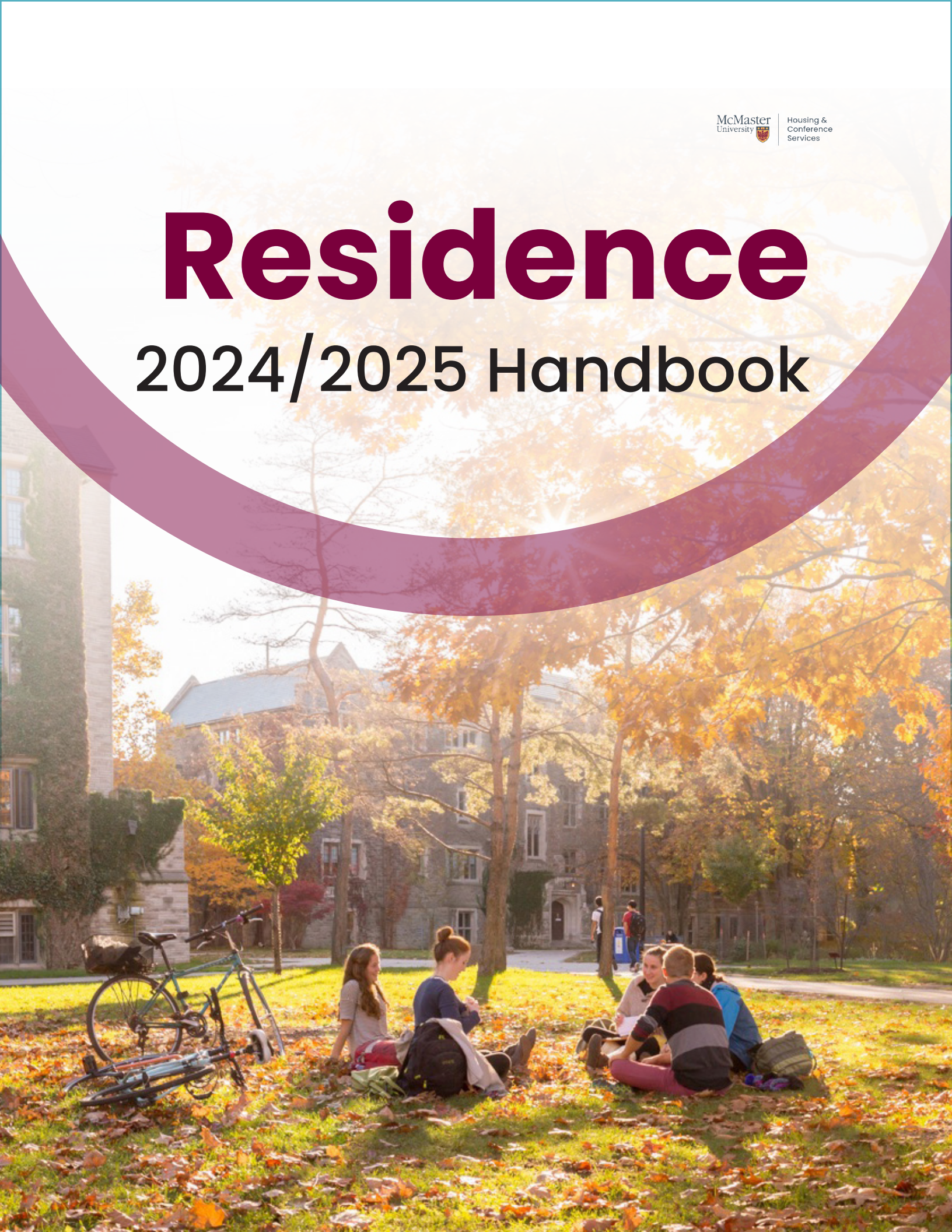


# Residence

## 2024/2025 Handbook



# Table of Contents

You're Going to Want to Read This.

Welcome to Residence	3
Staff Breakdown	4
Room & Building	6
Maintenance & Repairs	8
Service Centres	10
Safety & Security	13
Residence Life at Mac	18
Code of Student Rights and Responsibilities	21
Other Residence Policies, Procedures & Guidelines	26
Residence Agreement Contract	32
Move-Out Information	34
Index	36



# Welcome to Residence

Residence is more than just where you live: it's your home away from home – **your new community.**

Living in residence provides a supportive environment and amazing opportunities to meet new people, experience independence and grow as an individual in a community which promotes self-discipline, the exchange of ideas, diversity, self-directed learning and personal accountability.

Learning at university happens in and outside the classroom: your experience living in residence and the connections you make here can play an important role in helping you develop friendships and life skills that will help you be successful this year and in the years to come.

Welcome to Mac and your new residence home!

## Important Contacts

### On Campus Emergencies:

- **Campus Safety Services** at 905-522-4135, 24 hours a day 7 days a week
- **Emergency First Responder Team (EFRT)** at 905-522-4135, 24 hours a day 7 days a week

**Student Wellness Centre** at 905-525-9140 ext. 27700 or in PGCLL 210/201

**Sexual Violence Prevention and Response Office (SVPRO)** at 905-525-9140 ext. 20909

### Drop-In Support

- Tuesday from 12 p.m. to 2 p.m. (year-round)
- 20-30 minute intro appointments
- University Hall (UH) 104, Equity and Inclusion Office reception
  - Check in with the front desk to let them know you're here for drop-in hours

**Student Walk Home Attendant (SWHAT)** x 27500

**North Quad Service Centre (NQSC):** 905-525-9140 ext. 27222

**West Quad Service Centre (WQSC):** 905-525-9140 ext 2489

# Staff Breakdown

## Residence Life Staff

In Residence Life, we make it our mission to create opportunities and support systems for you to have fun, learn new things, and connect with other people and communities. Knowing that learning extends beyond the classroom, your residence experience can play a hugely important role in helping you develop the life skills that will ensure your continued success in the future. We want you to be as happy, healthy, and successful as possible during first-year and we are here to help.

## Residence Life Area Coordinators (RLACs)

These professionals are full-time, live-in university employees responsible for the overall management of the residence communities. All Residence Life Area Coordinators (RLACs) have extensive backgrounds in residence living environments.

The background in student life prepares them well to handle responsibilities such as:

- Supervising approximately 130 Residence Life Staff Members
- Counselling and advising residence students experiencing difficulty
- Ensuring the physical safety and security of the residence buildings
- Developing community development and learning opportunities for residents
- Responding to crisis and emergency situations
- Assisting residents to resolve conflicts and transition to communal living expectations
- Investigating and enforcing residence community standards and code of conduct issues

## Community Advisors (CAs)

Community Advisors (CAs) are an incredibly important part of each and every student's residence experience. CAs are upper-year students in residence who support first-year students, foster inclusive communities and plan dynamic programming and initiatives. They are also responsible for ensuring the safety and well-being of residence communities.



## CA's on Coverage

Community Advisors are on coverage (on-call) from 9pm-8am daily. For concerns in residence please reach out to them at the following phone numbers:

Quad	Building	Phone Number
NQ	Peter George Centre for Living and Learning	(289) 308-7352
NQ	LP & Woodstock (Princestock)	(289) 237-3510
NQ	Brandon	(289) 339-0548
NQ	Hedden & Edwards (Hedwards)	(289) 244-3302
NQ	McKay & Whidden (McKidden)	(289) 244-7409
WQ	Bates & Moulton (Boulton)	(289) 921-5668
WQ	Keyes, Matthews & Wallingford	(289) 921-6876

# Room & Building



## Insurance is Important

The University will not be liable, directly or indirectly, for loss or theft of personal property, including food, or for damage or destruction of such property by fire, water or other causes (e.g. loss of utilities). The student shall carry appropriate and adequate liability insurance coverage for fire, injury, or damages caused by the student, property damage and personal/public liability over the duration of their residence agreement and any renewals or extensions thereof, at their own expense, and such policies shall be written on a comprehensive basis. Students must also take positive steps to ensure their safety by locking room doors and ensuring that only authorized persons enter their building. Please ensure a form of householder or tenant's insurance covers you.

## Room Condition Information

Your room will be inspected for damages and extra cleaning at December Break and at move out in April. Random room checks will occur at various times during the school year should the need arise. If your room is damaged at any time during the school year, you will be responsible for paying the repair bill. You will be financially responsible for any furniture that is missing from your room or any extra cleaning should you leave your unit/space in an inappropriate condition. Room furniture must remain in your room; you may not paint or alter your room in any way. Common room and other public area furniture may not be removed from its location nor can personal furniture be set up in these areas.

## What are the Damage Costs?

You and your roommate(s) will be billed equally for damages in your room or apartment/suite. The entire floor and/or hall community is responsible for paying damages outside private residence rooms. Every effort is made to trace 'public' damages to the people directly responsible so they may be held [financially responsible](#).

## Fridges in Residence

Students are not permitted to bring their own fridges into residence; however, you and your roommate may rent a small fridge from Coldex. One fridge is permitted in a room. Students can purchase an 8-month lease from Coldex. The fridge is conveniently delivered to your room and picked up for you after you move out in April.

### Please note:

- Apartment and Suite units contain a full sized refrigerator in the kitchen area.
- Traditional-style residences have kitchen facilities on each floor, where a full sized refrigerator is available for your use.

For the complete Fridge Policy, [view online](#).

## Common Area Cleaning

The custodial staff are in the buildings 24 hours a day to take care of basic cleaning of washrooms and common areas. They will not wash your dishes! It is everyone's responsibility to keep common areas and hallways clean and comfortable for others. Respect and take pride in your residence!

## Garbage & Recycling

- Full garbage bags or cans can be emptied in the garbage room located on each floor of your residence hall. The custodial staff will clear these rooms on a regular basis.
- Bates/Mary E. Keyes/Brandon/PGCLL residents – you may dispose of your garbage using the garbage chutes located on your floor. Please take your garbage out regularly and be sure not to plug the chute by stuffing oversized items into it. Report plugged chutes to the Service Centre immediately.
- With need for conservation of land and water as a priority, it is important to send less to landfill sites, therefore, we recycle.
- McMaster University Residence Facilities remove recyclables out of our residence buildings every day.



## Custodial & Maintenance Repairs

The Residence Facilities Team (RFT) consists of custodians, facility maintenance mechanics, carpenters, plumbers and electricians. The Facility Services trade staff is present Monday through Friday, from 7 am to 3:30 pm.

Custodial team members are staffed 24 hours to service the Residence buildings. In addition, a number of other skilled tradespersons are on campus for building needs and emergencies 24 hours a day. From time to time, we will also call upon outside contractors to assist.

To initiate a work order, please visit the Residence Portal. If you have questions, call the staff at your Service Centre, ext. 27222 (Commons Service Centre) or 24898 (Mary E. Keyes Service Centre), or e-mail [housing@mcmaster.ca](mailto:housing@mcmaster.ca).



# Bedbugs?

With increased international travel and reduced use of pesticides, North America is experiencing an increase of bedbug occurrences. Found in fine hotels, hostels and college and university residences, bedbugs do occasionally show up in residence.

## Facts to remember about bedbugs:

- Although a nuisance, bed bugs are not a health threat.
- An adult bed bug is approximately the size of an apple seed.
- Bed bugs bite – bite marks may appear in rows and clusters. • Mostly active at night.

## How to reduce the risk of getting bedbugs:

- Eliminate clutter
- Regularly vacuum your room and mattress
- Launder your linens and clothing (using high heat when possible)
- Be aware of the signs of bedbugs when you are staying in hotels or vacationing and always launder your clothing when you return.

## Think you've got bedbugs in your room? Here are the first steps:

- Visit your service centre (Commons or Mary E. Keyes lobbies) and speak to a Housing Assistant.
- Find a sample and place it in the Ziploc bag provided from the service centre. Be sure to label the bag and alert the desk that you have a confirmed sample.
- Plan to stay in your room. It's important to remember – if you stay in a friend's room, you could be passing the problem along!

## Next Steps:

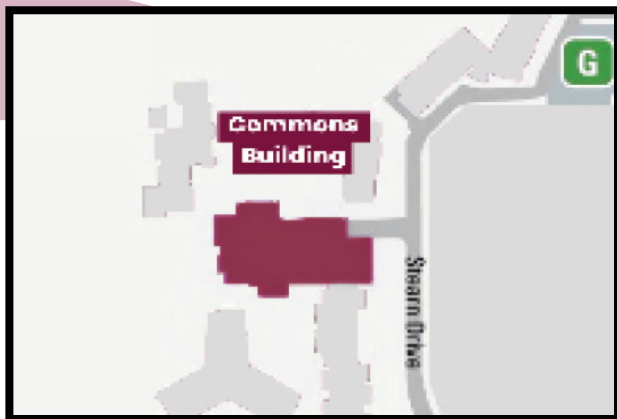
- Within 24 hours of reporting a bedbug has been found, a representative from the Pest Control company will complete a thorough inspection.
- If bedbugs are found to be present you will be required to await instructions from the service centre and your Residence Life Area Coordinator before proceeding with the following steps:
  1. Remove and launder all bed linens and clothing. Bags for your laundry will be provided along with a courtesy laundry card.
  2. Clean your room to eliminate clutter to facilitate and improve the effectiveness of the treatment.
  3. Leave your room for 5 hours in order for the treatment to be completed; it is safe to return after this time. A follow-up treatment will be scheduled two weeks later.

**Please note:** If bedbugs are confirmed, you will not be relocated due to the increased risk of spreading the pests, and no refund or reduction of residence fees will occur.

It is important to always ensure any food in your room is stored in proper sealed containers to avoid unwanted pests.

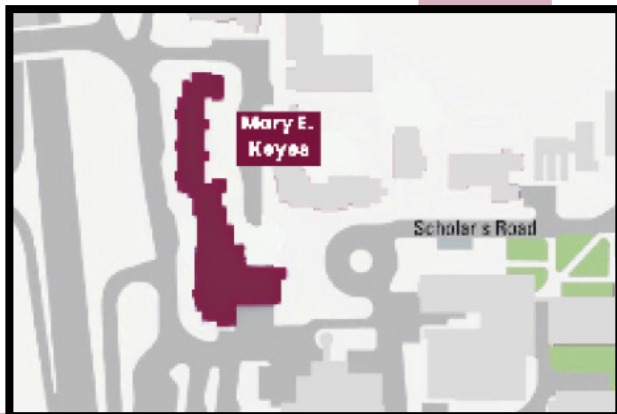
# Service Centres

**Have a question? Need more info?  
Locked yourself out? Need something repaired?**



The Housing and Conference Service Centres are the central communication centres for the Residence Community. Service is provided 7 days a week; the Service Centres are located on the main level of the Mary E. Keyes Residence and the Commons Building.

The Service Centres are staffed by Housing Assistants who can assist you with your keys, information about the residences, residence policies, campus resources and information about the greater Hamilton Community.



Please direct any questions you have regarding our services to the Service Centre (Commons Service Centre ext. 27222 or Mary E. Keyes Service Centre ext. 24898) by visiting the Service Centre in person or by e-mail at [housing@mcmaster.ca](mailto:housing@mcmaster.ca).

If you live in Brandon, Hedden, Edwards, Les Prince, McKay, Whidden, Woodstock, or Peter George Centre for Living and Learning (PGCLL), you will find the closest Service Centre in the Commons Building lobby. If you live in Bates, Mary E. Keyes, Matthews, Moulton, or Wallingford, your closest Service Centre is in the lobby of Mary E. Keyes Residence.

# Where are your Keys?

## Lock Out Keys

If you are locked out of your room, visit your Service Centre to request a lock out key and access card. A Housing Assistant will check your photo in the residence portal before signing out a key and access card for you. This security check will ensure a lockout key is only issued to a resident who can prove he/she is an occupant of the locked room.

You cannot authorize or send someone else to sign out a key. You have 20 minutes to unlock your room, grab your keys and return the lock-out key and access card to the Service Centre. (If you have lost your room key, mailbox key, and/or access card see Lost Keys below).

## What Happens when I get Locked Out?

- **During Welcome Week:** We get it, stuff happens!
- **Lock out 1, 2 and 3 (in a single semester):** No worries.
- **Lock out 4:** You will get an email asking you to connect with your CA in the next 3 business days to talk about strategies to avoid lock outs.
- **Lock out 5, 6 and 7:** Try to remember, okay? What happened to those strategies?
- **Lock out 8:** Time to have a conversation with your Residence Life Area Coordinator.
- **Lock out 9+:** \$10 per lockout.

## Late Lock Out Key Return

You must return the borrowed lock out key within the 20 minute time frame! Late returns for borrowed lock out keys are subject to additional charges, (minimum of \$25) and if the key(s) is not returned within 24 hours from which it was borrowed, a lock change will occur and all associated costs placed on your student account.

### Charge apply as follows:

- Replace room or apartment / suite key - \$25
- Replace lost room or apartment / suite key (*lock change required*) - \$160
- Replace lost or damaged access card - \$25
- Replace lost or damaged laundry card - \$5
- Replace lost or damaged mailbox key - \$25
- Replace lost or damaged bike room key - \$25
- Replace lost or damaged student staff key - \$25
- Administrative fees (*where applicable*) - \$25



## Damaged Keys/Access Cards

- Bent or broken keys are to be reported to the Service Centre, and a temporary replacement key will be provided. Once your new key has been cut, you will be required to return the temporary key to the Service Centre and pick up the new key.
- If you damage your building access card, the Service Centre can provide you with a replacement card. \*Charges apply as noted.

## Temporary Borrowing of Keys

If you leave your keys out of the area (i.e. forget them at home in Ottawa, Peterborough...) please visit your Service Centre to temporarily sign out a set of keys while your keys are in transit. The minimum cost for this service is a \$25 administrative fee and if the temporary set is not returned within the specified timeframe, a lock change will occur and all associated costs placed on your student account (see charges).

## Keys at Move-in/Move-out

At move-in you are issued a bedroom key (plus an apartment/suite key for Bates and Mary E. Keyes residents) and an access card. These keys are coded as a security measure to allow us to identify them in case of loss.

When moving out of residence, you are responsible for returning all the issued keys and access card to your Service Centre. Failure to return your key/access card will result in a lock change and all associated costs being placed on your student account ([see charges](#)).





## **McMASTER SAFETYAPP**

Download the McMaster SafetyApp – call for help, find a bus, and keep safety information and emergency resources in the palm of your hand. McMaster’s mobile safety app is available on iTunes or Google Play.

## **McMaster Security Services Emergency**

In case of an emergency: (905) 522-4135

(905) 525-9140 Ext 24281 Ext 88 on internal phones only

<http://security.mcmaster.ca/>

## **Student Walk Home Attendant Team (SWHAT) x 27500**

SWHAT is a student-run volunteer organization dedicated to improving personal safety on campus. Volunteer teams (one male and one female) will walk anywhere within a 30-minute radius from campus or take the bus with students travelling to downtown Hamilton.

# Emergency First Response Team (EFRT)

**(905) 525-9140 Ext 24117**

**Extension 88 (on internal phones)**

EFRT is a volunteer organization, on call 24 hours a day, 7 days a week during the academic year. They respond to any medical emergency on campus in a team of 3 responders, with an impressive time of 2-3 minutes. Volunteers are trained in both the Red Cross Emergency First Responder and Toronto Ambulance's International Trauma Life Support courses.

## Fire Safety

Fire alarm systems are tested every month – ring – stop – ring again; you are not required to leave the building. If ringing persists, it is a REAL alarm and you MUST leave the building. Failure to do so is a finable violation of the Code of Student Rights and Responsibilities (CSRR). Housing & Conference Services conducts full building evacuation drills once during the academic year.

## Fire Safety Tips

- McMaster is a smoke free campus, vaping and/or smoking in residence may cause the fire alarm to be set off
- Ensure all cooking is attended to, if you need to leave your kitchen for any reason please turn off the appliance you are using.
- Candles are not permitted in residence.

### Fire Alarm Test

### Times

- McKay
- Whidden
- Woodstock
- Les Prince

- Brandon
- Edwards
- Hedden
- Peter George

Fire alarm testing occurs on the first Tuesday of every month around 12 p.m.

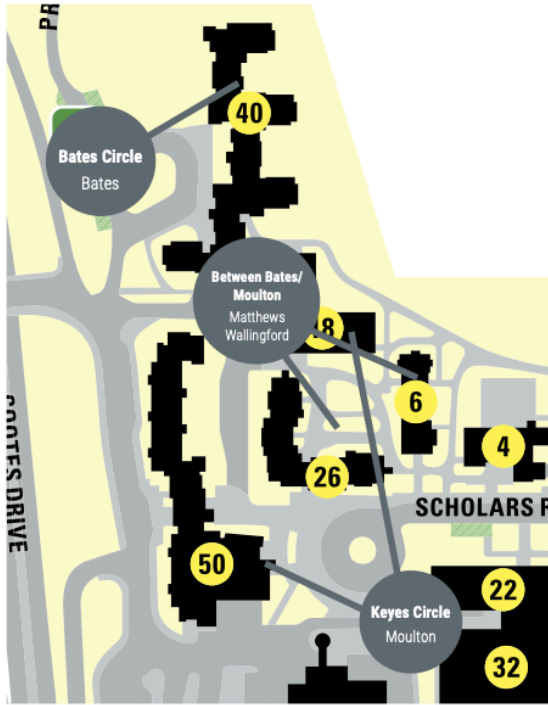
- Bates
- Mary E. Keyes

- Matthews
- Moulton
- Wallingford

Fire alarm testing occurs on the first Tuesday of every month around 12 p.m.

# Fire Evacuation Sites

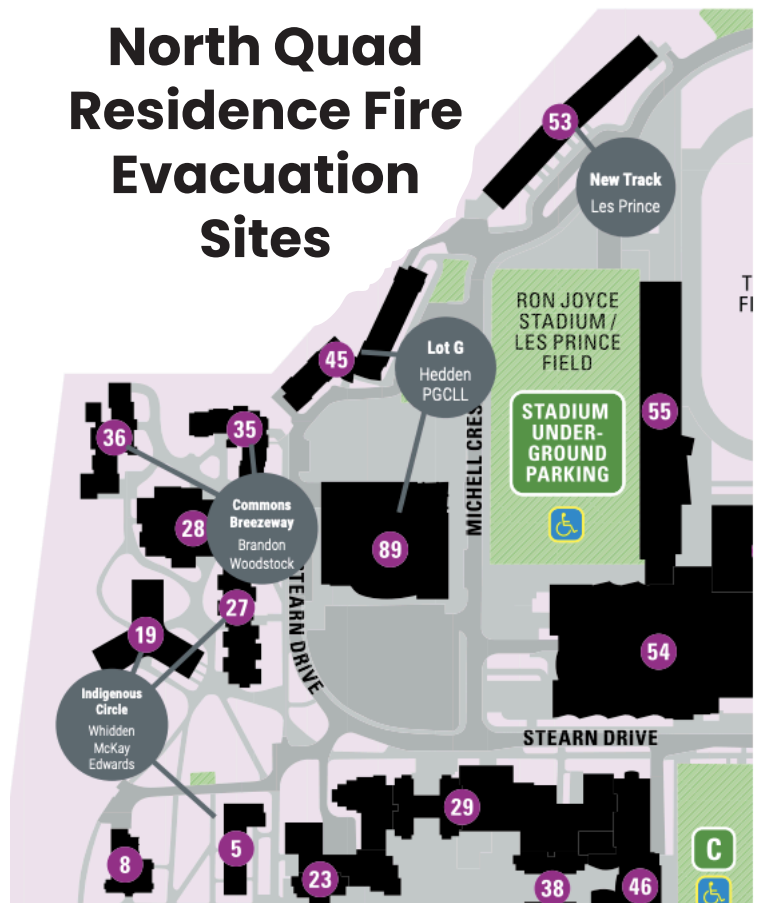
## West Quad Residence Fire Evacuation Sites



- Matthews:** Between Bates/Moulton/Keyes
- Wallingford:** Between Bates/Moulton/Keyes
- Moulton:** Keyes Circle
- Bates:** Bates Circle inside lot Q
- Mary Keyes:** Keyes Circle

- Les Prince:** Near Track
- Hedden:** Lot G towards Stadium, beyond light post
- PGCLL:** Lot G towards Stadium, beyond light post
- Woodstock:** Front of Whidden Hall
- Brandon:** Front of Whidden Hall
- McKay:** Indigenous Circle beside Whidden
- Whidden:** Indigenous Circle beside Whidden
- Edwards:** Indigenous Circle beside Whidden

## North Quad Residence Fire Evacuation Sites



## Emergency Procedures

Check for Emergency Information and Procedures on the back of your door. Make sure you know what to do in an emergency and what your exit routes are in case of fire or smoke.

Your residence is equipped with heat and smoke detectors, fire extinguishers, hoses and alarms that are all checked regularly. Tampering with the fire pull station (e.g., lifting the cover over a fire pull station) for any reason other than to activate the building fire system for an actual fire is a violation of the Code of Student Rights and Responsibilities.

## Building Entrance Doors – Accessing your Building

All entrance doors are equipped with card access readers. Lost cards can immediately be suspended from use at either of the Service Centres (Commons & Mary E. Keyes).

Entry to residence buildings is limited to residents. To gain entry, place your building access card against the red light found beside the door of your residence. The light will turn green and the magnetic locks on the entrance door will release. The doors re-lock when they close behind you.

All residence main entrance doors and secondary entrance doors are equipped with CCTV cameras and the images are digitally recorded.

Each main entrance has an intercom for students to call any extension on campus including Security at '88', and to make local calls (dial 9 first).

Each night all secondary entrance/exit doors are locked down from 9 pm to 7 am. The main entrance is the only door that can be entered or exited through (except in the case of a fire alarm – all exits will be open).

## Bedroom, Suite, and Apartement Door Locks

All interior residence doors are equipped with Medeco high security lock cylinders. McMaster keys cannot be duplicated at any hardware store. When a key has been lost, the lock will be changed. Do not loan your keys or building access card.



# Security Tips

Tailgating is strictly prohibited in residence. Tailgating occurs when someone holds the door open for others to enter the residence hall, posing a safety risk because nonresidents can enter the building. Do not allow people to follow you through the door. Help keep your community safe!

**You can help to maximize the safety of your residence community by remembering to do the following:**

- Lock your door whenever you are not in your room, even if you are going down the hall for a minute. Don't forget to take your keys with you!
- Escort your guest throughout your residence building rather than allowing them to wander freely.
- If you see a person that looks out of place and is acting suspicious in your building contact Security immediately.
- Do not prop open any building entrance door. If you see an entrance door propped open, please close it immediately.





# Residence Life at MAC

## The Residence Life Office

The Residence Life Office provides opportunities that support student success and personal growth through community engagement, leadership development, and cocurricular experiences. We promote an inclusive, healthy, and enjoyable environment that inspires innovation and life-long learning.

Knowing that learning extends beyond the classroom, we believe that each student's residence experience can play a hugely important role in helping them develop life skills that will ensure their continued success in the future. We want to support students to be as happy, healthy, and successful as possible as they start this new and exciting journey.

In Residence Life, we are committed to providing the best experience to all of our students. We do this through focusing on three Education Priorities. The Educational Priorities help guide Residence Life Staff, from Coordinators to CAs, in developing meaningful programming opportunities for students. Each Educational Priority includes measurable learning outcomes.

# Residence Life Educational Priorities

## Student Success

Each student will gain the knowledge and skills that are important to their individual success as a student. Student success engages students in knowledge-sharing and skill-building opportunities at key points during the year to support their academic needs. Student success also encourages the exploration of experiential and career-building opportunities. Finally, student success includes preparing students with important life skills to help them flourish in their academic and personal lives.

## Community Impact

Community impact includes a culture of mutual respect and inclusion that prioritizes community engagement and nurtures a sense of belonging. Community impact centers the student experience while encouraging the exploration of new environments and relationships.

## Personal Well-Being

Personal well-being honours the concept that well-being is made up of multiple intersecting domains, including physical, mental, emotional, and spiritual. Agency is key in supporting students' day-to-day well-being, as well as their long-term journey to well-being. We believe that students should be empowered with the skills, knowledge, and resources they need to navigate their changing well-being-related needs. We recognize the connection between individual well-being and creating thriving, resilient communities.



# A Community where Students Realize their Potential

## Who are the Community Advisors (CAs)?

Community Advisors (CAs) are an incredibly important part of each and every student's residence experience. CAs work on the frontlines – support fun and inclusive communities, planning dynamic events and initiatives, and ensuring their students through the ups and downs of university life. They are also responsible for ensure that the community upholds the standards established in the Code of Student Rights and Responsibilities.

# Code of Student Rights and Responsibilities (CSRR)

The goal of living in residence is to ensure that you have a fun, safe and successful experience. The next 8 months will allow you to meet great people and enjoy an opportunity to live in a diverse community.

A Code of Student Rights and Responsibilities (CSRR) has been established to ensure that the following five principles form the basis of a successful year:

**Respect | Accountability | Safety  
Community-Living | Legal Responsibility**

## Highlights from the Code of Student Rights and Responsibilities (CSRR)

McMaster University is a student-centered community committed to excellence, integrity, inclusiveness, and teamwork. Membership in this community implies acceptance of the principle of mutual respect for these rights and responsibilities, which include, but are not limited to:

All students at McMaster, have the right to:

- Protection under the laws of the land and this code
- Fair procedures and processes under this code
- Achieve your academic goals without obstacles and participate in conversations that examine diverse views and ideas that are respectful
- Live and work in an environment free from harassment, intimidation, discrimination, or assault
- Have your personal privacy respected by other students

All students at McMaster are responsible for:

- Following the law and being familiar with McMaster's policies, procedures and rules.
- Doing no harm (i.e. physical, emotional, and/or mental) to others
- Respecting others and the diversity of the McMaster community
- Responsibly consuming legal substances
- Completing assigned sanctions and respecting University Officials

# The Expectations of Residence Students

Residence is a unique and inter-connected community on the McMaster campus. As a residence student, there are additional responsibilities you agreed to uphold by signing the Residence Agreement Contract.

To read the full Code of Student Rights and Responsibilities, please visit <https://secretariat.mcmaster.ca/app/uploads/Code-of-Student-Rights-and-Responsibilities.pdf>

## ***By living in residence you agree to:***

### **Community Standards**

- Avoid creating significant nuisances for, or infringe on, a resident's peaceful use of their room/space (e.g. excessive noise, indoor sporting activity, pranks, etc.).
- Take reasonable steps to prevent a problem situation from occurring or, if it occurs, to prevent it from escalating to a more serious level.
- Refrain from possessing prohibited items as defined by Housing and Conference Services in the Residence Agreement Contract Appendix A: Prohibited Items and Alcohol Regulations.

### **Policy**

- Abide by University policies, procedures, or protocols (e.g. Residence Agreement/Contract, Guest/Escort protocol, Decorating protocol, etc.).

### **Personal and Community Safety**

- Refrain from actions that compromise fire safety standards (e.g. propping doors, lighting candles, smoking inside, failing to evacuate, tampering with fire safety equipment, causing a false alarm, etc.).
- Refrain from actions that compromise the safety of an individual(s) (e.g. tampering with building systems, fabricating or building structures, accessing restricted areas, etc.) or are considered unsafe practices by Housing and Conference Services.
- Refrain from actions that compromise the safety of the Residence community (e.g. loaning keys, fraudulently gaining entry to a building, misusing identification, etc.).

## **Substance Use Standards**

- Abide by Residence Agreement Contract Appendix A: Prohibited Items and Alcohol Regulations and the Liquor License Act, including refraining from underage consumption/ service, excessive consumption/ public intoxication, open alcohol in a public space, drinking games, or alcohol practices considered unsafe by Housing and Conference Services.
- Refrain from the possession, use, sale or being under the influence of illegal drugs (including drug traces, paraphernalia, and smell) and/or use of medication for purposes other than for those that they were prescribed.

## **Cannabis**

- You must be at least 19 years of age to possess and consume cannabis
- You may possess a limit of 30 grams (about one ounce) of dried cannabis, or its equivalent in other forms
- Home cultivation and growing of cannabis is not permitted in residence
- It is permitted to consume pre-made edible cannabis products, but it is not permitted to cook, bake or otherwise create cannabis products for consumption in residence.
- No resident or their guests are allowed to congregate in the halls with cannabis
- Excessive consumption of cannabis at any age is prohibited.
- Any activity (e.g. games) that requires cannabis consumption in order to participate or has impairment as its main goal or its inevitable end is not allowed.

# Residence Alcohol Policy Information

As long as you are of age and drink responsibly, you may consume alcohol in the privacy of your own room. One of the most important things to remember is to watch out for the safety of yourself and others. Large-volume containers (e.g. kegs) and beer bottles are not allowed in private residence rooms or on residence property. Any unsafe practices related to alcohol such as drinking games and funnels are not allowed in residence. The [McMaster Alcohol Policy](#) outlines the procedures and rules that must be followed with regard to alcohol and to which all students must comply.

The specific regulations relating to the consumption of alcohol in residence include, but are not limited to:

- Any activity (e.g. drinking games) that requires alcohol consumption in order to participate or has intoxication as its main goal or its inevitable end is not allowed.
- Beer is allowed in cans only
- Possession of large amounts of alcohol (e.g. one 26oz bottle or 24 cans of beer per resident, or kegs) is prohibited.

When carrying or transporting any container of alcohol outside of a residence room/floor common lounge, the:

- Container must be closed/capped.
- Consumption of alcohol by individuals under 19 years of age is prohibited.
- Sale and/or service of alcohol to individuals under 19 years of age is prohibited.
- Excessive consumption of alcohol at any age is prohibited.

Students living in traditional residences and their guests who are 19 years of age and older are permitted to have and to consume alcoholic beverages in common rooms under the following conditions:

- Only one drink/container per person is permitted.
- A container must be made of plastic or other non-breakable material.
- Containers must not hold more than sixteen (16) ounces of liquid.



Students living in traditional residences and their guests who are 19 years of age and older are permitted to have and to consume alcoholic beverages in common rooms under the following conditions:

- Only one drink/container per person is permitted.
- A container must be made of plastic or other non-breakable material.
- Containers must not hold more than sixteen (16) ounces of liquid.

Residents in Bates and Mary E. Keyes and their guests who are 19 years of age and older are only permitted to possess and to consume alcoholic beverages in apartments or suite units.

- They may not consume alcoholic beverages in the floor common rooms, lounges, study rooms and/or games rooms as these are deemed to be public spaces in Bates and Mary E. Keyes residences.

No resident or their guests are allowed to consume or have open alcohol in hallways, stairwells, elevators, bathrooms study rooms, games rooms, laundry rooms and/or building common rooms (e.g., EMR, Ravine Room etc.).

- No resident or their guests are allowed to congregate in the halls with open and/or closed alcohol
- \*Unsafe practices related to alcohol whereby problems of misuse and overconsumption occur are not allowed.

\*Housing and Conference services reserves the right to define unsafe practices.

# Procedures for Handling Misconduct

The existence of these procedures does not preclude any individual from proceeding under the laws of the land against another individual, nor does it preclude the Office of Security Services from carrying out its responsibilities. Proceedings under the [Code of Student Rights and Responsibilities](#) may be carried out prior to, simultaneously with, or following other off-campus proceedings, including civil or criminal proceedings, at the discretion of Housing and Conference Services.

Any person who believes that a Student (or their Guest) has committed an offence, as defined by this Code, may submit a signed statement or report to Residence Life Staff (as identified by Housing and Conference Services). When Residence Life Staff responds to an incident, a report shall be completed as soon as possible and submitted to the Student's Residence Life Area Coordinator within 24 hours.

## Other Residence Policies, Procedures & Guidelines

### Guest/Escort Policy

One of the benefits of living in residence is meeting new people and socializing in your new home with friends. Please remember hosting individuals is a privilege and there are expectations that both hosts and visitors/overnight guests must follow. This is to ensure the safety and security of all within the building. You will have the opportunity to discuss your guest expectations with your roommate/suitemates during your roommate agreement.

### Visitor Definitions and Responsibilities:

- **Internal Visitor:** defined as any student currently living in the same building as the host, whom the host invites to visit their room/apartment/suite.
- **External Visitor:** defined as any person not currently living in the same building as the host, whom the host invites to visit their building/room/apartment/suite. This includes students living in other McMaster residence buildings.

### Host

A host is a current resident of a McMaster residence building. A host must have the permission of all roommates before hosting any visitor or overnight guest. Hosts are responsible for the conduct of their visitor or overnight guest. Hosts must escort their external visitor or overnight guest at all times. All McMaster students who are hosted as a visitor or overnight guest will be held accountable for their own behaviour under the Code of Student Rights and Responsibilities. Any visitor or overnight guest in a resident's room/apartment/suite is considered to be the responsibility of the resident(s) of that space. If a host chooses not to accept responsibility for a visitor or overnight guest they must take reasonable steps (i.e. contact a CA) to ensure the person leaves the building/room/apartment/suite immediately.

**Required:** Government ID and/or McMaster Student card of both host and guest

## Overnight Guest

Anyone that does not live in your residence building or your assigned residence room/suite Guest Registration runs Thursday, Friday and Saturday at main entrance points of the building. Any external visitors (anyone that does not live in your residence building) must be signed in at Guest Registration. Only 50% of the occupants are permitted to have overnight guests.

## External and Overnight Guests

Residents may host a maximum of 1 external visitor at any time. At the start of Quiet Hours external visitors automatically become overnight guests. The guest registration desk runs on weekends (Thursday, Friday, and Saturday) and special campus days (i.e. Homecoming). Whenever guest registration is running, residents are required to sign in external visitors or overnight guests. Both the host and the guest must show either their McMaster student card or government-issued identification at this time. Residents hosting an overnight guest must register these individuals. Community Advisors will review the specific registration steps with all residents in your September Community Meeting.

## Number of Frequency OF Overnight Guests

One resident may host a maximum of 1 overnight guest per night for no more than 3 consecutive nights with a minimum of 6 days between stays. A resident may not exceed 12 nights of hosting an overnight guest per academic term (with a maximum of 3 nights in September). Reminder: A host must have the permission of all roommates before hosting any visitor or overnight guest. Maximum and minimum overnight guest privileges will be discussed in roommate agreements.

## Maximum Overnight Guests by Room Type

ROOM TYPE	MAX. # OF EXTERNAL VISITORS/OVERNIGHT GUESTS	EXAMPLE
Single	1	A single may have a maximum of 1 overnight guest.
Double	2	A double room may have a maximum of 1 overnight guests.
Suite/Apartment	2-3	A 6 person Bates apartment may have a maximum of 3 overnight guests.  A Keyes suite (4) or Bates apartment (4) may have 2 overnight guests.

## Period of Guest Restrictions

There are critical times during the year when external visitors or overnight guests will not be permitted in residence.

These include:

- Welcome Week
- Homecoming
- December Exam Period
- April Exam Period

Visitor and overnight guest privileges may be changed at any time at the discretion of Housing and Conference Services in response to safety and security needs of the residence community. Individual residents may also be denied visitor and/or overnight guest privileges as a result of Residence Code of Conduct violations.

## Study Visitors

To support the academic success of students no visitors are permitted to enter a resident's room/apartment/suite during December and April exam periods. Each residence building has designated academic study space. Residents are permitted to host 1 external visitor in this space during select hours for the purpose of studying.

## Community Standard Highlights

### Noise

Because you live in such close quarters in residence, it is important to remember to think about how the noise you make might affect the students living next door, above or below you. Please have consideration for your hall mates so that everyone can sleep, study and relax when they need to. If you have a problem with noise, talk to the people who are making it. Your CA is there to help if the problem continues.

Quiet Hours are:

- Sunday–Thursday, 11 p.m. – 8 a.m.
- Friday and Saturday, 1 a.m. – 8 a.m.\*

These are times when noise levels are kept to an absolute minimum. All other times are considered courtesy hours and students are expected to respect those around them and maintain a peaceful living and learning environment. During exams and other specified periods, these standard times will change.

\* Quiet Community – All residence communities have established quiet hours when noise must be kept to an absolute minimum. Students living in Quiet Communities agree to extended quiet hours and to keeping noise to an absolute minimum at all times. Quiet hours for this community are Sunday–Thursday, 10 pm – 8am, and Friday–Saturday, 1 am – 8am. During quiet hours there should be absolute quiet. This means that students should not be able to hear their neighbors in the community or students in the hall.

# Room Decorating

Decorating is important in making your room feel like home. Please do not damage or alter any part of your room by drilling holes, nailing, painting, etc. The displaying of any offensive images such as pornography or making it available for viewing in public spaces in residence and on campus is not permitted. Even in your own room you should make sure your decorations are not unpleasant to others.

TIP: Sticky tabs work well for hanging posters and pictures. Do not use Scotch tape, duct tape, masking tape or thumb tacks as they damage the paint on the walls and you are responsible for all damages. Use the sticky tabs provided at move-in!

Heavier items can be mounted on walls using 3M Command products which provide mounting solutions that hold firmly and remove cleanly. They leave no surface damage and are reusable, creating a very easy and affordable way to organize and decorate!

- Only stickies can be used to hang decorations/posters.
- Material will not be posted on exterior doors, fire doors, windows (including in doors), smoking/fire equipment, ceilings, air vents, or anywhere they might be a fire hazard
- Do not write on surfaces other than dry-erase boards. This is considered damage and responsible parties will be charged for damage/clean up. (or the hall if those responsible are not found)
- Size of decorations on doors should be no larger than a door's white board, should not block the peephole, door handle, or room number, and should not wrap around the door.

# Smoking, Vaping & Candles

We are a smoke-free campus, therefore smoking and/or vaping is not permitted. In any University owned or leased buildings. On University property both indoors and outdoors. Candles are prohibited in residence rooms due to fire safety.

# Harassment

McMaster University is committed to fostering a respectful and inclusive organizational culture in which all members of the University community work, study and live free of discrimination and harassment.

McMaster defines harassment as an unjust or prejudicial form of unequal treatment, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory, or it may involve rules, practices or procedures that appear neutral, but disadvantage certain groups of people. Discrimination may take obvious forms, or it may happen in very subtle ways.

If you have any concerns regarding any issue where you feel you have been harassed or discriminated against please contact your Residence Life Area Coordinator, the Residence Life Office or the Equity and Inclusion Office.

# Bullying

Bullying is a form of aggression where there is a power imbalance; the person doing the bullying has power over the person being victimized. The different types of bullying are:

- Physical Bullying – Using physical force or aggression against another person (i.e. hitting).
- Social/Relational Bullying – Excluding, spreading rumours or ignoring an individual.
- Verbal Bullying – Using words to verbally attack someone (i.e. name-calling).
- Cyberbullying – Using electronic media (i.e. Facebook, Twitter etc.) to threaten, embarrass someone or to damage their reputation.

Bullying is not tolerated in residence and is addressed through the [Code of Student Rights and Responsibilities](#). Every student living in residence has the right to a safe, secure and peaceful living environment.

# Sexual Activity & Consent

University is often a period during which students will explore their sexuality. Consensual sexual expression is both healthy and important in contributing to a safe and inclusive campus community.

## What is Consent?

Approval, given freely, willingly, and knowingly by each participant to desired sexual involvement. It must be given through ongoing communication by words and actions. It occurs continuously and moment to moment. Consent cannot be assumed or implied. Consent cannot be given if a person's ability to resist or consent is substantially impaired. Examples where consent cannot be given include, but are not limited to being: unconscious, frightened, physically or psychologically coerced, intimidated, substantially impaired because of voluntary intoxication, and substantially impaired because of the deceptive administering of any drug, intoxicant or substance.

## Consent is not:

- Silence, hesitation or uncertainty.
- Obtained through manipulation, intimidation or threatening behaviour.
- Obtained when an individual is intoxicated, with alcohol or drugs, or when they are asleep.
- Assumed or implied. Consent is not continuous and can be withdrawn at any time during sexual activity. Respect the decision and the response that is made by the individual.

## What is Sexual Violence?

Sexual violence is any sexual act or attempt to obtain a sexual act by violence or coercion, acts to traffic a person or acts directed against a person's sexuality, regardless of the relationship to the victim.

## Get Support

If you are a survivor of sexual violence or have questions about consent or sexual violence, a good starting point is talking with the Sexual Violence and Prevention Response Office. You can talk about what happened to you. They will listen and, when you're ready, also give you information about what your options are, how you can find more support and what next steps you might consider taking.

**Email:** [svpro@mcmaster.ca](mailto:svpro@mcmaster.ca)

**Phone:** (905) 525-9140 Ext. 27581

**Reception** - Room 104, University Hall

## Others On-Campus Support

- Residence Life Staff Member (i.e. Community Advisor, Residence Life Area Coordinator)
- Campus Security Services at 905-522-4135, 24 hours a day 7 days a week
- Student Wellness Centre at 905-525-9140 ext. 27700 or in PGCLL 210/201, Monday to Thursday 9am – 8pm, Friday 9am – 5pm (Closed for lunch 12:30 – 1:30pm)
- Sexual Assault Centre of Hamilton and Area (SACHA) 24 hour Support Line at 905-525-4162
  - Survivors and individuals supporting survivors of sexual violence of any gender are welcome to contact the support line.



# Residence Agreement/ Contract

## Preamble

Life in residence is governed by three key documents. The [Residence Agreement/Contract](#) outlines fundamental contractual obligations between the student and Housing and Conference Services. The online Residence Handbook further describes policies, procedures and community standards, including the [Code of Student Rights and Responsibilities](#) (CSRR), which clearly outlines the behavioural expectations of all residence students and possible outcomes.

It is assumed that the primary objective of all residents is the successful pursuit of academic studies. Residence life also creates the potential for many social and cultural benefits. Residents are jointly responsible for helping to make the residence community a comfortable, safe, and secure living environment conducive to achieving the key McMaster University objective: excellence in learning and discovery.

Students need to understand and appreciate that certain fundamental expectations and regulations are necessary in any community and that ultimately discipline should come from within each person. The McMaster residence system believes and is founded on the principle that integral to the code of behaviour is an appreciation of the effect of one's personal behaviour on others and respect for their personal and property rights. McMaster appeals to each student's sense of reason and responsibility and promotes the ideal that responsibilities are to be shared by all residents in order to maintain a high standard of cooperative living, tolerance, mutual respect and compromise.

By choosing to join the McMaster residence community, each member accepts and agrees to live by a code of behaviour, which values and promotes civility, inclusivity, good citizenship and productive behaviour.



# Moving On Out

## What you Need to Know for December Break and April

### December Break

- You are required to move-out of your room by 12 noon on the day after your last scheduled exam in December or by 12 noon on Friday December 23rd, 2022, whichever is earlier.
- Failure to move-out on your specific date/time is a violation of the Code of Student Rights and Responsibilities and is accompanied by a mandatory \$50 fine/night. Security Services may be accessed to enforce the Trespass to Property Act if necessary.
- Most residences will be closed for the December Break at 12 noon on December 23, 2022, with the exception of a group of students approved to remain in residence over the December Break.
- You may leave things in your room over the break but you will not be able to get into the building until the residences re-open at 7 am on Saturday, January 7, 2023.
- Students approved to stay in residence over the December Break by Housing & Conference Services will remain in their room assignment and have access to their residence building and room. For those students approved to remain in residence:
  - All Food, Service Desk, Residence Life, Custodial and Maintenance services are suspended.
  - A No Guest/Visitor Policy applies during this time.
  - All policies, including, but not limited to: the Residence Agreement/Contract, The Code of Student Rights and Responsibilities, and the Residence Handbook are in affect.
  - You are responsible for cleaning and maintaining your assigned space.

### Inspections

Building and room inspections are conducted during the Fall, December and Spring Breaks. Charges may be placed on a student's account for Code of Student Rights and Responsibilities violations and or damages, garbage left in the room, or excessively dirty rooms.

## Do I Have to Move-Out for Fall Break or Reading Week?

- No. Although there are no classes during the breaks, you may stay in residence.
- Hospitality Services is open during the breaks; hours of operation are online.

## Moving Out in April

- You must leave residence for the summer by the day after your last scheduled exam in April or by Sunday, April 30, 2023, whichever is earlier. This is done in consideration of the students who are still studying for exams and to assist with building security.
- Failure to move-out on your specific date/time is a violation of the Code of Student Rights and Responsibilities and is accompanied by a mandatory \$50 fine/night. Security Services may be accessed to enforce the Trespass to Property Act if necessary.
- All residences will be closed for the summer by Sunday, April 30, 2023.
- Please remember to make the appropriate arrangements for move-out.
- You will receive more information about move-out in mid-March. Remember there is no summer storage space available and all your possessions must be removed from your room.
- At move-out (or if withdrawing from residence during the academic year), you are responsible for returning all keys and the access card issued to you. These items must be returned to your Service Centre where you will complete your moveout/withdrawal using the electronic sign out system.
- Lost/missing keys will result in charges to your student account.

## What If I need to Withdraw?

- The first step is to speak to your Residence Life Area Coordinator.
- You will be required to fill out a Residence Withdrawal form from the Residence Admissions office. Your name will be placed on a refund waiting list in order of date of withdrawal.
- When a new student is admitted into residence, a refund is processed for the first student on the waiting list. Eligible refunds are calculated on a pro-rated daily basis, less a \$300 administration fee.
- If a replacement is not found, you will be responsible for your residence fees until the end of the academic year. Please carefully review all withdrawal information in the Residence Agreement/Contract.



Access Cards (damaged and lost)	10, 12
Accessing your Building	21
Alcohol Policy	24, 25
Bedbugs	9
Building Entrance (access)	16
Bullying	30
Candles	4
Cannabis	23
Cleaning	6, 7
Code of Student Rights and Responsibilities (CSRR)	21
Community Advisors (CAs)	20
Community Advisors (CAs) on Coverage	12
Community Impact	19
Damage	7
December Break	7
Decorating	7
Door Locks	22, 23
Emergency First Response Team (EFRT)	14
Emergency Procedures	16
Expectations of Residence Students	22, 23
Fees	29, 30
Fire Evacuation Sites	15
Fire Safety Tips	14
Fridges	7
Garbage Disposal	7
Guest/Escort Policy	27, 28
Harassment	29
Inspections	33
Insurance	6
Lock Out Keys	11
Keys (lost, temporary and damaged)	12
Maintenance & Repairs	8
McMaster Safety App	13
McMaster Security Services Emergency	13
Move-Out	33, 34

Other Residence Policies, Procedures & Guidelines	26, 27
Personal Well-Being	19
Procedures for Handling Misconduct	26
Quiet Hours	7
Reading Week	14
Residence Agreement Contract	32
Residence Life Staff	32
Residence Life Area Coordinators (RLACs)	4
Residence Life Office	18
Recycling	29
Room Condition Information	6
Room Decorating	29
Safety & Security	29
Security Tips	17
Service Centres	10
Sexual Activity & Consent	30
Smoking, Alcohol and Drugs	29
Staff Breakdown	29
Student Success	19
Student Walk Home Attendant Team (SWHAT)	13
Support	31
Withdrawing from Residence	35