

Residence Community Living Guide

2025-2026



UNIVERSITY OF
KING'S
COLLEGE • HALIFAX

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Housing & Residence Life Structure

Residence at King's is comprised of two teams: the **Housing Team** and the **Residence Life Team**. Each team is lead by an **Assistant Dean** who reports to the **Dean of Students**.

The **Housing Team** oversees the physical space in residence (maintenance, cleaning, room assignments, residence applications, etc.) and manages the student Patrol and Front Desk teams.

The **Residence Life Team** oversees the student experience in residence. This includes community building, programming, initial student support, incident and/or emergency response & follow-up and, student conduct in residence.

Below is a chart outlining the structure of each team:

King's Housing & Residence Life Teams



A Letter from the Housing & Residence Life Teams

Welcome to King's Residence!

Starting university is an exciting new chapter, and living in residence can make your transition to university life smoother, more enjoyable, and more successful.

One of the biggest benefits of living in residence is the **convenience**. You are living on campus, which means quick access to your classes, professors, libraries, and everything else you need to succeed.

Residence is also a great way to **meet people and find community**. For our first-year residents, it's normal to feel a bit unsure or overwhelmed. In residence, you're surrounded by other residents who are going through a similar experience. You'll have countless opportunities to make friends, join social clubs, and get involved in activities that will help you feel connected to campus life.

Living in residence also **helps you grow as an individual and young adult**. For many of you, it's the first time managing daily responsibilities on your own. In residence, **you are responsible and accountable for your own life, actions, and decisions**. This can include cleaning up after yourself, time management, engaging in conflict resolution, learning your personal limits, setting boundaries and learning to ask for assistance to help you resolve any concerns or issues. Residence is **a great environment to learn independence**, with support available from our Housing & Residence Life Teams when you need it.

Overall, living in residence is more than just a place to sleep. It's about **building your independence, finding your community**, and starting your university journey on the right foot.

We look forward to welcoming you to our residence community in the fall and we wish you an incredibly fun and safe summer!

Sincerely,

UKC Housing & Residence Life Teams



Ashley Nixon (they/them)

Assistant Dean of
Residence Life



Tim Ross (he/him)

Assistant Dean of Housing
& Ancillary Services



Lorne Burke (she/her)

Housing & Ancillary Services
Operations Coordinator



Jakob Burke (he/him)

Residence & Conference
Services Coordinator

The Residence Life Team

Ashley Nixon - Assistant Dean of Residence Life



Contact: ashley.nixon@ukings.ca

Pronouns: they/them

Office Location: Alex Hall 1st Floor off the Manning Room

Ashley manages the Residence Life Team. They supervise the Programming & Community Engagement Coordinator and the Residence Don Team. Ashley helps refer residents to relevant, professional campus supports, reviews and directs the follow up to incidents and situations in residence, manages the residence conduct process and supports the Don Team with situations that require an Assistant Dean to intervene.

Ashley also oversees the community development in residence lead by the Programming & Community Engagement Coordinator and the Don Team.

Ash Jansen - Programming & Community Engagement Coordinator



Contact: ash.jansen@ukings.ca

Pronouns: she/her

Office Location: N/A

As the Programming and Community Engagement Coordinator (PCEC), Ash oversees all events and community development opportunities for students living in Residence. She is responsible for organizing regular residence-wide events open to all residents as well as supporting the Dons with the programs they develop for their individual communities. Residents can email Ash to request a meeting or to share programming ideas!



The Bays Team
April 2025 Water Balloon Fight



Murder Mystery Night
Don Program



Open Mic (monthly)
PCEC Event

Dons are peer leaders who live within your residence community. Dons work hard to cultivate a sense of community and belonging for their bay or floor. Dons can also be available to provide initial support to residents and refer them to relevant, professional campus supports. Your Don can help answer questions about residence, help you navigate campus and community resources, mediate roommate conflicts, and much more!

You can also expect your Don to:

- Communicate their general availability as many Dons have other jobs or their own academic commitments outside of their Don role.
- Facilitate at least one (1) community program per month
- Facilitate at least one (1) community gathering meeting per month

Don on Call

Contact: (902) 233-1994

Every evening, weekend, and holiday, a Don is on-call to support students working in collaboration with the Patrol, Front Desk and Campus Security teams. Dons are trained to respond to active conduct concerns, medical emergencies, mental health crises, and other after hours incidents.

The Don-on-Call is available each weeknight **Monday to Thursday, 4pm to 8am** and **24/7 on weekends and holidays.**

List of Dons and Contact Info:

Alex Hall Lower Level.....	Amber, she/her (am450597@dal.ca)
Alex Hall 1st Floor.....	Grace, they/she (gr212269@dal.ca)
Alex Hall 2nd Floor.....	Fiona, she/they, (fn253595@dal.ca)
Alex Hall 3rd Floor.....	Emily, she/her (emily.eddy@dal.ca)
Alex Hall 4th Floor.....	Ash, she/her (ash.jansen@ukings.ca)
Cochran Bay.....	Gabriel, he/him (gb489863@dal.ca)
Angels' Roost.....	Hannah, she/her (hn210677@dal.ca)
North Pole Bay.....	Andrew, he/him (Andrew.Samworth@dal.ca)
Radical Bay.....	Corey, he/him (cr403521@dal.ca)
Middle Bay.....	Sinmi, she/her (SinmisadeAyantoye@dal.ca)
Chapel Bay.....	Alex, he/they (alex.fraser@ukings.ca)

The Housing Team

Tim Ross - Assistant Dean, Housing & Ancillary Services



Contact: tim.ross@ukings.ca

Pronouns: he/him

Office Location: Basement of Middle Bay

Tim oversees the Housing Team, which is responsible for the physical spaces of residence as well as the logistics of residence applications and room assignments. Tim has a close working relationship with the Facilities Team and the Residence Life Team.

Tim also oversees various ancillary service contracts that are important to residence operations such as Dining Services and the Campus Cleaners.

Tim also manages Conference Services. During the school year this looks like various conferences/groups utilizing spaces on campus for their work. During the summer, Conference Serves turns most of King's residence into a hostel where travellers can rent our residence rooms for their stay in Halifax.

Jakob Burke - Residence & Conference Services Coordinator



Contact: residence@ukings.ca

Pronouns: he/him

Office Location: Remote

Jakob manages the primary Residence email account, processes residence applications and room assignments, oversees residence wide communication, room movements and helps the Housing Team with other administrative tasks.

If you have questions about applying to live in residence or about residence in general, contacting residence@ukings.ca is a good place to start! Jakob can also direct you to other staff that may be able to help you when necessary. Residents can email Jakob to book a virtual meeting as Jakob works remotely.

TBD - Housing & Ancillary Services Operations Coordinator



Contact: lorne.burke@ukings.ca

Pronouns: she/her

Office Location: Alex Hall 2nd Floor

Lorne helps manage various aspects of Housing related to its physical spaces and facilities. This includes working with Facilities Management to address ongoing maintenance concerns, working with the cleaning staff, overseeing room inspections and managing the student Patrol and Front Desk teams.

They also work with the Assistant Deans to assist with incident management and response. Their office is just off the 2nd floor landing of Alex Hall.

The Patrol Team

Contact: (902) 430-2374

Hours: 8pm-2am Daily

The Patrol Team are King's students who work to support campus safety and adherence to our Residence Guidelines after hours. They perform regular rounds of residence from 8pm to 2am every night. During these hours there will also be at least one Patrol member stationed in the Manning Room in Alex Hall.

Patrol helps respond to common after-hours issues such as noise complaints, minor facilities issues and adherence to our Residence Guidelines. Patrollers are also first aid and AED trained.

The Patrol Team does not lead the response and/or support for mental health related concerns. Patrol will call the Don on Call for residents seeking mental health support after hours and will assist the Don on Call as needed within the capacity of their role.

The Alex Hall Front Desk Team

Contact: (902) 422-1271

Hours: 7am-2am Daily

The Front Desk Team are King's students who work at the Alex Hall Front Desk. They can help with lockouts and key issues, answer general questions about residence, and refer students to other campus staff or resources that can offer support and/or answer their questions.

The **Front Desk Team do not lead the response for any incidents or emergencies**, they will call Patrol or the Don on Call to respond and assist as needed, within the capacity of their role.

Moving Into Residence

Packing List

Your room is furnished with the following items:

- Bed
- Closet/wardrobe
- Mirror
- Bookshelf
- Dresser
- High-speed Ethernet (by request)
- Desk
- Chair
- Lamp
- Mini fridge
- High-speed wireless internet connection



We recommend that you bring the items on the lists below.

Health and safety:

- Cleaning & sanitizing supplies for your room
- Cold, flu, & pain relief medicine
- Prescription medications
- First aid kit
- Tissues
- Emergency contact information
- Provincial health card
- Proof of any private health insurance

Personal items:

- Government-issued photo ID
- Documentation from the university, including a copy of your offer of admission
- Documentation related to student loans, scholarships, bursaries, and/or a bank line of credit
- Clothing
- Sleepwear
- Exercise gear
- Swimwear
- Seasonal outerwear, including a waterproof jacket and boots, and warm winter clothing
- Cell phone & charger
- Personal decorations (photos, posters, etc.)
- Removable sticky tack for affixing decorations to the walls
- Power bar

Study supplies:

- Laptop and charger
- Pens, pencils, highlighters, erasers
- Notebooks
- Binders
- Index cards
- Post-it notes
- Stapler
- 3-hole punch
- Scissors
- Ruler
- Paper clips
- Calculator
- Agenda or academic planner
- Backpack or book bag
- Any schoolbooks that you have purchased in advance

Laundry supplies

- Laundry bag or basket
- Laundry detergent
- Foldable drying rack
- Sewing kit & lint roller
- Iron and ironing board
- Hangers

Bedroom supplies:

- Pillows and pillowcases
- Sheets (Twin XL recommended)
- Duvet or comforter
- Blanket
- Fan

Bathroom supplies:

- Towels
- Bathrobe
- Shower shoes
- Shower caddy
- Hair products
- Soap or body wash
- Toothbrush, toothpaste, and floss
- Personal toiletries
- Hair dryer, razor, nail clippers, and other personal tools

Food supplies:

- Set of dishes & cutlery
- Snacks
- Food storage containers
- Personal pots and pans (if desired)
- Kettle

What Not to Bring

- Subwoofers for computers or stereos
- Open element appliances such as hot plates, grills/panini press, toasters or toaster ovens
- Microwaves and Air Fryers
- Furniture such as used armchairs, loveseats, etc.
- Fridges
- Mattresses
- Desks
- Pets
- Candles
- Decorations that require nails
- Brewery equipment for home brew or wine
- Scented products such as incense
- Weapons of any kind, even if for sport/leisure; they must be stored off campus

Move In & Welcome Day

Move In & Welcome Day is on **Sunday, August 31, 2025**. Move In & Welcome Day is a day full of events & info sessions designed to welcome and introduce our students to King's, their new home for the year!

Residence Move In occurs in the morning portion of Welcome Day. The Housing Team will assign each resident a move in time slot. This is so they can stagger the arrival of our residents and hopefully keep the check in line moving smoothly! Move in time slots will be communicated in early August.

After the residence move in portion is complete, Chartwells, our campus dining team, will host a Welcome Day BBQ for lunch (vegan and gluten free options available).

After the BBQ there will be an afternoon with welcome & orientation events for students and a session for parents and supporters.

Review the schedule of events for [Welcome Day 2025!](#)



Residence Amenities & Services

Common Rooms

Our residence common rooms are a great place to study, relax, and spend time with your fellow residents! There are common rooms found on the 1st and 3rd floors of Alex Hall, in North Pole Bay, Middle Bay, Angels' Roost, and underneath Cochran Bay (by the laundry room).

The common room on the 1st floor of Alex Hall, known as the **Manning Room**, is the largest common room in residence; many community events are held here. The Manning Room is right next to the Alex Hall kitchen & equipped with a large projector screen, great for movie nights!

The common room in Middle Bay, known as the **Deane-Little Common Room**, is popular for its 60-inch TV.

Our common rooms are integral to our residence community, which is why it's important for all residents to show care and respect to these spaces to ensure they remain accessible to everyone. This means cleaning up after yourself, taking care not to damage furniture or other amenities, and allowing others to equally use the space.

Read our Residence Guidelines for detailed expectations for common room use.

Community Kitchens

Need a late-night snack or want to make a favourite recipe from home? Stop by one of our community kitchens! There is a kitchen located next to the Manning Room, in the North Pole Bay common room, the Angels' Roost common room, and in the Deane-Little Common Room. In addition to these full-sized kitchens, the Alex Hall 3rd floor common room also has a microwave available.

Residents must bring their own cooking supplies for use in the kitchen, including pots, pans, dishes, and utensils. Food may be stored in the fridges but must be labelled properly.

Kitchens are a valuable resource so it is important that our residents take good care of these spaces. This means cleaning up after yourself, washing your dishes and storing them properly which allows others to equally use the space.

To learn more about expectations of use for our community kitchens, you can read the full Kitchen Policy posted in each community kitchen.

Garbage and Recycling

Each residence community will have a garbage and recycling station found at a central point in their community. Each floor of Alex Hall has one, as well as each Bay, and Angels' Roost. If you are unsure where to bring your garbage, ask your Don!

Garbage, recycling, and organic waste should be separated and placed in their proper receptacles. Cardboard boxes should be flattened and stacked. Hazardous waste, such as broken glass, should be sealed in a container, labelled as hazardous, and set beside the bins. Excessive amounts of waste, bulky or heavy items, or animal waste (for approved service and support animals only) should be brought to the dumpsters behind Prince Hall to reduce strain on our campus cleaners.

Please **do not place your household garbage** from your room **into washroom garbage receptacles**. These receptacles should be used for washroom waste only.

Laundry

Laundry facilities are available in Alex Hall, the Tri-Bays, North Pole Bay, and underneath Cochran Bay.

Our laundry machines are operated by Coinamatic and you will receive a reloadable card when you move-in to pay for laundry services. A wash cycle costs \$1.75 and a dry cycle costs \$1.50.

Laundry cards can be reloaded at the Coinamatic machine found in the basement of the A&A building. This location is wheelchair accessible using the A&A elevator, level B.

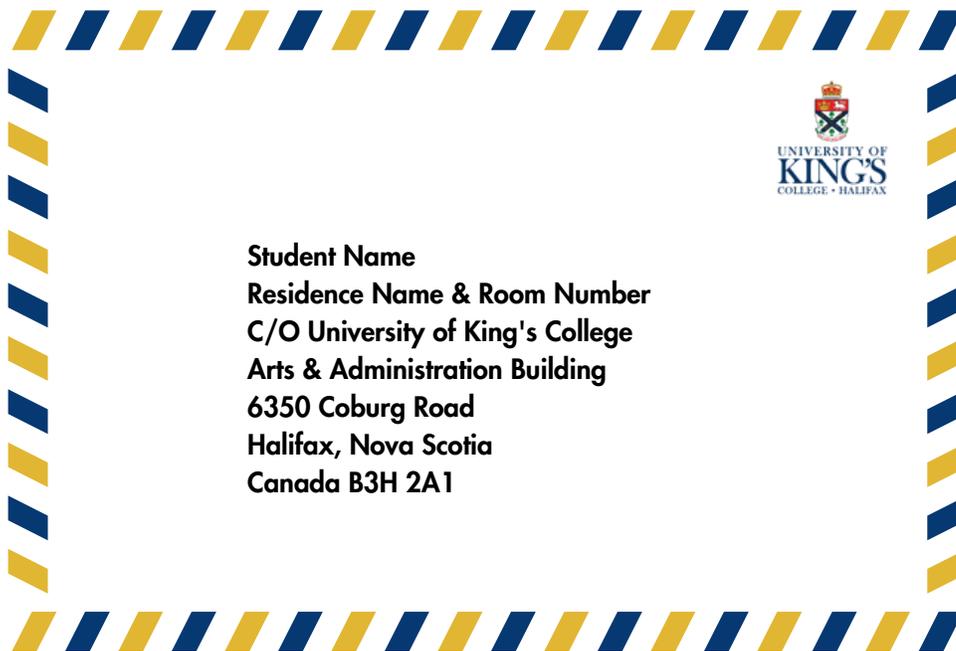
Residents are expected to set a timer and **retrieve their laundry promptly** to ensure the machines are accessible to other residents. Residents are also responsible for cleaning out lint traps and disposing of lint, dryer sheets, and other waste appropriately. If you have questions about using the laundry machines or how to properly do your laundry, don't hesitate to ask your Don or the Alex Hall Front Desk for help!

Read our Residence Guidelines for more information on laundry room expectations.

Mail Delivery

Residents can have mail delivered to them while living in residence and retrieve it from the A&A building reception desk during business hours (Monday-Friday, 9am-5pm). Students should use the following mailing address template to ensure that their mail is properly routed and that they can be notified.

Your Residence Mailing Address:



UNIVERSITY OF
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Student Name
Residence Name & Room Number
C/O University of King's College
Arts & Administration Building
6350 Coburg Road
Halifax, Nova Scotia
Canada B3H 2A1

Residents will be notified via their dal.ca email or their educational institution's email when their mail is available for pick-up. The email will come from our eRezLife system meaning the email will say its from "eRezLife".

If a resident's **mail is not retrieved within 14 days, it may be returned to the sender.** The University is not responsible for any costs that may be associated with mail that is returned. Residents are asked to pick-up their mail promptly to avoid strain on the A&A reception staff.

It is not recommended that residents order items that are perishable, for example, meal kit services (HelloFresh, Chef's Plate etc.). The University does not have the ability to store these items in a way that ensures temperature safety, which may result in spoiled product.

If you are receiving prescribed medication via courier that is temperature sensitive, such as insulin, contact the University Receptionist at aarecept@ukings.ca to coordinate delivery.

Dining Services

Prince Hall

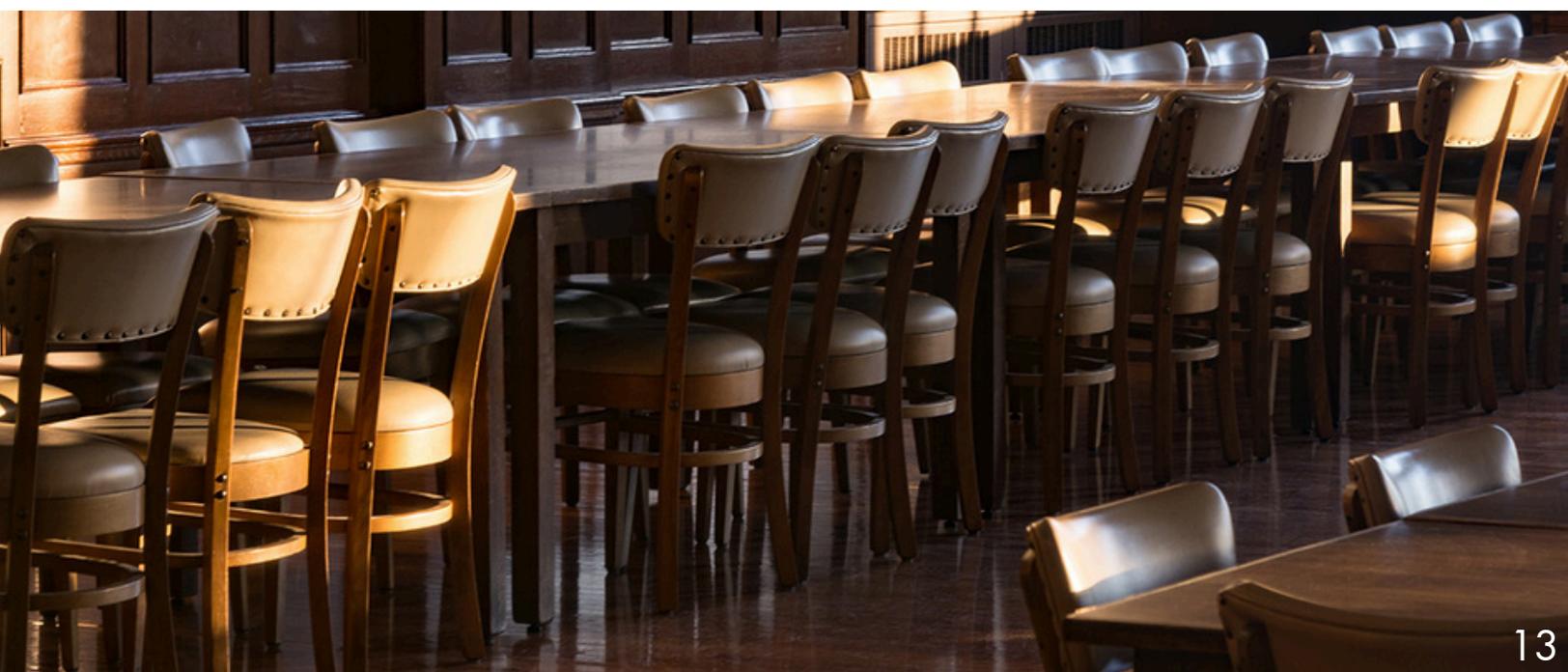
Prince Hall is the main hub for food on the King's Campus, serving breakfast to dinner every day!

In addition to pre-made and made to order food on the hot line, residents have access to the **Prince Hall Pantry**, where they can whip up their own meals to their specifications using supplies from the kitchen, such as omelets and stir-fries on the hot plates, smoothies in the blenders, and variety of breads in the toaster. There is also a self-serve salad bar, self-serve ice cream freezer, and a drink station with a wide selection of coffee, tea, juice, milk, and pop!

When you arrive to Prince Hall you will tap your Student ID card to gain entry in accordance with your meal plan. Once you're inside Prince Hall, you can eat and drink as much as you like! **You may not take food or drinks from Prince Hall** unless you have a signed "Wellness Tray" slip (see the Wellness Tray section below for more details).

When you are finished eating, bring all your dishes and waste to the dish station and place your garbage, food waste, and utensils in the properly marked bins. Place the rest of your dishes, cups, and mugs on the racks to be washed.

To stay up to date on goings on in Prince Hall, including special events and meals, service updates, and more, follow the Dining Services team on Instagram @ukingsdining! To learn more about our Dining Services, including their hours and meal plan fees, visit their [website](#).



Changing Your Meal Plan

While you can upgrade your meal plan at any time during the academic year, the deadline to **downgrade** your meal plan for the academic year is **September 16, 2025, by 4 p.m. ADT**. Meal plan changes will be processed within 2 business days. Email residence@ukings.ca to inquire about the process for changing your meal plan.

New admits to Residence in the Winter term who wish to downgrade their meal plan must do so by **January 22, 2026**.

Changes to one's meal plan that results in an amount owing must be paid in full by the term fee due date. For changes made after this date full payment is due the date of the requested change. Outstanding accounts will be subjected to late fees and interest charges.

Wellness Trays

We understand that illness or injury may make it difficult for residents to sit in-person at Prince Hall to eat their meals. In these cases, residents may request a "Wellness Tray" to allow them to take meals from Prince Hall back to their room or to have a friend pick up a meal for them. Residents can request a Wellness Tray for themselves or a friend (who has a residence meal plan) from the Prince Hall front desk.

Whoever is requesting the Wellness Tray will need the resident's name and student ID number (B01#)

Dietary Restrictions & Accommodations

The Dining Services team strives to provide a variety of food at each meal to accommodate many common dietary restrictions and allergies, such as vegetarian, vegan, nut free, and gluten free options. If you feel you need additional information or support for your unique dietary needs, you may contact the **Dining Services Manager Andrea Lamb** in-person at Prince Hall during operating hours or via email at andrea.lamb@compass-canada.com. Andrea is a friendly and great resource who really wants to work with students to accommodate their dietary needs. Do not hesitate to reach out, she is happy to connect with students!



Living with a Roommate

The Roommate Success Plan

Residents will use the Roommate Success Plan to discuss their lifestyles and values in order to set early expectations, boundaries, and strategies to support the health of their roommate relationships.

The goals for the Room Success Plan are:

1. For residents to better understand their own and their roommates lifestyle & boundaries.
2. To establish basic communication strategies between roommates.
3. To discuss strategies and solutions to compromise where needed.
4. To establish a follow up and/or accountability process when conflict arises.
5. To understand the Roommate Conflict Resolution Process in Residence.

Residents living in double rooms are strongly encouraged to complete a Roommate Success Plan before the end of September. Putting the work in now to set up a success plan can help reduce the negative impacts of conflict as the year progresses. **If a pair of roommates do not complete a success plan, if/when conflict arises, your Don will first start by working with the roommates to develop a success plan.**

The Roommate Success Plan prompts roommates to discuss how they will navigate communication, room cleanliness, guest preferences, sharing items, sleeping habits, study habits, substance use, and privacy.

How to Approach the Roommate Success Plan

The Roommate Success Plan is hosted in eRezLife (ukings.erezlife.com). When logged into eRezLife, go to the left hand side menu and click "Forms". Then Look for Form "F013 - Roommate Success Plan".

Roommates should work on this plan together throughout the month of September and submit the plan to their Don at the end of September/Early October. Additional instructions are embedded in the form outlining how to use the form and how to submit it to your Don properly.

The form can be saved so roommates can tackle the plan in sections throughout September. Just remember to save any progress by scrolling to the end of the form and clicking "Save".



The image shows a screenshot of a web application's 'Forms' menu. The menu is dark blue with white text. At the top, it says 'Forms' and 'My forms'. Below this is a list of forms with their IDs and titles. The form 'F013 - Roommate Success Plan' is circled in red. The other forms listed are: F000 - Check-List, F001 - 2024-2025 Residence Agreement, F002 - 2024-2025 Residence Guidelines, F003 - Residence Release of Information Authorization Form, F006 - Residence Late Assignment/Cancellation, F008 - Request to Cancel/Withdraw, F009 - Room Change Request, F010 - STAFF Facilities (XM) Work Order Request, F011 - RESIDENTS Facilities (XM) Work Order Request, F012 - Student of Concern Report, and F077 - Extension Approval Waiver.

Form ID	Form Name
F000	Check-List
F001	2024-2025 Residence Agreement
F002	2024-2025 Residence Guidelines
F003	Residence Release of Information Authorization Form
F006	Residence Late Assignment/Cancellation
F008	Request to Cancel/Withdraw
F009	Room Change Request
F010	STAFF Facilities (XM) Work Order Request
F011	RESIDENTS Facilities (XM) Work Order Request
F012	Student of Concern Report
F013	Roommate Success Plan
F077	Extension Approval Waiver

Roommate Conflicts

While the Housing Team does its best to pair roommates based on the shared interests or lifestyles provided in their residence applications, it is normal for some conflict to occur between roommates as they navigate new relationships, sharing a new space, and academic stresses. Conflict can be scary or nerve-wracking, but Residence Life staff are here to help you navigate your roommate relationship. The process for managing conflicts between roommates in residence at King's is outlined below.

The Roommate Conflict Resolution Process

The Roommate Conflict Resolution Process is designed to give you the opportunity to collaborate with your roommate through a conflict, supported by Residence Life, while also gaining valuable skills in navigating conflict that will benefit you in the future. All residents are expected to engage genuinely in the conflict mediation process and exceptions are only granted in extraordinary or emergency circumstances.

If you find yourself in conflict with your roommate, reach out to your Don and they can support you through a Roommate Success Plan or the Roommate Conflict Resolution Process.

Conflict Mediations

Conflict mediations are collaborative meetings where roommates in conflict meet with their Don to discuss the issues that have been impacting their relationship in a safe and supportive space. The Don will act as a neutral mediator who will ensure the conversation remains respectful and productive, while providing prompts for discussion and guidance on next steps. In a conflict mediation, students are expected to collaborate on developing strategies and solutions that will help mitigate or resolve their core issues and improve their roommate relationship with support from the mediator.

Room Changes

King's Residence is often at high capacity with very few to no room vacancies. For this reason, room changes are not common and are usually a last resort measure to resolve a roommate conflict.

Residents must complete conflict mediations with their Don, make reasonable efforts towards resolving the conflict, and have met with the ADRL before a room change is considered.

Room changes must be approved by the ADRL and the Housing & Conference Services Coordinator. Unauthorized room changes or "swaps" with other residents are not allowed. Residents are also advised that changing rooms may result in an increase in their Residence fees depending on what room style they move to.

Incidents & Student of Concern Response

Initial Response

Any university residence community will experience a range of various incidents and students of concern throughout an academic year.

After Hours Incident Response (4pm-8am, Monday-Friday & 24/7 on Weekends & Holidays)

The Don on Call, Patrol and in some cases, Campus Security respond to after hours concerns and incidents. They have all received training, within the scope of their roles, to respond, assess and resolve incidents and concerns for the night.

Business Hours Incident Response (8am - 4pm, Monday - Friday)

Call or go to the Alex Hall Front Desk to inform them of an incident and they will contact the appropriate staff person to respond. Any of the following Housing or Residence Life staff may respond to an incident that occurs during business hours.

- The Assistant Dean of Residence Life
- The Assistant Dean of Housing & Ancillary Services
- The Housing & Ancillary Services Operational Coordinator
- The Dean of Students

Ongoing Incident or Student of Concern Follow-Up

There will be certain incidents or students of concern that will require ongoing follow-up and support work that may also include some of our campus professional support staff.

All follow-up work related to incidents involving individual residents is strictly confidential.

Any steps taken, including support, intervention, or accountability will be conducted directly with the resident of concern in accordance with the university privacy policy and the residence confidentiality policy.

Awareness of a resident of concern or an incident does not mean you are entitled to updates and information regarding the ongoing support and/or accountability efforts for that resident of concern. These efforts only involve the individual resident and the relevant campus support staff.

We also want to acknowledge that personal growth and behavioral change can be a **gradual process**. It may **take time** to see positive changes. We ask for the **patience** and understanding as campus support staff continue to engage with and support a resident of concern.

Emergency & Crisis Response

Medical and Mental Health Emergencies

If you believe you or someone else is experiencing a medical emergency or is in immediate danger, do not hesitate to call emergency services by calling 9-1-1.

If you call 911, it is also **highly recommended** that you contact Housing & Residence Life staff as they can provide first responder and logistical support to direct emergency services to your location.

If you are not sure if it's an emergency, but you are concerned, contact Housing & Residence Life staff to help respond and assess the situation.

- **Monday-Friday 8am-4pm:** call 902-422-1271 and ask for the Alex Hall front Desk
- **After 4PM and on weekends:** call 902-422-1271 **OR** the Don-on-Call at 902-233-1994

The Alex Hall Front Desk staff can contact the appropriate person to respond to the emergency situation.

Going to the Hospital

If you decide to go to the emergency department or a Housing & Residence Life staff recommends that you go to the emergency department, Housing & Residence Life can help support you through the process. Our staff can call an ambulance or provide taxi chits (free taxi ride there and back) to help transport you to a nearby hospital. In exceptional cases only, a Housing & Residence Life staff person may accompany a student to the hospital up until they are triaged and asked to wait in the waiting room. After that, the staff person must return to campus to continue their duties and responsibilities.

Facilities Emergencies

If you notice a critical facilities issue or potential hazards, such as electrical failures or flooding, **inform a Housing & Residence Life staff member immediately by contacting the Alex Hall Front Desk, Patrol, the Don on Call, or King's Campus Security.** Never try to fix facilities issues by yourself.

King's Campus Security will do an initial assessment to determine if the issue needs to be addressed by emergency on-call Facilities staff.

Fire Alarms

In the event of a fire alarm or drill, all residents must exit the building immediately using either the main door or fire escape stairwells.

Once evacuated, residents must report to the muster area for residence on the front lawn of the King's Library. There is a green "Muster Point" sign to mark this location. Residents must wait there for further instruction from campus staff or fire officials.

Climate Change & Extreme Weather

Climate Change



Climate Change is challenging our comfort levels and impacting our everyday lives. One of the more noticeable changes in recent years is the fact that Halifax experiences warmer temperatures throughout September and into October. This means Halifax can experience heat warnings in September. **King's campus does not have built in air conditioning systems** within its buildings. This means some days residence rooms, classrooms and common areas within our buildings will be quite warm.

When faced with hot weather that is out of our control, we need to turn to other strategies that will help to cool our rooms & common areas down as much as possible. Housing & Residence Life works closely with Facilities to do what we can to alleviate the the negative impacts of warm weather, however, residents must also do their part to take care of themselves.

Residents can take a number of steps to help prevent them from experiencing heat related illnesses. Residents are encouraged to bring a fan with them when they move in. Setting the fan up by a window can help with the flow of air within a residence room. One may need to adjust which direction the fan faces to find the best way to cool their room off. Residents should also drink plenty of non-alcoholic and low sugar fluids to maintain good hydration.

Visit [Nova Scotia's Heat Related Illness - Prevention & Treatment](#) page for more information on how to prevent heat related illnesses and take care of yourself during hot weather.

Being on the Atlantic coast, it is common for Halifax to experience periods of extreme weather throughout the year, such as tropical storms, hurricanes, “nor'easters,” winter storms, and cold snaps. These weather events can bring high winds, heavy rain, snow, and very cold temperatures. Rarely, these weather events may lead to a disruption to facilities and residence services. In the rare event of a major power outage, Residence is supported by a back-up generator with fuel to supply both the residence buildings and dining hall with power for several days.

In instances when extreme weather is forecasted, Housing & Residence Life and Facilities staff will activate certain procedures to ensure the safety of residents and residence facilities. **Environment Canada Weather Alerts** are emailed to all residents when severe weather conditions are expected. These emails contain helpful information on how residents can prepare for the impending weather.

Residence Facilities & Work Orders

Submitting a Work Order

If you encounter an issue with residence facilities, whether in your personal room or in common spaces, you can submit a work order request to alert Facilities to the issue to be resolved.

Open form “F011 - RESIDENTS Facilities Work Order (XM) Request Form” in eRezLife to begin your work order request. Provide as much detail as possible in this form. To submit the form click “Submit to Front Desk” at the end of the form. The Alex Hall Front Desk will be prompted to enter your work order into the official system that the King’s Facilities Team uses.

Please note that submitting a work order request form through eRezLife is the **only** official channel to report facilities issues. Verbal or email exchanges with Residence Staff regarding a facilities issue are not considered an official report as staff are unable to personally complete work order request forms for students.

If you have questions or concerns about submitting a Work Order Request, speak to your Don or a Front Desk team member.

NOTE: In the event of an emergency request, do **NOT** use this form and instead report the issue to the Alex Hall Front Desk, Patrol, or the Don on Call immediately.

Work Order Response Times

After the work order request is submitted, the Facilities team will attempt to resolve the issue as soon as possible. Facilities staff will do their best to address all maintenance requests in a timely fashion. Maintenance requests are prioritized in the following manner, (1) emergency, (2) critical for daily functions or (3) cosmetic in nature. Most work orders will only be completed during Facilities business hours from Monday to Friday, not including holidays, unless it is an emergency.

If you have reported an issue to Facilities and you have not received an update within 3 business days, email residence@ukings.ca to ask for an update on the work order.

Preparing Your Space for Maintenance Work

If work is requested in your private residence room, please make sure that the area is cleared of all belongings and ready for work.

You can expect at least two facilities staff to enter your space between 10 AM to 3 PM, Monday to Friday (not including holidays) Facilities will knock before entering.

If you are present, Facilities staff will assess the situation and let you know how and when the work will proceed. If you are not present, Facilities staff will enter your space and leave a note alerting you of their visit and any work completed.

In the event of urgent or emergency repairs, such as a flood or lack of heat, Facilities may enter your room with little or no notice. For the safety of residence spaces, you cannot deny entry to Facilities staff when urgent entry is requested.

If you feel uncomfortable with a request for an urgent entry, or have any other concerns related to room entries for facilities work, contact the Housing & Ancillary Services Operations Coordinator.

Coinamatic Laundry

Our laundry system is operated by an outside company called Coinamatic, who is responsible for the maintenance and repair of their machines and card system. This means that King's staff are unable to help with most laundry repairs or any laundry card issues.

If you notice a broken laundry machine or are having issues with your laundry card, you can contact the Alex Hall Front Desk and/or Coinamatic customer service at [1-800-561-1972](tel:1-800-561-1972) or submit an online service request on their website at www.coinamatic.com/service-request.

Residence Guidelines

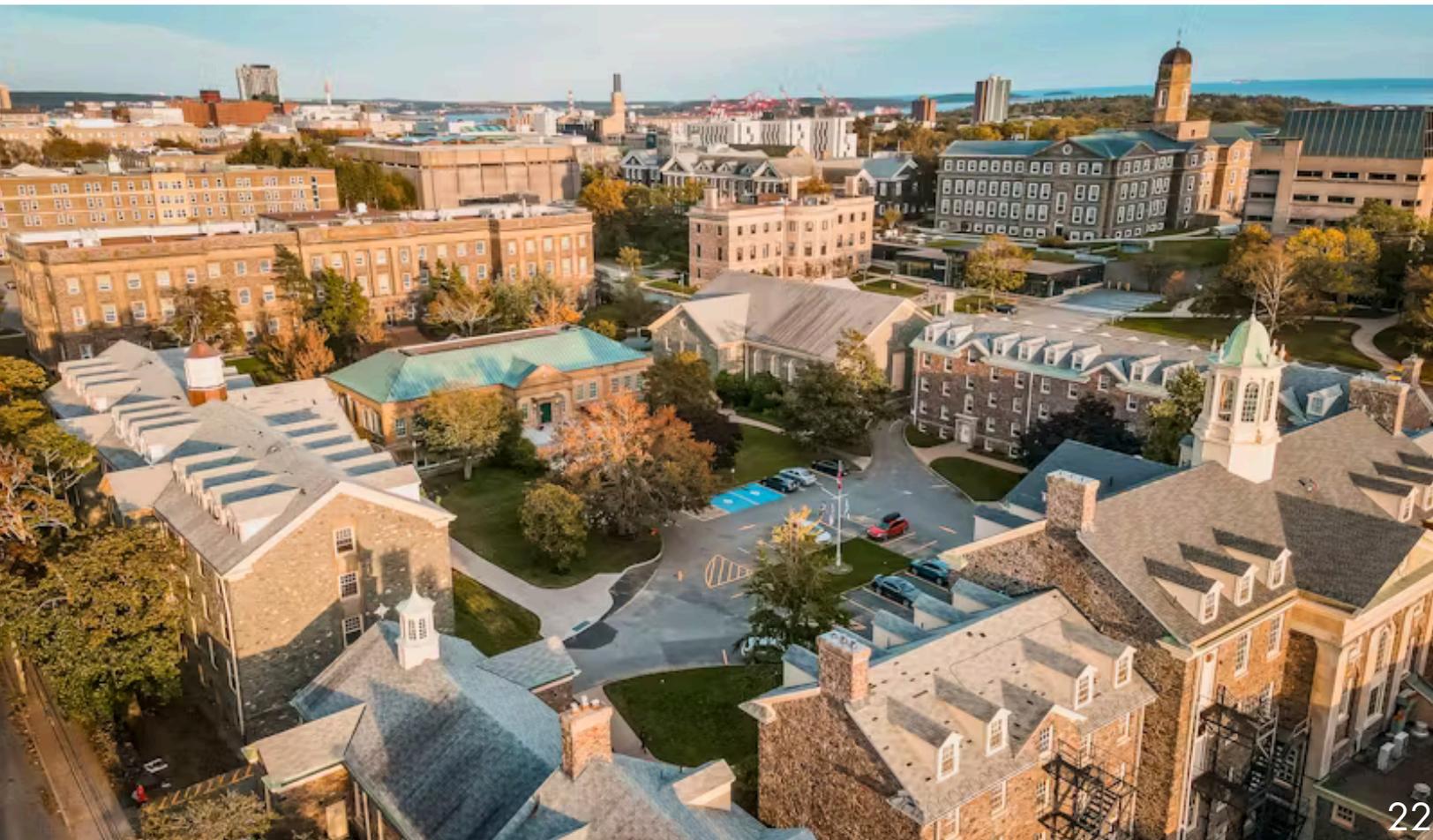
Residence Guidelines

King's is committed to creating a safe and inclusive residence life experience that fosters success, fun, and connection to the King's community. We aim to help you reach your full potential—whatever that looks like for you—by providing opportunities for learning and growth, using a person-focused approach to engender mutual respect, and maintaining an accessible, progressive environment.

All residents are responsible for reading and understanding the **Residence Guidelines**. This document outlines the **rules and policies** of our residence community. Residents are required to sign off as having read and understood the Residence Guidelines as a part of the process to accept their room offer.

Residents can visit the link below to access our Residence Guidelines at any time:

[University of King's College Residence Guidelines 2025-2026](#)



Health, Safety & Support

Physical Health

Student Health & Wellness Centre

The Student Health & Wellness Centre is your primary campus resource medical service as a student at King's. They offer a variety of resources for students including in-person and virtual primary care appointments, medical examinations, prescriptions, referral to specialists, vaccination clinics, 2SLGBTQIA+ health services, sexual health services, workshops and events, and more!

The Student Health & Wellness Centre (SHWC) is located at 1246 LeMarchant Street on the Dalhousie Studley Campus. This is where you will attend most in-person appointments booked with Student Health & Wellness.

King's Student Union Health & Dental Plan

Full-time King's students are automatically enrolled in the King's Student Union's health and dental plans. If you already have comparable healthcare coverage, you can opt out of one or both plans. Read more about the student health plan at www.ksu.ca/health-dental. Any questions regarding the KSU Health Plan must be directed to the KSU. Email coordinator@ksu.ca with any questions or concerns.

Nova Scotia 811

Nova Scotia 811 provides access to non-emergency health information and services over the phone by simply dialing 8-1-1. You will be connected to a Registered Nurse who can give you the health advice and information you need and provide reassurance concerning all kinds of general health issues and questions. You can also obtain information about health issues and services available in the community.

Note: if you don't have a Nova Scotia phone number, you can also reach 811 by calling 1-866-770-7763.

Naloxone Kits in Residence

Housing & Residence Life has Naloxone kits at the Alex Hall Front Desk and both Patrol and the Don on Call carry naloxone in their kits. If you or someone you know may be in need of naloxone, please see the Alex Hall Front Desk, seek out a Patrol member or contact the Don on Call during their operating hours.

Campus Supports

Visit the links below to learn more about the campus support staff at King's!

[Mental Health & Wellness](#) - note the **Student Support Advisor** can **only work with registered King's students**. Non-King's residents will need to access the mental health support staff available at their educational institution.

[Sexual Health & Wellness](#)

[Accessibility & Accommodations](#)

[Equity, Diversity & Inclusion](#)

General Campus Safety & Security

DalSAFE Mobile App and Text Alerts

[DalSAFE](#) is Dalhousie's integrated safety messaging system. A common platform for safety and security information.

DalSAFE provides updates on campus safety and distributes campus alerts for significant campus closures, major campus hazards and other urgent events. You can download the DalSafe mobile app from the App Store or the Google Play Store.

You do not need to download the DalSafe App to receive campus alerts. If you would like to subscribe only to text alerts, you may do so at www.dal.ca/dept/dalsafe/subscribe.

You are **strongly encouraged** to either download the app or subscribe to text alerts as these alerts are incredibly helpful and informative, especially in campus emergency situations.

Resident Safety & Security Responsibilities

Our Housing & Residence Life team works hard to ensure the safety of residence spaces and our residents. However, there are **many things you as a resident can do** to help keep yourself, your fellow residents, and our buildings safe:

- Never lend your residence keys to someone else, even a close friend or family member.
- If you lose your residence keys, inform staff right away.
- Never let a stranger into a residence building. If you believe they are a locked-out resident, tell them to ring the Alex Hall intercom bell.
- Never prop open building entrance doors, especially emergency exits.
- If you see suspicious behaviour on campus or feel unsafe, call Patrol, the Don on Call, or King's Security right away.

**KEEP UP TO DATE ON RESIDENCE BY
FOLLOWING US ON INSTAGRAM!**



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