Welcome
We’re so excited to welcome you to McGill residences!

Your time here promises to be filled with amazing new experiences, triumphs, and memories to last a lifetime. You’ll meet people from different walks of life, get involved in a new community and learn more about yourself and your capabilities.

In order to help you achieve your best year possible both personally and academically, our team at Student Housing and Hospitality Services (SHHS) has worked hard to foster a welcoming, safe and nurturing environment for you and your co-residents. No matter how hard we try to create a positive experience, challenges are inevitable. In residences, we make it our top priority to ensure that you’re never alone in times of need.

Your Floor Fellows and the Residence Life Managers are here to help bring together a community that is enjoyable and that supports each and every one of you.

We encourage you to come with an open mind and a positive attitude. While it may be overwhelming to be living away from home or with a roommate, remember that everyone else is in the same boat as you are. Introduce yourself to as many people as you can; you never know who will turn into a lifelong friend!

Helpful tips and advice from former resident students:

**BE MINDFUL**
Make sure to respect yourself and those around you.
Ask for help when you need it.

**MAKE FRIENDS**
Step out of your comfort zone, go to floor events and seize opportunities to meet people; your new best friend could be around the corner!
Breathe – take it easy on yourself, this is probably your first time living on your own!

**MAXIMIZE LEARNING OPPORTUNITIES**
Get to know your professors, visit your academic advisor & McGill Career Planning Service (CaPS) and get to know McGill resources.
Explore Montreal! It’s a beautiful city!

**HAVE AN OPEN MIND**
Try all kinds of new activities; you might discover new talents and passions!
Get involved with the many clubs, student initiatives, councils, etc. on campus.

**HAVE FUN**
Through it all, make sure to enjoy yourself.
BE A PART OF OUR COMMUNITY

- **11 Buildings**
- **3700 Students**
- **69 Floor Fellows**
- **6 Rez Life Managers**

COMMUNITY
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IN CASE OF EMERGENCY
Montreal First Responders: 911

CONNECT WITH US

RESIDENCE OFFICE
residence.life@mcgill.ca
514-398-2929
Carrefour Sherbrooke
475 Sherbrooke West, Montreal, Quebec H3A 2L9

STUDENT HOUSING AND DINING SERVICE CENTRE
housing.residences@mcgill.ca
514-398-6368
University Hall
3473 University Street, Montreal, Quebec, H3A 2A8

MISSION

Student Housing and Hospitality Services offers a welcoming, safe and nurturing environment, which is strategically designed to foster the development, education, and wellness of our community. We are committed to providing high quality services and maximizing operational efficiency to enhance the living and learning experience of our students, staff, and guests. We support the mission of the University and of Student Life and Learning by upholding our core values.

MISSION AND VALUES

LEADERSHIP AND INNOVATION:

We encourage emerging leadership and innovation in our students, our staff, and the McGill community at large.

INTEGRITY:

We ensure transparency, accountability and responsiveness through continuous assessment, and ongoing internal and external consultation. We benchmark our progress against peer institution best practices.

RESPECT:

We treat every person with dignity, care and concern and actively promote a culture of respect in our richly diverse community.

EDUCATION AND WELLNESS:

We encourage healthy lifestyles, endorse and offer nutritional food choices, use a prevention-based harm reduction approach, and provide stimulating living-learning opportunities.

SUSTAINABILITY:

We support and maintain sustainable environmental, social, operational, and fiscal practices.

STUDENT HOUSING AND HOSPITALITY SERVICES CORE VALUES

We set high standards for ourselves and our operations.
OUR PHILOSOPHY

One rule: Respect

McGill SHHS operates under a philosophy of respect as the foundation of our community. The rules and expectations we have for our residents all stem from this philosophy, and it is something we hope you carry with you beyond your time in residence.

We chose respect to be our core belief because of its comprehensiveness and versatility; respect can be showing respect for yourself, acting respectfully towards your fellow residents, respecting the staff in your building and the work they do, respect for the buildings themselves, and so much more.

From our side, we work to respect your autonomy as young adults, while understanding that your first year in university is a tremendous learning experience; and sometimes, learning means making mistakes. When people act in a way that does not uphold respect, we put an emphasis on caring for the community, and restoring respect among those affected. Beyond that, students who choose to behave in a manner contrary to our philosophy, policies and procedures will be held accountable through the McGill Code of Student Conduct.

What does respect look like in residences?

• Respect for the diversity of people that make up the residence community
• Being conscious of how your behaviour impacts those around you
• Learning the names of the support staff who work in your building and dining halls
• Taking responsibility for your actions
• Lowering your music when someone asks you
• Cleaning up after yourself in a common room
• Being a considerate roommate
• Treating others how they would like to be treated
• Apologizing when you’re in the wrong
Often used in the context of global health policy, harm reduction is an approach that attempts to reduce adverse health, social, and economic consequences. Harm reduction focuses on keeping people safe, and minimizing the negative consequences of when individuals engage in higher risk behaviours, such as using substances. There is no universal definition of or formula for implementing harm reduction, as it demands the consideration of the needs and unique circumstances of each individual, however, we consider the following principles central to our practice:

For more on Harm Reduction, visit [mcgill.ca/substances/harm-reduction](http://mcgill.ca/substances/harm-reduction)

Source: McGill’s Counselling and Mental Health Services
YOUR SHHS TEAM
Welcome to Residence Life at McGill University!

Moving out on your own, possibly in a new city or country, and beginning an endeavor as impactful as your University career can be daunting. Student Housing and Hospitality Staff, including Residence Life staff, are here to make your transition as enjoyable and smooth as possible. Our Residence community is founded under a philosophy of respect, empowering each community member, staff and students alike, to enjoy a safe and comfortable experience in residence. Living in a Residence community is a one-of-a-kind (and often once-in-a-lifetime!) opportunity, and we are here to help make your residence hall your ‘home away from home’. Your participation, engagement and communication with and in Residence Life are key in ensuring that you make the most of your Residence Life experience.

We are so glad to welcome you to our community, and are eager to meet you!
RESIDENCE LIFE TEAM

RESIDENCE LIFE MANAGERS
Residence Life Managers are full-time live-in student affairs professionals who play a key role in enhancing student life in residences. They are responsible for educational programming, training and developing student leaders and student staff, and serving as a support and resource for resident students as they adjust to University life.

FLOOR FELLOWS
Floor Fellows are a diverse group of upper-year students who live in the halls and are an all-around support resource for students. They are the student leaders in our residences who work to ensure that residents have the smoothest transition possible into McGill residences.

They are trained to help deal with a variety of issues facing students about life on campus and in Montreal. If you ever have questions, but don’t know where to start, try your Floor Fellow.

Ultimately, the floor fellows are amazing resources for abundant amount of diverse information, are capable of providing much of the needed support for incoming students, and are continually striving to build a community in which each and every student feels respected.

RESIDENCE LIFE ADVISORS
The Residence Life Advisors are full-time staff who design, develop and implement programs and activities to enhance and enrich the experience of living on campus. They provide professional oversight, advice and support to the residence Councils and to the student programming staff (Residence Life Facilitators and Rez Project Coordinators). They also trained in crisis intervention and participate in the Residence Life on-call rotation.

RESIDENCE LIFE FACILITATORS
Along with the Residence Life Advisor, the Residence Life Facilitators, known as Rez Lifers, work hard to organize residence-wide welcome events that help first-year students adjust to their surroundings in a fun and interactive way.

They also host residence-wide events throughout the year in correspondence with their individual portfolios, including: Rez Warz events, the Faculty-in-Rez speaker series, community engagement activities, Inter Residence Council and Environmental Residence Council mentorship and an energy-saving competition called Fight the Power.
RESIDENCE LIFE TEAM

RESIDENCE LIFE MANAGERS
Residence Life Managers serve as an early alert system for emotional, academic and mental health issues among students, provide crisis management, administrative and operational support, and serve as disciplinary officers when required.

MELISSA GARRIDO melissa.garrido@mcgill.ca | Resident Life Manager: Molson and Gardner Hall

Melissa lives in residence with her husband, Matt. Melissa became an RLM last year (Aug. 2017). She has a background in counselling, BA and MA in Sexology. She has more than 10 years of experience in crisis intervention and sexual violence. She has travelled the world during her 20’s and worked in Argentina as a sex columnist in the radio and a newspaper.

Fun fact:
“HER PERSIAN CAT, HANK, ALSO LIVES WITH THEM IN RESIDENCE. HANK HAS OFFICE HOURS THROUGHOUT THE YEAR, A TIME FOR STUDENTS TO COME MEET HIM AND PET HIM. HANK WORKS ESPECIALLY HARD DURING EXAM PERIODS!”

One piece of advice for first year resident students:
McGill will be hard academically, but don’t forget to have fun!!! Explore the city, make new friends, enjoy life while at the same time putting all your efforts in university. The residence life team will be there to help you achieve that!

JIM GHOSHDASTIDAR avik.ghoshdastidar@mcgill.ca | Resident Life Manager: Solin Hall

Jim Ghoshdastidar has worked for SHHS for five years, beginning as Hall Coordinator of New Residence Hall and Faculty Mentor in Residence at McConnell before taking the role of Residence Life Manager of Solin Hall two summers ago. Prior to his time at McGill, Jim worked in Residences at both Queen’s and Acadia University. He was instrumental in founding the FRezCa undergraduate science drop-in help centre and the SciCram exam preparatory programs and taught Chem 120 last Winter.

What’s one thing that people are surprised to learn about you?
“I’VE LIVED IN EIGHT RESIDENCES ACROSS THREE UNIVERSITIES!”

One piece of advice for first year resident students:
“You deserve to be here. It’s no mistake that you received an offer from McGill and we’re glad you chose our community to join.”
Kayin Queeley  
Kayin Queeley has worked previously in various student affairs roles, including as a Residence Director and an Academic counselor at the State University of New York in Plattsburgh, NY. He holds a BSc in International Business and an MSc in Leadership from that institution.  
Fun fact: Kayin was born in St.Kitts & Nevis, located in the Caribbean.  
Favourite life motto:  
“I HAVE LEARNED THAT PEOPLE WILL FORGET WHAT YOU SAID, PEOPLE WILL FORGET WHAT YOU DID, BUT PEOPLE WILL NEVER FORGET HOW YOU MADE THEM FEEL.” – Maya Angelou  
One piece of advice for first year resident students:  
“IT IS AN ABSOLUTE PRIVILEGE TO LIVE AND WORK CLOSELY WITH ALL OF YOU. I ENCOURAGE YOU TO LEARN, WORK HARD, TAKE CARE OF YOURSELF, HELP OTHERS AND JUST BE YOU.”

Erin Schwabe-Fry  
Erin lives in Douglas with her husband and their 1-year old daughter. Prior to becoming a part of the Residence Life team, Erin worked with the Stanford and McGill Writing Centres, and on residence staff for many years including as a Floor Fellow at New Residence Hall. Erin studied Education at the University of Toronto, Music at McGill University, and English/ Creative Writing at Stanford University. Erin loves music and playing French horn, dancing, and writing.  
One thing that people are surprised to learn about you?  
“I GROW UP IN CALIFORNIA, IN THE SAN FRANCISCO BAY AREA.”  
One piece of advice for first-year resident students?  
“MY GREATEST HOPE FOR RESIDENCE STUDENTS IS THAT THEIR REZ CAN BE A HOME-AWAY-FROM-HOME – AND THAT WE CAN CARE FOR EACH OTHER AS A BIG, QUIRKY, AND RESPECTFUL COMMUNITY. SO – SAY HELLO TO YOUR HALLMATES AND STAFF MEMBERS, LOOK OUT FOR YOUR NEIGHBORS, AND KNOW THAT WE’RE HERE FOR YOU TOO.”
Luke Walker’s introduction to the Residence Life Community came on August 24th, 2005 – it was on this day that his teary-eyed parents dropped him off at Solin Hall and said goodbye to their special little freshman. Two years later he returned to McGill Residences to work as a Floor Fellow. After completing his Bachelor of Arts, Luke worked for six years at McGill’s Service Point before finally re-joining the Residence Life Community in June 2016 – this time as an RLM.

What’s one destination you’ve always wanted to visit and why?

“Edinburgh of the Seven Seas (pop. 268): the only settlement on the most remote permanently inhabited island on Earth, Tristan da Cunha. I have always been fascinated by remote islands and isolated communities.”

One piece of advice for first year resident students:

“Get a bike. Wear a helmet.”

Michael is a current student at McGill, where he is studying at the School of Social Work. Prior to his studies at McGill, he was the Community Facilitator of Concordia Residences. Michael is passionate about community development, mental health advocacy, and supporting students in their first year of residences.

Fun Fact: Michael has a BFA in Theatre from Concordia University, and is an avid theatre-goer.

What’s one piece of advice you would give to first-year resident students?

“Take advantage of the beautiful cafes around Montreal for study spaces! My personal favourite is Crew Collective in the Old Port – it has high ceilings and beautiful minimalist decor!”

Avedon joined the McGill family Move-In Weekend August 2009. In these 9 years, she learned the ins and outs of the daily operations of Residences. Avedon has had the opportunity to work in several departments within different levels of administration, and has been able to build lasting relationships with many of our frontline staff as well as members of our Administrative team.

In her most recent chapter working with Residence Life, she helps coordinate the needs of the students, Floor Fellows, and RLMs. Avedon is able to answer your Residence Life questions and can be found at Carrefour Sherbrooke on the second floor!

Fun Fact: “I have worked in almost all of our Residence Halls!!”
STUDENT HOUSING AND DINING SERVICE CENTRE
The Student Housing and Dining Service Centre resolves and responds to questions, problems, and issues regarding residence and housing admission, off-campus housing, meal plans, and oneCard services. It is located in University Hall at 3473 University Street.

DINING HALL STAFF
The Dining Hall staff are always on hand to welcome you in our dining halls. Feel free to approach them with feedback or if you have any particular questions relating to the menu.

Students with food allergies, dietary restrictions and preferences will be happy to know that two Registered Nutritionists are on staff, and welcome consultation requests. If you would like to notify us of any dietary restrictions please fill out this form.

FRONT DESK STAFF
Front Desk staff (located in the main lobby of the hotel-style residences, Solin, RVC and centrally at Bishop Mountain Hall for the Upper Residence buildings) are the friendly faces that greet you as soon as you enter your residence. Go to your front desk staff to pick up your mail, request a repair, for lock-outs as well as other inquiries.

For MORE students, the coordinators at the MORE and Graduate Operations Office (located on University Street) are available to assist you with service requests and other inquiries.

PORTERS
Students living in the Upper Residences also benefit from the presence of a Porter during regular working hours. Among other responsibilities, the Porters handle mail, packages, inspect the building for safety and cleanliness, and are very helpful if you have any building related questions.

HOUSEKEEPING STAFF
The housekeeping staff work hard to maintain shared facilities that are an important part of the residence experience. These include the hallways, common areas, and washrooms. Please be mindful to pick up after yourself whenever you’re leaving a shared space and respect the cleanliness of the buildings.

NIGHT STEWARDS
Night stewards survey the buildings and do inspections throughout the night so that you are safe and secure. They also respond to emergencies.
LEARNING IN RESIDENCE

Our programming and events encourage diversity, education, community building, and personal development. Through our community engagement and equity activities, we give students the opportunity to see more of Montreal and connect with local organizations.

Our Residence Programming also focuses on equity education like feminism week and black history month events while wellness activities feature therapy dogs at exam time, yoga, step workshops, cooking workshops, and plant potting.

Leadership Opportunities

Residence Councils play an important role in shaping the experiences you will have in your first year in residences. Councils organize social events, advocate for student interests to the administration and to other university bodies, and work with administration on key issues.

Hall Council
Each residence hall has a Hall Council composed of executive members and other representatives. Each Hall Council is committed to planning events and addressing the needs of their respective hall. In the case of MORE, one collective council represents the needs of all MORE residents.

The Inter-Residence Council (IRC)
IRC is comprised of student representatives from the entire residence community. The IRC plans large-scale events for all residents. At weekly IRC meetings, Hall Councils stay up-to-date and support each other on events.

University Residence Council (URC)
URC is a forum at which all Hall Council Presidents and SHHS Management meet to discuss administrative matters in residences. At URC, Presidents represent residents’ concerns and vote on matters that influence residence policies.

Environmental Residence Council (ERC)
ERC is comprised of environmental representatives from every hall. ERC works with the Hall Councils, IRC, and URC to promote an environmentally friendly and conscious residence community.
Rez Project

Our mission is to create an inclusive environment where every student can feel empowered to reach their goals and get the most out of their residence experience.

As such and in an effort to maintain our high standards for living in residences, Rez Project is offered to all students. Rez project is run by the Office of the Dean of Students as peer-run workshops. These workshops open students to new ideas and foster a sense of belonging in residence.

Look for sessions in both September and January.

Faculty in Residences

Our Faculty in Residence Series is designed to offer university faculty and first year students living in residence different opportunities to interact and give students the chance to meet professors in a comfortable, familiar setting (over meals in the dining halls, in the common space) and to learn in different ways.

Coming from different disciplines all across campus, professors join us in our residences to give short and casual lectures on a topic of interest to themselves and to the students: professors sometimes highlight recent developments in their field, or a particularly quirky or little-discussed aspect of their discipline. They might also discuss their own personal academic training and how they found themselves at McGill.

FRezCa-McGill’s First Year Residence Cafeteria help centre

FRezCa are free drop in tutorials for first year chemistry, math, and physics.

These tutorials are extremely popular with Science students as they allow them to better understand course material and therefore do better on assignments and exams.

FRezCa:

- Gives students the opportunity to learn directly from Science TAs
- Provides a free, one-stop shop for drop-in support to first year Science students across discipline
- Offers an accessible study space for students living both in residence and off-campus
- Fosters active learning and community among students
Rez Warz

Rez Warz is a year-long, inter-residence competition. Each month, teams from every hall compete in a chosen competition and garner points. The team with the most points is awarded at the end of the academic year.

Rez Warz is all about:

- BEING ACTIVE
- ENGAGING WITH PEERS
- HAVING FUN
- EXPRESSING SPIRIT
- HAVING FUN
- EXPRESSING SPIRIT

Some of the Rez Warz events include: soccer, ultimate frisbee, improv, iron chef, dodgeball, pub night trivia, and basketball. Events like improv and iron chef have featured celebrity guest judges from the university faculty and the greater Montreal community.
Responsible Use Of Alcohol

In McGill University Residences, we work with students to create a community of mutual respect, inclusiveness, fun, and safety that is conducive to student learning. In light of this goal, it is necessary to define responsible possession and consumption of alcohol. We wish to create an environment that both supports a decision to abstain from alcohol as well as a choice to consume it responsibly. Irresponsible alcohol consumption (such as drinking too much and/or too fast) can be dangerous to one’s health and safety and can negatively impact the residence community. Therefore, preventing irresponsible consumption is one of our primary concerns.

All residents and their guests must abide by these guidelines whenever they are in a McGill University residence. Violations will be enforced through the Code of Student Conduct and/or the Lease.

1. Possession and consumption of alcohol in McGill University Residences must conform to the laws of the province of Quebec, including, but not limited to, the law requiring that individuals must be 18 years of age or older to legally consume alcohol in Quebec.
2. Selling alcohol in McGill University Residences is not permitted.
3. Containers of alcoholic beverages that are larger than those legally available for personal purchase in Quebec are strictly prohibited within Residences.
4. The possession of open containers of alcohol and the consumption of alcohol is prohibited anywhere before the ID card access point as well as in stairwells and landings, elevators, dining halls and in front or in the back of any residence that faces a public street.
5. Consumption of alcohol is a choice and individuals are responsible for the consequences of their choices. As such, the effects of alcohol will never be accepted as an excuse or a mitigating factor for any violations of the Code of Student Conduct, Lease, or federal, provincial and/or municipal law.

Drugs

As per Federal law, resident students are prohibited from possessing, using, and cultivating illegal drugs. If we suspect that you are not complying with these rules, a Residence Life Manager as well as McGill Security will reserve the right to investigate the situation.

Drug dealing is a criminal offence and anyone found guilty of dealing drugs will be dealt with accordingly and will potentially face criminal charges depending on the nature of the situation.

Organized events

- Charging of admission to an event in McGill University Residences in which alcohol is served is not permitted.
- Any organized party or activity in McGill University Residences that involves the serving of alcohol must be pre-approved in writing on the appropriate form both by the Residence Life Manager of the residence and by the Accommodations Supervisor. At least 3 business days’ notice is required, without exception, for the event to take place. The event must adhere strictly to the conditions of approval. The organizer(s) will be held responsible for violations of the Code of Student Conduct and/or the Lease that may occur due to the failure to adhere to the conditions of approval. Such an event would typically be held in a common room in Residences.
- Any organized party or activity in McGill University Residences that involves the presence of alcohol must be pre-approved directly by the Residence Life Manager of the residence. The organizer(s) will be held responsible for violations of the Code of Student Conduct and/or the Lease that may occur due to the failure to adhere to the conditions of approval. Such events would typically be held in a common room in Residences.
- Any organized party or activity in a dining hall in McGill University Residences that involves the serving and/or presence of alcohol must be pre-approved in writing on the appropriate form(s) by Student Housing and Hospitality Services. At least 12 days’ notice is required for the event to take place. The event must adhere strictly to the conditions of approval. The organizer(s) will be held responsible for violations of the Code of Student Conduct and/or the Lease that may occur due to the failure to adhere to the conditions of approval due to the failure to adhere to the conditions of approval.
Non-Smoking Policy

Quebec Law prohibits smoking all closed areas of educational institutions. All McGill buildings are non-smoking. This includes electronic cigarettes, also known as E-Cigarettes.

- Smoking, including e-cigarettes, is not permitted in residence buildings, residence rooms, study rooms, corridors, hallways, stairwells, elevators, laundry rooms, and common areas.
- Residents may only smoke outside in certain designated areas. These areas will be identified by signage. Consult the McGill Smoking Policy to locate the smoking areas near you.
- As per your lease, residents found smoking anywhere inside Residence buildings face an immediate fine of $250. Subsequent offenses will result in additional fines and disciplinary measures as per the McGill Code of Student Conduct.
- Residents who cover, remove, disable or otherwise tamper with fire safety equipment face an immediate $250 fine and disciplinary action. A second offence will result in eviction and immediate referral to the Committee on Student Discipline.
- Each room is equipped with a smoke detector. Tampering with fire safety equipment places lives in danger and will not be tolerated.
- Residents are responsible and liable for their guests’ behaviors for all no smoking regulations.
- If you are in a room and someone is smoking, it is your responsibility to intervene or remove yourself from the situation. Be an active bystander, otherwise you may be met with the same consequences as the person committing this offense.
IN CASE OF EMERGENCY

If a McGill Student or community member is in immediate danger:

From a wired phone on campus: (not a cell) **Call 911 immediately**
Security services are automatically notified and will be able to see your location and help guide emergency responders there.

From a outside line or Cell **Call 911 immediately** Then call Security services: 514-398-3000

Make sure you should know:
• The location of all ‘exit’ staircases.
• The exact location of the nearest manual fire alarm.
• The exact location and type of the nearest fire extinguisher.
• If your smoke detector works. You must never tamper with it.

In Case of Safety/Security Concerns Report any safety and security concerns (including suspicious persons) to a Floor Fellow, Residence Life Manager, or the front desk staff immediately. Also report building problems (flooding, loss of electricity, etc) immediately.

GUESTS

Guests will not be allowed in without accompaniment by a resident. A reminder that each resident is only allowed to sign in and have TWO guests at any given time. In addition, you are not allowed to bring in guests for another resident or your roommate. If you plan on having an overnight guest stay with you, you must first ask your roommate if they are okay with it.

Ultimately, you will be responsible for the actions of the guests that you sign in and any costs for damages caused by that guest. There are extra guest policies that apply to your specific residence. These will be found in your Move In Guide, which you will receive when you get your keys during Move In Weekend.

For all residences students (except MORE Houses and Solin Hall) living in Carrefour Sherbrooke, La Citadelle and New Residence Hall:
• You must sign in your guests, max of 2, at the front desk.
• Your guest(s) will be asked to leave their ID card at the front desk.
• All guests will need to sign out when exiting the building and collect their ID card.
• Always lock your door – whether you are sleeping or just leaving to go to the bathroom but especially when you are not there. Residences are safe, but it takes only a moment for a thief to grab a laptop.

• Ensure your windows and doors are locked at night and that your blinds are drawn.

• Report any stolen belongings to McGill security: 514-398-3000

• Report any lost keys/ID cards, to the appropriate office immediately.

• Do not lend your keys or access cards to anyone.

• Do not sign in a guest you don’t know

• Do not allow anyone you don’t know to enter a key-card entry building behind you.

• If someone claims to be a visitor, ask for their friend’s name and room number. If the “visitor” causes any problems, tell a Floor Fellow, Residence Life Manager, the front desk staff, or call McGill Security at 514-398-3000.

• Do not buzz anyone you don’t know into the building. Always go to the door to see who it is.

• Do not ask the food delivery drivers to come up to your room. Instead meet them in the lobby.

• Do not prop open residence hall doors that are supposed to be closed.

• Do not jump over the turnstiles.

• Please only use emergency exits in emergencies; otherwise, someone could enter from outside undetected.

• Do not go up onto the roof. This is taken very seriously as we don’t want anyone to get hurt. If you are caught on the roof, you will be subject to a $ 250 fine and discipline under the McGill Student Code of Conduct.
FIRE SAFETY

It is a serious offence to tamper with and/or cause damage to fire safety and prevention equipment (including but not limited to smoke detectors, smoke alarms, fire hoses, pull alarm stations, sprinkler heads, fire extinguishers, emergency lighting, breaker switches and fire exit doors). Doing so places lives in danger and will not be tolerated.

RESIDENTS WHO TAMPER WITH FIRE SAFETY AND PREVENTION EQUIPMENT
• face an immediate $250 minimum fine and disciplinary action.
• are financially responsible for damages and/or other costs resulting from tampering with fire safety equipment or from their actions whether intentional or accidental which result in damage to fire safety equipment.
• A second offence will result in eviction and immediate referral to the Committee on Student Discipline

Candles, hookahs/sheeshas, incense, personal cooking appliances such as hot plates, kettles, coffee machines, rice cookers, electrical fry pans, deep frying, electric blankets and similar objects and/or other flammable materials pose a significant fire risk and may not be used in McGill Residence buildings.
• Residents found using the items mentioned above and/or other flammable materials anywhere inside Residence buildings face an immediate minimum fine of $250
• Subsequent offences will result in additional fines and disciplinary action.

RESIDENTS WHO CAUSE AN ALARM WITHOUT REASON AND/OR FIRE AND/OR OTHER DAMAGE
• face an immediate $250 minimum fine and disciplinary action
• are financially responsible for damages and/or other costs resulting from their actions.
• are financially responsible for all administrative fees and fines charged by the University for a minimum flat rate of $3,000 per unfounded fire alarm.

Residents are responsible and liable for their guests’ behaviors for all fire safety regulations.
WHAT TO DO WHEN THE FIRE ALARM SOUNDS IN YOUR BUILDING

1. Leave the room and close the door behind you.
2. Evacuate the building immediately, using the safest and closest exit. Do not take the elevators.
3. Move away from the building to a distance of at least 100 metres to allow the people behind you to evacuate without interfering with the work of the firefighters.
4. Follow instructions from floor fellows.
5. Call the Montreal Fire Department at 9-1-1 (don't assume someone else will do it).

WHAT TO DO IF YOU DISCOVER SMOKE AND/OR FIRE

1. Leave the room and close the door behind you.
2. Pull the manual fire alarm.
3. Evacuate the building immediately, using the safest and closest exit. Do not take the elevators.
4. Move away from the building to a distance of at least 100 metres to allow the people behind you to evacuate without interfering with the work of the firefighters.
5. Follow instructions from floor fellows.
6. Call the Montreal Fire Department at 9-1-1 (don't assume someone else will do it).

IF THE SMOKE ALARM IN YOUR ROOM/APARTMENT (NOT THE BUILDING SMOKE DETECTOR) SOUNDS AND YOU ARE ABSOLUTELY SURE THERE IS NO FIRE:

- Open your window to air out the room/apartment to get the smoke alarm to stop beeping.
- Do not open your door; if smoke gets into the hall it will set off the building smoke detector and fire alarm.
- **You must call McGill Security at 514-398-3000**
- If the building fire alarm goes off, evacuate the building and Security will be on site.

**Sprinkler Systems**

The residences are also equipped with sophisticated sprinkler systems. Please respect them and refrain from hanging anything from the sprinkler heads, and from throwing or kicking objects such as footballs, and frisbees in the corridors. If damaged, the sprinkler system may go off.

Residents will be held financially responsible for any damages that occur as result of careless use or vandalism of the sprinkler system.
The transition to life in university can be challenging, and you may find yourself having difficulty adjusting to life away from home, experiencing feelings of anxiety or depression or simply wishing to have someone to talk to about what’s on your mind. McGill Residences is committed to the mental health and well-being of residents by ensuring that you have access to a variety of support resources and services. By living in residence, you can rest assured that our team will guide you in the right direction and help you access the resources you need.

**IN–RESIDENCE SUPPORT:**

**Floor Fellows**
Floor Fellows are available as a primary support and listening resource in residences. They can refer residents or accompany them to other services and resources available on campus.

**CAMPUS SUPPORT:**

**Student Health Services / Urgent Care Walk-In Clinic**
3600 McTavish, Brown Student Services building, 3rd floor
Hours: 8:30 AM – 4:30 PM, Monday through Friday.
514-398-6017 (phone line open from 10:00AM – 4:00 PM, Monday -Friday)
Quality, comprehensive health care in a convenient campus location. Our services are specifically geared towards the unique health needs of students.

**Urgent Care Walk-In Clinic**
The walk-in clinic is for urgent care only. The walk-in clinic operates on a first come, first served basis, so it is important to arrive as early as possible. In order to be seen, students must present themselves at the clinic in person.

**Office for Students with Disabilities**
3459 McTavish Street, Hours: consult the website www.mcgill.ca/osd/accessing/osd-drop-hours
(514) 398-6009 disabilities.students@mcgill.ca
The My Access services, offered by the OSD, provides support if you feel that difficulties and impairments are hindering your academic performance while at McGill or if you require assistance with access.

**Psychiatric Services**
Brown Building suite 5500
514-398-3619 Email: psychiatricservices@mcgill.ca
The clinic consists of a team of psychiatrists available with a referral and by appointment. A secure, nonjudgmental and confidential space in which to pursue mental health treatment.

**Counselling Services**
Brown Building suite 4200
514-398-3601 Email: counselling.service@mcgill.ca
The professionals at the McGill Counselling Service work with individuals dealing with a wide range of psychological, emotional, and academic challenges to alleviate distress, promote self-understanding, and develop effective solutions to the obstacles impeding their success and growth.

**McGill Students’ Nightline**
Hours: 7 days a week from 6pm–3am during the academic year (except during the winter break and Reading Week).
514-398-6426 (MAIN)
A confidential, anonymous and non-judgmental listening service, run by McGill students, offering a variety of support from information to crisis management to referrals.

**The Peer Support Network**
A volunteer-based organization comprised of Peer Supporters – fellow students who have gone through comprehensive training on listening and helping students with a range of issues, including but not limited to academic stress, relationships, sexuality, disordered eating, substance abuse, and campus resources.

**Office for Sexual Violence Response, Support and Education**
550 Sherbrooke O. Suite 585 (west tower 1-11 elevator)
514.398.3786; 514.398.4486 Email: svoffice@mcgill.ca
Confidential, non-judgmental and non-directional support and education to students, faculty and staff of all genders who have been impacted by sexual violence.

**SACOMSS**
3480 McTavish, B-27. Hours: Consult facebook.com/sacomss
514-398-8500
The Sexual Assault Centre of the McGill Students’ Society (SACOMSS) is a volunteer-run organization committed to supporting survivors of sexual assault and their allies through direct support, advocacy, and outreach.
GIVE YOURSELF TIME
It can take time to get used to living with someone; especially someone you’ve never met before! Be patient with yourself as well as the other person. Give yourself some time to settle in and get accustomed to their habits. If after just one week you’ve decided that you cannot live with this person, you haven’t fully given it a fair chance. Know that there will be bumps in the road and times that you will get frustrated, but as long as you are fair and direct, most issues should get resolved.

START OFF ON THE RIGHT FOOT
It’s important that you and your roommate respect each other from the moment you enter your new shared living space. You don’t have to become best friends, but it’s important that you respect each other’s space, time, and belongings. Come in with an open mind and a good attitude. Tell your roommate some things that you would appreciate (such as cleaning up after themselves, giving a heads up if guests are coming, etc.) and tell them to do the same. That way you’re both starting out with a better knowledge of the other person’s likes and dislikes.

TALK IT OUT
Before going to your Floor Fellow or Residence Life Manager, we strongly encourage you to talk out your issue with your roommate first. A lot of the time your roommate won’t know they are doing anything wrong. If you bring up your complaint in a non-confrontational way, they will most likely respond positively. If this doesn’t work out and your roommate refuses to compromise, then it makes sense for you to talk to a residence staff member.

If after all your efforts to resolve your issues you would still like to change rooms/halls, you must fill out a room/hall change request form which will open online mid-September.
Roommate Questionnaire

Use this helpful questionnaire to get insight on your roommate’s habits and preferences. It’s a great conversation starter and only takes a few minutes to complete.

DISCUSSION

1. How do I feel about my possessions? (What things are alright for you to borrow; what things I would prefer that others do not use)
2. What do I expect my study habits will be like this year?
3. How important is it to me for my living space to be neat and clean?
4. How neat and clean is ‘neat and clean’ (for me)?
5. What kind of experience do I have with household chores?
6. How do I feel about discussing money?
7. How would I like to cook and grocery shop—only for myself or communally?
8. What kind of music do I like?
9. What are my favourite TV shows? Movies?
10. How do I feel about drugs and drinking?
11. What time do I usually come home after a night out?

12. How do I feel about having guests over for day visits/overnight stays?
13. How hard/easy it is for me to go out and make friends?
14. What do I like to do in my spare time?
15. What am I like when I am down or upset about something?
16. How hard it is for me to let people know what I’m feeling or what I need?
17. What times are there when I would prefer to be left alone?
18. What is my mood like is most of the time?
19. What do I find annoying?
20. What am I like when I feel stressed/pressured (during exams, with my peers etc.)?
21. When do I like/need to sleep?
22. Is there anything you need to know about my health?

CONCLUSIONS

1. As a result of this conversation, I’ve become aware of some things about you, including...
2. It appears to me that an important similarity/difference between us may be...
3. I think we might have to compromise on...
4. I think something I came to realize more clearly about myself in this discussion is...
5. The way I feel about this conversation is...
Key Lockouts

Carry your keys/key card with you at all times. If you accidentally lock yourself out of your room, either your Floor Fellow, Night Steward, or Porter can help you get in depending on your residence. Please note that you will be charged a lockout fee in the modern dormitory style residences ($5) and at Royal Victoria College ($2).

In the MORE buildings and Greenbriar, the staff at the MORE and Graduate Housing Office can lend you a spare key but please do not abuse these privileges. In the evening, a spare key can be picked up from NRH. Please note you will be charged a lockout fee.

Key Replacements Charges

Duplicates of keys can NOT be made by residents! If you live in a building with keys (all except La Citadelle, NRH, and Carrefour Sherbrooke), and your keys are misplaced, you can purchase a new set for $75.00.

If your keys are lost, you will have to have your lock changed, which can cost up to $250.00 depending on your residence. Arrangements will be made with you to change the lock as soon as possible. If you lose a key for a double room, you will have to pay for a new key for your roommate as well. The total cost of this (lock replacement and two new keys) will be $175.00.

Room Repairs

After you check in, please take the opportunity to report any major damages in your room. MORE: If you have a repair problem, or a building maintenance emergency (i.e. toilet flooding, broken windows or doors, etc) after business hours or on weekends, you should call McGill Security at 514-398-3000.

It is very important that you report all damages and repairs in a timely fashion, so that the damages do not worsen. When you move in, you will receive a Room Condition Report to be completed and returned to the front desk within 72 hours of your arrival. Failure to complete the report may result in damage charges being assessed at the end of the academic year for which you are not necessarily responsible. If you are sharing a double room, only one report needs to be submitted signed by both roommates.

During the school year, you can either go to your residence front desk to request a repair or you can fill out our online Maintenance Repair Request Forms.

Note that in all residences, failure to report damages may result in charges to your account at the end of the year. Please be patient; it may be a short while until someone can come to fix the problem, but don’t worry, we won’t forget about you!
**Room & Building Changes**

The residence style and room you are assigned depends on how you answered your Housing questionnaire as well as the randomized lottery system.

That being said, that doesn’t mean every student will find themselves in the situation that is best for them. In those cases we do our best to find another room within the same residence or another building, and hopefully a more harmonious living situation.

**To change rooms/halls, you must fill out a room/hall change request form which will open online mid-September.**

**Noise**

As renters in the Province of Quebec, Resident students are entitled to peaceable enjoyment of the premises for the duration of their lease. Therefore, it is in everyone’s interest to behave respectfully and to keep their neighbor’s rights in mind.
Understanding the meal plan

Whether it’s a Mandatory Meal Plan or a voluntary Saver Meal Plan, know that any McGill meal plan is linked directly to your ID card and runs on a declining balance. That means that your ID card acts much like a debit card for you to use in the residence dining halls and in most on campus food locations.

MANDATORY MEAL PLAN

If you are assigned to live in one of the following residences, your Mandatory Meal Plan will already be active and ready for you to use on move-in week-end.

The Mandatory Meal Plan has two separate accounts: Home Base & Flex. See the diagram below for more information.

<table>
<thead>
<tr>
<th>Carrefour Sherbrooke</th>
<th>Douglas Hall</th>
<th>Gardner Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>La Citadelle</td>
<td>McConnell Hall</td>
<td>Molson Hall</td>
</tr>
<tr>
<td>New Residence Hall</td>
<td>Royal Victoria College</td>
<td>University Hall</td>
</tr>
</tbody>
</table>

MANDATORY MEAL PLAN

$2,250 (per semester)
includes 2 accounts

Home Base Food Dollars
(Used only in the residential dining halls - see map highlighted in blue)

$1912.50

Flex Food Dollars
(Used only in on-campus retail locations - see map highlighted in red)

$337.50

80%

20%

TOPPING UP

When you run out of funds in either Home Base or Flex, you may top up in Minerva by navigating to Students Account Menu. The amount will be charged to your Student fees account.

• You will most likely run out of Flex dollars before the semester is over. You should top up to benefit from not paying sales tax on purchases. Sales tax in Quebec adds 14.975% to any purchase.
• Funds can be used in both Flex and Home base locations.
IF YOU HAVE BEEN ASSIGNED TO LIVE IN SOLIN HALL OR MORE HOUSES

Solin
Hall

MORE
Houses

- You have kitchen facilities to prepare your own meals but many students purchase a voluntary Saver Meal Plan if they feel they would eat regularly on campus.

If you plan on buying meals on campus sporadically, then using your oneCard account to purchase food is the way to go!

VOLUNTARY SAVER MEAL PLAN

The great benefit of purchasing a Saver Meal Plan is that you will save on the sales tax when you purchase food and beverages, just like students who are on the Mandatory Meal Plan. You must eat regularly on campus though as the Saver Meal Plan expires at the end of each semester and leftover funds cannot be rolled over.

• The Saver meal plan is ideal for students who eat 10 or more meals per week on campus
• You may eat at any SHHS meal plan location

TOPPING UP

When you run out of funds, you may top up in Minerva by navigating to Students Account Menu. The top up amount will be charged to your Student fees account.

• Funds can be used in all SHHS dining locations

SAVER MEAL PLAN

$1,300 (per semester)
Voluntary meal plan

To purchase, fill out this online form:
www.mcgill.ca/foodservices/solinmore-saver-meal-plan-request

Having issues?
Please contact the Student Housing and Dining Service Centre at University Hall.

Comments: Talk2Us Email: food.fds@mcgill.ca Call: 514.398.6368
Walk-In: Student Housing and Dining Service Centre, 3473 University Street, Montreal Quebec, Canada H3A 0C8
MEAL PLANS

WHERE TO EAT ON CAMPUS?

Your Mandatory meal plan or your Saver Meal plan give you access to all 5 residential dining halls and over 20 locations on campus.

MANDATORY MEAL PLAN

Home Base Food Dollars
(Used only in the residential dining halls - highlighted in blue)

Flex Food Dollars
(Used only in on-campus dining locations - highlighted in red)

VOLUNTARY SAVER MEAL PLAN
(SOLIN & MORE STUDENTS)
You can eat in all locations - highlighted in blue or red
(You may use 100% of your funds in any SHHS dining location)
All About oneCard

Your oneCard is a taxable account on your McGill ID card. As a resident student, your oneCard account is active and already loaded with $500 when you receive your new ID card on move-in week-end. Although you can use your oneCard account to buy taxable items such as: chips, chocolate bars, soft drinks and ice cream, it has many other purposes.

Explore the full plan.

oneCard can be Used:

- To do laundry in residences (it is the only method of payment accepted for laundry machines)
- At select vending machines on campus
- To pay for take-out deliveries from Double Pizza, Habanero, Burger St-Laurent or Rotisserie St. Hubert Express.
- Pay for your meal, in person, at the Rotisserie St. Hubert Express and Freshii on Parc Avenue, Le Plezit on Peel street and the 3-in-1 establishment of Double Pizza, Habanero and Burger St-Laurent on boul. St Laurent
- To pay for Mac Market purchases
  - At any of the dining halls and on campus food locations (if you are on a meal plan the oneCard is used in these locations for taxable items)
  - More great services to come!

Getting You Started

As a resident student (including Solin and MORE), your McGill ID Card automatically includes a oneCard account. No sign-up form is required. Your account is loaded with $500, which has been added to your student fee account.

Topping Up Your oneCard

There are three options:

- Go to Minerva and add oneCard dollars to your account
- Go to the secure oneCard Management page: https://onecard.mcgill.ca
- Alternatively, students can top up their oneCard with cash by using the oneCard Loading machine, located in the lobby at Carrefour Sherbrooke (475 Sherbrooke street west).

Laundry Tips

Laundry rooms are conveniently located within your residence.

To do your laundry, you’ll need:

- Your McGill ID/oneCard, loaded with oneCard dollars
- Laundry detergent
- Bleach, if you want your whites to be really white
- Fabric softener
At Student Housing and Hospitality Services, one of our primary goals is to incorporate sustainable practices in our residences, food and dining locations and facilities. We hope to provide an atmosphere that fosters sustainable behavior in our resident community.

**How can I be more sustainable in residence?**

Tips to help you save energy when you are...

**Leaving your room**
- Turn off the lights
- Turn down the heat
- Unplug appliances not in use to avoid phantom power

**Doing laundry**
- Hang up your clothes to dry!
- Wash clothes in full loads
- Washing with cold water will save 90% of the washing energy, while preventing your clothes from bleeding colors

**On the go**
- Test your fitness: take the stairs instead of the elevator
- Get a Bixi pass (or a bike) for the warmer months!
- STM offers a student deal for unlimited bus and metro with the opus card.

**In residences**
- Keep windows closed to avoid heat loss
- Take shorter showers

**Studying**
- Remember to turn off your computer after you are finished using it

**Shopping**
- Purchase products with minimal packaging
- Bring personal reusable bags when grocery shopping
- Opt for digital copies rather than print-outs

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**Sustainability in the dining halls**

We’re proud to work with Compost Montreal, who have helped us compost 77,000 liters of diverted compostable material in the 2016-2017 academic school year alone. Eco stations allow students to sort their leftovers by either landfill, recycling, or compost.

From enriching the soil to helping prevent pollution, there are numerous benefits to composting.

**Sorting your trash with Eco stations**

Located in Carrefour Sherbrooke, New Residence, Bishop Mountain Hall, and Royal Victoria College dining halls, our Eco Stations make it simple and convenient for dining hall visitors to reduce unnecessary waste production by sorting compostable organics, paper, plastic, glass, aluminum and landfill. Waste educators will also be on site helping students sort their trash and educating them on the difference between the waste categories.

**Eco-kits**

In order to encourage the use of alternatives to take-out containers, and to help reduce the use of paper cups, we provide every student registered in the Mandatory Meal Plan with an Eco-Kit composed of a reusable SHHS mug and a reusable O2Go container. Save $0.25 when you use your mug for coffee or tea at any of our dining locations. Use your O2Go container and save $0.75 each time you purchase a takeout meal.

SHHS also provides recycled content napkins in all self-operated locations on campus, Bishop Mountain Hall, Douglas Hall, Royal Victoria College, Med Cafe & Soupe Cafe.
IN CASE OF EMERGENCY
Montreal First Responders: 911

RESIDENCE OFFICE
residence.life@mcgill.ca | 514-398-2929
Carrefour Sherbrooke
475 Sherbrooke West, Montreal, Quebec H3A 2L9

STUDENT HOUSING AND DINING SERVICE CENTRE
housing.residences@mcgill.ca | 514-398-6368
University Hall
3473 University Street Montreal, Quebec, H3A 2A8

Carrefour Sherbrooke
475 Sherbrooke West, Montreal, Quebec, H3A 2L9
(514) 398-2299

Douglas Hall
3851 University Street, Montreal, Quebec, H3A 2B4
514-398-6367

La Citadelle
410 Sherbrooke West, Montreal, Quebec, H3A 1B3
(514) 398-8650

MORE Houses
505 ave des Pins; Montreal, Quebec; H2W 1S4
506 ave des Pins; Montreal, Quebec; H2W 1S6
509 ave des Pins; Montreal, Quebec; H2W 1S4
522 ave des Pins; Montreal, Quebec; H2W 1S6

MORE Houses Administration
3575 University St. Room #202, Montreal, Quebec, H3A 2B1
(514) 398-3318

New Residence Hall
3625 ave du Parc, Montreal, Quebec, H2X 3P8
(514) 398-3471

Royal Victoria College
3425 University Street, Montreal, Quebec, H3A 2A8
(514) 398-6378

Solin Hall
3510 Lionel-Groulx, Montreal, Quebec, H4C 1M7
(514) 398-5131

Solin Hall Annex
3585 Delisle Street, Montreal, Quebec, H4C 1N1

University Hall
3473 University Street, Montreal, Quebec, H3A 2A8

Upper Residences
McConnell Hall
3905 University Street, Montreal, Quebec, H3A 2B5

Molson Hall
3915 University Street, Montreal, Quebec, H3A 2B6

Gardner Hall
3925 University Street; Montreal, Quebec, H3A 2B7

Upper Residences Administration:
Bishop Mountain Hall
3935 University Street; Montreal, Quebec, H3A 2B4
Tel: 514-398-6367