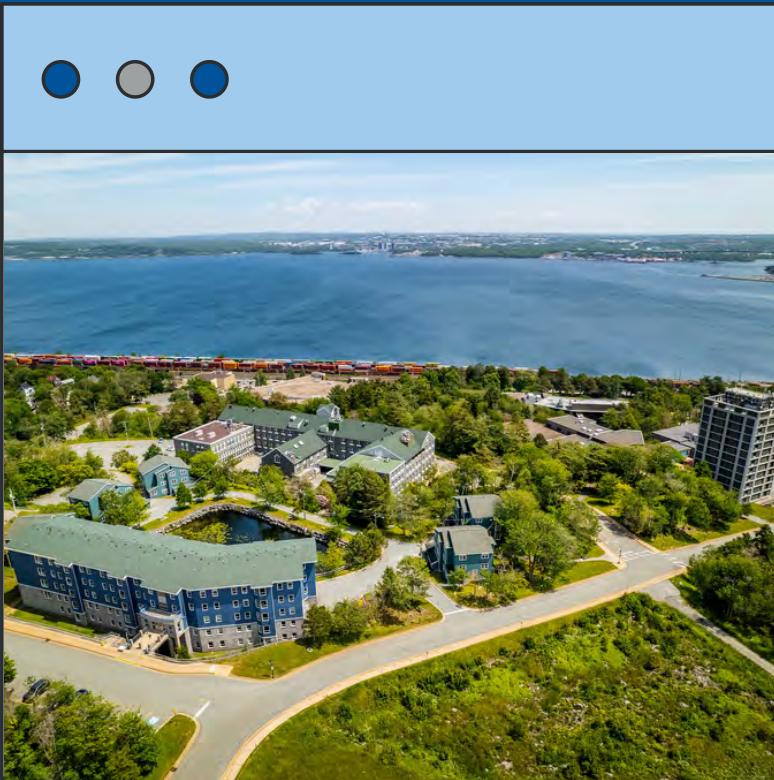


# RESIDENCE LIFE CARING COMMUNITY CODE 2023-2024



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# WELCOME TO OUR CARING COMMUNITY

Our Caring Community located at the top of the hill includes Assisi Hall, The Birches and Westwood. Each residence area is a strong and engaged community led by a trained Resident Assistants (RA), Academic and Community Resident Assistants (ACRA) and DONs overseeing and supporting the students and RAs.

The Caring Community program includes a Residence Life model that fosters an interactive and supportive network of students living on campus. We build community through new and innovative ways of programming and training of our student leaders to be virtual supports while offering in person functionality where possible

We are excited to welcome students to campus and are eager to help students begin their journey! These are unique times, and we are committed to making this a memorable experience for you while maintaining a healthy and safe living environment.

It is imperative that you familiarize yourself with this Code that has been developed as a guideline for living in your community. These guidelines and principles are for everyone to follow. If there are some areas you feel are not clearly explained, or any rules that seem ambiguous to you, 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! Please be patient as we all try to navigate these ever-changing times. In light of the current circumstances, our need to be adaptable is imperative and we aspire to keep you as up to date as possible with any revisions and/or changes as quickly as possible.

It is our sincere hope that you will leave residence a different person with new friends and a whole new set of experiences. You will also realize that you can do more and can handle more situations than you ever thought possible.

We hope you will enjoy your time in residence at Mount Saint Vincent University and make wonderful friendships that last a lifetime. 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](mailto:residence@msvu.ca) or visit us in Evaristus 201A.

Have a terrific year!

Residence Life Office

# WHAT IS EXPECTED OF YOU?

You are responsible to know the information contained in this Community Code, as well as 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.

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.

Although every effort is made to ensure this code is thoroughly up to date at time of publishing, ever changing circumstances and evolving public health protocols and directives beyond our control may precipitate a policy review and/or change. In this case, all residents will be informed of these changes through their Resident Assistant and/or through direct communication from the Residence Life Office. If there is any discrepancy between the information contained in this Code and Academic Calendar, the version of the Code found on the website will prevail.

Living on campus is a privilege. You are expected to respect the needs of others, be patient and kind and respect your surroundings. The “quality of life” in residence depends on each person contributing in some way to make this year the best ever for all who are living in your community.

Our Caring Community is not a sanctuary and 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.



# RESIDENCE LIFE TEAM



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

## 1 RESIDENCE DONS

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

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

## 2 RESIDENT ASSISTANTS

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.



## 3 ACADEMIC & COMMUNITY RA (ACRA)

The Academic and Community Resident Assistant (ACRA) is a student dedicated to supporting the academic success of students in residence. The ACRA can support students one-on-one, in group programming or through other residence-based, virtual initiatives.

Some areas where the ACRA can support students are, study skills, time management or information on other university services. The ACRA will also facilitate leadership and guide the public health messaging through the Health Services department.

# WHAT YOU CAN EXPECT FROM YOUR RA

## What you can expect from your RA

- ◆ To host floor meetings that inform you of floor events and rules
- ◆ To hold monthly activities for the floor
- ◆ To be friendly, to be a helper, to be a listener, to be good natured and consistent
- ◆ To be informative about campus activities and programs
- ◆ To help resolve conflicts on the floor
- ◆ To be accepting of others' differences
- ◆ To hold you responsible for your actions and behaviours
- ◆ To be a resource - by answering your questions or helping you find the answers

## What you can't expect from your RA

- ◆ To constantly patrol the halls for noise violations - you are responsible for asking people to keep things down. If the problem persists, then notify the RA on Duty or your RA
- ◆ To always be on the floor - remember RA's are students too
- ◆ To solve your problems for you - They can offer support and guidance, but you are responsible for finding the solution
- ◆ To be the COVID police - this is a community environment and everyone has a role to ensure that community members adhere to the code and respect one another.
- ◆ 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, does not understand a situation, regulations, etc., please contact the Food Services Director in Rosaria 303B, or any Chartwells staff member regarding the matter.

Other avenues of communication involve comment cards set up in the Rosaria Dining Hall, and discussions with your RA or DON. Please note, comment cards need to be signed or they will not be acted upon.

## **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, nighties, T-shirt nighties, flannelette pajamas, bathrobes, 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 if they happen to run out. Simply stop by the Chartwells office in Rosaria 303B 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 will not be processed without a proper student ID and 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. If a concern arises, please contact the Food Services Director.

## **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.](#)

## Alcohol Policy

All residence areas will be alcohol and substance free the first two weeks of residence to allow for an appropriate settling in period. The Alcohol Policy will come into effect on Sunday Sept 18th

*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. MSVU 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. Residents are reminded that it is illegal to purchase for, or sell alcohol to, a minor. Alcohol procured for others will be confiscated and destroyed, and fines will result. 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" and alcohol is not permitted in that area. 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.

Residence students who are of legal drinking age (19) are permitted to have and consume alcoholic beverages under the following conditions listed on pages 8-10.

## Conduct

Disorderly conduct resulting from drunkenness and/or failure to comply with liquor regulations will result in disciplinary action. Intoxication on its own is not a violation of the Residence Life policies.

Inebriation will not be accepted as an excuse for any misconduct.

Students are responsible for knowing, understanding and complying with applicable provincial and University laws regarding alcohol.

Alcohol policy violations will result in an Incident Report and a minimum \$100 fine.

If the inebriation results in more than one offence, the resident could be fined separately for all offences.

Sanctions will increase depending on the nature of the violation including, but not limited to, loss of privileges.

Parties involving liquor (i.e., house/apartment parties, keg parties, etc.) will not be permitted. Also drinking games, funnels, "shot gunning" or any event that has drinking as its focus or intoxication as the main purpose are prohibited in residence.



# 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

To decrease the potential risk of broken glass within the residence common areas, 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)

Lounges in residence are an important part of our community and are for the enjoyment of all residence students. As such, 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. All students are responsible for having an ID to confirm age if requested to do so.
- Students must have their student IDs on their person.
- 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. Standard sized drink is defined as:

### 1 ounce = 29.57 mL

- Beer : 10 – 12 ounces/ 295.74 – 354.88 mL
- Wine : 5 ounces/ 147.87 mL
- Shot : 1.5 ounces/ 44.36 mL
- Mixed drink : only 1.5 ounces/ 44.36 mL of alcohol

### Non-breakable containers is defined as:

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

Activities/actions that promote excessive and dangerous consumption of alcohol, including but not limited to drinking games, speed drinking, and challenges, floor/house crawls, or any event that has drinking as its focus or intoxication as the main purpose are prohibited.

Over-intoxication in the lounge is not permitted. If this occurs, please call an RA or DON to obtain MSVU Crew support.

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.

## Transportation of Alcohol:

- All alcoholic beverages must be transported in a non-breakable, covered container, less than 16 ounces.
- Non-breakable container is defined as:
  - holding 16 (475 mL) ounces or less
  - plastic cups with a cover or cap
  - re-sealable tumbler cup
  - cans of alcohol with a can topper

## Not allowed:

- Glass bottles
- kegs (mini or large)
- large volume containers
- growlers
- funnels
- open cans without a can topper

## Open alcohol is defined as:

- cans of alcohol without a can topper
- plastic cups (i.e. red solo cups)
- original container that is open and contains alcohol and
- any container that is open with alcohol

## 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

**Common area fridges:** Students are permitted to store alcohol in common area fridge at their own risk.

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

## Empty Bottles and Cans:

Over the course of the year, liquor and wine bottles may tend to accumulate in the residences. Bottles and cans (for recycling purposes) may be temporarily stored (for a period not to exceed two weeks) in designated storage areas but **MUST** be removed on a regular basis.

Bottles must be thoroughly drained and stored in boxes to prevent breakage and the attraction of pests.

If residents do not remove bottles within this period, the custodial staff will take them away. The Manager of Custodial Services must approve any collection of recyclables for fundraising.

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.

Any willfully destructive or negligent behavior with regard to empty bottles will result in disciplinary action.

Students are prohibited from the display of empty, partially empty or full containers of alcohol in their residence room.

## Cannabis Policy

Residence Life is committed to offering ongoing education and promoting awareness initiatives about cannabis to students. We are committed to developing, implementing and supporting ongoing education initiatives utilizing an awareness, prevention and harm reduction approach.

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

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

## Medicinal Cannabis

Any accommodation for medicinal use of cannabis in residence must be granted in conjunction with the Accessibility Services Office prior to engaging in the use of cannabis for this purpose. Accessibility Services and Residence Life Offices will work collaboratively to devise a specific accommodation plan on a case-by-case basis.

Please note:

Any concerns regarding your use, consumption or the behaviors or impacts of another's use of cannabis should be discussed with your RA or DON, who can direct you to the appropriate education or harm-reduction resources.

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;
- Sale and/or distribution of cannabis;
- Cooking with cannabis in residence;
- Possession and consumption in any common areas, lounges, bathrooms or hallways;
- Smoking (or vaping) cannabis in residence or within 10 m of any building, window or door;
- Cultivation of cannabis. Students cannot grow or possess cannabis plants in residence;
- Improper storage of cannabis and cannabis accessories (i.e. rolling papers or wrappers, pipes, etc.). It is highly recommended that cannabis 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 made by roommates, floormates or members of the residence community, they will be treated as a violation of this policy;
- The consumption and/or preparation of highly potent forms of cannabis (including but not limited to budder and shatter);
- Cannabis that has not been legally obtained;
- Any other activities that are contrary to Federal and/or Provincial legislation.

\*\* All residence areas will be alcohol and substance free the first two weeks of residence to allow for an appropriate settling in period. The Alcohol & Cannabis Policy will come into effect on Sunday Sept 18th

## 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.

Possible outcomes include, but are not limited to:

- behavioral contract
- fines
- residence transfers
- removal from residence

The minimum outcome related to drugs & illegal substance violation will be a behavioral contract and a \$250 fine. The maximum outcome will result in a removal from residence within 24-hours and may include a ban from all of the Mount's residence areas for a period of up to one year.

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.

**\*\* All residence areas will be alcohol and substance free the first two weeks of residence to allow for an appropriate settling in period. The Alcohol & Cannabis Policy will come into effect on Sunday Sept 18th**

## 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.

All students have the right to study and sleep in the comfort of their own room. An individual's right to study and sleep supersedes another's right to make noise whenever they wish. There are also HRM (Halifax Regional Municipality) noise by-laws that must be complied with.

The HRM (Halifax Regional Municipality) define noise (and guidelines) as follows:

"...activities that unreasonably disturb the peace and tranquility of a neighborhood throughout the whole Municipality, and AT ALL TIMES, where the sound resulting there from is audible at a point of reception. This includes yelling, shouting, hooting, whistling or singing."

### Consideration Hours Defined:

- Consideration hours are in effect 24 hours a day.
- Noise is to remain at a moderate, tolerable level. All residents have the right to request that others keep the volume or noise down when they are studying for an exam, not feeling well, etc. Simply ask your neighbor to reduce their noise level. There is no need to call an RA unless a situation continues.

### 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. This may be in response to a complaint from another resident.
- 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.

**Students are not to enter rooms without authorization.**

## 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.

Please refer to the Smoke-Free Areas found on the Security website.

The Provincial Smoke-Free Public Places Act states that "no person shall smoke in any enclosed place... that is or includes a school, community college or university" (among other places). 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 are not permitted in residence. Weapons refers (but is not limited) to firearms, hunting or exotic knives and swords, archery equipment, target pistols, airsoft guns, machetes, etc. Flammable or hazardous substances refers (but are not limited) to shells, ammunition, firecrackers and/or other forms of explosives. The definition of weapon from the Criminal Code in your definition is: "Weapon" means anything used, designed to be used or intended for use

- In causing death or injury to any person, or
- For the purpose of threatening or intimidating any person and, without restricting the generality of the foregoing, includes a firearm.

## 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. For the complete policy, visit Sexual Harassment that is covered under the Harassment and Discrimination Policy under Article 2.02.1 and 2.02.2 which states that:

**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.

### 2.02.1 Sexual Harassment

Sexual harassment is unwanted sexual attention which adversely affects the working or learning environment. Sexual harassment may include, but is not limited to:

- (a) Conduct, comment, gesture or contact of a sexual nature that is likely to cause offence or humiliation to any member of the MSVU community to whom such conduct, comment, gesture or contact is directed; or
- (b) Conduct, comment, gesture or contact of a sexual nature that may, on reasonable grounds, be perceived by a MSVU community member as placing a condition of a sexual nature on employment, or opportunity for training, promotion, advancement or other reward; or retaliation for refusal to comply with a request of a sexual nature; or
- (c) Behavior and remarks of a sexual nature, when such conduct has the purpose or effect of creating an intimidating, hostile or offensive environment.

### 2.02.2 Sexual harassment may or may not include sexual assault. As defined in the MSVU Policy Against Sexual Assault.

Sexual assault is any sexual activity without consent. Sexual assault may include kissing, fondling, touching, oral or anal sex, vaginal intercourse or other forms of penetration, without consent. Complaints of sexual assault will be addressed under the MSVU Policy Against Sexual Assault.

The full Policy Against Sexual Assault, the Policy Guide, as well as additional resources, can be found at: [msvu.ca/sexualassault](https://msvu.ca/sexualassault).

## Domestic Violence Guidelines for Students Living in Residence

It is the goal of Mount Saint Vincent University 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, Mount Saint Vincent University 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.

Domestic violence in residence is defined as an abuse between a student and the student's current or former intimate partner. The abuse may be physical, sexual, emotional or psychological and may include an act of coercion, stalking, harassment, financial control, or be a threat, or an attempt to do one of these acts. Intimate partner means a spouse, boyfriend, girlfriend, dating partner, sexual partner or other individuals in a similar relationship.

### 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. In order to facilitate a uniform policy, the following procedures have been put in place:

- Any residence of Assisi 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 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.**).

## Overnight Guests

Overnight visitors are not permitted during orientation week.

Overnight visitation will begin on Monday, September 10th, 2023.

- All policies apply to overnight visitors.
- 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.

## 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;
  - Damage to University property;
  - The presence of illegal drugs or alcohol;
  - Guests wandering about unaccompanied;
  - Any behavior that in the opinion of Security, RA, the DON, RLA or the Residence Life Coordinator is unbecoming and not what we allow in residence (e.g. not using the designated washroom, two people in a shower, etc).

## 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.

## NOTE

**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

It takes two to tango, but only one to shower.  
Only one person per shower at any time.

Every area is provided with enough showers for the number of students living there based on a 4:1 ratio. 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.

## Pest Control

The Residence Life Office strives for a pest-free living environment. While living in residence, students are required to assist the Residence Life Office in keeping the residence a pest-free living environment by keeping their rooms/apartments neat and clean.

**A messy room will attract pests, as well as open food, please avoid these things.** This will assist in ensuring that pests do not have a readily available food source or areas of harborage.

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 furniture.

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
- Wax melt/burner
- Fridge larger than 3 and a half cubic feet
- Fireworks

In rooms without cooking facilities

- electrical kitchen appliances including but not limited to...
- hot plates
- toasters
- electric frying pans
- air fryers
- deep fryers
- toaster ovens
- convection ovens
- grills

## 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 (MSVU) recognizes that smudging is an important part of the Indigenous way of life and therefore 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@msvu.ca](mailto:residence@msvu.ca)). Residence Life will maintain a central registry of students who smudge. This registry 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.
- The smudge 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 charged by the municipality.
- 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



## Incident Reports & Fines

If overall code procedures are not followed appropriately or a policy has been violated a member of the Residence Life Staff will either issue a warning to discontinue the offending behavior or (depending on the seriousness and/or the situation surrounding the violation or past misconduct) will issue a fine. In either scenario an incident report will be generated outlining the violation.

Incident Reports and fines are issued as a result of a violation of rules and/or inappropriate behavior. **Please Note:** Incident Reports and fines are issued at the discretion of the Residence Life Office.

## The process of fines is as follows:

1. A Residence Life Staff member (RA or DON) will identify the rule(s) and/or regulation(s) that you have violated.
2. The Residence Life Staff member will write out the fine. If more than one rule or regulation is being broken, you will be fined for each. You will be given a copy of the ticket and the RA or DON will keep the other copies.
3. **YOU DO NOT PAY THE RA OR DON.** They will file an incident report that will be sent to the Residence Life Office Administrator. The Residence Life Office will then review the situation and confirm the fine accordingly.
4. **All fines must be paid within 10 days to the Residence Life Office.** If, within a period of 10 days, the student has not paid the fine(s), an additional charge of \$10/week will begin to accumulate until the fine(s) are paid.

## NOTE

**Your behavior, when receiving the fine, will also impact the amount of the fine. Disrespect toward the Residence Life or Security Staff member will result in a larger fine, while accepting the fine respectfully can lead to a smaller fine. Remember: the RA or DON is just doing their job; it is your behavior that results in a fine.**

**The amount of the fines will escalate in accordance with the number of infractions (not necessarily for the same offence) and it will typically follow this structure:**

**First incident** - \$25 fine

**Second incident** - \$50 fine

**Third incident** - \$100 fine and automatic referral to Residence Life Office to discuss the repeated breaches of residence policies

All fine monies collected are returned to the Residence Society and the Residence Life Office for use in residence. Fines not paid will eventually be put on the students' accounts. This will make their marks and transcripts unavailable to them. Once this happens, the funds are no longer available to Residence Society for use in residence.

### NOTE:

Alcohol, Drug and Fire policy infractions follow a different scale. Please see below for more detail.

**First infraction** = \$100 fine, payable within two weeks.

**Second infraction** = \$150 fine, payable within two weeks

**Third infraction** - \$250 and a meeting with the Residence Life Manager to discuss the repeated breaches of residence policies.

# 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. Misconduct, illegal activity or any other breach of the student contract. 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 include (but are 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. 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 by EHS



# MOVING IN AND OUT OF RESIDENCE

## Move-In

Residence will open **Sunday, September 3, 2023 at 9:30a.m.** When you arrive, the Residence Life Manager, Office Administrator, 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 **Sunday, April 21, 2024 at 12 p.m.**

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.

## 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

Students are to use common sense when decorating rooms and/or hallways for special occasions and holidays. 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 19th, 2023 at 12 p.m.
- Residence re-opens Saturday, January 6th, 2024 at 10 a.m.

All students must be moved out of their rooms by 12 p.m. on move out days and can move in no earlier than 10 a.m. on move-in days. 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. The cost is \$1.00 for a wash and \$1.00 for a dry. 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.

## 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.

Your mailing address will correspond with the residence building you reside in.

**Assisi:** Individual mailboxes on Assisi second floor.

Student's Name  
85 Seton Rd  
Residence & room number, Mailbox #  
B3M 2J6

**Example:**

*Captain Crow*  
85 Seton Rd  
Assisi 1201, Mailbox #50  
Halifax, Nova Scotia  
B3M 2J6

## Westwood

Individual mailboxes on Westwood third floor.

Student's Name  
166 Bedford Hwy  
Residence & room number, Mailbox #  
Halifax, Nova Scotia  
B3M 2J6

**Example:**

*Captain Crow*  
166 Bedford Hwy  
Westwood 101, Mailbox #32  
Halifax, Nova Scotia  
B3M 2J6

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

Birch 1 – 45 Residence Walk  
Birch 2 – 39 Residence Walk  
Birch 3 – 33 Residence Walk  
Birch 4 – 9 Residence Walk  
Birch 5 – 7 Residence Walk

Student's Name  
\_\_ Residence Walk  
Residence & room number, Mailbox #  
Halifax, Nova Scotia  
B3M 2J6

**Example:**

*Captain Crow*  
45 Residence Walk  
Birch 101, Mailbox #48  
Halifax, Nova Scotia  
B3M 2J6

# 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've 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.

The following cleaning supplies are available in each residence:

- Disinfectant cleaner
- Broom/dustpan
- Vacuum
- Pail
- Garbage bags
- Wet mop /Dry mop
- Hand soap and paper towel

It will be the students' responsibility to place the cleaning materials back in the storage area when finished with them so they can be available to other students.

Students are responsible for keeping kitchens and common areas clean, including sinks, countertops, microwaves and fridges. Any dirty dishes left in the sinks 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.**



# 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. Cleaning charges will result for students of a particular house/floor should the appliances not be left in a clean condition.

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.

## 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.

# RESIDENCE LIFE PROCEDURES

## Summer Storage

Residence students who are returning to residence are eligible to store their lockable bin(s) for the summer.

### NOTE:

Storage space is limited. No student may leave more than three locked bins.

- Fee – \$40 per trunk (Maximum # 3)
- Summer Storage Application must be submitted
- Fees will be placed on your student account
- Trunks are defined as lockable solid cases whose dimensions do not exceed 30 x 16 x 16.
- Ensure your name and residence is clearly marked on your trunk. Trunks will be stored in the area the student is returning to.
- **Students are responsible for the transportation of trunks.**
- Students are expected to contact their RA upon arrival to collect their stored items.
- **Trunks must be picked up upon return to residence.**
- **Trunks not picked up will be donated to a local charity.**

## 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](http://www.msvu.ca/it-services)) for all questions, policies and assistance with technology.

# ADDITIONAL INFORMATION

## Leadership Opportunities

Residence provides leadership positions, such as: RA, DON, Residence Society, MSVU Crew, Volunteer Fire Warden, etc. Get involved; improve your “quality of life.” Make residence a place to remember.

### 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.

### Resident Assistant

- 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 February**

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.

# ADDITIONAL INFORMATION

## MSVU Crew

The MSVU Crew consists of residence students who will be trained in alcohol education and intervention and may be contacted by the Residence Life Staff as needed.

The crew member will sit with the inebriated student until any danger has passed. Residence Life and Health Services personnel will train all students who volunteer to participate as crew members.

- If sitting with an overly intoxicated student is deemed necessary, the crew member will be paid at a rate of **\$15/hour** for a minimum of four hours.
- If an inebriated student vomits and it must be cleaned by a crew member or a member of the Residence Life Staff, a clean-up charge of **\$30** per incident is levied.
- The inebriated student will be responsible for paying all charges.
- it will be at the discretion of the Residence Life staff, Health Services or Security as to whether or not you need someone to care for you. It is non-negotiable either at the time or after the fact.
- if, within a period of 10 days, the student has not paid the sitting fee(s) and/or clean-up, an additional charge of **\$10/week** will begin to accumulate until the fees are paid. As well, the charge will be added to their account
- marks and transcripts will not be released until all fees are paid.

Each episode will be reported to the Residence Life office and recorded. Payment of charges will be made to the Residence Life Office and will be matched up with the appropriate incident and paid to the appropriate crew member/Residence Life staff member.

Please note that any student in residence who overindulges will fall under these guidelines.

## 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.**

## Residence Society

- to promote the unity and welfare of the residence members;
- the Society will represent the students in residence and plan activities for them;
- including one of MSVU's premiere events, eg. Charity Ball.
- the Society consists of a President, Vice-President, Secretary and Treasurer as well as regular members.

**If you are interested in getting involved, inquire with your RA or DON.**

# 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.



2023 - 2024



# STUDENT SERVICES

## A to Z

<b>General Inquiries</b>	Student Services Desk, EMF 108   902 457 6567   <a href="mailto:ose@msvu.ca">ose@msvu.ca</a>
<b>Accessibility Services</b> EMF 108 902 457 6567 <a href="mailto:accessibilityservices@msvu.c">accessibilityservices@msvu.c</a>	Our team supports over 700 students by promoting self-advocacy and an equitable learning environment. Some examples of disabilities we support include physical and learning disabilities, medical conditions, vision and hearing loss, ADHD, and mental health.
<b>Art Gallery</b> Seton 209 902 457 6160 <a href="mailto:art.gallery@msvu.ca">art.gallery@msvu.ca</a>	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 and public programs to connect the Mount Community with visual arts and artists.
<b>Athletics &amp; Recreation</b> Rosaria 227 902 457 6420 <a href="mailto:mount.fitness@msvu.ca">mount.fitness@msvu.ca</a>	Home to the Mount Mystics, our athletics and recreation department includes the Mount Fitness Centre, group fitness classes, adult & children's recreation programs, personal training, special events, day camps, student recreation activities and more.
<b>Black Student Support Office</b> Seton 314 902 457 5547 <a href="mailto:blackstudentsupport@msvu.ca">blackstudentsupport@msvu.ca</a>	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 the Mount. Our Black Student Advisor is here to help. Drop by or make an appointment today!
<b>Career Services</b> McCain 312 902 457 6567 <a href="mailto:counselling@msvu.ca">counselling@msvu.ca</a>	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 wondering what to do with your degree, we can help you plan a realistic career path.
<b>Centre for Academic Advising &amp; Student Success</b> Seton 303   902 457 6657 <a href="mailto:advising@msvu.ca">advising@msvu.ca</a>	A centralized location where academic advisors are available to provide academic support to undergraduate students. Equipped with workstations, the Centre is a hub for advising activities and academic support programs on campus.
<b>Counselling Services</b> EMF 141 902 457 6567 <a href="mailto:counselling@msvu.ca">counselling@msvu.ca</a>	Our Counselling Services team provides free counselling to any registered Mount student in a relaxed and confidential environment. We have a number of services available so that the needs of each student are addressed by highly skilled and professional staff.
<b>Financial Aid</b> Evaristus 207K 902 457 6351 <a href="mailto:financial.aid@msvu.ca">financial.aid@msvu.ca</a>	We are dedicated to helping 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 of the information you need.
<b>Financial Aid</b> Evaristus 206 & 211 902 457 6277 <a href="mailto:financial.services@msvu.ca">financial.services@msvu.ca</a>	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. The Mount is one of the most affordable places to get an education, and we've helped many students figure out a way.
<b>International Education Centre</b> Seton Annex 902 457 5982 <a href="mailto:international@msvu.ca">international@msvu.ca</a>	The International Education Centre offers personal, academic, cultural and immigration advising to international students and any student or faculty wishing to study, research, or conduct projects abroad. The IEC is also home to the English for Academic Purposes Programs.

2023 - 2024



# STUDENT SERVICES

## A to Z

<b>IT&amp;S Help Desk</b> EMF 106 902 457 6538 helpdesk@msvu.ca	There are many technology services available to assist you with your studies, such as 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.
<b>Kina'masuti aq Apognamasuti</b> Indigenous Student Centre 45 Melody Drive 902 457 6228 coordinator.isc@msvu.ca	The Kina'masuti aq Apognamasuti (Learning and Help) Indigenous Student Centre strives to provide an opportunity to empower, encourage, and educate students of all nations in an environment rooted in Indigenous cultures, values, while providing a relaxed place to hang out and study.
<b>Learning Strategist</b> Seton 346 902 457 6358 learning.strategist@msvu.c	The university experience is one full of excitement, challenges and changes. The Mount's Learning Strategist can recommend strategies to become a more effective learner. They can help with managing time, getting organized, setting goals, study skills, and more!
<b>Library</b> E. Margaret Fulton 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 dedicated team of library staff take pride in offering quality services and academic resources to meet the teaching, learning and research needs of the Mount community.
<b>Mount 101</b> Evaristus 201D 902 457 5511 mount101@msvu.ca	Your survival guide for your first year at the Mount. The online program and your Mount Mentor will help you find your success! Visit <a href="http://msvu.ca/mount101">msvu.ca/mount101</a> for more information.
<b>Print Shop</b> Seton 315 902 457 6135 print.shop@msvu.ca	The Mount Print Shop is a dedicated resource supporting the Mount 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.
<b>Registrar's Office</b> Evaristus 204 & 207 902 457 6117 registration@msvu.ca	The Registrar's Office staff 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.
<b>Residence Life</b> 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.
<b>Student Health Services</b> Assis Hall, second floor 902 457 6354	Student Health Services are committed to treating all patients with the highest level of respect and confidentiality. It is a convenient on-campus alternative for students who are unable to see their family doctor. Please visit the MSVU Student Health website for more info.
<b>Writing Centre</b> EMF 203 writing@msvu.ca	The Writing Centre offers appointments on weekdays and weekends as a free service for all Mount students, faculty, and staff. Experienced 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 10th, 2023

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

### After residence moving into residence & before December 1st, 2022:

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 10th, 2023

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

### After residence moving into residence & before December 1st, 2023:

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, 2024:

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 13th 2024

- 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 13th 2024

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

### After residence move-in & before April 1st, 2024:

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, Covid-19 protocol non-compliance, non-payment of fees, academics, etc.)

- Room – No Refund
- Meal Plan – No Refund

## Completion of Program or Graduating (Winter Term)

**Provide copy of intention to graduate form**

DEADLINE: Email [residence@msvu.ca](mailto:residence@msvu.ca) by **November 30th 2023**

- 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](mailto:residence@msvu.ca) by **November 30th 2023**

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

## FEE DEADLINE

### Fall Term

September 13th, 2023

### Winter Term

January 15th, 2024