



2026 EXPLORE English Immersion Program Handbook (16-17 Truro)

The following information pertains to all guests with the 2026 EXPLORE Truro program who are staying in **Fraser or Chapman House** residences. The purpose of this document is to communicate important policies and procedures at the Fraser House front desk. Should you have any questions or concerns regarding the following information, please contact the front desk of Fraser House or Event & Conference Services. Enjoy your stay at Dalhousie University, Truro campus.

Check In Procedures

Upon checking in directly at the Fraser House residence with the EXPLORE staff, you will receive the following from Dalhousie University:

- A pre-programmed conference swipe card, which is for your meals in Jenkins Hall and Front Door access to the building your assigned room is in and a key to your individual room. Please see the point regarding important information about your conference swipe card.

The following items and services are available directly at the Fraser House Front Desk:

- Extra pillows and blankets
- Towel exchange – please bring your soiled towels to the front desk of Fraser House and we will replenish them with fresh ones. Please do not remove the towels from the buildings for beach trips!
- Linen exchange – please bring your soiled linen to the front desk of Fraser House and we will replenish them with fresh ones. Please do not bring the blanket from your bed unless necessary.
- Guest message board
- Laundry is included in the cost of accommodation. You can purchase laundry soap pods from the front desk for \$1.00 each.
- Alarm clocks, extra cups, hair dryers, and extra hangers.

About your Conference Swipe Card

Your conference swipe card is **very important** and should be kept with you at all times.

This card will be used for meals in Jenkins Hall and access to the front door of the residence building you have been assigned to. For safety, the front door of Chapman House is locked 24/7. The front door of Fraser House is locked between 8:00pm – 8:00am daily (this is where the front desk is located)

Lost/Damaged Conference Cards & Keys

Assistance is available if you damage your conference swipe card. Please see the front desk and we will assist with replacing your conference swipe card.

When a lockout occurs, please see the front desk to gain access to your room. Please note; you will have to return the temporary key to the front desk, or you will be charged.

If conference cards or room keys are lost, please see the front desk for replacement.

Please note that there is a \$25 per conference card & key fee for any lost or damaged cards.

Inquiries/Non-Emergency Inquiries

Fraser House: 902-893-3103

The Fraser House Front Desk staff are trained to respond to general inquiries, non-emergency, and emergency situations.

Example 1: A sink in the bathroom is leaking, and maintenance needs to be notified.

Example 2: You would like to know when breakfast is served.

Emergency Procedures

If there is an emergency in the building, please see the front desk of Fraser House directly, as this desk will be staffed 24 hours/day with trained individuals.

The front desk staff at Fraser House will call Dalhousie Security Services, who will in turn call emergency officials when required.

Fire Alarm - Upon hearing the fire alarm, everyone must exit the building immediately. Please take a few minutes to acquaint yourself with the fire exit procedures located on the back of your bedroom door. Security staff will notify you when it is safe for you to return to your room. If a fire alarm sounds, please meet in the middle of the Horseshoe, on the grassy area. Keep roadways clear for first responders.

Health Services

Student Health Services welcomes Explore Program students to visit our clinic during their stay at Dalhousie through booked appointments by phone 902-893-6300 or email healthac@dal.ca on the Dal AC campus. These can be same day based on the open hours of the clinic. Please refer to this link for campus location and hours –

https://www.dal.ca/campus_life/health-and-wellness/appointments/book-your-appointment.html.

Students will need to be prepared to come with past health information, allergies history and any medications taken regularly (name of drug, dosage and how often it is taken) It may be helpful to come with any health insurance coverage (information/company name/policy numbers/unique ID's and what the coverage entails).

As is done with Dal students, nursing will assess and decide on a treatment plan. If there is a need to see another health provider (i.e., walk in clinic, ED, etc), health services will provide a referral as necessary and assist with appointments as appropriate. Any fees associated with this referral will be paid by the student (i.e., physio, etc)

Public Health

Dalhousie University is committed to maintaining a working and learning environment where health and safety are protected, and exposure to communicable diseases is controlled and minimized. We require and expect compliance with all applicable legislation, Nova Scotia Public Health directives, and university policies during your participation in the EXPLORE Program.

General Damages to Residences

Any individual(s) responsible for damage will be required to pay for repairs and may face disciplinary action. Toilets and sinks are not to be used for any purpose other than those for which they are normally used. Any damage or injury caused by misuse is the responsibility of the resident of the room.

Special note: The windows in the rooms of Fraser and Chapman House only open part-way. This is standard throughout the building. Please use caution when opening your bedroom window, so as not damage the hardware, keeping it partially closed.

Insurance

The University will not be liable, directly or indirectly, for theft or loss of personal property by fire, water or other causes. Students are encouraged to have their own insurance against loss or damage to personal property.

Decorations & Walls

The labels posted on guest doors must remain for the duration of the program. Only 3M poster strips and 3M command hooks may be used. To ensure that wall and door surfaces are not damaged, tape, nails, screws, tacks, staples or pins are not permitted. For fire safety reasons, you are not permitted to attach anything to your ceiling, light fixtures, sprinkler heads, or overhead pipes.

Alcohol

Please be aware that the provincial drinking age is 19, therefore, the consumption of alcohol by students is not permitted. Students are required to respect and abide by all applicable federal, provincial, and municipal laws pertaining to alcohol. **If you are caught drinking alcohol, you will be subject to immediate dismissal from the program.**

Curfew

All students are required to follow the residence curfew. From Sunday through Thursday, students must be in the residence by 10:00pm and on Friday and Saturday, students must be in the residence by 12:30am. Failure to comply with curfew will result in disciplinary action, including possible dismissal from the program.

Power Outage

If a power outage occurs, temporary lighting will turn on in the halls and stairwells. A generator will be in place for the dining hall, although meal services may be modified.

Smoking Policy

Dalhousie University enforces a non-smoking policy on campus. This includes tobacco, cannabis as well as vaping. Smoking is permitted in Truro only in appropriately designated areas [Dalhousie Smoking Policy](#). Please be advised of a possible \$200 smoking charge if you smoke inside a Dalhousie residence.

No-Scents Policy

Dalhousie University endorses a no scents policy on campus and encourages students to refrain from wearing perfumed products in common areas like lounges, dining halls and classrooms.

Extending Your Stay

Should you wish to extend your stay after August 8th, please see the Front Desk at Fraser House. Additional charges will apply.

Towel / Linen Exchange

All students will need to visit the front desk to exchange linen & towels. This can be done weekly on either Monday, Wednesday or Friday (subject to change). You will be asked to show your linens and towels prior to exchange for damage inspection. Damage could result in fines. Please do not bring down the blanket from your bed unless necessary. Linen that is not issued by Dalhousie will not be serviced. Please do not remove towels or bedding from the building (this includes beach trips).

The Role of Custodial Staff

Custodial staff are responsible for general cleaning only. This includes: cleaning hallways and common rooms, cleaning washrooms, and emptying garbage in common areas. As members of our residence community, custodial, maintenance and dining hall staff are to be treated with courtesy and respect at all times.

Sports & Other Physical Activities

Students are not permitted to engage in sports or physically active games in residence buildings. These activities are likely to cause damage and disturb other residents. Sports may be played in a number of designated areas on campus. Ask your Front Desk staff or one of your monitors for more information.

Parking

Parking is provided free of charge. You are asked to not park in the spots located in front of Fraser House. A large parking lot is provided to the rear of Chapman House. Any person who violates the University's parking policy are subject to tickets or tows at the owner's expense.

Dining Hall Services

Jenkins Hall dining hall will be open for breakfast, lunch, and dinner during your stay. Any Dining Hall closures will be posted in the main lobby. Your conference swipe card will grant you access to the dining hall for all pre-arranged meals.

Participants who choose not to participate in daylong field trips can pick up their boxed meal before buses leave for the day. No hot meals will be served in the dining hall for participants who do not go on day trips.

Participants are not permitted to take food or dinnerware out of the dining hall.

If you have a food allergy and/or dietary restrictions, please let our associates in the dining hall know. Our Food Service team is very adaptable and has experience with many food allergens and dietary restrictions.

Guests in the Building

No overnight guests are permitted.

Animals/Pets

No animals or pets are permitted in the building, with the exception of registered service animals. Service animals must be registered with Housing & Campus Connections.

Mail Services

Mail is collected and delivered to Fraser House Monday to Friday. For your reference, the Fraser House mailing address is as follows:

Name
EXPLORE English Immersion
(insert your room number here)
Dalhousie Agricultural Campus – Fraser House
10 Horseshoe Crescent - Residence Office
Truro, NS B2N 5E3

You may drop off your pre-stamped, outgoing mail to the Fraser House Front Desk for it to be mailed out. There are also Canada Post Outlets close to the university.