What is happening with school? Will I be able to finish my semester remotely?

Yes, as of March 23rd all Concordia courses will be online. Therefore, you will be able to complete your academic year remotely. This includes exams.

What do I do if I want to leave?

- Please ensure that you have filled in our mandatory questionnaire here: https://form.jotform.com/200755127587258
- Clean your fridge
- Place your trash or recycling in Common Room or the Laundry Room bins. Do not leave trash in your room, the bathroom or the hallway.
- Empty your mail box (make sure you change your address with your bank, phone company, etc.)
- Remove all personal furniture from your room. If you do not intend on taking personal furniture with you, get rid of it before you move out of Residence. Items left behind will be considered abandoned and will result in a removal charge to your student account. Pack everything and do not expect to return.
- Locate all your keys - Please put them in an envelope and drop them of in Olga's mailbox office D-102 for GN OR the box in your building for Loyola you can drop your keys in the HA, HB, and JR lobbies by the front door.
  - KEY RETURN: Please include your - Room key, mail key, access card and laundry card (4 items total). Please lock your door when you leave. Please include your name and room number on the envelope so we know which keys are yours.

Do I get a reimbursement if I leave or have already left?

Yes, Residence Life will reimburse rent and the meal plan at a prorated amount IF you leave permanently. Even if you still have belongings in your room, we will still issue the reimbursement. Please contact ashley.allen@concordia.ca to inform her of your departure date. We also ask that you fill-in our mandatory questionnaire: https://form.jotform.com/200755127587258

IMPORTANT: Reimbursement will only be issued if you have NOTIFIED us that you have left permanently. If you do not notify us by completing the questionnaire, you will be charged until the end of the lease (May 4, 2020).

How long will it take to get my rent and meal plan refund?

Please permit time for the refunds to be issued since we are experiencing a high volume of requests. We will be in touch with further updates. Therefore, please check your emails.
What do I do if I cannot take all of my belongings with me?

Take what is IMPORTANT and take everything that you can. You should be planning as though you are unable to return. If you are leaving items behind, please pack them up and leave them neatly organized and labelled with your room number, name and student ID. This way, the Residence Life team can store them for you until you are able to return. If you need boxes, please call the Residence Life duty-phone and we will give some to you for free. DO NOT leave items in closets, drawers and/or hidden away.

What if I left most of my stuff in my room and cannot return?

At this time, you will not be able to retrieve your belongings. Residence Life will communicate with you at a later date about next steps which will include the packing and storing of your belongings.

What if I was/am planning on returning to Residence Life?

As of right now, anyone returning from outside of Canada is required to self-isolate for 14-days. Due to these regulations, we ask that you DO NOT return to Residence Life unless the situation is critical. You MUST notify us if you plan on returning at ashley.allen@concordia.ca

Please also let us know your date of departure so we can issue a refund (prorated based on date of departure). This applies to the meal plan and rent.

Where do I send my keys if I have left and am unable to return?

You can send your keys (mail, room and laundry card) to the following address: *** Please DO NOT mail your access card. Please ensure that you have a RETURN ADDRESS on your envelope that has your FULL NAME on it. This way we know who’s keys are being returned.

GREY NUNS please send keys here:
Attention: Olga Vega
Concordia University – Grey Nuns
1455 Boulevard De Maisonneuve West
GN D-102
Montreal, QC
H3G 1M8

LOYOLA please send keys here:
Attention: Kaeleigh D’Ermo, Manager
Concordia University – Hingston Hall
HA-150.2
7141 Sherbrooke Street West
Montreal, Quebec
H4B 1R6
Will Residence Life close? What do I do if I want to stay?

At this time Residence is remaining open and will continue to support our students. We expect that residents will comply with our policies and procedures. We take everyone’s wellness seriously and expect everyone to be reading our important updates.

Currently, Residence Life is:
- Operating under 24/7 quiet hours.
- Prohibiting gatherings of more than 4 people. And expecting that you exercise social distancing in general.
- No outside guests allowed - External guests are prohibited from entering the building.
- Asking that residents wash their hands and take all necessary precautions.
- Adhere to your scheduled dining hall times that are assigned to you.

If you are planning on staying, please fill-in the following mandatory questionnaire:
https://form.jotform.com/200755479482262

What is social distancing?

In order to keep our community safe, we are limiting groups of individuals in common rooms, or bedrooms to no more than 4 people.

This decision was made in line with the best practice of social distancing which ensures the virus has fewer opportunities to spread, slows the outbreak and is an effective approach to keeping the most vulnerable members of our society safe.

We will be strict in enforcing this rule, and hope that you will keep the safety of yourselves and others in mind. Be smart about your socializing, get creative and stay safe.

To understand how social distancing works, read this helpful article

I think I have symptoms what do I do?

As per the Public health safety guidelines, we would urge you to monitor yourself closely in the coming 2 weeks. Commons signs of the COVID19 you should watch for are:
- fever
- cough
- difficulty breathing

The symptoms may take up to 14 days to appear

If you think you have COVID-19 symptoms:
Ø Stay in your room
Ø Contact Info-Santé (8-1-1), a free, bilingual and confidential service staffed by nurses
Ø Notify a residence life staff through the duty phone OR call security at 514-848-3717
What do I do about mail?

Packages or mail sent prior to the university closure are now arriving on site. You will receive an email from residence life when you have a package at residence, and you should be checking your personal mailbox for letter mail.

Please refrain from ordering anything new, as we cannot guarantee its arrival to residence, or predict disruptions to the postal service.

I have additional questions that I cannot find the answers to:

If you have questions for a Residence Life Manager, please email: ashley.allen@concordia.ca and send her your phone number. She will be able to contact you via phone.

Thank you,
The Residence Life Team