YOUR FIRST YEAR IN RESIDENCE
A guide to community living 2018–2019

Student Housing and Hospitality Services
Service de logement étudiant et d’hôtellerie
GET THE MOST OUT OF RESIDENCE

WELCOME

We’re so excited to welcome you to McGill Residences!

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

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

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

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

HELPFUL TIPS AND ADVICE FROM FORMER RESIDENT STUDENTS:

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

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

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

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

HAVE FUN
Through it all, make sure to enjoy yourself.
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CONTACT

IN CASE OF EMERGENCY
Montreal First Responders: 911
McGill Security: 514-398-3770

CONNECT WITH US
MACDONALD CAMPUS RESIDENCES
Laird Hall / Ecoresidence
2111 Lakeshore
Sainte-Anne-de-Bellevue, Quebec
H9X 3V9
Tel.: 514-398-7716
Email: residences.macdonald@mcgill.ca

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

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

MISSION AND VALUES

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

LEADERSHIP AND INNOVATION

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.

STUDENT HOUSING AND HOSPITALITY SERVICES

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

CORE VALUES

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.

WE RESPECT
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.
OUR PHILOSOPHY

ONE RULE: RESPECT

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

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

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

WHAT DOES RESPECT LOOK LIKE IN RESIDENCES?

• Respect for the diversity of people that make up the residence community
• Being conscious of how your behaviour impacts those around you
• Learning the names of the support staff who work in your building and dining halls
• Taking responsibility for your actions
• Lowering your music when someone asks you
• Cleaning up after yourself in a common room
• Being a considerate roommate
• Treating others how they would like to be treated
• Apologizing when you’re in the wrong
HARM REDUCTION APPROACH

Often used in the context of global health policy, harm reduction is an approach that attempts to reduce adverse health, social, and economic consequences. Harm reduction focuses on keeping people safe, and minimizing the negative consequences of when individuals engage in higher risk behaviours, such as using substances. There is no universal definition of or formula for implementing harm reduction, as it demands the consideration of the needs and unique circumstances of each individual, however, we consider the following principles central to our practice:

For more on Harm Reduction, visit mcgill.ca/substances/harm-reduction

Source: McGill’s Counselling and Mental Health Services
MEET THE STAFF

CAMPUS HOUSING STAFF
The Campus Housing Staff, located in room 107 of Laird Hall, are here to address any of the many questions students might have about living on campus – from room assignments, roommate selections/conflicts, keys, laundry and vending machine services, rent/fee payments, room/common room equipment malfunctions, and so on.

FLOOR FELLOWS
Our Floor Fellows are a wonderful group of upper year students who live in both Laird Hall (5 total) and at our Ecoresidence (2 total). They are an all-round support resource for students and are trained to deal with a variety of issues facing students from mental health crises to questions about life on campus and in Montreal. If you ever have questions but don’t know where to start, try your Floor Fellow!

From Wednesday to Saturday there will be a Floor Fellow on duty in residence. This means that there is always someone who can help you if you have a problem, need someone to talk to, or just want someone to hang out with. Signs are posted throughout Laird Hall and Ecoresidence stating who is on duty and how to contact them.

HOUSEKEEPING STAFF
At Laird Hall we have a wonderful group of housekeeping staff who work very hard to maintain the shared facilities that are an important part of the residence experience, such as hallways, common areas, kitchens, and washrooms. Don’t hesitate to introduce yourself to the staff member working on your floor!
Residence House Committee (RHC)

The RHC plays an important role in shaping the experiences you will have in your first year living in residence. The committee organizes social events, advocates for student interests to the administration and to other university bodies, and works closely with the administration on key issues. The RHC, under the guidance of the Floor Fellow, consists of internally elected resident students who represent all the resident students and who are concerned with all aspects of residence life. The House Committee needs your energy and enthusiasm. Come and take part in the decision-making process and come share your good ideas. See one of the floor fellow or the ARLM for more information.

Responsibilities of RHC include the following:

- To organize activities and promote life in residence.
- To make recommendations to the Student Housing and Hospitality Services for physical improvements in the residence, organize activities, and improve students’ residence life.
- To act in the interest of resident students to attain adequate living quarters. This includes striving to maintain a high hygienic level in each room and in the residence as a whole.
- To maintain good order of general facilities for residents associated with recreational areas, reading rooms, T.V. room, kitchen facilities, laundry facilities, etc.
- To recommend to the Floor Fellows & Campus Housing disciplinary action to be taken against residents in the event of rule transgressions.
**Campus Housing**

The Macdonald Campus Housing Office is located in Laird Hall room 107. Please stop by the office if you have any questions or concerns. Office hours are 8:30am-12 noon/1:30-4:00pm.

We can assist with issues regarding any of the following:

- Residence & Housing Admission
- Meal Plans
- oneCard services
- Rent fees

**Student Affairs Office**

The Student Affairs Office is where you can get information about transcripts, diplomas, admissions, proof of enrollment, and more. Student Affairs is also the place where students can pick up their ID cards! Located in Laird Hall room 106.

Hours of operation are Monday to Friday from 9am-4pm.

**Centennial Centre Building**

Within the CC there are many important services that are available to any Mac Campus student:

- **Student Services**: located in room CC1-124 Student Services is where you can get information about Student Health Services, Student Financial Aid, Counselling and the location of our CaPS Office (Career Planning Services)
- **Bookstore**
- **MCSS** (Macdonald Campus Student Society)

**Student Services**

Students who study on the Macdonald campus may make full use of all Student Services on both campuses. All Macdonald Campus Student Services are located in the Centennial Centre. For detailed information on all the services offered at the downtown campus please visit the main Student Services website.

Macdonald Campus Student Services  
Centennial Centre, Room CC1-124  
21111 Lakeshore Road  
Ste-Anne-de-Bellevue, Québec H9X 3V9  
Telephone: 514-398-7992  
Fax: 514-398-7610  
Email: stuserv.macdonald@mcgill.ca

**Post Office**

The Post Office is located in the lobby of Laird Hall. Mailboxes are no longer available for residence students but the Post Office will continue to receive parcels for students. Students who receive letter mail can pick it up from the Campus Housing Office, who will email the students directly when something arrives for them.

**Mail should be addressed to you as follows:**

Name  
21111 Lakeshore Road  
Laird Hall OR Ecoresidence, Room…  
Ste-Anne-de-Bellevue, QC, H9X 3V9 Canada
INTER-CAMPUS SHUTTLE BUS
McGill’s inter-campus shuttle service transports students, staff and faculty members between the University’s downtown and Macdonald campuses. However, the primary purpose of the service is to transport students who are taking courses on both campuses. Buses run Monday through Friday, and can carry a maximum of 48 passengers at a time. Service is on a first-come first-serve basis, and buses can get crowded during the exam period and other busy times. Please plan accordingly.

HOW TO RIDE
To ride the shuttle, students must apply a free shuttle sticker onto their ID cards. Students must present their McGill ID card with valid sticker to the driver when boarding. Stickers are available at:

Service Point (Downtown)
3415 McTavish Street
Mon/Tue/Thu/Fri 10am-4pm, Wed 10am-5pm.

Laird Hall (Macdonald)
Student Affairs Office, Laird Hall 106
Monday-Friday 9am-4pm
OR
Post Office (Confirmation of Enrolment is required)
Wednesday 9:30-11:30 am only
Please visit http://www.mcgill.ca/transport/shuttle to receive an up-to-date schedule of the bus times.

GROCERY SHUTTLE
The Grocery Shuttle is a free bus that takes students from the Macdonald Campus to the Provigo grocery store in Baie D’Urfe. The bus runs every Tuesday night at 7pm.

• Provigo, 90 Rue Morgan, Baie D’Urfe (514) 457-2321
• For a grocery store closer to campus, within walking or biking distance: Marche Richelieu, 16 Rue Legault, Ste-Anne-de-Bellevue;

STE-ANNE-DE-BELLEVUE TOWN
• Banking: Students who wish to open a bank account close to the residence, can do so at the BMO (Bank of Montreal). Be sure to bring a copy of your lease as proof of residency. BMO, 93 Rue Sainte-Anne, Ste-Anne-de-Bellevue (514) 457-2430
• Pharmacy: For all your pharmacy needs, along with medications, please visit the Uniprix. Uniprix, 88 Rue Sainte-Anne, Ste-Anne-de-Bellevue, (514) 457-5681. Open Monday to Sunday, hours vary.
• Municipal Library: The library doesn’t recognize a student’s lease as proof of residency so students who wish to join the library, which is free, need to get a letter from the Campus Housing Office. 40 rue Saint-Pierre, Ste-Anne-de-Bellevue (514) 457-1940

SHOPPING
• Walmart, 17000 Rte Transcanadienne, Kirkland, Bus 219 and 419 stop right in front
• Fairview Pointe-Claire Shopping Mall, 6801 Rte Transcanadienne, Pointe-Claire Bus 200

GETTING AROUND STE-ANNE-DE-BELLEVUE AND DOWNTOWN MONTREAL
AMT – train web site: https://www.amt.qc.ca/en
COMMUNITY LIVING STANDARDS
Responsible Use of Alcohol

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

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

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

Drugs

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

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

Organized events

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

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

- Smoking, including e-cigarettes, is not permitted in residence buildings, residence rooms, study rooms, corridors, hallways, stairwells, elevators, laundry rooms, and common areas.

- Residents may only smoke outside in certain designated areas. These areas will be identified by signage. Consult the McGill Smoking Policy to locate the smoking areas near you.

- As per your lease, residents found smoking anywhere inside Residence buildings face an immediate fine of $250. Subsequent offences will result in additional fines and disciplinary measures as per the McGill Code of Student Conduct.

- Residents who cover, remove, disable or otherwise tamper with fire safety equipment face an immediate $250 fine and disciplinary action. A second offence will result in eviction and immediate referral to the Committee on Student Discipline.

- Each room is equipped with a smoke detector. Tampering with fire safety equipment places lives in danger and will not be tolerated.

- Residents are responsible and liable for their guests’ behaviors for all no smoking regulations.

- If you are in a room and someone is smoking, it is your responsibility to intervene or remove yourself from the situation. Be an active bystander, otherwise you may be met with the same consequences as the person committing this offense.
IN CASE OF EMERGENCY

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

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

From a outside line or Cell Call 911 immediately
Call 911 immediately
Then call Security services: 514-398-7777
(non-emergency Security number is 514-398-7770)

CAMPUS SECURITY LAIRD HALL ROOM 101

Our Security Office is located in Laird Hall room 101, open 24 hours a day, 7 days a week. They can assist with residence parking passes
and in the event of an emergency, they are the first responders on campus.

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.
- Make sure your smoke detector works and never tamper with it.

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

GUESTS

Guests are more than welcome in Laird Hall when they are accompanied by a Laird Hall resident. LH residents must meet their guests at the
front entrance and let them in.

No resident will be allowed more than 2 authorized guests in their room. Damage to the property or undesirable behavior of guests will be
considered as both the guest’s and the host resident’s responsibility.

The Security Office does not allow access to any guests whatever the reason.
SAFETY AND SECURITY

Personal Safety tips

- Always lock your door – whether you are sleeping or just leaving to go to the bathroom but especially when you are not there. Residences are safe, but it takes only a moment for a thief to grab a laptop.

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

- Report any stolen belongings to McGill security: 514-398-7770

- Report any lost keys/ID cards to the Campus Housing Office immediately, Laird Hall, room 107.

- 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, or call McGill Security at 514-398-7770.

- Do not ask the food delivery drivers to come up to your room. Instead meet them at the entrance.

- Do not prop open 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.

Identification Stickers

All residence students will be given a Mac Residence House Sticker for their ID card. Floor Fellows will pass these out in the first few days of school. If you don’t get one, be sure to see your Floor Fellow or visit the Campus Housing Office.

The stickers are an easy way for the housing staff and your floor fellow team to know which students are residents. They will also help our Security in the event that they need to distinguish between residence students and visitors.
In order to limit false alarms, it is important that all residents respect the sensitivity of the fire alarm system installed in Laird Hall and Ecoresidence which is monitored by ADT, an outside company.

**Laird Hall**

Laird Hall is equipped with a central fire alarm system, smoke detector and/or heat sensors inside each room and sprinklers through the building. Familiarize yourself with the Emergency pull stations, which are located throughout the building and do not hesitate to pull the stations in case of EMERGENCY.

**Ecoresidence**

Ecoresidence is equipped with a fire alarm system, including smoke and heat detectors, pull alarm stations, and bells. Familiarize yourself with the location of the pull alarm stations in the laundry rooms and along the exterior walls. Do not hesitate to pull the stations in case of smoke/fire.

Keep your door closed as much as possible to avoid spread in case of fire or smoke.

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, fire hoses, pull stations, sprinkler heads, fire extinguishers, emergency lighting, breaker switches and fire exit doors). Doing so places lives in danger and will not be tolerated.

**Residents who tamper with fire safety and prevention equipment**

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

Candles, hookahs/sheeshas, incense, personal cooking appliances such as hot plates, coffee machines, rice cookers, electrical fry pans, deep frying, electric blankets and similar objects and/or other flammable materials pose a significant fire risk and may not be used in McGill Residence buildings.

- Residents found using the items mentioned above and/or other flammable materials anywhere inside Residence buildings face an immediate minimum fine of $250
- Subsequent offences will result in additional fines and disciplinary action.

**Residents who cause an alarm and/or fire and/or other damage**

- face an immediate $250 minimum fine and disciplinary action
- are financially responsible for damages and/or other costs resulting from their actions.
- are financially responsible for all administrative fees and fines charged by the University for a minimum flat rate of $3,000 per unfounded fire alarm.

Residents are responsible and liable for their guests’ behaviors for all fire safety regulations.

Students and/or a group of students wanting to have a BBQ outside the residence building must obtain permission from the Campus Housing Office and receive authorization from the McGill Fire Prevention Department.
FIRE SAFETY

WHAT TO DO WHEN THE FIRE ALARM SOUNDS IN YOUR BUILDING

1. Leave the room and close the door behind you, leaving it unlocked.
2. Evacuate the building immediately, using the safest and closest exit. Do not take the elevators.
3. Move away from the building to a distance of at least 100 metres to allow the people behind you to evacuate without interfering with the work of the firefighters.
4. Call the Montreal Fire Department at 9-1-1 from an OUTSIDE phone (don’t assume someone else will do it).
5. Laird Hall: Report as quickly as possible to the Centennial Centre Building

Ecoresidence: Proceed to the first meeting point that is in the field on the other side of the road (heading towards Macdonald-Stewart building) If additional shelter is needed during the evacuation, you will be instructed to proceed to the Centennial Center

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

1. Open your window to air out the room/apartment to get the smoke detector to stop beeping.
2. Do not open your door; if smoke gets into the hall it will set off the building alarm.
4. If the building alarm goes off, evacuate the building. Security will come to verify safety and then turn off the alarm.

Failure to evacuate your building when the fire alarm rings - even if you are sure it’s a “false alarm” - will result in charges and/or fines.

WHAT TO DO IF YOU DISCOVER SMOKE AND/OR FIRE

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

Sprinkler Systems

The residences are also equipped with sophisticated sprinkler systems. Please respect them and refrain from hanging anything from the sprinkler heads, and from throwing or kicking objects such as footballs, and frisbees in the corridors. If damaged, the sprinkler system may go off. Residents will be held financially responsible for any damages that occur as result of careless use or vandalism of the sprinkler system.
The transition to life in university can be challenging, and you may find yourself having difficulty adjusting to life away from home, experiencing feelings of anxiety or depression or simply wishing to have someone to talk to about what’s on your mind. McGill Residences is committed to the mental health and well-being of residents by ensuring that you have access to a variety of support resources and services.

HEALTH AND WELLNESS

MACDONALD CAMPUS SUPPORT:

Macdonald Counselling Services
514-398-7992
Counselling Service offers confidential counselling with a psychologist for personal, social, emotional, vocational, and academic issues, among others. Appointments are required.

DOWNTOWN SUPPORT:

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

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

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

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

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

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

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

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

SACOMSS
3480 McTavish, B-27. Hours: Consult facebook.com/sacomss
514-398-8500
The Sexual Assault Centre of the McGill Students’ Society (SACOMSS) is a volunteer-run organization committed to supporting survivors of sexual assault and their allies through direct support, advocacy, and outreach.
GIVE YOURSELF TIME

It can take time to get used to living with someone; especially someone you’ve never met before! Be patient with yourself as well as the other person. Give yourself some time to settle in and get accustomed to their habits. If after just one week you’ve decided that you cannot live with this person, you haven’t fully given it a fair chance. Know that there will be bumps in the road and times that you will get frustrated, but as long as you are fair and direct, most issues should get resolved.

START OFF ON THE RIGHT FOOT

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

TALK IT OUT

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

If after all your efforts to resolve your issues, you would still like to change rooms, you must speak with the Housing Office mid-September.
CONCLUSIONS
1. As a result of this conversation, I’ve become aware of some things about you, including...
2. It appears to me that an important similarity/difference between us may be...
3. I think we might have to compromise on...
4. I think something I came to realize more clearly about myself in this discussion is...
5. The way I feel about this conversation is...
**Key Lockouts**

Carry your keys/key card with you at all times. If you accidentally lock yourself out of your room, either the Campus Housing Office or your Floor Fellow can help you get in depending on your residence. Please note that you may be charged a lockout fee.

**ID or Key Replacements/Charges**

Replacement ID cards can be obtained from the Student Affairs Office. The cost of $25.00 will be charged to your student fee account.

Duplicates of keys can NOT be made by residents! If your keys are misplaced, you can purchase a new room key for $20.00. If you need to have your lock changed, you will be responsible for the cost which can be up to $250.00.

**Repairs**

Upon students’ arrival to residences, all rooms have been thoroughly checked to ensure that all items in the rooms are in functioning order. It is therefore the student’s responsibility throughout the year to ensure that they report all damages and repairs to the Campus Housing Office as soon as they happen.

After you check in, please take the opportunity to report any major damages in your room.

It is very important that you report all damages and repairs in a timely fashion, so that the damages do not worsen. Be sure to be specific about the repairs required. Please be patient as we must often negotiate schedules with the maintenance staff.

Note that in all residences, failure to report damages may result in charges to your account at the end of the year.

**Quiet Hours**

Note that quiet hours are 10:00 pm - 7:00 am during the regular semester and 9:00 pm - 9:00 am during exam time.

Respecting the quiet hours means that a resident can sleep without being disturbed or can calmly study in his room.
VOLUNTARY SAVER MEAL PLAN

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

To purchase the Saver Meal Plan, go directly to Minerva. Simply click on the Student Accounts Menu and choose Meal Plans. Your plan will be activated within 48 hours and the charge will appear directly on your Student Account.

• The Saver meal plan is ideal for students who eat 10 or more meals per week on campus
• You may eat at any SHHS meal plan location such as TWIGS café, the 5 downtown dining halls, and the 20+ downtown retail locations.

TOPPING UP

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

• Funds can be used in all SHHS dining locations

SAVER MEAL PLAN

$1,300 (per semester)
Voluntary meal plan

To purchase, log on to Minerva:

Having issues?
Please contact the Student Housing and Dining Service Centre at Service Point.
Comments: Talk2Us Email: food.fds@mcgill.ca   Call: 514.398.6368
Walk-In: Student Housing and Dining Service Centre, 3473 University Street, Montreal Quebec, Canada H3A 0C8
VOLUNTARY SAVER MEAL PLAN

The meal plan gives you access to:

- all 5 downtown residential dining halls (highlighted in blue)
- over 20 locations on the downtown campus and T.W.I.G.S. café on Macdonald Campus (all highlighted in red)
All About oneCard

All Macdonald Campus Resident students start the school year off with $150 oneCard dollars. Although you can use it to buy food on campus if you are not assigned a meal plan, it has many other purposes.

No cash? No Problem! The oneCard is also another account on your McGill ID card that allows you to pay for multiple services on campus. Explore the full plan.

oneCard can be Used:

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

Getting You Started

As a Macdonald Campus resident student, your McGill ID Card automatically includes a oneCard account. No sign-up form is required. Your account is loaded with $150, which has been added to your student fee account.

Topping Up Your OneCard

There are three options:

- Go to Minerva and add oneCard dollars to your account
- Go to the secure oneCard Management page: onecard.mcgill.ca
- Alternatively, students can top up their oneCard with cash by using the oneCard Loading machine, located in Laird Hall lobby right beside the RBC bank machine and MS basement near the exit to the greenhouses.

Laundry Tips

Laundry rooms are conveniently located within your residence.

To do your laundry, you’ll need:

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

How can I be more sustainable in residence?

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

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

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

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

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

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

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

Sustainability in Residence

Reducing, reusing, and recycling in residences contributes significantly to McGill’s objective to divert campus waste by 60%. Last year, students living in residences participated in the composting of more than 154,000 litres of pre and post-consumer waste. This compost is still being used to fertilize our very own campus, as well as gardens on the island of Montreal.
SUSTAINABILITY

Mac Farm

McGill’s Macdonald Campus Horticultural Centre (Mac Farm) is the biggest supplier of fresh produce to the Residence Dining Halls. 40% of all year-round produce purchases at McGill are locally sourced! McGill is also the first Canadian University to be recognized by the Marine Stewardship Council (MSC) and the first Fair Trade Campus in Quebec.

Mac Market -514-398-4455 ext. 7875

The Mac Market opens every year from July to November and sells fresh produce grown locally on campus. The products come from different cultivar trials conducted at the Horticultural Centre. The Market now accepts oneCard as a method of payment.

The Horticultural Centre is a research centre and student learning centre that comprises an orchard, a demonstration garden, cold rooms for apples and vegetable storage, grading equipment for apples, as well as all the necessary field equipment needed to conduct research. It offers summer job opportunities, and is also used by graduate students.
**CONTACT**

**IN CASE OF EMERGENCY**

Montreal First Responders: 911
McGill Security: 514-398-3770

**MACDONALD CAMPUS RESIDENCES**

Laird Hall / EcoResidence
21111 Lakeshore
Sainte-Anne-de-Bellevue, Quebec
H9X 3V9
Tel.: 514-398-7716
Email: residences.macdonald@mcgill.ca

**EcoResidence**
21111 Lakeshore
Sainte-Anne-de-Bellevue, QC H9X 3V9
514-398-7716

**Laird Hall**
21111 Lakeshore
Sainte-Anne-de-Bellevue, QC H9X 3V9
514-398-7716

**STUDENT HOUSING AND DINING SERVICE CENTRE**

housing.residences@mcgill.ca
514-398-6368
University Hall
3473 University Street Montreal, Quebec, H3A 2A8