

Housing Policy					
Approved By:	Vice-President, Administration and Chief Operating Officer				
Approval Date:	13 April 2021	Revised Date:	30 September 2024	Review Date:	30 September 2025
Responsible Portfolio/Unit/Committee:	Administration & Operational Support				
Responsible Officer(s):	Manager, Community Services				

1.0 Purpose

This Policy establishes the NOSM University’s commitment to ensuring Learners have access to safe, comfortable, and inclusive housing options during short-term/temporary community placements. The University understands the inherent need for housing to support Learner wellness and their ability to work and learn effectively while on a clinical placement outside of their home community. As such, this Policy sets forth the principles, mandatory requirements, standards, and guidelines for the utilization of NOSM University supported housing.

2.0 Scope

- 2.1** This Policy applies to all NOSM University and Visiting Learners completing clinical placements, outside of their home community, through NOSM U.
- 2.2** This Policy does not apply to Learners who are arranging their own housing and/or Postgraduate Medical Education (PGME) Learners who have chosen Resident Self-Arranged Housing (Option 2) funding.
- 2.3** This Policy does not apply to Undergraduate Medical Education (UME) Learners who complete Phase 2/Year 3 Comprehensive Community Clerkship (CCC) within their home base communities.
- 2.4** This Policy does not apply to Learners completing Undergraduate Medical Education Phase 1 Module 106 placements.
- 2.5** All electives outside of the NOSM University catchment area (i.e., Northern Ontario) are considered as external electives and fall outside of the scope and funding parameters of this policy. In these cases, scheduling and housing arrangements are the responsibility of Learner.

3.0 Definitions

For the purpose of this policy:

TERM	DEFINITION
Accommodation	Human rights legislation provides Learners with the right to equal treatment, without discrimination based on a protected ground such as disability, religion, or family status. The duty to accommodate requires that each accommodation should be tailor-made to ensure it meets the Learner's actual needs and limitations. This may be achieved through a reasonable accommodation, which allows the Learner to fully participate as any other student, without reducing academic standards.
Learner	All individuals registered at NOSM University.
Family	Defined by Canada Revenue Agency as a spouse or common-law partner; and child/children or the child/children of the Learner's spouse or common-law partner.
NOSM University Housing	<p>May utilize various forms of housing to accommodate Learners while on placement. It may include any of the following:</p> <ul style="list-style-type: none"> • NOSM University Managed Unit: NOSM University leases the unit for the sole purpose of housing its Learners. It also applies to housing that is owned and/or managed by the community for the purposes of facilitating Learner placements. • As Required: NOSM University uses the unit on a 'per Learner' or 'per placement' basis with the University having preferred allocation. These units include but are not limited to hospital houses that are also utilized by other hospital staff and locums. • Alternate Housing: Housing booked as an alternate option such as bed and breakfasts, hotel suites, and billet situations.
Single Learner Allocation	A NOSM University Housing unit allocated to a single Learner based on special circumstances including family and/or wellness.
Visiting Learner	Any Learner external to NOSM University that is scheduled for clinical placement at NOSM University.

4.0 Policy

Temporary housing will be allocated in accordance with the NOSM University *Housing Allocation Policy*.

NOSM University understands there are various reasons Learners may require accommodations. The University is committed to supporting Learners with such needs through the accommodation process detailed in the *NOSM University Academic Accommodation including in the Clinical Environment Policy*. Learners with health-related accommodations or

accessibility needs must contact Learner Support Services and provide the necessary documentation prior to booking a placement. The Community Relations Unit (CRU) must be aware of accommodation requests 90-days in advance of the clinical placement to ensure the proper accommodations are in place. Requests received after this timeline may not be resolved in advance of the placement.

NOSM University understands that Learners may have non-health related accommodations requiring special housing arrangements such as requests based on family status, gender identify and/or gender expression, or creed/spiritual based needs.

Single Learner Allocation may be available to NOSM University Postgraduate Medical Education (PGME) Learners with family circumstances only if available and within certain geographic parameters.

NOSM University PGME Learners wishing to arrange their own housing outside of this Policy will refer to the *NOSM University Resident Arranged Housing (Option 2) Policy*.

4.1 Housing Arrangements

- 4.1.1 NOSM U is responsible for arranging temporary housing for Learners that are completing a clinical placement of two-weeks or greater. One-week allocations are subject to approval based on special circumstances and approval of the Manager, Community Services.
- 4.1.2 If housing is not required, Learners must notify the CRU as soon as possible and no later than eight-weeks in advance.
- 4.1.3 Learners must notify the CRU of any changes to their housing needs as soon as possible (e.g., non-health related accommodations, due to call-schedules shifts and/or travel requirements at the start or end of placement).
- 4.1.4 NOSM University is considered to be the tenant of the premises it manages. Learners are Not permitted to sublet under any circumstances. Premises are only for the personal use of the occupants assigned by NOSM University.
- 4.1.5 If Visiting Learners are utilizing NOSM University Housing for a rental fee, all housing fees must be paid in advance of the placement through our e-payment platform, no later than two-weeks before the start date. Fees are posted in each of the elective application information webpages and payment steps will be communicated when Learners receive their Housing Confirmation Emails at 4-weeks before the placement start date.
- 4.1.6 In the event that a program requires core clinical placements to be booked outside of recognized NOSM University learning sites, the learner will be eligible to find self-arranged housing accommodation and will be reimbursed based on the *Ottawa & Toronto Housing Policy*. The learner must notify their Program Coordinator and CRU twelve-weeks before their start date to determine eligibility.
- 4.1.7 When there is a need to find extra required or alternate housing outside of NOSM University-managed Housing due to capacity constraints or non-health related accommodations, the selection of rentable options will take into consideration the following:

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- Proximity of health facilities (hospital, clinic, private practice)
- Proximity to shopping and other facilities
- Safety and security of the housing site
- Caretaker/landlord availability for emergency situations
- Adequate management and maintenance of the property

4.1.3 NOSM University requests that Learners arrive no earlier than the check-in time and date and depart no later than the check-out time and date outlined in the housing confirmation letter. If a Learner has a conflict with the check-in and/or check-out dates, they must contact the CRU immediately. Any changes to the predetermined time periods must be approved by the CRU.

4.1.4 If a Learner, who is currently utilizing NOSM University Housing for the duration of their clinical placement, and subsequently is placed on a personal short-term leave, the learner must vacate NOSM University Housing as of the effective start date of their leave.

If the Learner's personal leave ends earlier than the original effective end-date, CRU will seek to reinstate the Learner into housing if there is availability. If there is no available housing, CRU will work with the academic program to find alternative solutions (i.e., other affordable housing or revising their clinical schedule).

If a Learner does not vacate the unit on the start date of their personal leave, CRU will have the option to hire movers to move the learner out after two (2) days, and cleaners to clean the unit. Both moving and cleaning fees will be the responsibility of the Learner.

4.1.5 When departing the housing unit, Learners must attend to the following:

- Turn off all lights, bathroom and kitchen fans, televisions, radios, etc.
- Ensure that all water sources are turned off
- Tidy up areas of the housing unit that were utilized
- Lower thermostats to 20 degrees Celsius or 65 degrees Fahrenheit
- Empty the refrigerator
- Ensure dishes have been cleaned and put away. Do not leave any dishes in the draining tray or sink on departure
- Lock all doors, close and lock windows, and close the blinds/curtains
- Remove all garbage and recyclables from premises
- Complete and remit the *Departure Evaluation Form* and return the keys to the CRU

4.2 Standards in NOSM University Housing

4.2.1 NOSM University supplies safe, clean, furnished housing, as well as alternate housing (i.e. bed and breakfast rooms, suites with kitchenettes, or motel rooms) based on housing availability within the community.

4.2.2 Establishment of NOSM University-managed housing units in a community is based on the community's capacity to provide appropriate clinical placements.

4.2.2 Any learner utilizing NOSM University Housing is responsible for reviewing the *NOSM University Housing Policy*, signing the *NOSM University Housing Learner*

Agreement, and returning the agreement to CRU for their records. This process must occur on an annual basis.

- 4.2.3 If the Learner has not completed the annual requirement of signing the *NOSM University Housing Learner Agreement* prior to the check-in time and date as detailed in the confirmation letter, the University reserves the right to refuse the Learner's entry into NOSM University Housing.
- 4.2.4 NOSM University Housing is shared and mixed gender.
- 4.2.5 It is anticipated that Learners from different programs will occupy units at the same time. Learners are expected to demonstrate respectful behaviour towards one another.
- 4.2.6 Scheduled cleanings of units will take place after each guest has exited the unit. While the unit is occupied, it is the responsibility of the Learner(s) occupying the space to maintain a clean and safe dwelling.
- 4.2.7 Learners occupying NOSM University Housing will be provided with a private, furnished bedroom with a lockable door for each Learner, including a private study desk or equivalent.
- 4.2.8 Guests are not permitted to stay with the individual who is utilizing the NOSM University Housing. Learners who wish to have their spouse or family visit during their clinical placements are required to arrange local temporary accommodations for the visit. This added expenditure would be the sole responsibility of the Learner.
- 4.2.9 Housing accommodation information, including emergency contacts for each unit, is available to all Learners via email communication, PaNDa, or located in the apartment. Landlords contact information is available to Learners.
- 4.2.10 NOSM University is committed to offering work and learning environment that is free from harassment and discrimination. While residing in NOSM University's Housing, Learner mistreatment of a kind should be reported immediately through NOSM University's Learner mistreatment pathways (<https://culture.nosm.ca/mistreatment/>). Learners should also refer to *NOSM University's Human Rights, Anti-Discrimination and Harassment Policy*.
- 4.2.11 Learners needing unique housing requirements based on disability, compassionate, wellness, or family reasons should immediately connect with their programs and Learner Support Services or Resident Wellness Program (i.e., Accessibility Advisor) to request and, if applicable, establish an accommodation plan that will help support the Learner's successful progression through their clinical placements. For further information regarding NOSM University's Learner accommodations and accessibility services, Learners should refer to *NOSM University's Academic Accommodations including the Clinical Environment Policy*.
- 4.2.12 NOSM University will comply with all legislative requirements including those that pertain to fire safety. Fire safety includes but is not limited to the emergency preparedness plan provided by the landlord, smoke/fire alarms, fire extinguishers, and carbon monoxide detectors. If a Learner has concerns regarding fire safety or

they become aware that fire safety equipment is not working properly, they must contact the CRU immediately.

- 4.2.13 Accessible Internet with high-speed connectivity, a telephone and cable television will be provided. If high-speed Internet is not available, interim measures will be made available (i.e. Rocket Sticks may be accessible before the start of the placement).
- 4.2.14 Unacceptable Internet usage is expressly prohibited and includes downloading, transmitting, file sharing, any transmissions constituting or encouraging conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any municipal, provincial, federal, or international law, order, or regulation. Any illegal use of NOSM University supplied Internet may result in suspended or terminated service. If there is evidence of criminal activity the proper authorities may be notified.
- 4.2.15 Parking is subject to lease agreements, cost, and availability. When parking is included, housing units typically include one (1) parking spot per Learner and may have limitations based on the size and height of the vehicle. Learners must ensure their vehicles are suitable for the parking space provided. If parking is not included, Learners will be responsible for arranging their own parking and all related costs.
- 4.2.16 Firearms, including hunting rifles as well as any restricted weapons are not permitted in NOSM University Housing at any time.
- 4.2.17 Pets are not permitted in NOSM University Housing. This is in consideration of current and future Learners with allergies and/or other medical conditions.
- 4.2.18 Smoking is not permitted in NOSM University Housing. Failure to comply may result in the Learner's eviction from the property as well as an additional deep cleaning charge as per Appendix A.
- 4.2.19 While occupying the housing unit, Learners are responsible for the following cleaning on a weekly basis: vacuuming carpets, mopping tile floors, cleaning kitchen and washrooms (i.e., sinks, bathtubs, and toilets), disposing of recycling and garbage as required.
- 4.2.20 The housing facility may be visited by NOSM University staff periodically. Learners will be provided with 24-hours written notice, unless in the event of an emergency or otherwise agreed upon by both parties.
- 4.2.21 NOSM University cannot guarantee odour-free buildings. Learners who cannot tolerate strong odours in the building will be responsible for making alternative arrangements.
- 4.2.22 Scented products and perfumes may cause irritation and discomfort to some individuals. NOSM University requests occupants to be considerate of those with whom they share the unit.
- 4.2.23 The CRU will communicate unit entry information (including keys and/or key code issuance) to Learners (when applicable) at the beginning of their clinical placement. Fees related to dispatching a locksmith or landlord/cleaner to unlock a door due to locked/misplaced keys will be the Learner's responsibility as per Appendix A.

- 4.2.24 Learners will be responsible for ensuring all furnishing and NOSM University property remains on the premises and is not moved (i.e. moving furniture to a different room, hanging pictures or shelving on walls, painting, etc.). NOSM University will invoice the Learner for any costs-related to damage or removed property as per Appendix A. Failure to pay the invoice will be treated as a failure to pay a fee or fine pursuant to NOSM University's policy and procedures.
- 4.2.25 Any damage to the premises, furnishings, or property (including any maintenance requirements) should be reported as soon as possible to the landlord and the CRU.
- 4.2.26 Premises will be cleaned by third party cleaners between occupants. Cleaning staff are asked to call the unit 24-hours ahead of a scheduled clean. Learners are advised to check the messages on the answering machine for these calls. Occupants are asked to remove all personal items before cleaning staff arrive.

4.3 Tenant Insurance

NOSM University is not responsible for lost or stolen personal items. Tenant insurance on personal belongings is solely the Learner's responsibility and should be obtained by the Learner's own insurance company of choice prior to the clinical placement. NOSM University recommends that valuables be left at home. It is the responsibility of the Learner to safeguard property and personal items while residing in NOSM University-managed Housing.

4.4 Damage

Additional costs for cleaning and repairs incurred due to a failure to comply with this Policy will be the Learner's responsibility. Failure to comply with this Policy may result in eviction from NOSM University properties as well as future restricted use of and access to NOSM University properties. Policy violations may also result in a professionalism complaint with the Learner's respective Program or Home School.

4.5 Housing Resources

In support of this Policy, the University has developed resources that are easily accessible to all learners. The following websites provide learners with information about housing options, accommodations, and health and safety and should be referred to in advance of accessing housing:

- [NOSM University Housing](#)
- [Learner Accommodation and Accessibility Services](#)
- [Learner Mistreatment](#)
- Clinical Scheduling and Housing Database - [PaNDa](#)

5.0 Responsibility

NOSM University is responsible for:

- Selecting and ensuring its-managed housing units are safe, maintained and comply with standards as set out in Section 4.0.
- Assessing viability of apartments in new and existing communities.
- Following its approved procurement policies when entering into rental agreements or supplying furnishings for existing apartments.

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- Acquiring proper approvals and research risk, if applicable, prior to signing any agreements.
- Ensuring that selected properties have adequate liability insurance in place.

Community Relations Coordinators are responsible for:

- Assigning units to Learners according to the *Housing Allocation Policy*.
- Monitoring user compliance with this Policy and all related documents.
- Assessing utilization of units and procuring units within fiscal parameters.
- Responding to housing inquiries prior to allocations and providing appropriate resolution of inquiries as required.
- Collection of housing agreements and fees as appropriate.
- Implementing changes as directed by management.

Learners are responsible for:

- Completing and complying with the *NOSM University Housing Agreement* (Appendix B).
- Reviewing and complying with this Policy as well as other agreements and housing policies as outlined in related documents and affixed as appendices.
- Notifying the CRU as soon as possible of any changes to their housing status/needs.

6.0 Related Documents

- NOSM U Housing Fee Information (Appendix A)
- NOSM U Learner Housing Agreement (Appendix B)
- NOSM U Apartment Internet Access – Terms of Use
- NOSM U Ottawa and Toronto Housing Policy
- NOSM U Resident Arranged Housing (Option 2) Policy
- NOSM U Resident Arranged Housing (Option 2) Agreement
- NOSM U Housing Allocation Policy
- NOSM U Academic Accommodations including the Clinical Environment Policy
- NOSM U Human Rights, Anti-Discrimination and Harassment Policy

Getting Help

Questions regarding interpretations of this document should be directed to:

housing@nosm.ca

DO NOT REMOVE THIS VERSION RECORD FROM THIS DOCUMENT		
Version	Date	Authors/Comments
1.0	2019 03 04	Original NOSM University Housing Policy
2.0	2021 04 13	Revisions with Policy Writing Team

Appendix A

Housing Fee Information

Learner Type	Provisions	Fee
NOSM U Postgraduate Electives occurring in the following cities: <ul style="list-style-type: none"> • Toronto • Ottawa 	If requested by the Resident and NOSM U-managed Housing is available for the external elective placement duration. <i>*Housing for core placements take priority.</i>	\$375.00/week
Visiting UG Elective Learners <ul style="list-style-type: none"> • Canadian and International Learners 	If requested by the Learner and NOSM U-managed Housing is available for the placement duration. <i>*Special agreements with other institutions may dictate varying fees.</i>	\$375.00/week
Visiting PGME Electives	If requested by the visiting Residents and Fellows and NOSM U-managed Housing is available for the placement duration. <i>*Reimbursement provided through NOR-STAR Funding Program.</i>	\$500.00/week

Incidental Costs- As per Housing Policy

Item	Description	Cost
Replacement set of keys	In the event a replacement set of keys must be issued (includes set of keys, key fob, parking fob or pass).	\$50
Locksmith	In the event a locksmith is called to the unit, the cost will be charged at the rate determined by the contractor.	\$500
Standard Cleaning	In the event that a scheduled cleaner is turned away.	\$200
Deep Cleaning	To remediate damage and odour caused by smoking, unauthorized pets and/or excessive dirt and garbage left in NOSM U- managed unit.	\$500
Damages to property or damages/removal of furnishings	Where damages have been deemed to be caused by Learner or damages/removal of furnishings.	Varied* <i>*determined by the replacement or cost of repairs of item(s), including contractor fees</i>

Appendix B

NOSM University Learner Housing Agreement

PURPOSE:

This agreement is to be used in conjunction with the **NOSM University Housing Policy and all applicable appendices**. The NOSM University Housing Policy sets out the terms and conditions by which NOSM University will allow Learners associated with the University to occupy its housing units for purposes related to University business.

AGREEMENT:

In consideration of being permitted to occupy the premises, the parties agree as follows:

1. NOSM University agrees to provide occupation of the premises to the undersigned for the duration of the NOSM University Learner's undergraduate or postgraduate studies as applicable.
2. During occupation of the unit by the Learner, the Learner, and guests or invitees, will abide by the NOSM University Housing Policy.
3. NOSM University reserves the right to amend the NOSM University Housing Policy as well as any applicable appendices and implement additional reasonable rules with respect to the use and occupation of the premises from time to time. Such rules, when communicated to the Learner in writing, shall be deemed to be part of this Agreement.
4. I agree and acknowledge that NOSM University shall be entitled to terminate this Agreement in the event that I or anyone that I permit on the premises:
 - i. performs an illegal act on the premises;
 - ii. causes or permits undue damage to the premises;
 - iii. disrupts the reasonable enjoyment or peace of mind of other tenants and their families; and/or
 - iv. otherwise breaches any term or condition of this agreement.

I, the undersigned, have read and understand this Agreement as well as the NOSM University Housing Policy and all applicable appendices and agree to the terms and conditions therein:

LEARNER NAME (Print)
DATE

SIGNATURE

Please sign and return this agreement by email to housing@nosm.ca or mail to the NOSM University Housing Unit along with any applicable housing fees. All NOSM University Housing fees must be paid in full through the Community Relations Unit's e-payment platform.