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

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

The Residence Life team is here to help bring together a community that is enriching and that supports every one of you.

We encourage you to come with an open mind and a positive attitude. Introduce yourself to as many people as you can; you never know who will turn into a lifelong friend!

COVID-19 Pandemic Health & Safety Measures:
The health and well-being of the residence community is our main priority and guiding principle.
Read in more detail the COVID-19 Rules & Disciplinary Measures to understand the expectations of compliance to COVID-19 rules in residence.
Get the most out of Residence

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.

Connect with us
Residence Life office
residence.life@mcgill.ca
514-398-2929
Carrefour Sherbrooke
475 Sherbrooke West, Montreal, Quebec H3A 2L9

Student Housing and Dining Service Centre
housing.residences@mcgill.ca
514-398-6368
University Hall
3473 University Street, Montreal, Quebec, H3A 2A8
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Mission

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

Our Core Values

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

**Integrity:**
We ensure transparency, accountability and responsiveness through continuous assessment, and ongoing internal and external consultation. We benchmark our progress against peer institution best practices.

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

**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.
Our Philosophy

Foundation of Respect

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

We choose respect to be our core belief because it’s comprehensive and versatile; respect can be showing respect for yourself, acting respectfully towards your fellow residents, respecting the staff in your building and the work they do, respect for the buildings themselves, and so much more.

From our side, we work to respect your autonomy as young adults, while understanding that your first year in university is a tremendous learning experience; and sometimes, learning means making mistakes. When people are disrespectful, we put an emphasis on caring for the community, and restoring respect among those affected. Beyond that, students who choose to behave in a manner contrary to our philosophy, policies and procedures will be held accountable through the McGill Code of Student Conduct and the Community Living Standards described in this document.

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
# Important Dates

## Fall 2021 dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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</thead>
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<tr>
<td>August 20-29</td>
<td>Move-in period</td>
</tr>
<tr>
<td>September 1</td>
<td>Classes begin</td>
</tr>
<tr>
<td>September 14</td>
<td>Add/Drop deadline</td>
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<tr>
<td>October 12-13</td>
<td>Fall Break</td>
</tr>
<tr>
<td>December 6</td>
<td>Classes end</td>
</tr>
<tr>
<td>December 7</td>
<td>Exams begin</td>
</tr>
<tr>
<td>December 21</td>
<td>Exams end</td>
</tr>
</tbody>
</table>

## Winter 2022 dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 5</td>
<td>Classes start</td>
</tr>
<tr>
<td>January 18</td>
<td>Add/drop deadline</td>
</tr>
<tr>
<td>February 28</td>
<td>Study Break</td>
</tr>
<tr>
<td>- March 4</td>
<td></td>
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<tr>
<td>April 12</td>
<td>Classes end</td>
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<tr>
<td>April 13</td>
<td>Exams begin</td>
</tr>
<tr>
<td>April 29</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>
Your
SHHS Team
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 Residence Life Managers, live-in Floor Fellows, a Residence Life Advisor and a team of programming facilitators.

Residence Life Managers

Residence Life Managers (RLMs) are full-time live-in 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

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 Advisors

Local Wellness Advisors (LWAs) are licensed mental health clinicians from McGill’s Student Wellness Hub who collaborate closely with the Residence Life team, Floor Fellows, and students to coordinate programming that encourages a healthy, balanced, and sustainable approach to living on campus. Educational workshops and self-care activities are held throughout the year to inspire a holistic and mindful view of student wellness.

Students living in residences can also book an appointment to meet with the LWAs directly, and receive one-on-one support, through the Student Wellness Hub website.
Your Support staff

Student Housing and Dining Service Centre

The Student Housing and Dining Service Centre responds to questions, problems and issues relating to residence admissions and assignments, Off-Campus Housing, meal plans and oneCard services. They can be reached at housing.residences@mcgill.ca

Dining Hall Staff

The Dining Hall staff are always on hand to welcome you in our dining halls. Feel free to approach them with feedback or if you have any particular questions relating to the menu.

Students with food allergies, dietary restrictions and preferences will be happy to know that two Registered Nutritionists are on staff, and welcome consultation requests. If you would like to notify us of any dietary restrictions please fill out this form.

Front Desk Staff

Front Desk staff are the friendly faces that greet you as soon as you enter your residence. Go to your front desk staff to pick up your mail, request a repair, for lock-outs as well as other inquiries.

Porters

Students living in the Upper Residences also benefit from the presence of a Porter during regular working hours. Among other responsibilities, the Porters handle mail, packages, inspect the building for safety and cleanliness, and are very helpful if you have any building related questions.

Housekeeping Staff

The housekeeping staff work hard to maintain shared facilities that are an important part of the residence experience. These include the hallways, common areas, and washrooms. Please be mindful to pick up after yourself whenever you’re leaving a shared space and respect the cleanliness of the buildings.

Protection Services Team

The Protection Services team, comprised of a Protection Supervisor and night stewards, ensure the safety and security of all Residence students by conducting rounds throughout the residences, enforcing the rules and regulations and responding to emergencies.

Trades Staff

Trades staff include plumbers, trades people and electricians. Together they ensure that your maintenance/repair requests are addressed in a timely manner. To report repairs in a room or in Residence common rooms, please fill out the Maintenance Request Form.
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. We are planning a mix of in person and virtual programming in accordance with COVID-19 public health measures.

Dance, yoga, and other wellness events are just some of the fun activities in store for you!
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.

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

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.
Community Living Standards

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

Every resident student is responsible to read, understand and abide by the CLS in order to make informed decisions that do not impact others. The Residence Life team retains the right to meet and provide sanctions to any resident who has violated any of the CLS.
### Community Living Standards

The conduct status a student can receive is based on a case-by-case evaluation, conducted by the Residence Life Manager and then discussed with the student in question. **Note that violation of any of the CLS that directly or indirectly relates to compliance with COVID-19 directives, protocols or measures will be referred to be managed under the McGill Code of Student Conduct disciplinary process.**

<table>
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<tr>
<th>Standard</th>
<th>Description</th>
<th>Conduct Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliances &amp; Cooking</td>
<td>Appliances with open heating elements such as hot plates, toasters, toaster ovens, and electric heaters are not permitted in residence. Students are only allowed to cook in the designated kitchens with the supplied cooking devices.</td>
<td>Verbal Warning or Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Cannabis</td>
<td>Smoking and inhaling of cannabis is prohibited in residence. Consumption and possession of cannabis is prohibited for students <strong>under 21 years of age</strong>. More details can be found in McGill's <a href="#">Policy Concerning Alcohol, Cannabis and Other Drugs</a>.</td>
<td>Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Cooperation with staff</td>
<td>Ignoring, arguing, fighting, verbal/physical harassment, or being dismissive of any McGill staff member is strictly prohibited. Students are expected to comply with McGill staff and security at all times.</td>
<td>Verbal Warning or Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Commercial use of Property</td>
<td>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.</td>
<td>Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Gambling</td>
<td>Any form of gambling in McGill University property or involving University functions, including, but not limited to, athletic events and other extra-curricular activities, is prohibited. Gambling is defined as playing a game for money or property or otherwise placing a bet on an uncertain outcome.</td>
<td>Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Unauthorized signage</td>
<td>Exhibiting or affixing any unauthorized sign, poster, advertisement, notice or other lettering, flags or banners that are inscribed, painted or affixed to any part of the outside of a building or the inside of the building which may be viewed outside of one's room.</td>
<td>Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Dangerous Activities/Materials</td>
<td>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, is not permitted in residence.</td>
<td>Residence Probation</td>
</tr>
<tr>
<td>Standard</td>
<td>Description</td>
<td>Conduct Status</td>
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<tr>
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</tr>
<tr>
<td>Damage to Property or Vandalism</td>
<td>Damage to a resident’s personal property or McGill’s property is strictly prohibited. Malicious intent to damage property/or failure to uphold a reasonable standard of cleanliness will not be tolerated.</td>
<td>Residence Probation</td>
</tr>
<tr>
<td>Drugs</td>
<td>Possession, trafficking, or involvement with any type of illegal drug is prohibited. Possession of drug related paraphernalia that is associated with trafficking, or consumption of an illegal drug or non-prescribed medication will result in residence sanctions.</td>
<td>Residence Probation</td>
</tr>
<tr>
<td>Drug Paraphernalia</td>
<td>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.</td>
<td>Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Fire Equipment</td>
<td>Activating, tampering, or handling of any fire equipment, including but not limited to smoke detectors, fire hoses, pull stations, sprinkler heads, fire extinguishers, emergency lighting, breaker switches and fire exit doors is prohibited. Residents found tampering with fire equipment may face a $250 fine and receive additional sanctions.</td>
<td>Residence Probation</td>
</tr>
<tr>
<td>Guests and Visitors</td>
<td>The residence guest policy is subject to change based on the evolving COVID-19 situation as well as provincial governmental directives. <strong>Off-campus guests and visitors are prohibited until the end of October.</strong> Students may have one visitor from within their own residence building while respecting all COVID-19 physical distancing health and safety measures. This policy will be reviewed and updated throughout the academic year based on the COVID-19 situation at the time.</td>
<td>Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Harassment</td>
<td>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.</td>
<td>Residence Probation</td>
</tr>
</tbody>
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# Community Living Standards

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<tr>
<th>Standard</th>
<th>Description</th>
<th>Conduct Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inappropriate/Illegal Entry</td>
<td>Entering another resident’s room or disturbing another resident’s property is not permitted. Residents who are locked-out may gain entry to their room by contacting Accommodations Staff or the Night Steward of that building. 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.</td>
<td>Residence Probation</td>
</tr>
<tr>
<td>Noise</td>
<td>Residents must ensure they are being mindful of the amount of noise they are creating while staying in residence. Noise that can be heard outside of a room or from the hallways, that negatively impacts a community, will not be permitted. During the academic year residents must ensure they abide by the following quiet hours at all times: 11:00 PM – 9:00 AM Excessive noise past the designated quiet hours will not be tolerated. Consideration Hours: When quiet hours are not in effect, every resident must ensure the noise they are emitting is not negatively affecting the surrounding community. This includes yelling, singing, or playing music loudly. Consideration hours are in effect 24 hours a day, every day of the week. When students are creating an excessive amount of noise, then they are in violation of this community standard. Exam Quiet Hours: The first day after the last day of classes will be the start of exam quiet hours. Exam quiet hours run from 9:00 pm-9:00 am every day of the week.</td>
<td>Verbal Warning or Written Warning or Residence Probation</td>
</tr>
<tr>
<td>Open Flames &amp; Incense</td>
<td>Open flames such as candles, hookahs/shishas, and incense are not permitted in residence. Residents who are found using any of these items in their rooms may face a fine ranging from $100 up to $250 as well as receive additional sanctions.</td>
<td>Residence Probation</td>
</tr>
<tr>
<td>Pets</td>
<td>Pets are not allowed in residence. If a resident requires a service animal, they will need to submit the appropriate paper work prior to their arrival to residence. If a resident is found with a pet, they will have three (3) days to remove the animal from residence permanently. For every day after the initial three (3) days that a resident has a pet in the building, they will receive a $50 fine each day until the animal is permanently relocated off campus.</td>
<td>Written Warning or Residence Probation</td>
</tr>
</tbody>
</table>
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.

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

Residents who choose to consume alcohol must do so in a respectful and safe manner. All residents and their accompanied guests must abide by the provincial and federal regulations around alcohol consumption.

Residents can only consume alcohol in their room/apartment.

- Mass Consumption, drinking games, or drinking devices that promote mass consumption are strictly prohibited. This includes beer pong, water pong, flip cup, beer funnel.
- Open alcohol is only allowed in private areas (room, apartment)
- Alcohol may be transported outside a private area if it is factory sealed;
- Alcohol permits are required for pre-approved functions involving alcohol outside of private or shared areas;
- Kegs are not allowed at any time in the residence community. The term “keg” shall refer to a container capable of holding 6.0 litres of alcohol or more, which requires tapping and/or cannot be resealed;
- Drinking alcohol outside of any residence property (including patios) is not permitted, unless approved by Residence Life/SHHS.

Residents wishing to smoke tobacco products or e-cigarettes must do so in a designated smoking area. Residents who are found smoking in their room may face a fine ranging from $100 up to $250, and receive additional sanctions.

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.

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.
Fire Safety

Every resident is expected to take the necessary precautions in order to mitigate and reduce the risk of fire and safety in every residence building. When a fire alarm goes off, everyone in the building must evacuate to their closest muster point or stand outside, away from the building. Failure to cooperate during a fire alarm or drill will result in an educational sanction and or fine issued by the Residence Life Manager.

In residence, tampering with any type of fire safety equipment will result in an immediate fine of up to $250. This will be issued by the Residence Life Manager for any behavior that involves tampering with fire equipment, including: activating a fire alarm, covering or tampering with a smoke detector, activating a fire extinguisher or fire hose, or exiting through a designated fire exit.

To help reduce the risk of fire we ask that residents do not use any of the following items in any of the residence buildings: incense, cigarettes, e-cigarettes, candles, hookahs, or any open element appliances (toaster ovens, hot plate, and woks). These items are known to cause fires and any resident found using any of the following in residence will receive a fine, educational sanction, and conduct status.

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 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.

What to Do When the Fire Alarm Sounds In Your Building

1. Leave the room and close the door behind you.
2. Evacuate the building immediately, using the safest and closest exit. Do not take the elevators.
3. Move away from the building to a distance of at least 100 meters.
4. Follow the instructions from Floor Fellows and any of the Emergency Response Crew.

If you suspect there is a fire in your building call the Montreal Fire Department at 9-1-1 and call McGill Security: 514-398-3000.
McGill Residence supports the safe and responsible consumption of alcohol in residence, for students who are 18 years of age or older and who choose to consume alcohol. The following standards are in place to promote safe alcohol consumption that discourages high-risk activities related to alcohol consumption.

**Consumption Locations:**
Students of legal age are allowed to consume alcohol in their private rooms or apartment. Any alcohol that is transported outside these private areas, must be sealed in its original container in order to abide by Quebec’s provincial laws.

**Responsible Drinking:**
- 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.
- Open containers of alcohol are prohibited everywhere except your private room.
- Please remember that the sale of alcohol to minors is against both the federal and provincial laws.
- Alcohol permits are required for pre-approved functions involving alcohol outside of private or shared areas.
- Drinking alcohol outside of any residence property (including patios/courtyards) is not permitted, unless approved by Residence Life/SHHS.

**Mass Consumption:**
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 (beer pong, water pong, flip cup) 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 beverages is a primary focus or used as a penalty or as a result of an action.
Disciplinary Measures

Follow Up Process:

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

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

<table>
<thead>
<tr>
<th>Conduct Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal Warning</td>
<td>The student’s conduct is considered minor and in the preliminary stages of concern. The student’s actions have impacted the community and are in violation of the Community Living Standards.</td>
</tr>
<tr>
<td>Written Warning</td>
<td>The student’s conduct and behavior has negatively impacted the community or has gone against the Community Living Standards. With the application of a written warning, a Residence Life Manager may also assign an educational sanction. Once a student has received more than three written warnings, their conduct status will be placed to on “Residence Probation”.</td>
</tr>
<tr>
<td>Residence Probation</td>
<td>A student may be placed on ‘Residence Probation’ for the following reasons: a. The student’s conduct has had a significant negative impact on the community or on themselves. b. The student continues to engage in negative behavior that goes against the Community Living Standards. Once a student is placed on ‘Residence Probation’ further violations of the Community Living Standards could result in an escalation of the disciplinary case.</td>
</tr>
</tbody>
</table>
Disciplinary Measures

When a Residence Life Manager receives an Incident Report, they will reach out directly to the student(s) in question through the students’ McGill email. It is imperative that students regularly check their McGill email in order to maintain open lines of communication. Failure to be diligent with communication could result in sanctions with the student absent from the decision process. The Residence Life Manager will send a maximum of two meeting invitations before they make a decision in the student’s absence.

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

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

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

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

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

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

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

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

Community Living Standards Appeal Process

1. Students have the right to appeal penalties and/or administrative decisions taken against them by SHHS through its enforcement and application of the Community Living Standards. A resident who is the subject of such a penalty or administrative decision may appeal by forwarding their written statement of appeal to the Associate Director, Residence Life, or designee, no later than five (5) business days from the date on which the penalty was assessed or administrative action taken. If necessary, a meeting between the Associate Director, Residence Life, or designee, and the resident may be arranged to discuss and clarify the points of the appeal.

2. If the student chooses to have assistance with their appeal, the student may be accompanied by an advisor. The decision of an appeal heard by the Associate Director, Residence Life will be final, and the appeal must be made on at least one of the following grounds:
   a) Relevant evidence that emerges which was not available at the time of the original decision
   b) The severity of the sanction imposed exceeds the nature of the offence for reasons identified by the student

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

“Advisor” means someone holding office under the University Charter and Statutes, someone appointed by or holding regular employment with the University, or registered at the University in a degree program for two consecutive terms, excluding the summer term, who has agreed to act in an advisory capacity and who is not paid for their services.

3. When a student wishes to appeal a decision, they must do so electronically, in writing, within five (5) business days of the Residence Life Manager’s decision. The Associate Director, or designee, then reviews the appeal letter to determine if there are substantial grounds for the appeal.

4. The student will be notified electronically, in writing, of the decision if there are grounds for appeal. If there are grounds, the Associate Director notifies the resident and schedules a meeting within one (1) week at a mutually agreeable time. If the Associate Director notifies the resident that there are no grounds for appeal, then the appeal process is complete.

5. In the case where the Associate Director approves an appeal meeting, the Associate Director may call the student or any other individual related to the case for subsequent questioning or clarification. Once the questioning has concluded, the Associate Director, or designee, may find the resident in violation or not in violation of the alleged incident. The Associate Director, or designee, can impose a new sanction, sustain the original sanction, or reduce the sanction made by the Residence Life Manager. The Associate Director will notify the student electronically in writing of the outcome within five (5) business days of the last meeting. Whatever decision the Associate Director comes to is final and will not be open for further appeal.
McGill Code Of Student Conduct

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

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

- short-term exclusion from residence as described in Section II: Administration of Discipline Article 21. Such short-term exclusion is an interim order and does not result in and of itself in a disciplinary offence.
- when there is evidence of a violation of the COVID rules, a student will be called to a disciplinary process the outcome of which may be an exoneration, admonishment (defined at art. 28), or a reprimand (defined at art. 29). When the student is found responsible for the offence, they may be imposed additional sanctions, such as conduct probation (defined at art. 30) and possibly longer term exclusion from residences or termination of lease (art. 51), or exclusion from the entire university in extreme cases (art. 73).
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
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 or by appointment for the time being.

**Student Wellness Hub**
**Phone Hours:** Monday - Friday
10am - 12:30pm & 2pm - 3:30pm
**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 Center**
The PSC is staffed by friendly and well-trained student peer supporters. We provide a welcoming space where you can share your experiences, feel truly listened to, and find ways to resolve the things you are going through.

**Office for Sexual Violence Response, Support and Education**
**514.398.3954 Email: osvrse@mcgill.ca**
Confidential, non-judgmental and non-directional support and education to students, faculty and staff of all genders who have been impacted by sexual violence.

**SACOMSS**
**Hours:** Consult [facebook.com/sacomss](https://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-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.
Safety and Security

In case of emergency

If a McGill Student or community member is in immediate danger:
From a wired phone on campus: Call 911 immediately
Security services are automatically notified and (not a cell) will be able to see your location and help guide emergency responders there.
From an outside line or Cell: Call 911 immediately
Then call Security services: 514-398-3000

Make sure to 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 - whether you are sleeping or just leaving to go to the bathroom but especially when you are not there. Residences are safe, but it takes only a moment for a thief to grab a laptop.
• Never leave your belongings unattended in the dining halls, library, lobbies etc.
• Ensure your windows and doors are locked at night and that your blinds are drawn.
• Report any stolen belongings to McGill security: 514-398-3000
• Report any lost keys/ID cards, to the appropriate office immediately.
• Do not lend your keys or access cards to anyone.
• Do not sign in a guest you don’t know
• Do not allow anyone you don’t know to enter a key-card entry building behind you.
• If someone claims to be a visitor, ask for their friend’s name and room number. If the “visitor” causes any problems, tell a Floor Fellow, Residence Life Manager, a night steward, the front desk staff, or call McGill Security at 514-398-3000.
• Do not buzz anyone you don’t know into the building. Always go to the door to see who it is.
• Do not ask the food delivery drivers to come up to your room. Instead meet them in the lobby.
• Do not prop open emergency doors and residence hall doors that are supposed to be closed.
• Do not jump over the turnstiles.
• Please only use emergency exits in emergencies; otherwise, someone could enter from outside undetected.
• Do not go up onto the roof. This is taken very seriously as we don’t want anyone to get hurt. If you are caught on the roof, you will be subject to a $250 fine and discipline under the McGill Student Code of Conduct.
Tips for Getting Along with Your Roommate

Start off on the right foot

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

Give yourself time

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

Talk it out

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

Please allocate a minimum of 30 minutes to completing the roommate agreement. It is an investment into your space and relationship! The mandatory Roommate Agreement will become a binding document between yourselves.
Building Care

Room Repairs
If there are maintenance requirements in your room you may either report it to your front desk or make an online request.

If you have a building maintenance emergency (i.e. toilet flooding, broken windows or doors, etc) after business hours or on weekends, you should call McGill Security at 514-398-3000. If you live in Carrefour Sherbrooke, New Residence Hall, La Citadelle or Royal Victoria College please contact your 24 hour front desk directly.

It is very important that you report all damages and repairs in a timely fashion, so that the damages do not worsen.

Room Condition Report
When you move in, you will receive a Room Condition Report to be completed and returned to the front desk within 72 hours of your arrival. Failure to complete the report may result in damage charges being assessed at the end of the academic year for which you are not necessarily responsible. If you are sharing a double room, only one report needs to be submitted signed by both roommates.

Note that in all residences, failure to report damages may result in charges to your account at the end of the year. Please be patient; it may be a short while until someone can come to fix the problem, but don’t worry, we won’t forget about you!

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

Key Replacements & Charges
Duplicates of keys can NOT be made by residents! If you live in a building with keys (all except La Citadelle, NRH, and Carrefour Sherbrooke), and your keys are misplaced, you can purchase a new set for $75.00.

If your keys are lost, you will have to have your lock changed, which can cost up to $250.00 depending on your residence. Arrangements will be made with you to change the lock as soon as possible. If you lose a key for a double room, you will have to pay for a new key for your roommate as well. The total cost of this (lock replacement and two new keys) will be $175.00.
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 following all health and safety measures.

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

Mandatory Meal Plan

Understanding the meal plan

Whether it’s a Mandatory Meal Plan or a voluntary Saver Meal Plan, know that any McGill meal plan is linked directly to your ID card and runs on a declining balance. That means that your ID card acts much like a debit card for you to use in the residence dining halls and in most on campus food locations.

Mandatory Meal Plan

If you are assigned to live in one of the following residences, your Mandatory Meal Plan will already be active and ready for you to use on move-in week-end.

- Carrefour Sherbrooke
- Douglas Hall
- Gardner Hall
- La Citadelle
- McConnell Hall
- Molson Hall
- New Residence Hall
- Royal Victoria College

The Mandatory Meal Plan has two separate accounts: Home Base & Flex.

Mandatory meal plan
$2,250 (per semester) includes 2 accounts

Home Base Food Dollars
(Used only in the residential dining halls )
80% $1912.50

Flex Food Dollars
(Used only in on-campus retail locations )
20% $337.50

Topping up

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

- You will most likely run out of Flex dollars before the semester is over. You should top up to benefit from not paying sales tax on purchases. Sales tax in Quebec adds 14.975% to any purchase.
- Funds can be used in both Flex and Home base locations.

Dining Hall Safety Guidelines

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

- To do laundry in residences (it is the only method of payment accepted for laundry machines)
- At select vending machines on campus
- To pay for take-out deliveries from 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
- At any of the dining halls and on campus food locations (if you are on a meal plan the oneCard is used in these locations for taxable items)
- More great services to come! Explore the full plan.

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

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
Contact

Student Housing and Dining Service Centre
housing.residences@mcgill.ca | 514-398-6368
University Hall
3473 University Street Montreal, Quebec, H3A 2A8

Residence Life head office
residence.life@mcgill.ca | 514-398-2929
Carrefour Sherbrooke
475 Sherbrooke West, Montreal, Quebec H3A 2L9

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

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

MORE Houses Administration
3575 University St. Room #202, Montreal, Quebec, H3A 2B1
(514) 398-3318

New Residence Hall
3625 ave du Parc, Montreal, Quebec, H2X 3P8
(514) 398-3471

Royal Victoria College
3425 University Street, Montreal, Quebec, H3A 2A8
(514) 398-6378

Solin Hall
3510 Lionel-Groulx, Montreal, Quebec, H4C 1M7
(514) 398-5131

Solin Hall Annex
3585 Delisle Street, Montreal, Quebec, H4C 1N1

University Hall
3473 University Street, Montreal, Quebec, H3A 2A8

Upper Residences

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

McConnell Hall
3905 University Street, Montreal, Quebec, H3A 2B5

Molson Hall
3915 University Street, Montreal, Quebec, H3A 2B6

Gardner Hall
3925 University Street, Montreal, Quebec, H3A 2B7

Upper Residences Administration:
Bishop Mountain Hall
3935 University Street, Montreal, Quebec, H3A 2B4
Tel: 514-398-6367

In case of EMERGENCY
Montreal First Responders: 911