



The Role of Floor Fellows, MORE Fellows and Dons

Description of the floor fellow role:

Since 1968, Student Housing at McGill University has operated under the principle that only one rule is needed: Respect. Respect remains an integral part of Student Housing and Hospitality Services Mission and Values. All residents, floor fellows and staff are expected to treat each other with respect, as well as to be treated with respect. This includes respect for oneself, for others, and for the building and for the operations of Student Housing and Hospitality Services.

Floor fellows report to and are responsible to the Residence Life Manager for their hall.

Floor fellows have front-line responsibility for the well-being of the residents in their hall. They live in or near where they work. Floor fellows must be able to exercise good judgment in all kinds of circumstances, and seek support and guidance from their Residence Life Manager regarding the appropriate action to take. They are expected to act in a professional manner, with maturity and thoughtfulness. They treat information that comes to them in their role as confidential. They are prepared to respond and assist as trained, in the event of an emergency or crisis.

As students, floor fellows are encouraged to take full part in all aspects of University life. However, the interest of their residents needs to take priority over other involvements.

Floor fellows are subject to both McGill University's Code of Student Conduct as well as University regulations, including complaints of sexual and psychological harassment.

Core Responsibilities of Floor Fellows

1. Role Modelling

As role models for resident students, a high standard of behaviour is expected of Floor Fellows. They:

- are a positive role model especially in their academic life, interpersonal relationships, community involvement and online activities, particularly in the promotion of respect, courtesy, equity and diversity.
- are positive role models within residence for noise levels, cleanliness, attitude towards council; relations within and between Floor Fellow teams, and interactions with residence life, cafeteria, accommodations, and other SHHS staff;
- maintain full-time student status and are in good academic standing;
- follow university regulations.

2. Community Building

Floor Fellows enrich the residence experience, facilitate the transition to university life for their residents and promote their personal growth. They:

- establish and encourage an environment where diversity is not only respected but celebrated.
- organize and facilitate well-balanced, inclusive activities and events for their residents;
- conduct floor/house meetings at the start of the year, and as needed throughout the year;
- actively support and attend events organized by Residence Life Staff;
- actively support and attend events sponsored by the hall and inter residence councils.

3. Peer Support/ Resource Person

Floor Fellows ensure that their residents have the support and information they need to facilitate personal and academic development. With the support and guidance of their Residence Life Manager, Floor Fellows:

- maintain a professional boundary with all residents, acknowledging and respecting the trust placed in them by residents;
- respond with compassion and support to any resident;
- identify students facing personal, social or academic difficulties and refer them to the services and support available through McGill Student Services, Advising Offices, the Office of the Dean of Students and other services offered on and off campus;
- recognize their limits and refer students for professional help where necessary;
- be familiar with the important deadlines of the academic year as well as general program requirements; and know to whom to refer students for academic issues and decisions;

Specific Responsibilities

4. Rez Projects. Floor Fellows:

- act as trainers and/or facilitators for Rez Project, a series of residence-wide anti-oppression educational workshops promoting inclusivity and diversity;
- ensure their students' attendance at the workshops and help students to continue to engage with issues discussed throughout the year.

5. Meetings. Floor Fellows:

- attend all meetings called by their Residence Life Manager;
- attend and are actively involved in Floor Fellow Orientation as well as in-service training.
- If required, and under the supervision of the Residences Admissions Administrator and with direction from their Residence Life Manager, Floor Fellows assist in the room assignment process.

6. Communication.

As the primary contact for the residents, Floor Fellows:

- communicate in a professional manner with both residents and colleagues, role-modelling respect in so doing; including on line communication.
- communicate about what is happening in their halls with the Residence Life Manager and their Floor Fellow team;
- ensure that residents know when they will be available or how to get in touch with them;
- keep abreast of services and developments in Residence Life, Student Housing and Hospitality Services, McGill and Montreal, and communicate appropriate information to resident students..

7. General Availability and Duty

Floor Fellows take turns being on duty, according to the schedule and conditions determined by the Residence Life Manager for their hall.

- Floor Fellows on duty remain in the building, are sober, are accessible to all students, do rounds, and any other responsibilities as assigned by the Residence Life Manager for the hall;
- Floor Fellows are available from the first day of Orientation prior to the fall term until the last day of examinations in fall term, and from the first day of classes of the winter term, until the last day of examinations in the winter term. Any multi-day absences during this period must be approved in advance with the Residence Life Manager for the hall;

- Floor Fellows organize their personal lives in a way that does not detract from their role as Floor Fellows. They should consider carefully and consult with the Residence Life Manager for their hall before taking on any commitment that could affect their availability, including taking on additional extra-curricular activities, jobs or leadership positions;
- Floor fellows are available and helpful during move-in and move-out days for their hall, including staffing a welcome table.

8. Physical and Mental Well- Being

Floor Fellows provide first level care to resident student. They:

- inform, consult with and take guidance from the Residence Life Manager for their hall for any mental or physical health issues of the residents of their floors/buildings.
- refer residents to the student health service, to emergency services or local medical/mental health clinics as appropriate;
- accompany or arrange for someone to accompany a sick or injured resident to a hospital;
- in residences with meal plans, arrange meals from the dining hall for students too ill to go;
- support and promote the Student Housing and Hospitality Service philosophy of community well-being based on mutual respect;

9. Promotion of Respect for the Physical Environment

Floor fellows are responsible for encouraging good order on their floors and in their buildings. They:

- are aware of the physical condition of their floors and buildings and report needed repairs and damages;
- immediately report any acts of vandalism to the Residence Life Manager for their hall.
- Floor Fellows may be provided with master keys or cards. In such cases,
- These keys are for official use only;
 - Under Quebec law, floor fellows are permitted to enter a resident's room only with the express consent of that resident, or in a situation of clear and imminent danger