

RESIDENCE LIFE

CARING COMMUNITY CODE

2026-2027



RESIDENCE@MSVU.CA



902-457-6356



Table of Contents

INTRODUCTION

Welcome to our Caring Community	3
Residence Life Team	4
Managing RA Expectations	5
Chartwells Food Service	6

RESIDENCE LIFE POLICIES

Overview	7
Residence Life Points System	8-12
General Residence Conduct	12-A
Alcohol Policy	13-14
Cannabis Policy	15
Drug Policy, Smoking Policy, Weapons Policy	16
Noise & Consideration Policy, Room Entry Policy	17
Sexual Harassment & Policy Against Sexual Assault, Physical Violence Policy, Domestic Violence Guidelines	18
Visitation/Guest Policy	19
Fire Safety & Open Flame Policy, Roofs, Windows, Saint Joseph's Pond, Pet Policy	20
Showers, Pest Control, Items not permitted in residence	21
Smudging in Residence	22
Dismissal	23

COMPLEX BEHAVIOUR & LIMITS OF SUPPORT

24

MOVING IN & OUT OF RESIDENCE

Move-In, Check-out Procedure, Furniture, Decorations	25
Winer Break, Damages, Reading Weeks	26

RESIDENCE LIFE PROCEDURES

Laundry, Room Keys	27
Mail	28
Custodial Services, Technology & Computer Usage	29
Fridges/Freezers/Microwaves, Common Areas, Maintenance & Repairs, Right of Entry	30

ADDITIONAL INFORMATION

Leadership Opportunities	31
MSVU Crew, Volunteer Fire Warden, E-Bikes and Personal Mobility Devices	32
Cars & Bicycles, Insurance, Security	33
MSVU Safe App	34
Student Services A to Z	35-36
Emergency Numbers	37

WITHDRAWAL & REFUND POLICY

38-39

Welcome to our Caring Community

Dear residents,

Our Caring Community consists of three residence buildings: Assisi Hall, The Birches and Westwood. Each residence area is a strong and engaged community led by trained Resident Assistants (RAs) and DONs.

The Caring Community program includes a Residence Life model that fosters an interactive and supportive network of students living on campus.

You are responsible for knowing the information contained in this Community Code and all information in your Caring Community Rental Agreement. If you choose not to read it, you will not be excused from the policies contained within it. If you have any questions regarding this document, feel free to ask your DON or RA for clarification. The RAs and DONs are here to help you with anything that you need and to make your year the best it can be!

The Residence Life Office reserves the right to change the policies outlined within this code at any time, and will provide notice of changes through residents official university email.

Living on campus is a privilege. You are expected to respect the needs of others and your surroundings. The “quality of life” in residence depends on each resident’s contribution to make this year pleasant for all who are living in the community.

Students are reminded of their obligation to abide by the Code as well as all laws pertaining to municipal, provincial and federal jurisdictions. This is especially important with regards to all NS Department of Public Health Directives. Violations of these laws will result in residence and/or Community Code sanctions and/or criminal charges being levied.

We hope you will enjoy your time in residence at Mount Saint Vincent University. The Residence Life Staff is on hand to help you transition into your new environment.

If you have any needs that are not being met by your RA or DON, please feel free to reach out to us by email **residence@msvu.ca** or visit us in **Evaristus 201A**.

Have a terrific year!

Residence Life Office

Residence Life Team



The Residence Life Team is comprised of trained student leaders in various roles.

Residence DON

Each residence community at the Mount is supported by a DON who in turn supervises the Residence Assistants. The DONs are experienced Residence Life Staff who are available 24/7 in case of emergencies or serious issues.

All DONs are available to support any students who are in need.

Residence Assistant (RA)

Each residence community block is represented by a Resident Assistant (RA). Your RA is your source of information and support. RA's are extensively trained to ensure a smooth residence experience.

An RA is on-duty in your community from 7:00 p.m. to 7:00 a.m. weeknights and weekends. A copy of this duty schedule will be posted on your RA's door and floor/area bulletin boards.

Managing RA Expectations

What you can expect from your RA

- Host floor meetings that inform you of floor events and rules
- Hold monthly activities for your floor
- Be informed about campus activities and services
- To help resolve conflicts on the floor
- Be accepting and respectful of others' differences
- Hold you responsible for your actions and behaviours
- Be a resource – by answering your questions or helping you find the answers

What you can't expect from your RA

- Constantly patrol the hallways for noise violations
 - *RAs will only intervene during the appropriate hours and if the problem persists. You are responsible to ask other residents to quiet down first*
- Always be on the floor
 - *Remember RA's are students too*
- Solve your problems for you
 - *They can offer support and guidance, but you are responsible for finding the solution*
- To ignore student conduct rules
 - *You must be aware of the rules and regulations and are responsible to follow them, with any violation resulting in the appropriate consequence*

Chartwells Food Service



If at any time a student has concerns regarding the food service, please contact the Food Services Director in **Rosaria 303B**, or any Chartwells staff member regarding the matter.

Other avenues of communication involve QR codes for Foodbacks placed around Dining Hall.

Dress Code

The Rosaria Dining Hall is used by the entire University community; therefore, the following dress code is in effect during regular Dining Hall hours:

- All students are to be appropriately covered at all times.
- Nothing that is clearly nightwear (i.e., baby doll pajamas, boxer shorts, bathrobes etc.) is to be worn in the Dining Hall.
- For sanitary reasons, footwear (with a sole) is to be worn at all times. No slipper socks of any kind are permitted.

Any time throughout the year students are able to purchase additional flex dollars on their meal cards. Simply stop by the Chartwells office and they can credit the money to your account. There will be no selling of compulsory meal plans between any students (resident or off-campus).

It is the student's responsibility to bring your meal plan cards for access to the Rosaria Dining Hall. You will be turned away from entering without it. Meal cards are NOT transferable.

Please do not remove china, glassware or cutlery from the Rosaria Dining Hall without permission from the Food Services Director or Manager.

Foul language or aggressive behavior will not be tolerated toward any staff member.

Sick Tray Policy

If a residence student is too sick to go to the cafeteria, the student should notify the RA so that they can inform the Health Office and arrange for a sick tray to be delivered to their room.

[View your meal plan options here.](#)

Dietary concerns & Allergies

You must communicate your dietary needs and allergies to Residence Life Office or the Chartwells Office. If you are unsure if you can consume food from the dining hall on specific days, please ask for the Chefs and they will guide you.

*Dining hall is a nut free service area but not a nut free facility.

Residence Life Policies

Overview

At MSVU, our Residence is guided by the rules outlined in the Caring Community Code. **Residents who break these rules will be held accountable for their actions.**

Conduct Process

The Residence Conduct process is done by administrators in the Residence Life Office (“RLO”) in collaboration with other members of the Residence Life Team.

The RLO will administer repercussions based on the Non-Academic Discipline Policy and the Caring Community Code. Decisions are based on reports from the Residence Life Team and the Security office.

**Reports and infractions could be reported from other sources.*

You have the right within this process to appeal against the decision. You can request a meeting to discuss any infractions and repercussions issued. *Failure to attend this meeting will withdraw your appeal and the decision will not be revisited.*

Communication

All notices, warnings, or fines will be sent to your official MSVU e-mail address.

**Failure to check your email messages does not excuse any repercussions or missed meetings.*

Interim Measures

Residence Life may implement interim measures that are appropriate in certain circumstances to support a safe Residence environment; whether this be for a specific period or until the case is concluded (e.g. room changes, full no-contact requirements, or other restriction(s) on or loss of privileges).

Interim measures are not evidence of any finding of fact concerning whether there has been a violation of the Caring Community Code. *Interim measures cannot be appealed.*

Procedures

All incidents are documented by a Residence Life or University staff member and submitted to the Residence Life Office for review and classification.

Incidents will be assessed based on impact and severity to self, other students, and/or university property, and will be investigated and assigned points (as described below) by the Residence Life Coordinator and/or the Residence Life Manager.

Residence Life Policies

Points

A points-based system will be used in the Residence Conduct Policy. This policy will inform decisions based on the infractions and the proper repercussions. This will be based on a point scale of up to a cumulative of 5 points.

Students asked to leave Residence do not qualify for a refund of their Residence fees. Additional charges for Residence fines or damages could apply depending on the incident.

The Residence Life Coordinator and the Residence Life Manager are responsible for investigating infractions and assign points. Based on these points, additional repercussions could apply. Based on the infraction, the following could happen:

Points	Outcome
0- 1 point	Unofficial/Official warning
2 points	Meeting with the Don of the Residence
3 points	Meeting with Residence Life Manager and/or Residence Life Coordinator
4 points	Behavioural agreement and privileges restriction*
5 points	Dismissal from residence

**Failure to sign and agree to the behavioral agreement would result in dismissal from Residence.*

Students assigned point values will be given repercussions based on the Care and Community Code. If students are unsure of how many points they have accumulated, they can contact the Residence Life Manager for clarification. Points can be assigned within a reasonable timeframe after each incident. The Residence Life Manager or the Residence Life Coordinator will assign points.

Caring Community Code Violations

While it would not be possible to list every type of misconduct that could happen, the following list represents some of the possible infractions and their assigned point values.

This list may be updated at any time with new information. Infraction point totals may be changed.

Good Samaritan Policy

If you see an infraction happening and have concern for the safety or security of a student, you can report this incident without fear or repercussions.

The safety of our residents, staff and administrators is the number one priority.

You will not be punished for reporting a safety incident.

Residence Life Policies

Discipline Policy Table

Infraction	Point Range Assigned	Possible Descriptions	Repercussion	Fine Amount
Failure to Cooperate	1-2 points	Failure to follow reasonable instructions from Residence Life Staff, Security, University Officials, or Emergency Services.	Warning Fine Meeting with RA/Don	\$50.00 - \$250.00
Noise Violation	1-2 points	Failure to maintain an appropriate level of noise.**	Warning Fine Meeting with RA/Don	\$50.00 - \$250.00
Inappropriate Behaviour	1-5 points*	Inappropriate, disruptive, or disrespectful conduct. This could include behavior that is unwanted, offensive, and/or disrespectful. This behavior could make others in Residence uncomfortable or stop their ability to feel safe in Residence.	Warning Fine Meeting with RA/Don Meeting with Residence Life Manager Dismissal	\$250.00 plus any additional Damage Costs
Alcohol	1-5 points*	a) Causing a disturbance/inappropriate behavior due to alcohol consumption b) Possession or consumption of alcohol while under 19 c) Possession or consumption of alcohol during residence dry periods d) Possession or consumption of alcohol in glass bottles outside of residence rooms e) Possession or consumption of alcohol outside of designated areas f) Promotion, partaking or organizing drinking games g) Possession of large containers of alcohol such as kegs h) Purchasing or providing alcohol to other residents under the age of 19	Warning Fine Meeting with RA/Don Meeting with Residence Life Manager Dismissal	a) \$50.00 - \$250.00 b) \$150.00 c) \$150.00 d) \$150.00 e) \$150.00 f) \$250.00 g) \$250.00 h) \$250.00*

*Removable

**One warning will be given before points are given.

Residence Life Policies

Discipline Policy Table (cont'd)

Infraction	Point Range Assigned	Possible Descriptions	Repercussion	Fine Amount
Cannabis	1-5 points*	a) Causing a disturbance/inappropriate behavior due to Cannabis consumption b) Possession or consumption of cannabis while under the age of 19 c) Participating in growing of Cannabis in Residence d) Smoking and/or vaping cannabis products outside of designated areas such as in your Residence room, in a hallway, or too close to a building. e) Purchasing or providing cannabis to other residents under the age of 19. f) Possession of cannabis for the purpose of distribution, trafficking, dealing and/or selling.	a) Warning b) Confiscation c) Fine d) Meeting with RA/Don e) Meeting with Residence Life Manager f) Dismissal	a) \$50.00-\$250.00 b) \$150.00 c) \$150.00-\$250.00 d) \$250.00 e) \$250.00 f) \$250.00*
Smoking and/or Vaping	1-2 points	Smoking, vaping, inhalation in undesignated areas around campus	Warning Confiscation Fine Meeting with RA/Don	\$250.00*
Substances	1-5 points*	a) Any action that causes a person to consume a substance without their consent. b) Possession and/or use of any narcotic or controlled substance in residence for use other than what is prescribed. c) Administering, delivering, giving, selling, trafficking or transporting any narcotic or controlled substance to others.	Warning Confiscation Fine Meeting with Residence Life Manager Dismissal	\$250.00*
Pets	1-2 points	Possession of a pet in Residence without written, prior approval.***	Warning Fine Meeting with Don	\$150.00
Weapons	3-5 points*	Possession of items such as large knives, firearms, replica weapons, or martial arts weapons are prohibited in Residence.	Fine Behavioural Agreement Dismissal	\$250.00*

*Removable

***This does not include fish in approved tanks

Residence Life Policies

Discipline Policy Table (cont'd)

Infraction	Point Range Assigned	Possible Descriptions	Repercussion	Fine Amount
Damage	I-3 points	a) Willful damage to university property. Willful damage to property of other students. b) Failure to uphold a reasonable standard of cleanliness. c) Using inappropriate materials in common spaces or in your Residence Room (paint, dyes, etc)	a) Fine + Damage Fees; 2-3 points b) Fine + Meeting with RA; 1 point c) Fine + Meeting with RA; 1-2 points	a) \$50.00-\$250.00 plus damage costs b) \$50.00 plus cleaning fee if appropriate c) \$100.00 plus cleaning fee if appropriate
Theft	I-5 points*	a) Removing, relocating, or taking university property without permission. b) Removing, relocating, or taking another residents property without permission.	a) Fine + Replacement costs; 2-3 points b) Fine + Replacement Costs; 3-4 points	a) \$50.00 – \$250.00 plus replacement costs. b) \$50.00 - \$250.00 plus replacement costs.
Prohibited Items	I-3 points	a) Candles, incense, burners, sparklers, or any item with open flame or heating elements.**** b) Additional unapproved furniture. c) Unapproved appliances in your room	a) Fine + removal of items; I-3 points b) Fine + removal of items; I-2 points c) Fine + Removal of items; I-3 points	a) \$150.00 - \$250.00 b) \$50.00 – \$250.00 c) \$50.00 - \$250.00
Guests	I-5 points	a) Not following proper guest policy b) Hosting more than three guests c) Hosting more than one overnight guest d) Guest behavior that breaks the Care and Community Code	Any infraction: Fine; Meeting with RA; Loss of privileges; Points: a) 1 point b) I-2 points c) I-2 points d) I-5 points	a) \$50.00-\$250.00 b) \$250.00 c) \$250.00 d) \$50.00-\$250.00*
Violence, Abuse and/or Threats	4-5 points*	Any action that results in harm to a student, staff, faculty or community member. This could include but is not limited to physical violence and/or verbal, physical or electronic threats.	Fine Behavioural Agreement Dismissal	\$250.00

*Removable

****Without prior approval

Residence Life Policies

Discipline Policy Table (cont'd)

Infraction	Point Range Assigned	Possible Descriptions	Repercussion	Fine Amount
Fire Safety	1-5 points*	a) Refusal to leave Residence during a fire alarm or re-entering a space that has been evacuated. b) Operating a flame or any burning substance in residence. c) Obstructing fire exit routes. d) Willfully creating a fire in or outside residence	Any infraction: Fine Points: a) 2 points b) 1-3 points c) 1-2 points d) 3-5 points	a) \$250.00 b) \$250.00 c) \$150.00 d) \$250.00 plus Dismissal
Harassment and/or Discrimination	3-5 points*	<u>Mount Saint Vincent University takes harassment and discrimination extremely seriously. Infractions for this type of infraction will fall under the MSVU Harassment and Discrimination Policy.</u>	Fine Behavioural Agreement Dismissal	\$250.00
Sexual Violence or Sexual Harassment	4-5 points*	<u>Mount Saint Vincent University takes sexual violence and sexual harassment, extremely seriously. Infractions for this type of infraction will fall under the MSVU Policy Against Sexual Violence.</u>	Fine Behavioural Agreement Dismissal	a) \$150.00 - \$250.00 b) \$50.00 – \$250.00 c) \$50.00 - \$250.00

*Removable

General Residence Conduct

All members of the MSVU community have the right to live, learn and work in an affirming, anti-oppressive environment free from discrimination (e.g., racism, transphobia, sexism, ableism, homophobia), sexual harassment, and personal harassment. All members of the MSVU community share responsibility for doing their part in ensuring that this happens. Residence Life is committed to fostering a culture within the MSVU Community that is welcoming and reflective of the diverse individuals that comprise this community.

MSVU recognizes that a key component in achieving substantive equality and eliminating harassment and discrimination is prevention. That is, not just responding to complaints as they arise, but creating through education an environment that is rooted in human rights and equality. This requires individual and collective responsibility for education and outreach on issues regarding human rights and equality.

Discrimination occurs when there is a distinction (whether intentional or not) which is based on a characteristic protected under the Nova Scotia Human Rights Act, and has the effect of imposing burdens, obligations or disadvantages on an individual or group, or of withholding or limiting access to opportunities, benefits and advantages to other individuals or groups, and for which there is no reasonable justification.

Sexual Harassment is unwanted sexual attention which adversely affects the working or learning environment of a member of the Mount community.

Personal harassment is behaviour directed toward an individual or group that a reasonable person would consider would create an intimidating, humiliating or hostile work or learning environment. It may include incidents of vexatious or disrespectful comments, displays or behaviours which demean, belittle, humiliate, embarrass, degrade or exclude.

What to do if you have experienced or witnessed any act of harassment or discrimination in residence, or on campus?

- Tell an RA or Don on Duty
- Call security (902-457-6111)
- Report to the harassment and discrimination advisor (respect.advisor@msvu.ca).

Alcohol Policy

All residence areas will be alcohol and substance free between September 6th at 9AM and September 20th at 11:59PM.

**The purpose of having the first two weeks of residence substance free is to allow for an appropriate settling in period.*

Consumption of alcohol in residence, in any public area in/or surrounding residence, is regulated by the Liquor Control Act of the Province of Nova Scotia and Mount Saint Vincent University's liquor regulations. Residence Life takes a harm-reduction approach and endorses the lower-risk consumption of alcohol as set out in [Canada's Low-Risk Alcohol Drinking Guidelines](#).

Underage Drinking

The legal age for the consumption of alcohol in Nova Scotia is 19 years and the sale of alcohol in residence is prohibited.

Any room leased to a student under the age of 19 is considered an "alcohol free room". Anyone who chooses to drink in an alcohol-free room is in violation of the MSVU Alcohol Policy and will be fined for consumption in an alcohol-free area, regardless of age.

Conduct

Disorderly conduct resulting from drunkenness and/or failure to comply with liquor regulations will result in disciplinary action.

Inebriation will not be accepted as an excuse for any misconduct. Please refer to the Discipline Policy Table for possible infractions and its repercussions.

Parties involving liquor (i.e., house/apartment parties, keg parties, etc.) and drinking games will not be permitted.

Please note: Any event that has drinking as its focus or intoxication as the main purpose are prohibited in residence.

Gatherings with Alcohol Involved

Residence Life staff, MSVU Security and other persons in authority may terminate gatherings (formal or informal) at their discretion and will intervene if there is a concern for the health and safety of the student(s) consuming alcohol and/or the surrounding residence student experience being negatively impacted.

Please note: Disrespect towards staff or resistance to terminate gatherings will result in disciplinary action.

Residence Life Policies



Student Responsibilities

Students are required to carry their University ID at all times and must comply with requests from the Residence Life Staff and/or other University officials to produce a valid ID.

Residents who refuse to provide identification will be subject to disciplinary action.

Glass Bottles

Glass bottles will not be permitted in kitchens or lounges. Any glass bottles brought into the residence community must remain in students' rooms.

Alcohol in lounges (common areas)

Alcohol is permitted only in designated common areas under the following guidelines:

- Students must be of legal drinking age in Nova Scotia, 19 years of age.
- Students must follow the policies for the transportation of alcohol within residences (hallways, elevators, stairwells, etc.)
- One standard sized drink/container per person is permitted in a covered and non-breakable container.

A standard drink is defined as:

- Beer : 10 – 12oz/ 295.74 – 354.88 mL
- Wine : 5oz/ 147.87 mL
- Shot : 1.5oz/ 44.36 mL
- Mixed drink : 1.5oz/ 44.36 mL

Non-breakable containers is defined as:

- holding 16oz/ 475 mL or less
- plastic cups with a cover or cap
- re-sealable tumbler cup

Transportation of Alcohol:

All alcoholic beverages must be transported in a non-breakable, covered container, less than 16oz.

- Glass bottles, kegs, growlers, funnels, and open cans without a can topper are not permitted in residence.

Please note the following locations have limitations:

- Hallways, stairwells, elevators: Follow the above rules for transport, consumption prohibited.
- Common area bathrooms: no alcohol, closed or open is permitted in the common area bathrooms at any time.

Neither Residence Life staff, nor Security will investigate theft in loss of alcohol from common areas.

Empty Bottles and Cans:

It is important that residents are aware of the safety hazard posed by inappropriately stored bottles. Retaining/placing empty bottle/cans on window ledges, stairwells or in hallways is not permitted.

What to do when over-intoxicated

If you believe a student is at risk due to over-intoxication, please call the RA on duty from your area.

Cannabis Policy

All residence areas will be alcohol and substance free between September 6th at 9AM and September 20th at 11:59PM.

**The purpose of having the first two weeks of residence substance free is to allow for an appropriate settling in period.*

Residence Life is committed to offering ongoing education and promoting awareness initiatives about cannabis to students.

Residence students are encouraged to familiarize themselves with the [Lower-Risk Cannabis Use Guidelines](#) as well as the [Nova Scotia Cannabis Control Act](#).

The legal age for the consumption, possession and use of cannabis is 19 years. Residence students are required to follow all restrictions and laws with regards to cannabis, as well as all applicable University polices, municipal and provincial regulations.

Medicinal Cannabis

Any accommodation for medicinal use of cannabis in residence must be granted in conjunction with the Accessibility Services prior to engaging in the use of cannabis for this purpose. Any concerns regarding your use, consumption or impacts of another's use of cannabis should be discussed with your RA or DON, and they can direct you to the appropriate education or harm-reduction resources.

Bongs

The possession and use of bongs and similar items is prohibited in residence.

In addition to the federal and provincial regulations, the following cannabis related activities are **prohibited** in residence:

- Possession and consumption under the age of 19; and in common areas
- Sale and/or distribution of cannabis;
- Cooking with cannabis in residence;
- The consumption and/or preparation of highly potent forms of cannabis;
- Smoking (or vaping) cannabis in residence or within 10 m of any building, window or door;
- Cultivation or possession of cannabis;
- Improper storage of cannabis and cannabis accessories (i.e. rolling papers, etc.).
 - Cannabis needs to be stored in locked, opaque, storage units/ containers that contain the smell and ensure cannabis cannot be visually identified. If there are issues or complaints pertaining to odor, they will be treated as a violation of this policy;
- Cannabis that has not been legally obtained;

Drug Policy

The use, possession, or trafficking of illegal drugs is a criminal offense and as such will not be tolerated on residence premises, either indoors or out.

Reasonable belief of either use or possession of illegal drugs (or any unsafe practice involving prescription medications/drugs) in our residence community will result in disciplinary outcomes. For the purpose of this policy, a distinct odor of drugs or the presence of drug paraphernalia is considered sufficient proof that a violation of the policy has occurred.

If illegal drugs are determined to be present in a residence room or apartment (and no one takes ownership), all occupants of the rented premises at the time of the offense are subject to disciplinary outcomes in accordance with the outcomes listed above.

As with all our residence policies, individuals are responsible for the behavior of their guest(s). If a guest is found to be in violation of this policy, their host(s) will be deemed accountable. Any unsafe practice involving prescription medications/drugs is also prohibited.

If you would like to discuss a substance abuse problem, we encourage you to speak with a Residence Life Staff member or consult with Health Services (902-457-6354) or Counseling Services (457-6567) for guidance and advice.

Smoking Policy

There is no smoking in ANY residence or common areas. Smokers MUST go outside and must be more than 30 feet from all windows. Violators can be fined up to \$2000.00. As such, there will be a minimum \$250.00 fine, per incident, if an occupant is found to be in violation of this policy.

Weapons Policy

The use, possession or storage of weapons and flammable or hazardous substances (anything life-threatening/intimidating) are not permitted in residence.

Noise & Consideration Policy

The Caring Community has a **24-hour consideration policy**.

Please be advised that no gatherings of any kind will be permitted outside or around any residences after 11:00 pm.

The procedure for dealing with noise is as follows:

- 1.If you have an issue with someone's noise level, talk to them and ask them to control their noise level
- 2.If in time the noise is still at a disturbing level, contact the RA on duty, who will talk to the student(s) about their noise level
- 3.If this does not resolve the issue, residence life staff and security staff will resolve the situation

Stereo speakers any larger than 6" or sub-woofers are not permitted in any residence area.

Room Entry Policy

As a representative of the University, a University staff member may enter a student's room under the following circumstances:

- In response to an occupant's maintenance request. Maintenance will leave a note behind to let you know they entered and the status of your repair request.
- When ordered to do so by Halifax City Police or the Halifax Fire Department.
- In a life-threatening situation where there is reasonable belief that a resident is in danger or is a threat to him/herself or others.
- To conduct a room inspection, or to follow-up on a work order.
- To ascertain whether a bed space is occupied, or to clean/prepare space for a new occupant.
- To protect University property such as in the case of flooding, fire, etc.
- To enter an unoccupied room to turn off a stereo or alarm or close a window that has been left open while away.
- When there is reason to believe a residence/University policy violation or an indictable criminal offence is in progress.
- While evacuating a floor during a fire alarm or fire emergency (or to determine the origin of smoke).
- When invited into the room at the request of the occupant.

Sexual Harassment & Policy Against Sexual Assault

Mount Saint Vincent University wishes to maintain a safe and equitable environment for all of those who work and live on campus. Sexual harassment will not be tolerated by the University. The full Policy Against Sexual Assault, the Policy Guide, as well as additional resources, can be found at: msvu.ca/sexualassault.

Physical Violence Policy

Physical Violence is not tolerated in any of our residence areas or on MSVU campus. Physical Violence will result in immediate termination of your residence rental agreement.

Domestic Violence Guidelines for Students Living in Residence

It is the goal of MSVU to provide a healthy and safe learning environment for all students living in residence. It is the right of all students living in residence to be free from domestic violence. In any instances of domestic violence, MSVU will strive to provide support, resources, assistance and steps to be taken to ensure the health, safety and well being of any victims of domestic violence.

Steps to be taken should you be a victim of domestic violence include:

- Call 911, Halifax Regional Police or Campus security immediately
- Contact Residence Life Manager, RA, DON, or Harassment and Discrimination Advisor
- File a report with any of the responsible authorities to ensure your safety

Visitation/Guest Policy

The Mount is committed to providing a safe and secure living environment for all residence students. The purpose of having a visitation policy is to protect the residence students by ensuring that all visitors are known to the residents. The following procedures have been put in place:

Residence Life Policies



Any resident bringing in a guest **after 10:00 pm**:

- Need to complete the guest pass form from the security desk in Assisi Hall.
- A valid government-issued picture ID is required to obtain a guest pass.
- Maximum Guests:
 - Any student may only sign in a maximum of **three guests** at any one time
 - Only **one** may remain after midnight (12am).
 - When multiple guests are present, please bear in mind the room capacity posted on the back of the door.
 - Any damages caused by a guest will be the responsibility of the host student.
- Residence Life and Security Staff reserve the right to ask a guest to leave.
- All guests must obtain MSVU Parking Permits for their vehicles (**HotSpot app.**).
- Guest Under 19:
 - Overnight guests need to be 16+.
 - You are responsible for your under 19 guests.
 - Guests under 19 cannot consume intoxicating substances in residence.
 - Any guest under 18 would need permission from the Residence Life Office and need to provide legal guardian contact information to stay overnight. Please email Residence@MSVU.ca for the applicable forms.

Infractions

Any of the following infractions could result in a loss of privileges for you and your guest:

- Excessive noise which disturbs other students; Not taking roommate rights into consideration; Not showing consideration for other students in the residence; Not informing your RA that you will be having a guest; Guests wandering about unaccompanied; Damage to University property; The presence of illegal drugs or alcohol; Any behavior that in the opinion of Security, RA, the DON, RLM or RLC is unbecoming and not what we allow in residence (e.g. not using the designated washroom, two people in a shower, etc).

Overnight Guests

Overnight visitors are not permitted during orientation week (September 6th – September 13th)

Overnight visitation will **begin on September 14, 2025**

- All policies apply to overnight visitors.
- Overnight guests need to be 16+.
- Guests can stay for a maximum of **three consecutive nights**.
- Guests will not be permitted to visit continually with short breaks in between visits or by having different resident students sign them in.

More than 3 Nights

- Permission must be approved by your DON and the Residence Life Manager for guests staying more than 3 consecutive nights.

Long Weekends

- Overnight privileges for guests staying over a long weekend are extended one additional night.

Fire Safety & Open Flame Policy

Candles and any open flames, such as incense burners, tart burners, sparklers, etc., are NOT permitted in residence. There is an automatic fine of \$250.

- If you see or smell smoke, investigate immediately. If you discover a fire, operate the nearest fire alarm pull station and warn other people in the nearby area.
- If you hear the fire alarm sounding, proceed to the outside of the building using the nearest safe exit.
- Those capable of using a portable fire extinguisher may do so if the fire is small and not located between you and the exit. If this is not possible, leave the building. At this time, if the fire alarm is not ringing, activate the nearest pull station on your way out of the building.
- Keep clear from exterior doorways after exiting, to allow progress of those following you and to maintain a clear area for fire department operations.
- Remain in the kitchen at all times when using cooking and/or heating appliances.
- Make sure to empty the lint traps of the dryer after every use. A full lint trap is a fire hazard.

At NO point in time are alarms/detectors or sprinklers to be disconnected, covered, etc. There should be nothing attached or near any sprinkler heads (within a 2ft. radius). A \$250 fine will be levied against any student found tampering with ANY fire safety equipment.

Roofs

All roofs are intended to keep the elements out. They are not intended for any other purpose such as sunbathing, smoking, etc. **Students found on any roof will be fined \$250.**

Windows

Screens in residence windows are not to be removed. Please note: each residence has a door – students are not permitted to access the building via windows. A fine will be issued to the owner of a room with a removed screen, and an additional fine will be levied if the screen has been damaged. Any student caught throwing things from a window will be fined.

Saint Joseph's Pond

Please note that the pond does not fully freeze in the winter due to a natural spring under the pond and therefore, is not safe for winter use. The pond is home to a delicate ecosystem, as such, the use/access to the pond is prohibited.

Pets

The only pets allowed in residence are fish in bowls no larger than 5 gallons.

Pranks

Pranks are usually performed with no intent to harm the person involved. However, pranks can have unforeseen consequence, and are not permitted in residence. Students are responsible for their own behavior, and students who engage in pranks can expect to be disciplined for their disruptive behavior.

Showers

Please respect that these are common areas and shared by everyone. Do not leave a mess or any personal effects in the shower area. Anything left behind will be thrown out by custodial staff. Please report any issues with showers to a residence life staff member immediately.

Toilets

Please ensure that no items other than toilet paper are put into the toilets. **No paper towel of other paper products can be put in the toilet.** Failure to follow these rules could result in personal or floor fines.

Pest Control

The Residence Life Office strives for a pest-free living environment and encourages students to keep their rooms/apartments neat and clean.

A messy room as well as unattended food will attract pests.

Students are prohibited from bringing any type of soft-covered furniture or mattresses into the residences. This is due to the potential for bringing pests into the building.

In the event that pests are suspected, please report sightings immediately to your RA.

Items not permitted in residence

- Candles/incense
- Masking tape
- Halogen lamps
- Pets (you can bring fish in bowls)
- Hammer/nails
- Mattresses
- Soft-sided furniture
- Illegal drugs/drug paraphernalia
- Weapons/firearms
- Real Christmas tree
- Amplified musical instruments/drums
- Portable air conditioners
- Portable heaters
- Wax melt/burner
- Fridge larger than 3 and a half cubic feet
- Fireworks
- Bongos

In rooms without cooking facilities, electrical kitchen appliances including but not limited to:

- hot plates
- toasters
- electric frying pans
- air fryers
- deep fryers
- kettles
- toaster ovens
- convection ovens
- grills
- microwaves
- rice cookers
- electric cooker

Smudging

Smudging is an Indigenous tradition which involves the burning of sweet grass, sage, cedar, and/or ceremonial tobacco. A smudge is burned primarily for purification as well as to help create a positive mindset, and it is often part of prayers. Mount Saint Vincent University has established these guidelines to ensure that Indigenous students feel welcomed in our residences.

Students living in residence may smudge in their individually assigned rooms if they follow these guidelines:

- Students who intend to smudge in their residence rooms must notify the Residence Life office. Residence Life will maintain a central registry of students who smudge which will be shared with Security as well as Health and Safety, for fire safety purposes.
- Any student who wishes to smudge in Residence will be offered (and recommended) training on How to Safely Smudge in Residence through the Indigenous Student Centre.
- Doors to hallways or common spaces must be closed and a window must be opened during smudging. A towel or other cloth should be placed near the bottom of the door.
- A small amount of smudging material must be used, and the smudging material shall remain in a non-flammable container (e.g., shell) at all times.
- Smudging material should be smoking, not actively burning and cannot be left unattended while it is smoking.
- All smudging residue must be completely extinguished and disposed of outdoors, not in any interior waste containers.
- Smudging in residence should be short in duration (just a few minutes). Longer smudges can be done in the Indigenous Student Centre. Residence fire alarms have been tested with short smudges. If prolonged smudging activities trigger accidental fire alarms, the student may be charged the accidental fire alarm fee.
- Facilities Management will provide a fire extinguisher to all students registered to smudge. The fire extinguisher will be returned to Facilities Management at the end of a student's residence period.
- Prior to smudging, students should discuss the practice with any other students who share their living space to ensure that there are no sensitivities to smudging smoke. If necessary to accommodate sensitivities, the Residence Office and the Indigenous Student Centre will work with students to identify alternative smudging space on campus.
- Students are encouraged to talk with the Indigenous Student Coordinator regarding their smudging practice and for guidance on amounts of smudging material to use and appropriate disposal.

Residence Life Policies



Residence Life staff are Residence Life Office representatives in the residence. They too are students. It is expected that Residence Life Staff and Security will be shown the appropriate respect at all times. Any disrespectful behavior shown towards them in the performance of their duties will not be tolerated and will result in education sanctions and possible fines. All Residence Life Staff are required to obtain identification from those anyone involved in alcohol related incidents.

Residence Life Staff will be provided with a complete list of residence students and their birth dates.

No policy can anticipate all possible circumstances, or account for behavior of any individual or group who would knowingly disregard these guidelines. For this reason, the Residence Life Office reserves the right to exercise discretion in response to any individual or collective circumstance or situation. Any clarification of a specific situation involving the scope or detail of this policy must be directed to the Residence Life Manager and are subject to sanctions under the Non-Academic Discipline Policy

Dismissal

The Residence Life Office reserves the right to dismiss a student for breach of the Caring Community Code in accordance with the non-academic discipline policy. A student who has been dismissed will be asked to vacate residence.

Complex Behaviour & Limits of Support

Complex Behaviour & Limits of Support

The safety, health and wellbeing of all members of our residence community is our priority. The Residence Life Team works in collaboration with the Health Office and Counselling Services and outside community supports to ensure that students have the support they need. However, there are limits to the extent and maximum support our Residence Life Staff and on-campus services can provide.

Complex behavior is described as behavior that is not necessarily a violation of the Caring Community Code but that negatively impacts or threatens a residence's or the residence communities' wellbeing or safety. We recognize that such behaviour may be complicated by significant contributing factors that are beyond the control of the resident or the Residence Life Team. Examples of complex behaviour includes, but not limited to, persistent violation of personal or physical space hygiene expectations, repeated threats or acts of self-harm or harm to others, ongoing failure to attend classes, etc. Each situation is unique, and the Residence Life Team will work to the best of their ability and capacity to address any concerns regarding behaviour.

Mount Saint Vincent University reserves the right to terminate a residence agreement if it is determined that the level of support required by a student is beyond the limits of what can be provided by Residence Life staff and on campus supports, or when the residence community is significantly impacted by the behavior of a student.

Residents are not permitted to refuse medical assessment by Emergency Health Services (EHS) if such an assessment is deemed necessary by the Residence Life or Security Team members. Students are also not permitted to refuse medical assistance or care offered by Emergency Health Services (EHS) when deemed necessary.

Moving In and Out of Residence

Move-In

Residence will open **Sunday, September 6th, 2026 at 10a.m.** When you arrive, the Residence Life Manager, Office Administrator, Coordinator along with the DONs, will be available to check you in. Please note traffic is heavy on move in day. Please plan to unload your car by your residence, and then move to a parking lot away from the area. Security will be on hand to help coordinate.

Check-Out Procedure

Residence will officially close **Wednesday, April 21 2026 at 12 p.m. (noon).**

When moving out of residence, you must:

- Remove all of your personal belongings, garbage and recycling from your room.
- Drop your keys in the designated key drop boxes.
- Leave your room, fixtures, and appliances clean and return furniture to its original position. You may be charged a **\$250 cleaning fee** if you fail to do so.
- Room inspections will be completed by Facilities Management within 2 weeks of residence closure. Room damages will be assessed and will be reflected on our student activity account.
- Any personal belongings left behind will either be thrown out or donated.

Furniture

All residence rooms are fully furnished.

- Students are not permitted to bring furniture into residence.
- Furniture must not be moved from the lounge or common areas to your room.
- Furniture from your room must not be placed out in hallways.
- Bedroom furniture or another piece of furniture that is fixed to the wall cannot be moved.
- Furniture must be returned to its original position upon move out.
- Linens including bed sheets, pillows, blankets are **not** provided.

Decorations

Please ensure that there is nothing attached to, or covering, sprinklers. Heaters are not to be covered or have items placed on/near them.

Mini lights are the only decorative lighting permitted. There are absolutely no real Christmas trees of any kind permitted in any residence buildings.

Please note that because of safety reasons, halogen lamps are not permitted in residence.

Moving In and Out of Residence

Winter Break

Residence rooms are rented for a specific number of days as outlined in the academic calendar. Residence and the university will close over the holiday break.

- Any student requesting to stay in residence over the winter break must do so by applying before November 30th. Applications will be available in early November.
- Students staying over the break may be required to move to a different residence area for the duration of the break.
- The university does not provide a service for moving belongings.
- Students remaining on campus over the holiday break will be charged an additional fee.
- Students staying over the break must be returning for the winter semester.
- Residence closes **Tuesday, December 22 2026 at 12 p.m. (noon)**.
- Residence re-opens **Sunday, January 3 2027 at 10 a.m.**
- Dining hall will be closed during the Winter break. Students will be responsible for getting/preparing their own meals.

All students must be moved out of their rooms by 12 p.m. on move out days and cannot move in earlier than 10 a.m. on move-in day. These times are inflexible due to staffing demands. Please plan your travel arrangements accordingly.

Damages

Residence students are responsible for the conditions of their rooms and common areas. They are responsible to pay for any damage caused to their room or common areas by themselves or their guests.

If no one comes forward to claim responsibility for damage in common areas (common rooms, hallways, bathrooms, etc.), residents living in the house/on the floor will share the cost of repair and fine. Damages will be assessed before final marks are issued. Marks will not be released to students who have damage charges outstanding.

Reading Week

Students are permitted to remain in residence during reading weeks. Your RA will confirm your stay.

The Rosaria Dining Hall will be open for limited service during breaks. Students will be made aware of the hours and service available in advance.

Residence Life Procedures

Laundry

All residences are equipped with loonie operated washer & dryers. There is no additional cost to use the washers and dryers. Each residence is also equipped with an iron and ironing board. Please report appliances which are not working properly to the RA.

Assisi: 5 washers and 5 dryers located on the 2nd floor.

Birches: 1 washer and 1 dryer located off the kitchen.

Westwood: laundry room with two washers and two dryers on each floor.

Common Courtesy: Since the laundry facilities are shared, please respect your house/floor mates with a 15-minute grace period before you remove someone's belongings from a machine and wipe machines after each use.

Any laundry left in the laundry room for more than 7 days will be removed and donated to the MSVU Food Bank.

Room Keys

Please contact your RA if keys are lost. There is a \$10 replacement fee per missing item (including room key, mailbox key, front door key and key tag) for lost keys. If keys are not returned upon move-out, a fee of \$100 will be charged to your student account.

Under no circumstances is anyone permitted to switch, lend or copy residence room keys.

Duplicating keys is prohibited.

RAs are not permitted to open rooms for anyone other than the occupant of that room without the students' consent, unless deemed an emergency by a Residence Life staff member or for a maintenance requested by the student.

Residence Life Procedures

Mail

Mail will be delivered to your mailboxes no later than 4:00 p.m. Monday to Friday (earlier if possible). You will be assigned a mailbox key when you pick up your room keys.

Where to Find Mailboxes

Assisi: Individual mailboxes on Assisi second floor.

Westwood: Individual mailboxes on Westwood third floor.

Birches: Individual mailboxes in Evaristus 2nd floor directly across from the Residence Life office.

Email

If you have any questions about your package, please contact the mailroom at Receiving@msvu.ca

Student Address for Mail

Student's Name

Building Name & Room Number

Mailbox Number

15 Lumpkin Road

Halifax, Nova Scotia

B3M 2J6

Example Westwood:

Captain Crow

Westwood 506

Mailbox Number 187

15 Lumpkin Road

Halifax, Nova Scotia

B3M 2J6

Example Assisi:

Captain Crow

Assisi 322

Mailbox Number 8

15 Lumpkin Road

Halifax, Nova Scotia

B3M 2J6

Example Birches:

Captain Crow

Birch 3 101

Mailbox Number 45

15 Lumpkin Road

Halifax, Nova Scotia

B3M 2J6

Amazon Packages

Packages that are smaller than 16x12x14* inches can be sent to our Amazon Locker, Vincent, located in the Rosaria Student Center (2nd floor by the Campus Pub). For the delivery location on Amazon, you can choose "Amazon Locker -Vincent" - 131 Lumpkin Road.

You will be notified when the package arrives, and a code will be provided so you can scan and collect your package. Please make sure you close the door after.

If you order a non-Amazon package (or an Amazon package too large for the locker), the item will be delivered to the Assisi Hall security desk. Please note, there may be a 1-2 day delay from arrival depending on processing times.

**Weight should be less than 10lbs and total value less than \$5,000. Otherwise, send package to 15 Lumpkin Rd*

Residence Life Procedures

Custodial Services

You are responsible for cleaning your own room and providing your own cleaning supplies. Additionally, students are responsible for cleaning the messes they have created in public areas such as floor kitchens and lounges. Neatness and cleanliness of the residence is a responsibility shared by all residents.

Custodial Services is only responsible for *general cleaning of public areas*, such as lounges, bathrooms, and garbage rooms. They are not responsible for cleaning excessive messes left by residents in common areas. Custodial services is not responsible for cleaning personal rooms, as well as apartment kitchens, bathrooms, or living areas. Full custodial services are provided throughout the week, with minimal cleaning occurring on the weekend.

Custodial Services and Residence Life are not responsible for providing residents with shared cleaning supplies. It will be the students' responsibility to bring their own materials to clean their personal spaces or excessive messes in shared spaces.

Students are responsible for keeping kitchens and common areas clean, including sinks, countertops, microwaves and fridges. Any dirty dishes left in the sinks or personal items left in bathrooms for over a 24-hour period may be thrown out by the RA in your building. Custodial staff has also advised that the cleaner being used is a disinfectant cleaner and only a small amount is required.

Important

- If there is an incident that requires assistance, please report it to your RA immediately to reduce the risk of contamination.
- If you don't follow the rules on cleanliness, you could be subject to a **\$250 fine**. You can also be billed for the clean-up of excessive waste or mess.
- As members of our residence community, custodial and maintenance staff should be treated with courtesy and respect at all times.

To ensure cleanliness in common areas, please do not leave personal belongings in common areas. Personal belongings left in lounges, bathrooms, showers, etc. may be thrown out.

It is important to remember that members of our custodial staff are employees of the University hired to keep our common areas of residence a healthy place to live. They are expected to be treated with courtesy and respect at all times.

Technology & Computer Usage

There are many technology services available to assist you with your studies, such as wireless internet, access to over 200 desktop computers across campus, and fully equipped classrooms for your presentation needs. With Office 365 you can access your email, calendar, 1TB OneDrive storage, along with many other useful tools! Please refer to IT Services (www.msvu.ca/it-services) for all questions, policies and assistance with technology.

Residence Life Procedures

Fridges/Freezers/Microwaves

Fridges and microwaves are available to all students in the kitchen/lounge areas. Fridge use and storage of food items will be at the students' own risk. The Residence Life Office will not be responsible for loss or theft of food. Students are responsible for cleaning all appliances in their residences.

Microwaves and kitchen area surfaces should be cleaned after each use so they are ready for the next user. Dishes are to be washed in hot soapy water and put away after each use. At the discretion of the RA, dishes may be thrown out if they're not cleaned in a timely manner. Appliances that are not maintained will be removed for the remainder of the term. Microwaves and Air Fryers are not allowed in student rooms unless written permission was granted from the Residence Life Office.

Common Areas

Common areas (lounges, kitchens, hallways, bathrooms, etc.) are shared. In order to keep residences safe and enjoyable for everyone, they need to be respected and cleaned after every use. Tidying the area after you've used it, **wiping all surfaces with disinfectant being conscious of others using the area**, and respecting those who live around your area are all very important.

Remember: there are rooms surrounding these areas and students in these rooms may be sleeping, studying, etc. Be respectful of their needs and try to avoid being disruptive.

Personal items are not to be left in bathrooms, stairwells or hallways (including footwear).

It is not recommended that items are left in lounges (laptops, gaming systems, etc.) as the university takes no liability for lost or stolen items.

Maintenance & Repairs

We take maintenance issues in our residences seriously. If you see something in your room or a common area that needs our attention, please contact your RA. Please provide as much detail as possible about the problem. Submitting this form also gives us permission to enter your room to do the repair, if required.

Our maintenance request system is not monitored overnight or on weekends. Residence staff will be able to determine if a problem should be handled immediately or if it can wait until the next work day.

Right of entry

For all maintenance, custodial and residence staff, the protocol for entering apartments is as follows:

- Knock on the door, wait
- Knock on the door, announce who they are and that they have a key
- Knock on the door while entering the unit
- **Work Orders** – If you are not in your room a note will be left by a member of our Facilities staff to indicate what work has been completed.

Additional Information

Leadership Opportunities

Residence provides leadership positions, such as: RA, DON, Residence Society, MSVU Crew, Volunteer Fire Warden, etc. Get involved and make your residence experience a memorable one.

DON:

- responsible for direct supervision of the opening and closing of halls during all vacations;
- attends hall activities;
- remains until residences re-closed each term;
- Is well organized in coordinating staff duties, meetings, room clearance, etc.;
- encourages student/staff-initiated virtual and in-person activities and educational programming; attends (and encourages RA attendance at) online-service training sessions and meetings;
- communicates the training needs of staff to the Residence Life Manager;
- administers all Residence Life policies including those outlined in the rental agreement and Community Code;
- interprets and enforces University policies fairly and consistently;
- is informed about university structure and services available to students;
- keeps Residence Life Manager informed of what is happening in the hall;
- follows through on referrals to other campus services to see if the student has received the assistance they were seeking;
- is responsible for programming in the hall, as well as assisting the Residence Life Manager with programming.

The Residence Life office will have bi-monthly check-ins with their DONs to ensure there is a general sense of wellbeing in residence. These check-ins may be followed by a virtual visit by the Residence Life Manager and/or the Health Services Manager.

The DON is in tune to student morale, needs and interests; and is responsible for student concerns and complaints; does weekend duty coverage and attends RA house meetings and Residence Life meetings frequently.

Resident Assistant (RA):

- responsible for communicating information and presenting Student Experience in an objective form;
- interpreting and enforcing Residence and University policy;
- referring students to other services and offices when appropriate;
- providing educational and social programs in the hall at least once per month;
- aware and enforce necessary health and safety conditions in the hall;
- preparing reports on residence policy infractions, etc.;
- maintaining regular, open communication with DON and/or Residence Life Office of problems and potential problems in the residence halls.

RA recruiting process starts in January

Additional Information

Volunteer Fire Warden

- to ensure the safe evacuation of residents from their floor or townhouse to a location away from the building;
- volunteer Fire Wardens will complete a two-hour training session with MSVU's coordinator of security and safety.
- training will include proper evacuation procedures and fire extinguisher training.

Talk to your RA in September for training dates.

E-Bikes and Personal Mobility Devices

To help keep our residence community safe, e-bikes, e-scooters, and other non-medical mobility devices with large lithium-ion batteries are not permitted inside university buildings or residence rooms for storage or charging.

Lithium-ion batteries can present a significant fire risk if they are damaged, improperly charged, or experience a battery failure. To reduce this risk, these devices must be stored and charged only in designated outdoor or University-approved locations.

Residents who bring an e-bike or similar device to campus are responsible for ensuring it is stored and charged in accordance with university requirements.

Any questions about where to store an e-bike, or questions about batteries can be asked at the Assisi Hall information desk.

Additional Information

Cars & Bicycles

All vehicles on campus are required to have parking permits. [Parking permits](#) can be purchased via the [HotSpot app](#).

Bicycles are to be stored in bicycle racks.

Insurance

The Residence Life Office recommends that students insure all personal effects. MSVU is not responsible for the personal belongings of the residents (e.g., theft, damage or loss of any items left in students' rooms or stored at the University).

You should contact your family insurance agent to determine if you are covered under your parents' home insurance and if so, for what amount. You should also determine if additional insurance is required for more expensive items, such as a camera, PC, stereo, computer or jewelry.

Questions to ask your insurance agent:

1. Am I covered under my parents' policy while I am away at school?
2. For what amount?
3. Are there any restrictions?
4. Should I have additional coverage for any valuable items?

Security

All Mount Security staff are trained as Medical First Responders, which includes first aid and CPR training. Security staff members are on duty 24 hours a day, 7 days a week to deal with any problems or emergencies that arise on campus.

ESCORT PROGRAM

To help ensure the safety of our students the Security Department offers an escort program. This service is offered to any student who needs to travel the campus alone at night, whether it is to the Library, bus stop, residence, etc., and wishes to be escorted by a member of the security staff, in a security vehicle. Please note this program is not to be treated as a taxi service.

Security staff can also monitor your walk through the [MSVU safe app](#).

EMERGENCY PHONES

To further ensure our students safety, emergency phones have been placed at various locations throughout campus and offer a direct line to the Security Desk. These phones can be identified by square yellow boxes, with the telephone located inside. It is important to remember that these phones are to be used in emergency situations ONLY, and any sort of misuse is considered a serious offence.

Additional Information

MSVU Safe App

MSVU SAFE is a free campus safety app designed to be a one-stop safety shop that connects users to a variety of safety and security tools and resources – all in the palm of your hand.

To make maximum use of the app, users must have location services and calling services enabled.

Features include:

- **Mobile BlueLight** – In an emergency, simultaneously send your location to, and call, Campus Security. They'll receive your location in real-time and talk to you on the phone.
- **Friend Walk** – Send your location in real-time to a friend in your phone's contact list. They can then virtually monitor you on the online map as you travel to your destination. They can also trigger a call to emergency services, if necessary.
- **Report a tip** – Easily report non-emergency safety or security concerns to Campus Security. If you see something, say something.
- **Virtual Walk Home** – Send your location to Campus Security so they can virtually monitor you on the online map as you travel to your destination. If you need assistance at any time, you can tap "Emergency" and Campus Security will be alerted.
- **Support Resources** – Find information about support services both on and off campus, including Counselling and Health Services.
- **Travel Safe** – Tap a button to call Campus Security directly to request to have a security officer accompany you to your destination.
- **Campus Maps** – Access MSVU campus maps and parking information, as well as the HRM Crime Map.
- **Emergency Procedures** – Access emergency plans and procedures
- **Class Cancellation** – Check the Class Cancellation section of the MSVU website.
- **Safety Toolbox** – Modify your Mount Alert (emergency mass notification system) settings, get safety tips, link directly to the Safety and Security website, etc.

Student Services A to Z

General Inquiries	Student Services Desk EMF 108 902 457 6567 ose@msvu.ca
Academic Advising Seton 303 902 457 6657 advising@msvu.ca	Academic Advisors can help you select courses, decide on an area of focus, plan your program, set and reach your academic goals, and navigate academic policies and procedures. We recommend meeting an advisor every time you select courses.
Accessibility Services EMF 108 902 457 6567 accessibility@msvu.ca	Our team supports students by promoting self-advocacy and an equitable learning environment. Some examples of disabilities we support include physical & learning disabilities, medical conditions, vision & hearing loss, ADHD, & mental health.
Art Gallery Seton 209 902 457 6160 art.gallery@msvu.ca	MSVU Art Gallery is a public exhibition space for visual art. The Art Gallery takes care of the university's art collection (seen around campus), and organizes exhibitions & public programs to connect the MSVU community with visual art & artists.
Athletics & Recreation Rosaria 227 902 457 6420 mount.fitness@msvu.ca	Home to the Mount Mystics, Athletics & Recreation includes the Mount Fitness Centre, group fitness classes, adult & children's recreation programs, personal training, special events, day camps, student recreation activities, and more.
Black Student Support Office Seton 314 902 457 6420 blackstudentsupport@msvu.ca	Whether you are a Black student from Canada or an international destination, there will likely be times when you are in need of some support at MSVU. Our Black Student Advisor is here to help. Drop by the lounge or make an appointment today!
Career Services EMF 141 902 457 6567 counselling@msvu.ca	We offer a variety of career-related services for students, employers and faculty. Whether you need help making a career decision, are looking for a job, or are wondering what to do with your degree, we can help you plan a realistic career path.
Counselling Services EMF 141 902 457 6567 counselling@msvu.ca	Our team provides free counselling to any registered MSVU student in a relaxed and confidential environment. We have a number of services available so the needs of each student are addressed by highly skilled and professional staff.
Financial Aid Evaristus 207 902 457 6351 financial.aid@msvu.ca	We help students reduce their financial barriers to a high-quality post-secondary education by assisting with everything from budgeting to bursaries and scholarships. We can provide support and direction to all the information you need.
Financial Services Evaristus, 2 nd floor counter 902 457 6277 financial.services@msvu.ca	You've likely discovered that paying for your education will be the first major financial decision you will make. It doesn't have to be overwhelming. MSVU is one of the most affordable places to get an education, and we've helped many students find a way.

Indigenous Student Centre 46 Melody Dr. (lower) 902 457 6228 kayla.bernard1@msvu.ca	The Indigenous Student Centre strives to provide an opportunity to empower, encourage, and educate students of all nations in an environment rooted in Indigenous culture and value, while providing a relaxed place to hang out and study.
International Education Centre Seton Annex 902 457 5982 international@msvu.ca	The International Education Centre (IEC) offers personal, academic, cultural and immigration advising to international students and any student or faculty wishing to study, research, or conduct projects abroad.
IT&S Help Desk EMF 106 902 457 6538 helpdesk@msvu.ca	Technology services to assist with your studies include wireless internet, access to over 200 computers, and fully equipped classrooms for your presentation needs. With Office 365 you can access your email, calendar, and 1TB OneDrive storage.
Library EMF building 902 457 6250 library@msvu.ca	Whether on campus or online, we have scholarly content to assist you with your research and coursework. The team of library staff take pride in offering quality services and academic resources to meet your teaching, learning, and research needs.
Mount 101 902 457 5511 mount101@msvu.ca	Your survival guide for your first year at MSVU. The online program and your Mount Mentor will help you find your success! Visit msvu.ca/mount101 for more information.
Policy Against Sexual Violence msvu.ca/sexualviolence	MSVU is committed to sexual violence prevention and providing a trauma-informed, survivor-centred response. Find the Policy Against Sexual Violence and other resources online.
Print Shop Seton 315 902 457 6135 print.shop@msvu.ca	The Print Shop is a dedicated resource supporting the MSVU community with high-quality, confidential and expedited print services. We maintain industry-leading standards in all products and services. Contact us for a quote on your next project.
Registrar's Office Evaristus 207 902 457 6117 registration@msvu.ca	We are here to assist you from initial inquiry for admission through to the proud day you graduate. We are involved in all aspects of academic life, including admissions, enrolment, retention, exams, convocation, and academic policies.
Residence Life Evaristus 201A 902 457 6356 residence@msvu.ca	Living in residence will add a whole new dimension to your university years! Apart from the convenience of living close to all campus resources, you will also have the opportunity to become more involved in campus life.
Safety & Security Assisi, 1 st floor 902 457 6412 902 457 6111 (emergency)	MSVU's safety and security program includes a dedicated team providing 24/7 service, as well as a comprehensive Emergency Response Plan in the event of a serious incident such as fire, severe weather, or threats to personal safety.
Student Health Services Assisi, 2 nd floor 902 457 6354	We are committed to treating all patients with the highest level of respect and confidentiality. It is a convenient on-campus alternative for students unable to see their family doctor.
Writing Centre EMF 203 writing@msvu.ca	We offer appointments 7 days/week to all MSVU students, staff & faculty. Tutors help students with all academic written work, including presentations, slides, speeches, and research papers.

Additional Information

Who to Contact – Emergency Numbers

- **Assisi Front Desk (24 hours)**
902-457-6788
- **Campus Security Emergency line**
902-457-6111
- **Fire**
911
- **Police**
911
- **Ambulance**
911
- **Mental Health Mobile Crisis**
902- 429-8167
- **Avalon SAN Response Line**
902-425-0122
- **HPD Victim Services**
902-490-5300

Withdrawal & Refund Policy

Fall – Withdrawal from Residence Only

Prior to moving into residence:

NOTE: Arrival date must be confirmed by September 13th, 2026

- Room: – Refund
- Deposit – Forfeited
- Meal Plan – Refund

After residence moving into residence & before December 1st, 2026:

Complete residence withdrawal form & provide proof of withdrawal from courses.

- Room – Fall – No Refund
- Room – Winter – No Refund
- Deposit Applied to Fees
- Meal Plan – Fall – Partial Refund
- Meal Plan – Winter – Refund

Fall – Withdrawal from Residence & University

Prior to moving into residence:

NOTE: Arrival date must be confirmed by September 13th, 2026

- Room: – Refund
- Deposit – Forfeited
- Meal Plan – Refund

After residence moving into residence & before December 1st, 2026:

Complete residence withdrawal form & provide proof of withdrawal from courses.

- Room – Fall – No Refund
- Room – Winter – Refund
- Deposit Applied to Fees
- \$150 Withdrawal Fee
- Meal Plan – Fall – Partial Refund
- Meal Plan – Winter – Refund

Winter – New Arrivals

Winter – Withdrawal from Residence Only

After moving into residence & before April 1st, 2027:

Complete residence withdrawal form & provide proof of withdrawal from courses.

- Room – Winter – No Refund
- Deposit Applied to Fees
- Meal Plan – Winter – Partial Refund

Prior to moving into residence:

NOTE: Arrival date must be confirmed by January 12th 2027

- Room: – Winter – Refund
- Deposit Forfeited
- Meal Plan – Winter – Refund

Winter – Withdrawal from Residence & University

Prior to moving into residence

NOTE: Arrival date must be confirmed by January 12th 2027

- Room: – Winter – Refund
- Deposit Forfeited
- Meal Plan – Winter – Refund

After residence move-in & before April 1st, 2027:

Complete residence withdrawal form & provide proof of withdrawal from courses.

- Room – Winter – No Refund
- Deposit Applied to Fees
- \$150 Withdrawal Fee
- Meal Plan – Winter – Partial Refund

Withdrawal & Refund Policy

Dismissed from Residence or University

Dismissed from residence or University, for any reason i.e., behavioral, non-payment of fees, academics, etc.)

- Room – No Refund
- Meal Plan – No Refund

Financial Services

- Student accounts must be in good financial standing and paid in full or special payment arrangements made with the Manager of Student Accounts, Financial Services.
- Failure to do so may result in the suspension of technology, meal plan and/or dismissal from residence.
- Visa, MasterCard and American Express card payments will be accepted for **residence deposits only** but not for the balance of residence and meal plan fees.

Completion of Program or Graduating (Winter Term)

Provide copy of intention to graduate form

DEADLINE: Email residence@msvu.ca by **November 30th 2026**

- Room – Winter – Refund
- Meal Plan – Winter – Refund

CO-OP or Practicum (Winter term)

Provide proof of co-op placement

NOTE: Placement must be located outside HRM

DEADLINE: Email residence@msvu.ca by **November 30th 2026**

- Room – Winter – Refund
- Meal Plan – Winter – Refund

FEE DEADLINE

Fall Term

September 16th, 2026

Winter Term

January 13th, 2026