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.

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. 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.
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 set high standards for ourselves and our operations. 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.

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

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.

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

One rule: Respect

McGill’s 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
**Important Dates**

**Winter 2020 Dates**

- **January 6**: Classes start
- **January 21**: Add/drop deadline
- **March 2-6**: Reading week
- **April 10**: Good Friday (no classes)
- **April 13**: Easter Monday (no classes)
- **April 30**: Exams end
- **April 30**: Move-out of Residences
- **April 30**: Meal Plan ends
YOUR SHHS TEAM
Welcome to Residence Life at McGill University!

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 experience as enriching and memorable as it can be. Your participation, engagement, and communication with and in Residence Life are key to ensuring that you make the most of your experience.

Our dedicated Residence Life staff, which include Residence Life Managers, Floor Fellows, a Residence Life Advisor, and Residence Life Facilitators are invaluable resources to help you transition smoothly into Residences and campus life. They work to create student-focused communities and provide quality programming as well as opportunities for personal growth in a safe and inclusive living environment.

We welcome you to our community and look forward to meeting you!

Residence Life Team

The Residence Life team, reporting to the Associate Director, Residence Life, is comprised of live-in or out Residence Life Managers, live-in Floor Fellows, a Residence Life Advisor and a team of programing facilitators.

Residence Life Managers

Residence Life Managers (RLMs) are full-time live-in (or out) professionals who are responsible for the overall management of the residence communities. They are trained in crisis intervention and serve as a support and resource for resident students as they adjust to University life. They are also responsible for educational programming, training and developing their student staff.

Floor Fellows

Floor Fellows reporting directly to the RLMs, are a diverse group of upper year student employees who live in the halls and are an all-around support resource for resident students. Floor Fellows act as the front-line support to the students and they work to ensure that residents have the smoothest transition possible into McGill residence.

Residence Life Advisor and Facilitators

The Residence Life Advisor is responsible for several program portfolios, including working on Residence programming aimed at enhancing resident students’ experience at the University.

The Residence Advisor supervises 10 part time student staff (Residence Life Facilitators or RLFs).
RESIDENCE LIFE TEAM

Residence Life Managers

Jim Ghoshdastidar

Jim Ghoshdastidar has worked for SHHS for six years, beginning as Hall Coordinator of New Residence Hall and Faculty Mentor in Residence at McConnell Hall. Three summers ago, he took on the role of Residence Life Manager. He was instrumental in founding the FRezCa undergraduate science drop-in help centre and the SciCram exam preparatory programs, and has TAed and taught Chem 110 and Chem 120. Jim graduated with his PhD in Chemistry this past year and will be teaching Chem 180: World of Chemistry Environment this 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.”

Gerry Greco

Gerry is a registered occupational therapist, compassionate listener and avid enjoyer of the outdoors. He received his Master’s Degree in Occupational Therapy at McMaster University and has completed additional training in counselling and psychotherapy throughout his professional career. Gerry has worked in a variety locations and settings within Canada and internationally, but now calls Montreal home with his partner and fluffy cat.

What’s one thing that people are surprised to learn about you? “I LIVED IN HANOI, VIETNAM FOR ALMOST 2 YEARS. LIVING AS AN EX-PAT IN SUCH A BEAUTIFUL COUNTRY LIKE VIETNAM OFFERS SO MANY DIFFERENT ADVENTURES.”

One piece of advice for first year resident students: “KEEPING A SENSE OF BALANCE IN YOUR LIFE WILL PAY OFF BIG IN THE LONG TERM! IT CAN BE TEMPTING TO FILL THOSE MOMENTS BETWEEN CLASSES AND STUDYING BY ZONING OUT ON NETFLIX OR INSTAGRAM. IF INSTEAD YOU CAN TAKE A SECOND TO ASK YOURSELF ‘WHAT DO I REALLY NEED IN THIS MOMENT’, YOU MIGHT BE SURPRISED WHAT YOU COME UP WITH.”

Warren Haydock

Over the past five years Warren has worked in student affairs at three universities across Canada. He eventually transitioned out of residence life to work as a First Year Experience Coordinator at the University of British Columbia (UBC).

What’s one thing that people are surprised to learn about you? “I USED TO BE A SAILING AND SKIING INSTRUCTOR.”

One piece of advice for first year resident students: “DON’T BE AFRAID TO TRY SOMETHING NEW. THIS CAN BE A CLUB, SPORT, CLASS, ANYTHING! UNIVERSITY IS ALL ABOUT LEARNING AND GROWING, AND YOU WILL ONLY REACH YOUR FULL POTENTIAL BY PUTTING YOURSELF OUT THERE AND EXPLORING THE WONDERFUL OPPORTUNITIES THAT MCGILL HAS TO OFFER.”
RESIDENCE LIFE TEAM

Residence Life Managers

Kayin Queely  kayin.queeley@mcgill.ca | Resident Life Manager : New Residence Hall

Kayin Queeley has worked as a Residence Life Manager here at McGill for the last three years. Previously, he held various student affairs roles, including 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.

What’s one thing people are surprised to learn about you? “I HAVE BEEN SINGING IN GOSPEL CHOIRS FOR THE LAST ELEVEN YEARS.”

One piece of advice for first year resident students: “LIVING IN RESIDENCES IS ONE OF THE BEST EXPERIENCES YOU CAN HAVE IN UNIVERISTY. LEARN AS MUCH AS YOU CAN, WORK HARD, HAVE FUN, BUILD RELATIONSHIPS, TAKE CARE OF YOURSELF AND BE KIND.”

Kristin Robinson  kristin.robinson@mcgill.ca | Resident Life Manager : Carrefour Sherbrooke and La Citadelle

Kristin is a graduate from Bishop’s University (BU) where she completed a BA in Psychology and Media Studies. Upon graduation, she worked for two years as a BU Residence Life Coordinator. During this time, Kristin co-founded and facilitated the Bishop’s Sexual Assault Support and Healing group where students had an inclusive and pro-survivor environment to explore their healing. Kristin is passionate about mental health advocacy, working with youth and sexual violence prevention.

What’s one thing people are surprised to learn about you? “I AM A VERY SENSITIVE, EMOTIONAL PERSON SO PEOPLE ARE ALWAYS SHOCKED WHEN THEY FIND OUT I AM THE BIGGEST HORROR MOVIE LOVER.”

One piece of advice for first year resident students: “BE KIND AND GENTLE WITH YOURSELF. YOU’RE WILL BE FACED WITH A LOT OF DIFFERENT CHALLENGES AND PEOPLE CONSTANTLY TELLING YOU HOW MUCH FUN YOU’RE SUPPOSED TO BE HAVING WHICH ENDS UP BEING A LOT OF PRESSURE. SO TAKE IT SLOW, BE OPEN TO NEW THINGS, AND BE KIND TO YOURSELF IF YOU’RE FINDING IT TO BE A DIFFICULT CHANGE — YOU’RE DEFINITELY NOT ALONE. ALSO, DRINK WATER. IT’S THE CURE TO ALMOST EVERYTHING. THAT AND NAPS.”

Residence Life Advisor

Erin Wynn  Erin Wynn

Erin has worked in program development and consultation across the country in the areas of sexual violence prevention and LGBTQ+ youth inclusion. She is currently a grad student at McGill studying Educational Psychology and Counselling and is passionate about anti-oppression and popular education. Find her on a weekend in one of Montreal’s beautiful parks with a book and a frisbee or checking out local theatre and live music.

What’s one thing people are surprised to learn about you? “I GREW UP PLAYING THE FIDDLE AND PERFORMED FOR THE NATIONALLY TELEVISIONED CANADA DAY CELEBRATIONS AS A SEVENTH GRADER. THE MORE SURPRISING PART IS HOW TRULY TERRIBLE I HAVE BECOME AS AN ADULT ON THE FIDDLE.”

One piece of advice for first year resident students: “BE INTENTIONAL ABOUT MAKING SPACE FOR REST AND JOY! DO YOUR BEST TO BUILD SPACES IN YOUR SCHEDULE THAT ARE SPECIFICALLY FOR YOUR OWN WELLNESS AND SEEK OUT NEW OPPORTUNITIES TO TRY THINGS YOU FIND COMPELLING.”
What is Wellness?

Did you know that health and wellness are about more than just exercise?

There are 8 components to wellness, each of which can be thought of as a single spoke on the wellness wheel. Neglecting one of the areas of the wheel may compromise your ability to confront challenges in life (like trying to drive a car with a flat tire).

If you don’t listen to your needs, you’re more likely to:

- Be exhausted or overwhelmed
- Experience low moods
- Experience resentful thoughts
- Take your stress out on others
- Feel anxious or depressed
- Develop a mental health condition

So it’s important to notice any changes in habit, mood or attitude to see how you’re doing.

Taking care of one area of wellness will also help them all: for example, caring for your physical health by getting more sleep will also benefit your academic health and help you be a better student.

Source: Student Wellness Hub
STUDENT HOUSING AND DINING SERVICE CENTRE

The Student Housing and Dining Service Centre responds to questions, problems and issues relating to residence admissions and assignments, Off-Campus Housing, meal plans and oneCard services. Their office is located in University Hall (3473 University Street) during business hours.

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.

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.

PROTECTION SERVICES TEAM

The Protection Services team, comprised of a Protection Supervisor, night stewards, and security agents, ensures the safety and protection of all Residence students by surveying the buildings and responding to emergency situations.

TRADES STAFF

Trades staff include plumbers, handy men and electricians. Together they ensure that your maintenance/repair requests are addressed in a timely manner. To report repairs in a room or in Residence common rooms, please fill out the Maintenance Request Form.
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

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.

The Inter-Residence Council (IRC)

IRC is comprised of the VP Externals and Presidents of each hall council. They represent the needs and interests of 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.

Additional Opportunities

Community Engagement and Equity Committee CEEC

CEEC is a Residence Life committee that is engaged with equity and social justice initiatives on campus and beyond. They coordinate events, facilitate workshops, and create space for equity-seeking groups.

Food Representatives

Each Residence has one elected Food Representative who speaks on behalf of students in a particular hall. The representative relays feedback to the SHHS administration on dietary issues, dining halls, and anything related to food on campus.
Our Shared Spaces

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, this program is offered to all students.

Our Shared Spaces is offered by the Office of the Dean of Students and aims to support student development by affirming the plurality of student experiences, as well as helping students build inclusive living & learning environments. Our Shared Spaces creates a platform for respectful dialogue around issues affecting student communities. Through workshops and other educational events, Our Shared Spaces provides opportunities for student leadership development and empowers students to navigate and challenge barriers and inequities of campus life through peer-led equity education.

The Winter semester workshop will look at the topic of gender, sexuality and consent.

FRezCa—McGill’s First Year Residence 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

Academics and Learning

The RLIFE Academics and Learning portfolio hosts workshops, lectures, and events centered around building first year students’ professional and academic networks and skills. The programs and services offered include in-residence workshops with Career Planning Service (CaPS), Skills21, and hosting networking events as well as the Faculty in Residence Series of lectures and gatherings.

The Faculty in Residence portion of the Academics and Learning portfolio 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 speak about their experiences in academia.
Residence 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. The team with the most points at the end of the academic year is awarded 'most spirited residence' and a pizza party!

Residence Warz is all about:
- Being active
- Engaging with peers
- Having fun
- Expressing spirit

Some of the Residence 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.
COMMUNITY LIVING STANDARDS
**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.

Reminder- while the students are allowed to consume alcohol in residences underage drinking is not permitted.

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.

**Controlled or Illegal Substances**

In accordance with Federal law, possession, use, distribution or being under the influence of illegal drugs and/or use of medication for purposes other than those for which they were prescribed is not permitted in Residence.

Evidence which could lead to investigation by a Residence Life Manager, Protection Services or McGill Security, includes but is not limited to: drug traces, illicit drug paraphernalia, or the smell of controlled substances.

As a member of the Residence community, it is your responsibility to report any instances of inappropriate behaviour related to illegal or controlled substances.

For more information read the policy concerning alcohol, cannabis and other drugs.

**Just say “know”**

There is no single factor that can predict how you’ll respond to drugs or alcohol, or determine whether or not you’ll develop use problems. If you are going to use a substance, it’s helpful to know as much as possible about the substance, how it’ll affect you, and more.

Visit mcgill.ca/wellness-hub/just-say-know for more information.

Source: McGill Student Wellness Hub
**Non-Smoking Policy**

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

- Smoking, including cannabis and e-cigarettes, is not permitted in residence buildings, residence rooms, study rooms, corridors, hallways, stairwells, elevators, laundry rooms, or common areas.
- Residents may only smoke tobacco (not cannabis) 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 potential further disciplinary action.
- 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.

**Cannabis**

- Starting January 1st, 2020, the legal age for buying or possessing cannabis will be 21.
- Quebec Law prohibits cannabis smoking (including vaping) in all public areas.
- Consumption/ingestion of cannabis in all other forms (including edibles, drinkables, topical, etc.) will be prohibited on Campus.
- Possession of cannabis products on Campus will be allowed to the extent permitted by law, except on the grounds of and in the facilities of a childcare centre, or in spaces temporarily occupied by children (e.g. Summer camps). Individuals will be responsible for ensuring any cannabis they possess is secured so that it is scent-free and not accessible to others.
- Minors (under 21 years of age) enrolled at McGill University will be prohibited from possessing cannabis on Campus.
- Possession or cultivation of cannabis plants will be prohibited anywhere on Campus.
- The selling, distribution, serving, cooking, preparing, production and growing of cannabis will be prohibited anywhere on Campus.
- Consuming cannabis on Campus could lead to a disciplinary process either under the Code of Student Conduct and Disciplinary Procedures or the relevant policy or collective agreement.
- Possession of paraphernalia for cannabis use is prohibited in residences.
- For a broader understanding of the university-wide policy, read McGill University Policy Concerning Alcohol, Cannabis and Other Drugs.
**IN CASE OF EMERGENCY**

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

- **From a wired phone on campus:** 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.

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**GUESTS**

Guests will not be allowed in without accompaniment by a resident. Each resident is allowed a maximum of 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 Memo, which you will receive when you get your keys.
Personal Safety tips

• 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.
• Never leave your belongings unattended in the dining halls, library, lobbies etc.
• 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.
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.
FIRE SAFETY

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.

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).

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 Wellness Hub**
Brown Student Services Building, 3600 McTavish  3rd floor
Hours: 8:30 a.m. - 4:30 p.m., Monday to Friday
Phone: 514-398-6017

The Student Wellness Hub is a renovated space, with increased staff, clinicians and medical professionals, for any and all health and wellness needs that you may have.

It has consolidated and expanded Health Services, Counselling and Psychiatric Services, so you won’t have to restart if or when you go between units. You also won’t have to guess which service is right for you.

**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.
Tips for getting along with your roommate

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.

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.

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 speak to your RLM.
Building Care

Key Lockouts

Carry your keys/key card with you at all times. If you accidentally lock yourself out of your room, either your Front desk, Night Steward, or Porter can help you get in depending on your residence. You may 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

If there are maintenance requirements in your room you may either report it to your front desk or make an online request. More information will be provided to your specific residence in your Move-in memo.

If you have 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.

Room Condition Report

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.

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 online.

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, the Mandatory Saver Meal Plan (exclusively for exchange students assigned to a building with 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 as of January 3, 2020 and once you obtain your ID card.

If you are an exchange student assigned to live in one of the following residences, your Mandatory Saver Meal Plan will already be active on move-in January 3rd, 2020.

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

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)

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

80%  $1912.50

20%  $337.50

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.

Voluntary Saver Meal Plan

If you will be eating regularly on campus and you don’t have a Mandatory Meal Plan, then purchasing a Voluntary Saver Meal Plan is a good option for you. Read more about the terms and conditions of the plan online.
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

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 that 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, or Rotisserie St. Hubert Express.
- Pay for meals off campus at various restaurants. Visit the oneCard site for the full list of restaurants.
- 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! Explore the full plan.

Getting You Started

Your McGill ID Card automatically includes a oneCard account preloaded with funds which will be billed to your student fee account. No sign-up form is required.

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

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

**Sustainability in the dining halls**

We’re proud to work with Compost Montreal, who have helped us divert 238 tonnes of organic waste from landfill in 2018 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.

**Welcome Kit**

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 a Welcome-Kit composed of a reusable SHHS mug and a reusable McGill container. Save $0.25 when you use your mug for coffee or tea at any of our dining locations. Use your McGill reusable 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.

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**Bring your reusable mug**
- Save $0.25

**Use your reusable container**
- Save $0.75
IN CASE OF EMERGENCY
Montreal First Responders: 911

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

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

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

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

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

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

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