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## **Welcome guests of the 2025 EXPLORE English Immersion Program**

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The following information pertains to all guests with the 2025 EXPLORE program who are staying in **Risley Hall** residence. The purpose of this document is to communicate important policies and procedures at the Risley Hall front desk. Should you have any questions or concerns regarding the following information, please contact the front desk of Risley Hall or Event & Conference Services. Enjoy your stay at Dalhousie University.

### **Check In Procedures**

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

- A pre-programmed conference swipe card, which is your building access key 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 Risley Hall Front Desk:

- Extra pillows
- Extra blankets
- For our guest's convenience, we offer a straightforward bed linen and towel exchange within designated linen rooms in our buildings. The linen rooms have specified open hours that are available at the front desk. Linen that is not issued by Dalhousie will not be serviced. Please do not remove the towels from the buildings for beach trips!
- Guest message board
- Coin – operated laundry facilities (\$1.50/load). Please see the front desk of Risley Hall should you require change. You can purchase laundry soap pods from the front desk for \$0.50 each.
- Alarm clocks, extra cups, hair dryers, 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 grant you entry to the following rooms and facilities in Risley Hall and Dalhousie University:

- The front door of Risley Hall residence after hours (7PM-7AM);
- Meals in Howe Hall (6230 Coburg R) with exceptions. Please see signage in the Risley Hall front lobby for any changes

### **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.

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

### **Inquiries/Non-Emergency Inquiries**

Risley Hall: 9-902-494-1083

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

Example 1: Your sink is dripping and a plumber 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 Risley Hall directly, as this desk will be staffed 24 hours/day with trained individuals.

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

### **Procédures de secours**

- S'il y a une urgence dans le bâtiment, veuillez-vous rendre à la réception du Risley Hall directement, car ce bureau a un personnel qualifié disponible 24 heures sur 24.
- Le personnel de réception chez Risley Hall appellera la sécurité de Dalhousie, qui appellera le personnel de secours lorsque nécessaire.

**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. Please do not use elevators. Security staff will notify you when it is safe for you to return to your room.

## **Signal d'incendie**

- En entendant le signal d'incendie, chacun doit sortir le bâtiment immédiatement.
- Veuillez prendre une minute au regard aux procédures de sortie de secours situées sur le dos de votre porte de chambre à coucher.
- Veuillez ne pas utiliser les ascenseurs.
- Le personnel de sécurité vous dira quand il est sûr que vous retourniez à votre chambre.

## **Health Services**

Student Health Services welcomes Explore Program students to visit our clinic during their stay at Dalhousie. Please refer to this link for campus location and hours –

[https://www.dal.ca/campus\\_life/health-and-wellness/appointments.html](https://www.dal.ca/campus_life/health-and-wellness/appointments.html)

In order to see our physicians or medical staff, all student patients covered by Quebec Provincial Health Care will be required to show their health card and pay for their office visit (and any additional service fees) at the time of their appointment. The cost of a regular office visit is currently \$45. Charges for additional services will vary, but will be based on the amount currently paid by MSI (Nova Scotia provincial health coverage). All patients will be issued a receipt which can be submitted to the Regie de Quebec for reimbursement when they return home. Student Health Service accepts cash, debit, Visa, and MasterCard.

## **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 Risley Hall only open part-way. This is standard throughout the building. Please use caution when opening your bedroom window, as to 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 of personal property.

## **Decorations & Walls**

The labels posted on guest doors must remain for the duration of the program. Only adhesive tapes and adhesive hooks can be used. Only adhesive poster strips and adhesive 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**

Students are accountable for their own decisions regarding alcohol use. Consumption of alcohol in residence, or in any public area in or surrounding residence, is regulated by Nova Scotia's Liquor Control Act. Please be aware that the provincial drinking age is 19. Therefore, the consumption of alcohol is restricted to those students who are **19 years of age and older**. Students are required to respect and abide by all applicable federal, provincial and municipal laws pertaining to alcohol. **If you are underage and are caught drinking alcohol, you will be subject to immediate dismissal from the program.**

### **Power Outage**

You may not notice when there is a power outage due to the fast response of our generator. However, the elevators may take 5 – 7 seconds to respond. The generator will turn on when the power is lost so you may only see a light flicker.

### **Smoking Policy**

Dalhousie University enforces a non-smoking policy on campus. This includes tobacco, cannabis as well as vaping. Smoking is permitted in Halifax only in appropriately designated areas – [Halifax Smoking Policy & Map](#). 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 and classrooms.

### **Extending Your Stay**

Should you wish to extend your stay after August 8<sup>th</sup>, please see the Front Desk at Risley Hall. Additional charges will apply.

### **Towel / Linen Exchange**

For our guest's convenience, we offer a straightforward bed linen and towel exchange within designated linen rooms in our buildings. The linen rooms have specified open hours that are available at the front desk.

Please be aware that our exchange policy follows a 1 for 1 basis, facilitating exchanges for towels, face clothes, sheets, and pillowcases only. We are unable to offer exchanges for blankets, mattress protectors, or pillows. Linen that is not issued by Dalhousie will not be serviced. Please do not remove the towels from the buildings for 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.

All Dalhousie accommodation guests are eligible to receive daily complimentary Dalplex access for each day of their stay. Please use your Dalhousie conference card at Dalplex for access & day pass. Please note that the pass is only valid on the day received. Day passes will not be required for organized, pre-scheduled Explore events (ex. volleyball as per the printed schedule).

### **PARKING**

You can purchase a daily parking pass at the Risley Hall Front Desk for \$ 12.00 plus tax. Long-term monthly parking permits are not currently available for purchase.

### **Dining Hall Services**

**Howe Hall's** 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.

For students looking to explore the campus and some of the other great food service outlets that are open this summer, please visit the website - <https://dal.campusdish.com/LocationsAndMenus> for the available summer locations.

### **Guests in the Building**

No overnight guests are permitted.

### **Mail Services**

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

**Name**  
EXPLORE English Immersion  
Risley Hall, Room **(insert your room number here)**  
1233 LeMarchant Place, PO Box 15000  
Halifax, NS B3H 4R2

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