

Introduction to Student Housing & Hospitality Services (SHHS)

August 9, 2021

New Residence Hall



McGill

Student Housing and
Hospitality Services

A member of Student Life and Learning

Introduction to SHHS

- About Us
 - Who We Are
 - Org Chart
 - Mission, values
 - Residence Communities
 - SHHS Facts
 - COVID
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- A yellow triangular graphic is located in the bottom right corner of the slide, pointing towards the top right.

Learning Outcomes

**After attending this sessions,
Floor Fellows will be able to:**

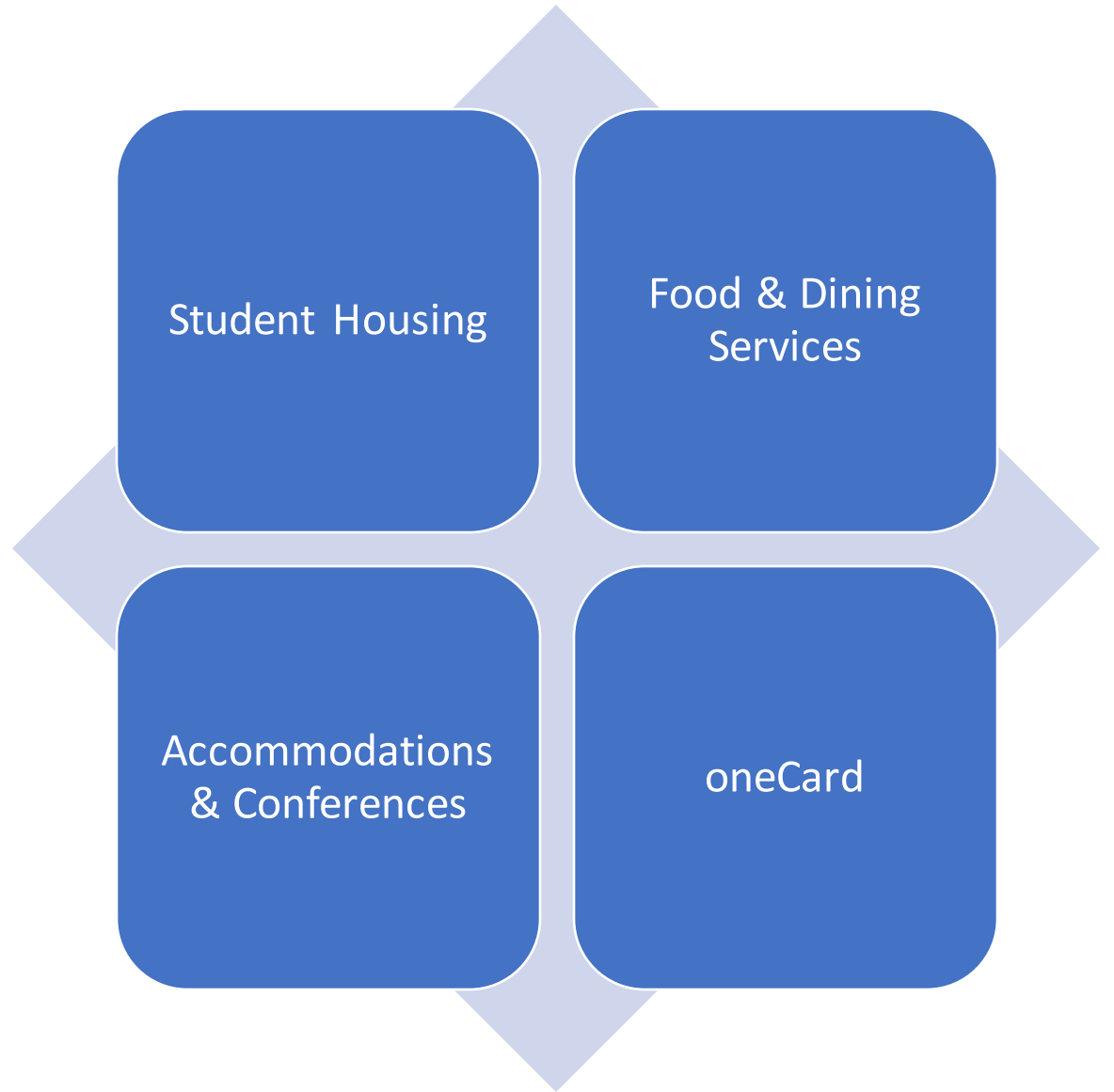
- Identify all units within SHHS
- Recognize all residence buildings/communities
- Articulate core values of SHHS, residence life
- Outline the COVID decision making processes, resources

About Us

Student Housing and Hospitality Services is a division of Student Life and Learning reporting to the Deputy Provost

- Student Life and Learning includes:
 - Athletics & Recreation
 - Enrolment Services
 - Office of the Dean of Students
 - Student Services
 - Teaching and Learning Services

Student Housing & Hospitality Services (SHHS) Portfolio



Organization Chart - SHHS

Susan Campbell
Interim Senior Director, SHHS

Margie Bell
Assistant to the Senior Director

TBD
Senior Advisor,
Housing &
Customer Service

Eva Koutoulas
Associate Director
Finance, IT & HR

Monique Lauzon
Manager
Marketing and
Communications

Katie Allan
Associate
Director
Residence Life

Rosetta Vannelli
Associate Director
Accommodations
and Conference
Services

Oliver De Volpi
Executive Chef
Sustainability &
Operations

**Alexandra
Gregorian**
Associate Director
Protection Services

Marc Bonnier
Associate Director
Facilities



McGill



Student Housing and
Hospitality Services

Service de logement
étudiant et d'hôtellerie



Student Housing

We offer **guaranteed housing** for all first-year, undergraduate students and each year, we welcome more than **3000 students** in our residences.

- › [Prospective Students](#)
- › [Residence Options](#)
- › [Residence Life](#)
- › [Off-Campus Housing](#)
- › [Macdonald Campus](#)



Food and Dining Services

Freshly-prepared, nutritious and local meals are served daily in our 5 residential dining halls and on campus.

- › [Where to Eat](#)
- › [Hours of Service](#)
- › [Meal Plans](#)
- › [Food Sustainability](#)
- › [Catering](#)



Accommodations and Conferences

Guests are welcome to stay at our hotel-style residences during the summer months. **Planning a conference?** We're here to assist you!

- › [Summer Accommodations](#)
- › [Events and Conferences](#)
- › [McGill Official Hotel Program](#)
- › [Alcohol Permits](#)
- › [Films on Campus](#)



oneCard

Use your oneCard account to buy food and beverages from multiple locations on campus. **It's so convenient!**

- › [Activate your oneCard](#)
- › [Where to use your oneCard](#)
- › [Managing your oneCard](#)
- › [Add Funds](#)



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Student Housing and
Hospitality Services
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Mission & Values

Mission

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

Our Core Values

Respect:

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

Integrity:

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

Sustainability

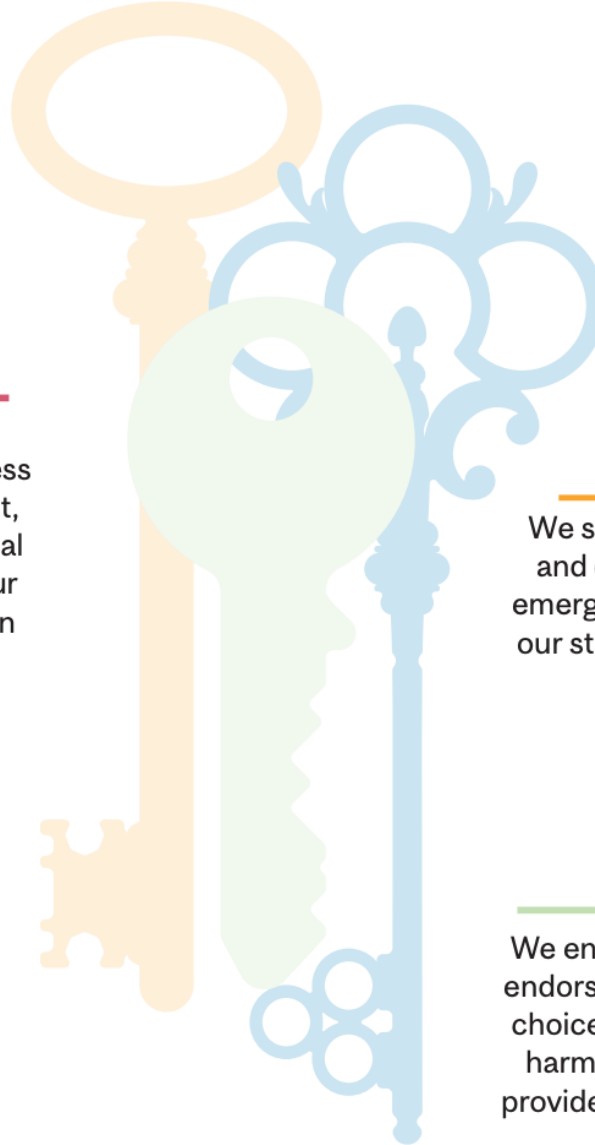
We support and maintain sustainable environmental, social, operational, and fiscal practices.

Leadership and Innovation:

We set high standards for ourselves and our operations. We encourage emerging leadership and innovation in our students, our staff, and the McGill community at large.

Education and Wellness:

We encourage healthy lifestyles, endorse and offer nutritional food choices, use a prevention-based harm reduction approach, and provide stimulating living-learning opportunities.



Our Philosophy

Foundation of Respect

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

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

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

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Dormitory style residences



Dormitory Style residences offer **single rooms** and **shared bathrooms** as well as a great sense of community that comes from living in a traditional residence.

- › [Royal Victoria College](#)
- › [Upper Residences: Molson, McConnell, and Gardner](#)
- › [Douglas Hall](#)
- › [University Hall](#)

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Modern dormitory style residences



Modern Dormitory Style residences feature newly-renovated accommodations, **double rooms** with **private bathrooms**, and **24/7 front desk security**.

- › [Carrefour Sherbrooke](#)
- › [New Residence Hall](#)
- › [La Citadelle](#)

1

Apartment style residence



Solin Hall offers **fully furnished apartments** with **private bedrooms** and **large common areas**.

- › [Solin Hall](#)

Dormitory Style

Douglas Hall



Upper Residences



Royal Victoria College



Modern Dormitory Style

Carrefour Sherbrooke



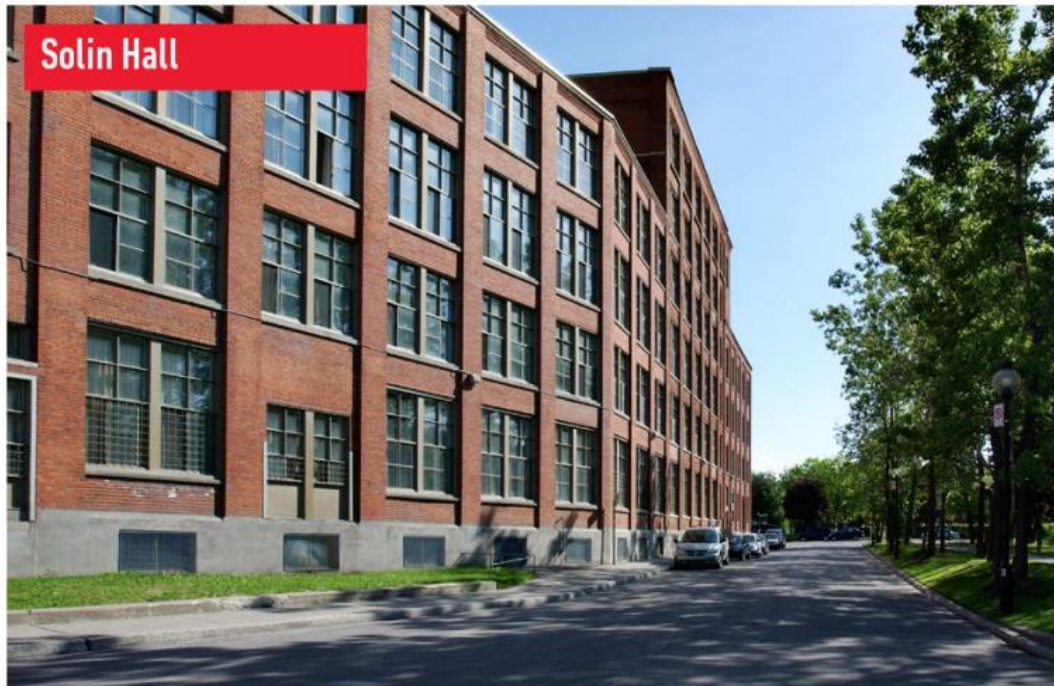
La Citadelle



New Residence Hall



Apartment Style



CAMPUS 1
STUDENT RESIDENCE



Urban Student Living

Across the street from McGill University



Macdonald Campus

Laird Hall



EcoResidence



Residence Life Team

The Residence Life team, reporting to the Associate Director, Residence Life, is comprised of live-in Residence Life Managers, live-in Floor Fellows, a Residence Life Advisor and a team of programming facilitators.

Residence Life Managers

Residence Life Managers (RLMs) are full-time live-in professionals who are responsible for the overall management of our residence communities. They are trained in crisis intervention and serve as a support and resource for resident students as they adjust to University life. They are also responsible for educational programming, training and supervising the Floor Fellows.

Floor Fellows

Floor Fellows are a diverse group of upper year student employees who live in the halls and help residents have the smoothest transition possible at McGill. They are role models, resource people, peer supports, community builders and leaders for the students on their floor. Under the direction of their Residence Life Manager (RLM), Floor Fellows have a commitment to creating a community that is conducive to learning, academic success, personal growth and development.

Residence Life Advisor and facilitators

The Residence Life Advisor is responsible campus-wide Residence programming aimed at enhancing resident students' experience at the University.

The Residence Advisor supervises live-out Residence Life Facilitators. The RLifers are returning McGill students that plan Residence Orientation, events throughout the year, and mentor our Hall Councils.

Local Wellness Advisors

Local Wellness Advisors (LWAs) are licensed mental health clinicians from McGill's Student Wellness Hub who collaborate closely with the Residence Life team, Floor Fellows, and students to coordinate programming that encourages a healthy, balanced, and sustainable approach to living on campus.

Your Support staff

Student Housing and Dining Service Centre

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

Dining Hall Staff

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

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

Front Desk Staff

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

Porters

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

Housekeeping Staff

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

Protection Services Team

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

Trades Staff

Trades staff include plumbers, trades people and electricians. Together they ensure that your maintenance/repair requests are addressed in a timely manner. To report repairs in a room or in Residence common rooms, please fill out the [Maintenance Request Form](#).

Quick Facts

- We offer **guaranteed housing** for all first-year, undergraduate students
- We welcome more than **3000 students** in our residences.
- 10 undergrad downtown residences
- 400 + employees
- Annual revenues ~ \$62M
- 38 buildings (Downtown and MacDonald Campus)
- 5 Dining Halls
- 16 retail dining locations (Downtown and MacDonald Campus)
- 95% of students living in Residence are 1st year students
- International students represent 60% of the Residence community

Students By Country

	Albania	*		China	412		Indonesia	*		New Caledonia	*		Spain	9
	Algeria	*		Colombia	*		Iran	6		New Zealand	*		Sri Lanka	*
	Antigua	*		Cook Island	*		Ireland	*		Nigeria	11		Sweden	*
	Argentina	*		Congo (D.R.)	*		Israel	7		Norway	*		Switzerland	30
	Armenia	*		Costa Rica	*		Italy	*		Oman	*		Taiwan	9
	Australia	27		Czech Republic	*		Ivory Coast	*		Pakistan	11		Tanzania	*
	Austria	*		Denmark	*		Jamaica	*		Panama	*		Thailand	*
	Azerbaijan	*		Dominican Rep	*		Japan	14		Philippines	*		Togo	*
	Bahamas	*		Ecuador	*		Jordan	11		Poland	*		Trinidad & Tobago	*
	Bahrain	*		Egypt	10		Kazakhstan	*		Portugal	*		Turkey	62
	Bangladesh	17		England, UK	77		Kenya	13		Qatar	*		Uganda	*
	Barbados	*		Ethiopia	*		Kuwait	*		Romania	*		Ukraine	*
	Belgium	18		France	194		Lebanon	27		Russia	*		UAE	45
	Bermuda	*		Gambia	*		Luxembourg	*		Rwanda	*		USA	695
	Botswana	*		Germany	13		Macao	*		Saint Lucia	*		Venezuela	*
	Brazil	10		Ghana	7		Madagascar	*		Saudi Arabia	14		Vietnam	11
	Brunei	*		Greece	11		Malaysia	10		Scotland	*		Wales	*
	Bulgaria	*		Guadeloupe	*		Martinique	*		Senegal	*		Zimbabwe	*
	Burundi	*		Guatemala	*		Mauritius	7		Serbia	*	Total Countries = 106		
	Cameroon	*		Hong Kong	33		Mexico	12		Singapore	23	Total Beds = 3538		
	Canada	1455		Hungary	*		Morocco	6		South Africa	*	* Denotes a student population of 5 or less		
	Chile	*		India	54		Netherlands	7		South Korea	17			

SHHS & COVID

- Decision making (EOC, province)
- Resident Handbook + COVID Regulations
- This year:
 - Max 50% occupancy in traditional buildings
 - PPE: procedural masks, hand sani, wipes. Additional PPE will be made available as needed
 - Roommates
 - COVID in residence action plans
 - COVID discipline – follow handbook and McGill Code
 - McGill not mandating proof of vaccination

Where to go for more info?

- SHHS Website
 - FAQs
 - Resident Handbook + COVID Regulations
 - Move in memos