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You’re going to want to read this.

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Residence is more than just where you live while on campus: it’s your home away from home, your new community and big part of this exciting time in your life.

Living in residence provides a supportive environment and amazing opportunities to meet new people. You’ll experience independence and grow as an individual. We are excited to help you thrive 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 for today - and for the years to come.

We’re thrilled to welcome you to McMaster and your new residence home!

WHO YOU GONNA CALL? QUICK CONTACT INFO

**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 MUSC B101, M to F 8:30am – 4:30pm

**Commons Service Centre**, ext. 27222

**Mary E. Keyes Service Centre**, ext 24898

**Emergency First Responder Team (EFRT)** at (905) 525-9140 Ext 24117

**Sexual Violence Response Coordinator** at 905-525-9140 ext. 20909

**Student Walk Home Attendant (SWHAT)** x 27500
RESIDENCE LIFE
AT MAC

THE RESIDENCE LIFE OFFICE

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 they start this new and exciting journey.

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

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

INCLUSIVE COMMUNITIES
We support students in developing an understanding of social identities, values, beliefs, prejudice and discrimination. Students will consider how their actions impact others and be able to identify how they can be a leader in developing an inclusive and engaging community.

PERSONAL GROWTH
We cultivate student potential through the development of leadership, academic and career capabilities. Through increased capacity students will have the confidence to achieve their aspirations.

PROMOTING HEALTH AND WELL-BEING
We develop and create opportunities to build student resilience, competence, personal capacity and skills relating to their health and well-being.

COMMUNITY ENGAGEMENT
We offer meaningful opportunities for students to develop connections with on and off campus communities. Students will consider the issues identified as priorities by communities and perform service for the public good.
WHO ARE THE COMMUNITY ADVISORS (CAs)?

Community Advisors (CAs) are student staff that live in the residence and act as community leaders and mentors to students. CAs work with residents to create inclusive communities that enhance and support the student experience at McMaster. They plan activities, host community meetings, and work to create a sense of belonging amongst students. They support students in dealing with emotional, social and academic transitional needs. They actively engage with students to build positive living-learning communities in residence and act as a resource for their community. CAs are also responsible for ensuring that community members uphold the standards established in the Code of Student Rights and Responsibilities.
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 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 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 process 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.

Read the full Code of Student Rights and Responsibilities here.

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 under-age 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 those that they were prescribed.
• Smoking in residence will incur a fine of $200.
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 such as kegs and beer bottles are not allowed in private residence rooms or on residence property, and 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:

- No activities (e.g. drinking games) that requires alcohol consumption in order to participate, or has intoxication as its main goal or its inevitable end.
- No drinking if you're under 19 years of age.
- No sale and/or service of alcohol to individuals under 19 years of age.
- No possession or consumption of beer in glass bottles - beer is allowed in cans only.
- No kegs or possession of large amounts of alcohol.

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

- Container must be closed/capped.
- 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.

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 his/her 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 Manager 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 his/her 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 his/her 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.
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.

OVERNIGHT GUEST
An overnight guest is defined as any invited visitor (internal or external), who remains within the host’s building /room/apartment/suite after the start of Quiet Hours (Sunday to Thursday at 11 pm, Friday to Saturday at 2 am).

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

Residents 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 semester (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

<table>
<thead>
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<th>ROOM TYPE</th>
<th>MAX. # OF EXTERNAL VISITORS/ OVERNIGHT GUESTS</th>
<th>EXAMPLE</th>
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<tr>
<td>Single</td>
<td>1</td>
<td>A single may have a maximum of 1 external visitor/overnight guest.</td>
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<tr>
<td>Double/Triple/Bunk &amp; Loft</td>
<td>2</td>
<td>A triple room may have a maximum of 2 external visitors/overnight guests.</td>
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<tr>
<td>Quad/Suite/Apartment</td>
<td>2-3 (Max = 50% of residents in unit)</td>
<td>A 6-person apartment may have a maximum of 3 external visitors/overnight guests.</td>
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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 (August 26 - September 2)
• December Exam Period (December 8 - 21)
• April Exam Period (April 11 - 26)

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 pm – 8 am
• Friday and Saturday, 2 am – 8 am*

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 neighbours 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!

SMOKING & CANDLES

All residence buildings are smoke-free. You may smoke outdoors, at least 9 metres away from all building entrances. Smoking shelters are located outside of each residence. To protect everyone’s safety, no candles are allowed in residence and no open flames are allowed anywhere on campus.

HARASSMENT

McMaster University is committed to maintaining a community where we can work, study and live free of discrimination and harassment.

The University upholds a fundamental commitment to freedom of expression and association for all its members and to academic freedom for faculty. In exercising those freedoms, all its members are required to respect the rights and freedoms of others, including the right to freedom from discrimination and harassment.

The University has a legal and moral responsibility to deal with discrimination and/or harassment promptly and fairly, and in a way that is accessible to all members of the community. Prevention is a University commitment, and the Policy communicates the expectation of and support for a work/study space that is free from discrimination and harassment.

This Policy is guided by the Ontario Human Rights Code and the Occupational Health and Safety Act, as well as by other legislation, policies and collective agreements.

Read the full policy here.
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.
- Continuous. Consent 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?
A broad term that describes any violence carried out through sexual means or by targeting sexuality. This violence takes different forms including sexual abuse, sexual assault, rape, incest, childhood sexual abuse, and rape. It also includes sexual harassment, stalking, indecent or sexualized exposure, degrading sexual imagery, voyeurism, cyber harassment, trafficking and sexual exploitation.
GET SUPPORT

If you need support in Residence, contact your CA, the CA on coverage or the Service Desk can get you a Residence Manager to offer help and support. Another resource is Meaghan, the Sexual Violence Response Coordinator. She’ll listen and, when you’re ready, she’ll also give you information about what your options are, how you can find more support and what next steps you might consider taking.

Meaghan Ross, Sexual Violence Response Coordinator
EMAIL: rossm4@mcmaster.ca PHONE: (905) 525-9140 Ext. 20909
McMaster University Student Centre (MUSC) Room 212

COMMITMENT TO SURVIVORS

Sexual violence can have negative and different impacts on a survivor’s physical, mental, emotional, spiritual and social health and well-being. McMaster University recognizes the possible traumatic effects of violence and is committed to providing appropriate and respectful emotional support and information about options available to survivors. Survivors can expect to:

• Be treated with dignity and respect;
• Be provided with non-judgemental and empathic support;
• Be provided with timely safety planning assistance;
• Be informed about on and off-campus support services and resources available to them;
• Receive survivor-driven information, supports and services appropriate to their social identities including race, sexual orientation, gender identity/expression, faith, disability, Indigeneity;
• Be provided academic and work accommodations as appropriate;
• Determine whether and to whom they wish to report an incident of sexual violence;
• Determine whether to pursue criminal or non-criminal reporting options;
• Have reasonable and necessary actions taken to prevent further unwanted contact with the alleged offender(s).

OTHER ON-CAMPUS SUPPORTS

• 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 MUSC B101, Monday to Friday 8:30am – 4:30pm.
• 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.
McMaster is not responsible for the loss or damage of your belongings while living in residence. Please ensure a form of householder or tenant’s insurance covers you.

Before you arrive, your room or apartment/suite is inspected and a completed room inventory is taken - this information is available online in the Residence Portal (residence.mcmaster.ca). Should you be missing an item or something is in need of repair, please indicate this when completing your Room Condition report; this will be completed in early September with your CA.

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. For common repair and replacement costs, visit housing.mcmaster.ca/residence-facilities/room-and-building/damages-and-room-inventory/.

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. 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 that there can only be one fridge per room. For the complete Fridge Policy, visit housing.mcmaster.ca/residence-admissions/fridge-policy/

Please note:
• Bunk and Loft rooms are provided with a complimentary small fridge.
• 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.

COMMON AREA CLEANING

The custodial staff in the buildings from 7 am to 3:30 pm will take care of basic cleaning of washrooms and common areas. But please note - they will not wash your dishes, as It is everyone's responsibility to keep common areas and hallways clean and comfortable for others. Respect and take pride in your residence by keeping your community clean.

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 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.
**RECYCLING SCHEDULE**

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</tr>
<tr>
<td>THURSDAY</td>
<td>BATES&lt;br&gt; MARY E. KEYES&lt;br&gt; LES PRINCE</td>
</tr>
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</table>

**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 and are available as needs in the building dictate and for emergencies 24 hours a day. From time to time, we will also call upon outside contractors to assist.

To initiate a maintenance request, 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.
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 due 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’s what to do:
- Visit your service desk (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 desk. 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:
  - Remove and launder all bed linens and clothing. Bags for your laundry will be provided along with a courtesy laundry card.
  - Clean your room to eliminate clutter to facilitate and improve the effectiveness of the treatment.
  - 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.
Have a question? Need more info? Lock 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.

If you live in Brandon, Hedden, Edwards, Les Prince, McKay, Whidden, or Woodstock, 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 at right).

LOCK OUT FEES

All lock out fees will be charged to your student account.

• Your first lock out key is free of charge.
• Lock out 2 & 3 = $3
• Lock out 4 & 5 = $5
• Lock out 6 & 7 = $10
• Lock out 8 & 9 = $15
• Lock out 10 & following = $20

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 key for Bates and Mary E. Keyes residents), mailbox key 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 keys/access card will result in a lock change and all associated costs being placed on your student account (see charges).
SAFETY & SECURITY

MUSST - McMaster App
Download the McMaster Safety App (MUSST) – 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 traveling 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.

Upon hearing a fire alarm all occupants must, if safe to do so, immediately evacuate the building. Occupants must understand that failure to do so is a major offence under the CSRR.

<table>
<thead>
<tr>
<th>FIRE ALARM TEST</th>
<th>TIMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• McKay</td>
<td>The first full week of every month on Tuesday, between 1 and 2:30 pm</td>
</tr>
<tr>
<td>• Whidden</td>
<td></td>
</tr>
<tr>
<td>• Woodstock</td>
<td>The first full week of every month on Friday, between 1 and 2:30 pm</td>
</tr>
<tr>
<td>• Les Prince</td>
<td></td>
</tr>
</tbody>
</table>

|                 |       |
|                 | • Brandon |
|                 | • Edwards |
|                 | • Hedden |

|                 |       |
|                 | • Bates |
|                 | • Mary E. Keyes |

|                 |       |
|                 | • Matthews |
|                 | • Moulton |
|                 | • Wallingford |
## FIRE SAFETY (CONTINUED)

<table>
<thead>
<tr>
<th>REAL FIRE ALARM</th>
<th>EVACUATION SITES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• BRANDON</td>
<td>WHIDDEN HALL QUAD</td>
</tr>
<tr>
<td>• EDWARDS</td>
<td>PARKING LOT E</td>
</tr>
<tr>
<td>• MCKAY</td>
<td></td>
</tr>
<tr>
<td>• WHIDDEN</td>
<td></td>
</tr>
<tr>
<td>• LES PRINCE*</td>
<td>*NEAR TRACK</td>
</tr>
<tr>
<td>• HEDDEN</td>
<td>PARKING LOT G</td>
</tr>
<tr>
<td>• WOODSTOCK</td>
<td></td>
</tr>
<tr>
<td>• MATTHEWS</td>
<td>MARY E. KEYES CIRCLE</td>
</tr>
<tr>
<td>• MOULTON</td>
<td></td>
</tr>
<tr>
<td>• WALLINGFORD</td>
<td></td>
</tr>
<tr>
<td>• BATES*</td>
<td>*GRASS AREA</td>
</tr>
<tr>
<td>• MARY E. KEYES</td>
<td>PARKING LOT Q</td>
</tr>
</tbody>
</table>
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 CA will go over these procedures and routes during the first week of the academic year.

Your residence is equipped with heat and smoke detectors, fire extinguishers, hoses and alarms that are all checked regularly. Tampering 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 their 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 APARTMENT 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!

- You must 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.
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 22, 2017, 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 22, 2016, 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 3 pm on Tuesday, January 2, 2018.

- 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 effect.
  - You are responsible for cleaning and maintaining your assigned space.

INSPECTIONS

Building and room inspections are conducted during the December Break. 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 break, 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 3 pm the day after your last scheduled exam in April or by 3 pm on Friday, April 26, 2018, 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 3 pm on April 26, 2018.
- Please remember to make the appropriate arrangements for move-out EARLY.
- 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 FROM RESIDENCE AFTER I MOVE IN?

• The first step is to speak to your Residence Manager.

• You will be required to fill out a Residence Withdrawal form in Commons Building, Room 101. 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.
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. For the complete Residence Agreement/Contract, log-in to the Residence Portal or view it online.