bread to toast and spreads, baked goods, hard-boiled eggs, fresh fruit, juice, coffee, tea and dairy and non-dairy milk

DINNER: 6:15 to 7:30pm, Sunday through Thursday. Dinner includes a salad bar, bread/rolls, a main entrée (with vegetarian and non-vegetarian options), dessert or fruit, and beverages. Alcohol is available for purchase

For more information about the GCDS, including governance, fees, and support please see the Understanding the Green College Dining Society section of this document. Additional information is also available online on the College's website.

PREPARING YOUR OWN MEALS: The Common Kitchen is a community space shared by all residents. It is there for preparing meals and hosting small gatherings outside of the served meal times on weekends and throughout the week. Coordinating use of the Common Kitchen, the Common Kitchen committee helps coordinate use of the space, to keep it safe and hygienic. All those who use the Common Kitchen are responsible for its upkeep.

Please clean up any mess made while using the kitchen. Rules are posted in the Common Kitchen, as well as contact details for the Common Kitchen Committee.

Guidelines for using the Common Kitchen are:

- The fridges are cleaned out on a regular basis, so label your food with your name to avoid having it thrown out.
- Please do not remove dishes or utensils.
- You may leave food on the main table for people to enjoy.
- There is a “common” food cupboard where you may put food items for everyone to use.

COMMON KITCHEN COMMITTEE: The kitchen is a shared resource for 100 residents. To keep the space organized and hygienic, the space is coordinated by the resident-led Common Kitchen Committee. The Committee problem solves and communicates with residents on any challenges or concerns with the space. It coordinates kitchen duty rosters for scheduled chores, launders and provides clean towels, monitors and reports on the functioning of appliances, cutlery, and crockery. This Committee also collects money to help keep the kitchen stocked with basic, shared foodstuffs. A kitchen duty shift may include taking recycling, compost, and garbage to the dumpster area, cleaning appliances, and wiping down counters. This level of care is over and above common courtesy in cleaning up after yourself when you use the space.

PAYING YOUR FEES

More information about your fees while at the College is in your Residence Contract (rent) and on the Green College website (meal plan).

RENT: Rent fees are due by the first business day of every month. Rent fees are paid directly to Student Housing and Hospitality Services (SHHS). A schedule of current monthly residence fees can be found at www.housing.ubc.ca/residence-fees/green-college.

Rent payments by credit card (VISA or Mastercard) can be made online at secure.housing.ubc.ca or in person by cheque, direct debit, credit card (VISA or Mastercard) or Canadian money order at the SHHS main office located on-campus at 2205, Lower Mall, Building 6. The Green College Office is happy to answer any questions, though you may be referred to SHHS. For more information about rent, refer to section three of your Residence Contract.

LATE RENT PAYMENTS: Late rent payments are subject to a \$25 fee.

MEAL PLAN: Like rent, Green College Dining Society meal plan fees are due by the first business day of every month. These fees are compulsory for all members of the College and their partners. Fees are paid directly to the Green College Dining Society.

A schedule of current meal plan fees can be found at www.greencollege.ubc.ca/residencefees. Fees are non-refundable.

Meal fee payments can be made by cheque, bank draft, or money order payable to “Green College Dining Society” and dropped in the deposit box located in the Great Hall near the utensils. Cash is not accepted. Online payment (direct banking, bank-to-bank transactions only) is possible via TelPay. For more information about TelPay, please consult the GCDS Payment Primer guide in the members-only document library of the Green College Website.

LATE MEAL PLAN PAYMENTS: Late meal plan payments are subject to a \$25 fee.

D. GETTING AROUND

MAPS: UBC has a selection of searchable online maps, pdfs, and an iPhone/iPad app for wayfinding around campus. For more, please visit <http://www.maps.ubc.ca/PROD/index.php>

PARKING: There is no parking directly on College grounds, however there is a temporary Loading Zone at the College entrance. These stalls are not managed by the College. They are managed and enforced by UBC Parking, so be sure not to linger for too long in case of a ticket or tow!

Residents can purchase parking passes through UBC Parking for lots that are close to the College. Recommended lots are the Rose Garden Parkade, and the “E” lot at the end of Cecil Green Park Road. Parking passes may be obtained from the Parking and Access Control Services Office: 2075 Wesbrook Mall, Room 204 (in the General Services Administration Building). The Parking and Key Desk phone number is 604-822-6786. You can access the Parking website at www.parking.ubc.ca.

Visitors are advised to purchase parking at daily and hourly rates at either the Rose Garden Parkade or the “E” lot at the end of Cecil Green Park Road.

Depending on the lot, you may require a “letter of residency” for Parking and Access Control Services. We can provide that. Please contact the Membership and Accommodations Coordinator at gc.membership@ubc.ca or visit the College Office.

PUBLIC TRANSPORTATION: Translink is the public transportation provider for the Metro Vancouver area, operating buses to and from the UBC campus, and Skytrain and Seabus services elsewhere

in the Lower Mainland. Buses to and from UBC operate out of the UBC Bus Loop just east of the Student Union Building (SUB).

Residents who are students at UBC will be provided with a U-Pass bundled with their tuition fees, allowing unlimited travel.

For guests and non-student residents, the cost of a transit depends on travel distance, what day, and at what time of day travel takes place. For information on transit fares and bus routes, visit the Translink website at www.translink.ca or call 604-953-3333. Buses take exact change only. Tickets, passes, and printed schedules are available at the University Marketplace and in the Student Union Building (SUB).

TAXIS: There are several taxi companies operating in the Metro Vancouver area. Companies that are familiar with the UBC area and Green College are Black Top Cabs (604-731-1111) and Yellow Cabs (604-681-1111). A one-way taxi ride to the airport or downtown from UBC costs about \$40.

BIKES ON-CAMPUS, ON-DEMAND

Green College residents have access to a set of four professionally refurbished, single-speed bicycles and an assortment of functional, multi-gear bikes. Bikes are located at a single, rain-protected station where users can reserve a bike a week in advance and report the anticipated duration of their usage. The bike station (located beside the north western most covered stairwell) is designed to be a visible reminder of the sustainability issues we collectively face with regards to our energy resources.

For more information, visit the member login section of the website www.greencollege.ubc.ca/document_library.php and click on living in residence and download the bike-share initiative pdf.

SHOPS AND SERVICES

GROCERIES: There is a small grocery store in the University Marketplace ("The Village", on University Boulevard), and a large Save-On Foods near 16th Ave and Westbrook Mall. A BC Liquor Store is in Westbrook Place. Close to UBC, Safeway at 10th and Sasamat is a short bus ride away.

PHARMACIES: Shoppers Drug Mart is located in the Strangway Building across from the Village on University Boulevard, where the University Pharmacy is also located. Safeway and Save-on- Foods also have pharmacies.

HARDWARE STORES: For purchasing home necessities like light bulbs and hardware supplies, the dollar store in the Village has many items, as do stores around the 10th and Sasamat area.

RESTAURANTS AND CAFES: A variety of restaurants and food courts are available on campus, mostly concentrated in the Student Union Building and the Village, but in other locations as well (see the UBC Food Services website at www.food.ubc.ca). More restaurant options are available a short bus ride away in the nearby Point Grey and Kitsilano neighbourhoods.

LIBRARIES: The UBC Library (www.library.ubc.ca/welcome.html) has many locations and specialized branches on campus. The main libraries are the Walter C. Koerner Library and the Irving K. Barber Learning Centre. Library locations also have public internet and computer workstations.

SPORTS AND RECREATION: If you're interested in heading to the gym or pool for a workout, taking a dance or yoga class, or joining a sports league, see the UBC REC website at www.rec.ubc.ca.

ATTRACTIONS: Several attractions are located within a few minutes walking distance of Green College: the Chan Centre for the Performing Arts; the Museum of Anthropology; the Frederic Wood Theatre; and the Morris and Helen Belkin Art Gallery. Also close by are the Nitobe Memorial Garden and the UBC Botanical Garden.

Some UBC attractions offer free admission for registered UBC students. For more information, see www.attractions.ubc.ca.

HIKING TRAILS: Pacific Spirit Regional Park is the forested area surrounding the UBC campus, with Green College right at the doorstep of many of the best park trails leading down to popular beaches. For a map of hiking and cycling trails, see the Metro Vancouver website at www.metrovancouver.org/about/maps/Maps/Pacificspiritmap.pdf.



E. GETTING CONNECTED

PHONES: The Graham House foyer has a payphone that may be used until your own phone line has been set up.

Many residents opt for a cellphone in lieu of a landline phone. There are several cellphone providers on or near campus. The UBC Bookstore sells phones, and there are some retailers at the Village.

For landlines, contact TELUS at 604-310-2255, or online at www.telus.com. Installation is approx. \$80, with a basic monthly fee of approx. \$30.

Note: It is sometimes necessary for TELUS to access your room. If this is a requirement and you would like the office to give TELUS access in your absence, leave a signed note of authorization to this effect with the Office.

Long-distance phone cards are often a cheaper alternative to phone-company plans. You can purchase phone cards at the University Pharmacy in the Village, or in the Student Union Building (SUB).

INTERNET ACCESS: To gain internet access plug your Ethernet jack into the socket in the wall. One socket is for the internet, the other is for a phone. There is no wireless internet in residential rooms so you must provide your own router for wireless internet.

Once you have internet access you can begin setting up your online accounts, which will keep you connected to the University community.

CAMPUS WIDE LOGIN (CWL): CWL allows you to register for classes, renew library books online, see your grades and class schedules, pay tuition and housing fees, etc. Go to the Student

Services Centre website <http://students.ubc.ca/ssc> and log in using your student number as the login and your birthdate (YYMMDD) as your password.

UBC EMAIL ACCOUNTS: UBC IT Services provides all students with an email address. For instructions on setting up a new UBC email, email aliasing, and/or forwarding see www.students.ubc.ca/email.

UPDATING YOUR INFORMATION: As you settle-in at the College, your contact information will probably change. Please remember to update your contact details with the Green College Office and UBC with your new email addresses, phone numbers, etc.

GREEN COLLEGE WEBSITE

The Green College website www.greencollege.ubc.ca has a wealth of information for Resident Members on how membership works, who makes up our community, and a busy events calendar of lectures, literary readings and performances hosted at the College free of charge to residents and the public. There is additional practical information to help you prepare for life at the College and settle in once you arrive. The College website also has information on the Green College Dining Society, including a weekly updated menu.

WEBSITE MEMBER LOGIN: The Green College website contains a members-only section with a photo gallery, access to important documents and how-to guides, and member profiles created by members. These profiles can include photos, contact information and biographical information on areas of research. The profiles are a way to let other members (current and former residents) know who you are. Before you arrive at the College, you will receive an account for the members section with a temporary password. To

log in, click the “Member Login” brown button at the top right of the homepage.

TWITTER, FACEBOOK, AND YOUTUBE: We’re connected to social media! Find us at:

- **Twitter:** twitter.com/GreenCollegeUBC
- **Facebook:** www.facebook.com/UBCGreenCollege
- **Youtube:** www.youtube.com/user/GreenCollegeUBC

EMAIL LISTSERVS AND NEWSLETTERS

LISTSERVS: There are two main listservs at the College, for sending and sharing information among members.

- **GC-Residents** (gc-residents@interchange.ubc.ca): “GC-Residents” is the most important and mandatory formal resident listserv of the College, connecting only current residents, Office and GCDS staff. You will be automatically added to “gc- residents” prior to your arrival at the College. The list is open-posting, so please feel free to post your College-related news and announcements to the list. To update the email address subscribed, please contact gc.membership@ubc.ca. Once you leave the College, you have the option of joining two listservs for Society Members: one discussion-based list, and the other for only occasional announcements.

- **Green-Chat** (green-chat@interchange.ubc.ca): This is a closed mailing list available only to current residents and Society Members who are former residents. The list is for informal discussion; it is not seen by office staff or by the Principal. Spontaneous requests, offers, and conversation around issues are appropriate subjects on the list. To

subscribe to green-chat, send an email to majordomo@interchange.ubc.ca with “subscribe green-chat” in the body of the email.

E-NEWSLETTERS: You are added to the College’s resident e-newsletter lists as soon as you arrive. You are able to control your subscriptions in your Green College website member login under “My Details”, but it is advised to remain subscribed to stay informed on important news and events.

- **Weekly Bulletin:** A newsletter that is distributed every Wednesday, with news and announcements for residents.
- **The Green List:** A weekly e-newsletter, sent every Thursday of the academic year, featuring upcoming events for the next two weeks.

F. UNDERSTANDING MEMBERSHIP MEMBERSHIP TERM

When admission offers for Green College are sent, they include a fixed "Resident Membership Term" that defines the limit of the stay.

The College's policy allows residents to stay in accommodation at Green College for a maximum of two years (rounded to the nearest September/contract start) for Master's degree students, three years for JD and up to four years for doctoral degree students. The maximum period of residence for Postdoctoral Scholars is two years, and for Visiting Academics one year. Applications to reside at the College for less than an academic term (i.e. four months) will not be considered for membership.

Master's students who transfer into a doctoral program at UBC, or who advance directly from a master's to a doctoral program, may extend their period of residence by up to two years provided they notify the College Office at least two months before the end of their original contract. No graduate student may be a resident of the College for more than four years in total. The point of this and other residence restrictions is to enable as many qualified persons as possible to have the opportunity of living at the College.

THE RESIDENCE CONTRACT

Upon accepting resident membership at Green College, residents are issued a residence contract that outlines the terms and conditions of their residency. By signing, you agree to abide by the terms and conditions set out in the contract.

Contracts for residence at Green College are offered and renewed annually, for the period from September 1 to August 24. In all such

cases, the end date of the contract will be August 24, unless a contract is renewed, in which case residents remain at the College for the last week of August and into the new contract year. For details of the process for terminating a contract early, including possible penalties, see the resident contracts at: www.housing.ubc.ca/residence-contracts.

ABSENCE FROM THE COLLEGE FOR ACADEMIC REASONS

Residents who need to spend time away from the College for academic/professional purposes (e.g., fieldwork, visiting archives, internship, exchange program, attendance at an institute) for periods of between two and four months may apply to the Principal for rent-relief for the period of their absence. Funding available for rent-relief is very limited and only a few requests can be accommodated each year.

If you wish to apply for rent-relief for an absence from the College for academic reasons, contact gc.membership@ubc.ca. Policies and procedures on rent-relief as well as the rent-relief form can be found online in Living in Residence section of the members login document library www.greencollege.ubc.ca/document_library.php.

STAYING IN TOUCH

Upon departing the College, you will retain Society Member status, and can be assured of an ongoing network of collegial support and a continuing relationship with the College long after your studies at UBC have ended. Be sure to complete and return the exit materials provided to you before your departure, in order to update your contact details, and to let us know which Society mailing lists you would like to be subscribed to.

G. UNDERSTANDING THE GREEN COLLEGE DINING SOCIETY

PURPOSE

In the Green College Dining Society's constitution, its purpose is "to oversee a food plan for the provision of meals to members of Green College." However, much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College, Visiting Scholars, and guests from elsewhere in the University. Members of the public are also invited to purchase dinner tickets and attend our meals with us. Dining at the College with your fellow members is an integral part of College life, and most of the College is shaped around this activity.

In addition to the work involved in running the meal plan, the GCDS provides catering services to Green College and UBC, and provides valuable experience to residents on the running of a non-profit organization. It's one more vital place where residents can influence and shape their community.

ORGANIZATION

The GCDS annually elects members to its executive, where the executive guides the operation with high-level (policy) decisions and provides a pivotal feedback link between the residents and the operation run by the Executive Chef. Elections are held every fall at the annual general meeting, usually in October/November. Unelected members via the Steering Committee may also serve and vote with the executive. All members, however, are encouraged to attend the open semi-monthly meetings and get involved. The

GCDS (and your meal plan) can't run without volunteers on the board.

The Executive Chef manages the kitchen operation including budgeting and execution of the board's directives. They advise the board on any issues that arise, and on the overall health of the society.

Both the GCDS and Green College share the same people, where members of Green College also become members of the GCDS. They also share the same goals of providing an excellent environment for its members, and as such have a very close relationship. While legally independent, practically-speaking all matters of the GCDS are of consequence and interest to Green College.

STEERING COMMITTEE: As a member of the society, you can attend any of the board meetings. However, if you wish to vote on matters discussed at the meeting, you need to become a member of the Steering Committee. To do so, you must attend three consecutive meetings and will automatically become part of the committee. You can resign from the position at any time, and will be automatically removed from it after missing (unexcused) three consecutive meetings. The Steering Committee is an important part of participation for the GCDS, to see and be involved in dining matters without needing election, and to see yourself whether you'd like to run for office.

RESIDENT MEAL PLAN

The meal plan is compulsory for residents, who automatically become members of the Green College Dining Society (GCDS). Residents dine together at five dinners and five breakfasts each

week. Meals are served year-round, even if the meal falls on a statutory holiday. The kitchen only closes for two weeks in December during the holiday season; residents are notified in advance of the specific closure dates.

BREAKFAST: Breakfast is served from 7:30 to 9:30am, Monday through Friday. Breakfast consists of a choice of cereals, bread to toast and spreads, baked goods, hard-boiled eggs, fresh fruit, juice, coffee, tea and dairy and non-dairy milk. "Hot" breakfasts are served on occasion throughout the year, budget permitting.

DINNER: Dinner is served from 6:15 to 7:30pm, Sunday through Thursday. Dinner includes a salad bar, bread/rolls, a main entrée (with vegetarian and non-vegetarian options), dessert or fruit, and beverages. Alcohol is available for purchase.

PORTIONING: Each meal prepared by the GCDS has been carefully considered and portioned by the kitchen staff, for the intended meal only (i.e. breakfast or dinner), to minimize food waste and consequent additional costs. Extra portions and substitutions are not permitted and are discouraged for that reason, as are extra-helpings ("leftovers"). As a non-profit organization, the GCDS actively works to minimize costs and waste to keep meal plan prices (and increases) low. Please do not take more than your share.

OUTSIDE FOOD CONTAINERS: The GCDS cannot serve food on dishes it did not sanitize, and cannot serve food into personal containers.

DIETARY RESTRICTIONS: The Green College Dining Society has limited capacity to meet special dietary requirements. If you have any, speak to the GCDS Executive Chef or Administration Manager.

LATE MEAL PLAN PAYMENTS: The Green College Dining Society (GCDS) will enforce the following policy in regards to payment of Dining Society fees by all GCDS members:

- A \$25 late fee shall apply to any fee payments received after the first business day of the month.
- This fee is applied to the member's GCDS fees and is in addition the late fee that may be charged by UBC Housing for late rent.
- Extensions may be granted on compassionate grounds or based on unforeseen circumstances at the discretion of the GCDS President.
- A member in arrears for more than two months may have their resident membership rescinded and be evicted from Green College.

USE OF OTHER EATING AREAS: Some residents choose to eat breakfast while reading the newspapers in the Reading Room or William C. Gibson Room on the first floor of Graham House. Residents who use the downstairs for breakfast are responsible for cleaning all table surfaces they use (cleaning materials are available in the Dining Hall) and they are responsible for returning all dishes, cutlery, glasses, and trays to the Dining Hall. Cleaning staff are not employed to return dishes or clean messes for you. Furthermore, spaces in Graham House and the Coach House are often used during the day by outside groups and must be kept tidy and clean.

FLEXIBLE FOOD OPTIONS

VEGETARIAN, MEAT, OR OMNIVORE PLAN: Residents elect to receive either meat entrées, vegetarian entrees or a combination referred to as the omnivore plan for dinner. *The omnivore plan is for residents who elect to eat less meat, not to choose what they want at the serving counter.* There is a set (scheduled) vegetarian or meat entrée dinner each night, with the nights of meat/vegetarian alternating. This is because food for the meals is purchased and prepared in advance each day. Residents may switch plans once per month if they provide the kitchen with advance notice.

BAGGED BREAKFAST: If you are unable to attend breakfast early in the morning, a bagged breakfast is an option. Bagged breakfasts are available for whole weeks only (i.e., five breakfasts, from Monday through Friday), or on the same day of the week provided it is missed on a regular and consistent basis (i.e., at least three consecutive weeks, for instance three consecutive Tuesdays). To apply for a bagged breakfast, complete the form available on the clipboard by the Great Hall fireplace and return it to the office by noon of the Friday before the first breakfast to be missed. Your breakfast will be available for pick up at dinner the night before and includes a baked good, a piece of fruit, and juice. The bagged breakfast counts as your only breakfast for the day for which it was provided; if for some reason you've arranged for a bagged breakfast but are able to attend breakfast, please do not take food other than that which was provided in the bagged breakfast.

BAGGED LUNCH: Residents who wish to have a lunch prepared by the GCDS may opt-in to the plan for a small fee (\$6/day). A sign-up sheet as well as the lunch menus are kept in the Great Hall. Note that you can select which day you'd like to have lunch (you don't need to sign up for the whole week), but you need to sign up by

Thursday the week before so that the kitchen orders enough supplies. Lunches include a sandwich or wrap, piece of fruit, juice, and a small dessert. They can be picked up either at breakfast on the day-of or at dinner the night before. Lunches are billed monthly.

BOXED DINNER: Dining together is a central focus of the Green College community and all resident members are expected to participate in the dinner in the Dining Hall. Not attending is highly discouraged. However, if you are unable to attend a dinner for academic reasons, you may request that the kitchen set aside your meal. There is a small deposit required for each meal box you wish to use. See the meal box policy document for details, located in living in residence section of the member login document library www.greencollege.ubc.ca/document_library.php.

NOTE: With your deposit, a specific meal box is assigned to you. In order to receive consecutive meal boxes, your box must be returned promptly in order to sanitize it for the next service. Purchasing two boxes might alleviate any timing issues if consecutive requests are expected.

BOXED DINNER MEAL TICKET SUBSTITUTION: On the occasional evening, when a resident is unable to attend dinner or consume a boxed dinner, they may request a single dinner ticket *once per month*. You can then use that dinner ticket for guest you'd like to bring to dinner (see section below on guests). The tickets are issued to your mail box within a week or two of your request. Tickets must be presented at the Serving counter. Reservations for guests must be made by noon on a business day before the evening they wish to dine by calling the kitchen at 604-822-0912.

MEAL MAINTENANCE: Green College and the GCDS wish to support the academic needs of residents, while keeping fiscally

responsible to maintain the service. Participation in the meal plan is a fundamental part of living at Green College and is made mandatory for all residents and guests. Meal Maintenance represents a way for residents to temporarily reduce the cost of the meal plan during an absence from the College, while still supporting the GCDS's fixed operating costs (50% of the monthly meal plan fee). If you plan to be away from the College for more than one calendar week or more in a given month, you may apply for "Meal Maintenance." Meal Maintenance gives you a partial credit against future meal plan fees. Application forms and further details are available in the Green College Office foyer.

MEALS FOR GUESTS

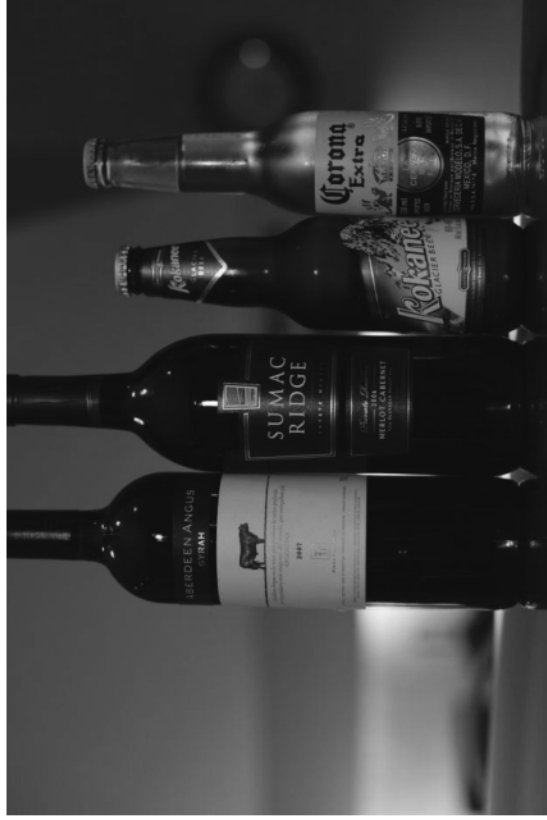
BREAKFAST: Guests are welcome at breakfast if a ticket has been purchased. Breakfast tickets cost \$5.00 each, and are available for purchase from the Green College Office in advance, or cash may be used for walk-in tickets. Please leave the ticket or cash in the jar at the Servery entrance.

DINNER: Guests are also welcome at dinner, requiring either a reserved ticket in advance (\$15 for students / \$18 regular price) or cash only at the door (\$17 for students / \$20 regular price). You may purchase tickets at the College Office. At the meal, please give the ticket to the server at the food counter. To be guaranteed a spot, please be certain to make reservations for your guest(s) by noon of the business day preceding the dinner to be attended (call the GCDS Kitchen at 604-822-0912). For Sunday and Monday nights, reservations must be made by noon on Friday. This ensures that there is enough food for all, and also minimizes food wastage which helps to keep meal prices low.



ALCOHOL CONSUMPTION

The Dining Society holds a liquor licence, which permits serving alcohol with food in all of the public areas of Green College (i.e., most of Graham House, the Coach House, the patio area north of Graham House, and the area between the Coach House and Green Commons). This licence is an important part of the GCDS's catering business, both for Green College and public events. A variety of wines, beers and ciders are available for purchase at the dining hall during dinners.



Under the terms of the liquor licence, the Dining Society is solely responsible for the purchase, sale, and serving of alcohol in licensed areas. Therefore, the following points must be observed:

- It is unlawful to bring your own alcohol into the licensed areas for consumption;
- It is unlawful to take alcohol purchased from the Dining Society outside the licensed areas (see below); and
- Alcohol served in a licensed area (even for events organized by residents) must be purchased from the Dining Society and served to participants by the Dining Society.
- The following areas are not covered by the licence: Green Commons, the Common Kitchen, and residence rooms. You may consume your own alcohol in these areas. NOTE: Contravention of the liquor licence can result in significant fines (up to \$10,000) and/or loss of the liquor licence, either of which would jeopardize the Dining Society's existence.

H. GETTING INVOLVED

Green College depends on volunteers to actively participate in the community. The College's community is lively and rewarding *because* it has so many members contributing. There are dozens of ways for members to get involved, and each year help shape the College's present and future direction.

STANDING COMMITTEES

The Standing Committees are the primary decision-making bodies for the College. They are advisory to and normally chaired by the Principal. There are four places on each committee for Resident Members, who are chosen by ballot; the other four places are filled by Faculty Members of the College. A resident may serve on no more than one committee in a given academic year and, having served on a particular committee, will not normally be eligible to serve on the same committee again. (This limitation is to ensure that experience of the College's working mechanisms is spread widely, and that the College can benefit from a wide array of resident experience.)

Balloting for the Standing Committees occurs in late September each year and the Committees remain in place for a year. The Standing Committees of the College are:

ACADEMIC COMMITTEE: The Academic Committee is responsible for the College's interdisciplinary academic programming, including the appointments of the Cecil H. and Ida Green Visiting Professors.

MEMBERSHIP COMMITTEE: The Membership Committee is responsible for evaluating applications for resident membership and for selecting Resident Members. The committee meets monthly,

with the main business of the year falling between March and July. Members of this committee should therefore have availability to review files in the spring and summer period, at least by e-mail if temporarily away.

MEDIA AND COMMUNICATIONS COMMITTEE: The Media and Communications Committee helps to plan and coordinate both external publicity and publication initiatives and internal communication channels for the College. The committee meets as necessary, usually twice per year.

RESIDENT COMMITTEES

Green College is home to many informal resident groups and committees, some of them relatively stable, others changing with the years and the interests of residents. They represent the "output" of the College's changing yet vibrant community, organized with specific mandates and reporting to the Administration Manager. Committees are generally formed in the fall by residents based on interest. Join an existing committee or form a new one by putting out a call through the gc-resident listserv or speaking face to face with your fellow residents.

ARTS COMMITTEE: The Arts Committee provides a variety of ways for people to experience and appreciate arts at the College, such as talks, musical performances, creative activities, and exhibits. The Arts Committee has a history of producing theatrical events and "Coffee House" events to showcase member talent.

SUSTAINABILITY COMMITTEE: The Sustainability Committee (commonly known as the "Green Team") increases environmental awareness among Green College residents and leads initiatives to decrease the environmental impact of residents. This committee

also shares and coordinates community garden space on grounds with the Green College Dining Society.

OUTREACH COMMITTEE: The Outreach Committee is dedicated to helping the local and global community by arranging volunteer opportunities, raising awareness of social concerns, and initiating fundraising events. The committee also clears and donates items that accumulate in the common Laundry area.

READING ROOM COMMITTEE: The Reading Room Committee acquires and catalogues reading materials for the Reading Room in Graham House, and is responsible for keeping the collection in order. Each year, the committee surveys residents to determine which publications to subscribe to.

SOCIAL COMMITTEE: The Social Committee organizes social events at the College, such as pub nights and seasonal parties. It also assists with the programming of major annual social events, including the Welcome Dinner, Winter Gala, and Spring Gala. Under this committee, smaller groups have formed such as College Vert (promoting French-themed dinners and films, and conversational French).

SPORTS COMMITTEE: The Sports Committee strives to provide members of the College with a variety of sporting opportunities, both recreational and organized, for individuals and teams. In addition to planning sports events at the College, the committee promotes participation in external competitions such as UBC's Legacy Games and the Vancouver Sun Run. It also provides an extensive collection of sporting equipment and games to borrow, including a pair of nets that can be used for soccer and hockey.

GREEN COLLEGE PLAYERS: The Green College Players is the College's theatrical company that mounts one show each year. The show is acted, directed, produced and designed by members of Green College, and well attended by the wider UBC community. In the past two years, the production has been classically inclined: two years ago, *The Importance of Being Earnest* lit up our makeshift stage, and this past year *A Midsummer Night's Dream* captured the hearts of the company and audience alike.

SPECIAL PURPOSE COMMITTEES

The College's Special Purpose Committees function as the domestic workhorses for the College, and report to the Administration Manager. Their mandates are defined like Resident Committees, however they oversee and share a different kind of responsibility – they are concerned with the well-being of the College and community.

HEALTH AND SAFETY COMMITTEE: The Health and Safety Committee's core duties are to update the fire and safety plans of the College, assign floor/fire wardens in each building, conduct the fire drill, and work on additional health and safety improvements as needed.

COMMON KITCHEN COMMITTEE: The Common Kitchen Committee is a task-force of resident volunteers who help coordinate the use of the Common Kitchen as a safe and hygienic shared space. They organize the inventory and labour (chores) in maintaining the kitchen, while providing a venue for suggestions of improvements and concerns.

WELCOME COMMITTEE: The Welcome Committee is a task-force of resident volunteers who help coordinate and execute the

“Welcome” activities each summer for September. These activities are comprised of fun events to seed the College’s community spirit.

GREEN LANTERN SELECTION COMMITTEE: Each summer, members volunteer to participate in the search and selection of next year’s Green Lanterns. Green Lanterns are the College’s independent peer-level leaders who lend support to residents in need. The committee is formed spring/early summer, with the call for nominations, interviewing, and selection all determined by August. The committee provides an excellent opportunity for members to experience a candidate selection and interview process. Without this committee, an important community support isn’t possible.

RESIDENTS’ COUNCIL

The Residents’ Council is a coordinating committee consisting of the Chair of the Social Committee, the President of the Green College Dining Society, and one Resident Member from each of the College Standing Committees (Academic, Membership, Media and Communications) chosen by the resident caucuses of those committees. If there is no Postdoctoral Scholar among these *ex officio* appointees, a postdoctoral resident will be added to the Council, chosen by the Postdoctoral Scholars. The Council may also co-opt additional members-at-large, as it sees fit. The Council appoints its own Chair or Co-Chairs. Its role is to assist with communications between the various group-activities of residents and between resident groups and the Green College Office, with respect to any and all matters of actual or potential concern to residents and the Principal.

OTHER VOLUNTEER ROLES

Woodsmen/Axemen – keepers of the College axe, responsible for chopping and supplying the wood used in the College’s

fireplaces.

Firestarters – authorized and trained residents permitted to light fires in the College’s fireplaces.

Floor Wardens – part of the College’s fire safety plan, these residents are responsible for ushering residents to the emergency meeting area in the event of an emergency. They also have an eye for safety hazards around the College, and report them to the office for correction.



EMPLOYMENT OPPORTUNITIES

Occasionally Green College and/or the GCDS seek employees. Typical jobs include Event Assistants that help with event set-up and take-down; Lock-Out Attendants; kitchen help, and servers for catered events. You will be notified when and as positions become available. To be eligible, you must have a Canadian Society Insurance Number (SIN). Postdoctoral Scholars are not eligible for student positions.

PROGRAMMING

The academic, cultural, and artistic programs of Green College are not subject to the requirements of any existing university department or program and do not, as a rule, provide credit towards degrees or other formal qualifications. Rather, the College's programs are meant to provide a congenial setting in which individuals with different kinds of disciplinary and professional expertise can meet. Thus the College exists to facilitate breakthrough moments of interdisciplinary encounter, and to transmit their excitement to a wider community.

INTERDISCIPLINARY LECTURE SERIES

Green College hosts a number of lecture series that are open without charge to College members, the UBC community, and the general public. These series are presented by the College in collaboration with faculty members, postdoctoral fellows and graduate students from UBC departments and programs, who act as convenors and coordinate themes and speakers. Interdisciplinary events typically take place at the College either before or after dinner. These timings "outside typical classroom and business hours" are in keeping with the extracurricular nature of the College's academic programming and are intended to make it easy for those who attend the talks to join the presenters and College residents for dinner.

RESIDENT MEMBERS' SERIES

Every week of the main academic session (September to April), the College hosts the Resident Members' Series as part of its publicly advertised academic programming. This series, which takes place at 8 p.m. on Mondays after dinner, is organized by residents to give members of the College the opportunity to share their research and interests with each other and with a public audience. Those

interested in giving presentations in this series, either individually or in group-panels, are invited to consult the convenor.



CECIL H. AND IDA GREEN VISITING PROFESSORSHIP SERIES

The goals of the CIGVP Program are to enhance the intellectual environment of Green College and to provide opportunities for

UBC students and faculty and interested members of the public to interact with outstanding scholars and intellectuals from outside the Province of British Columbia. Green Visiting Professors usually stay at Green College and give a series of presentations in different venues and for a variety of audiences over a period of a week or so. As a rule, they are selected and invited by the College's Academic Committee, on the basis of nominations received from the campus community.

RICHARD V. ERICSON LECTURE

This annual lecture is named after the College's founding Principal Richard V. Ericson (1948-2007), whose many acclaimed publications spanned police work, crime reporting, risk and regulation, insurance and governance, and the sociology of knowledge. Principal Ericson was especially proud of his role in the creation of Green College at UBC as a unique combination of residential academic community and public venue for non-curricular, interdisciplinary inquiry. Each year's Ericson Lecturer is a person of national or international reputation who is invited to speak on a topic of broad, interdisciplinary and public interest.

FIRESIDE CHATS

A special tradition of the College is the "fireside" chat with a distinguished visitor who also may be giving a public lecture at the College or elsewhere on campus, and who sits down after dinner to talk informally with residents and their guests, usually in the Piano Lounge around 8 pm. Look out for these occasional events in the Event Calendar, on the gc-residents listserv, or listen out for them when they are announced in the Great Hall.

FINDING OUT WHAT'S GOING ON

Every week, a list of booked events is posted inside the Graham House Foyer (near the phone booth). This will give you a better idea of what spaces are being used that week, and when the spaces are in use. Additionally, our display cases in the breezeway leading to Graham House list the lectures, both in calendar format and as individual posters. Additionally, this academic programming is all kept online on the Green College website under the Event Calendar.

PUTTING ON AN EVENT

Residents are allowed to use College facilities for their own reading, study and enjoyment. Use of these spaces for a group meeting or event at a specified time need to be requested through the Chair of one of the Resident Committees, who then consults with the College's Events and Programming Coordinator on the venue booking schedule. To view when spaces have been formally booked and are unavailable for use, please consult the "This Week at Green College" memo posted in the Graham House foyer. For an updated list of Resident Committee Chairs, see www.greencollege.ubc.ca/resident_committees.

GOT A NEW IDEA? Do you have ideas for visitors or events not covered by the College's existing programs? If so, talk to the Principal in the first instance, who is always glad to receive suggestions of this kind from resident members (and others).

I. GETTING THINGS DONE

For more tips and tricks, visit the online FAQs greencollege.ubc.ca/frequently_asked_questions

CLEANING

MOPS, BROOMS, AND VACUUM CLEANERS: Mops and brooms are available in every bathroom or shared area. Vacuums are available in the Common Kitchen/Laundry building for loan.

GARBAGE: All garbage should be placed in the large dumpsters by the back loading dock door of the Graham House kitchen. Please do not leave garbage in any other cans around the College or outside your door as animals have a tendency to rip these bags open looking for food.

RECYCLING AND COMPOST: There is a recycling area by the back loading dock for the GCDS Kitchen (lower back entrance of Graham House) with bins for paper products and newspaper, plastic, glass, and metal containers, as well as a compost area for leftover food scraps. All our compost goes to UBC's central accelerated composting unit for use in gardens across campus. Other compost collection bins are available in the Great Hall and the Common Kitchen. Also in the Common Kitchen, you will find re-usable shopping bags, a large pail for recycling batteries, and a box for used/unwanted clothing to be donated to charity (the bin is looked after by the resident Outreach committee). A rechargeable battery recharger is also available in the Reading Room.

LAUNDRY AND CLEANING: The laundry room just off the Common Kitchen houses coin-operated washers and dryers, and an ironing board and iron, for all residents to use. The laundry room is also

the storage location of cleaning equipment that can be signed out for use in resident rooms: vacuum cleaners, wet mops and buckets, among other items.



HEAT AND LIGHT

BATHROOM FAN: Each bathroom has an electronic bath fan control. This unit allows you to set a timer for the bathroom fan, to dehumidify the bathroom after a shower. To operate the unit, a manual has been placed online on the Green College website, in the member's-only document library under the section "living in residence."

GAS FIREPLACES: Studio rooms are equipped with gas fireplaces. Operating instructions are located on the back panel of the grill. If you are unsure about how to work the fireplace please ask the Office for a demonstration.

HEAT: The heat is controlled by a round, white "Danfoss" valve numbered 1-5 located in individual heater wall units. The valve can usually be accessed through the hole in the heater cover and can be adjusted to suit your needs. If you can't reach it, the cover can be lifted off. If you have problems with your heat, please check the following before contacting the Office:

Turn the valve to both the low and high settings. When you turn it up to 5 you should hear some hissing, which means the heat is getting through.

There is a red-handled lever that controls the flow of water through the pipes. It is used to turn heat on and off. It is possible that it is turned off. Check that it is parallel to the pipe. If your heat still does not work please submit a maintenance request (see Repairs).

LAMPS: Residents are responsible for purchasing light bulbs for their desk lamp, floor lamp, and bathroom wall lamp. For the bathroom ceiling lamp, please submit an online work request via the Student

Housing and Hospitality Services Online Service Centre. They will dispatch a worker to replace it.

LIGHT SWITCH: Every room has a light switch by the front door. This connects to an electrical wall outlet rather than a ceiling lamp. Experiment to find the right outlet. You can plug your floor lamp into this outlet so it can be controlled by the switch.

REPAIRS AND BROKEN THINGS

CIRCUIT BREAKERS/FUSES: If you suddenly lose electricity in your suite, but others around you are unaffected, you've probably tripped the circuit breaker. Before resetting your circuit breaker to restore power, turn off anything that was turned on when the circuit blew. Hair dryers, electric kettles, and microwaves are frequently the culprits (especially when they are operating at the same time).

For residents in Rooms 100-109, 117-141, 201-209, and 217-241: During office hours you may borrow the fuse-box key from the front desk. If you blow a circuit after hours, contact a lock-out attendant. You can recognize the blown circuit because the switch will not be centered. Once you have located the correct switch, flip it fully to the "off" position and then to the "on" position.

For residents in Rooms 110-116, 210-216: The breaker boxes in your section are located in a separate electrical room accessible only to authorized personnel. Please contact the Office during office hours if you require help. If the Office is closed and you cannot wait until it re-opens call UBC Housing at the Walter Gage Residence front desk: 604-822-1020.

DOOR LOCKS: If your door lock is sticking please report the problem to the Office. You may be loaned graphite powder to put in the lock. Do not put oil in the locks, as this will degrade the

locking mechanism. If the problem persists, you can submit a repair request to Housing through their website at www.housing.ubc.ca.

DRAINS: For clogged bathtubs, unscrew the stopper and clear debris out of the drain. If this doesn't help, submit a repair request. Avoid using Drano or other corrosive chemicals in the pipes.

REPAIRS: Periodically, maintenance work in residence rooms is required. Work is generally performed by UBC Housing staff. If College-wide maintenance is scheduled, a notice will be sent out to all residents in advance that will indicate access requirements.

If you have any specific problems/repairs in your room please submit a repair request to www.housing.ubc.ca through the Online Student Service Centre. This is the same portal where you accepted the housing offer. Contact the Office front desk at gc.reception@ubc.ca if you are unsure of where to direct your request.

STORAGE

RESIDENT STORAGE: Storage is limited. There is a storage room for residents in the basement of Graham House that you can access using your I G-6 Key. This storage room is for personal belongings of permanent, current residents and should not be used by residents on leave from the College. Storage is limited to two boxes or pieces of luggage, per resident.

Please make sure you clearly label your items with your name. All suites are fully furnished. There is no storage for furniture.

In-suite storage in common areas such as the shelves outside the bathroom (grad single rooms) or under-stairs storage (split-level suites) is the responsibility of both tenants.

WHILE LIVING AT GREEN COLLEGE

PARTIES: Small social gatherings in the common kitchen, TV room, and reading room may and will occur quite informally. Larger parties MUST, however, be organized through the Social Committee and advertised to all residents several days in advance, to ensure that no-one is unexpectedly inconvenienced.

QUIET HOURS: The understood 'quiet hours' at the College are between 10pm and 8am. We ask that you respect your fellow residents and keep noise to a minimum, and comply with requests by members to reduce the noise. Many residents may be studying late and/or must be awake early for work in their labs.

ROOM TRANSFERS: We try to accommodate reasonable room-change requests, but swapping rooms with a fellow resident is often not as simple as one might assume. If you would like to move to another room within the College for any reason, please discuss this with the Membership and Accommodations Clerk in the Office. Applications for room transfers are made online via the Student Housing and Hospitality Services Online Student Service Centre, and require a \$50 fee.

SMOKING: If you smoke, please be advised of UBC's smoking policy; smoking is not permitted inside any of the residence rooms or communal buildings at any time, nor is it permitted within eight metres of any building door or air intake including windows. There are three outdoor ashtrays located behind the Coach House beside the bike racks, at the end of the breezeway between Green Commons and the Graham House, and on the Lower Patio.

SUBLETS: Unauthorized occupation of your suite by anyone other than the person(s) named on the tenancy agreement is considered a

breach of contract. That includes having friends or other Resident Members occupying your suite for a period of time while away (see the section below on guests). Sublets are generally not permitted per the Residence Contract, though they may be granted in exceptional circumstances. Please see clause 24 ("Assignment and unauthorized occupancy") and Appendix III of the Residence Contract for more.

WALKWAYS AND FIRE EXITS: Please keep walkways outside your residence rooms, fire exits, and stairwells clear of obstructions in accordance with fire department regulations. This includes bicycles.



GUESTS

The College understands that, at times, you may want to have guests stay with you in Residence. The resident host is responsible for their guests' conduct and they must therefore be on the premises during the visit. That is, you cannot be travelling for a few

days and loan out your room and keys to someone else. Exceptions may be granted, however, so please check with the Green College Office. Please note the following policies regarding guests:

LENGTH OF STAY: As per your UBC Housing Residence Contract, you are permitted to have a guest stay with you in your room at the College for up to seven days in a calendar month. Longer periods may be permitted, but only with the Office's permission in advance. Please discuss your request with the College's Membership and Accommodations Coordinator at gc.membership@ubc.ca.

EXTRA GUEST KEYS: An extra room key can be obtained from the Green College Office. You are responsible for your guests' conduct and must be present during their visit.

PAID GUEST ACCOMMODATION: Another option for accommodating your guest is to book a guest room at the College, the cost of which includes regular meal plan breakfasts and dinners.

The College offers three types of guest accommodation options: Standard and Premium Guest House Rooms, in addition to the Single Rooms and Studio Rooms used by residents year-round. For rates, see the "Rates and Policies" under "Guest Accommodations" on the Green College website: www.greencollege.ubc.ca/guest_accommodation/rates

A reservation inquiry can be submitted online to check on availability for your guest's preferred room type: www.greencollege.ubc.ca/guest_accommodation/reservation. Or, simply inquire at the Office.

J. FACILITIES

GRAHAM HOUSE

The main space on the ground floor of Graham House is divided into two reception rooms: the Piano Lounge and the Billiards Room. These are the College's main hospitality areas, along with the Coach House and the Great Hall, and they are open to all members of the University or the public who have a legitimate reason to be at the College. Residents are welcome to use these spaces at any time they are not booked for events, but should be ready at any time to make space for visitors (and to welcome them too!). Watch for signs in Graham House to indicate when spaces are reserved for external event bookings, or consult the weekly schedule posted in the Graham House foyer.

THE GREAT HALL: The Great Hall, where members of the College and the wider university and local community meet over dinner, is on the second floor of Graham House. At the entrance to the Great Hall is the College's Servery, where GCDS staff serve meals on regular dinner nights (Sunday to Thursday) to residents, other members, guests and the public. Residents of the College also use the Servery and Great Hall on meal plan mornings (Monday to Friday). Outside of meal times, the Great Hall is an ideal location for residents to study and chat. Desk lamps and extension cords are available for loan in the cupboards along the south wall.

PIANO LOUNGE AND BILLIARD ROOMS

COFFEE/TEA SERVICE: A coffee and tea service is available in the Piano Lounge (or, alternately, the Great Hall) from 10am to 7pm from Monday to Thursday (Fridays 10am till noon). All residents, staff, and visitors are welcome to help themselves to coffee or tea.

PIANO: The Piano Lounge houses a grand piano. Residents are encouraged to use this piano. However, please respect those trying to study or who have paid to rent space in Graham House, and refrain from practicing if events are going on in the adjacent rooms. Check the event listings in the Graham House foyer. Please re-cover the piano when you are finished playing and keep the nearby windows closed so that cold drafts do not put the piano out of tune.



FIREPLACE: The Piano Lounge also contains a wood-burning fireplace. Fires should only be lit for organized events, where people are guaranteed to be present and tend to the fire. The fire should never be left unattended. If you would like to light a fire please notify the Event and Programming Coordinator in the Office in advance. There are residents assigned to fire-lighting duty. Ask gc.events@ubc.ca who they are, and ask them to assist you when preparing a fire.

FURNITURE: If you re-arrange furniture for any reason (study groups, theatricals, knitting circles) please return the furniture to its original place. Please lift all furniture to move it, as the floors are easily damaged.

RESPECTING COMMON SPACE: Graham House and the Coach House are multi-purpose spaces. They serve as a cozy commons-block for residents to read, rest, and relax in. But it's also an important space for staff, for hosting distinguished visitors and academics, and for business activities vital to both Green College and the GCDS. We love this place and it's home to us, but it is home to a lot of people. Please make sure you don't leave personal belongings, kettles, etc. around, and clean-up any dishes or messes.

WILLIAM C. GIBSON ROOM: The William C. Gibson Room is also on the ground floor, and is kept as a quieter space, suitable for residents to study in when it is not being used for events.

READING ROOM: The Reading Room is the only space in Graham House that is reserved exclusively for College residents and staff, and is located next to the William C. Gibson Room. When event bookings occur elsewhere in Graham House, the Reading Room always stays open. The Reading Room contains books that you may borrow. Books are loaned out on the honour system, so please return them when you are finished. The newspapers and magazines in the Reading Room should remain there so that everyone will have access to them. The Reading Room also houses books by high-profile visitors to the College and a collection of board games.

Each year the College subscribes to a dozen publications, including the *Globe and Mail*, *The Economist*, *Time*, and *National Geographic*. Subscriptions are made and renewed each year with input from the

resident Reading Room Committee that looks after the maintenance and organization of the library.

COACH HOUSE

The Coach House is the site of most public lectures that take place at the College, and is typically a busy place on weeknights during the two terms of the main academic session. When the room is not reserved for events, residents are welcome to use the Coach House as an additional study space or for informal gatherings.

Residents who wish to book the room for an organized event may do so by submitting a request to the College's Event Coordinator (gc.events@ubc.ca) through the appropriate Resident Committee Chair. Residents with ideas for academic events that could be of interest to non-residents are invited to contact the Principal in the first instance.

GREEN COMMONS

Green Commons, the building just west of Graham House and north of the Coach House, provides a recreational room for College residents only. The room contains a TV, board games, a foosball table, and comfortable couches. It is a good location for small resident get-togethers, or just a place to drop in and socialize.

Next door to the resident recreational room within Green Commons is the office and home of UBC's Interdisciplinary Studies Graduate Program (ISGP), whose staff are present during weekday office hours.

GROUNDS AND GARDENS

The College's gardens are one of its glories, offering some of the best views on campus. Lay out a blanket for some reading on the

lawn, stretch out on one of the many benches shaded in garden corners, or stroll by the vegetable garden (maintained by the Sustainability Committee and the Green College Dining Society Staff). The upper lawn is also a natural place for pick-up games of soccer, cricket, or Frisbee.

In nice weather, you may be tempted to take your meal out on the patio. Residents often use this area as a comfortable workspace out in nature, plugged into their laptops while enjoying the fresh air. In the evening, you'll find this the best spot to take in some incredible sunsets.

The trellised Rose Garden to the east of Graham House offers a place of peaceful retreat and welcome shade on hotter days. The nearby woodshed (named in honour of a former bursar of the College) contains fuel for the fireplaces in Graham House and the Coach House. Certain residents are designated woodmen/women, responsible for keeping a good supply of split logs and kindling.



K. GETTING SUPPORT AND STAYING SAFE

Because of the open plan of the College buildings and our policy of hospitality to the campus community, you will often see people at the College whom you do not recognize. If ever you are concerned that strangers are entering parts of the building where they should not be, or if you suspect any other kind of inappropriate activity, please notify the office or Campus Security.

ABOUT LOCKING/PROPPING DOORS: The main doors to Graham House are locked after the end of the last public event of each day, leaving access only for residents and other authorized holders of the IG-6 key. Those doors should never be blocked open in the late evenings or at weekends when the latch is down.

For the safety and security of all residents and building contents, please do not prop any doors open. While some doors may be more convenient to you to prop open a door, it is also more convenient for thieves and unwanted animals to enter.

SUPPORT

There are resources available to assist you, both as a resident at Green College, and as a student/employee of the University of British Columbia.

PERSONAL CRISIS? If you are experiencing a personal, academic, financial or other crisis, we encourage you to speak to the Office staff. Conversations and comments will be kept strictly confidential unless there is direct threat to your safety or the safety of your fellow residents in which case only professional help will be informed and enlisted for aid. Principal Mark Vessey and

Administration Manager Clark Lundeen keep an open door to all residents. If you need to speak with someone on a roommate or room placement issue, please contact Lyn Pedro. All of their contact information is in the staff directory, in this document.



GREEN LANTERNS: Known as the “Green Lanterns,” they are trained Resident Members living among you to help support you at a peer-level. They are independent volunteers, nominated by themselves and their peers, and are selected and interviewed by the Green Lantern Selection Committee. Most residents have supports with friends, families, etc., and those are usually the primary supports. However, they’re not always available or may even be part of what’s troubling you. Green Lanterns are there to help, to listen, and where possible refer you to the resources that can help you. Green Lantern contact information is posted outside the Servery in Graham House.

CHAPLAINS: Through UBC Student Services, chaplain services for a large number of religions including Buddhist, Muslim, Jewish, Christian, and Baha'i representations. They are available to serve members of the UBC community on matters of spirituality and faith. For more information, please visit <http://students.ubc.ca/livewell/spirituality/chaplains>

FIRE SAFETY

FIRE DRILLS: There are up to two fire drills per year at Green College. You will be notified in advance when these will occur.

FIRE ALARM SYSTEMS: Make sure you keep hot objects, such as candles, away from the sprinklers in your room as they are heat activated. There are manual pull stations, smoke detectors, and sprinkler systems throughout the building.

FIRE EXTINGUISHERS: There are portable fire extinguishers placed strategically throughout the buildings for occupant use. They are maintained and inspected by the Vancouver Fire Department.

IN CASE OF FIRE:

1. Immediately sound the nearest fire alarm. Make sure you familiarize yourself with the pull stations closest to your room.
2. Dial 911
 - a. State your name.
 - b. Give the address where the fire is and the nearest intersection (6201 Cecil Green Park Road at the corner of NW Marine Drive and Cecil Green Park Road).
 - c. Give information about the fire (what floor, how fast it is spreading, if people are trapped, etc).

3. Attempt to control the fire with available fire equipment.
4. If you cannot control the fire try to isolate it by closing doors, then leave by the nearest safe exit. Do not lock the doors.
5. Do not run away from the fire. Shut all doors behind you and walk away from the building.
6. Assemble in the emergency meeting area in the parking lot by the Principal's Residence.
7. Do not go back into the building for any reason until the all clear has been announced.

CAMPUS SAFETY

BLUE LIGHT PHONES: Blue light phones are located throughout campus and connect directly to campus security for general assistance and in case of emergencies. For more information see www.security.ubc.ca.

SAFEGWALK PROGRAM: Members of the AMS Safewalk program accompany students, staff, and faculty safely around campus at night. To arrange a walk, call 604-822-5355 or approach one of the teams (wearing bright red jackets) patrolling the campus. For more information see www.ams.ubc.ca.

DISCRIMINATION AND HARASSMENT

The University of British Columbia has a policy on Discrimination and Harassment that embodies elements of the British Columbia Human Rights Code. If you encounter a situation involving discrimination or harassment of any kind please do not hesitate to contact the College Principal, the Administration Manager, or an Advisor at the UBC Equity Office (call 604-822-6353).

2014/15 Resident Handbook



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WELCOME FROM THE PRINCIPAL

Welcome to your new home at Green College!

We're glad that you're joining us out here at the University's edge. This is a place that has been set aside, thanks to the foresight and generosity of Cecil Green, for people—like you—who are ready to combine social life and higher learning in somewhat experimental quantities. It is a place outside the curriculum, where the limits of disciplinary knowledge can be probed, and where the lines that normally divide our “academic” work from the world at large become blurry.

“Green College” is several things: a unique graduate and postdoctoral residence at the University of British Columbia; the setting for an extensive program of extracurricular, interdisciplinary events open to the University and general public; and an unregulated society (the “Green College Society”) that reaches round the world and includes many hundreds of former resident members, associated faculty, and distinguished visitors.

But while the College may be more than just a place, the place itself is formative. What holds us together as *resident* members is a shared intuition of all that may be possible in these surroundings, now and in future, combined with an awareness of some of the things that have happened here in the past.

There are all sorts of ways for you to make your own mark on the College, and not everyone has to jump in at once. Take your time, choose your moments. As long as it fits with the goals of “Ideas and Friendship,” anything you want to do is likely, sooner or later, to find support around here.



What follows in these pages is the fruit of the experience of previous generations of “Greenies.” Much of what makes the College work well as a community of residents and a venue for visitors goes without saying: respect for other people, hospitality, due regard for common and private property, willingness to take and respond to positive initiatives, etc. This Handbook deals concisely with some of the rest—what you could usefully know as a resident but might not be able to guess straightaway.

If you can't find what you're looking for in the Handbook, knock on a neighbour's door, drop by the Office, or ask the person sitting beside you at breakfast. And, when you find things that don't make sense or need updating, please let us know so that we can make changes in next year's edition.

I look forward to seeing you around the College and to seeing the differences that your membership will make to us all.

Mark Vessey

Mark Vessey
Principal, Green College

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Please note that this handbook provides basic information for living at Green College and what to expect as a Resident Member. It is meant to augment the Residence Contract, which is available for download from the Student Housing and Hospitality website. Please ensure that you read both.

A. IMPORTANT CONTACTS AND DATES

GREEN COLLEGE OFFICE

Open 9am - 4pm, Monday to Friday, but closed for lunch from 12pm to 1pm.

Phone: 604-822-8660 **Fax:** 604-822-8742

Email: gc.reception@ubc.ca

Website: www.greencollege.ubc.ca

Twitter: twitter.com/GreenCollegeUBC

Facebook: www.facebook.com/UBCGreenCollege

Youtube: www.youtube.com/user/GreenCollegeUBC

GREEN COLLEGE DINING SOCIETY

Phone: 604-822-0912

Email: kitchen@gcdining.ca (food and dining matters)

Email: bookkeeper@gcdining.ca (meal plan invoicing, charges)

Website: www.gcdining.ca

Office: Graham House Basement, Rm 42

The Green College Dining Society employs a part-time bookkeeper. Their schedule varies, but is generally on the first business day of each week. Note that emails to them may take up to a week before you will receive a reply.

CAMPUS SECURITY AND 911

Call 911 for criminal offences (break-ins, assault, etc.) or if someone requires first aid or an ambulance. Campus Security deals with other non-emergency issues, such as suspicious persons. Generally, Campus Security recommends that in an emergency you call *both* 911 first and then call Campus Security 604-822-2222.

Please remember to contact the Office (604-822-8660) after calling 911 and Campus Security so staff are kept abreast of any emergencies and/or safety issues. If such an event occurs outside regular office hours, contact Principal Mark Vessey (knock) at the Principal's Residence, or call him at home at 604-224-6624.

EMERGENCY NUMBERS

Police, Fire, Ambulance: 911

HELPFUL NUMBERS

RCMP (non-emergency): 604-224-1322
Campus Security: 604-822-2222

UBC Access & Diversity: 604-822-5844
Equity Office: 604-822 6353
AMS Safewalk: 604-822-5355
AMS Sexual Assault Support Centre: 604-827-5180
Chaplains: 604-822-0109
Counselling Services: 604-822-3811

Healthlink BC (non-emergency, health-related questions): 811

IMPORTANT COLLEGE DATES

Welcome Dinner – September 18, 2014

Winter Gala – December 4, 2014

Founders' Dinner – March 5, 2015

Spring Gala – April 9, 2015

B. STAFF DIRECTORY

GREEN COLLEGE OFFICE

DR. MARK VESSEY, PRINCIPAL

Phone: 604-822-8670

Home: 604-224-6624

Email: gc.principal@ubc.ca

CLARK LUNDEEN, ASSISTANT PRINCIPAL

Phone: 604-822-8663

Email: gc.manager@ubc.ca

JOHN CORRY, COMMUNICATIONS MANAGER

Phone: 604-822-0676

Email: gc.communications@ubc.ca

ALAN GUMBOC, EVENTS AND PROGRAMMING

COORDINATOR

Phone: 604-822-1878

Email: gc.events@ubc.ca, gc.programs@ubc.ca

LYN PEDRO, MEMBERSHIP AND ACCOMMODATIONS

COORDINATOR

Phone: 604-822-6067

Email: gc.membership@ubc.ca

SIMONE GOGUEN, RECEPTIONIST / BOOKING CLERK

Phone: 604-822-8660

Email: gc.reception@ubc.ca

LYNDA CALLARD, FINANCE ASSISTANT

Phone: 604-822-9544

Email: gc.finance@ubc.ca

GREEN COLLEGE DINING SOCIETY

JOSEPH COLLET, EXECUTIVE CHEF

Phone: 604-822-3211

Email: catering@gcdining.ca

ELVIS DAMJANOVIC, SOUS CHEF

Phone: 604-822-0912

Email: kitchen@gcdining.ca

PHIL GUTHRIE, BAKER / BREAKFAST COOK

Phone: 604-822-0912

STEPHEN SZIERER, SECOND COOK

Phone: 604-822-0912

GURMAIL SOHI, KITCHEN STEWARD

Phone: 604-822-0912

KELLY WOLFE, BOOKKEEPER

Phone: 604-822-0912

Email: bookkeeper@gcdining.ca



C. GETTING ORIENTED

RESIDENT ACCOMMODATIONS: Residents are placed in one of three available accommodation types: Single Rooms, Single Room Splits, and Studio Rooms. Single Rooms share a washroom with another single room; Single Room Splits share a washroom and the common living space of a two-level suite; and Studio Rooms (reserved for Postdoctoral and Visiting Faculty, and couples) are self-contained with their own washrooms.

Each room is outfitted with a single bed (mattress, boxspring, and legs), bookcase, desk, armoire, two chairs, one desk lamp, and one floor lamp. Standard furnishings should not be removed, and storage of them elsewhere at the College is not permitted.

ACCESS TO YOUR ROOM

KEYS: You will be issued the following keys: mailbox key, suite front door key, bedroom door key (if you are in a split), and a "IG-6" key. The "IG-6" key gives you access to:

- The Common Kitchen / Laundry
- Graham House
- Administration Office front door (access to your mailbox)
- Green Commons
- Coach House

Please guard your keys carefully. The cost of losing a front door key is \$150, to cover the cost of changing the lock; the cost of replacing a mailbox, IG-6, or bedroom key is \$25.

LOCKED YOURSELF OUT? If you lock yourself out of your room during office hours, the Office can lend you a key. If it is after office

hours, please contact one of the resident lock-out attendants. Lock-out personnel names and contact information are posted on the Office front door.

YOUR NEW ADDRESS

Your Name
Green College
Room #, 6201 Cecil Green Park Road
The University of British Columbia
Vancouver, BC V6T 1Z1 CANADA

If you live in a split-level suite, the door to your own room within the suite will have a 300 number (ex. 302) but the door to your shared main entrance will have a 200 number. *Your room number is your mailbox number*, but the shared entrance number is the one you would give to visitors, couriers, etc.

MAIL

Mail is distributed Monday to Friday, usually by noon each day. A yellow "mail has been distributed" sign will be displayed in the window of the Office.

The nearest Canada Post mailbox is on Cecil Green Park Road to the west of the College near the parking lot. The nearest place to buy stamps is the Post Office in the Student Union Building.

COURIERS: Courier items (UPS, FedEx, DHL, etc) are placed directly in resident mailboxes. Larger items will be kept in the Office, and a notice will be placed in your mailbox.



CASH ON DELIVERY (COD) PACKAGES: Please note that the Office cannot accept “Cash on Delivery” unless exact cash payment has been provided in advance. Deliveries without pre-payment will be turned away. Occasionally, customs and brokerage charges are applied to cross-border deliveries. Residents may arrange for couriers to pick up outgoing packages from the Office. Please notify the Office of any courier pick-ups and provide the front desk with cash payment for the courier.

A NOTE ABOUT CAMPUS MAIL: All mail delivered by *Canada Post* is routed through UBC’s mail system, and delivered to us by Campus Mail. Mail will take on average 1-2 extra days to get to the College. Parcels with delivery notifications will alert you when Campus Mail has received the package, not when our office has received it. Only packages sent via Fedex, UPS, DHL, and other couriers are directly delivered to the College.



MEALS

Much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College, Visiting Scholars, guests from elsewhere in the University, and members of the public, who are also invited to purchase dinner tickets.

The meal plan is compulsory for residents, who automatically become members of the Green College Dining Society (GCDS). Residents dine together at five dinners and five breakfasts each week.

For more detailed information about the GCDS, including governance, fees, and support please see the Understanding the Green College Dining Society section of this document. Additional information is also available online on the College’s website.

BREAKFAST: 7:30 to 9:30am, Monday through Friday. Breakfast consists of a choice of cereals, bread to toast and spreads, baked goods, hard-boiled eggs, fresh fruit, juice, coffee, tea and dairy and non-dairy milk

DINNER: 6:15 to 7:30pm, Sunday through Thursday. Dinner includes a salad bar, bread/rolls, a main entrée (with vegetarian and non-vegetarian options), dessert or fruit, and beverages. Alcohol is available for purchase

KITCHEN CLOSURES: Meals are served year-round, even if the meal falls on a statutory holiday. The kitchen only closes for two weeks in December during the holiday season; residents are notified in advance of the specific closure dates.

GRAHAM HOUSE COFFEE AND SNACKS: Pop, juice, candy, and snacks are available for purchase from the vending machines located in the basement of Graham House.

COURTESY COFFEE SERVICE: The Dining Society provides a daily courtesy coffee service with regular and decaf coffee and tea in the Piano Lounge to residents, staff, and visitors. The service is offered twice-daily Monday-Thursday at roughly 10am and 2pm, and once at 10am on Fridays. Coffee service is not available on statutory holidays. Please return any used mugs to the coffee service area immediately after use. This is a free service that depends on everyone's cooperation to keep the costs low.

PREPARING YOUR OWN MEALS: The Common Kitchen is a community space shared by all residents. It is there for preparing meals and hosting small gatherings outside of the served meal times on weekends and throughout the week. Coordinating use of the Common Kitchen, the Common Kitchen committee helps coordinate use of the space, to keep it safe and hygienic. All those who use the Common Kitchen are responsible for its upkeep. Please clean up any mess made while using the kitchen. Rules are posted in the Common Kitchen, as well as contact details for the Common Kitchen Committee.

Guidelines for using the Common Kitchen are:

- The fridges are cleaned out on a regular basis, so label your food with your name to avoid having it thrown out.
- Please do not remove dishes or utensils.
- You may leave food on the main table for people to enjoy.

- There is a "common" food cupboard where you may put food items for everyone to use.

COMMON KITCHEN COMMITTEE: The kitchen is a shared resource for 100 residents. To keep the space organized and hygienic, the space is coordinated by the resident-led Common Kitchen Committee. The Committee problem-solves and communicates with residents on any challenges or concerns with the space. It coordinates kitchen duty rosters for scheduled chores, laundries and provides clean towels, and monitors and reports on the functioning of appliances, cutlery, and crockery. This Committee also collects money to help keep the kitchen stocked with basic, shared foodstuffs. A kitchen duty shift may include taking recycling, compost, and garbage to the dumpster area, cleaning appliances, and wiping down counters. As a community space and responsibility, everyone is responsible to help keep it safe, clean and useable. Just cleaning up after yourself when you use the space is not enough.

PAYING YOUR FEES

More information about your fees while at the College is in your Residence Contract (rent) and on the Green College website (meal plan).

RENT: Rent fees are due by the first business day of every month. Rent fees are paid directly to Student Housing and Hospitality Services (SHHS). A schedule of current monthly residence fees can be found at <http://vancouver.housing.ubc.ca/applications/fees-payments/green-college/>.

SHHS accepts and prefers rent payments by credit card (VISA or Mastercard) online at secure.housing.ubc.ca. In-person payments by cheque, direct debit, credit card (VISA or Mastercard) or Canadian money order can be made at the SHHS main office located on-campus at 2205, Lower Mall, Building 6. The Green College Office is happy to answer any questions, though you may be referred to SHHS. For more information about rent, refer to section three of your Residence Contract.

LATE RENT PAYMENTS: Late rent payments are subject to a \$25 fee.

MEAL PLAN: Like rent, Green College Dining Society meal plan fees are due by the first business day of every month. These fees are compulsory for all members of the College and their partners. Fees are paid directly to the Green College Dining Society.

A schedule of current meal plan fees can be found at www.greencollege.ubc.ca/residencefees.

Meal fee payments can be made by cheque, bank draft, or money order payable to "Green College Dining Society" and dropped in the deposit box located in the Great Hall near the utensils. Cash is not accepted. Online payment (direct banking, bank-to-bank transactions only) is possible via TelPay. For more information about TelPay, please consult the GCDS Payment Primer guide in the members-only document library of the Green College Website.

LATE MEAL PLAN PAYMENTS: Late meal plan payments are subject to a \$25 fee.

D. GETTING AROUND

MAPS: UBC has a selection of searchable online maps, pdfs, and an iPhone/iPad app for wayfinding around campus. For more, please visit <http://www.maps.ubc.ca/PROD/index.php>

PARKING: There is no parking directly on College grounds, however there is a temporary Loading Zone at the College entrance. These stalls are not managed by the College. They are managed and enforced by UBC Parking, so be sure not to linger for too long in case of a ticket or tow!

Residents can purchase parking passes through UBC Parking for lots that are close to the College. The Parking and Access Control Services Office is at: 6200 University Boulevard (near the bookstore). The Parking and Key Desk phone number is 604-822-6786. You can access the Parking website at www.parking.ubc.ca.

Visitors are advised to purchase parking at daily and hourly rates at either the Rose Garden Parkade or the "E" lot at the end of Cecil Green Park Road.

Depending on the lot, you may require a "letter of residency" for Parking and Access Control Services. We can provide that. Please contact the Membership and Accommodations Coordinator at gc.membership@ubc.ca or visit the College Office.

PUBLIC TRANSPORTATION: Translink is the public transportation provider for the Metro Vancouver area, operating buses to and from the UBC campus, and Skytrain and Seabus services elsewhere in the Lower Mainland. Buses to and from UBC operate out of the UBC Bus Loop just east of the Student Union Building (SUB).

U-PASS OR COMPASS CARD: Transit can be expensive. Your student fees pay for a discounted monthly transit pass. For more information on how to obtain a U-Pass, please visit <http://planning.ubc.ca/vancouver/transportation-planning/u-pass-compass-card>

For guests and non-student residents, the cost of a transit depends on travel distance, what day, and at what time of day travel takes place. For information on transit fares and bus routes, visit the Translink website at www.translink.ca or call 604-953-3333. Buses take exact change only. Tickets, passes, and printed schedules are available at the University Marketplace and in the Student Union Building (SUB).

TAXIS: There are several taxi companies operating in the Metro Vancouver area. Companies that are familiar with the UBC area and Green College are Black Top Cabs (604-731-1111) and Yellow Cabs (604-681-1111). A one-way taxi ride to the airport or downtown from UBC costs about \$40.

BIKES ON-CAMPUS, ON-DEMAND

Green College residents have access to a set of four professionally refurbished, single-speed bicycles and an assortment of functional, multi-gear bikes. Bikes are located at a single, rain-protected station where users can reserve a bike a week in advance and report the anticipated duration of their usage. The bike station (located beside the western stairtower attached to Building A North) is designed to be a visible reminder of the sustainability issues we collectively face with regards to our energy resources.

For more information, visit the member login section of the website www.greencollege.ubc.ca/document_library.php and click on living in residence and download the bike-share initiative pdf.

SHOPS AND SERVICES

GROCERIES: There is a small grocery store in the University Marketplace ("The Village", on University Boulevard), and a large Save-On Foods near 16th Ave and Westbrook Mall. A BC Liquor Store is in Westbrook Place. Close to UBC, Safeway at 10th and Sasamat is a short bus ride away.

PHARMACIES: On University Boulevard there is a pharmacy (Rexall) in the Village, and a Shoppers Drug Mart in the Strangway Building. Safeway and Save-on- Foods also have pharmacies in them.

HARDWARE STORES: For purchasing home necessities like light bulbs and hardware supplies, the dollar store in the Village has many items, as do stores around the 10th and Sasamat area.

RESTAURANTS AND CAFES: A variety of restaurants and food courts are available on campus, mostly concentrated in the Student Union Building and the Village, but in other locations as well (see the UBC Food Services website at www.food.ubc.ca). More restaurant options are available a short bus ride away in the nearby Point Grey and Kitsilano neighbourhoods.

LIBRARIES: The UBC Library (www.library.ubc.ca/welcome.html) has many locations and specialized branches on campus. The main libraries are the Walter C. Koerner Library and the Irving K. Barber Learning Centre. Library locations also have public internet and computer workstations.

SPORTS AND RECREATION: If you're interested in heading to the gym or pool for a workout, taking a dance or yoga class, or joining a sports league, see the UBC REC website at www.rec.ubc.ca.

ATTRACTIONS: Several attractions are located within a few minutes walking distance of Green College: the Chan Centre for the Performing Arts; the Museum of Anthropology; the Frederic Wood Theatre; and the Morris and Helen Belkin Art Gallery. Also close by are the Nitobe Memorial Garden and the UBC Botanical Garden.

Some UBC attractions offer free admission for registered UBC students. For more information, see www.attractions.ubc.ca.

HIKING TRAILS: Pacific Spirit Regional Park is the forested area surrounding the UBC campus, with Green College right at the doorstep of many of the best park trails leading down to popular beaches. For a map of hiking and cycling trails, see the Metro Vancouver website at www.metrovancouver.org/about/maps/Maps/Pacificspiritmap.pdf.



E. GETTING CONNECTED

PHONES: The Graham House foyer has a payphone that may be used until your own phone line has been set up.

Many residents opt for a cellphone in lieu of a landline phone. There are several cellphone providers on or near campus. The UBC Bookstore sells phones, and there are some retailers at the Village.

For landlines, contact TELUS at 604-310-2255, or online at www.telus.com. Installation is approx. \$80, with a basic monthly fee of approx. \$30.

Note: It is sometimes necessary for TELUS to access your room. If this is a requirement and you would like the office to give TELUS access in your absence, leave a signed note of authorization to this effect with the Office.

Long-distance phone cards are often a cheaper alternative to phone-company plans. You can purchase phone cards at the University Pharmacy in the Village, or in the Student Union Building (SUB).

INTERNET ACCESS: To gain internet access plug your Ethernet jack into the socket in the wall. One socket is for the internet, the other is for a phone. There is no wireless internet in residential rooms so you must provide your own router for wireless internet.

Once you have internet access you can begin setting up your online accounts, which will keep you connected to the University community.

WIRELESS INTERNET: Please note that none of the residential rooms at the College have wireless internet. Wireless internet is available in Graham House. You may want to purchase a wireless router.

CAMPUS WIDE LOGIN (CWL): CWL allows you to register for classes, renew library books online, see your grades and class schedules, pay tuition and housing fees, etc. Go to the Student Services Centre website <http://students.ubc.ca/ssc> and log in using your student number as the login and your birthdate (YYMMDD) as your password.

UBC EMAIL ACCOUNTS: UBC IT Services provides all students with an email address. For instructions on setting up a new UBC email, email aliasing, and/or forwarding see www.students.ubc.ca/email.

UPDATING YOUR INFORMATION: As you settle-in at the College, your contact information will probably change. Please remember to update your contact details with UBC Student Services and the Green College Office with your new email addresses, phone numbers, etc.

GREEN COLLEGE WEBSITE

The Green College website www.greencollege.ubc.ca has a wealth of information for Resident Members on how membership works, who makes up our community, and a busy events calendar of lectures, literary readings and performances hosted at the College free of charge to residents and the public. There is additional practical information to help you prepare for life at the College and settle in once you arrive. The College website also has information on the Green College Dining Society, including a weekly updated menu.

WEBSITE MEMBER LOGIN: The Green College website contains a members-only section with a photo gallery, access to important documents and how-to guides, and member profiles created by members. These profiles can include photos, contact information

and biographical information on areas of research. The profiles are a way to let other members (current and former residents) know who you are. Before you arrive at the College, you will receive an account for the members section with a temporary password. To log in, click the "Member Login" brown button at the top right of the homepage.

TWITTER, FACEBOOK, AND YOUTUBE: We're connected to social media! Find us at:

- **Twitter:** twitter.com/GreenCollegeUBC
- **Facebook:** www.facebook.com/UBCGreenCollege
- **Youtube:** www.youtube.com/user/GreenCollegeUBC

EMAIL LISTSERVS AND NEWSLETTERS

LISTERVS: There are two main listservs at the College, for sending and sharing information among members.

- **GC-Residents** (gc-residents@lists.ubc.ca): "GC-Residents" is the most important and mandatory formal resident listserv of the College, connecting only current residents, Office and GCDS staff. Important broadcast emails from the office and resident committees will be sent on this list. You will be automatically added to "gc- residents" prior to your arrival at the College. The list is open-posting, so please feel free to post your College-related news and announcements to the list. To update the email address subscribed, please contact gc.membership@ubc.ca. Once you leave the College, you have the option of joining two listservs for Society Members: one discussion-based list, and the other for only occasional announcements.

- **Green-Chat** (green-chat@lists.ubc.ca): This is a closed mailing list available only to current residents and Society Members who are former residents. The list is for informal discussion; it is not seen by office staff or by the Principal. Spontaneous requests, offers, and conversation around issues are appropriate subjects on the list. To subscribe to green-chat, send an email to listserv@lists.ubc.ca with "subscribe green-chat" in the body of the email.

E-NEWSLETTERS: You are added to the College's resident e-newsletter lists as soon as you arrive. You are able to control your subscriptions in your Green College website member login under "My Details", but it is advised to remain subscribed to stay informed on important news and events.

- **Weekly Bulletin:** A newsletter that is distributed every Wednesday, with news and announcements for residents.
- **The Green List:** A weekly e-newsletter, sent every Thursday of the academic year, featuring upcoming events for the next two weeks.

F. UNDERSTANDING MEMBERSHIP MEMBERSHIP TERM

When admission offers for Green College are sent, they include a fixed “Resident Membership Term” that defines the limit of the stay.

The College’s policy allows residents to stay in accommodation at Green College for a maximum of two years (rounded to the nearest September/contract start) for Master’s degree students, three years for JD and up to four years for doctoral degree students. The maximum period of residence for Postdoctoral Scholars is two years, and for Visiting Academics one year. Applications to reside at the College for less than an academic term (i.e. four months) will not be considered for membership.

Master’s students who transfer into a doctoral program at UBC, or who advance directly from a master’s to a doctoral program, may extend their period of residence by up to two years provided they notify the College Office at least two months before the end of their original contract. No graduate student may be a resident of the College for more than four years in total. The point of this and other residence restrictions is to enable as many qualified persons as possible to have the opportunity of living at the College.

THE RESIDENCE CONTRACT

Upon accepting resident membership at Green College, residents are issued a residence contract that outlines the terms and conditions of their residency. By signing, you agree to abide by the terms and conditions set out in the contract.

Contracts for residence at Green College are offered and renewed annually, for the period from September 1 to August 24. In all such

cases, the end date of the contract will be August 24, unless a contract is renewed, in which case residents remain at the College for the last week of August and into the new contract year. For details of the process for terminating a contract early, including possible penalties, see the resident contracts at: www.housing.ubc.ca/residence-contracts.

ABSENCE FROM THE COLLEGE FOR ACADEMIC REASONS

Residents who need to spend time away from the College for academic/professional purposes (e.g., fieldwork, visiting archives, internship, exchange program, attendance at an institute) for periods of between two and four months may apply to the Principal for rent-relief for the period of their absence. Funding available for rent-relief is very limited and only a few requests can be accommodated each year.

Announcements will be sent by the office in advance of each of the fixed application periods (once per term). If you wish to apply for rent-relief for an absence from the College for academic reasons, contact gc.membership@ubc.ca. Policies and procedures on rent-relief as well as the rent-relief form can be found online in Living in Residence section of the members login document library www.greencollege.ubc.ca/document_library.php.

STAYING IN TOUCH

Upon departing the College, you will retain Society Member status, and can be assured of an ongoing network of collegial support and a continuing relationship with the College long after your studies at UBC have ended. Be sure to complete and return the exit materials provided to you before your departure. That will help us to update

your contact details, and to let us know which Society mailing lists you would like to be subscribed to.

G. UNDERSTANDING THE GREEN COLLEGE DINING SOCIETY

PURPOSE

In the Green College Dining Society's constitution, its purpose is "to oversee a food plan for the provision of meals to members of Green College." However, much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College, Visiting Scholars, and guests from elsewhere in the University. Members of the public are also invited to purchase dinner tickets and attend our meals with us. Dining at the College with your fellow members is an integral part of College life, and most of the College is shaped around this activity.

In addition to the work involved in running the meal plan, the GCDS provides catering services to Green College and UBC, and provides valuable experience to residents on the running of a non-profit organization. It's one more vital place where residents can influence and shape their community.

ORGANIZATION

The GCDS annually elects members to its executive, where the executive guides the operation with high-level (policy) decisions and provides a pivotal feedback link between the residents and the operation run by the Executive Chef. Elections are held every fall at the annual general meeting, usually in October/November. Unelected members via the Steering Committee may also serve and

vote with the executive. All members, however, are encouraged to attend the open semi-monthly meetings and get involved. The GCDS (and your meal plan) can't run without volunteers on the board.

The Executive Chef manages the kitchen operation including budgeting and execution of the board's directives. They advise the board on any issues that arise, and on the overall health of the society.

Both the GCDS and Green College share the same people, where members of Green College also become members of the GCDS. They also share the same goals of providing an excellent environment for its members, and as such have a very close relationship. While legally independent, practically-speaking all matters of the GCDS are of consequence and interest to Green College.

STEERING COMMITTEE: As a member of the society, you can attend any of the board meetings. However, if you wish to vote on matters discussed at the meeting, you need to become a member of the Steering Committee. To do so, you must attend three consecutive meetings and will automatically become part of the committee. You can resign from the position at any time, and will be automatically removed from it after missing (unexcused) three consecutive meetings. The Steering Committee is an important part of participation for the GCDS, to see and be involved in dining matters without needing election, and to see yourself whether you'd like to run for office.

RESIDENT MEAL PLAN

The membership-based meal plan is compulsory for residents.

Resident Members automatically become members of the Green College Dining Society (GCDS). Membership provides a variable number of meals and associated services each month. Meals are served year-round, even if the meal falls on a statutory holiday. The kitchen only closes for two weeks in December during the holiday season; residents are notified in advance of the specific closure dates.

Residents dine together at five dinners and five breakfasts each week. The meals are scheduled to facilitate weekend social events and dining-out elsewhere without conflicting with the compulsory plan. Lunches have not been made compulsory due to campus/school commitments.

BREAKFAST: Breakfast is served from 7:30 to 9:30am, Monday through Friday. Breakfast consists of a choice of cereals, bread to toast and spreads, baked goods, hard-boiled eggs, fresh fruit, juice, coffee, tea and dairy and non-dairy milk. "Hot" breakfasts are served on occasion throughout the year, budget permitting.

DINNER: Dinner is served from 6:15 to 7:30pm, Sunday through Thursday. Dinner includes a salad bar, bread/rolls, a main entrée (with vegetarian and non-vegetarian options), dessert or fruit, and beverages. Alcohol is available for purchase.

PORTIONING: Each meal prepared by the GCDS has been carefully considered and portioned by the kitchen staff, for the intended meal only (i.e. breakfast or dinner), to minimize food waste and consequent additional costs. Extra portions and substitutions are not permitted and are discouraged for that reason, as are extra-

helpings ("leftovers"). As a non-profit organization, the GCDS actively works to minimize costs and waste to keep meal plan prices (and increases) small. Please do not take more than your share.

OUTSIDE FOOD CONTAINERS: The GCDS cannot serve food on dishes it did not sanitize, and therefore cannot serve food into personal containers.

LATE MEAL PLAN PAYMENTS: The Green College Dining Society (GCDS) will enforce the following policy in regards to payment of Dining Society fees by all GCDS members:

- A \$25 late fee shall apply to any fee payments received after the first business day of the month.
- This fee is applied to the member's GCDS fees and is in addition the late fee that may be charged by UBC Housing for late rent.
- Extensions may be granted on compassionate grounds or based on unforeseen circumstances at the discretion of the GCDS President.
- A member in arrears for more than two months may have their resident membership terminated and be evicted from Green College.

DINING OUTSIDE THE GREAT HALL: Some residents choose to take their meal trays and meal out of the Great Hall to eat elsewhere in Graham House or on our beautiful patios. Please be mindful that this is a privilege that can be revoked if not respected.

Residents are responsible for returning all dishes, cutlery, glasses, and trays to the Dining Hall. Each year the Dining Society struggles with dish shortages either from dishes caught “in circulation” that should have been returned, theft, and/or breakage. Replacement costs are passed on through increases in the monthly meal plan fees. Second, Green College uses Graham House as a rentable space for other functions and units on campus. The only food custodial staff ought to be cleaning up is off the tables in the Great Hall.



FLEXIBLE FOOD OPTIONS

VEGETARIAN, MEAT, OR OMNIVORE PLAN:

Residents elect to receive either meat entrées, vegetarian entrees or a combination referred to as the omnivore plan for dinner. *The omnivore plan is for residents who elect to eat less meat, not to choose what is wanted at the serving counter. Those on the omnivore plan alternate each day in a fixed pattern between the meat or vegetarian entrée. This is because food for the meals is purchased, prepared, and portioned in advance each day. Residents may switch plans once per month if they provide the kitchen with advance notice.*

DIETARY RESTRICTIONS:

If you have any, speak to the GCDS Executive Chef. The Green College Dining Society has limited capacity to meet special dietary requirements. Medically-supported restrictions and allergies can generally be accommodated. Note that special dietary requirements are not the same as dietary preferences.

BAGGED BREAKFAST: If you are unable to attend breakfast early in the morning, a bagged breakfast is an option. Bagged breakfasts are available for whole weeks only (i.e., five breakfasts, from Monday through Friday), or on the same day of the week provided it is missed on a regular and consistent basis (i.e., at least three consecutive weeks, for instance three consecutive Tuesdays). To apply for a bagged breakfast, complete the form available on the clipboard by the Great Hall fireplace and return it to the office by noon of the Friday before the first breakfast to be missed. Your breakfast will be available for pick up at dinner the night before and includes a baked good, a piece of fruit, and juice. The bagged breakfast counts as your only breakfast for the day for which it was provided; if for some reason you've arranged for a bagged breakfast

but are able to attend breakfast, please do not take food other than that which was provided in the bagged breakfast.

BAGGED LUNCH: Residents who wish to have a lunch prepared by the GCDS may opt-in to the plan for a small fee (\$6/day). A sign-up sheet as well as the lunch menus are kept in the Great Hall. Note that you can select which day you'd like to have lunch (you don't need to sign up for the whole week), but you need to sign up by Thursday the week before so that the kitchen orders enough supplies. Lunches include a sandwich or wrap, piece of fruit, juice, and a small dessert. They can be picked up either at breakfast on the day-of or at dinner the night before. Lunches are billed monthly.

BOXED DINNER: Dining together is a central focus of the Green College community and all resident members are expected to participate in the dinner in the Dining Hall. Not attending is highly discouraged. However, if you are unable to attend a dinner for academic reasons, you may request that the kitchen set aside your meal. There is a small deposit required for each meal box you wish to use. See the meal box policy document for details, located in living in residence section of the member login document library www.greencollege.ubc.ca/document_library.php.

MEAL BOXES: With your deposit, a specific (numbered) meal box is assigned to you. In order to receive consecutive meal boxes, your box must be returned promptly in order to sanitize it for the next service. Purchasing two boxes might alleviate any timing issues if consecutive requests are expected.

BOXED DINNER MEAL TICKET SUBSTITUTION: On the occasional evening, when a resident is unable to attend dinner or consume a boxed dinner, they may request a single dinner ticket *once per month*. You can then use that dinner ticket for guest you'd like to

bring to dinner (see section below on guests). The tickets are issued to your mail box within a week or two of your request. Tickets must be presented at the Serving counter. Reservations for guests must be made by noon on a business day before the evening they wish to dine by calling the kitchen at 604-822-0912.

MEAL MAINTENANCE: GCDS is a membership-based plan, and all members share the burdens to enjoy the benefits. Financial responsibilities for providing meals to a (relatively) small group of members can be difficult sometimes. The fixed costs of operating the GCDS are the same whether meals are provided to 70 or 100 residents, but the revenues received are vastly different. This is why participation in the meal plan is a fundamental part of living at Green College and is made mandatory for all residents and guests. There is no “opt out” from the plan, however the GCDS has designed Meal Maintenance to allow members to reduce their fees.

Meal Maintenance allows residents to temporarily reduce the monthly meal plan fees for absences from the College. If you plan to be away from the College for more than 7 consecutive days (1 week) or more within a given calendar month, you may apply for “Meal Maintenance.” Meal maintenance fee reductions are based on the fixed costs of the GCDS; approximately half of your monthly meal plan fee goes towards those costs.

Application forms and further details are available in the Green College Office foyer.

MEALS FOR GUESTS

BREAKFAST: Guests are welcome at breakfast if a ticket has been purchased. Breakfast tickets cost \$6.00 each, and are available for purchase from the Green College Office in advance, or cash may be

used for walk-in tickets. Please leave the ticket or cash in the jar at the Serving entrance.

DINNER: Guests are also welcome at dinner, requiring either a reserved ticket in advance (\$16 for students / \$20 regular price) or cash only at the door. You may purchase tickets at the College Office. At the meal, please give the ticket to the server at the food counter. To be guaranteed a spot, please be certain to make reservations for your guest(s) by noon of the business day preceding the dinner to be attended (call the GCDS Kitchen at 604-822-0912). For Sunday and Monday nights, reservations must be made by noon on Friday. This ensures that there is enough food for all, and also minimizes food wastage which helps to keep meal prices low.

LIQUOR-SERVING RESPONSIBILITIES

The Dining Society holds a liquor licence, which permits serving alcohol with food in most of the public areas of Green College (i.e., most of Graham House, the patios, etc. For your direct benefit, a variety of wines, beers and ciders are available for purchase and consumption in the dining hall during dinners. For the health of the Dining Society, this licence is an important part of the GCDS's catering business.

UNLICENSED AREAS: The following areas are not covered by the licence: Green Commons, Coach House, the Common Kitchen, and residence rooms. Members may consume your own alcohol in these areas.



- Alcohol served in a licensed area (even for events organized by residents) must be purchased from the Dining Society and served to participants by the Dining Society.
- The Dining Society is responsible for ensuring no guest is over-served alcohol.

LIQUOR LICENSE RULES: Under the terms of the liquor licence, the Dining Society is solely responsible for the purchase, sale, and serving of alcohol in licensed areas. Contravention of the liquor licence can result in significant fines (up to \$10,000) and/or loss of the liquor licence, either of which would jeopardize the Dining Society's existence. Therefore, the following points must be observed:

- It is unlawful to bring your own alcohol into the licensed areas for consumption; since all of Graham House is a licensed area, consuming your own alcohol in these spaces is forbidden unless a license suspension request was made for an event.
- It is unlawful to take alcohol purchased from the Dining Society outside the licensed areas.

H. GETTING INVOLVED

Green College depends on volunteers to actively participate in the community. The College's community is lively and rewarding *because* it has so many members contributing. There are dozens of ways for members to get involved, and each year help shape the College's present and future direction.

STANDING COMMITTEES

The Standing Committees are the primary decision-making bodies for the College. They are advisory to and normally chaired by the Principal. There are four places on each committee for Resident Members, who are chosen by ballot; the other four places are filled by Faculty Members of the College. A resident may serve on no more than one committee in a given academic year and, having served on a particular committee, will not normally be eligible to serve on the same committee again. (This limitation is to ensure that experience of the College's working mechanisms is spread widely, and that the College can benefit from a wide array of resident experience.)

Balloting for the Standing Committees occurs in late September each year and the Committees remain in place for a year. The Standing Committees of the College are:

ACADEMIC COMMITTEE: The Academic Committee is responsible for the College's interdisciplinary academic programming, including the appointments of the Cecil H. and Ida Green Visiting Professors.

MEMBERSHIP COMMITTEE: The Membership Committee is responsible for evaluating applications for resident membership and for selecting Resident Members. The committee meets monthly,

with the main business of the year falling between March and July. Members of this committee should therefore have availability to review files in the spring and summer period, at least by e-mail if temporarily away.

MEDIA AND COMMUNICATIONS COMMITTEE: The Media and Communications Committee helps to plan and coordinate both external publicity and publication initiatives and internal communication channels for the College. The committee meets as necessary, usually twice per year.

RESIDENT COMMITTEES

Green College is home to many informal resident groups and committees, some of them relatively stable, others changing with the years and the interests of residents. They represent the “output” of the College's changing yet vibrant community, organized with specific mandates and reporting to the Assistant Principal. Committees form based on interest, and in recent years have formed in the summer months.



ARTS COMMITTEE: The Arts Committee provides a variety of ways for people to experience and appreciate arts at the College, such as talks, musical performances, creative activities, and exhibits. The Arts Committee has a history of producing “Coffee House” events to showcase member talent.

SUSTAINABILITY COMMITTEE: The Sustainability Committee increases environmental awareness among Green College residents and leads initiatives to decrease the environmental impact of residents. This committee also shares and coordinates community garden space on grounds with the Green College Dining Society.

OUTREACH COMMITTEE: The Outreach Committee is dedicated to helping the local and global community by arranging volunteer opportunities, raising awareness of social concerns, and initiating

fundraising events. The committee also clears and donates items that accumulate in the common Laundry area.

READING ROOM COMMITTEE: The Reading Room Committee acquires and catalogues reading materials for the Reading Room in Graham House, and is responsible for keeping the collection in order. Each year, the committee surveys residents to determine which publications to subscribe to.

SOCIAL COMMITTEE: The Social Committee organizes social events at the College, such as pub nights and seasonal parties. It also assists with the programming of major annual social events, including the Welcome Dinner, Winter Gala, and Spring Gala. Under this committee, smaller groups have formed such as College Vert (promoting French-themed dinners and films, and conversational French).

SPORTS COMMITTEE: The Sports Committee strives to provide members of the College with a variety of sporting opportunities, both recreational and organized, for individuals and teams. In addition to planning sports events at the College, the committee promotes participation in external competitions such as UBC’s Legacy Games and the Vancouver Sun Run. It also provides an extensive collection of sporting equipment and games to borrow, including a pair of nets that can be used for soccer and hockey.

GREEN COLLEGE PLAYERS: The Green College Players is the College’s theatrical company that mounts one show each year. The show is acted, directed, produced and designed by members of Green College, and well attended by the wider UBC community. In the past two years, the production has been classically inclined: two years ago, *The Importance of Being Earnest* lit up our makeshift stage,

and this past year *A Midsummer Night's Dream* captured the hearts of the company and audience alike.

WELLNESS COMMITTEE. New for 2014-15, the Wellness

Committee is an internally-focussed group dedicated to promoting the health and well-being of Resident Members through resident-focussed campaigns, events and workshops. Emotional and physical health can be easily overlooked in the social pressures of a community-based environment.

INTERCOLLEGIATE AFFAIRS COMMITTEE: Also new for 2014-15, this ongoing committee was struck to encourage intercollegiate activities with St. John's College. This committee is tasked with organizing the annual events around the exciting Wreck-Tower Cup.

SPECIAL PURPOSE COMMITTEES

The College's Special Purpose Committees function as the domestic workhorses for the College, and report to the Assistant Principal. Their mandates are defined like Resident Committees, however they oversee and share a different kind of responsibility – they are concerned with the well-being of the College and community.

HEALTH AND SAFETY COMMITTEE: The Health and Safety Committee's core duties are to update the fire and safety plans of the College, assign floor/fire wardens in each building, conduct the fire drill, and work on additional health and safety improvements as needed.

COMMON KITCHEN COMMITTEE: The Common Kitchen Committee is a task-force of resident volunteers who help coordinate the use of the Common Kitchen as a safe and hygienic shared space. They organize the inventory and labour (chores) in

maintaining the kitchen, while providing a venue for suggestions of improvements and concerns.

WELCOME COMMITTEE: The Welcome Committee is a task-force of resident volunteers who help coordinate and execute the "Welcome" activities each summer for September. These activities are comprised of fun events to seed the College's community spirit.

GREEN LANTERN SELECTION COMMITTEE: Each summer, members volunteer to participate in the search and selection of next year's Green Lanterns. Green Lanterns are the College's independent peer-level leaders who lend support to residents in need. The committee is formed spring/early summer, with the call for nominations, interviewing, and selection all determined by August. The committee provides an excellent opportunity for members to experience a candidate selection and interview process. Without this committee, an important community support isn't possible.

RESIDENTS' COUNCIL

The Residents' Council is a coordinating committee consisting of the Chair of the Social Committee, the President of the Green College Dining Society, and one Resident Member from each of the College Standing Committees (Academic, Membership, Media and Communications) chosen by the resident caucuses of those committees. If there is no Postdoctoral Scholar among these ex officio appointees, a postdoctoral resident will be added to the Council, chosen by the Postdoctoral Scholars. The Council may also co-opt additional members-at-large, as it sees fit. The Council appoints its own Chair or Co-Chairs. Its role is to assist with communications between the various group-activities of residents and between resident groups and the Green College Office, with

respect to any and all matters of actual or potential concern to residents and the Principal.

OTHER VOLUNTEER ROLES

Woodsmen/Axemen – keepers of the College axe, responsible for chopping and supplying the wood used in the College's fireplaces.

Firestarters – authorized and trained residents permitted to light fires in the College's fireplaces.

Floor Wardens – part of the College's fire safety plan, these residents are responsible for ushering residents to the emergency meeting area in the event of an emergency. They also have an eye for safety hazards around the College, and report them to the office for correction.



EMPLOYMENT OPPORTUNITIES

Occasionally Green College and/or the GCDS seek employees.

Typical jobs include Event Assistants that help with event set-up and take-down; Lock-Out Attendants; kitchen help, and servers for catered events. You will be notified when and as positions become available. To be eligible, you must have a Canadian Social Insurance Number (SIN). Postdoctoral Scholars are not eligible for student positions.

PROGRAMMING

The academic, cultural, and artistic programs of Green College are not subject to the requirements of any existing university department or program and do not, as a rule, provide credit towards degrees or other formal qualifications. Rather, the College's programs are meant to provide a congenial setting in which individuals with different kinds of disciplinary and professional expertise can meet. Thus the College exists to facilitate breakthrough moments of interdisciplinary encounter, and to transmit their excitement to a wider community.

INTERDISCIPLINARY LECTURE SERIES

Green College hosts a number of lecture series that are open without charge to College members, the UBC community, and the general public. These series are presented by the College in collaboration with faculty members, postdoctoral fellows and graduate students from UBC departments and programs, who act as convenors and coordinate themes and speakers. Interdisciplinary events typically take place at the College either before or after dinner. These timings "outside typical classroom and business hours" are in keeping with the extracurricular nature of the College's academic programming and are intended to make it easy

for those who attend the talks to join the presenters and College residents for dinner.

RESIDENT MEMBERS' SERIES

Every week of the main academic session (September to April), the College hosts the Resident Members' Series as part of its publicly advertised academic programming. This series, which takes place at 8 p.m. on Mondays after dinner, is organized by a resident convener to give Resident Members of the College the opportunity to share their research and interests with each other and with a public audience. Those interested in giving presentations in this series, either individually or in group-panels, are invited to consult the convener.

One especially passionate and adventurous resident whose member series presentation really challenges the boundaries between disciplines will be awarded the *Green College Interdisciplinary Scholar Distinction*. This scholar draws from multiple disciplines equally, for the purpose of viewing a subject through a rich and diverse lens. The impact of this scholar's work is the synthesis of multiple, seemingly separate perspectives, in the achievement of a holistic view accessible to scholars across disciplines. This individual demonstrates facility with different academic vocabularies and methods, and s/he proves capable of translating these tools into publicly accessible language. In this way, this scholar fosters conversation across disciplines, embodying the virtues of intellectual audacity, personal creativity, and community integrity, which Green College so deeply cherishes.



CECIL H. AND IDA GREEN VISITING PROFESSORSHIP SERIES

The goals of the CIGVP Program are to enhance the intellectual environment of Green College and to provide opportunities for UBC students and faculty and interested members of the public to

interact with outstanding scholars and intellectuals from outside the Province of British Columbia. Green Visiting Professors usually stay at Green College and give a series of presentations in different venues and for a variety of audiences over a period of a week or so. As a rule, they are selected and invited by the College's Academic Committee, on the basis of nominations received from the campus community.

RICHARD V. ERICSON LECTURE

This annual lecture is named after the College's founding Principal Richard V. Ericson (1948-2007), whose many acclaimed publications spanned police work, crime reporting, risk and regulation, insurance and governance, and the sociology of knowledge. Principal Ericson was especially proud of his role in the creation of Green College at UBC as a unique combination of residential academic community and public venue for non-curricular, interdisciplinary inquiry. Each year's Ericson Lecturer is a person of national or international reputation who is invited to speak on a topic of broad, interdisciplinary and public interest.

FIRESIDE CHATS

A special tradition of the College is the "fireside" chat with a distinguished visitor who also may be giving a public lecture at the College or elsewhere on campus, and who sits down after dinner to talk informally with residents and their guests, usually in the Piano Lounge around 8 pm. Look out for these occasional events in the Event Calendar, on the gc-residents listserv, or listen out for them when they are announced in the Great Hall.

FINDING OUT WHAT'S GOING ON

Every week, a list of booked events is posted inside the Graham House Foyer. This will give you a better idea of what spaces are

being used that week, and when the spaces are in use. Additionally, our display cases in the breezeway leading to Graham House list the lectures, both in calendar format and as individual posters.

Additionally, this academic programming is all kept online on the Green College website under the Event Calendar.

PUTTING ON AN EVENT

Residents are allowed to use College facilities for their own reading, study and enjoyment. Use of these spaces for a group meeting or event at a specified time need to be requested through the Chair of one of the Resident Committees, who then consults with the College's Events and Programming Coordinator on the venue booking schedule. To view when spaces have been formally booked and are unavailable for use, please consult the "This Week at Green College" memo posted in the Graham House foyer. For an updated list of Resident Committee Chairs, see www.greencollege.ubc.ca/resident_committees.

GOT A NEW IDEA? Do you have ideas for visitors or events not covered by the College's existing programs? If so, talk to the Principal in the first instance, who is always glad to receive suggestions of this kind from resident members (and others).

I. GETTING THINGS DONE

For more tips and tricks, visit the online FAQs greencollege.ubc.ca/frequently_asked_questions

CLEANING

MOPS, BROOMS, AND VACUUM CLEANERS: Mops and brooms are available in every bathroom or shared area. Vacuums are available in the Common Kitchen/Laundry building for loan.

GARBAGE: All garbage should be placed in the large dumpsters by the back loading dock door of the Graham House kitchen. Please do not leave garbage in any other cans around the College or outside your door, or it will attract vermin and other animals.

RECYCLING AND COMPOST: There is a recycling area by the back loading dock for the GCDS Kitchen (lower back entrance of Graham House) with bins for paper products and newspaper, plastic, glass, and metal containers, as well as a compost area for leftover food scraps. All our compost goes to UBC's central accelerated composting unit for use in gardens across campus. Other compost collection bins are available in the Great Hall and the Common Kitchen. Also in the Common Kitchen, you will find re-usable shopping bags, a large pail for recycling batteries, and a box for used/unwanted clothing to be donated to charity (the bin is looked after by the resident Outreach committee). A rechargeable battery recharger is also available in the Reading Room.

LAUNDRY AND CLEANING: The laundry room just off the Common Kitchen houses card-operated washers and dryers, and an ironing board and iron, for all residents to use. The laundry room is also the storage location of cleaning equipment that can be signed out

for use in resident rooms: vacuum cleaners, wet mops and buckets, among other items.



HEAT AND LIGHT

BATHROOM FAN: Each bathroom has an electronic bath fan control. This unit allows you to set a timer for the bathroom fan, to dehumidify the bathroom after a shower. To operate the unit, a manual has been placed online on the Green College website, in the member's-only document library under the section "living in residence."

GAS FIREPLACES: Studio rooms are equipped with gas fireplaces. Operating instructions are located on the back panel of the grill. If you are unsure about how to work the fireplace please ask the Office for a demonstration.

HEAT: The College has two different heat controls. Each radiator unit has direct controls on it. Some controls are mounted on the surface as a dial, while others have a recessed white cylinder control. The latter control can usually be accessed through the hole in the heater cover. If you have problems with your heat, please check the following before contacting the Office:

Turn the valve to both the low and high settings. When you turn it up to 5 you should hear some hissing, which means the hot water is flowing through.

There is sometimes a red-handled lever that shuts the flow of water through the pipes. In summer months (by someone who lived here before you) the radiators may have been turned off by this lever. Check that it is parallel to the pipe. If your heat still does not work please submit a maintenance request (see Repairs).

LAMPS: Residents are responsible for purchasing light bulbs for their desk lamp, floor lamp, and bathroom wall lamp. For the bathroom

ceiling lamp, please submit an online work request via the Student Housing and Hospitality Services Online Service Centre. They will dispatch a worker to replace it.

LIGHT SWITCH: Every room has a light switch by the front door. This connects to an electrical wall outlet rather than a ceiling lamp. Experiment to find the right outlet. You can plug your floor lamp into this outlet so it can be controlled by the switch.

REPAIRS AND BROKEN THINGS

CIRCUIT PANELS/FUSES: If you suddenly lose electricity in your suite, but others around you are unaffected, you've probably tripped the circuit. Before resetting your circuit panels to restore power, turn off anything that was turned on when the circuit blew. Hair dryers, electric kettles, and microwaves are frequently the culprits (especially when they are operating at the same time).

Most circuit panels are located on the third floor of each building, at the top of the emergency exit stairwells leading out from the split-level suites. You can recognize the blown circuit because the switch will not be aligned with the others. Once you have located the correct switch, flip it fully to the "off" position and then to the "on" position.

These panels are not locked, and most residents can access them at any time if you blow the fuse. Only residents in rooms ending with 10-16 cannot. For those residents, their circuit panels are located in a separate electrical room accessible only to authorized personnel. Please contact the Office during office hours if you require help. If the Office is closed and you cannot wait until it re-opens call UBC Housing at the Walter Gage Residence front desk: 604-822-1020.

DOOR LOCKS: If your door lock is sticking please report the problem to the Office. You may be loaned graphite powder to put in the lock. Do not put oil in the locks, as this will degrade the locking mechanism. If the problem persists, you can submit a repair request to Housing through their website at www.housing.ubc.ca.

The most frequent problem with door locks is the key is difficult to turn. This is caused by pressure created by the weather seals around the door. The pressure binds the lock bolt against the door frame. Pull the door handle slightly towards you when turning the lock and you should have an easier time unlocking your door.

DRAINS: For clogged bathtubs, unscrew the stopper and clear debris out of the drain. If this doesn't help, submit a repair request. Avoid using Drano or other corrosive chemicals in the pipes.

REPAIRS: Periodically, maintenance work in residence rooms is required. Work is generally performed by UBC Housing staff. If College-wide maintenance is scheduled, a notice will be sent out to all residents in advance that will indicate access requirements.

If you have any specific problems/repairs in your room please submit a repair request to www.housing.ubc.ca through the Online Student Service Centre. This is the same portal where you accepted the housing offer. Contact the Office front desk at gc.reception@ubc.ca if you are unsure of where to direct your request.

STORAGE

RESIDENT STORAGE: Storage is limited. There is a resident storage room in the basement of Graham House that you can access using your IG-6 Key. This storage room is for personal belongings of *current residents only* and should not be used by residents on leave

from the College. Storage is limited to two boxes or pieces of luggage, per resident.

Please make sure you clearly label your items with your name. All suites are fully furnished. There is no storage for furniture.

In-suite storage in common areas such as the shelves outside the bathroom (grad single rooms) or under-stairs storage (split-level suites) is the responsibility of both tenants.

WHILE LIVING AT GREEN COLLEGE

PARTIES: Small social gatherings in the common kitchen, TV room, and reading room may and will occur quite informally. Larger parties **MUST**, however, be organized through the Social Committee and advertised to all residents several days in advance, to ensure that no-one is unexpectedly inconvenienced.

QUIET HOURS: The understood 'quiet hours' at the College are between 10pm and 8am. We ask that you respect your fellow residents and keep noise to a minimum, and comply with requests by members to reduce the noise. Many residents may be studying late and/or must be awake early for work in their labs.

ROOM TRANSFERS: We try to accommodate reasonable room-change requests, but swapping rooms with a fellow resident is often not as simple as one might assume. If you would like to move to another room within the College for any reason, please discuss this with the Membership and Accommodations Clerk in the Office. Applications for room transfers are made online via the Student Housing and Hospitality Services Online Student Service Centre, and require a \$50 fee.

SMOKING: If you smoke, please be advised of UBC's smoking policy; smoking is not permitted inside any of the residence rooms or communal buildings at any time, nor is it permitted within eight metres of any building door or air intake including windows. There are three outdoor ashtrays located behind the Coach House beside the bike racks, at the end of the breezeway between Green Commons and the Graham House, and on the Lower Patio.

SUBLETS: Unauthorized occupation of your suite by anyone other than the person(s) named on the tenancy agreement is considered a breach of contract. That includes having friends or other Resident Members occupying your suite for a period of time while away (see the section below on guests). Sublets are generally not permitted per the Residence Contract, though they may be granted in exceptional circumstances. Please see clause 24 ("Assignment and unauthorized occupancy") and Appendix III of the Residence Contract for more.

WALKWAYS AND FIRE EXITS: Please keep walkways outside your residence rooms, fire exits, and stairwells clear of obstructions in accordance with fire department regulations. This includes bicycles.



GUESTS

The College understands that you may want to have guests stay with you in Residence. Please note the following policies regarding guests:

RESPONSIBILITY: The resident is responsible for their guests' conduct, and they must therefore be on the premises during the visit. It is not possible to "loan" your room to a guest while you are away. If in doubt, please check with the Green College Office.

LENGTH OF STAY: As per your UBC Housing Residence Contract, you are permitted to have a guest stay with you in your room at the College for up to seven days in a calendar month. Longer periods may be permitted, but only with the Office's permission in advance. Please discuss your request with the College's Membership and Accommodations Coordinator at gc.membership@ubc.ca.

EXTRA GUEST KEYS: An extra room key can be obtained from the Green College Office. You are responsible for your guests' conduct and must be present during their visit.

PAID GUEST ACCOMMODATION: One option for guests is to book a guest room at the College, the cost of which includes regular meal plan breakfasts and dinners.

The College offers two styles of guest accommodation: Guest House (Hotel) Rooms and more modest stays in unoccupied Residential rooms. For rates, please see our website.

A reservation inquiry can be submitted online to check on availability for your guest's preferred room type: www.greencollege.ubc.ca/guest_accommodation/reservation. Or, simply inquire at the Office.

J. FACILITIES

GRAHAM HOUSE

The main space on the ground floor of Graham House is divided into two reception rooms: the Piano Lounge and the Billiards Room. These are the College's main hospitality areas, along with the Coach House and the Great Hall, and they are open to all members of the University or the public who have a legitimate reason to be at the College. Residents are welcome to use these spaces at any time they are not booked for events, but should be ready at any time to make space for visitors (and to welcome them too!). Watch for signs in Graham House to indicate when spaces are reserved for external event bookings, or consult the weekly schedule posted in the Graham House foyer.

THE GREAT HALL: The Great Hall, where members of the College and the wider university and local community meet over dinner, is on the second floor of Graham House. At the entrance to the Great Hall is the College's Servery, where GCDS staff serve meals on regular dinner nights (Sunday to Thursday) to residents, other members, guests and the public. Residents of the College also use the Servery and Great Hall on meal plan mornings (Monday to Friday). Outside of meal times, the Great Hall is an ideal location for residents to study and chat. Desk lamps and extension cords are available for loan in the cupboards along the south wall.

PIANO LOUNGE AND BILLIARD ROOMS

COFFEE/TEA SERVICE: A coffee and tea service is available in the Piano Lounge (or, alternately, the Great Hall) from 10am to 7pm from Monday to Thursday (Fridays 10am till noon). All residents, staff, and visitors are welcome to help themselves to coffee or tea.

PIANO: The Piano Lounge houses a grand piano. Residents are encouraged to use this piano. However, please respect those trying to study or who have paid to rent space in Graham House, and refrain from practicing if events are going on in the adjacent rooms. Check the event listings in the Graham House foyer. Please re-cover the piano when you are finished playing and keep the nearby windows closed so that cold drafts do not put the piano out of tune.

In recent years, the Piano has suffered abuse resulting in broken piano strings and spill damage. The piano is a public good, but we ask that members treat it respectfully. Please refrain from eating or drinking near the piano, be mindful of your hand cleanliness when playing (periodically clean the keys), and be gentle with it when playing.



FIREPLACE: The Piano Lounge also contains a wood-burning fireplace. Fires should only be lit for organized events, where people are guaranteed to be present and tend to the fire. The fire should never be left unattended. If you would like to light a fire please notify the Event and Programming Coordinator in the Office in advance. There are residents assigned to fire-lighting duty. Ask gc.events@ubc.ca who they are, and ask them to assist you when preparing a fire.

FURNITURE: If you re-arrange furniture for any reason (study groups, theatricals, knitting circles) please return the furniture to its original position. Please lift all furniture to move it, as the floors are easily damaged.

RESPECTING COMMON SPACE: Graham House and the Coach House are multi-purpose spaces. They serve as a cozy commons-block for residents to read, rest, and relax in. But it's also an important space for staff, for hosting distinguished visitors and academics, and for business activities vital to both Green College and the GCDS. Bear in mind that the College is "home" to a lot of constituents, not just resident members. Please make sure you don't leave personal belongings, kettles, etc. around, and clean-up any dishes or messes.

WILLIAM C. GIBSON ROOM: The William C. Gibson Room is also on the ground floor, and is kept as a quieter space, suitable for residents to study in when it is not being used for events.

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borrow. Books are loaned out on the honour system, so please return them when you are finished. The newspapers and magazines in the Reading Room should remain there so that everyone will have access to them. The Reading Room also houses books by high-profile visitors to the College and a collection of board games.

Each year the College subscribes to many publications, such as the *Globe and Mail*, *The Economist*, *Time*, and *National Geographic*. Subscriptions are made and renewed each year with input from the resident Reading Room Committee that looks after the maintenance and organization of the library.

COACH HOUSE

The Coach House is the site of most public lectures that take place at the College, and is typically a busy place on weeknights during the two terms of the main academic session. When the room is not reserved for events, residents are welcome to use the Coach House as an additional study space or for informal gatherings.

Residents who wish to book the room for an organized event may do so by submitting a request to the College's Event Coordinator (gc.events@ubc.ca) through the appropriate Resident Committee Chair. Residents with ideas for academic events that could be of interest to non-residents are invited to contact the Principal in the first instance.

GREEN COMMONS

Green Commons, the building just west of Graham House and north of the Coach House, provides a recreational room for College residents only. The room contains a TV, board games, a foosball table, and comfortable couches. It is a good location for small resident get-togethers, or just a place to drop in and socialize.

GROUPS AND GARDENS

The College's gardens are one of its glories, offering some of the best views on campus. Lay out a blanket for some reading on the lawn, stretch out on one of the many benches shaded in garden corners, or stroll by the vegetable garden (maintained by the Sustainability Committee and the Green College Dining Society Staff). The upper lawn is also a natural place for pick-up games of soccer, cricket, or Frisbee.

In nice weather, you may be tempted to take your meal out on the patio. Residents often use this area as a comfortable workspace out in nature, plugged into their laptops while enjoying the fresh air. In the evening, you'll find this the best spot to take in some incredible sunsets.

The trellised Rose Garden to the east of Graham House offers a place of peaceful retreat and welcome shade on hotter days. The nearby woodshed (named in honour of a former bursar of the College) contains fuel for the fireplaces in Graham House and the Coach House. Certain residents are designated woodmen/women, responsible for keeping a good supply of split logs and kindling.



K. GETTING SUPPORT AND STAYING SAFE

If ever you are concerned that strangers are entering parts of the building where they should not be, or if you suspect any other kind of inappropriate activity, please notify the office or Campus Security.

ABOUT LOCKING/PROPPING DOORS: The main doors to Graham House are locked after the end of the last public event of each day, leaving access only for residents and other authorized holders of the IG-6 key. Those doors should never be blocked open in the late evenings or at weekends when the latch is down.

For the safety and security of all residents and building contents, please do not prop any doors open. While some doors may be more convenient to you to prop open a door, it is also more convenient for thieves and unwanted animals to enter.

CLOSING WINDOWS: A locked, closed door is only good if the accessible windows are also properly closed. Please remember to close any open windows in Graham House!

SUPPORT

There are resources available to assist you, both as a resident at Green College, and as a student/employee of the University of British Columbia.

PERSONAL CRISIS? If you are experiencing a personal, academic, financial or other crisis, we encourage you to speak to the Office staff. Conversations and comments will be kept strictly confidential unless there is direct threat to your safety or the safety of your fellow residents in which case only professional help will be

informed and enlisted for aid. Both Principal and Assistant Principal keep an open door to all residents. If you need to speak with someone on a roommate or room placement issue, please contact the Membership and Accommodation Coordinator. All of their contact information is in the staff directory, in this document.



GREEN LANTERNS: Known as the “Green Lanterns,” they are trained Resident Members living among you to help support you at a peer-level. They are independent volunteers, nominated by themselves and their peers, and are selected and interviewed by the Green Lantern Selection Committee. Most residents have supports with friends, families, etc., and those are usually the primary supports. However, they’re not always available or may even be part of what’s troubling you. Green Lanterns are there to help, to listen, and where possible refer you to the resources that can help you. Green Lantern contact information is posted outside the Servery in Graham House.

CHAPLAINS: Through UBC Student Services, chaplain services for a large number of religions including Buddhist, Muslim, Jewish, Christian, and Baha'i representations. They are available to serve members of the UBC community on matters of spirituality and faith. For more information, please visit <http://students.ubc.ca/livewell/spirituality/chaplains>

FIRE SAFETY

FIRE DRILLS: There are up to two fire drills per year at Green College. You will be notified in advance when these will occur.

FIRE ALARM SYSTEMS: Make sure you keep hot objects, such as candles, away from the sprinklers in your room as they are heat activated. There are manual pull stations, smoke detectors, and sprinkler systems throughout the building.

FIRE EXTINGUISHERS: There are portable fire extinguishers placed strategically throughout the buildings for occupant use. They are maintained and inspected by the Vancouver Fire Department.

IN CASE OF FIRE:

1. Immediately sound the nearest fire alarm. Make sure you familiarize yourself with the pull stations closest to your room.
2. Dial 911
 - a. State your name.
 - b. Give the address where the fire is and the nearest intersection (6201 Cecil Green Park Road at the corner of NW Marine Drive and Cecil Green Park Road).
 - c. Give information about the fire (what floor, how fast it is spreading, if people are trapped, etc).

3. Attempt to control the fire with available fire equipment.
4. If you cannot control the fire try to isolate it by closing doors, then leave by the nearest safe exit. Do not lock the doors.
5. Do not run away from the fire. Shut all doors behind you and walk away from the building.
6. Assemble in the emergency meeting area in the parking lot by the Principal's Residence.
7. Do not go back into the building for any reason until the all clear has been announced.

CAMPUS SAFETY

BLUE LIGHT PHONES: Blue light phones are located throughout campus and connect directly to campus security for general assistance and in case of emergencies. For more information see www.security.ubc.ca.

SAFEGWALK PROGRAM: Members of the AMS Safewalk program accompany students, staff, and faculty safely around campus at night. To arrange a walk, call 604-822-5355 or approach one of the teams (wearing bright red jackets) patrolling the campus. For more information see www.ams.ubc.ca.

DISCRIMINATION AND HARASSMENT

The University of British Columbia has a policy on Discrimination and Harassment that embodies elements of the British Columbia Human Rights Code. If you encounter a situation involving discrimination or harassment of any kind please do not hesitate to contact the College Principal, the Assistant Principal, or an Advisor at the UBC Equity Office (call 604-822-6353).

2015/16 Resident Handbook



Green College, UBC, 6201 Cecil Green Park Road, Vancouver, BC V6T 1Z1
Phone: 604-822-8660 Web: greencollege.ubc.ca Twitter: [@GreenCollegeUBC](https://twitter.com/GreenCollegeUBC) Facebook: [UBCGreenCollege](https://www.facebook.com/UBCGreenCollege)

WELCOME FROM THE VICE-PRINCIPAL



A warm welcome to your new home at Green College!

We are pleased you are joining us out at the edge of the University campus. This place has been set aside, thanks to the foresight and generosity of Cecil Green, for people—like you—who are ready to combine social life and higher learning in a communal setting. This is a place outside the curriculum, where the limits of disciplinary

knowledge can be probed, and where the lines that normally divide our “academic” work from the world at large become blurry. This really is a place for crossing knowledge boundaries.

“Green College” is several things: a unique graduate and postdoctoral residence at the University of British Columbia; the setting for an extensive program of extracurricular, interdisciplinary events open to the University and general public; and an unregulated society (the “Green College Society”) that reaches round the world and includes many hundreds of former resident members, associated faculty, and distinguished visitors.

But while the College may be more than just a place, the place itself is formative. We sit on part of the unceded territory of the Musqueam Nation who have occupied this land for thousands of years. Graham House was constructed in 1915. Since the founding

of the College in 1993, what has held us together as resident members is a shared intuition of all that may be possible in these stunningly beautiful surroundings, now and in future, combined with an awareness of some of the things that have happened here in the past.

Take advantage of the many ways you can make your mark on the College. As long as it fits with the goals of “Ideas and Friendship,” anything you want to do is likely, sooner or later, to find support.

What follows in these pages is the fruit of the experience of previous generations of “Greenies.” Much of what makes the College work well as a community of residents and a venue for visitors goes without saying: respect for other people, hospitality, due regard for common and private property, and willingness to take and respond to positive initiatives. This Handbook deals concisely with some of the rest—what you could usefully know as a resident but might not be able to guess straightaway.

If you cannot find what you are looking for in the Handbook, knock on a neighbour’s door, drop by the Office, or ask the person sitting beside you at breakfast. When you find things that do not make sense or need updating, please let us know so we can make changes in next year’s edition.

I look forward to seeing you around the College and to seeing the differences your membership will make to us all.

Donald Fisher
Vice-Principal, Green College

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A. IMPORTANT CONTACTS AND DATES

GREEN COLLEGE OFFICE

Open 9am - 4pm, Monday to Friday, but closed for lunch from 12pm to 1pm.

Phone: 604-822-8660

Fax: 604-822-8742

Email: gc.reception@ubc.ca

Website: www.greencollege.ubc.ca

Twitter: twitter.com/GreenCollegeUBC

Facebook: www.facebook.com/UBCGreenCollege

Youtube: www.youtube.com/user/GreenCollegeUBC

GREEN COLLEGE DINING SOCIETY

Phone: 604-822-0912

Email: kitchen@gcdining.ca (food and dining matters)

Email: bookkeeper@gcdining.ca (meal plan invoicing, charges)

Website: www.gcdining.ca

Office: Graham House Basement, Rm 42

The Green College Dining Society employs a part-time bookkeeper. Their schedule varies, but is generally on the first business day of each week. Note that emails to them may take up to a week before you will receive a reply.

EMERGENCY NUMBERS

Police, Fire, Ambulance: 911



Please note that this handbook provides basic information for living at Green College and what to expect as a Resident Member. It is meant to augment the Residence Contract, which is available for download from the Student Housing and Hospitality website. Please ensure that you read both.

CAMPUS SECURITY AND 911

Call 911 for criminal offences (break-ins, assault, etc.) or if someone requires first aid or an ambulance. Campus Security deals with other non-emergency issues, such as suspicious persons. Generally, Campus Security recommends that in an emergency you call *both* 911 first and then call Campus Security 604-822-2222.

Please remember to contact the Office (604-822-8660) after calling 911 and Campus Security so staff are kept abreast of any emergencies and/or safety issues. If such an event occurs outside regular office hours, please make a point to contact someone in the Office afterwards.

FACILITIES HELP

For non-urgent maintenance issues, please see the "Getting Things Done" section of his document. For urgent (threatens safety and security of persons and property) matters:

Daytime (Monday-Friday, 9-4): Go to the Green College Office and see a staff member.

Weekday evenings and weekends: Call the Walter Gage front desk at 604-822-1020. Identify yourself as a Green College resident and describe the issue, and their attendant will coordinate with the on-duty staff member.

OTHER HELPFUL NUMBERS

RCMP (non-emergency): 604-224-1322
Campus Security: 604-822-2222
UBC Access & Diversity: 604-822-5844
Equity and Inclusion Office: 604-822 6353

AMS Safewalk: 604-822-5355
AMS Sexual Assault Support Centre: 604-827-5180
Chaplains: 604-822-0109
Counselling Services: 604-822-3811

Healthlink BC (non-emergency, health-related questions): 811

IMPORTANT COLLEGE DATES

Welcome Dinner	September 17, 2015
Winter Gala	December 3, 2015
Founders' Dinner	March 3, 2016
Spring Gala	April 14, 2016



B. STAFF DIRECTORY

GREEN COLLEGE OFFICE

DR. MARK VESSEY, PRINCIPAL

Phone: 604-822-8670

Home: 604-224-6624

Email: gc.principal@ubc.ca

CLARK LUNDEEN, ASSISTANT PRINCIPAL

Phone: 604-822-8663

Email: gc.manager@ubc.ca

EMILY FISTER, COMMUNICATIONS MANAGER

Phone: 604-822-0676

Email: gc.communications@ubc.ca

**ALAN GUMBOC, EVENTS AND PROGRAMMING
COORDINATOR**

Phone: 604-822-1878

Email: gc.events@ubc.ca, gc.programs@ubc.ca

**LYN PEDRO, MEMBERSHIP AND ACCOMMODATIONS
COORDINATOR**

Phone: 604-822-6067

Email: gc.membership@ubc.ca

SIMONE GOGUEN, RECEPTIONIST / BOOKING CLERK

Phone: 604-822-8660

Email: gc.reception@ubc.ca

LYNDA CALLARD, FINANCE ASSISTANT

Phone: 604-822-9544

Email: gc.finance@ubc.ca

GREEN COLLEGE DINING SOCIETY

JOSEPH COLLET, EXECUTIVE CHEF

Phone: 604-822-3211

Email: catering@gcdining.ca

ELVIS DAMJANOVIC, SOUS CHEF

Phone: 604-822-0912

Email: kitchen@gcdining.ca

PHIL GUTHRIE, BREAKFAST COOK

Phone: 604-822-0912

STEPHEN SZIERER, SECOND COOK

Phone: 604-822-0912

GURMAIL SOHI, KITCHEN STEWARD

Phone: 604-822-0912

JANE BEYTAGH, BOOKKEEPER

Phone: 604-822-0912

Email: bookkeeper@gcdining.ca



C. GETTING ORIENTED

YOUR NEW ADDRESS

Your Name
Green College
Room #, 6201 Cecil Green Park Road
The University of British Columbia
Vancouver, BC V6T 1Z1 CANADA

Your room number is your mailbox number. If you live in a split-level suite, the door to your own room within the suite will have a 300 number (ex. 302) but the door to your shared main entrance will have a 200 number. This shared entrance number is the one you would give to visitors and couriers.

ACCESS TO YOUR ROOM

KEYS: You will be issued the following keys: mailbox key, suite front door key, bedroom door key (if you are in a split), and a "IG-6" key. The "IG-6" key gives you access to:

- The Common Kitchen / Laundry
- Graham House and Coach House
- Administration Office front door (access to your mailbox)
- Green Commons (TV Room)

Please guard your keys carefully. The cost of losing a front door key is \$150, to cover the cost of changing the lock; the cost of replacing a mailbox, IG-6, or bedroom key is \$25.



LOCKED YOURSELF OUT? If you lock yourself out of your room during office hours, the Office can lend you a key. If it is after office hours, please contact one of the resident lock-out attendants. Lock-out personnel names and contact information are posted on the Office front door.

MAIL

Mail is distributed Monday to Friday, usually by noon each day. A yellow "mail has been distributed" sign will be displayed in the window of the Office foyer. The nearest Canada Post mailbox is on Cecil Green Park Road to the west of the College near the parking lot.

PACKAGES: Couriers items (UPS, FedEx, DHL, etc) are placed directly in resident mailboxes. Larger items will be kept in the Office, and a notice will be placed in your mailbox. Please come to the office during office hours to collect your package.

CASH ON DELIVERY (COD) PACKAGES: The Office cannot accept "Cash on Delivery" unless exact cash payment has been provided in advance. Deliveries without pre-payment will be turned away. Occasionally, customs and brokerage charges are applied to cross-border deliveries.

A NOTE ABOUT CAMPUS MAIL: All mail delivered by Canada Post is routed through UBC's mail system, and delivered to us by Campus Mail. Consequently, all postal mail will take on average 1-2 extra days to get to the College. In addition, email delivery notifications for parcels will also be incorrect; parcels are received and signed-for by Campus Mail, and delivery to us generally occurs on the next business day. Only packages sent via FedEx, UPS, DHL, and other couriers are directly delivered to the College.

YOUR NEW HOME

RESIDENT ACCOMMODATIONS: Residents are placed in one of three available accommodation types: Single Rooms, Single Room Splits, and Studio Rooms. Single Rooms share a washroom with another single room; Single Room Splits share a washroom and the common living space of a two-level suite; and Studio Rooms (reserved for Postdoctoral and Visiting Faculty, and couples) are self-contained with their own washrooms.

Each room is outfitted with a single bed (mattress, boxspring, and legs), bookcase, desk, armoire, two chairs, one desk lamp, and one floor lamp. *Standard furnishings should not be removed, and storage of them elsewhere at the College is not permitted.*



GRAHAM HOUSE

The main space on the ground floor of Graham House is divided into two reception rooms: the Piano Lounge and the Billiards Room.

These are the College's main hospitality areas, along with the Coach House and the Great Hall, and they are open to all members of the University or the public who have a legitimate reason to be at the College. Residents are welcome to use these spaces at any time they are not booked for events, but should be ready to make space for visitors (and to welcome them too!). Watch for signs in Graham House to indicate when spaces are reserved for external event bookings, or consult the weekly schedule posted in the Graham House foyer.

THE GREAT HALL: The Great Hall, where members of the College and the wider university and local community meet over dinner, is on the second floor of Graham House. At the entrance to the Great Hall is the College's Servery, where GCDS staff serve meals on regular dinner nights (Sunday to Thursday) to residents, other members, guests and the public. Residents of the College also use the Servery and Great Hall on meal plan mornings (Monday to Friday). Outside of meal times, the Great Hall is an ideal location for residents to study and chat. Desk lamps and extension cords are available for loan in the cupboards along the south wall.

PIANO LOUNGE AND BILLIARD ROOMS.

COURTESY COFFEE SERVICE: The Dining Society provides a daily courtesy coffee service with coffee and tea in the Piano Lounge to residents, staff, and visitors. The service is offered twice-daily Monday-Thursday at roughly 10am and 2pm, and once at 10am on Fridays. Coffee service is not available on statutory holidays. Please return any used mugs to the coffee service area immediately after use.

FIREPLACE: The Piano Lounge also contains a wood-burning fireplace. Fires should only be lit for organized events, where people

are guaranteed to be present and tend to the fire. The fire should never be left unattended. If you would like to light a fire please notify the Event and Programming Coordinator in the Office in advance. There are residents assigned to fire-lighting duty. Ask gc.events@ubc.ca who they are, and ask them to assist you when preparing a fire.

FURNITURE: If you re-arrange furniture for any reason (study groups, theatricals, knitting circles) please return the furniture to its original position. Please lift all furniture to move it, as the floors are easily damaged.



PIANO: The Piano Lounge houses a grand piano. Residents are encouraged to use this piano. Please respect those around you, and refrain from practicing if events are going on in the adjacent rooms. Check the event listings in the Graham House foyer. Re-cover the

piano when you are finished playing and keep the nearby windows closed so that cold drafts do not put the piano out of tune.

In recent years, the Piano has suffered abuse resulting in broken piano strings and spill damage. The piano is a public good, but we ask that members treat it respectfully. Please refrain from eating or drinking near the piano, be mindful of your hand cleanliness when playing (periodically clean the keys), and be gentle with it when playing.

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GROUNDS AND GARDENS

The College's gardens are one of its glories, offering some of the best views on campus. Lay out a blanket for some reading on the lawn, stretch out on one of the many benches shaded in garden corners, or stroll by the vegetable garden (maintained by the Sustainability Committee and the Green College Dining Society Staff). The upper lawn is also a natural place for pick-up games of soccer, cricket, or Frisbee.

In nice weather, you may be tempted to take your meal out on the patio. Residents often use this area as a comfortable workspace out in nature, plugged into their laptops while enjoying the fresh air. In the evening, you'll find this the best spot to take in some incredible sunsets.

The trellised Rose Garden to the east of Graham House offers a place of peaceful retreat and welcome shade on hotter days. The nearby woodshed (named in honour of a former bursar of the College) contains fuel for the fireplaces in Graham House and the

Coach House. Certain residents are designated woodmen/women, responsible for keeping a good supply of split logs and kindling.



MEALS

Much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College, Visiting Scholars, guests from elsewhere in the University, and members of the public.

The meal plan is compulsory for residents, who automatically become members of the Green College Dining Society (GCDS). Residents dine together at five dinners and five breakfasts each week. There is no “opt out” possible from participating in the meal plan, though the GCDS does have ways of reducing the fees.

For more detailed information about the GCDS, including governance, fees, and support please see the Understanding the Green College Dining Society section of this document. Additional information is also available online on the College’s website.

BREAKFAST: 7:30 to 9:30am, Monday through Friday.

DINNER: 6:15 to 7:30pm, Sunday through Thursday.

HOLIDAY CLOSURES: The kitchen operates for 50 weeks of the year, including most statutory holidays. The kitchen only closes for the last two weeks of December.

OTHER MEALS

GRAHAM HOUSE COFFEE AND SNACKS: Pop, juice, candy, and snacks are available for purchase from the vending machines located in the basement of Graham House.

PREPARING YOUR OWN MEALS: The Common Kitchen is a community space shared by all residents. It is there for preparing meals and hosting small gatherings outside of the served meal times on weekends and throughout the week. Coordinating use of the Common Kitchen, the Common Kitchen committee helps coordinate use of the space, to keep it safe and hygienic. *All those who use the Common Kitchen are responsible for its upkeep.* Please clean up any mess made while using the kitchen. Rules are posted in the Common Kitchen, as well as contact details for the Common Kitchen Committee.

Guidelines for using the Common Kitchen are:

- The fridges are cleaned out on a regular basis, so label your food with your name to avoid having it thrown out.
- Please do not remove dishes or utensils.
- You may leave food on the main table for people to enjoy.
- There is a “common” food cupboard where you may put food items for everyone to use.

COMMON KITCHEN COMMITTEE: The kitchen is a shared resource for 100 residents. To keep the space organized and hygienic, the space is coordinated by the resident-led Common Kitchen Committee. The Committee problem-solves and communicates with residents on any challenges or concerns with the space. It coordinates kitchen duty rosters for scheduled chores, laundries and provides clean towels, and monitors and reports on the functioning

of appliances, cutlery, and crockery. This Committee also collects money to help keep the kitchen stocked with basic, shared foodstuffs. A kitchen duty shift may include taking recycling, compost, and garbage to the dumpster area, cleaning appliances, and wiping down counters. As a community space and responsibility, everyone is responsible to help keep it safe, clean and useable. Just cleaning up after yourself when you use the space is not enough.

PAYING YOUR FEES

More information about your fees while at the College is in your Residence Contract (rent) and on the Green College website (meal plan).

RENT: Rent fees are due by the first business day of every month. Rent fees are paid directly to Student Housing and Hospitality Services (SHHS). A schedule of current monthly residence fees can be found at <http://vancouver.housing.ubc.ca/applications/fees-payments/green-college/>.

SHHS accepts and prefers rent payments by credit card (VISA or Mastercard) online at secure.housing.ubc.ca. In-person payments by cheque, direct debit, credit card (VISA or Mastercard) or Canadian money order can be made at the SHHS main office located on-campus at 2205, Lower Mall, Building 6. The Green College Office is happy to answer any questions, though you may be referred to SHHS. For more information about rent, refer to section three of your Residence Contract.

LATE RENT PAYMENTS: Late rent payments are subject to late fees. Unpaid rent is a breach of contract and may result in eviction. See your residence contract

MEAL PLAN: Like rent, Green College Dining Society meal plan fees are due by the first business day of every month. These fees are compulsory for all members of the College and their partners. Fees are paid directly to the Green College Dining Society.

A schedule of current meal plan fees can be found at www.greencollege.ubc.ca/fees.

Meal fee payments can be made by cheque, bank draft, or money order payable to “Green College Dining Society” and dropped in the deposit box located in the Great Hall near the utensils. Cash is not accepted. Online payment (direct banking, bank-to-bank transactions only) is possible via TelPay. A GCDS Payment Primer guide can also be found at www.greencollege.ubc.ca/fees.

LATE MEAL PLAN PAYMENTS: Late meal plan payments are subject to late fees. Unpaid meal fees are also a breach of contract and may result in eviction.

D. GETTING AROUND

MAPS: UBC has a selection of searchable online maps, pdfs, and an iPhone/iPad app for wayfinding around campus. For more, please visit <http://www.maps.ubc.ca/PROD/index.php>

PARKING: There is no parking directly on College grounds, however there is a temporary Loading Zone at the College entrance. These stalls are not managed by the College. They are managed and enforced by UBC Parking, so be sure not to linger for too long in case of a ticket or tow!

Residents can purchase parking passes through UBC Parking for lots that are close to the College. The Parking and Access Control Services Office is at: 6200 University Boulevard (near the bookstore). The Parking and Key Desk phone number is 604-822-6786. You can access the Parking website at www.parking.ubc.ca.

Visitors are advised to purchase parking at daily and hourly rates at either the Rose Garden Parkade or the "E" lot at the end of Cecil Green Park Road.

Depending on the lot, you may require a "letter of residency" for Parking and Access Control Services. We can provide that. Please contact the Membership and Accommodations Coordinator at gc.membership@ubc.ca or visit the College Office.

PUBLIC TRANSPORTATION: Translink is the public transportation provider for the Metro Vancouver area, operating buses to and from the UBC campus, and Skytrain and Seabus services elsewhere in the Lower Mainland. Buses to and from UBC operate out of the UBC Bus Loop just east of the Student Union Building (SUB).

COMPASS CARD: Transit can be expensive. Your student fees pay for a discounted monthly transit pass. For more information on how to obtain a U-Pass, please visit <http://planning.ubc.ca/vancouver/transportation-planning/u-pass-compass-card>

For guests and non-student residents, information on transit fares and bus routes can be found on the Translink website at www.translink.ca or call 604-953-3333. Buses take exact change only.

TAXIS: There are several taxi companies operating in the Metro Vancouver area. Companies that are familiar with the UBC area and Green College are Black Top Cabs (604-731-1111) and Yellow Cabs (604-681-1111). A one-way taxi ride to the airport or downtown from UBC costs about \$40.

BIKES ON-CAMPUS, ON-DEMAND

Green College residents have access to a set of four professionally refurbished, single-speed bicycles and an assortment of functional, multi-gear bikes. Bikes are located at a single, rain-protected station where users can reserve a bike a week in advance and report the anticipated duration of their usage. The bike station (located beside the western stair tower attached to Building A North) is designed to be a visible reminder of the sustainability issues we collectively face with regards to our energy resources.

For more information, please see the Green College website for the current Sustainability ("Green") Committee chair.

SHOPS AND SERVICES

GROCERIES: There is a small grocery store in the University Marketplace ("The Village", on University Boulevard), and a large Save-On Foods near 16th Ave and Westbrook Mall. A BC Liquor Store is in Westbrook Place. Close to UBC, Safeway at 10th and Sasamat is a short bus ride away.

PHARMACIES: On University Boulevard there is a pharmacy (Rexall) in the Village, and a Shoppers Drug Mart in the Strangway Building. Safeway and Save-on- Foods also have pharmacies in them.

HARDWARE STORES: For purchasing home necessities like light bulbs and hardware supplies, the dollar store in the Village has many items, as do stores around the 10th and Sasamat area.

RESTAURANTS AND CAFES: A variety of restaurants and food courts are available on campus, mostly concentrated in the Student Union Building and the Village, but in other locations as well (see the UBC Food Services website at www.food.ubc.ca). More restaurant options are available a short bus ride away in the nearby Point Grey and Kitsilano neighbourhoods.

LIBRARIES: The UBC Library (www.library.ubc.ca/welcome.html) has many locations and specialized branches on campus. The main libraries are the Walter C. Koerner Library and the Irving K. Barber Learning Centre. Library locations also have public internet and computer workstations.

SPORTS AND RECREATION: If you're interested in heading to the gym or pool for a workout, taking a dance or yoga class, or joining a sports league, see the UBC REC website at www.rec.ubc.ca.

ATTRACTIONS: Several attractions are located within a few minutes walking distance of Green College: the Chan Centre for the Performing Arts; the Museum of Anthropology; the Frederic Wood Theatre; and the Morris and Helen Belkin Art Gallery. Also close by are the Nitobe Memorial Garden and the UBC Botanical Garden.

Some UBC attractions offer free admission for registered UBC students. For more information, see www.attractions.ubc.ca.

HIKING TRAILS: Pacific Spirit Regional Park is the forested area surrounding the UBC campus, with Green College right at the doorstep of many of the best park trails leading down to popular beaches. For a map of hiking and cycling trails, see the Metro Vancouver website at www.metrovancouver.org/about/maps/Maps/Pacificspiritmap.pdf.



E. GETTING CONNECTED

PHONES: The Graham House foyer has a payphone that may be used until your own phone has been set up.

Most residents opt for a cellphone in lieu of a landline phone. There are several cellphone providers on or near campus. The UBC Bookstore sells phones, and there are some retailers in the AMS NEST and at the Village.

For landlines, contact TELUS at 604-310-2255, or online at www.telus.com. Installation is approx. \$80, with a basic monthly fee of approx. \$30.

Note: It is sometimes necessary for TELUS to access your room. If this is a requirement and you would like the office to give TELUS access in your absence, leave a signed note of authorization to this effect with the Office.

Long-distance phone cards are often a cheaper alternative to phone company plans. You can purchase phone cards at the University Pharmacy in the Village, or in the Student Union Building (SUB).

INTERNET ACCESS: To gain internet access you will require a CAT5 Ethernet cable to connect your computer to the wall socket. One socket is for the internet, the other is for a phone. *There is no wireless internet in residential rooms* so you must provide your own router for wireless internet.

Once you have internet access you can begin setting up your online accounts, which will keep you connected to the University community.

WIRELESS INTERNET: Please note that none of the residential rooms at the College have wireless internet. Wireless internet is available in Graham House. You may want to purchase a wireless router.

CABLE TV: Your room is wired for Cable TV, and cable is free. However, you will need to contact Shaw Cable to set up an account and obtain a digital box. You can get a complimentary digital box from a Shaw retail location or by calling them directly at 1-866-481-0643. You will then need to activate your account (<https://activations.shaw.ca/>).

CAMPUS WIDE LOGIN (CWL): CWL allows you to register for classes, renew library books online, see your grades and class schedules, pay tuition and housing fees, etc. Go to the Student Services Centre website <http://students.ubc.ca/ssc> and log in using your student number as the login and your birthdate (YYMMDD) as your password.

UBC EMAIL ACCOUNTS: UBC IT Services provides all students with an email address. For instructions on setting up a new UBC email, email aliasing, and/or forwarding see <https://it.ubc.ca/services/email-voice-internet/student-alumni-email-service>.

UPDATING YOUR INFORMATION: As you settle-in at the College, your contact information will probably change. Please remember to update your contact details with UBC Student Services and the Green College Office with your new email addresses, phone numbers, etc.

GREEN COLLEGE WEBSITE

The Green College website www.greencollege.ubc.ca has a wealth of information for Resident Members on how membership works, who makes up our community, and a busy events calendar of lectures, literary readings and performances hosted at the College free of charge to residents and the public. There is additional practical information to help you prepare for life at the College and settle in once you arrive. The College website also has information on the Green College Dining Society, including a weekly updated menu.

TWITTER, FACEBOOK, AND YOUTUBE: We're connected to social media! Find us at:

- **Twitter:** twitter.com/GreenCollegeUBC
- **Facebook:** www.facebook.com/UBCGreenCollege
- **Youtube:** www.youtube.com/user/GreenCollegeUBC

EMAIL LISTSERVS AND NEWSLETTERS

LISTSERVS: There are two main listservs at the College, for sending and sharing information among members.

- **GC-Residents** (gc-residents@lists.ubc.ca): "GC-Residents" is the most important and mandatory formal resident listserv of the College, connecting only current residents, Office and GCDS staff. Important broadcast emails from the office and resident committees will be sent on this list. You will be automatically added to "gc-residents" prior to your arrival at the College. The list is open-posting, so please feel free to post your College-related news and announcements to the list. To update the email address subscribed, please contact gc.membership@ubc.ca. Once you leave the

College, you have the option of joining two listservs for Society Members: one discussion-based list, and the other for only occasional announcements.

- **Green-Chat** (green-chat@lists.ubc.ca): This is a closed mailing list available only to current residents and Society Members who are former residents. The list is for informal discussion; it is not seen by office staff or by the Principal. Spontaneous requests, offers, and conversation around issues are appropriate subjects on the list. To subscribe to green-chat, send an email to listserv@lists.ubc.ca with "subscribe green-chat" in the body of the email.

E-NEWSLETTERS: You are added to the College's resident e-newsletter lists as soon as you arrive. It is advised to remain subscribed to stay informed on important news and events.

- **Weekly Bulletin:** A newsletter that is distributed every Wednesday, with news and announcements for residents. This list is mandatory – please see our Membership and Accommodations Coordinator to update your email address.
- **The Green List:** A weekly e-newsletter, sent every Thursday of the academic year, featuring upcoming events for the next two weeks. You can subscribe to this newsletter from the College's website with the College's lecture listings.

F. UNDERSTANDING MEMBERSHIP

MEMBERSHIP TERM

When admission offers for Green College are sent, they include a fixed “Resident Membership Term” that defines the limit of the stay.

The College’s policy allows residents to stay in accommodation at Green College for a maximum of two years (rounded to the nearest September/contract start) for Master’s degree students, three years for JD and up to four years for doctoral degree students. The maximum period of residence for Postdoctoral Scholars is two years, and for Visiting Academics one year. Visiting artists are limited to four months. Applications to reside at the College for less than an academic term (i.e. four months) will not be considered for membership.

Master’s students who transfer into a doctoral program at UBC, or who advance directly from a master’s to a doctoral program, may extend their period of residence by up to two years provided they notify the College Office at least two months before the end of their original contract. The College will require documentation from your department indicating this change. No graduate student may be a resident of the College for more than four years in total.

Please ensure you contact the Membership and Accommodations Coordinator if you change your program or degree.

THE RESIDENCE CONTRACT

Upon accepting resident membership at Green College, residents are issued a residence contract that outlines the terms and conditions of their residency. By signing, you agree to abide by the terms and conditions set out in the contract.

Contracts for residence at Green College are offered and renewed annually, for the period from September 1 to August 24. In all such cases, the end date of the contract will be August 24, unless a contract is renewed, in which case residents remain at the College for the last week of August and into the new contract year. For details of the process for terminating a contract early, including possible penalties, see the resident contract at: www.housing.ubc.ca/residence-contracts.

ABSENCE FROM THE COLLEGE FOR ACADEMIC REASONS

To help support you and your academic pursuits, Green College has a special program that will partially cover your rent fees. Residents who need to spend time away from the College for *academic/professional purposes* (e.g., fieldwork, visiting archives, internship, exchange program, attendance at an institute) may apply to the Principal for rent-relief for the period of their absence. Funding available for rent-relief is very limited and only a few requests can be accommodated each year.

Announcements will be sent by the office in advance of each of the fixed application periods (once per term). If you wish to apply for rent-relief for an absence from the College for academic reasons, contact gc.membership@ubc.ca.

Note that while away from the College you are still required to pay your membership to the Green College Dining Society.

G. UNDERSTANDING THE GREEN COLLEGE DINING SOCIETY

PURPOSE

In the Green College Dining Society's (GCDS) constitution, its purpose is "to oversee a food plan for the provision of meals to members of Green College." However, much of College life revolves around dinner in the Great Hall. This is how residents become acquainted with each other and stay connected, and how they get to know other members of the College, Visiting Scholars, and guests from elsewhere in the University. Members of the public are also invited to purchase dinner tickets and attend our meals with us. Dining at the College with your fellow members is an integral part of College life, and most of the College is shaped around this activity.

In addition to the work involved in running the meal plan, the GCDS provides catering services to Green College and UBC, and provides valuable experience to residents on the running of a non-profit organization. It's one more vital place where residents can influence and shape their community.

ORGANIZATION

The GCDS annually elects members to its executive, where the executive guides the operation with high-level (policy) decisions and provides a pivotal feedback link between the residents and the operation run by the Executive Chef. Elections are held every fall at the annual general meeting, usually in October/November. Unelected members via the Steering Committee may also serve and vote with the executive. All members, however, are encouraged to attend the open semi-monthly meetings and get involved. The

GCDS (and your meal plan) can't run without volunteers on the board.

The Executive Chef manages the kitchen operation including budgeting and execution of the board's directives. They advise the board on any issues that arise, and on the overall health of the society.

Both the GCDS and Green College share the same people, where members of Green College also become members of the GCDS. They also share the same goals of providing an excellent environment for its members, and as such have a very close relationship. While legally independent, practically-speaking all matters of the GCDS are of consequence and interest to Green College.

STEERING COMMITTEE: As a member of the society, you can attend any of the board meetings. However, if you wish to vote on matters discussed at the meeting, you need to become a member of the Steering Committee. To do so, you must attend three consecutive meetings and will automatically become part of the committee. You can resign from the position at any time, and will be automatically removed from it after missing (unexcused) three consecutive meetings. The Steering Committee is an important part of participation for the GCDS, to see and be involved in dining matters without needing election, and to see yourself whether you'd like to run for office.

RESIDENT MEAL PLAN

The membership-based meal plan is compulsory for residents. Resident Members automatically become members of the Green College Dining Society (GCDS). Your monthly membership fee

("meal plan") provides five dinners and five breakfasts each week. Meals are served year-round, even if the meal falls on a statutory holiday. The kitchen only closes for two weeks in December during the holiday season; residents are notified in advance of the specific closure dates.

Your membership fee helps keep the GCDS kitchen operating for everyone, paying for equipment and other business overheads, and provides living wages for kitchen staff to serve and support you while you and other Resident Members focus on your studies.

BREAKFAST: Breakfast is served from 7:30 to 9:30am, Monday through Friday. Breakfast consists of a choice of cereals, bread to toast and spreads, baked goods, hard-boiled eggs, fresh fruit, juice, coffee, tea and dairy and non-dairy milk. "Hot" breakfasts are also served such as omelettes, pancakes, etc..

DINNER: Dinner is served from 6:15 to 7:30pm, Sunday through Thursday. Dinner includes a salad bar, bread/rolls, a main entrée (with vegetarian and non-vegetarian options), dessert or fruit, and beverages. Alcohol is available for purchase.

PORTIONING: Each meal prepared by the GCDS has been carefully considered and portioned by the kitchen staff, for the intended meal only (i.e. breakfast or dinner), to minimize food waste and consequent additional costs. Extra portions and substitutions are not permitted and are discouraged for that reason, as are extra-helpings ("leftovers"). As a non-profit organization, the GCDS actively works to minimize costs and waste to keep meal plan prices (and increases) small. Please do not take more than your share.

OUTSIDE FOOD CONTAINERS: The GCDS cannot serve food on dishes it did not sanitize, and therefore cannot serve food into personal containers.

POLICIES: The GCDS maintains a set of policies online on the Green College website (Green College Dining Society section).

DINING OUTSIDE THE GREAT HALL: Some residents choose to take their meal trays and meal out of the Great Hall to eat elsewhere in Graham House or on our beautiful patios. Please be mindful that this is a privilege that can be revoked if not respected.

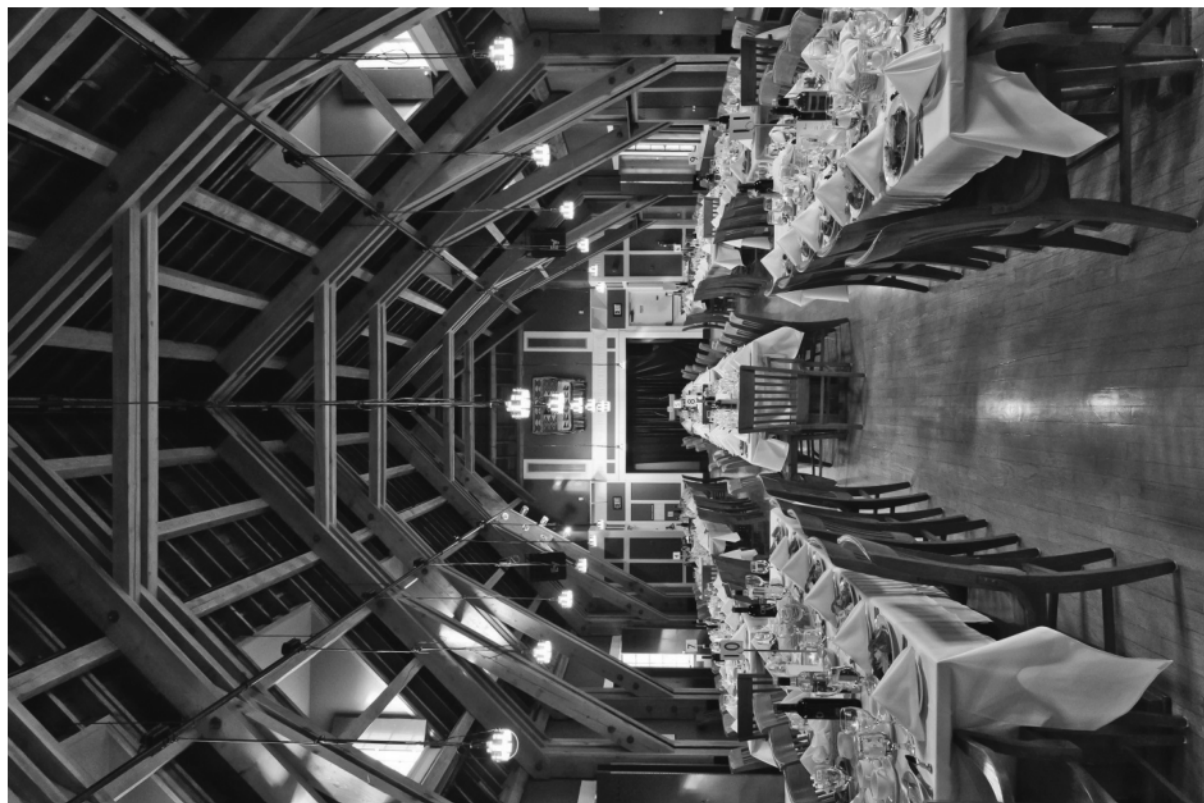
Residents are responsible for returning all dishes, cutlery, glasses, and trays to the Dining Hall. Each year the Dining Society struggles with dish shortages either from dishes caught "in circulation" that should have been returned, theft, and/or breakage. Replacement costs are passed on through increases in the monthly meal plan fees. Second, Green College uses Graham House as a rentable space for other functions and units on campus. The only food custodial staff ought to be cleaning up is off the tables in the Great Hall.

FLEXIBLE FOOD OPTIONS

VEGETARIAN, MEAT, OR OMNIVORE PLAN: Residents elect to receive either meat entrées, vegetarian entrées or a combination referred to as the omnivore plan for dinner. *The omnivore plan is for residents who elect to eat less meat, not to choose what is wanted at the serving counter.* Those on the omnivore plan alternate each day in a fixed pattern between the meat or vegetarian entrée. This is because food for the meals is purchased, prepared, and portioned in advance each day. Residents may switch plans *once per month* if they provide the kitchen with advance notice.

DIETARY RESTRICTIONS: If you have any, speak to the GCDS Executive Chef. The Green College Dining Society has limited capacity to meet special dietary requirements. Medically-supported restrictions and allergies can generally be accommodated. Note that special dietary requirements are not the same as dietary preferences.

BAGGED BREAKFAST: If you are unable to attend breakfast early in the morning, a bagged breakfast is an option. Bagged breakfasts are available for whole weeks only (i.e., five breakfasts, from Monday through Friday), or on the same day of the week provided it is missed on a regular and consistent basis (i.e., at least three consecutive weeks, for instance three consecutive Tuesdays). To apply for a bagged breakfast, complete the form available on the clipboard in the Office foyer and return it to the office by noon of the Friday before the first breakfast to be missed. Your breakfast will be available for pick up at dinner the night before and includes a baked good, a piece of fruit, and juice. The bagged breakfast counts as your only breakfast for the day for which it was provided; if for some reason you've arranged for a bagged breakfast but are able to



attend breakfast, please do not take food other than that which was provided in the bagged breakfast.

BOXED DINNER: Dining together is a central focus of the Green College community and all resident members are expected to participate in the dinner in the Dining Hall. *Not attending is highly discouraged.* However, if you are unable to attend a dinner for academic reasons, you may request that the kitchen set aside your meal. There is a small deposit required for each meal box you wish to use. See the meal box policy document for details, located on the Green College website (Green College Dining Society section).

MEAL BOXES: With your deposit, a specific (numbered) meal box is assigned to you. In order to receive consecutive meal boxes, your box must be returned promptly in order to sanitize it for the next service. Putting a deposit on two boxes might alleviate any timing issues if consecutive requests are expected.

BOXED DINNER MEAL TICKET SUBSTITUTION: On the occasional evening, when a resident is unable to attend dinner or consume a boxed dinner, they may request a single dinner ticket *once per month*. You can then use that dinner ticket for guest you'd like to bring to dinner (see section below on guests). The tickets are issued to your mail box within a week or two of your request. Tickets must be presented at the Serving counter. Reservations for guests must be made by noon on a business day before the evening they wish to dine by calling the kitchen at 604-822-0912.

MEMBERSHIP FEE REDUCTION: GCDS is a membership-based plan, and all members share both the benefits and burdens. The fixed costs of operating the GCDS are the same whether meals are provided to 70 or 100 residents, but the revenues received are vastly different. This is why participation in the meal plan is a

fundamental part of living at Green College and is made mandatory for all residents and guests. In short, the viability of the GCDS runs on a thin margin. As such, there is no "opt out" from the plan, however the GCDS has designed the Membership Fee Reduction program to help reduce the costs when away (formerly known as "meal maintenance").

The Membership Fee Reduction program allows residents to temporarily reduce the monthly meal plan fees for absences from the College. If you plan to be away from the College for more than 7 consecutive days (1 week) or more within a given calendar month, you may apply for a reduction. These fee reductions are based on the fixed costs of the GCDS; approximately half of your monthly meal plan fee goes towards those costs.

Application forms and further details are available in the Green College Office foyer.

The Membership Fee Reduction program is carefully created to avoid incurring additional taxes for members or add costly administration. The program requires 7 consecutive days because any 7-day period will always include the exact same number of meals. The program requires the days to be within a calendar month to preserve the tax exemption for all (student) Resident Members.

MEALS FOR GUESTS

BREAKFAST: Guests are welcome at breakfast if a ticket has been purchased. Breakfast tickets cost \$6.00 each, and are available for purchase from the Green College Office in advance, or cash may be used for walk-in tickets. Please leave the ticket or cash in the jar at the Servery entrance.

DINNER: Guests are also welcome at dinner, requiring either a reserved ticket in advance (\$16 for students / \$20 regular price) or cash only at the door. You may purchase tickets at the College Office. At the meal, please give the ticket to the server at the food counter. To be guaranteed a spot, please be certain to make reservations for your guest(s) by noon of the business day preceding the dinner to be attended (call the GCDS Kitchen at 604-822-0912). For Sunday and Monday nights, reservations must be made by noon on Friday. This ensures that there is enough food for all, and also minimizes food wastage which helps to keep meal prices low.

LIQUOR-SERVING RESPONSIBILITIES

The Dining Society holds a liquor licence, which permits serving alcohol with food in most of the public areas of Green College (i.e., most of Graham House, the patios, etc. For your direct benefit, a variety of wines, beers and ciders are available for purchase and consumption in the dining hall during dinners. For the health of the Dining Society, this licence is an important part of the GCDS's catering business.

UNLICENSED AREAS: The following areas are not covered by the licence: Green Commons, Coach House, the Common Kitchen, and residence rooms. Members may consume your own alcohol in these areas.

LIQUOR LICENSE RULES: Under the terms of the liquor licence, the Dining Society is solely responsible for the purchase, sale, and serving of alcohol in licensed areas. Contravention of the liquor licence can result in significant fines (up to \$10,000) and/or loss of the liquor licence, either of which would jeopardize the Dining Society's existence. Therefore, the following points must be observed:

- It is unlawful to bring your own alcohol into the licensed areas for consumption; since all of Graham House is a licensed area, consuming your own alcohol in these spaces is forbidden unless a license suspension request was made for an event.
- It is unlawful to take alcohol purchased from the Dining Society outside the licensed areas.
- Alcohol served in a licensed area (even for events organized by residents) must be purchased from the Dining Society and served to participants by the Dining Society.
- The Dining Society is responsible for ensuring no guest is over-served alcohol.

H. GETTING INVOLVED

Green College depends on volunteers to actively participate in the community. The College's community is lively and rewarding *because* it has so many members contributing. There are dozens of ways for members to get involved, and each year help shape the College's present and future direction.

STANDING COMMITTEES

The Standing Committees are the primary decision-making bodies for the College. They are advisory to and normally chaired by the Principal. There are four places on each committee for Resident Members, who are chosen by ballot; the other four places are filled by Faculty Members of the College. A resident may serve on no more than one committee in a given academic year and, having served on a particular committee, will not normally be eligible to serve on the same committee again. (This limitation is to ensure that experience of the College's working mechanisms is spread widely, and that the College can benefit from a wide array of resident experience.)

Balloting for the Standing Committees occurs in late September each year and the Committees remain in place for a year. The Standing Committees of the College are:

ACADEMIC COMMITTEE: The Academic Committee is responsible for the College's interdisciplinary academic programming, including the appointments of the Cecil H. and Ida Green Visiting Professors.

MEMBERSHIP COMMITTEE: The Membership Committee is responsible for evaluating applications for resident membership and for selecting Resident Members. The committee meets monthly,

with the main business of the year falling between March and July. Members of this committee should therefore have availability to review files in the spring and summer period, at least by e-mail if temporarily away.

MEDIA AND COMMUNICATIONS COMMITTEE: The Media and Communications Committee helps to plan and coordinate both external publicity and publication initiatives and internal communication channels for the College. The committee meets as necessary, usually twice per year.

RESIDENT COMMITTEES

Green College is home to many informal resident groups and committees, some of them relatively stable, others changing with the years and the interests of residents. They represent the "output" of the College's changing yet vibrant community, organized with specific mandates and reporting to the Assistant Principal. Committees form based on interest, and in recent years have formed in the summer months.

ARTS COMMITTEE: The Arts Committee provides a variety of ways for people to experience and appreciate arts at the College, such as talks, musical performances, creative activities, and exhibits. The Arts Committee has a history of producing "Coffee House" events to showcase member talent.

SUSTAINABILITY "GREEN" COMMITTEE: The Sustainability Committee increases environmental awareness among Green College residents and leads initiatives to decrease the environmental impact of residents. This committee also shares and coordinates community garden space on grounds with the Green College Dining Society.

OUTREACH COMMITTEE: The Outreach Committee is dedicated to helping the local and global community by arranging volunteer opportunities, raising awareness of social concerns, and initiating fundraising events. The committee also clears and donates items that accumulate in the common Laundry area.

READING ROOM COMMITTEE: The Reading Room Committee acquires and catalogues reading materials for the Reading Room in Graham House, and is responsible for keeping the collection in order. Each year, the committee surveys residents to determine which publications to subscribe to.

SOCIAL COMMITTEE: The Social Committee organizes social events at the College, such as pub nights and seasonal parties. It also assists with the programming of major annual social events, including the Welcome Dinner, Winter Gala, and Spring Gala. Under this committee, smaller groups have formed such as College Vert (promoting French-themed dinners and films, and conversational French).

SPORTS COMMITTEE: The Sports Committee strives to provide members of the College with a variety of sporting opportunities, both recreational and organized, for individuals and teams. In addition to planning sports events at the College, the committee promotes participation in external competitions such as UBC's Legacy Games and the Vancouver Sun Run. It also provides an extensive collection of sporting equipment and games to borrow, including a pair of nets that can be used for soccer and hockey.

GREEN COLLEGE PLAYERS: The Green College Players is the College's theatrical company that mounts one show each year. The show is acted, directed, produced and designed by members of Green College, and well attended by the wider UBC community.



For several years now, the production has been classically inclined: three years ago, *The Importance of Being Earnest* lit up our makeshift stage, and this past year *A Midsummer Night's Dream* captured the hearts of the company and audience alike. Last year they performed *Life is a Dream* by Pedro Calderón de la Barca

WELLNESS COMMITTEE: The Wellness Committee is an internally-focused group dedicated to promoting the health and well-being of Resident Members through resident-focused campaigns, events and workshops. Emotional and physical health can be easily overlooked in the social pressures of a community-based environment.

INTERCOLLEGIATE AFFAIRS COMMITTEE: This ongoing committee was struck to encourage intercollegiate activities with St. John's College. This committee is tasked with organizing the annual events around the exciting Wreck-Tower Cup.

SPECIAL PURPOSE COMMITTEES

The College's Special Purpose Committees function as the domestic workhorses for the College, and report to the Assistant Principal. Their mandates are defined like Resident Committees, however they oversee and share a different kind of responsibility – they are concerned with the well-being of the College and community.

HEALTH AND SAFETY COMMITTEE: The Health and Safety Committee's core duties are to update the fire and safety plans of the College, assign floor/fire wardens in each building, conduct the fire drill, and work on additional health and safety improvements as needed.

COMMON KITCHEN COMMITTEE: The Common Kitchen Committee is a task-force of resident volunteers who help coordinate the use of the Common Kitchen as a safe and hygienic shared space. They organize the inventory and labour (chores) in maintaining the kitchen, while providing a venue for suggestions of improvements and concerns.

WELCOME COMMITTEE: The Welcome Committee is a task-force of resident volunteers who help coordinate and execute the “Welcome” activities each summer for September. These activities are comprised of fun events to seed the College's community spirit.

GREEN LANTERN SELECTION COMMITTEE: Each summer, members volunteer to participate in the search and selection of next year's Green Lanterns. Green Lanterns are the College's independent peer-level leaders who lend support to residents in need. The committee is formed spring/early summer, with the call for nominations, interviewing, and selection all determined by August. The committee provides an excellent opportunity for members to

experience a candidate selection and interview process. Without this committee, an important community support isn't possible.

RESIDENTS' COUNCIL

The Residents' Council is a coordinating committee consisting of the Chair of the Social Committee, the President of the Green College Dining Society, and one Resident Member from each of the College Standing Committees (Academic, Membership, Media and Communications) chosen by the resident caucuses of those committees. If there is no Postdoctoral Scholar among these ex officio appointees, a postdoctoral resident will be added to the Council, chosen by the Postdoctoral Scholars. The Council may also co-opt additional members-at-large, as it sees fit. The Council appoints its own Chair or Co-Chairs. Its role is to assist with communications between the various group-activities of residents and between resident groups and the Green College Office, with respect to any and all matters of actual or potential concern to residents and the Principal.

OTHER VOLUNTEER ROLES

Woodsmen/Axemen – keepers of the College axe, responsible for chopping and supplying the wood used in the College's fireplaces.

Firestarters – authorized and trained residents permitted to light fires in the College's fireplaces.

Floor Wardens – part of the College's fire safety plan, these residents are responsible for ushering residents to the emergency meeting area in the event of an emergency. They also have an eye for safety hazards around the College, and report them to the office for correction.



EMPLOYMENT OPPORTUNITIES

Occasionally Green College and/or the GCDS seek employees. Typical jobs include Event Assistants that help with event set-up and take-down; Lock-Out Attendants; kitchen help, and servers for catered events. You will be notified when and as positions become available. To be eligible, you must have a Canadian Social Insurance Number (SIN). Postdoctoral Scholars are not eligible for student positions.

PROGRAMMING

The academic, cultural, and artistic programs of Green College are not subject to the requirements of any existing university department or program and do not, as a rule, provide credit towards degrees or other formal qualifications. Rather, the College's programs are meant to provide a congenial setting in which individuals with different kinds of disciplinary and professional

expertise can meet. Thus the College exists to facilitate breakthrough moments of interdisciplinary encounter, and to transmit their excitement to a wider community.

INTERDISCIPLINARY LECTURE SERIES

Green College hosts a number of lecture series that are open without charge to College members, the UBC community, and the general public. These series are presented by the College in collaboration with faculty members, postdoctoral fellows and graduate students from UBC departments and programs, who act as convenors and coordinate themes and speakers. Interdisciplinary events typically take place at the College either before or after dinner. These timings "outside typical classroom and business hours" are in keeping with the extracurricular nature of the College's academic programming and are intended to make it easy for those who attend the talks to join the presenters and College residents for dinner.

RESIDENT MEMBERS' SERIES

Every week of the main academic session (September to April), the College hosts the Resident Members' Series as part of its publicly advertised academic programming. This series, which takes place at 8 p.m. on Mondays after dinner, is organized by a resident convenor to give Resident Members of the College the opportunity to share their research and interests with each other and with a public audience. Those interested in giving presentations in this series, either individually or in group-panels, are invited to consult the convenor.

One especially passionate and adventurous resident whose member series presentation really challenges the boundaries between disciplines will be awarded the *Green College Interdisciplinary Scholar*

Distinction. This scholar draws from multiple disciplines equally, for the purpose of viewing a subject through a rich and diverse lens. The impact of this scholar's work is the synthesis of multiple, seemingly separate perspectives, in the achievement of a holistic view accessible to scholars across disciplines. This individual demonstrates facility with different academic vocabularies and methods, and s/he proves capable of translating these tools into publicly accessible language. In this way, this scholar fosters conversation across disciplines, embodying the virtues of intellectual audacity, personal creativity, and community integrity, which Green College so deeply cherishes.

CECIL H. AND IDA GREEN VISITING PROFESSORSHIP SERIES

The goals of the CIGVP Program are to enhance the intellectual environment of Green College and to provide opportunities for UBC students and faculty and interested members of the public to interact with outstanding scholars and intellectuals from outside the Province of British Columbia. Green Visiting Professors usually stay at Green College and give a series of presentations in different venues and for a variety of audiences over a period of a week or so. As a rule, they are selected and invited by the College's Academic Committee, on the basis of nominations received from the campus community.

RICHARD V. ERICSON LECTURE

This annual lecture is named after the College's founding Principal Richard V. Ericson (1948-2007), whose many acclaimed publications spanned police work, crime reporting, risk and regulation, insurance and governance, and the sociology of knowledge. Principal Ericson was especially proud of his role in the creation of Green College at UBC as a unique combination of residential academic community and public venue for non-curricular, interdisciplinary inquiry. Each

year's Ericson Lecturer is a person of national or international reputation who is invited to speak on a topic of broad, interdisciplinary and public interest.



FIRESIDE CHATS

A special tradition of the College is the “fireside” chat with a distinguished visitor who also may be giving a public lecture at the College or elsewhere on campus, and who sits down after dinner to talk informally with residents and their guests, usually in the Piano Lounge around 8 pm. Look out for these occasional events in the Event Calendar, on the [gc-residents listserv](#), or listen out for them when they are announced in the Great Hall.

FINDING OUT WHAT’S GOING ON

Every week, a list of booked events is posted inside the Graham House Foyer. This will give you a better idea of what spaces are being used that week, and when the spaces are in use. Additionally, our display cases in the breezeway leading to Graham House list the lectures, both in calendar format and as individual posters. Additionally, this academic programming is all kept online on the Green College website under the Event Calendar.

PUTTING ON AN ACADEMIC EVENT

Residents are allowed to use College facilities for their own reading, study and enjoyment. Use of these spaces for a group meeting or event at a specified time need to be requested through the Chair of one of the Resident Committees, who then consults with the College’s Events and Programming Coordinator on the venue booking schedule. To view when spaces have been formally booked and are unavailable for use, please consult the “This Week at Green College” memo posted in the Graham House foyer. For an updated list of Resident Committee Chairs, see www.greencollege.ubc.ca/resident_committees.

GOT A NEW IDEA? Do you have ideas for visitors or events not covered by the College’s existing programs? If so, talk to the Principal in the first instance, who is always glad to receive suggestions of this kind from resident members (and others).

I. GETTING THINGS DONE

CLEANING

LAUNDRY: Everyone has laundry to wash. The laundry room just off the Common Kitchen houses card-operated washers and dryers, and an ironing board and iron, for all residents to use. The laundry equipment is operated by Coinomatic, and uses a card-based payment system.

Blank laundry cards can be purchased for \$5 from our office. After that you can set up an online account with Coinomatic to load your card. You may also go to the Walter Gage Commonsblock to purchase a card. The Gage commonsblock also has a direct-load machine that will allow you to use your debit or credit card to add money directly to the card. The cards hold a maximum of \$50.

<http://vancouver.housing.ubc.ca/residences/walter-gage/>

Note: Use only liquid detergent in the washing machine soap trays. Powdered detergent and gel packs may be used, but place them directly in the washing drum. Powders and gels do not work in the soap loading tray, and will leave a residue behind.

MOPS, BROOMS, AND VACUUM CLEANERS: Mops and brooms are available in every bathroom or shared area. Vacuums are available in the Common Kitchen/Laundry building for loan.

GARBAGE: All garbage should be placed in the large dumpsters by the back loading dock door of the Graham House kitchen. Please do not leave garbage in any other cans around the College or outside your door, or it will attract vermin and other animals.

RECYCLING AND COMPOST: There is a recycling area by the back loading dock for the GCDS Kitchen (lower back entrance of Graham House) with bins for paper products and newspaper, plastic, glass, and metal containers, as well as a compost area for leftover food scraps. All our compost goes to UBC's central accelerated composting unit for use in gardens across campus. Other compost collection bins are available in the Great Hall and the Common Kitchen. Also in the Common Kitchen, you will find re-usable shopping bags, a large pail for recycling batteries, and a box for used/unwanted clothing to be donated to charity (the bin is looked after by the resident Outreach committee). A rechargeable battery recharger is also available in the Reading Room.

SHARED BATHROOMS, SHARED RESPONSIBILITY. A shared bathroom means a shared responsibility to keep it clean. Both roommates will be assessed any damages and cleaning expenses should the bathroom be found unacceptably dirty. We encourage you to speak freely and speak often with your roommate to set shared expectations on the use of the space and set a cleaning schedule together.

HEAT AND LIGHT

BATHROOM FAN: Each bathroom has an electronic bath fan control. This unit allows you to set a timer for the bathroom fan, to dehumidify the bathroom after a shower.

GAS FIREPLACES: Studio rooms are equipped with gas fireplaces. Operating instructions are located on the back panel of the grill. If you are unsure about how to work the fireplace please ask the Office for a demonstration.

HEAT: The College has two different heat controls. Each radiator unit has direct controls on it. Some controls are mounted on the surface as a dial, while others have a recessed white cylinder control. The latter control can usually be accessed through the hole in the heater cover. If you have problems with your heat, please check the following before contacting the Office:

Turn the valve to both the low and high settings. When you turn it up to 5 you should hear some hissing, which means the hot water is flowing through.

There is sometimes a red-handled lever that shuts the flow of water through the pipes. In summer months (by someone who lived here before you) the radiators may have been turned off by this lever. Check that it is parallel to the pipe. If your heat still does not work please submit a maintenance request (see Repairs).

LAMPS: Residents are responsible for purchasing light bulbs for their desk lamp, floor lamp, and bathroom wall lamp. For the bathroom ceiling lamp, please submit an online work request via the Student Housing and Hospitality Services Online Service Centre. They will dispatch a worker to replace it.

LIGHT SWITCH: Every room has a light switch by the front door. This connects to an electrical wall outlet rather than a ceiling lamp. Experiment to find the right outlet. You can plug your floor lamp into this outlet so it can be controlled by the switch.

REPAIRS AND BROKEN THINGS

CIRCUIT PANELS/FUSES: If you suddenly lose electricity in your suite, but others around you are unaffected, you've probably tripped the circuit. Before resetting your circuit panels to restore power, turn

off anything that was turned on when the circuit blew. Hair dryers, electric kettles, and microwaves are frequently the culprits (especially when they are operating at the same time).

Most circuit panels are located on the third floor of each building, at the top of the emergency exit stairwells leading out from the split-level suites. You can recognize the blown circuit because the switch will not be aligned with the others. Once you have located the correct switch, flip it fully to the "off" position and then to the "on" position.

These panels are not locked, and most residents can access them at any time if you blow the fuse. Only residents in rooms ending with 10-16 cannot. For those residents, their circuit panels are located in a separate electrical room accessible only to authorized personnel. Please contact the Office during office hours if you require help. If the Office is closed and you cannot wait until it re-opens call UBC Housing at the Walter Gage Residence front desk: 604-822-1020.

DOOR LOCKS: If your door lock is sticking please report the problem to the Office. You may be loaned a tube of graphite powder to put in the lock. Do not put oil in the locks, as this will degrade the locking mechanism. If the problem persists, you can submit a repair request to Housing through their website at <https://secure.housing.ubc.ca/>

The most frequent problem with door locks is the key is difficult to turn. This is caused by pressure created by the weather seals around the door. The pressure binds the lock bolt against the door's strike plate. Pull the door handle slightly towards you when turning the lock and you should have an easier time unlocking your door.

DRAINS: For clogged bathtubs, unscrew the stopper and clear debris out of the drain. If this doesn't help, submit a repair request. Avoid using Drano or other corrosive chemicals in the pipes.

REPAIRS: Periodically, maintenance work in residence rooms is required. Work is generally performed by UBC Housing staff. If College-wide maintenance is scheduled, a notice will be sent out to all residents in advance that will indicate access requirements.

If you have any specific problems/repairs in your room please submit a work request to <https://secure.housing.ubc.ca/> through the Online Student Service Centre. This is the same portal where you accepted the housing offer. Contact the Office front desk at gc.reception@ubc.ca if you are unsure of where to direct your request.

STORAGE

RESIDENT STORAGE: Storage is limited. There is a resident storage room in the basement of Graham House that you can access using your IG-6 Key. This storage room is for personal belongings of *current residents only* and should not be used by residents on leave from the College. Storage is limited to a maximum of two boxes or pieces of luggage, per resident.

Please make sure you clearly label your items with your name. All suites are fully furnished. There is no storage for furniture.

In-suite storage in common areas such as the shelves outside the bathroom (grad single rooms) or under-stairs storage (split-level suites) is the responsibility of both tenants.

WHILE LIVING AT GREEN COLLEGE

PARTIES: Small informal social gatherings in the common kitchen, TV room, and reading room occur quite informally. These kinds of gatherings generally include a few friends and are a spur-of-the-moment kind of thing. Such gatherings are equivalent to what one might do in their home or apartment, having a few friends over to watch a movie or play board games and require little to no extra coordination.

Larger parties **MUST**, however, be organized through the Social Committee. Events through the Social Committee have approval of Green College. Larger parties are generally where there is a broader invitation to all Resident Members as these have the potential to have an impact on the entire College. These impact not only your fellow Resident Members, but also distinguished visiting scholars and other visitors who may be staying at the College.

Balancing inclusivity and risk. Green College wants you to make connections with other members, and feel “at home” while you are here. However, please also consider that an open email on gc-residents with the intention of a “small” get-together has the risk of having many more people than you planned and were prepared for. Such events would not be considered “small informal social gatherings” and ought to go through the Social Committee first.

When in doubt about whether your activity is a “small social gathering” or a larger party, please contact the Social Committee chair or visit the Green College office. If there is a problem with your party, it's better to find out and fix the issue *before* you send out an announcement!

Green College has some regular events programmed by the Social Committee, including Gala dinner afterparties (4/yr) and Halloween celebrations. They also run a collection of smaller events throughout the year. If you have an idea for a party or fun event, please contact the Social Committee chair (listed on our website).

Green College is your home, but it's also home to 99 other people, all with different schedules, sensitivities, and deadlines. Out of respect to your peers, College guests and the College as a whole, all parties over the threshold of a small informal social gathering must be approved through the Social Committee. Such events must be declared publically (gc-residents listserv) and with reasonable notice (~5-7 days) and convey:

- A firm start and end time, concluding before quiet hours (or specially approved extension)
- Location(s)
- Provide a single point of contact with contact information to the event organizer, should there be any concerns before and during the event.

Your event should have:

- A clear clean-up plan so as to not leave a mess for others

All parties must not

- Have an intoxicated event organizer
- Use alcohol as the inducement to attend the event
- Offer an "open invitation" for anyone (e.g. outside the College) to attend

The bottom line is we want to ensure all of you have a safe environment. No-one wants to see Campus Security or the RCMP at the College because of unwanted guests or an out-of-control disturbance. We trust that with the diligent application of common sense and a deep respect for others' rights to a quiet living space that no parties at the College will be a problem.

QUIET HOURS: The understood 'quiet hours' at the College are between 10pm and 8am. We ask that you respect your fellow residents and keep noise to a minimum, and comply with requests by members to reduce the noise. Many residents may be studying late and/or must be awake early for work in their labs.

All residents are asked to please be mindful of their neighbours, especially when hosting a small informal gathering or impromptu get-together in your room. Sound travels through walls and floors, including voices and heavy footsteps up and down stairs.

ROOM TRANSFERS: If you would like to move to another room within the College for any reason, please discuss this with the Membership and Accommodations Clerk in the Office. Applications for room transfers are made online via the Student Housing and Hospitality Services Online Student Service Centre, and require a \$50 fee.

INSPECTIONS: A mid-year inspection of all common areas (bathrooms and other shared spaces) is performed by Student Housing custodial staff in the spring. You will be notified in advance of when this inspection will happen. Towards the end of your Residence Contract, a courtesy inspection is given (30 days or less from your departure date) to help you identify any areas in your

room and shared areas that need to be addressed before checking out.

SMOKING: If you smoke, please be advised of UBC's smoking policy; smoking is not permitted inside any of the residence rooms or communal buildings at any time, nor is it permitted within eight metres of any building door or air intake including windows. There are three outdoor ashtrays located behind the Coach House beside the bike racks, at the end of the breezeway between Green Commons and the Graham House, and on the Lower Patio.

SUBLETS: Sublets are prohibited, unless specially approved by the Principal. Unauthorized occupation of your suite by anyone other than the person(s) named on the tenancy agreement is considered a breach of contract. That includes having friends or other Resident Members occupying your suite for a period of time while you are away (see the section below on guests). Please see clause 24 ("Assignment and unauthorized occupancy") and Appendix III of the Residence Contract for more.

WALKWAYS AND FIRE EXITS: Please keep walkways outside your residence rooms, fire exits, and stairwells clear of obstructions in accordance with fire department regulations. This includes bicycles.

GUESTS

The College understands that you may want to have guests stay with you in Residence. Please note the following policies regarding guests:

RESPONSIBILITY: The resident is responsible for their guests' conduct, and they must therefore be on the premises during the

visit. It is not possible to "loan" your room to a guest while you are away; that is effectively an illegal sublet and a breach of the Residence Contract. If in doubt, please check with the Green College Office.

LENGTH OF STAY: As per your UBC Housing Residence Contract, you are permitted to have a guest stay with you in your room at the College for up to seven days in a calendar month. Longer periods may be permitted, but only with the Office's permission in advance. Please discuss your request with the College's Membership and Accommodations Coordinator at gc.membership@ubc.ca.

EXTRA GUEST KEYS: An extra room key can be obtained from the Green College Office. You are responsible for your guests' conduct and must be present during their visit.

PAID GUEST ACCOMMODATION: One option for guests is to book a guest room at the College, the cost of which includes regular meal plan breakfasts and dinners.

The College offers two styles of guest accommodation: Guest House (Hotel) Rooms and more modest stays in unoccupied Residential rooms (when available). For rates, please see our website.

J. GETTING SUPPORT AND STAYING SAFE

One of the principal strengths of the community at Green College is the diversity of its membership. You and other members come from a variety of different cultures and disciplines and have different experiences to share. That diverse mix creates a tremendous opportunity to explore and learn about new things, and to find support in each other. Sometimes, however, we are overwhelmed.

PERSONAL SUPPORT

There are resources available to assist you, both as a resident at Green College, and as a student/employee of the University of British Columbia.



PERSONAL CRISIS? If you are experiencing a personal, academic, financial or other crisis, we encourage you to speak to the Office staff. Conversations and comments will be kept strictly confidential unless there is direct threat to your safety or the safety of your fellow residents in which case only professional help will be informed and enlisted for aid. If you need to speak with someone on a roommate or room placement issue, please contact the Membership and Accommodations Coordinator. All of their contact information is on page 8 of this document.

GREEN LANTERNS: Known as the “Green Lanterns,” they are trained Resident Members living among you to help support you at a peer-level. Most residents have supports with friends, families, etc., and those are usually the primary supports. However, they’re not always available or may even be part of what’s troubling you. Green Lanterns are there to help, to listen, and where possible refer you to the resources that can help you. Green Lanterns are *independent* volunteers that work as a team, and are selected and interviewed by the Green Lantern Selection Committee (e.g. your peers). Green Lantern contact information is posted outside the Servery in Graham House.

CHAPLAINS: Through UBC Student Services, chaplain services for a large number of religions including Buddhist, Muslim, Jewish, Christian, and Baha’i representations. They are available to serve members of the UBC community on matters of spirituality and faith. For more information, please visit <http://students.ubc.ca/livewell/topics/spirituality/chaplains>

RIGHTS, RESPECT, AND RESPONSIBILITIES AT UBC AND GREEN COLLEGE

Green College is committed to creating a safe environment, one that is free of discrimination, harassment, and assault. The College encourages concerns to be brought forward so that they be dealt with in a prompt and fair manner. The consequence of not dealing with these matters affects us all, where a positive environment can become a negative, toxic one for members of the community.

Both UBC and Green College are diverse communities that include students, staff, and faculty of all backgrounds, and from all over the world. Both share the commitment to ensure that all our community members live, work and learn together in a respectful environment free of harassment of all kinds. The following information is to help make you aware of both our shared rights and shared responsibilities to one another.

If you encounter a situation involving discrimination or harassment of any kind please do not hesitate to contact the College Principal, the Assistant Principal, or an Advisor at the UBC Equity Office (call 604-822-6353).

The following policies and law apply:

1. BC Human Rights Code, UBC Policy 3:
<http://universitycounsel.ubc.ca/files/2013/08/policy3.pdf>

No person shall harass or discriminate against a person because of a protected characteristic. Protected characteristics include: Race, Place of Origin, Colour, Ancestry, Sex, Sexual Orientation, Transgender, Age, Religion, Disability, Family Status, and Marital Status (among others).

Harassment is a form of discrimination. It is behavior a reasonable person would find unwelcome/offensive, that relates to a protected characteristic, and that has a negative impact.

2. UBC Statement on Respectful Environment for Students, Faculty and Staff: <http://www.hr.ubc.ca/respectful-environment/files/UBC-Statement-on-Respectful-Environment-2014.pdf>:

“The best possible environment for working, learning and living is one in which respect, civility, diversity, opportunity and inclusion are valued. Everyone at the University of British Columbia is expected to conduct themselves in a manner that upholds these principles in all communications and interactions with fellow UBC community members and the public in all University-related settings.”

3. Student Housing and Hospitality Services / Green College Residence Contract.

Section 27. Attack on the Dignity and Security of an Individual

Activity (verbal, written, graphic, or physical) that is threatening, racist, sexist, homophobic, or that constitutes any form of discrimination, harassment, sexual harassment or unwanted sexual attention is prohibited, and may result in eviction from residence. This can include, but is not limited to: posting or distributing material and/or behaving in a manner that is offensive and may contribute to an intimidating, hostile or uncomfortable environment; putting offensive posters/pictures in areas available to public view, including windows or common areas; using social media, text messaging, e-mail or other electronic messaging, voice mail, message boards, mail, computer networks or other media to convey obscene or otherwise objectionable messages or materials;

writing graffiti anywhere on residence buildings or property, encouraging or engaging in offensive acts or behaviour, threats of violence, or repeatedly following or attempting to make unwanted contact with another person.

PROCEDURE FOR MANAGING COMPLAINTS OF SEXUAL HARASSMENT AT GREEN COLLEGE

1. When a current Resident Member or recently resident member of Green College complains to the Principal or Assistant Principal of having personally experienced sexual harassment and/or sexual assault while living at the College, the Principal undertakes:
 2. To ensure that the complainant is promptly advised of the sources of support and advice available both at UBC and from non-UBC agencies (see also the List of Emergency Contacts in the GC Residents' Handbook), and is provided with introductions to appropriate support personnel;
 3. To conduct a preliminary investigation into the facts of the matter, in a timely manner, in consultation as needed with qualified UBC and non-UBC personnel; In the light of the findings of that investigation, to take such further action(s) as he or she deems necessary (see a-b below);
 - a. Actions taken under #3 may include referral of the case to the RCMP and/or to one or more qualified UBC agencies, such as (but not limited to) Equity, Student Conduct and Safety, Campus Security, or Legal Counsel.
 - b. Actions taken under #3 may include but are not limited to the sanctions set out in the section on 'Conflict Resolution' in Appendix II of the Green College Residence Contract (especially paragraph 5 and following of that section).

4. At all stages, to follow up with the complainant, other immediately affected parties and other agencies, as circumstances require, and with due respect to the rights of all concerned;
5. To take such other steps as may be needed to ensure the safety and well-being of resident members of the College and its wider community.

LIVING TOGETHER IN THE GREEN COLLEGE COMMUNITY

The shared commitments related to rights and respect at UBC are particularly important in the shared living environment of Green College. In particular, our shared living environment means that our ability to manage our interpersonal relationships – including everything from intimate relationships to personal conflicts – becomes critically important. For example, where residents decide to embark upon an intimate relationship, especially with a fellow resident, they must consider the specific ongoing responsibilities related to maintaining a respectful and harassment-free environment that arise in that context. For example, when such a relationship ends, both parties may be required to refrain from communication with and about their former partner. Failing or refusing to respect this requirement can result in a complaint of harassment.

The unique reality and requirements that come with the close living quarters of Green College's community, and our commitments to mutual respect, safety and a harassment-free residence for all our community members, may ultimately result in the College requiring a resident or residents to leave the College if concerns related to interpersonal relationships become problematic, result in harassment concerns, or jeopardize the well-being of the College community.

EXAMPLES OF UNACCEPTABLE CONDUCT:

- Unwelcome, offensive conduct related to race, sex, sexual orientation or other protected grounds, such as racist or homophobic comments, unwelcome invitations, etc.
- Persisting in contacting or communicating with, or about, another individual despite having been requested to avoid such contact or communication;
- Retaliating against anyone who has expressed concern, or been involved in a complaint or raising a concern;
- Offensive behavior that is disrespectful but doesn't refer to a protected characteristic – such as bullying, intimidating, etc.

RESOURCES AND FURTHER INFORMATION:

If you are unsure if a comment or behavior is disrespectful or offensive, or feel you have experienced harassment, disrespectful behavior, or just wish to have further information generally, you should feel free to consult with Clark Lundeen (Assistant Principal) or Lyn Pedro (Membership and Accommodations Coordinator). For a non-Green College contact, you may alternately seek the Equity and Inclusion Office at UBC:

<http://equity.ubc.ca/> 604-822-6353
2306 – 1874 East Mall (Brock Hall)

The Equity & Inclusion Office is an approachable, confidential, impartial, resource whose goal is to support a respectful, welcoming, and harassment-free environment for everyone at UBC.

SIMPLE THINGS EVERYONE CAN DO:

1. Respect other peoples' boundaries: If someone asks you to stop your behaviour, or tells you what you're doing is unwelcome – listen openly, instead of becoming defensive, angry, retaliatory or intimidating.
2. Seek help when necessary: If you don't feel comfortable telling someone their behavior is unwelcome or offensive, or if you've asked someone to stop a behaviour and they won't, seek help.
3. Speak up if you see bullying: join together to prevent and stop bullying, and support the person being bullied.
4. Be careful with email, Facebook, text, etc.: Avoid sending email when feeling strong emotions ("in the heat of the moment"). If necessary, ask for advice before sending the email. Emails and Facebook are frequent sources of problems, and are covered by UBC policy.
5. Be careful about the 'protected grounds': if in doubt, don't do it/say it/send it; ask for advice.
6. Apologize: If necessary, apologize, stop the behaviour, and correct it in the future. Apologizing demonstrates strength of character, not weakness.
7. Avoid gossip: If you are uncomfortable with what someone has done, discuss it with them respectfully or seek help, rather than gossiping about them.

FACILITIES ISSUES

Broken window? Water leak? Loose paving stones? Broken towel rack or desk drawer? Whatever is broken may have a different notification method.

For non-urgent issues like a broken towel rack, etc., (where the safety and security of persons and property are not concerned) please enter a work request online with Student Housing and Hospitality Services. This is detailed under the “Getting Things Done” section of this document.

For urgent facility matters:

FACILITIES HELP

Daytime (Monday-Friday, 9-4): Go to the Green College Office and see a staff member.

Weekday evenings and weekends: Call the Walter Gage front desk at 604-822-1020. Identify yourself as a Green College resident and describe the issue, and their attendant will coordinate with the on-duty staff member.

COLLEGE AND CAMPUS SAFETY ISSUES

The actions that individual residents, members of the larger UBC community, and the University take in concert are the key contributors to our community safety and security. Our residence has not historically had much trouble with thieves each year, but the wider University does. Part of that is due to our community looking out for each other. The College asks that you to take specific actions to help maintain a secure living and learning environment for themselves and others.

- Always lock your unit and room door and accessible windows whenever you leave your unit, or when you are sleeping.
- Cover or put-away any valuables from view and close your window blinds when you leave your unit.
- Do not let people you do not know follow you into Graham House. If they have permission to be there they have their own key or a host.
- Never prop open a building door even if you are stepping outside for just a moment.
- If a crime or stranger intrusion is in progress, call 911 immediately. Time is of the essence for police to attend.
- Part of living in a residence community is looking out for each other. So, promptly report any suspicious incident to:
 - Campus Security at 604-822-2222,
 - the RCMP at 604-224-1322 (non-emergency number),
 - and then report it to the Front Desk at 604-822-8660.
- The College’s Office staff are additional resources in the community you can report matters to, should you notice something that needs attention (eg: a damaged door, lock or other safety concern), or should you need non-emergency assistance.

ABOUT LOCKING/PROPPING DOORS: The main doors to Graham House are locked after the end of the last public event of each day, leaving access only for residents and other authorized holders of the IG-6 key. Those doors should never be blocked open in the late evenings or at weekends when the latch is down.

For the safety and security of all residents and building contents, please do not prop any doors open. While some doors may be

more convenient to you to prop open a door, it is also more convenient for thieves and unwanted animals to enter.

A locked, closed door is only good if the accessible windows are also properly closed. Please also remember to close any open windows in Graham House!

BLUE LIGHT PHONES: Blue light phones are located throughout campus and connect directly to campus security for general assistance and in case of emergencies. For more information see www.security.ubc.ca.

SAFEWALK PROGRAM: Members of the AMS Safewalk program accompany students, staff, and faculty safely around campus at night. To arrange a walk, call 604-822-5355 or approach one of the teams (wearing bright red jackets) patrolling the campus. For more information see www.ams.ubc.ca.

FIRE SAFETY

FIRE DRILLS: There are up to two fire drills per year at Green College. You will be notified in advance when these will occur.

FIRE ALARM SYSTEMS: Make sure you keep hot objects, such as candles, away from the sprinklers in your room as they are heat activated. There are manual pull stations, smoke detectors, and sprinkler systems throughout the building.

FIRE EXTINGUISHERS: There are portable fire extinguishers placed strategically throughout the buildings for occupant use. They are maintained and inspected by the Vancouver Fire Department.

IN CASE OF FIRE:

1. Immediately sound the nearest fire alarm. Make sure you familiarize yourself with the pull stations closest to your room.
2. Dial 911
 - a. State your name.
 - b. Give the address where the fire is and the nearest intersection (6201 Cecil Green Park Road at the corner of NW Marine Drive and Cecil Green Park Road).
 - c. Give information about the fire (what floor, how fast it is spreading, if people are trapped, etc).
3. Attempt to control the fire with available fire equipment.
4. If you cannot control the fire try to isolate it by closing doors, then leave by the nearest safe exit. Do not lock the doors.
5. Do not run away from the fire. Shut all doors behind you and walk away from the building.
6. Assemble in the emergency meeting area in the parking lot by the Principal's Residence.
7. Do not go back into the building for any reason until the all clear has been announced.

SEXUAL ASSAULT – RESPONDING TO A DISCLOSURE

Sexual assault is a deeply serious, traumatic experience, and telling someone about it is often very frightening. A sexual assault survivor's physical injuries may not always be significant, but the unseen psychological injuries may be severe. A survivor's long-term ability to feel safe in the world, concentrate, earn an income, trust themselves and the world around them, and have relationships may be directly affected by the crime, but may not be obvious at the time of initial disclosure, nor ever be easy to prove. This Fact Sheet aims to better equip you to respond to a sexual assault disclosure with empathy, respect and confidence.

What is Sexual Assault?

Sexual Assault is **any** form of unwanted sexual contact - that is any sexual contact that happens without freely and enthusiastically given consent.

- It is not consent if there is threat, manipulation, or coercion.
- Consent cannot be legally given if a person is intoxicated, drugged, unconscious, asleep, or if the other party is in a position of authority.
- Sexual assault is *any form of non-consensual sexual activity (e.g., touching any part of the body, oral sex, vaginal or anal intercourse) or non-consensual bodily contact for a sexual purpose.*

Some Truths About Sexual Assault

- Sexual assault can involve **any kind** of unwanted sexual contact.
- The majority of sexual assaults are committed by men against women.
- While girls and young women between the ages of 15 & 24 are the group most targeted, sexual assault can happen to anyone, at any age.
- 25% of women will be sexually assaulted during their university career.
- Campus sexual assaults generally happen during the first 8 weeks of class.
- Most survivors are sexually assaulted in a home or vehicle by someone they know; an acquaintance, intimate partner, family or extended family.
- Most sexual assaults involve coercion, force or threats of some kind. Many result in severe yet invisible psychological injuries and many involve serious physical injury, also often invisible.
- There are an estimated 677,000 sexual assaults in Canada every year.
- Sexual assault is the most under-reported of all violent crimes, with less than 8% - 10% reported to police.
- False sexual assault reports are no more common than false reports of any kind (2%).

What Makes it Difficult for an Individual to Disclose Sexual Assault

It is not easy for someone to disclose that they have been sexually assaulted. A sexual assault carries a particular vulnerability that often results in profound humiliation because sex and sexuality are not freely talked about in society. Many people carry with them a sense of shame about sex and sexuality, including that which is healthy. Even though sexual assault is more about aggression, power and control, sexual assault involves a person's most intimate body parts and behaviors that appear similar to sex, both of which most people are taught to be embarrassed or feel ashamed about. When there is physical violence such as overpowering someone or using sex as the weapon, the trauma and shame are deep. Another component of a sexual assault is the intensely dehumanizing experience involved. The perpetrator does not see the survivor as a person; they become the object of their need for power, rage, hatred, etc. In this way, the survivor feels like they have no agency over their being, no control over their basic humanity.

Because of this, it is likely that the survivor of a sexual assault may:

- feel deeply embarrassed, ashamed, or humiliated, especially if the assault was perpetrated by someone they trusted, or if there were drugs or alcohol involved.
- fear they will not be believed or will be blamed, especially if this has been her experience in the past or they have seen this kind of thing in popular culture, TV, movies, etc.
- be confused about whether or not it **was** sexual assault (if the survivor is young and/or unaware of the laws).
- fear for their safety, or the safety of their loved ones, especially if threats were involved.
- fear gossip, judgment, anger or ostracism from friends, family, or community.
- feel conflicted about the perpetrator getting into trouble, especially if they were assaulted by someone they know (friend, boyfriend, girlfriend, family, family friend, partner) or if the perpetrator is part of the same close community.
- fear the response of the police and the justice system or fear nothing will come of reporting.
- hope to put it behind them quickly by avoiding talking about it or avoiding having contact with the perpetrator.

Common Experiences/Responses of Survivors

All responses to sexual assault are **adaptive** attempts to survive this traumatic experience, both physically, and emotionally.

You might hear a range of experiences and see a range of emotional responses from someone as they disclose:

- The survivor may tell you they fought back or that they didn't fight.
- The survivor may describe being immobile, unable to speak, or feeling like they were looking from above (a common traumatic response due to flooding of stress hormones or dissociation).
- The survivor may appear anywhere on a continuum from calm and collected to frantic and distraught – **all** are ways of coping.
- If you are hearing about a sexual assault immediately after it happens, you may see the survivor expressing anxiety, confusion, shock and disbelief. They may be disoriented and their articulation of what happened may not appear coherent.
- If you are hearing about a sexual assault that happened some time ago, you might hear the survivor describing fear, nightmares, anger and/or sleep disturbances, invasive memories, changes in appetite, depression, self-isolating, self-blame, and difficulty trusting others.
- You may see attempts to numb the feelings with drugs, alcohol, or self-harming.

Help the survivor to recognize that these reactions are normal responses to extreme trauma and that they are attempting to manage their feelings in these ways, and assure them that they are not “going crazy”.

When You Are The First Person They Tell

You are a key person in the survivor's experience. How you respond to a disclosure will have a big influence on how they make sense of what happened, and could affect what they do or doesn't do next.

It is common to feel uncertain about what to say or do in the face of an unexpected sexual assault disclosure. Remember, they trust you enough to come forward - you can trust your ability to respond with a calm and caring presence.

Some **common** pitfalls when hearing about a sexual assault:

- A judgmental, shocked, or over reactive initial response
- Disbelief, minimizing, or questioning the “truth” of a survivor's story or reactions – especially if she seems to be very calm and matter of fact
- Asking for unnecessary details
- Letting your own emotional experience take over (horror, sadness, anger, remembering a similar experience you may have had)

An Empowering Response

LISTEN TO THEM

- Find a private place to talk, and tell them you are glad they are telling you.
- Be patient and let them tell you as little or as much as they want at their own pace, without interrupting. Talking about how they feel can be as helpful or more helpful than telling all the details. Take their lead on this.
- Some people think they have to share all the details, and find themselves flooded with emotions. If they are getting increasingly upset while telling you the details, they may be reliving the experience. This is not useful. Some ways you can help:
 - Do slow deep breaths with them, while getting them to push their big toes gently into the floor and hold on to their own knees (grounding).
 - Ask them to keep their eyes open, even if just momentarily. This helps to bring the survivor back to the present.
 - Ask the survivor to look around the room and name some ordinary objects they see. Do this until they feel calmer.
 - When they are calm again, they can be reminded that you don't need the details but can listen to as much as feels good to share.
- Respect the survivor's personal space. They may not want to be touched right now.

Even if you think the survivor wants a hug or to be held, resist your urge to do so.

BELIEVE THE SURVIVOR.

- Remain calm. Reassure them that you are glad they told you, and that you will do whatever you can to help.
- Keep validating the survivor's feelings and assure them that these are normal reactions to a very traumatic event, and **avoid promising that everything will be okay.**
- Assure the survivor that it was not their fault (many survivors struggle with blaming themselves) and that the responsibility for sexual assault lies solely with the perpetrator. This is true regardless of whether they were drinking, got into the offender's car, brought the offender home to their apartment, etc. ***It does not matter what the survivor did or did not do before, during, or after the assault – it is never their fault.***
- Tell the survivor you will stay and help get the support they need.

HELP EMPOWER THE SURVIVOR.

Sexual assault is an experience of domination and aggression, and results in a profound sense of loss of power and control. You can help the survivor take back control over their life by trusting them to make their own choices.

- Offer options and resources, rather than telling them what to do or giving advice. Keep your initial information simple and straightforward. Respect their decision about which (if any) of the options she chooses.
- The survivor may feel overwhelmed by the decisions that need to be made. Reassure them that he/she/they can take their time, and that feeling overwhelmed is another normal response to a traumatic event.
- Talk about safety. Ensure the survivor is in a safe place or help find a safe place to go.
- Talk about who their supports are and help them connect with those supports (family, friends, professionals).
- Find out if the survivor needs medical assistance. Encourage them to seek medical treatment with a specialized sexual assault program (like SASC) or with his/her/their family doctor.
- Make appropriate referrals as soon as possible to a local specialized sexual assault support program, and support her in accessing available services.

It is not your job to do everything for them. It is your role to help them get connected to the appropriate people who can help.

Taking Care of Yourself

Hearing about a sexual assault can be a difficult experience. While feeling honoured that someone trusts you with his or her vulnerability, you may also feel exhausted, upset at what you heard, or worried about having done a good enough job.

Find someone to debrief with – you don't have to share details. Be careful about sharing any information that could identify the survivor.

Find a trusted friend, family member, or professional to get support for your own feelings and to appreciate the role you had in someone's healing.

REPORTING OPTIONS

No Report to Police

They may wish to disclose (i.e., tell *someone*) but not report to police.

Report to Police

They may wish to report to police, ideally with the support of a sexual assault response worker or community-based victim support worker.

Report to Campus Security

They may wish that campus security be aware of what happened and may decide then to make this a formal or informal report.

Third Party Report

They may make an anonymous Third Party Report through a sexual assault response worker or community-based victim support worker (SASC).

Forensic Medical Exam

It is advisable for anyone who has experienced sexual violence to seek medical attention because of the possibility of physical injury, pregnancy and/or sexually transmitted infections, including HIV. Refer them to the nearest hospital with a Sexual Assault Response Team (SART) and/or a Sexual Assault Nurse Examiner (SANE) program.

Inform them that the medical people can conduct a forensic exam (ideally within 72 hours), and store any evidence while they decide whether or not to speak with the police. Advise them to not shower, eat or drink, brush their teeth, change their clothing, etc., before they go, as that may destroy potential evidence. If they do not wish to go, respect their decision.

Civil Claim

They may wish to contact a civil lawyer with expertise in suing to inquire about taking the perpetrator to court for damages suffered.

Student Misconduct

They may wish to make a report to the university about student misconduct if the perpetrator is a student.

Empowering Survivors Through Resources

Help them find the best possible resource for emotional and practical support. Is there a sexual assault, rape crisis, or community-based victim assistance program that will be accessible to them? Would they benefit from a culturally specific, multilingual, or queer/trans-inclusive resource or service?

Sexual Assault Support Centre (confidential support) – www.amssasc.ca
604.827.5180, Email sasc@ams.ubc.ca

VictimLink BC (24/7 hotline for information and referrals) – 1.800.563.0808 (TTY 604.875.0885, Text 604.836.6381, Email VictimLinkBC@bc211.com)

Lower Mainland Sexual Assault Service – 604.875.2881 (24/7)
Vancouver General Hospital – Emergency Department, 920 West 10th Avenue
Go right to the VGH Emergency Department and ask for the Sexual Assault Service. Female patients may arrange for a Women Against Violence Against Women (WAVAW) Rape Crisis Centre counsellor to meet them at the hospital by calling 604.255.6344.

Women Against Violence Against Women – www.wavaw.ca
604.255.6344 or Toll Free 1.877.392.7583 (24/7 Crisis Line)

UBC's Counselling Services (speak with a counsellor) - 604.822.3811
Visit Brock Hall, 1874 East Mall, Room 1040

UBC's Student Health Services (provides medical services - not including forensic exams) - 604.822.7011 Email student.health@ubc.ca

If you're worried that the survivor may be feeling suicidal:

Vancouver Island Crisis Line – www.vicrisis.ca, 1-888-494-3888

Crisis Centre – <http://crisiscentre.bc.ca/get-help/>
1-800-SUICIDE (1-800-784-2433)

UBC has modified this document for training purposes.

Emergency Contact Information – Mental Health and Physical Health Concerns

Day time (M-F) 8am-430pm Same day initial and urgent appt.		Unit	Phone Number	Website (for more information)
<u>Mental Health Concerns</u> Urgent / Crisis (e.g., suicidal thoughts, acute anxiety / agitation, other indicators of crisis) Imminent Threat of harm to self or others (e.g., imminent suicide threat, threats of violence or aggression to self or others, significant impairment / inability to function)		Counselling Services	604-822-3811 - Call ahead if possible - Offer to walk student over if you are concerned that s/he may need this additional assistance	http://www.students.ubc.ca/livewelllearnwell/bo- ok-an-appointment/counselling-services/ When calling 911, describe the nature of the concern and provide details you may be aware of (e.g., student name, contact information, what student is wearing, direction going)
		Emergency Services Campus Security	9-1-1 (if on campus, ask for UBC dispatch) 604-822-2222	
<u>Physical Health Concerns</u> Urgent / Crisis (e.g., illness, injury) Medical Emergency (e.g., acute and/or life-threatening illness, injury)		Student Health Services	604-822-7011 - Call ahead if possible - Offer to walk student over if you are concerned that s/he may need this additional assistance	http://www.students.ubc.ca/livewelllearnwell/se- rvices-resources/student-health-service/ When calling 911, describe the nature of the concern and provide details you may be aware of (e.g., student name, contact information, what student is wearing, direction going)
		Emergency Services Campus Security	9-1-1 (if on campus, ask for UBC dispatch) 604-822-2222	

<i>After Hours, Evening, and Weekend</i>		Unit	Phone Number	Website (for more information)
	<u>Mental Health Emergency</u> • Imminent Threat of harm to self or others (e.g., imminent suicide threat, threats of violence or aggression to self or others, significant impairment / inability to function)	Emergency Services Campus Security	9-1-1 604-822-2222	• When calling 911, describe the nature of the concern and provide details you may be aware of (e.g., student name, contact information, what student is wearing, direction going)
	<u>Physical Health Emergency</u> • Medical Emergency (e.g., acute and/or life-threatening illness, injury)	Emergency Services Campus Security	9-1-1 604-822-2222	• When calling 911, describe the nature of the concern and provide details you may be aware of (e.g., student name, contact information, what student is wearing, direction going)

Emergency, Safety and Policy Information



RESIDENCE LIFE

TABLE OF CONTENTS

The following booklet contains lots of information to assist you in your role as an Advisor. Please refer to these practices often to ensure that you'll be prepared in the event of an emergency situation. Additional safety and policy information is available online in the Advisor Resource Guide.

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AN IMPORTANT NOTE ABOUT EMERGENCIES

The Residence Life Manager (RLM) should be notified in the event of any residence emergency. (If they cannot be contacted then notify the Duty RLM (604.450.0558). The Front Desk Residence Attendant should be notified as soon as possible.

EMERGENCY TELEPHONE NUMBERS



FIRE DEPARTMENT
EMERGENCY MEDICAL SERVICES (EMS)

9-1-1
9-1-1

ROYAL CANADIAN MOUNTED POLICE (RCMP)	9-1-1
RCMP – NON EMERGENCY	604-224-1322
UBC CAMPUS SECURITY	604-822-2222
UBC CAMPUS FIRST AID	604-822-4444
STUDENT HEALTH SERVICES	604-822-7011
UBC HOSPITAL (after hours)	604-822-7222
SEXUAL ASSAULT SUPPORT CENTER (SASC)	604-827-5180
SEXUAL ASSAULT TEAM (Vancouver General Hospital)	604-875-4995
RAPE CRISIS CENTER (WAVAW)	604-255-6344

POLICE EMERGENCIES

Call 604.224.1322 or **9-1-1**

Ask for university detachment/specify that you're calling from UBC, not Vancouver. State that you are a Residence Life Staff member and require assistance from the RCMP.

Important information to convey to dispatch:

- o Location of incident
- o Number of residents involved
- o State of intoxication, how much alcohol is involved
- o If residents are aggressive/hostile
- o Is damage occurring to property?
- o Any safety concerns
- o Meeting location: Tell the dispatch to have the RCMP meet you at a specific location (ie. your unit, the commonsblock, the Beanery, etc.)



Meet the RCMP to let them know:

- o how many times you've been to the unit
- o what you communicated to the resident(s)
- o what you would like to see happen
- o if the residents were hostile, aggressive, or overly intoxicated

Attend the unit with the RCMP. Document any significant incidents that occur as a result of the RCMP visit. Ask the RCMP for a file number. Include this file number in your Incident Report, under your notes regarding the incident.

FIRE EMERGENCIES

The RLM should be called immediately in the case of a fire.



The following procedures should be followed in the event of a fire:

1. Pull the nearest fire alarm, get away from the fire, closing the door(s) behind you, and call 9-1-1. **Our first concern is the safety of you and the residents;** all efforts of staff members should be directed towards evacuation of all persons, including yourself, from the building.
2. If there is smoke in the corridor, get down on the floor where the fresh air is found, and crawl out. Smoke and panic are the cause of injury and death far more frequently than the actual fire.
3. The Front Desk has an updated list of students with disabilities or mobility impairment. Residence Advisors should account for these students to ensure that they are out of the building safely. A "buddy system" should be developed with all students living with disabilities in your community during the first week of residence – this will alert his/her neighbours to the needs of this person in the event of an emergency evacuation. Are there "Areas of Refuge" in your residence for persons with mobility or agility disabilities? If so learn where they are located and also tell the residents who have relevant disabilities where these areas are located and be ready to tell the members from the Fire Department where they are located.
4. Advisors are to call and hold the elevators on the 1st floor until the Front Desk R.A. turns them off. This is to prevent students from using them and possibly becoming trapped.
5. Direct students out and away from the building. Students are not to be allowed back into the building until the Fire Department gives the okay.

You should be familiar with the procedures and your responsibilities.

- o Direct students out of the building.
- o Wait and direct the fire department.
- o Allow residents back in the building when the Fire Dept gives the "OK".

False fire alarms are not tolerated in Residence. Every effort should be made to address the person(s) responsible. If you are aware that someone has failed to evacuate, it is your responsibility to document this situation in an Incidents Report. If you are unsure how to proceed, contact your RLM.

Be Prepared

As soon as you move into residence, identify the location of the nearest fire exit. Learn how you would get to that exit if your unit and hallway were filled with thick black smoke. Count the number of doorframes between your room and the exit. Get a good mental picture of what everything looks like. Imagine having to get to that exit blindfolded.

- o Bicycles or anything that could possibly impede exit in the case of a fire are not to be left in the common hallways, walkways, or stairwells of any building.
- o Approved extinguishers are located in the common areas as directed by the Fire Department. Please acquaint yourself with their location and use and notify the Front Desk immediately if you notice any issues with the emergency equipment.
- o Student Housing and Hospitality Services has developed in conjunction with the Fire Department, a comprehensive Fire Safety Plan for the Residences. Advisors should be familiar with this Fire Safety Plan and their responsibilities. You can review the Fire Safety Plan in your area handbook.

FIRE SPRINKLER ACTIVATION (AND THERE'S NO FIRE!)

During the regular workday (7:30 am – 3:30 pm), the Advisor will:

- A. Call the Front Desk and advise the Resident Attendant what has happened.
Ask the him/her to:
 - o Contact the Facilities office (if during regular working hours – 7:30 am – 3:30 pm)
 - o Contact the BSM to attend
 - o Contact the RLM and advise them what is happening
- B. When the Fire Department arrives, direct them to the appropriate locations. There is a key to access the relevant mechanical and electrical rooms in the Fire Department LockBox.
- C. There are lists or maps indicating the location of the sprinkler shut-off valves at each Front Desk. Your RLM also has a copy.
- D. If your RLM has not arrived, call them promptly.
- E. Help residents remove or cover their electronic equipment, furniture, and other valuables that could be damaged by the gushing water and flooding.
- F. When the emergency is under control, go to the Front Desk and tell the Resident Assistant the details you know so they can complete their Shift Activity Report (SAR).

After regular working hours (3:30 pm – 7:30 am, and on weekends/holidays):

- A) Call the Front Desk and advise the Resident Assistant what has happened. He/She will immediately page the:
 - o Duty RLM
 - o Duty Advisor
- B) When the Fire Department arrives, direct them to the appropriate locations. There is a key to access the relevant mechanical and electrical rooms in the Fire Department LockBox.
- C) There are lists or maps indicating the location of the sprinkler shut-off valves at each Front Desk. Your RLM also has a copy.
- D) If the duty RLM has not arrived, contact your area RLM promptly.
- E) The Duty RLM will attend immediately and insure the Fire Department knows where to locate the water shut-off valves, and contact :
 - o Plumber as required
 - o Electrician as required
 - o BSM (to arrange for the carpet truck and housekeeping staff for flood clean-up)
- F) Help residents remove or cover their electronic equipment, furniture, and other valuables that could be damaged by the gushing water and flooding.
- G) When the water/emergency is under control, go to the Front Desk and tell the RA the details you know so they can complete the SAR.

MEDICAL EMERGENCIES

In case of medical help needed, proceed as follows:

1. If a person is found unconscious be aware that there may be serious unseen injuries, e.g. fractured spine or other broken bones or internal bleeding. **DO NOT MOVE THE PERSON** unless his/her life is endangered by their situation, e.g. fire, explosion, moving machinery, etc.
2. Send a bystander to call an ambulance (9-1-1) and the RLM immediately.
3. If the person appears to be having difficulty breathing, check for tight neck bands or tongue, false teeth or other foreign body in the throat. Do a finger sweep as outlined in your CPR training.
4. If possible, remove any dangerous objects from the vicinity of the patient.
5. Keep patient warm and comfortable.



Report the situation to the Front Desk Resident Attendant as ambulance attendants, RCMP, etc. usually report there when they arrive. Also notify the Residence Life Manager (if this has not already been done). If Emergency Services asks for identification for the resident, please ask the front desk for the resident's yellow contract card and photocopy it for the personnel (give them the photocopy).

Student Housing and Hospitality Services will not be responsible for the cost of an ambulance. Students will be billed. If the resident is resistant because of the cost, please explain that their health and wellbeing is too important to worry about the cost right now, and that financial arrangements can be sorted out at a later time. **DO NOT** attempt to transport someone to the hospital yourself!

For all Medical Emergencies, please refer to your CPR Handbook. While Medical Emergencies are rare, two common ones seen in residence are:

Seizures

First aid for seizures is simple: prevent the person from injuring him-or-herself, then wait for the seizure to end.

1. Stay calm and reassure those present.
2. Do not attempt to restrain the person having the seizure. The seizure must run its course.
3. Ask another Residence Advisor or resident to call for medical assistance.
4. Clear the area around the person. Do not move the person unless he/she is in a potentially dangerous situation (near water, stairs, etc.).
5. Do not insert anything into the mouth of the person having the seizure. It is physically impossible to swallow the tongue.
6. Protect the person's head (place a cushion or article of clothing under it).
 - Turn the person gently on the side.
 - Loosen clothing, collar, and belt, and remove glasses.
7. Note the time of the seizure. This will allow you to determine how long it lasted.
8. Once the person regains consciousness, speak gently and explain what happened. Give the person a few minutes to relax. Then help that person to regain his or her bearings. Tell them that medical assistance has been requested.
9. Call the **RLM** and tell them what has occurred.

Call the **Front Desk** and tell the Resident Attendant what has occurred, so they can complete the Shift Activity Report (SAR).

Blood Loss or Cuts

In the event of a severe cut, one cannot wait until the next day to receive sutures (stitches) as after a number of hours the risk of an infection into the wound is too great. If sutures/stitches are not received in a timely fashion, the result can be a larger scar, longer healing time and possible infection.

ALCOHOL INTOXICATION

Unconscious/Unresponsive Individuals

You may receive reports of, or come across, individuals who are unconscious, unresponsive or otherwise incapacitated from what appears to be excessive drinking or other substance abuse. It is not the responsibility of Residence Life Staff to provide direct care for individuals in this condition. It is, however, incumbent upon staff to ensure that the individual receives appropriate, prompt medical attention.

What to do:

If an individual appears **unable to care for themselves**, call 9-1-1 to request an ambulance. If you are not sure if an ambulance is warranted, call a Residence Coordinator (traditional-style residences), or another advisor (suite-style residences) and assess the situation together; if you are uncertain if an ambulance is needed always call.

Call an ambulance if:

- Resident is unable to care for themselves
- You are concerned (trust your good judgment)
- A resident is passed out and there is no response to your voice or gentle prodding
- Breathing is irregular
- Skin is clammy/cold/off colour
- Resident is vomiting uncontrollably
- Resident does not respond to pain (cannot be woken up, or they do not react to being pinched).

Should you come across a resident that is not breathing, send a bystander to call the ambulance and the Front Desk – who can then contact the RLM. If you feel comfortable, start CPR.

Contact your RLM and the Front Desk:

If you are calling the ambulance (or think you should) contact your RLM to let him or her know. Remember to also report to the Front Desk that an ambulance has been called and they will write up a Shift Activity Report. All emergency vehicles to the residence need to be recorded.

After the paramedics arrive:

- After assessing the situation, the paramedic may decide to take the person to hospital, or possibly choose leave them in the care of a sober friend.
- However, if the attending paramedic **appears reluctant** to transport the incapacitated person to hospital, but will **not certify the individual can stay alone safely** the role of the Residence Coordinator (or - in their absence - the Advisor and you) is to insist to the paramedics that there **is no staff in residence to provide care**.
- **If the individual cannot stay alone safely, they must be transported to where they will be safe.** The Residence Coordinator (or the Advisor and you) may need to persist.
- If Emergency Services asks for identification for the resident, please ask the front desk for the resident's yellow contract card and photocopy it for the personnel (give them the photocopy).

Intoxicated and Aggressive Individuals

Much care must be executed with intoxicated individuals who display aggressive tendencies or behaviors. See your Assertiveness guide, or the Assertiveness section on the web for additional information. **Above all, do not place yourself at risk.** If you are uncomfortable, contact backup or call 9-1-1 right away.

Here is our procedure:

- Attempt to calm the resident down with clear and to the point statements.

- o Direct the resident out of the current situation and to their room or off residence property if s/he is a guest. Utilize sober friends; they usually have the most success with intoxicated individuals.
- o If the person is violent report this to the area RLM immediately and Front Desk soon after.

ALLEGED ILL OR MISSING RESIDENT

A few situations occur each year when a unit-mate, friend or family member contacts an Advisor, Front Desk or other SHHS staff member because they are worried about a resident. The member reports the resident has not been seen for a couple days, or they're not answering their phone/door. The member believes the resident may be very ill, passed out, or may have a history of self-harm and/or suicidal talk or behaviour. Residence Advisors and Front Desk staff are **not** to key into or enter the resident's room.

Ask the concerned person to contact the RCMP at their non-emergency number (604-224-1322) or if they believe the situation is urgent to call 9-1-1, and ask the RCMP to attend and enter the room to investigate or respond. The advisor or Front Desk staff is to contact the RLM immediately and advise them about the situation and follow their direction.

Script to use with the unit-mate/friend/family member:

1. I can tell you're very concerned for your friend/family member.
2. I am going to notify the RLM immediately ... but I assure you that typically in these situations **they** will return to the room with you to knock again on your friend's door – or they will call the RCMP or ambulance to attend and enter the unit to check the well-being or whereabouts of your friend. It may take several minutes for this to occur.
3. However, if you believe this is a life-threatening situation, and you want someone to enter the room and check on your friend *immediately*, please use my phone ... call 9-1-1 and ask the RCMP and/or ambulance to attend.
4. While you're doing that I will notify the RLM and advise them that the RCMP are on their way -- and a staff member will go with the RCMP/Ambulance to key them into your friend's room. Would you like to use the phone to call 9-1-1?

If you – or another staff member - accompany the unit-mate/friend to the resident's door:

1. Take the unit/room key with you (should emergency personnel arrive while you are there and ask you to unlock the room for them.)
2. Knock loudly. Identify yourself as a SHHS staff member, tell them their friend is worried about their safety, and ask them to please open the door. Wait for a reply.
3. Knock again. State your concern that they may be ill or injured and you are going to call 9-1-1 if they do not answer their door. If no reply;
4. Dispatch another staff member (or the friend) to **contact 9-1-1**, ask for the RCMP -- and upon arrival direct them to the room. **If the 9-1-1 dispatcher asks if we have entered the room, firmly advise this is not permitted.**
5. While one person is calling 9-1-1 and directing emergency personnel to the location, you wait at the resident's door with the keys.

Why are Student Housing and Hospitality Services staff not to key into a room in the case of an alleged missing, ill, or at-risk resident?

- a) Professional qualified emergency resources and personnel are only minutes away from UBC residences.
- b) While keying into a resident's room in a reportedly urgent situation may be well-intended, doing so may result in serious consequences:
 - o A resident's privacy is to be respected. The resident may want uninterrupted privacy, and keying in without permission could be intrusive, prove embarrassing, or exacerbate an already conflicted situation.
 - o RCMP and paramedics are experienced, trained and prepared to deal with traumatic situations; SHHS staff are not trained in this manner.
 - o We want to avoid contaminating a possible crime scene.

General Guideline:

After reading the above, if you are hesitant about what to do in circumstances similar to those described above, immediately contact your RLM and follow their directions.

RESPONDING TO INQUIRIES ABOUT A RESIDENT

We acknowledge and honour staff members' good instincts to be helpful to concerned callers, but we are required, in accordance with the Freedom of Information and Protection of Privacy (FOIPOP) legislation, to respond in a manner that respects the privacy of each resident.

If a parent or other caller asks about the well-being or whereabouts of a resident, please use the following protocol:

Upon receiving a call inquiring about a resident, staff will...

- a) Document the basic info about the caller's concern, relationship with the resident, and request the caller's contact (phone/email) info. Advise the caller that their concern and information will be shared with the Residence Life Manager, and the RLM will contact them later. (Email the information to the Residence Life Manager.)
- b) Offer the caller the RLM's **office phone number** and/or email. Invite the caller to leave a voicemail or email. Assure them the RLM will return their call/email.
- c) If the staff believes the situation sounds urgent, call the RLM to share the information with them. If the area RLM isn't available, page the duty RLM, another RLM, or contact an ADRL.

If caller insists they believe this is an immediate crisis, and the resident may be very ill, missing, or at-risk, please use the "Alleged Missing, Ill or At-Risk Resident" protocol outlined on Page 8 of this manual.

If the caller (parent, friend, professor) presses you for why you won't share information about a resident with them, an appropriate response is ... "I understand you're concerned about the well-being of this student and appreciate you've contacted our department for assistance. I take your concern seriously and will contact the appropriate staff to follow up promptly. Please understand that the university's relationship is with each individual student – and we are required to honour his or her privacy. I assure you – our staff will follow up on your concern."

RESIDENT ROOM ENTRY BY ADVISORS

Advisors may NOT enter a resident's room without the authorization of an RLM or an RC (if applicable). Once authorized to enter a student room, an advisor must enter the room with another staff member. If the resident is not home, they must leave the resident a note signed by both the advisor and the witness explaining the urgent situation and asking the resident to contact them upon return ("while you were out" notices should be available from the front desk). **Immediately** document the situation and response on eRez.

To help you decide when to contact and RLM/RC:

Use the information below to help determine when to contact an RLM or RC for authorization to enter a resident's room. **Privacy of residents is to be carefully respected.** Entering a resident's locked room is always a serious decision.

Nuisances:

- 1) The resident has gone home for the weekend, but failed to turn off their alarm clock and its constant beeping or volume is disturbing other residents.
- 2) The resident cannot be located, and has left their stereo playing loudly and it is disturbing the other residents.

Safety/Contractual Reasons:

Advisors may need to key into a resident's room for reasons raised in the Residence Contract ... safety, welfare of the greater community, or significant breaches of the contract where residents are known to be in the room but refusing to answer the door.

- 3) Examples may include blasting a stereo, a noisy or unregistered party, smoking drugs, etc. One staff member stays outside the room/unit door, while another staff member goes to the Front Desk, contacts the RCMP for assistance (IF NEEDED), calls the RLM or RC for authorization, and signs out the necessary key(s) to enter the unit.

An Advisor is NOT to enter a resident's room for reasons other than those above (unless instructed by an RLM).

There are a few situations that occur each year, when a resident comes to an Advisor because their friend has gone away for the evening or weekend. The resident's exam notes or scientific calculator (something that is an emergency and *immediately imperative* for their academic success) have been locked in their friend's room. They ask the Advisor to let them into their friend's room. This is a risky situation – the Advisor may not be aware of the most recent situation between these two people. **Prior to contacting the RLM/RC** the Advisor will make every reasonable effort to contact the absent resident. If entry is authorized by the RLM/RC, the Advisor must accompany the resident, and leave a note signed by both the Advisor and the resident explaining the situation, documenting any item that is removed, and asking the resident to contact the advisor upon return.

There are many good reasons a resident may choose not to answer their door when a staff member knocks, and many reasons why they may not be able to answer quickly. If an Advisor is authorized to enter a student's room, the following procedure should be observed:

1. Knock strongly. Wait a reasonable time for a response (at least 30 seconds). If no answer we
2. Knock again strongly. Again wait a reasonable time for a response (at least 30 seconds).
3. Slowly open the door and loudly announce "Student Housing and Hospitality Services staff", and wait. If still no answer, proceed to complete the work/visit.

If the Advisor has signed out a key from the Front Desk they are to return that key immediately. Room entry by any authorized UBC staff should be clearly documented in the appropriate logbook for easy follow-up (date, time, reason, and people involved, follow-up required, etc.).

ELEVATOR MALFUNCTIONS

1. Do not (under any circumstances) attempt to interfere with the mechanical functioning of the elevator.
2. Tell the Front Desk the elevator is stuck and whether or not there is anyone stuck in the elevator.
3. The Front Desk Resident Attendant will notify the appropriate Manager who will authorize the appropriate action to be taken. The Front Desk will also call the Fire Department if someone is stuck inside.
4. If someone is stuck inside take steps to keep the residents calm, and prevent emotional or physical aggravation of the situation by on-lookers. Keep the residents inside the elevator updated on the situation.
5. Do not try to get them out yourself, or permit others to do so.
6. Only the RLM or BSM is authorized to call for repair or UBC Trouble calls.

If there is no one stuck inside the elevator, the R.A. will lock the elevator and post "out of order" notices, until it is repaired.

RESPONDING TO A SEXUAL ASSAULT DISCLOSURE

A resident may come to you to disclose that they have been sexually assaulted. As a Residence Life staff member, your role is to **listen to the individual** and **call your Residence Life Manager** to attend and provide further support.

When responding to a sexual assault disclosure, you must keep the following goals in mind:

- Ensure the individual is in control of what is happening.
- Ensure the individual is feeling safe and supported.
- Ensure the individual feels understood and that their emotions are validated.
- Ensure the individual is connected with the Residence Life Manager at the end of your conversation.

USE THE SAME TOOLS YOU LEARNED IN ACTIVE LISTENING:

- **Create a space that allows for your full attention**
 - Pick a location that allows confidentiality but still allows the individual to feel safe.
 - Put away distraction (i.e. phones or laptops).
- **Ask open ended questions**
 - Allow the student to respond freely and at their own pace. Allow room for silence where needed.
- **Clarify information to gain understanding**
 - Use the individual's own words- especially sexual terms- when seeking clarification.

CREATE A SAFE ENVIRONMENT DURING THE CONVERSATION:

- Sit at or below the person's level.
- Control your emotions so that your reaction does not alarm the individual or inhibit them from sharing.
- Be mindful of and validate the person's emotions- facial expressions, gestures and postures are indicative of what they may be feeling.

SAFE LANGUAGE TO USE WHEN RESPONDING:

- I believe you.
- Thank you for telling me.
- I know it was not your fault.
- I am sorry that happened.
- Do you feel safe from future harm?

SET LIMITATIONS AND PROVIDE RLM REFERRAL:

- Explain your limitations as an advisor and inform them you will have to share the information with your RLM immediately.
 - Language to use when making the RLM referral:
 - Because of how significant this is, I need to call my manager (name of manager).
 - They have a lot more experience than I do.
 - They will be helpful in talking through what you want to do next.
 - Provide a personal endorsement of the RLM:
 - They are a safe person to talk to.
 - They are a good listener.
 - I trust him/her.
 - Acknowledge fears and concerns that they may express about seeking help.

- Stress that the RLM will respect the individual's privacy and confidentiality.
- Offer to wait with them until the RLM arrives.

CALL YOUR RESIDENCE LIFE MANAGER:

- In a private location, call your Residence Life Manager. (You can step outside of the room quickly to do so.)
- Tell your RLM *briefly* about the incident. Use the individual's own words; especially sexual terms when describing the incident.
- Inform your RLM of where you and your resident will be waiting.
 - Wait with your resident until the RLM arrives.

After your Residence Life Manager arrives:

- When your RLM arrives: provide support where needed.
 - Example: your resident might feel more comfortable having you present while they speak to the RLM.

FOLLOW UP

- Document the situation in an interaction log on eRez.
- Check in with your RLM.
 - This is important because responding to a sexual assault disclosure can be overwhelming or emotionally draining for an Advisor. It is important to talk to your Residence Life Manager and to share your thoughts with them. Your RLM is there to support you.
- Check in with the student.

RESPECT THE STUDENT'S PRIVACY AND MAINTAIN CONFIDENTIALITY

- Do not share information regarding this incident with other advisors or students in your community or elsewhere. Remember confidentiality extends into future years beyond your employment as an Advisor.

OTHER EMERGENCIES AND PROTOCOLS

ASBESTOS IN RESIDENCE

As you may already know, many of the residences maintained by Student Housing and Hospitality Services have building materials in them that contain asbestos. The following document is designed to give you an overview of what asbestos is, the health risks it poses, and **what should be done if you encounter it.**

WHAT IS IT?

Asbestos is a naturally occurring group of minerals that can only be identified under a microscope. There are several types of these flexible, fire-resistant fibers. In the past, asbestos was added to a variety of products to strengthen them and provide heat insulation and fire resistance. In most products, asbestos is combined with a binding material so that it is not readily released into the air. However, if asbestos should become airborne and is inhaled, it can remain in the lungs for a long period of time, producing the risk for severe health problems that do not appear until many years later.

WHERE IS IT FOUND?

More than 3,000 products in use today contain asbestos. Most of these are materials used in heat and acoustic insulation, fire proofing, and roofing and flooring. **Please see the accompanying list in this document which outlines where asbestos is commonly located in the Department of Student Housing and Hospitality Services.**

UBC has instituted a labeling system to identify where asbestos is located throughout campus. This labeling system is described in the section entitled Asbestos Labeling below. These labels can be a guide to identifying which materials contain asbestos. However, there is always the possibility that some labels are missing. Accordingly, if **you suspect an asbestos spill has taken place report it to the Front Desk** whether a label is present or not.

WHAT ARE THE PROBLEMS?

Asbestos is rarely used alone, and it is generally safe when combined with other materials with strong bonding agents. **As long as the material remains bonded so that fibers are not released, it poses no health risk.** But occasionally asbestos fibers become loose and airborne, most often when contained in soft, easily crumbled materials.

In Housing Residences the most likely scenario that could lead to asbestos exposure is when the building materials are damaged. Although asbestos is contained in materials such as wall plaster or floor tiles (see the listing below), it does not pose a risk unless these materials are disturbed. **For example, when a wall is damaged and plaster spills on the floor, or if a floor tile is smashed, there is a risk of asbestos exposure.**

WHAT ARE ITS HEALTH EFFECTS?

Asbestos fibers can have serious effects on your health if inhaled. There is no known safe exposure to asbestos. With increased exposure to asbestos the risk of developing an asbestos-related disease increases.

WHAT ARE MY RESPONSIBILITIES?

As a Residence Advisor you are not expected clean up residence or carry out repairs to residence buildings. Accordingly you and other residents are unlikely to be exposed to asbestos. The role advisors play in the Department's asbestos program is to identify potential damage to residence buildings. The early detection of damaged materials enables the Department to repair the damage and clean up the area in a timely manner.

If you encounter damage to residence properties that could contain asbestos we would ask that you contact the Front Desk and report it immediately. If you are in doubt err on the side of caution and report the damage. If the Front Desk staff member is currently not available, we would ask that you **contact your Residence Life Manager.** The Front Desk staff or the Residence Life Manager will take the necessary steps to ensure that the materials are repaired and cleaned up in a safe manner. **In the interim do not disturb the asbestos containing materials and ask other residents to not disturb it either.**

WHAT ARE THE SOLUTIONS FOR REPAIR AND CLEAN UP?

Repair usually involves either sealing or covering asbestos material. Sealing (or encapsulation) involves coating materials so that asbestos is sealed in. This process is only effective for undamaged asbestos-containing substances. If materials are soft or crumbly or otherwise damaged, sealing is not appropriate. Covering involves placing something over or around the material that contains asbestos to prevent release of fibers. Covered areas must be labeled to avoid inadvertent disturbance of the material.

Asbestos removal is a hazardous process and should be a last resort. Situations where removal may be required include remodeling, major structural changes, and if the asbestos material is damaged and cannot be otherwise repaired.

Removal is complex, and should be done only by a person with special training. Improper removal may increase the health risks to those exposed.

Asbestos Alerts

The following is a summary of locations where asbestos-containing materials may be found within Student Housing and Hospitality Services' Buildings. **If an Advisor encounters un – encapsulated (damaged) asbestos or is made aware of it, it is their responsibility to report it to the Front Desk immediately.**

- o Acadia Park
- o Place Vanier
- o Totem Park
- o Walter Gage

Totem Park

Building	Material	Location
Dene	Mechanical insulation	Throughout
	Floor tile/linoleum	Throughout
Nootka	Mechanical insulation	Throughout
	Floor tile/linoleum	Throughout
Haida	Mechanical insulation	Throughout
	Floor tile/linoleum	Throughout
Salish	Mechanical insulation	Throughout
	Floor tile/linoleum	Throughout
Kwakiutl	Mechanical insulation	Throughout
	Floor tile/linoleum	Throughout
Shuswap	Mechanical insulation	Throughout
	Floor tile/linoleum	Throughout

Coquihala Commonsblock

Mechanical insulation

Throughout

Acadia Park

Building	Material	Location
Acadia Park Pre-School	Mechanical insulation	Throughout
	Floor tile/linoleum	Throughout
	Drywall taping compound	Throughout
Acadia Highrise	Mechanical insulation/plumbing	Throughout
Presidents Row	Mechanical insulation	Throughout
	Floor tile/linoleum	Throughout
	Drywall taping compound	Throughout

Place Vanier

Building	Material	Location
Shrum Commonsblock	Mechanical insulation	Throughout
	Floor tile	Throughout
	Linoleum	Room 203 & 203A
Cariboo	Wall and ceiling plaster floor tiles	Throughout
		Throughout
Kootenay	Wall and ceiling plaster	Throughout
	Mechanical insulation	Basement only
	Floor tiles	Mechanical insulation
Tweedsmuir	Floor tile	Throughout
	Mechanical insulation	Basement only
Okanagan	Wall and ceiling plaster	Throughout
Robson	Wall and ceiling plaster	Throughout
	Floor tiles	Basement only
	Mechanical insulation	Basement only
Sherwood – Lett	Floor tile	Basement only
	Mechanical insulation	Basement only
Mawdsley	Floor tile	Basement only
	Mechanical insulation	Basement only
MacKenzie	Floor tile	Basement only
	Mechanical insulation	Basement & 4 th floor
Ross	Floor tile	Basement only
	Mechanical insulation	Basement & 4 th floor
Hamber	Floor tile	Basement only
	Mechanical insulation	Basement only

Walter Gage

Building	Material	Location
East Tower	Mechanical insulation	Limited
	Floor tile/linoleum (basement only)	Throughout
South Tower	Mechanical insulation	Limited
	Floor tile/linoleum (basement only)	Throughout
North Tower	Mechanical insulation	Limited
	Floor tile/linoleum (basement only)	Throughout
Apartments	Mechanical insulation	Limited
	May be in Drywall taping compound	Throughout

Asbestos Labeling

A coded system identifying asbestos containing materials has been implemented on the UBC Campus. At the access points to each room, one of three identification tags will appear:

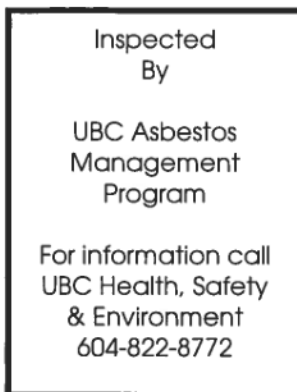


Figure 1 – Inspection Sticker. This identification sticker is applied to doors of all rooms that have been inspected by members of the Asbestos Management program. In general, these rooms do not have any suspect asbestos-containing materials or the materials, that were suspect, were sampled and found to be non-asbestos. Under normal circumstances, material within the void spaces, if inaccessible, is undetermined. If extensive renovation requires the walls, ceilings or floors be demolished, the Asbestos Management Group shall be contacted for further inspection and sampling.

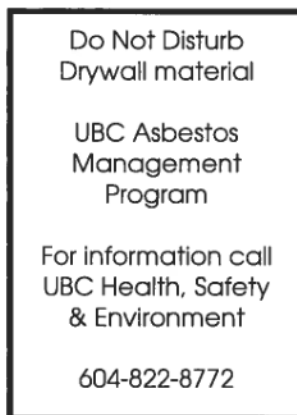


Figure 2 – Drywall Sticker. The use of asbestos-containing drywall taping compound varied in use until the late 1970's. Most buildings have several generations of renovations with extensive reconstruction of walls and ceilings making quantification of asbestos-containing drywall mud difficult. This being the case, only representative samples of the material have been collected but further sampling in areas scheduled for renovation or demolition is required. In many rooms the only suspect asbestos-containing material is drywall-taping compound and these rooms have been labeled with the above sticker. If renovation activities will require the removal of drywall material, contact the Asbestos Management Group to collect samples in the areas affected.

Figure 3 – WHMIS Sticker. As there were many different asbestos-building products used throughout the UBC Campus, a coded system had to be developed to identify where the products are located in the rooms. The system is based on the Workplace Hazardous Material Identification System (WHMIS). The stickers are applied to the end of all doors of rooms after they are inspected by the Asbestos Management Group. The numbered code indicates the location and type of asbestos-containing product present in the room. Anyone entering the room will be able, with the keycard (Figure 4 on the next page) to decipher where the asbestos products are in the given room. In this case the number 1 indicates there is asbestos material above the ceiling. The number 6, the most common, indicates the flooring material contains asbestos. All Departmental Administration, Local Safety Committees, Campus Planning and Development and trades personnel have been issued keycards.

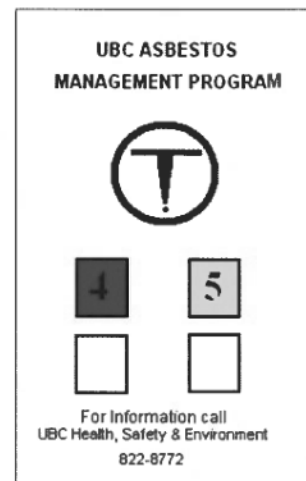


Figure 4 - Asbestos Identification Keycard.



Health, Safety and Environment

Suite 50, 2075 Westbrook Mall,
Vancouver, BC V6T 1Z1

ASBESTOS IDENTIFICATION PROGRAM



AREA CONTAINS WRAPPED OR NON-FRIABLE
ASBESTOS - DO NOT DISTURB



AREA CONTAMINATED WITH ASBESTOS
SPECIAL

FUNCTIONAL AREAS CONTAINING ASBESTOS

1

ASBESTOS IN ABOVE CEILING SPACES

2

ASBESTOS ON CEILING SURFACES

3

ASBESTOS ON WALLS (DRYWALL OR CEMENT BOARD)

4

ASBESTOS IN BELOW FLOOR AREAS

5

ASBESTOS ON VISIBLE PIPING AND/OR DUCTING

6

ASBESTOS IN FLOORING MATERIAL

7

ASBESTOS IN FIRE DOORS

**FOR INFORMATION CONTACT THE
UBC ASBESTOS MANAGEMENT GROUP
AT (604) 822-8772**

BOMB THREAT

Even though the Front Desk will more than likely receive the call, you should be familiar with the following procedures, as the Front Desk Resident Attendant will enlist your support.

- 1) Keep calm - keep others who hear the call calm. Note the exact time and try to ascertain from the caller the location of the alleged bomb.
 - 2) Call the R.C.M.P. – **9-1-1**
 - a) Identify yourself and the Residence area.
 - b) Repeat the caller's message, exact location of alleged bomb, if voice was irritated, calm, male, female, time you received the call.
 - c) Ask and note the name of the officer to whom you are speaking
 - d) Arrange a place to meet RCMP
 - 3) **Follow the instructions of the R.C.M.P. member or Fire Department.** If evacuation is ordered, enlist the help of fellow Advisors in keeping all persons calm and in the place where they are supposed to be until an all clear signal is given by the person in charge.
 - 4) Send another Advisor to notify the Residence Life Manager immediately.
- **DO NOT ACTIVATE THE FIRE ALARM.** Call the Front Desk and inform of situation. They will alert the Fire Department.
 - **DO NOT ORDER A GENERAL EVACUATION.** Evacuation could result in more harm than remaining in the building. A door, wall or even just a mattress placed between the possible source of the explosion and the person is better than finding a person upright, running or congregating in a group.
 - General evacuation could result in large numbers of persons passing by next to the alleged (or suggested) location of the bomb. Only partial evacuation will be ordered if and when a suspicious object assumed to be a bomb is found. Evacuation can create group control problems which can endanger more people than if they had remained in the building.

Actual Explosion

As soon as you have heard or have received a report that an actual explosion has taken place:

1. Call the Fire Department and the RCMP (9-1-1), given your name, job title, and the name of the residence from which you are calling and full details as you know them. Indicate where you will meet them and provide any assistance possible.
2. If medical is needed, call the Ambulance 9-1-1.
3. Ask another advisor to notify the RLM immediately.
Do not move unconscious people unless their lives are endangered by other circumstances, e.g.: burning building, etc. Until professional help arrives, basic first aid including CPR should be administered by anyone able to do so.
4. **DO NOT ORDER A GENERAL EVACUATION.** This will be ordered by the RCMP if necessary.
5. Report to the Front Desk.

Remain calm. Make no statements to the media. Advise them that the Managing Director of Student Housing and Hospitality Services is the spokesperson for the department, and they should call 604-822-5778.

DEATH IN RESIDENCE

Apparent Death – First Response

If you discover, or it is reported to you that a person is allegedly dead:

1. Keep calm, and try to calm those around you.
2. Immediately call 9-1-1... (this will notify both the Fire Department and RCMP), and give the location, your name, job title and where they can meet you.
3. Immediately report the situation to the area R.L.M.
4. Enlist the assistance of other Advisors. Send a resident to get them, if you cannot leave.
5. Ask the person reporting the event or those who might be knowledgeable about the event to not talk about it to other residents, and to remain in your room so they can be available to the authorities. Post someone as a guard to prevent others from seeing the body. Other Residence Advisors may be helpful for this.
6. The room or area where the person was found cannot be entered by anyone other than the ambulance crew until the R.C.M.P. authorizes such a move.
7. Make no statements to the Media. Advise them that the Managing Director of Student Housing and Hospitality Services is the spokesperson for the department, and they should call 604-822-5778.

In all of the emergency situations listed above, do not give out information except to the R.C.M.P., Fire Department officials, or your immediate supervisors.

Residence Student Death - Secondary Response by Residence Life Manager

Immediately attend the site of the (alleged) death, if it has occurred within residence, and liaise with the attending RCMP.

- o Contact one of the Associate Directors Residence Life (ADRL) immediately to advise them of the situation. An ADRL will advise the Director and the other managers as soon as possible and appropriate. The Director will advise the President's office. The ADRL will notify Student Health, Student Counseling, Women Students' Office, and other related student services as appropriate (i.e. Psychiatry, First Nations House of Learning, International Student Services, Disability Resource Centre, Chaplains, etc.)
- o The Managing Director will be the spokesperson for the department for all contact with the media. Refer all media requests to him.

The following are in some semblance of order, but you will need to be flexible depending on the circumstances. (Variables may include the style of residence, the time of year and length of residency, etc. -- all things that contribute to the breadth and intensity of that resident's relationships in the residence community.)

- o Contact the floor/house advisors and talk with them about what has happened... and brief them about what to expect in the next few hours.
- o Together call a floor meeting and advise them that the death has occurred, and stay with them as needed.

- o Respond promptly to the floor's reaction. Create an environment that gives residents permission to grieve, and help facilitate it if appropriate. This may include impromptu photo boards or memorial boards on the floor's lounge wall ... "What I remember about..." or "Thoughts that are helping me at this time..." activities that give residents permission to express and share their experience in a productive way.
- o Call an all-staff meeting to advise them what has occurred, and update as is appropriate.
- o Inform the residence council president what has occurred, and update as is appropriate.
- o Assess intervention and Counseling needs. Talk with the ADRL about arranging grief Counseling and debriefing to be available for affected floors/residents. She'll already have notified the appropriate student services offices that this may be needed, and asked for their assistance. Attend debriefing or grief Counseling sessions. Be prepared for residents to ask you questions for (more) details and information. The RCMP may advise us what info may be released and when. Be available to meet with the counselor before she/he attends the meeting.
- o Offer and arrange Counseling for individuals or groups of residents as requested.
- o Offer to write a memo or contact faculty of residents who are impacted, to explain and request they be extended latitude in taking mid-terms, exams, completing papers, etc. Ask the other Residence Life Managers or the ADRL to assist you with this task if several residents are in need of this.
- o When it is appropriate, send a verbal message to the resident's family (it may be most appropriate to send it -- along with one of your business cards -- through a close friend who's connected to the family), asking them if they would like any of the belongings from the resident's room for the funeral or in preparation for the funeral. Arrange access to the room for the family.
- o Recognize the resident by having an in-house memorial prior to the funeral. Take into account the religious or ethnic heritage of the deceased resident and the predominant religious or ethnic background of the persons attending the in-house memorial. It may direct the kind of memorial you plan, and the resources you call on to assist with the memorial. Involve floor members in planning the memorial if they wish to be involved. Sometimes they do, and other times they'll prefer you do it.
- o Seek out the family's expectations regarding funeral attendance by residents. (Are they comfortable with residents attending, or would they prefer not?).
- o Act as co-ordinate between the family and residents where appropriate or necessary.
- o Be involved with co-coordinating things such as donations, memorials, peer support, and funeral transportation.
- o *After the funeral* -- unless the family inquires about this in an earlier conversation -- inquire how family would prefer to deal with resident's belongings; offer options:
 - o The family, or their designate, may want to do the packing on their own. (Offer this option, no matter whether it is a single or double room.).
 - o Belongings could be packed by our staff (service worker or Advisor and roommate, etc.) and given to the family.
 - o In case of accidental death, the family may request to speak with others who were present at the time of death. Offer to contact the residents and tell them of the family's desire to talk with them. Offer to be present to co-ordinate the interaction and to balance the family's needs and resident(s)' emotional needs, if either of the parties request for you to be present.

An ADRL will arrange with the Assistant Director Residence Administration to close student account with the housing department. The ADRA will forward the appropriate funds to the executive co-coordinator at the office of the vice president student and academic services. The executive co-coordinator will co-ordinate forwarding appropriate funds to the family.

DEPARTMENTAL DISASTER PLAN

1. In the event of a disaster in only one residence which would make that complete area uninhabitable, the residents would be evacuated and accommodated temporarily in available space in an alternative residence until they could be returned to their assigned rooms or until they could find accommodation elsewhere.

Evacuation would be arranged as follows:

Place Vanier	>	Totem Park
Walter Gage	>	Place Vanier
Totem Park	>	Place Vanier
Fairview	>	Place Vanier

Residence Advisors would lead the evacuation the same as they would a fire alarm. Once out of their houses, residents would be instructed to report to the Commonsblock of their new residence for further information. Once the houses were empty the advisors would proceed to the receiving residence to assist in any way possible. The RA would remain at the office in the Commonsblock until the residence had been cleared unless the Commonsblock were uninhabitable. If it were, the RA would report to the receiving residence office.

The Housekeeping Staff would report to the Commonsblock for instructions. If the Commonsblock were closed they would report to the facilities division. In the receiving residence, the Advisor Staff would assist the Resident Attendants in keeping the residents calm and informed. The residence lounges would be allocated by the RAs to groups of residents and these lounge assignments would be kept on a master list.

The Housekeeping Staff would distribute all available mattresses, blankets and linen supplies to residents accommodated in the lounges. Some items may need to be salvaged from the evacuated area if possible.

In the event of a disaster in one building only, the residents would be temporarily accommodated in the house and floor lounges of other available buildings in the same residence until they could return to their assigned rooms or be accommodated elsewhere.

2. In the event of a disaster on campus, which would make the entire endowment lands uninhabitable, the residences would close and all residents would be sent home. Their movement off campus would be controlled by the RCMP and the university's overall disaster plan.

UNIVERSAL HEALTH PRECAUTIONS

It's your health...And everyone else's.

With this many people living so closely, health is an important issue for residence advisors. Communicable diseases do occur in residence. Some will be as minor as the common cold; others, such as Hepatitis B or HIV, are more serious.



Please practice the following health precautions, so we can all stay healthy.

- Wash your hands; wash your hands; wash your hands...often, and always before eating.
- Always treat blood as if it were dangerous.
- Wear disposable gloves when helping a bleeding person.
- Wear disposable gloves when touching anything soiled with blood or body fluids.
- Don't share personal items that may be soiled with blood or body fluids (i.e.: toothbrushes, bath towels, etc.)
- Don't share needles.
- Dispose of used needles safely in a 'sharps container'.
- If you choose to have sex, use a condom – always.

WHMIS: THE WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

WHMIS is the federal government's endeavor to help Canadian workers know more about safety and health hazards of materials used in the workplace.

Although Advisors, in the normal course of responsibilities, do not handle hazardous chemical or flammable workplace materials, there is some information that you are to be familiar with ...

1. **Controlled Product Labeling** - which alerts workers to the identity and dangers of products and to basic safety precautions.

WHMIS defines a "controlled product" using 6 different classes. Divisions are provided within some classes. Each class/division is assigned a "Hazard Symbol". You should be familiar with these 8 symbols and what danger they identify. A Hazard Symbol listing is found on the next page.

Each container of hazardous material is also to carry a label. Examples are shown below.

2. **Material Safety Data Sheets** - more commonly referred to as the "MSDS" Sheets ... are technical bulletins (about each product) which provide detailed hazard and precautionary information. An example is shown on the following pages. You must be aware that the MSDS Information Sheets are kept in each residence's Housekeeping office.

Acceptable Format for the supplier Label (All information on the label must be disclosed in English and French).

WHMIS Hazard Symbols

	Class A – Compressed Gas
	Class B – Flammable and Combustible Material
	Class C – Oxidizing Material
	Class D – Poisonous and Infectious Material Division 1 Materials Causing Immediate and Serious Toxic Effects
	Class D - Poisonous and Infectious Material Division 2 Materials Causing Other Toxic Effects
	Class D - Poisonous and Infectious Material Division 3 Biohazardous Infectious Material
	Class E – Corrosive Material
	Class F – Dangerously Reactive Material

University of British Columbia
Student Housing and Hospitality Services, Residence Life
Updated July 2015



UBC Case Management Approach

Purpose and Rational: The Case Management approach outlines general guidelines and processes for responding to complex student concerns that require a higher level of coordination and response than that which is possible through established referral and support processes. Most student concerns are effectively addressed through established student support processes by core student services in collaboration with faculties. Some concerns, however, are more difficult to resolve at this level even after all appropriate supports are put in place. The Case Management Approach is designed to provide the necessary additional coordination and support required in such cases. It builds on all possible and appropriate supports that have been implemented by core student services and faculties and assumes that these will continue throughout the Case Management process.

The Case Management Approach utilizes best practices that are informed by principles of fairness and natural justice and that comply with UBC Policies #14: Response to At-Risk Behavior and #73: Academic Accommodation for Students with Disabilities, enabling the university to effectively balance student and university needs. This approach brings increased transparency and consistency to the way complex student concerns are addressed, providing a common framework within which faculties and student services can collaborate optimally address these concerns.

Types of Concerns Addressed by the Case Management Approach:

The Case Management approach is designed to address the following categories of student concerns:

- Students who will likely be asked to withdraw or are at the point of being asked to withdraw from their academic program and where there is concern that mental health difficulties are and/or have been impacting on their academic performance.
- Students who continue to be at risk of harm to themselves despite all attempts to address these concerns through appropriate referrals and supportive processes.
- Students' whose behaviour disrupts others' ability to learn, teach or live peaceably in residence despite all attempts to address this behavior through appropriate referrals and supportive processes and where there is concern that this behaviour may be linked to mental health difficulties.
- Students who have been taken to hospital due to mental health concerns, including imminent risk of self-harm.

Mental Health Advisory Committee (MHAC) The Mental Health Advisory Committee (MHAC) has been established to support implementation of the case management approach and to determine the most appropriate course of action in cases involving significant ongoing risk to self or others and/or behaviors that significantly impact other's ability to learn/teach despite all attempts to address the concern through appropriate referrals and supportive processes (see section 3). The MHAC consists of the Case Manager and the Directors of Access and Diversity, Counselling Services, and Student Health (or staff designated to act in their absence).



Roles and Responsibilities: The Case Management Approach may be initiated by faculties or student services when they encounter these types of student concerns. Student concerns submitted to the Early Alert Program that fall into these categories are also identified for Case Management. Once identified, it is important to consider each concern on a case-by-case basis, taking the unique circumstances of each into account. The specific response as well as roles and responsibilities vary depending on the nature and seriousness of the student concern and these are clarified in this document for each category of student concern. Faculty may play a primary role in some cases while the Case Manager or Mental Health Advisory Committee may also play a role in others. The Case Manager is available for consultation if needed when determining whether a student concern is appropriate for Case Management and/or at any other point in the process.

Student Concern :	Actions	Responsible
1 <i>Student with mental health concern who will be asked to withdraw from their academic program unless academic performance improves:</i>	Meet with the student to clarify the following and provide a follow up letter outlining: • Academic concerns. • Expectations regarding required academic progress, following through with referral/treatment recommendations to address mental health concerns, and referral to Access and Diversity as appropriate (see Appendix A). • Provide the option of voluntary leave of absence to address mental health concerns if the student doesn't feel able to meet academic expectations. • Outline academic consequences if the student chooses to remain in their academic program, however, fails to meet expectations.	Academic Advisor [Case Manager is available for consultation and assistance if needed]
2. <i>Student with mental health concern who is at the point of being asked to withdraw from their program:</i>	Meet with the student to clarify the following and provide a follow-up letter outlining: Academic status • Requirement that the student leave the program. • Offer the option of voluntary leave to address mental health concerns with the opportunity to resume their studies when they are well enough to return. • Outline the re-entry process: Clarify that when they return from their leave of absence they are strongly encouraged to meet with their academic /program advisor to: - Discuss course load, and the level of academic progress required to maintain academic status.	Academic Advisor and Case Manager [consultation if needed]



a place of mind

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		- Support connection to mental health treatment if recommended by their mental health provider or as needed. - Support connection to any other learning supports and as well as referral to Access and Diversity as appropriate.	
3	<i>Students who continue to experience more serious difficulties despite all attempts to connect them to appropriate services and resources.</i> • Ongoing or escalating risk of harm to self or others. • Behaviour that negatively impacts others' ability to teach, learn, or reside peaceably in student residence.	Case Manager refers these cases to the Mental Health Advisory Committee (MHAC) to determine the type of approach to implement which might include: • Mandated assessment to determine whether the student is well enough to resume/continue their studies. • Involuntary leave of absence to address mental health concerns if the student is assessed not well enough to continue their studies. • Behavioural contract to support success if the student is assessed to be well enough to continue their studies. • Referral to Access and Diversity as appropriate. The Case Manager will work with faculties and offices/units to implement the decision made by the MHAC	Case Manager, Mental Health Advisory Committee (MHAC)
4.	<i>Hospitalization</i>	When a faculty of staff member becomes aware that a student has been taken to the hospital (voluntarily or involuntarily) for mental health concerns, they are to notify the Case Manager and provide the following information: • Student name and ID • Which hospital the student has been taken to (if known) • Circumstances (if known) The Case Manager will liaise with the hospital as well as campus and community resources to facilitate transition back to campus.	Case Manager

For consultation or questions please contact: **Joanne Elliott, MC**, Case Manager, Office of VP Students
phone: 604-827-5323 or email: joanne.elliott@ubc.ca

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Appendix A

Policy 73

Access & Diversity works with the University to eliminate structural and attitudinal barriers for persons with disabilities. We provide disability-related services to UBC's students, staff, and faculty. The services we provide are in keeping with the University's policy on Academic Accommodations for Students with Disabilities.

Academic Accommodations for Students with Disabilities (69KB PDF)

This policy defines persons with a disability as persons who:

1. have a significant and persistent mobility, sensory, learning, or other physical or mental health impairment which may be permanent or temporary;
2. experience functional restrictions or limitations of their ability to perform the range of life's activities; and
3. may experience attitudinal and/or environmental barriers that hamper their full and self-directed participation in life.

UBC Wide Policies:

Policy 3 – Discrimination and Harassment

<http://universitycounsel.ubc.ca/files/2013/08/policy3.pdf>

Policy 14 – Response to At-Risk Behaviour

<http://universitycounsel.ubc.ca/files/2011/06/policy14.pdf>

Policy 95 – Formal Investigations

<http://universitycounsel.ubc.ca/files/2010/08/policy95.pdf>

UBC Statement on Respectful Environment for Students, Faculty and Staff

<http://www.hr.ubc.ca/respectful-environment/files/UBC-Statement-on-Respectful-Environment-2014.pdf>

Discipline for Non-Academic Misconduct: Student Code of Conduct

<http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,54,750,0>



Privacy Fact Sheet

Disclosing Personal Information to Law Enforcement Agencies and Government Bodies

Introduction

1. The purpose of this Privacy Fact Sheet is to explain the rules governing the disclosure of personal information to law enforcement agencies and government bodies.
2. This Privacy Fact Sheet is intended to assist UBC staff and faculty members to understand their obligations under the *Freedom of Information and Protection of Privacy Act* (FIPPA). It is not intended to be a substitute for legal advice. If you have questions about the FIPPA, contact the Legal Counsel, Information and Privacy in the Office of the University Counsel.

Requests from Canadian Law Enforcement Agencies

3. Here are examples of Canadian law enforcement agencies:

Jurisdiction of Agency	Examples
Federal	RCMP, Canadian Security Intelligence Service
Provincial	BC Sheriff Services, Ontario Provincial Police
Local	Vancouver Police Department

4. Under the FIPPA, UBC is authorized to disclose personal information to Canadian law enforcement agencies to assist in a law enforcement investigation.¹
5. Non-emergency requests from Canadian law enforcement agencies for personal information must be referred to Campus Security, which will respond to the requests in consultation with the Legal Counsel, Information and Privacy
6. In emergency situations where there is not enough time to refer the matter to Campus Security, you may disclose personal information directly to law enforcement agencies if this is necessary to avert a risk of significant harm to health or safety. For guidance, refer to the Privacy Fact Sheet "[Disclosing Personal Information for Health or Safety Reasons](#)".

¹ Section 33.2(i) of the FIPPA

Requests from Canadian Government Bodies

7. Canadian government bodies other than law enforcement agencies may also request information from UBC. Here are examples of these bodies:

Jurisdiction of Body	Examples
Federal	Canada Revenue Agency, Canadian Border Services Agency
Provincial	Ministry of Finance, WorkSafeBC
Local	City of Vancouver, Greater Vancouver Regional District

8. Under the FIPPA, UBC faculty and staff members may disclose personal information to Canadian government bodies in accordance with an enactment (law) of British Columbia or Canada that authorizes or requires its disclosure.² The government body must make the request in writing and must specify:

- the reason for the request; and
- the section of the enactment that authorizes or requires the disclosure.

Example of Legal Authority:

Under section 179 of the *Workers Compensation Act*, an officer of WorkSafeBC is authorized to inspect records that may be relevant to a health or safety investigation.

9. If there is no enactment that authorizes or requires disclosure of the requested information to the Canadian government body, that body will need to provide the individual's signed consent to disclose his or her information. This consent must specify:

- what information may be disclosed; and
- the purpose of the disclosure of the information.

10. Requests from Canadian government bodies that do not meet the above criteria must be referred to the Legal Counsel, Information and Privacy.

Requests from Foreign Government Bodies

11. Requests from foreign courts, agencies of foreign states or other authorities outside Canada must be accompanied by the individual's signed authorization to disclose his or her information.
12. Unauthorized requests from foreign government bodies may be subject to special restrictions under the FIPPA.³ Therefore, requests that are not accompanied by an authorization must be referred to the Legal Counsel, Information and Privacy.

Example of Foreign Request:

The U.S. consulate sometimes requests personal information about American students attending UBC. When these requests are accompanied by a signed authorization, it is not necessary to refer them to the Legal Counsel, Information and Privacy.

² Section 33.1(1)(c) of the FIPPA

³ Section 30.2 of the FIPPA



Privacy Fact Sheet

Disclosing Personal Information for Health and Safety Reasons

Introduction

1. The purpose of this Privacy Fact Sheet is to explain when it is appropriate to disclose personal information for health or safety reasons.
2. This Fact Sheet is intended to assist UBC staff and faculty members to understand their obligations under the *Freedom of Information and Protection of Privacy Act* (FIPPA). It is not a substitute for legal advice. If you have questions about the FIPPA, contact the Legal Counsel, Information and Privacy in the Office of the University Counsel.

General Principles

3. In normal circumstances, personal information may be disclosed as follows:

Internal disclosure: This is disclosure of personal information to other UBC employees, volunteers or service providers. As a rule, internal disclosure is permitted by law on a “need-to-know” basis.¹

External disclosure: This is disclosure of personal information to somebody outside UBC. External disclosure is tightly restricted by law and generally requires the written consent of the individual who the information is about.

4. However, the above rules do not apply if it is necessary to disclose personal information to protect health or safety. **Health and safety trumps privacy. Staff and faculty members may have an obligation to disclose personal information to the extent necessary to avert harm to the health, safety or welfare of people, property or infrastructure.**
5. UBC is authorized to disclose personal information in the following circumstances:
 - a. the information is necessary for the protection of the health or safety of an employee²;
 - b. UBC’s University Counsel determines that compelling circumstances exist that affect anyone else’s health or safety³; and/or
 - c. so that the next of kin or a friend of an injured, ill or deceased individual may be contacted.⁴

¹ Section 33.1(e) of the FIPPA

² Section 33.2(c) of the FIPPA

³ Sections 33.1(1)(m) of the FIPPA

⁴ Section 33.1(1)(n) of the FIPPA

6. UBC is also legally required to disclose personal information, without delay, in the following circumstances:
- there is a risk of significant harm to the environment or to the health or safety of the public or a group of people;⁵ and/or
 - there is reason to believe that a minor (anyone under the age of 19) has been or is likely to be abused or neglected.⁶

Example of Legal Requirement for Disclosure:

If there are reasonable grounds for believing that a student is going to harm himself, UBC Counselling Services would be required to disclose information to health professionals and/or the student's family or friends if this was considered necessary to avert this harm.

Disclosure Protocol

Disclosure of At-Risk Behaviour

7. Staff and faculty members who encounter At-Risk Behaviour, which includes behaviour that threatens personal safety or property, or disrupts lawful or legitimate activities, must follow the Procedures associated with Policy #14, Response to At-Risk Behaviour.

Disclosure of Other Health and Safety Concerns

8. Staff and faculty members who have health or safety concerns that do not constitute At-Risk Behaviour as defined in Policy #14 must disclose those concerns as appropriate. The following principles guide the decision about whether to disclose personal information for health or safety reasons:
- there must be reasonable grounds to believe that there is a risk of harm to health or safety;
 - releasing personal information must be the only reasonable way to avert this harm; and
 - the benefit of disclosing the information must outweigh the harm to the privacy of the individual in question.

When to Seek Consent to Disclose Information

9. You do not need to seek consent to disclose personal information to other UBC staff or faculty for health and safety reasons (internal disclosure). Where possible, however, UBC should not disclose personal information outside UBC (external disclosure) without the consent of the individual the information is about. However, if it is impossible or impracticable to get consent, information may still be released if necessary for health or safety reasons.

⁵ Section 25 of the FIPPA

⁶ Section 14 of the Child, Family and Community Service Act