420 SHERBROOKE WEST RESIDENCE
YOUR FIRST YEAR IN RESIDENCE
Handbook Winter 2021
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.

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.

Your Floor Fellows and the Residence Life Managers are 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!

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, participate in floor events and seize opportunities to engage with your residence community; your new best friend could be around the corner!

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

MAXIMIZE LEARNING OPPORTUNITIES
Get to know your professors, familiarize yourself with academic advising & 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.
TABLE OF CONTENTS

COVID-19 Health & Safety Measures 4
COVID Expectations & Non-Compliance 7
Mission and values 8
Our Philosophy 9
Your SHHS Team 11
Learning in Residence 14

COMMUNITY LIVING STANDARDS

Alcohol 17
Cannabis 17
Commercial use of Property 17
Controlled or illegal substances 18
Cooperation with staff 18
Dangerous Activities/Materials 18
Damage to Property or Vandalism 18
Fire Safety 18
Guests and Visitors 20
Harassment 20
Inappropriate/Illegal Entry 20
Noise 20
Non-Smoking Policy 21
Pets 21
Pranks 21
Prohibited Areas 21
Violence 21
Weapons 21

Health & Wellness 22
Safety and Security 24
Building and room care 25
Dining Services 27
OneCard 28
Contact List 29

CONTACT

IN CASE OF EMERGENCY
Montreal First Responders: 911
420 Sherbrooke West Security: (514) 264-1773

CONNECT WITH US

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

RESIDENCE LIFE OFFICE
residence.life@mcgill.ca
514-398-2929
Carrefour Sherbrooke
475 Sherbrooke West, Montreal, Quebec H3A 2L9
facebook.com/McGillResidenceLife
@mcgillresidencelife
**KEEPING YOU SAFE**

During this current COVID-19 pandemic we want you to know that the safety of our students and staff is our foremost guiding principle in our continued planning for the Winter semester.

Since the start of the pandemic, our residences staff have been working diligently to ensure spaces are cleaned and sanitized to the highest possible standards. Additional staff will also be deployed on-site to provide extra support and security for students.

Lastly, our residence community guidelines described in this handbook have been revised to closely align with Public Health regulations.

**COVID-19 LEVEL 4**

**MAXIMUM ALERT – RED**

As of October 1st, the Government of Quebec has placed Montreal at Level 4 - Maximum Alert (Red) due to an increase in COVID cases. As a result, new targeted and restrictive measures are currently in effect to slow the spread of COVID-19.

Please refer to the complete section of these articles later in this handbook, these points are presented here to highlight the COVID-19 health & safety measures.

**ALCOHOL IN RESIDENCE**

- Students of legal age are only allowed to consume alcohol in their private rooms or apartments.

Please refer to PG 17 for the complete section on Alcohol in Residence.

**GUESTS AND VISITORS**

External guests are not permitted in residences, this includes students from other residences and anyone who does not currently live in your building. However, students are permitted to enter any of the residential dining halls for take-out meals. No waiting for friends in the lobby or gathering in groups of more than 2 people.

Please refer to PG 20 for the complete section on Guests and Visitors.

**DINING HALL SAFETY GUIDELINES**

Our dining halls will operate with increased health and safety measures including closing the seating area.

Please refer to PG 27 for the complete section on Dining Services.

**RESIDENCE PROGRAMMING**

We have had to adjust our community engagement events for this year. Residence programming will be done virtually for the most part with some in-person events that follow physical distancing guidelines.

Please refer to PG 14 for the complete section on Residence Programming.
As per Quebec’s governmental directive, everyone entering and circulating in any McGill building, including residence buildings, must wear a mask.

This includes:
- when you leave your room
- lobby area
- elevators
- corridors
- staircases
- common rooms
- kitchens
- laundry rooms
As of October 1st, the Government of Quebec has placed Montreal at Level 4 -Maximum Alert (Red) due to an increase in COVID cases. As a result, new targeted and restrictive measures are in effect to slow the spread of COVID-19.

Measures as a result of Maximum Alert -Red:

**IN YOUR ROOM**
Students must physically distance

- 1 registered guest

**ALL OUTDOOR GATHERINGS**
(MORE THAN 2 PEOPLE) ON RESIDENCE PROPERTY

**ALL INDOOR GATHERINGS**
(MORE THAN 2 PEOPLE) ON RESIDENCE PROPERTY

- Prohibited

**GROUND FLOOR COMMON AREA**

- Waiting for friends or gathering in groups of more than 2 people is not permitted

**WHEN LEAVING YOUR ROOM**

- Wear a mask

**WHEN ACTIVE COVID-19 CASES ARE IN THE BUILDING**

- No visitors are permitted in your room

**MAXIMUM OCCUPANCY PER ROOM**

- Respect signage in all areas
COVID EXPECTATIONS & NON-COMPLIANCE

Each and every resident student must follow the COVID guidelines to ensure the health and safety of the residence community and prevent the spread of the virus.

You are responsible for taking the initiative to keep yourself and others safe. Any non-compliance to the rules will be dealt with as described in the table below:

<table>
<thead>
<tr>
<th>EXPECTATIONS IN RESIDENCE</th>
<th>NON-COMPLIANCE RESPONSE/CONDUCT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COVID PUBLIC HEALTH SAFETY MEASURES</strong></td>
<td>• <strong>STRIKE 1</strong>: Written warning letter from SHHS</td>
</tr>
<tr>
<td>• Wear a mask when leaving your room</td>
<td>• <strong>STRIKE 2</strong>: Disciplinary offence under 10c) Conduct probation/ exclusion warning</td>
</tr>
<tr>
<td>• Hand sanitize upon building entry</td>
<td>• <strong>STRIKE 3</strong>: Repeated disciplinary offence under 10c) Exclusion from residence</td>
</tr>
<tr>
<td>• Socially distance (2 meters apart)</td>
<td>*For serious violations of COVID expectations that endanger the health and safety of the residence community – the first strike may be a written warning or disciplinary offence.</td>
</tr>
<tr>
<td>• Adhere to building, elevator and room specific occupancy/gathering/guest guidelines as outlined in building signage and SHHS email communication (subject to change depending on COVID zone)</td>
<td><strong>Review the McGill Code of Student Conduct here</strong></td>
</tr>
</tbody>
</table>

**SELF-ISOLATION MEASURES**

• Stay in your room during self-isolation period except for emergencies (wear a mask in this case)

• Adhere to McGill and SHHS self-reporting guidelines for COVID symptoms, exposure, and self-isolation (check SHHS emails and McGill website for up to date expectations)

* To protect the personal security and health of its students and staff, the University needs to enforce measures preventing gatherings (groups of more than 2 people) in residences. To that effect, students are required to open the door to their room when a Residence staff member requests. Failure to do so is considered a violation of Article 5 of the Code of Conduct - No student shall, by action, threat, or otherwise, knowingly obstruct University activities.
MISSION AND 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.

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.

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.
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 Code of Community Living described in this document.

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
• Treating others how they would like to be treated
• Apologizing when you’re in the wrong
## Winter 2021 Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 7</td>
<td>Classes start</td>
</tr>
<tr>
<td>January 22</td>
<td>Add/drop deadline</td>
</tr>
<tr>
<td>March 1-5</td>
<td>Reading week</td>
</tr>
<tr>
<td>April 16</td>
<td>Classes end</td>
</tr>
<tr>
<td>April 19</td>
<td>Exams begin</td>
</tr>
<tr>
<td>April 30</td>
<td>Exams end</td>
</tr>
<tr>
<td>April 30</td>
<td>Move-out of Residences</td>
</tr>
<tr>
<td>April 30</td>
<td>Meal Plan ends</td>
</tr>
</tbody>
</table>

*If you are unable to move-in during this predetermined period due to travel restrictions and other extenuating circumstances, please contact housing.residences@mcgill.ca to advise us of your expected move-in date.
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-centered 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 programming facilitators.

Residence Life Managers (RLMs) are full-time live-in (or out) professionals who are responsible for the overall management of our 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 supervising the Floor Fellows.

Floor Fellows are a diverse group of upper year student employees who live in the halls and help residents have the smoothest transition possible at McGill. They are role models, resource people, peer supports, community builders and leaders for the students on their floor. Under the direction of their Residence Life Manager (RLM), Floor Fellows have a commitment to creating a community that is conducive to learning, academic success, personal growth and development.

Residence Life Advisor and Facilitators

The Residence Life Advisor is responsible campus-wide Residence programming aimed at enhancing resident students’ experience at the University.

The Residence Advisor supervises live-out Residence Life Facilitators. The RLifers are returning McGill students that plan Residence Orientation, events throughout the year, and mentor our Hall Councils.

Local Wellness Advisor

McGill’s Student Health Services Local Wellness Advisor (LWA) collaborates with the Residence Life team to coordinate programming that encourages a healthy, balanced, and sustainable approach to living on campus. Educational workshops, and self-care activities held throughout the year inspire a holistic and mindful view of wellness for students.
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, lease, rent payments, Off-Campus Housing, meal plans and oneCard services. They can be reached at housing.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 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.

SERVICE DESK STAFF
Monday – Friday: 9:00 AM – 5:00 PM  
Saturday – Sunday: 10:00 AM – 6:30 PM
The service desk is located in the main lobby entrance. You can visit the Service Desk to sign out equipment, pick up mail/packages & obtain a key replacement.

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 public washrooms. Please be mindful to pick up after yourself whenever you’re leaving a shared space and respect the cleanliness of the buildings.

SECURITY TEAM
Security guards are available at the security desk located in the front entrance lobby. Security guards make regular rounds of the building and ensure 24-hour surveillance. All common areas are also under 24-hour video surveillance. In addition, the front entrance features electronic gates accessible only by authorized individuals (residents, maintenance, staff, etc.) with an active key fob.

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 Work Order form.
Programming

Our programming and events encourage diversity, education, community building, and personal development. Our Residence Life staff are excited to provide you with the engaging programming that McGill Residences have come to be known for.

Due to health and safety regulations related to COVID-19, we have had to adjust our community engagement events for this year. Residence programming will be done virtually for the most part with some in-person events that follow physical distancing guidelines. Dance, yoga, and other wellness events are just some of the fun activities in store for you! More details will be shared with you in the coming months as we finalize our planning.
LEARNING IN RESIDENCE

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 comprised of executive members and other representatives elected in September. 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.

University Residence Council (URC)
URC is a forum at which Hall Council Presidents and SHHS Management meet to discuss administrative matters in residences. At URC, Hall Council Presidents raise resident 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.

THERE ARE FOUR COUNCIL GROUPS IN MCGILL’S RESIDENCE LIFE SYSTEM:

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 relays feedback to SHHS administration on dietary issues, dining halls, and anything related to food on campus.
CODE OF COMMUNITY LIVING STANDARDS
**Conduct Expectations**

**Alcohol in Residence**

McGill Residence supports the safe and responsible consumption of alcohol in residence. The following standards are in place to promote safe alcohol consumption that discourages high-risk activities related to alcohol consumption.

**Responsible Drinking is permitted**
- Possession and consumption of alcohol in McGill residences must conform to the provincial laws of Quebec. Individuals must be 18 years of age or older in order to legally consume and purchase alcohol in the province.
- Students of legal age are only allowed to consume alcohol in their private rooms.
- Please remember that the provision or sale of alcohol to minors is against both the federal and provincial laws.

**Mass Consumption of Alcohol is not permitted**

Any type of activity or accessory that promotes mass consumption or swift drinking is not permitted in residence.

- This includes but is not limited to drinking games or the use of drinking devices (ex: beer 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 as a result of an action.
- In residence, liquor and wine bottles are not to exceed 750 ml, and beer cans are not to exceed 355 ml.

**Cannabis**

- The legal age for buying or possessing cannabis is 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 if you are 21 years and over 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 are prohibited from possessing cannabis on campus.
- Possession or cultivation of cannabis plants is prohibited anywhere on campus.
- The selling, distribution, serving, cooking, preparing, production and growing of cannabis is 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 example, bongs, and pipes).

For a broader understanding of the university-wide policy, read the [McGill University Policy Concerning Alcohol, Cannabis and Other Drugs](https://www.mcgill.ca/wellness-hub/about/cannabis).

**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.
CONDUCT EXPECTATIONS

CONTROLLED OR ILLEGAL SUBSTANCES

- In accordance with Federal law, possession, use, distribution 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 McGill's policy concerning alcohol, cannabis and other drugs.

DRUGS AND PARAPHERNALIA

- Possession, trafficking, or involvement with any type of illegal drug is prohibited.
- 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.
- 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.

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

COOPERATION WITH STAFF

Ignoring, arguing, fighting, verbal/physical harassment, or being dismissive of any staff member is strictly prohibited. Students are expected to cooperate with staff and security at all times.

DANGEROUS ACTIVITIES/MATERIALS

Residents engaging in activities that are deemed dangerous to themselves and others is prohibited. Dangerous materials such as but not limited to, fireworks, propane canisters, BBQ’s, dynamite, gasoline, are not permitted in residence.

DAMAGE TO PROPERTY OR VANDALISM

Damage to a resident’s personal property or 420 Sherbrooke West’s property is strictly prohibited. Malicious intent to damage property or failure to uphold a reasonable standard of cleanliness will not be tolerated. Stickers, adhesive tape, nails, screws or hooks may not be used on floors, walls, woodwork or doors. Thumbtacks, pushpins and non-marking adhesive materials are permitted in moderation.

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. Inform any residents you may cross, inform them to evacuate the building as well.
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. You need to evacuate without interfering with the work of the firefighters. Failure to evacuate will result in a $250 minimum fine. If it happens again, the student will face stricter disciplinary actions.

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. Inform any other residents that you may cross to evacuate the building. 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, staff or security services.
6. Call the Montreal Fire Department at 9-1-1 (don’t assume someone else will do it).
7. Call 420 Sherbrooke West Security: (514) 264-1773. Leave the room and close the door behind you.
**CONDUCT EXPECTATIONS**

**Fire Safety**

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

**Residents Who Tamper With Fire Safety and Prevention Equipment**

- Can expect a **minimum fine of $250** 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
- Subsequent offences will result in additional fines and disciplinary action.
- It is important to know that covering your smoke alarms in your unit puts everyone’s life at risk, and if reported to the Fire Department, could result in fines of up to $5000.00 or possible imprisonment.

**flammable Materials, Appliances and Cooking**

- Candles, hookahs/sheeshas, incense, electric heaters, electric blankets and similar objects and/or other flammable materials pose a significant fire risk and may not be used in McGill Residence buildings.
- Appliances with open heating elements such as hot plates, kettles, coffee machines, toasters, toaster ovens, rice cookers, electrical fry pans, deep fryers and similar objects are not permitted in residence. Students are only allowed to cook in the designated kitchens with the supplied cooking devices. Microwaves all also not permitted.
- Residents found using the items mentioned above and/or other flammable materials anywhere inside Residence buildings can expect a **fine of $250**.

**Residents Who Trigger an Alarm or Cause Other Damage Without Reason**

- can expect an **immediate $250 minimum fine** and disciplinary action. For example: setting off the fire extinguisher in your room, causing damage to the carpet and furniture or damages caused by the sprinklers going off.

- The residences are also equipped with sophisticated sprinkler systems. Please respect them and refrain from hanging anything from the sprinkler heads or cages, 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.

- 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.**
CONDUCT EXPECTATIONS

GUESTS AND VISITORS
As per Public Health and governmental regulations to prevent the spread of COVID-19, external guests are not permitted in residences; this includes students from other residences and anyone who does not currently live in your building.

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.

INAPPROPRIATE/ILLEGAL ENTRY
Entering another resident’s room or disturbing another resident’s property is not permitted. Manipulating the lock, door, or window in order 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.

In cases of emergency, McGill staff reserve the right to enter a residents’ rooms, without prior authorization.

NOISE

CONSIDERATION HOURS
Consideration hours operate in every residence building, including the common rooms and exterior of buildings, and are in full effect 24/7.

QUiet HOURS
In order to ensure our communities are respectful and noise levels remain at a livable level, quiet hours are:

Sunday - Thursday 11pm –8am
Friday & Saturday 1am –9am

Students are expected to comply and respect quiet hours in order to ensure their noise levels are not negatively impacting others. It is expected that noise levels remain at a level that contributes to an environment that is conducive to both sleep and study.

EXAM QUIET HOURS
During the final exam period, 24/7 quiet hours are implemented to promote an environment conducive to productive study. This period runs from Apr 5th - Apr 26th.

If a student has finished their exams and finals for the semester and are still living in residence, they must continue to abide by the quiet hours.

GUESTS AND VISITORS

CONSIDERATION HOURS
Consideration hours operate in every residence building, including the common rooms and exterior of buildings, and are in full effect 24/7.

QUiet HOURS
In order to ensure our communities are respectful and noise levels remain at a livable level, quiet hours are:

Sunday - Thursday 11pm –8am
Friday & Saturday 1am –9am

Students are expected to comply and respect quiet hours in order to ensure their noise levels are not negatively impacting others. It is expected that noise levels remain at a level that contributes to an environment that is conducive to both sleep and study.

EXAM QUIET HOURS
During the final exam period, 24/7 quiet hours are implemented to promote an environment conducive to productive study. This period runs from Apr 5th - Apr 26th.

If a student has finished their exams and finals for the semester and are still living in residence, they must continue to abide by the quiet hours.

GUESTS AND VISITORS
As per Public Health and governmental regulations to prevent the spread of COVID-19, external guests are not permitted in residences; this includes students from other residences and anyone who does not currently live in your building.

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.

INAPPROPRIATE/ILLEGAL ENTRY
Entering another resident’s room or disturbing another resident’s property is not permitted. Manipulating the lock, door, or window in order 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.

In cases of emergency, McGill staff reserve the right to enter a residents’ rooms, without prior authorization.

NOISE
CONDUCT EXPECTATIONS

Non-Smoking Policy

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

- 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 the residence buildings 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 can expect an immediate fine of $250 per incident. 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 can expect an immediate $250 fine and disciplinary action. A second offence will result in additional sanctions.
- 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 in regard to our 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.

Pets

Pets are not allowed in residence. If a resident requires a service animal, they will need to submit the appropriate paperwork prior to their arrival to residence. Fish kept in a small bowl is permitted.

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 water fights, raids, removal of residence property, or illegal entry into a resident’s room.

Prohibited Areas

Residents are not permitted to access prohibited areas, including but not limited to rooftops, window ledges, areas under construction areas, emergency exits during non-emergencies, unauthorized access to a resident’s room, and other administrative spaces.

Violence

Violence, intimidation, or physical aggression of any type towards other student or university staff will not be tolerated. This also includes sexual violence, and violence to self/ or others.

Weapons

Possession of real or replica guns in residence including but not limited to paintball guns, airsoft guns, swords, knives, sling shots, and archery equipment is strictly prohibited.
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.

**What Is Wellness?**

Health and wellness is 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 in other areas.

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](#)
CAMPUSS HEALTH & WELLNESS RESOURCES

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:

Many of the campus support services have mobilized as many of its resources as possible to continue offering support to students. Due to COVID-19 and governmental regulations, our services will be offered remotely for the time being.

Student Wellness Hub
Hours: 8:30 a.m. - 4:30 p.m., Monday to Friday
Phone: 514-398-6017
The Student Wellness Hub includes general practitioners, nurses, psychiatrists, counsellors, social workers, and dietitians - focuses 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. We require all students to be covered by supplemental health insurance in order to cover their medical expenses.

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
514.398.3786; 514.398.4486 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
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.
IN CASE OF EMERGENCY

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

Call 911 immediately

Then call Security services: (514) 264-1773

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.

PERSONAL SAFETY TIPS

• Always lock your door even if you are sleeping 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 420 Sherbrooke West Security: (514) 264-1773
• Do not lend your keys or access cards to anyone.
• 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 420 Sherbrooke West Security: (514) 264-1773.
• If the person says they work for management, maintenance, housekeeper etc., please feel free to call the office to confirm it’s an employee.
• 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.
• 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.
Key Fobs

Upon arrival, each student will be given a room key fob. Should you lose or damage your fob, there will be a cost of $30 + (GST & QST) for a replacement. The fobs are issued by the front desk staff and accepted methods of payment are interact or credit card. All keys issued at move-in need to be returned at move-out.

If you lock yourself out of your room, come to the Security Desk for assistance.

Other replacement fees:
- Laundry Card Lost: $10 + (GST+QST)
- Mailbox Key: $30 + (GST+QST)
- Bedroom Key: $30 + (GST+QST)
  - Keep your Key Fob/bedroom key in your possession at all times.
  - Do not give the Key Fobs/bedroom keys to anyone including parents, guests, roommates and other residents. If a person other than the Resident is in possession of the Resident’s Key Fob/bedroom key, it will be confiscated.
  - Altering the locking system on any door giving entry to the premises/leased premises is not permitted nor is making copies of the keys.

If you are concerned you have lost your key or someone you distrust has a key, ask to have your locks changed. You have a statutory right to do so, provided you pay the cost of the lock change in advance.

If you have lost your key fob, contact the desk staff as soon as possible for assistance.

Unit Condition Form

During move in, you should complete the Unit Condition Form online as directed in your move in package. Failure to submit this report will result in 420 Sherbrooke West assuming the room is in perfect condition.

Room Repairs

In the event of a needed repair, you are required to inform the office immediately via phone, to visit the office, or to submit a Work Order online. Failure to report items in need of repair may result in the your being financially responsible for the necessary repairs and/or subsequent damages. After-hours emergency repairs (i.e. leaks) must be reported immediately to the on-duty staff and/or security.

Please note, that work orders may be delayed because in-person staff work hours are limited to comply with social distancing recommended by the Quebec Public Health officials.

 Except for normal wear and tear, you are responsible for all repairs/replacements in the common areas of the premises/leased premises. Should you cause damage to another residents’ belongings (knowingly or unknowingly), you will be held responsible. Prior to arranging any repairs, you must obtain approval from 420 Sherbrooke West. Repairs will be made by the 420 Sherbrooke West maintenance team or by a 420 Sherbrooke West approved and/or selected tradesperson.

Cleanliness and Trash Removal

All garbage and other types of waste must be disposed of promptly and properly using waste disposal bins on each floor. No trash or other waste may be disposed of or stored on the grounds of the property. No trash may be kept by an entrance door/hallway, or placed in improper containers nor elsewhere in the community.

Each resident is responsible for cleaning and keeping their assigned unit and all furnishings in a clean, safe and sanitary condition at all times. If excessive garbage is found during unit inspections (i.e. move out, room transfer, quarterly), you will be notified and given time to rectify the issue. If the issue remains, you will be fined an excessive garbage removal fee.

Mail Room

The mail room is located in the front lobby, right next to the Security Desk.

- Mail will be placed directly into each resident’s mailbox by the postal service.
- Packages are delivered to the front desk. An e-mail notification will be sent to you to advise you of your delivered packages. Oversized mail/packages will be stored for five business days before they are sent back.
- To claim your package, show your student ID to the front desk.

All mail should be addressed to:
Your name, #Unit Number and Letter (example: 2020B)
420 Sherbrooke Street West
Montreal, QC H3A 1B2
Canada
**Main Foyer**

Our open concept space on the ground level is an inviting space for students and guests. This foyer features many useful amenities, including group and individual study areas, a SMART board, an innovation lounge, arcade lounge, ping pong tables, pool (billiards) tables, foosball tables, and a large screen with a projector and sound system for viewing movies or TV shows. The foyer is open to residents 24/7.

**Amenities & Study Spaces Reservation**

You can reserve study rooms in advance. Some common area amenities may also be reserved for a maximum of 3 hours. If you are interested in booking a space, please speak to the Service Desk receptionist.

**Specialty Lounges**

Due to Public Health regulations, the lounges are currently closed in order to contain the spread COVID-19. The only open common room is located on the ground floor.

**Fitness Center**

The Fitness Centre is located on the Mezzanine level.

- A reservation is required
- Max 2 people in each fitness area: Weight Room, Yoga Studio & Cardio Room
- Basketball court is closed

**Laundry**

Laundry facilities are located on the Mezzanine Level.

- You will need your **Coinamatic** laundry card to operate the laundry machines. Simply tap the card in front of the designated area and follow the instructions. If you are unsure how to operate the washer/dryer, contact the office.
- Funds on a laundry card can be reloaded at any time either by using the machine in the laundry room or online at coinamatic.com
- Please do not overstuff the machines as this may cause damage.
- You are responsible for ensuring the washer/dryer are kept clean. Remember to empty the lint trap before each use.
- Leave the washers open after use to allow them to dry.

**Community Kitchen**

While you are on the Mandatory Meal Plan, there is a community kitchen on the 19th floor. Reservations are required.

- Keep the area clean after each use.
- All toasters and kettles must be used only in the kitchenettes.
- We request that all dishes and leftover food be removed after each use.
- It is unacceptable for dishes to be left in common areas. Any dishes/items left behind will be disposed of by the cleaning staff, weekly.
- All appliances, utensils, dishware and furniture must remain in the Communal Kitchen unless moved by staff. Various utensils and kitchen equipment may be signed out to residents at the Service Desk. This equipment must be returned cleaned and in good working order.

**Equipment Rentals & Sign Outs**

Due to Public Health regulations, equipment rentals are currently suspended. Should the situation improve, equipment can be signed out at the Service Desk by providing a valid piece of identification.
Dining Hall Safety Guidelines

We are committed to offering students fresh, nutritious, and savory meals that satisfy a wide range of diets and preferences. In adherence to governmental and university COVID-19 regulations, our dining halls will operate with the following health and safety measures:

If you have specific food concerns, do not hesitate to contact us at food.fds@mcgill.ca

Follow our COVID-19 updates at: www.mcgill.ca/foodservices/covid

- Take-out meals and snack options. Seating area is closed.
- Masks are mandatory while circulating throughout the dining hall.
- Sanitizing stations at the entrance of the dining halls
- No self-serve buffet or touch machines
- Clear COVID-19 signage throughout the dining halls

Mandatory Meal Plan

- The Mandatory Meal Plan applies to all students in undergraduate residences (except Solin Hall) and it is assigned in conjunction with the building assignment.
- It 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.
- Our meal plans provide residence students the convenience and flexibility to ensure their nutritional needs are met and allow students to spend more time on studies and extracurricular activities.
ALL ABOUT ONECARD

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 and is activated when you move-in.

Use the oneCard for the following services:

- At select McGill operated vending machines on campus (excludes 420 Sherbrooke West vending services)
- To pay for take-out deliveries from a select group of restaurants around the McGill area.
- Pay for meals off campus at participating restaurants. Visit the oneCard site for the full list of restaurants.
- To pay for Mac Market purchases
- To pay for taxable items not covered by the Mandatory Meal Plan in any of the dining halls and on campus food locations
- More great services to come! Explore the full plan.

TOPPING UP YOUR ONECARD
There are two options:
- Go to Minerva and add oneCard dollars to your account
- Go to the secure oneCard Management page: https://onecard.mcgill.ca
CONTACT

IN CASE OF EMERGENCY
Montreal First Responders: 911
420 Sherbrooke West Security: (514) 264-1773

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

420 SHERBROOKE WEST
420 Sherbrooke West, Montreal, Quebec, H3A 1B2
514-273-7626

MCGILL RESIDENCES
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