

Residence Handbook 2024-2025

Upper Year, Graduate & Exchange Students



McGill

Student Housing and
Hospitality Services

Service de logement
étudiant et d'hôtellerie



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Land Acknowledgement

McGill University is on land which has long served as a site of meeting and exchange amongst Indigenous Peoples, including the Haudenosaunee and Anishinabeg nations. McGill honours, recognizes and respects these nations as the traditional stewards of the lands and waters on which we are located. For information about some of the Indigenous initiatives at McGill please visit the website for the [Office of Indigenous Initiatives](#).



Welcome to McGill Residence

We're so excited to welcome you!

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.

To help you achieve the best year possible both personally and academically, our team at [Student Housing and Hospitality Services](#) (SHHS) is working hard to foster a welcoming, safe and nurturing environment for you and your peers.

The Residence Life team is here to help bring together a community that is enriching and that supports 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!

Our Philosophy

Foundation of 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 choose respect to be our core belief because it's comprehensive and versatile; 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 are disrespectful, 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](#) and the Community Living Standards described in this document.



Mission & Values

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.

Our Core Values

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

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.

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.

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.



Get the most out of living in Residence

Be mindful:

Make sure to respect yourself, those around you, and this place. Ask for help when you need it.

Breathe – take it easy on yourself, this may be your first time living on your own!

Get to know your new home:

Introduce yourself and get to know the Residence Life team and the dining and housing staff. Familiarize yourself with your professors, and the McGill resources.

Explore Montreal! It's a beautiful city!

Make friends:

Step out of your comfort zone, participate in community events, meet your Residence Life Facilitators, Residence Life Managers and engage with your residence community; your new best friend could be around the corner.

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. in residence and on campus.

Have fun:

Through it all, make sure to enjoy yourself.



Tips for Getting Along with Your Roommate

In the first week of living together, roommates are expected to allocate a minimum of 30 minutes to completing the [roommate agreement](#) which is mandatory and becomes a binding document between roommates. This document helps to guide conversations about sharing space and is an investment into your living space and roommate relationship.

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 and 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 Residence Life Manager, students are strongly encouraged to talk about their issues with their roommate first. It is common for roommates to be unaware that what they are doing is bothersome to you. If a complaint is raised in a non-confrontational way, people often respond positively. Should a discussion not lead to a compromise, students are then encouraged to consult with a member of their Residence staff.





Important Dates

Fall 2024

August 1	Solin Hall Move-in starts
August 15	All other Residences Move-in starts
August 19	Residence Welcome Day
August 20	Discover McGill
August 28	Classes begin
September 10	Add/Drop deadline
October 15-18	Fall Reading Break
December 4	Classes end
December 6	Exams begin
December 20	Exams end

Winter 2025

January 6	Classes begin
January 14	Add/drop deadline
March 3-7	Winter Reading Week
April 11	Classes end
April 14	Exams begin
April 30	Exams end
April 30	Meal Plan ends
May 4	Residence lease ends

Residence Life Team

We are committed to providing safe, inclusive, and respectful communities where students can grow and flourish personally, socially and academically.

Residence Life Managers

Residence Life Managers (RLMs) are full-time professionals who are responsible for the overall management of our residence communities. They provide a supportive environment for resident students as they adjust to university life and help direct them to health and academic services. They are also responsible for facilitating conflict resolution, educational programming, training, and supervising residence life facilitators.

Residence Life Facilitators

Residence Life Facilitators are upper-year McGill students who plan Residence Orientation events throughout the year, and mentor the residence councils and committees.

Your Support Staff

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. They can be reached at [housing.residences@mcgill.ca](mailto:residences@mcgill.ca)

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 can meet with our registered dietitian, [Anna Gottheil](#).

Front Desk Staff

The Front Desk is available to assist you with any questions you may have.

Housekeeping Staff

The housekeeping staff work hard to keep shared facilities clean to ensure a pleasant environment is enjoyed by all of the community. 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

Protection Services Patrollers ensure the safety and security of our residence buildings by routinely performing regular rounds of all residence buildings. They are professionals who hold a security guarding license, a valid first aid and CPR certification. They are trained to assist you in any safety and security related issues.

Trades Staff

Trades staff include plumbers, trades people 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](#).

Local Wellness Advisor

The Local Wellness Advisor (LWAs) is a trained mental health clinician assigned specifically to work with students living in McGill Residences.

They meet individually with students living in residence and help connect them with the appropriate support resources, either on campus or elsewhere within the Montréal community. Much like a counsellor, a LWA explores with students how to support their mental health and wellbeing. The LWA also acts as mental health resource to the entire Residence Life team.

Students can [book one-on-one appointments directly](#) with the LWA through the online booking system. Students can also reach out to other LWAs from other faculties, or specific to community groups, as well as other clinicians at the Student Wellness Hub.



Margot Nossal

3465 Rue Durocher, Room #103

margot.nossal@mcgill.ca

Margot is a licensed social worker who works at Durocher with the Residence Life team. She also serves the Two-Spirit and LGBTQIA+ communities at McGill, both within Residences and across the entire university. Her previous work includes working with young adults, children, and families in various mental health and community settings.

Meet our Dietitian

Do you have food allergies, special dietary requirements or simply wish to ask food and nutrition related questions? Please contact Anna at askdietitian.shhs@mcgill.ca



Anna Gottheil

Anna Gottheil is a Registered Dietitian and Certified Intuitive Eating Counsellor who provides nutrition counselling services for students living in residence. She is passionate about supporting residence students during their academic journey through nourishing, flexible and engaging nutrition interventions.

Anna has experience in clinical settings, private practice, and food service and as such, plays an important role in making sure menus are nutritionally balanced and meet the needs of our diverse residence community.



Community Living Standards

The Community Living Standards (CLS) are designed to build an environment that is conducive to safety, respect, and learning. It is a framework that creates opportunities for reflection and growth when a student's actions or behaviours do not abide by the CLS.

Every resident student is responsible to read, understand, and abide by the CLS as referenced in the terms and additional clauses of the educational lease.

The Residence Life team retains the right to meet with and provide sanctions to any resident who has violated any of the CLS.

Behavioural Expectations

The Residence Community Living Standards and Student Code of Conduct set out clear expectations and guidelines within the Residence and McGill community. Residents who deviate from the CLS will be dealt with in a manner that is in accordance with the guidelines set out in the Community Living Standards and potentially the Student Code of Conduct taking into account the proportional to the gravity of the offence.

If you compromise your personal safety, you may be asked to pursue counselling or emergency medical services. Where behaviour or health issues are of serious concern, McGill Administrative Staff reserve the right to notify your emergency contact. When this type of conduct disrupts the peaceful enjoyment of their community, disciplinary intervention may occur.

Complaints

Part of belonging to such a broad and diverse community means that from time to time you may face issues that need to be addressed (e.g. noise). As we encourage "good neighbour" behaviour and civic responsibility, we would also encourage students to address issues with their fellow community members directly. It is hoped that the residents themselves through informal means will solve most minor problems. When necessary, the Residence Life Staff is available to assist in mediating resolutions

Community Living Standards - In Residences

The conduct status a student can receive is based on a case-by-case evaluation reviewed a Professional Residence Life Staff Member and then discussed with the student in question.

1.0 Alcohol

1.1 Responsible Alcohol Consumption

Residents who choose to consume alcohol must do so in a respectful and safe manner. All residents and their accompanied guests must abide by the provincial laws regarding alcohol consumption. The following standards are in place to promote safe alcohol consumption:

Responsible Drinking:

- Possession and consumption of alcohol in McGill Residence must conform to the provincial laws of Québec. **Individuals must be 18 years of age or older to legally consume and purchase alcohol.**
- The sale of alcohol to minors is against provincial laws.
- Alcohol production is prohibited within residences.

Consumption Locations:

- Students of legal age are allowed to consume alcohol in their private rooms or apartment.
- Open containers of alcohol are prohibited everywhere except a student's private living space (room/apartment).
- As per Quebec's provincial laws, alcohol may be transported outside a private area if it is factory sealed.
- Drinking alcohol outside of any residence property (including patios) is not permitted.

Mass Consumption:

- Any type of activity or accessory that promotes mass consumption or rapid/binge drinking is strictly prohibited in residence. This includes but is not limited to drinking games (e.g., beer pong, water pong, flip cup) or the use of drinking devices (e.g., funnels).
- It is expected that residents will not participate, encourage, promote, or be a spectator to any type of drinking game. Drinking games are defined as an activity, game, or contest where the consumption of alcoholic beverages is a primary focus or used as a penalty or a result of an action.
- Kegs are not allowed at any time in the residence community. The term "keg" refers to a container capable of holding 6.0 litres or more of alcohol, which requires tapping and/or cannot be resealed.

2.0 Behaviour & Respect

2.1 Cooperation with staff

- Ignoring, arguing, fighting, verbal/physical harassment, or being dismissive of any McGill staff member is strictly prohibited. Students are expected to comply with McGill staff and security at all times.
- Residents and their guest(s) are expected to provide identification when asked by any McGill staff members.
- Failure to attend a meeting or respond to correspondence with Residence Life Staff, without reasonable cause.
- Failure to comply or complete the sanction(s) outlined in the disciplinary process by a Residence Life Staff.

2.0 Behaviour & Respect

2.2 Dangerous Behaviour, Activities and/or Materials

- Residents engaging in activities that are deemed dangerous to themselves and others is prohibited. This includes combat sports, such as boxing, mixed martial arts, etc. Dangerous materials such as (but not limited to) fireworks, propane canisters, BBQs, dynamite, gasoline, are not permitted in residence.

2.3 Damage to Property or Vandalism

- Damage to a resident's personal property or McGill University property is strictly prohibited. Malicious intent to damage property or failure to uphold a reasonable standard of cleanliness will not be tolerated.
- During winter, residents are expected to keep any windows closed when they are not present in their room to avoid damage to building infrastructure (e.g. frozen pipes causing water damage, etc.).
- Students are not to remove or tamper with Protection Services NFC tokens that are affixed to the walls.

2.4 Gambling

- Any form of gambling on McGill University property or involving University functions, including but not limited to athletic events and other extracurricular activities, is prohibited. Gambling is defined as playing a game for money or property or otherwise placing a bet on an uncertain outcome.

2.5 Harassment

- Every individual has the right to live and operate in a community that focuses on mutual respect, free from any form of harassment.
- As per McGill's Policy on Harassment, Sexual Harassment and Discrimination Prohibited by Law, harassment means "any vexatious behaviour by one Member of the University Community towards another Member of the University Community in the form of repeated hostile or unwanted conduct, verbal comments, actions or gestures, that affect the dignity or psychological or physical integrity of a Member of the University Community and that result in a harmful environment for such an individual."
- This includes all forms of communication, direct or indirect, including social media. Any incidences of harassment should be reported immediately.

2.6 Inappropriate/Illegal Entry

- Entering another resident's room or disturbing another resident's property is not permitted. Residents who are locked out may gain entry to their room by contacting Accommodations Staff or the Protection Patroller of that building. Manipulating the lock, door, or window to gain entry into a building or room is strictly prohibited. Entering or exiting through unauthorized doors is not allowed, nor is propping a door open.
- Some residences have security features such as turnstiles. Bypassing these systems without providing the necessary access can result in fines and other sanctions.
- In cases of emergency, McGill staff reserve the right to enter a residents' rooms, without prior authorization.

2.7 Noise

- Residents must ensure they are being mindful of the amount of noise they make while living in residence. Noise that can be heard outside of a room or from the hallways negatively impacts a community and will not be permitted.

2.0 Behaviour & Respect

- Residents must respect quiet hours which are from **11:00 PM to 9:00 AM** everyday.
- Excessive noise past the designated quiet hours will not be tolerated.

Consideration Hours:

- When quiet hours are not in effect, every resident must ensure the noise they are emitting is not negatively affecting the surrounding community. This includes yelling, singing, or playing music loudly. Consideration hours are in effect 24 hours a day, every day of the week. When students are creating an excessive amount of noise, they are in violation of this community standard.

Exam Quiet Hours:

- Exam Quiet Hours starts the day after classes end, and runs from **9:00 PM - 9:00 AM** everyday.
- Excessive noise past the designated quiet hours may result in fines and other sanctions.

Quiet Residences:

- Quiet communities are designated residences where residents and their guests are not permitted to make excessive noise. Quiet communities observe quiet hours 24 hours a day, every day of the week.

2.8 Pranks

- Involvement in any form of prank in residence is strictly prohibited. This can include actions that target, harass, disrupt, or jeopardize the safety of a resident or staff member. Pranks can include but are not limited to water fights, raids, removal of residence property, or illegal entry into a resident's room.

2.9 Prohibited Areas

- Residents are not permitted to access prohibited areas, including but not limited to rooftops, unauthorized access to a resident's room, and other administrative spaces.

2.10 Violence

- Violence, intimidation, or physical aggression of any type towards other students or university staff will not be tolerated. This also includes sexual violence, doxing and violence towards oneself.

3.0 Commercial use of Property

- Solicitation and using a residence space or room for commercial purposes is strictly prohibited. Your room cannot be assigned a 'sublet' or rented out to anyone.

4.0 Drugs

- Possession, trafficking, production, or involvement with any type of illegal drug is prohibited. Possession of drug-related paraphernalia that is associated with trafficking, or consumption of an illegal drug or non-prescribed medication will result in residence sanctions.

4.0 Drugs

4.1 Drug Paraphernalia

- Possession and storage of drug paraphernalia in residence is prohibited. This includes bongs, pipes, vaporizers, and any other device associated with the consumption and usage of drugs.
-

5.0 Fire

5.1 Appliances & Cooking

- Appliances with open heating elements such as hot plates, toasters, toaster ovens, kettles, and electric heaters are not permitted in residence. Students are only allowed to cook in the designated kitchens with the supplied cooking devices.

5.2 Fire Equipment

- Tampering with any type of fire safety equipment and triggering an alarm without cause will result in an immediate fine of up to \$250 and a disciplinary action issued by your Residence Life Manager. Tampering includes activating a fire alarm, covering or tampering with a smoke detector, emergency lighting, breaker switches, sprinkler heads, pull stations, activating a fire extinguisher or fire hose, or exiting through a designated fire exit.
- **Students will be financially responsible for the \$3000 fine issued by the McGill Fire Prevention Office per unfounded fire alarm.**

5.2.1 Sprinklers

- The residences are equipped with sophisticated sprinkler systems.
- Refrain from hanging anything from the sprinkler heads or cages, and from throwing or kicking objects (footballs, frisbees) in the corridors as this could trigger the sprinklers to go off. Residents will be held financially responsible for any damages that occur as a result of careless use or vandalism of the sprinkler system including damage to the carpet and furniture.

5.3 Fire Safety

- Students must do their best to keep themselves and their community safe, which includes avoiding risky behaviour that may hinder the evacuation process during a fire alarm.
- When a fire alarm goes off, everyone in the building must evacuate to their closest muster point or stand outside, away from the building. Failure to cooperate during a fire alarm or drill will result in an educational sanction and/or fine.

Keep hallways clear of:

- furniture
- sports equipment/shoes/shoe racks/boots
- garbage bags
- door mats
- decorations placed on the floor or dorm door
- items in front of the door to a residence room

5.0 Fire

The following items are **not permitted** in any of the residence buildings since they are known to cause fires and any resident found using them will receive a fine, educational sanction, and conduct status:

- incense
- cigarettes
- e-cigarettes
- candles
- hookahs
- any open element appliances (toaster oven, hot plate, wok)

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 meters and make your way to the assembly point.
4. Follow the instructions from Exit Monitors and any of the Emergency Response Personnel including Fire, Ambulance and Police.

If you suspect there is a fire in your building use the pull station and call the Montreal Fire Department at 9-1-1.

5.4 Open Flames & Incense

- Open flames such as candles, hookahs, and incense are not permitted in residence. Residents who are found using any of these items in their rooms may face a fine up to \$250 as well as receive additional sanctions.
-

6.0 Guests & Visitors

- A maximum of two (2) visitors are permitted per resident at any given time. Students are responsible for their guests at all times; guests are expected to abide by the Residence Community Living Standards. Residents are responsible for the actions of their guests.
 - Students who wish to host overnight guests must first discuss with their roommate and gain their roommate's consent.
-

7.0 Pets

- Pets are not allowed in residence. The [Service Animal Policy in Residence](#) applies to those who have obtained authorization from [Student Accessibility and Achievement](#).
-

8.0 Smoking and Cannabis

8.1 Smoking

- Residents wishing to smoke tobacco products or e-cigarettes must do so in a designated smoking area. Residents who are found smoking in their room may face a fine up to \$250 and receive additional sanctions.

8.2 Cannabis

- Smoking and inhaling of cannabis is prohibited in residence.
 - Consumption and possession of cannabis is **prohibited for students under 21 years of age**. More details can be found in [McGill's Policy Concerning Alcohol, Cannabis and Other Drugs](#).
-

9.0 Unauthorized signage

- Exhibiting or affixing any unauthorized sign, poster, advertisement, notice or other lettering, flags or banners that are inscribed, painted, or affixed to any part of the outside of a building or the inside of the building that may be viewed outside of one's room.
-

10.0 Weapons

- Possession of real or replica guns in residence including but not limited to paintball guns, airsoft guns, swords, knives, slingshots, and archery equipment is strictly prohibited. You must advise your RLM if you are part of the fencing or archery clubs and require storage of your sporting equipment.

Community Living Standards - In the Dining Hall

Alcohol Policy

Alcohol consumption is strictly forbidden on premises. Individuals who appear intoxicated will be asked to leave the premises.

Audio Devices

Use headphones when using audio devices to avoid disturbing others.

Behavior

Respectful behaviour is required; any form of aggression, verbal or physical, will not be tolerated.

Composting

Scrape your plates in the compost bins before returning them to the dish bins

Containers

Outside containers are not permitted

Dishware

- Please return your dishes, cutlery, glasses, and cups to the designated area for cleaning.
 - Only the provided dishware is permitted for use to minimize our environmental footprint and uphold cleanliness standards.
-

Emergency Exits

Emergency exits should only be used in case of emergencies to ensure everyone's safety.

Food

Consumption

Take only what you can eat to reduce waste; feel free to come back for as many servings as you need to satiate yourself.

Food Handling

Food from the dining hall can not be taken outside.

Outside Food

Outside food is not allowed in the dining halls

ID Usage

Your McGill ID is essential for entry. Please keep it with you and refrain from lending it to others, as this is considered stealing and will result in disciplinary action.

Personal Belongings

Do not leave your personal belongings unattended to prevent theft. Please keep your bags and jackets in your room whenever possible to avoid clutter.

Respect

Please show respect to our employees who are here to provide you with the best service.

Restricted Activities

Taking glasses, cups, dishware, or cutlery outside the dining hall is prohibited. Additionally, "lending" your ID to others is considered stealing and will result in disciplinary action.

Sharing Space

Seating is limited, so please be considerate and share tables during busy times.

Sleeping

Sleeping in the dining halls is not permitted.

Smoking and Vaping

Smoking and vaping are not permitted in the dining hall or university grounds.

Surveillance

Smile you're on camera! A surveillance system is in place to ensure safety and security.

Disciplinary Measures

When an incident has occurred, the situation in question will be documented and then followed up by someone from the Residence Life team. The information below illustrates the process for when a resident is found in violation of the Community Living Standards.



Conduct Status

The conduct status that a student can receive is based on a case-by-case evaluation, conducted by the Residence Life Manager and then discussed with the student in question. Depending on the severity of the incident, the conduct status **may not follow a linear pathway as is displayed below.**

Verbal Warning

The student's conduct is considered minor and in the preliminary stages of concern. The student's actions have impacted the community and are in violation of the Community Living Standards.

Written Warning

The student's conduct and behaviour has negatively impacted the community or has gone against the Community Living Standards. With the application of a written warning, a Residence Life Manager may also assign an educational sanction.

Residence Probation

A student may be placed on Residence Probation for the following reasons:

- a. The student's conduct has had a significant and negative impact on the community or on themselves.
- b. The student continues to engage in negative behaviour that goes against the Community Living Standards.

Once a student is placed on Residence Probation, further violations of the Community Living Standards could result in an escalation of the disciplinary case.

Disciplinary Measures

When a Residence Life Manager receives an Incident Report, they will reach out directly to the student(s) in question through the students' McGill email. It is imperative that students regularly check their McGill email to maintain open lines of communication. Failure to receive and respond to communication in a timely manner could result in sanctions with the student absent from the decision-making process. The Residence Life Manager will send a maximum of two (2) meeting invitations before a decision is made in the student's absence.

Conversations between both the Residence Life Manager and the student(s) are designed to create opportunities of learning and growth for the student, and to address their actions in question. McGill employees recognize the various challenges that come with living in residence, which is why a follow-up approach to behaviour that is centralized around learning has been developed. When a student is assigned a Conduct status, they may also receive an educational sanction to invoke reflection and repair the harms that have occurred to the community.

Below is a list of educational sanctions that a student may receive:

Community Repair

If a student's actions have negatively impacted the greater community, the Residence Life Manager will work with the student in question to repair the harm that was done to the community. This may include: apology letters to those impacted, promotional materials to raise awareness, or volunteer work on the weekend or during the evening.

Educational Sanction

These sanctions are designed to educate both the student and all parties involved. The intent of this sanction is to provide additional information concerning the situation in question to help the student(s) make better informed decisions moving forward. These types of sanctions include: educational posters or community service.

Self Awareness Sanction

These sanctions are designed to involve the student(s) in question and provide them with an opportunity to pause and reflect on the incident. This reflection is meant to allow the student to recognize how their actions impacted the community and the steps they can take to ensure a similar event does not happen in the future. This may include the following: reflection journals, video journals, or a reflection assignment.

In addition to educational sanctions, Residence Life Managers may choose to issue the following sanctions, based on a student's behaviour and cooperation:

Discretionary Sanctions

Residence Life staff reserve the right to issue sanctions in the case of a serious violation of the Community Living Standards, or a continuation of negative behavior. This could include the following: room reallocation, access restrictions, restitution damages, or monetary fines.

Relocation

A student may be transferred to another room, or building, if their behaviour is found to have negatively impacted their community. This move is mandatory and will take place once an available room has been identified. Once a student receives their notice to move, they will need to comply with the prescribed timeline accordingly. The intent of the move is to allow the student another opportunity and to have a fresh start. Once a student has been moved, they will not be allowed to enter their former residence building, or be allowed to move again, without prior approval from the Residence Life Manager.

Disciplinary Measures

Community Living Standards Appeal Process

1. Students have the right to appeal penalties and/or administrative decisions taken against them by SHHS through its enforcement and application of the Community Living Standards. A resident who is the subject of such a penalty or administrative decision may appeal by forwarding their written statement of appeal to the Associate Director, Residence Life, or designate, no later than five (5) business days from the date on which the penalty was assessed or administrative action taken. If necessary, a meeting between the Associate Director, Residence Life, or designate, and the resident may be arranged to discuss and clarify the points of the appeal.
2. If the student chooses to have assistance with their appeal, the student may be accompanied by an advisor. The decision of an appeal heard by the Associate Director, Residence Life will be final, and the appeal must be made on at least one of the following grounds:
 - a) Relevant evidence that emerges that was not available at the time of the original decision;
 - b) The severity of the sanction imposed exceeds the nature of the offence for reasons identified by the student.

Appeals are never to be submitted frivolously. A submitted appeal that is not based on any of the above grounds will not be heard.

“Advisor” means someone holding office under the University Charter and Statutes, someone appointed by or holding regular employment with the University or registered at the University in a degree program for two

consecutive terms, excluding the summer term, who has agreed to act in an advisory capacity and who is not paid for their services.

3. When a student wishes to appeal a decision, they must do so electronically, in writing, within five (5) business days of the Residence Life Manager’s decision. The Associate Director, or designate, then reviews the appeal letter to determine if there are substantial grounds for the appeal.
4. The student will be notified electronically, in writing, of the decision if there are grounds for appeal. If there are grounds, the Associate Director notifies the resident and schedules a meeting within one (1) week at a mutually agreeable time. If the Associate Director notifies the resident that there are no grounds for appeal, then the appeal process is complete.
5. In the case where the Associate Director approves an appeal meeting, the Associate Director may call the student or any other individual related to the case for subsequent questioning or clarification. Once the questioning has concluded, the Associate Director, or designate, may find the resident in violation or not in violation of the alleged incident. The Associate Director, or designate, can impose a new sanction, sustain the original sanction, or reduce the sanction made by the Residence Life Manager. The Associate Director will notify the student electronically in writing of the outcome within five (5) business days of the last meeting. Whatever decision the Associate Director comes to is final and will not be open for further appeal.

McGill Code Of Student Conduct

Every McGill student, including those living in residence, is required to abide by the McGill Code of Student Conduct at all times. The Residence Life professional team reserves the right, at any time as they see fit, to refer to or escalate a resident’s conduct case to be managed under the [McGill Code of Student Conduct and Disciplinary Procedures](#).

Under the Code, a Disciplinary Officer reserves the right to dispense dispositions outlined, including but not limited to:

- short-term exclusion from residence as described in [Section II: Administration of Discipline Article 21](#). Such short-term exclusion is an interim order and does not result in and of itself in a disciplinary offence.

Safety and Security

In case of emergency

If a student or community member is in immediate danger:

Call 911 (Montreal emergency services) for an emergency requiring ambulance, fire or police.

Then, **call McGill Security Services at 514-398-3000** who will coordinate with emergency responders.

For residence related matters

Room lockouts (fee of \$25), noise complaints or emergency maintenance issues such as water leaks, power outage and strange odours, etc

Call SHHS Protection Services team at 514-398-7772

Residence students are required to view the 'Evacuation Procedure during Fire Alarm', available through [myCourses](#).

Personal Safety tips

- **Always lock your door. Whether you are sleeping or just leaving your room for a short period of time, 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, common rooms etc.
- **Lock your windows and doors at night** and draw your blinds.
- **Report any stolen belongings to McGill security: 514-398-3000 and SHHS Protection Services: 514-398-7772**
- Report any lost keys/ID cards, to your front desk during the day or call 514-398-7772 after regular front desk office hours.
- Do not lend your keys or access cards to anyone.
- Do not allow anyone to tailgate into your residence.
- If someone claims to be a visitor, ask for their friend's name and room number. If the "visitor" causes any problems, call Protection Services at 514-398-7772, advise a protection patroller, Residence Life Manager or the front desk staff.
- **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 emergency doors and 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.

Building Care

Cleaning your Room

Cleaning inside your leased space is your responsibility. Remove regular garbage, recycling and compost into the appropriate bins located in the building as needed.

Areas you should clean on a weekly basis are:

1. Thorough cleaning of bathroom surfaces (sink, toilet, shower).
2. Regular vacuuming of carpeted areas, brooming of tiled floors.
3. Dusting of furniture.

Room inspections will take place during the academic year. Failing an inspection can result in fines when professional cleaning is warranted.

The Housekeeping staff will clean shared kitchens, common rooms, bathrooms and laundry facilities on a daily basis. Please ensure that surfaces are free of clutter and personal belongings so the staff may clean them properly.

Common Rooms

These areas are fully furnished for your use and comfort. Please respect your fellow residents by leaving the common room furniture where it belongs. Fees will apply for any furniture that needs to be moved.

Decorating

Only non-marking adhesives are permitted for securing decorations. **Pushpins, hooks, nails, duct tape, double sided tape, are not permitted** as they are known to damage walls and doors.

Heating Units

When the cold weather arrives in late fall, the heat is turned on. It is important that the radiator is free of any obstructions that may affect the distribution of air.

Do not place your bed against the heating unit nor hang any items on it.

Key Lockouts

Carry your keys/key card with you at all times. If you accidentally lock yourself out of your room, either the front desk or Protection Patroller can help you get in depending on your residence. You will be charged a lockout fee of **\$25**.

Key Replacements & Charges

Duplicates of keys can NOT be made by residents!

If you lose your keys and the lock must be replaced, it can cost anywhere between \$100 - \$350 depending on your residence. Arrangements will be made with you to change the lock as soon as possible.

Mailbox keys are \$25.

Building Care

Pest Control

If you suspect the invasion of any critter including bed bugs, please report it to the front desk immediately. This is **VERY important** as to avoid contamination. A protocol is in place in order to avoid the spread of the bugs.

Used furniture is not permitted to be brought into residences. Although seemingly in good condition, it may be infested.

Store food properly and keep any dishes or cups in your room clean.

Quiet Rooms

Solin Hall residence has a quiet room, use this space as a place of reflection, meditation and calmness.

Room Inspections

At various points throughout the academic year the accommodation staff will be entering your room to inspect the health and safety conditions of your room and belongings.

Unacceptable conditions will be addressed with a warning and a deadline. If not resolved, we will correct the issues at your cost.

You will be advised one week before each inspection. Your room should be tidy and free of clutter and trash. Large, extra pieces of furniture should not be brought into your room, as they pose a potential fire hazard. Please check with the residence beforehand to obtain approval.

Room Repairs

Report repairs in your room or common room by filling out the [Maintenance Repair Request](#). If you require assistance please see the front desk.

In the event of a building maintenance emergency such as a toilet flooding or broken windows, **please contact the front desk and SHHS Protection Services 514-398-7772.**

Windows

Always keep your windows closed during the cold winter months to prevent any chance of pipes bursting. Any damage caused by leaving your windows open will result in extra fees.

Tampering with the windows and/or its components like the screens, operating and locking mechanism, screws, etc, will result in damage fees.

Laundry

The use of washers and dryers in the residence buildings are available 24/7 at **no additional charge**.

Washing Instructions

1. Check garment tags for specific instructions.
2. Separate clothing by colour and fabric type:
whites | colours | dark colours
3. Empty all pockets.
4. Load clothes loosely into the washing machine giving them room to move. Do not stuff the machine.
 - Overloading the washer will prevent your clothes from being thoroughly washed and will damage the machines.
 - When washing bulky items (such as jackets or blankets) keep the load small since these items will most likely fill up the washing basin.
5. Add detergent (and bleach and fabric softener if desired in the reserved areas).
 - Only liquid and powder soap can be used in the soap dispenser drawer. Pods are not recommended for the type of machines available in residence and are not to be put in the dispenser. Please refrain from using them.
6. Select your cycle and allow it to complete.
 - Do not open the door while the cycle is running. The door is locked and doing so will damage the machine.
 - Removing clothes before the spin cycle is complete will result in clothes dripping with water. These cannot be placed in the dryer this way. The spin cycle extracts extra water from the clothes.
7. After using the machine, leave the lid/front-load door open to help the drum dry quickly.



Consider using the cold water cycle for a more sustainable option. It will also keep your colors looking vibrant.

Drying instructions

1. Clean lint screen before and after each use.
2. Check garment tags for specific drying instructions.
3. One washer load = one dryer load.
 - Overloading the dryer will prevent clothes from drying properly. Clothes dripping wet with water cannot be put in the dryer. This is an indication that the washer load was too large or the spin cycle did not complete.
4. Do not dry wool, rubber, or plastic items.



Consider drying your clothes on a clothing rack for a more sustainable option. Never hang anything on sprinklers or pipes.

Using the dryer may cause clothing to shrink and will, over time, damage fabrics.

Laundry etiquette

- Remove clothes from the washer/dryer once cycle is complete.
- Leave the front-load door open to help the drum dry quickly.
- Be gentle when closing the doors of the washer and dryer. Slamming the doors will require equipment repairs.
- Wipe detergent spills.
- [Report service problems](#) to ensure the machines get fixed quickly.



Sustainability

We are committed to helping students adopt and develop lifelong sustainable practices through our various sustainability initiatives. Each building has garbage recycling and compost bins, please empty them into one of the numerous bigger bins located throughout the residences on a regular basis to avoid odour or pest issues in your room.

Quick guide to sorting waste

Recycling - glass, plastic, metal

Glass bottles, jars, & containers

Empty hard plastics:

- shampoo bottles
- laundry detergent
- yogurt containers

Soft plastics:

- grocery bags
- plastic bags
- bread bags
- plastic wrap/cling film

Paper & cardboard :

- Newspapers, flyers & magazines
- Paper
- Envelopes, even with film/plastic windows
- Cardboard boxes (flattened)
- Cardboard tubes, rolls, etc. (paper towel, toilet paper rolls)
- File folders
- Paper bags
- Books

Metal and aluminum:

- tin cans & lids
- hangers
- soda/drink cans
- pie tins
- foil

Garbage

- Any plastic item #6
- Styrofoam
- Paper or plastic items lined with wax (coffee cup & creamer, pastry bags)
- Laminated paper that is soiled with food (take out containers)
- Broken glass
- Plastic straws

Compost

Things you can compost

- Food waste
- Used napkins/paper towels
- Tea bags/coffee grounds
- Unlaminated paper food containers (ex: pizza boxes, paper plates)
- Wooden utensils (chopsticks, stir sticks)
- Compostable plastic labelled #7PLA

Do not compost:

- Laminated & waxed paper
- Inorganic material
- Non-compostable plastic
- Liquids
- Chemical products (including paper towel soiled with chemical products)
- Recyclable materials (metal, glass, plastic)



Sustainability

Tips to help you save energy in residence

Leaving your room

- Turn off the lights
- Turn down the heat or air conditioner
- 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: if you're able to, 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 your hall

- Keep windows closed in winter to avoid heat loss
- Take shorter showers

Studying

- Turn off your computer after you are finished using it
- Avoid buying new textbooks; try to find used or online versions. If you buy a new textbook, sell it when you are done using it
- Opt for digital copies rather than print-outs

Shopping

- Purchase products with minimal packaging, try bulk purchases
- Bring personal reusable bags when grocery shopping

Want to be learn more?

The Office of Sustainability offers amazing short workshops that will cover in more details sustainability topics of interest. Check out their [website](#) and register for one or more courses this semester.

Campus Health & Wellness Resources

The transition to life in university can be challenging, and students may find themselves having difficulty adjusting to life away from home, experiencing feelings of anxiety or depression, or simply wishing to have someone to talk to. The McGill Residence Life team is committed to the mental health and well-being of residents by ensuring that students have access to a variety of support resources and services, as well as the personalized support in being guided in the right direction towards the appropriate resources.

What Is Wellness?

Health and wellness is more than just exercise. There are many different aspects to a person's wellness – as is conceptualized in the 8 spokes of the McGill Student Wellness Hub's [wellness wheel](#).



By neglecting one area of wellness, we might compromise our ability to confront challenges in other areas.

By listening to our own needs, we become less likely to:

- Feel exhausted or overwhelmed
- Experience low moods
- Experience resentful thoughts
- Take your stress out on others
- Feel anxious or depressed

It is important to be aware of changes in our own habits, moods, and general feeling of well-being in order to evaluate our own sense of wellness. Moreover, taking care of one area of wellness will also help them all: for example, being physically active and getting more sleep will also benefit a student's overall academic performance.

Campus Health & Wellness Resources

In-residence support:

Residence Life Managers

Residence Life Managers are professional staff who provide support and resources in residence and can refer residents to other services and resources available on campus. Residence Life Managers work with their programming facilitator teams to facilitate community building in each residence

Campus support:

Local Wellness Advisor (LWA)

Students living in residences can also [book an appointment](#) to meet with an LWA directly, and receive one-on-one support from a trained mental health clinician, via the Student Wellness Hub website.

Student Wellness Hub

514-398-6017

The [Student Wellness Hub](#) is an on-campus resource that includes general practitioners, nurses, psychiatrists, counsellors, social workers, and dietitians. Interventions are focused on short-term, episodic care for students facing common mental and physical health concerns during their studies. These professionals are also equipped to diagnose more complex issues and connect students with more appropriate care off-campus.

The Peer Support Center

The [PSC](#) is staffed by friendly and well-trained student peer supporters. The PSC provides a welcoming space where students can share their experiences, feel truly listened to, and find ways to resolve the things students are experiencing.

McGill Students' Nightline

514-398-6426 (MAIN) Hours: 7 days a week from 6:00 PM- 3:00 AM during the academic year (except during the summer and winter breaks).

[McGill Students' Nightline](#) is a confidential, anonymous and non-judgmental listening service, run by McGill students, offering a variety of support from information to crisis management to referrals.

Office for Sexual Violence Response, Support and Education

514.398.3954 Email: osvrse@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

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.

Contact

Montreal First Responders: 911

McGill Security: 514-398-3000

SHHS Protection Services: 514-398-7772

Student Housing and Dining Service Centre

514-398-6368

housing.residences@mcgill.ca

3465 Durocher, Montreal, Quebec H2X 2C6

Residence Life head office

514-398-2929

residence.life@mcgill.ca

3465 Durocher, Montreal, Quebec H2X 2C6

Shared Houses and Apartments Front Desk (Royal Victoria College)

514-398-6378

3425 University Street, Montreal, Quebec, H3A 2A8

Solin Hall

514-398-5131

3510 Lionel-Groulx, Montreal, Quebec, H4C 1M7

Solin Hall Annex

3585 Delisle Street, Montreal, Quebec, H4C 1N1

