

## Appendix D: Code of Conduct for Service Providers Entering Residences

### University of Ottawa Student Life | Residences



You must abide by this code of conduct while you work in rooms/units in residence or rental units of temporary occupants/residents. This code of conduct also specifies what you can expect from the University or residents/temporary occupants. Please note that residents/temporary occupants are invited to report to the University if the maintenance/housekeeping service providers and vendors do not respect the code of conduct. You must also abide by all codes and all applicable laws (municipal, provincial, and federal laws), be covered by the Worker's Compensation Board, and have an adequate insurance policy to provide the service in question.

#### 1. General Procedures:

- a. Before entering the unit/bedroom/room, you must
  - i. Announce yourself (knock on the door, announce yourself, wait for a response) twice before opening the door. As you enter, you must announce yourself once more and wait for a response.
- b. You are prohibited from entering a unit/bedroom/room if
  - i. there is a person inside who does not give you permission
  - ii. The person would be inconvenienced by your presence.
- c. Cause the least disturbance possible.
- d. You must do the work during the hours stipulated by Housing Service. Any modification to the schedule must be approved by Housing Service Management.
- e. You must present a piece of ID and a copy of the work order if the resident/temporary occupant asks you for it.

#### 2. Before Work Begins:

- a. The University will advise the student (note on the door and e-mail) at least 48 hours before the beginning of your services.
- b. The University will give you access to the unit on the day that work is scheduled.

#### 3. On-site: You must:

- a. Avoid making excessive on-site visits to bring all required materials, tools, and equipment.
- b. You cannot accept specific tasks, or any work demands from the resident/temporary occupant if they ask you.
- c. Not displace the resident's items without permission.
- d. Obtain their permission touching any of their things.
- e. Do not take for yourself any article or object belonging to the resident, even if it is in the garbage.
- f. Do not throw out or take out of the unit/room any article, object, or product that does not belong to you, unless it has been specifically requested by a Student Life Residences' representative.
- g. Collect at the end of work all your things, including any resulting garbage.

- h. Not paralyze all elevators.

**4. Uncompleted Work:** If you do not finish work in a unit/room the same day, you must:

- a. Remove all your things from the unit/room.
- b. Ensure that no product that poses a health danger is left on location.
- c. Clean all the objects on which you applied cleaning products.
- d. Ensure that all public services function.
- e. If necessary, inform the University and the resident/ temporary occupant of possible risks.

**5. Completion of Work, Deficiencies:**

- a. Correct all deficiencies in less than 48 hours / 24 hours (for emergencies) after inspection or as specified on the contract.
- b. Once the work is completed, advise the University, and obtain in writing a confirmation of satisfactory service.

**6. Always:** To demonstrate respect to residents/ temporary occupants and for propriety, you must:

- a. Always wear proper work attire, not muscle shirts or shorts. The Service provider must supply the company uniform (the company logo is mandatory).
- b. Work in a safe fashion and never leave objects or products that present a health danger where they could be used by others.
- c. Keep your sharp-edged tools and cleaning products out of the hands of children.
- d. Keep confidential all information about the resident/ temporary occupant and his or her room.
- e. Do not smoke; Not be under the influence of alcohol or drugs.
- f. Not use radios, CD players, MP3 players, or other audio devices.
- g. Use appropriate language.
- h. Avoid all commentary or gestures that could be hurtful or unpleasant or have a racist or sexist implication.
- i. Do not wear clothing or show tattoos that could be considered hurtful or vulgar.

**7. What You Can Expect from Residents/Temporary Occupants:**

- a. To give you access or make arrangements to give you access.
- b. To vacate or empty the location to permit you to perform your work.
- c. To permit you to use the electricity and water as needed to complete the work.

**8. Discrimination:** The University enforces policies concerning workplace equality and harassment. The University expects service providers to respect the principles of workplace equality. Any racial, sexual, or other forms of harassment coming from vendors, agents, or third parties will not be tolerated.

**9. Termination of Work:** Vendor non-compliance process will be initiated for inability to comply.

**Exceptions:** No exception or modification can be made to these procedures without the consent of the Facilities and Contracts Manager.

By signing below, I hereby confirm I understand and will abide by the requirements stipulated in this document for accessing and working in residences.

Name	Signature	Date
------	-----------	------