

INTERNATIONAL STUDENT HOUSE

RESIDENT HANDBOOK

November 2008

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Welcome from the Executive Director

Welcome to the International Student House (ISH) of Washington, DC. You have chosen to become a member of this unique residential community which has promoted cultural exchange for over 70 years. In our increasingly global society, the ability to understand other cultures -- and one's own culture through other's perspectives -- is crucial to meeting the challenges of an interdependent world. Each resident of ISH brings special talents to this House, and we look forward to your contribution to this fun and stimulating intercultural community

Mission Statement

The International Student House, a non-profit organization in the heart of Washington, DC, provides an exceptional residential experience to a highly diverse international community of graduate students, interns, and visiting scholars. The House promotes intercultural dialogue, encourages life-long connections, and fosters global citizenship.

To achieve this, ISH offers long-term residency to about 100 international students, scholars, and interns. Residents come together during meals and participate in a variety of programs and activities which build community. Residents interact with each other and with staff forming lifetime relationships

To fulfill the purpose of ISH, every resident must make three basic commitments:

1. To show consideration and respect for others in behavior, language, dress, and care of one's room;
2. To participate in the life and programs of the House;
3. To comply with the administrative policies and regulations necessary for the welfare of the whole community.
4. These policies and regulations are described in this handbook.

Community Life at International Student House

All residents are encouraged to take an active part of the life and mission of the House. We encourage residents to work with our Resident Life Coordinator to organize and lead activities that are fun, develop friendships and foster understanding, and a sense of community. Resident lead activities can include things like leading a yoga or dance group, exploring and understanding cultures through sharing of food, sports, or art.

Living at International Student House

Length of Stay

Residence in the House is limited to full time graduate students, visiting scholars, interns and trainees who are at least 21 years old. Trainees and interns are defined as recent graduates or graduate students who are gaining practical work experience in their field of study. Residence may be for up to two years for graduate students and one year for interns. Residents wishing to extend their stay at ISH beyond the two-year period must complete an extension form that must be signed and authorized by an appropriate university or supervisory official. Successful completion of the extension form does not, however, guarantee that an extension will be granted.

Room Assignments

Most rooms in the three buildings of ISH are shared. Rooms are singles, doubles, triples (women), and quadruples (women). ISH makes every effort to assign you the type of room you have requested on your application form. As ISH is nearly always full and demand is heavy, this is not always possible. Room assignments for new residents are made in the order we receive the room deposit, assuming the dates are available. If your first choice is not available, we will assign you a room as close as possible in price and features as the room you originally requested.

Generally, in shared rooms individuals who are from the same country or use the same language as their mother tongue are not assigned to the same room. English is the common language of the House and allows everyone to communicate with each other.

Roommates

Communication, understanding, tolerance, and flexibility are keys to successful living in a group environment, or in interactions of all kinds. Always strive to keep communication channels open. Chances are that if something is bothering you, it is bothering your roommate as well. Be honest and tactful when discussing your feelings with your roommates. If you are finding it difficult to express your feelings or are frustrated by the responses that you are getting, ask a staff member for help.

Room Changes

If you and your roommate(s) are having difficulties you cannot resolve and problems persist, you may want to consider changing rooms, if there is an available room. If all other avenues have been tried and there is no resolution, the Executive Director will decide whether a room change is appropriate. Residents in shared rooms should not change beds in the same room without staff authorization. Normally, a \$20 administrative room change fee is assessed when a resident's location changes, whether within or outside their current room. Report incorrect bed letter (A, B, C, D). Residents changing beds within a room are also charged a fee.

Men and women live in separate quarters. They may visit each other, but not stay overnight in each other's rooms. In the relations between men and women, it is of the utmost importance to take the varying cultural and religious sensibilities into consideration.

When a Roommate Moves Out

A vacant bed in your room should be made up and the area cleaned by staff within 24 hours after your roommate leaves, except on weekends. Once this bed is made up and the area cleaned, **it is not to be used**. There is a \$35 set-up fee charged to the resident if the bed has to be redone.

Telephones

Individual telephones are located in every room. There is no voice mail service.

Phones may be used to call other rooms, for incoming calls, local calls or long distance calls using a phone card. To call another room put a "1" in front of their room number and dial. To call outside the House, first dial "9" to get an outside line. All "202" numbers can be called without including the 202 area code. Many 301 and 703 area codes are also considered local calls but the area code must be included (for these calls only, do not precede the area code with a "1").

Housekeeping and Maintenance

Residents are responsible for cleaning and vacuuming their own room and emptying trash. There are cleaning supplies in the housekeeping closet on each floor of Main and Van Slyck and in the basement of Marpat Hall. A vacuum cleaner is also available in each building.

Routine maintenance requests (light bulbs, room repairs, etc.) can be made by writing your request in the "House Book", located at the reception desk. Please write the nature of the request with your name and room number in this book. The maintenance staff checks this book each morning and tries to respond the same day to your request. If your request is not

urgent and has not been responded to within 72 hours, please notify the Resident Manager. Please note that an authorized employee may enter your room in order to respond to your request.

Entering Resident Rooms

ISH staff or contractors may enter resident rooms as allowed by law during normal working hours for cleaning, inventory, repairs, plumbing problems, service, inspections, damage, emergency, to show rooms to prospective residents - or as deemed necessary by ISH. An attempt will be made to notify you in advance but this is not always possible. In your absence, ISH staff may also enter your room to silence noise such as alarms, music, TV, etc.

When a maintenance or administrative staff member enter a resident's room they leave a card stating "Your room was visited today by the following staff or repair person. If you have questions please contact the Resident Manager."

Alterations to Living Space

You may use two-sided poster tape to attach posters and pictures to your walls (it is usually available in the Resident Manager Office). No other alterations to living spaces are allowed. If you have questions regarding alterations to your living space, please contact the Resident Managers.

Pets

Residents are not permitted to have animals of any sort in the building at any time. Residents violating the pet policy will be subject to disciplinary action, and be liable for any costs incurred by ISH for damages, fumigation, carpet shampooing, or furniture repair

Public and Shared Bathrooms

Public bathrooms will be spot-cleaned once daily and thoroughly cleaned once a week. Private bathrooms will be cleaned thoroughly once weekly. Please report it if this is not the case. Please leave the bathroom clean, sanitary and orderly.

Pest Control

While pests are not always avoidable, you can take steps to modify the surrounding environment to make it a most unattractive place for pests to live.

1. Mice and other problem pests must have food to survive. It is extremely important to clean up promptly after a meal or snack to prevent ants, mice, roaches, and other pests. Store open staple items, i.e. flour, sugar, crackers, cookies, etc., in the provided dining room refrigerators or in sealed plastic containers. Make sure food items are properly labeled when stored in the dining room refrigerators.
2. Keep the bathroom as dry as possible. Always report leaky plumbing fixtures to staff.
3. Wash clothes and bed linen regularly. Bed linen should be washed once a week to avoid bedbugs and other pests.
4. We recommend that you do not store food in your room as it attracts pests. But if you must, please store it in closed plastic containers.
5. The rooms and common areas of ISH are inspected by pest control professionals on a regular, rotating basis. A sign will be posted on your floor the day before your floor is treated. The treatment will be more effective if you remove your belonging from the floor and place them on your bed. If at any time you wish to have your room treated for pests, please speak to the Resident Manager.

Recycling and Energy and Water Conservation

ISH provides recycling containers in all buildings. Please place all bottles, cans, and newspapers in the appropriate container. *Plastic bags cannot be recycled, and should be placed in a normal trash receptacle, not the recycling receptacles.*

ISH encourages each member of the community to take an active role in environmental issues. We hope you will include energy and water conservation in your daily routines. Suggestions include turning off lights and TV whenever you leave a room and cutting back on the amount of water you use, especially in the shower. Turn heat and A/C down or off before leaving the room for the day. Close your windows when you leave.

Storage

Other than the rented lockers, there is no storage space at ISH. Residents keep their luggage in their rooms. Unlabeled items found around the premises are considered abandoned and may be discarded.

Towels and Linen

Residents are billed a one time fee for linen set-up upon your arrival. Towels may be provided by the resident or purchased for a fee at the desk.

Subletting

Subletting your room is not allowed.

Food Service

ISH hopes that you enjoy the meals that we prepare for you. Our goal is to prepare hearty, satisfying foods, and stay within a budget that will keep rates affordable. ISH counts on your cooperation and feedback to help us achieve our goal.

Meals and Kitchen Policies

1. Breakfast and dinner are served daily, with the exception of dinner on Saturday.
2. A vegetarian entrée is served every evening along with fresh fruit and a large salad bar for all to enjoy.
3. Sunday dinner is served "family style", which means everyone comes to the table together at 1:00 PM sharp and sits down together. When you come into the dining room for Sunday dinner, please stand behind your chair until the staff host signals everyone to be seated. The moment of silence before this meal serves to recognize that ISH is a community and to recall the Quaker tradition of the founders of ISH.
4. Eat as much food as you need, but please remember that only 100 servings are prepared. If you take too much, others may not have a portion. Sometimes there may be a sign suggesting portion size.
5. Extra food for snacks for later consumption may not be taken from the dining room. Meals are eaten only in the dining room or in the garden.
 - Rice may be cooked in the dining room or Marpat Lounge in one of the rice cookers that are supplied by the House
 - Snack food may be heated in the two microwaves located in the dining room and Marpat Lounge
 - Food may be grilled in the courtyard on the BBQ (see handout on "Community Meals at ISH")
6. Please take your tray and dishes to the dishwashing area as soon as you finish your meal.
7. Remove trash from the tray; stack dishes, plates, and cups neatly. Put silverware into container to soak. Stack dirty trays below dish receiving area.
8. Newspapers are supplied for your use in the dining room. When finished reading the newspapers, return them to the basket near the kitchen door. Please do not take the Newspapers out of the dining room.
9. Never return an empty coffee pot to the burner. If the pot is empty, turn the burner off or make another pot of coffee.
10. To be ecologically sensitive, ISH does not use disposable dishes and silver.
11. Late dinners on weekdays are prepared only for residents who miss regular dinner time due to work or study schedules. Please sign up for late dinners by 4 PM each weekday. Those signed up for late dinners will not be served during regular dinner

hours that day. The sign up sheet is posted on the door by the start of the serving line or you may call ext. 208 with your request. Anyone caught stealing another person's late dinner will be subject to a \$50 fine. A second offense may result in dismissal from the House. Residents who order late meals but do not use them will have a \$10 meal fee added to their invoice each time it occurs. The fee covers staff time and food and materials wasted. Please do not take food out of the dining hall.

12. Please clean up after yourself, especially around the coffee bar area. If you use a table after the kitchen has closed, please wipe it. Cleaning materials are near the sink to the left of the dishwasher.
13. *Do not remove china, cutlery or glassware from the dining room.* You may take coffee cups out of the dining room but please remember to return them.
14. You are welcome to invite a guest to breakfast or dinner, just be sure to list them on the guest meal form. We will add \$5 for breakfast and \$7.50 for dinner to your account. Meals are already included in the rate for overnight guests.
15. Please report spills to the kitchen staff, or clean them up before someone is injured.
16. We are cooking for you and want to hear your comments. Comments may be left on cards that are available near the front of the serving line. The card has a section for your comment and a section for the kitchen to reply. Comments and replies will be posted.

Facilities

The ISH complex is composed of three buildings. The original facility which includes the dining room and public rooms was established in the Main Building at 1825 R St. NW. The second building was erected next to the Main building and is called Van Slyck Hall. The third building is located directly across the alley from the Main building at 1824 Riggs Place and is called Marpat Hall.

Building Access

The front door of the Main Building serves as the main access for residents, staff and visitors. Van Slyck alley door and Marpat back door also provide 24-hour access. Plan to use the garden door only between 7:00 AM and 11:00 PM. *The delivery door and emergency doors are for emergencies only.*

New residents are issued one key to the outside entrances of the International Student House. They are responsible for the key and must be careful not to lose it. The key is numbered and must be in your possession when entering the building *and must not be given to anyone else.* There is a \$50 fee for replacing the key. Doors to resident rooms use a keypad and push-button combination lock; it is necessary to turn the door handle and lock handle at the same time.

Common areas

All the public rooms, the garden and the roof deck are for your use and enjoyment. To enhance service and to help assure the comfort of all residents there are a few rules. The family atmosphere at ISH ordinarily calls for comfortable clothes, but it is expected that residents will dress appropriately in the common areas and for special events. Footwear and shirts are required at all times in the common areas.

Quiet hours at ISH are 11:00 PM to 7:00 AM (this includes the garden)

Dining Room- Coffee and tea are always available. Several refrigerators and a microwave are available for use. **If you put food in the refrigerators or cubboards, be sure to label each item with name and date.** Refrigerators are cleaned out weekly and all unlabeled food is disposed of. Please take care to wrap all opened food in zip-lock bags or sealed containers to discourage mice and roaches. Except at regular meal times, you are responsible for rinsing your own dishes and cleaning the table.

The kitchen area is off-limits to residents. There are refrigerators in the serving and coffee areas of the dining room and in Marpat Hall basement, where residents can keep personal food items.

Ella Burling Hall (EBH) - Available for quiet time, visiting, discussions, playing the piano, etc. Except for official events, parties are not permitted in EBH. Please use special care to protect the fine fabrics and antique furniture, paintings, tapestries, and carpets. No red wine in the Hall. Nothing may be removed from EBH and if you move furniture in the Hall please take care to return it to its original position. Music and piano playing are not permitted after 11 PM. Occasionally Burling Hall and Library are used by the ISH Board of Directors and other groups and may be temporarily unavailable for resident use.

Library - Available for quiet study at any hour, day or night. Talking should be kept to a minimum. Please do not leave study materials or laptop computers unattended in the library. It is inconsiderate to leave items at the tables or desks when you are not using the space. ISH is not responsible for personal material left in the library. Such material, if left unattended in the library, may be removed and discarded. The library has two computer workstations, printers, and two laptop stations. These facilities are to be used for study and research purposes only. **Please do not use the library as a shortcut into other areas of the building.**

Computer Lounge (3rd floor of Main Building) - This is the main computer area. Residents have access to this room 24 hours a day. This area is a designated quiet zone and no eating is permitted. Computers, one printer and laptop connections are available for resident use. Bring your own disks and paper.

Television Lounge- Located in the Main Building next to the Library. Used for television and video and small group discussions. The choice of programs and videos is to be made by compromise and consensus. Please keep the area tidy. Care must be taken so that the TV volume doesn't disturb the library next door or the residents living on the floor above.

Garden- The garden is a wonderful place to spend time throughout the day and evening but because we are located in a residential neighborhood, loud music and excessive noises are not permitted. There can be no activity in the garden after 11:00 PM.

For now, smoking is permitted in the garden. Please be sure to use ashtrays.

ISH plates and utensils should not be taken to the garden except during regular meal hours. Return all trays, utensils, plates, etc. after you've finished your meal. Food left in the garden attracts insects and rodents.

Do not bring dining room chairs to the garden. Pick up your cans, newspapers, cups, recyclables, and dishes and leave the garden tidy.

Sunbathing is not permitted in the garden, but is permitted on the Van Slyck roof deck.

Roof Deck (top floor of Van Slyck Building) - May be opened until 9:30 PM each day at the discretion of the staff member on duty. If the roof deck has not been unlocked, you may ask a staff member to open it. Because of insurance concerns staff will close the roof if the following safety regulations are not observed:

1. Absolutely no alcohol is allowed on the roof.
2. No smoking on the roof at any time.
3. Do not sit or climb on the surrounding wall.
4. Stay on the decked terrace at all times.
5. Stay off the unprotected roof.

Remove all trash when you are finished. In addition to causing the roof to be closed, residents breaking these rules are subject to fines or disciplinary action.

Van Slyck Basement Recreation Room- Table tennis, games, and large screen TV are located in the basement. Parties are not allowed in this room. If you are planning a party in the dining room you must complete a party form no later than 48 hours before the event and submit it to the Executive Director for approval.

Marpat Lounge- Available for visiting with friends, playing games, and watching TV. A microwave and rice cooker is available to heat snack food and cook rice. There is a refrigerator for resident use in the basement. Please be sensitive of your noise level at night, as it is next to resident's rooms.

Shared Bathrooms, Showers, and Toilets- Please leave these facilities clean and dry. Pick up papers and towels, **hang** bath mats to dry. If there are emergency plumbing problems, notify staff. For non-emergencies, leave an "Out of Order" note and report the problem in the "House Book", which is located at the front desk.

Programs

Programs

In addition to programs organized by ISH, many programs at ISH are Resident driven. Individuals and groups who have an idea for a program or activity are encouraged to work with the Resident Life Coordinator (RLC). The RLC will help develop, publicize, find resources and coordinate transportation and staff assistance for programs. A primary focus of the RLC's job is to help you develop fun, interesting, rewarding and successful events.

In the past, Resident led events have included yoga, dance lessons, hikes, visits to historic places, bike rides, International Movie Nite with discussions, musical performances and sports activities. A long-standing tradition at ISH is Sunday Tea. Sometimes "Sunday Tea is just tea and cookies in Ella Burling Hall or sometimes Residents organize an informal presentation or performance.

You are encouraged to meet the RLC and help continue the tradition of lively and interesting programs.

Events

ISH sponsors a number of All House events throughout the year. Our board of directors provides access to a variety of lecturers and holidays such as Christmas and Thanksgiving are celebrated with festive food and often entertainment. The House hosts a farewell evening in December and a formal farewell dinner in the spring. Ella Burling hall is the perfect venue for musical performances and the residents occasionally sponsor dances.

Resident Gatherings

There are many occasions for ISH residents to get together to share and celebrate. Spontaneous gatherings where friends get together for a game, TV or discussion and shared food or music in one of the many venues in the House are common.

Parties may be held in the Dining Hall but must be approved at least 48 hours in advance of the party by the Executive Director or Resident Manager. Party approval forms are available in the slot above the mailboxes, or at the front desk. Rules for parties are clearly defined on the form. The individuals responsible for the party are responsible for adhering to these rules. As a general rule, parties are not allowed in Ella Burling Hall unless approved by the Executive Director and private parties in rooms are not permitted.

Loud music and excessive noise are discouraged at all times out of respect for fellow residents and because we are located in a residential neighborhood. **ISH requires that quiet be observed from 11 PM every night, including weekends.** This includes the garden and areas around the building. If there is a party in the Dining Room after 11:00 PM the noise level required is defined as music and voices that cannot be heard outside the closed door. *If*

you are asked to quiet down or leave by a staff member or Resident Assistant you must cooperate (see "Duty to Follow Directives of ISH Staff").

A limited number of non-resident guests are welcome at ISH parties. For security reasons guests must be listed on the Party Form before the party. All guests must be met and escorted by a current ISH resident.

Resident Services

Computer Equipment

There are 5 computer desktops and 2 printers located throughout the Main Building of the International Student House. Two computers and one printer are situated in the Library and 3 computers and 1 printer are located in the Computer Area on the 3rd floor of the Main Building. These computers are used by residents. Please use the computer in one hour increments if there are other residents waiting. You must supply your own paper for the printers. For technical assistance, please contact the Resident Technician (after business hours) or Office Systems Manager (during business hours).

Photocopier and Fax

A photocopier is available during office hours. The cost is 10 cents per page. Residents can receive faxes from the fax machine in the office. The fee is 25 cents per page. The fax number is (202) 387-4115. Faxes are either posted on the bulletin board or placed in your box.

To send a fax use the lobby fax machine and follow these steps:

- For local calls press 9
- For long distance: Please use a calling card.

Wireless

The International Student House is set up with WEP (Wired Equivalent Privacy) for security and faster internet service. WEP is used to set up wireless encryption, which means that residents will have to enter an Access ID and password to connect to **wireless** internet. The WEP Key code will be provided to ISH residents ONLY. To acquire the key you must contact the Office Systems Manager or the Resident Technician.

For technical assistance, please contact the Office Systems Manager at the front desk from 9:00 AM to 4:00 PM Monday through Friday. The Resident Technician can be contacted from 5:30 PM to 9:00 PM.

Mail

Mailboxes

Mailboxes are located in the lobby of the Main Building and are arranged alphabetically by surname. Your mailing address is:

(Your name)
International Student House
1825 R Street NW
Washington DC 20009

Packages

Packages are placed on the bench in front of the world map.

Outgoing Mail

A collection box for outgoing mail is located at the reception desk.

Post Office

The closest US Post Office is located on Florida Avenue near T and 19th Street, and is open Monday-Friday 9 AM-5 PM. Another convenient post office, the Twentieth Street Station, is located in an alcove south of Dupont Circle on 20th Street NW between M and N Streets, and is open the same hours.

Exercise Room

The exercise room is located on the fourth floor of Van Slyck Hall, adjacent to the fourth floor of the Main Building. This room is available 24 hours a day. Please wipe off any equipment that you use after working out.

Vending & Snack Machine

A soft-drink vending machine and snack machine are located in the Van Slyck basement recreation room.

Laundry

Laundry rooms are available 24 hours a day. Washers and dryers are located in the Marpat Hall basement and in the Van Slyck basement, across from the recreation room. The equipment is not coin operated, simply load your laundry and follow the instructions. *Washers and dryers are available for resident use only.* Ironing boards and irons are available in Marpat basement, Van Slyck and the recreation room (5th floor between the Main Building and Van Slyck).

In the interest of energy conservation, residents are urged to wash and dry only full loads. Other energy saving tips: wash clothes in cold or warm water instead of hot; and always clean out the lint filters in the dryers.

Lockers

Lockers are available for rent for \$5-\$15 per month, depending on the size of the locker. To rent a locker, you must register with the Business Manager. You are also required to provide your own combination or key lock. A duplicate copy of the key or combination must be registered with the Business Manager. Unregistered locks will be removed. A resident using the lockers without permission will be charged for usage. Upon request, a lock may be placed on a drawer or closet in your room at no additional charge.

Bicycle Parking

Bicycles must be registered with the Resident Managers and are stored only in the garden. Your front door key will open the garden gate. Please hang your bike or store on the rack with the front wheel up. **When the alarm is on, between 11 PM and 7 AM, you should bring your bicycle in through the front door.** Bicycles left in other areas may create a safety hazard and will be removed.

Auto Parking

Limited parking is available for a monthly fee. Resident automobiles must be registered at the Business Office and have an ISH permit posted on the driver's side windshield or risk having the car towed. Residents renting a parking space must leave a spare set of car keys with the Business Manager. Guests are not allowed to park at ISH unless authorized by a staff member. Please do not park in the front driveway. *Failure to secure authorization could result in towing at the resident's expense and paying a parking fine.*

Office Procedures

Office Hours are from 9 AM-5 PM Monday through Friday. On Wednesday the Business Office is open from 9 AM-8 PM. It is requested that residents conduct business during these hours. *Staff members should not be asked to take care of office matters outside of office hours.*

Payment

1. A drop box is located near the mailboxes. Check payments, forms and notes may be left there, but do not leave cash payments.
2. Residents receive a monthly bill by email for room and board, and are expected to pay by the first of the month. A 5% surcharge is added to bills not paid by the 10th of the month. An additional 5% penalty is added to bills if the bill is not settled within five days of the late notice. There is a \$35 fee for a bad check.

3. A discount is offered to those who pay several months in advance. If you have a problem in meeting deadlines, please speak with the Executive Director.
4. Residents who stay more than four months receive a 10% discount during their stay.
5. For residents who stay less than a month, the rate is charged on a daily basis which ranges from \$35-60 per day depending on the type of room available.

Medical Treatment and Forms

ISH requires that each resident carry medical insurance. A medical information form is included in your welcome packet. *Please complete this form fully and return it to the receptionist or Resident Manager.* If you have a serious medical condition or need on-going care by medical personnel, please inform the Resident Manager. Check your insurance policy to see which coverage is available to you in Washington, DC.

Guest Policy

Your relatives and friends are welcome at ISH. For safety, security, and comfort, the following rules should be observed:

1. Visitors must come to the front door on R Street to be admitted by a receptionist. The receptionist or RA will call you and you must come to the entry area to escort visitors in the House. *No visitors, not even former residents, can be allowed in residential areas unless accompanied by a resident.*
2. Your visitors are your responsibility while they are at ISH. People of the opposite sex may visit in rooms if roommates agree, but are not allowed to stay overnight. If it is inconvenient for your roommate(s), please visit in the common rooms, or in the garden.
3. *Visitors should not use bathrooms in the residential areas. There are public bathrooms in the Main Building and Van Slyck Hall.*
4. If visitors cause any disruption or disturbance, they will be asked to leave. Any damage to property or any charges accrued shall be the sponsoring resident's responsibility
5. Residents may be allowed to have guests overnight depending on the availability of rooms, but there are restrictions. For their overnight guests, residents must read carefully and complete the Overnight Guest Policy Form for details. A resident must make special arrangements for guests of the opposite sex, as men and women are not housed together. If you expect a guest, please complete the form and bring it to the office at least 72 hours in advance of the guest's arrival. Visitors are charged a daily fee, which includes meals. Unless another arrangement is made, the fee will be billed to the resident for his/her guest's stay.

Checkout Procedures

Residents will receive a letter describing the checkout procedures prior to their scheduled departure.

The procedures below must be followed for a successful check-out:

1. Residents must give at least 30 days notice of departure, in writing, or they will pay for 30 days from the day on which they give notice. Write or e-mail the Director as soon as you know your departure date.
2. Before moving out of ISH, residents must complete a checklist indicating that they have paid all their outstanding bills and returned their keys to the office.
3. ISH does not collect mail after departure. Departing residents will need to make their own forwarding arrangements with the US Post office, which can be done at a local post office branch.
4. Payment of final bills *must* occur Monday-Friday during office hours. You must be out of your room by 10:00 A.M on departure day. The room is to be vacated by that time so the housekeeping staff can prepare it for occupancy by a new resident. New residents often move into a room on the same day that the

departing resident leaves. *If residents are unable to leave by 10:00 they will be billed an extra day.*

5. Remove all personal items and discard trash, leaving only the furniture you found when you arrived. Leave the room "broom clean". Items left for ISH or for charity can be bagged and left with the Resident Managers. Luggage may be left in the lobby until departure time. The House is not responsible for any personal items left in the rooms or public areas.
6. Charges may be assessed for loss or damage to premises, equipment or furnishings for which you are responsible, or for failure to properly clean your room. Damage charges can be subtracted from the deposit at check-out, or in some cases charged to the credit card during or after check-out.

Lost and Found

Items that have been misplaced and found by other residents or staff members are located in the office of the Resident Manager. Please report lost items to the Resident Manager, and in the "House Book". The report of the lost item should include an exact description of the item, when and where the item was lost, and any other information that would be helpful in locating the item. Check for lost items more than once. Often a lost item is turned in after several days.

Solicitation

As a protection to residents, ISH does not permit salespersons, peddlers, or agents in the residences. ISH does not permit unauthorized advertising in the buildings.

Safety and Security

Washington, DC is a large urban city, and you should take an active role in ensuring your own safety and that of your community.

House Security

1. No outsiders should be allowed into the House at any time without identifying themselves and explaining the reason for their visit in the guest sign-in book in the front hall. Persons who do not live or work in the House are not allowed into the residential areas unless accompanied by a resident.
2. Residents should keep their rooms locked and doors closed at all times. Never leave money or other valuables in clear view. The House is not responsible for loss, theft, or damage to any belongings. It is recommended that residents obtain personal insurance. Keep your passport in a safe place, and make a photocopy of it. For additional security, lockers of various sizes can be rented at \$5-\$15 per month.
3. Windows on fire escapes must be locked at night. All entrance doors, both in front and in back of the buildings, should always be closed tightly. Do not block fire escapes or hallways with personal or any other items.
4. Whenever residents notice someone or something suspicious around the House, they should immediately notify staff.
5. If you see a fire, pull the nearest alarm box, several of which are located on each floor of each of the three buildings. Call the front desk immediately and have them call 911. Only after 911 has been called should any attempt be made to ou can easily put the fire out with a fire extinguisher (available on each floor).
6. In case of emergency the Resident Managers should be contacted immediately. In their absence contact a staff member living in the House, or ultimately any staff member including the Executive Director. Emergency phone numbers are listed in the information book at the reception desk.
7. A security check of the entire House is conducted every night, and a resident assistant is at the reception desk throughout the night.

Fire Safety

Marpat, Van Slyck and the Main building are all equipped with manual fire alarm pulls, hard wired smoke detectors in individual rooms, fire extinguishers, fire doors, signs and lights that indicate exit doors, routes of escape and location of fire escapes. The systems are checked routinely and fire drills are held periodically.

None of our fire alarms are connected directly to the Fire Department but all of them are connected to a firm that responds to alarm signals. The monitoring company notifies the Fire Department immediately after a signal is activated from any of the three buildings.

If there is a fire, residents are instructed to pull the closest alarm and call the front desk that is staffed 24 hours a day 7 days a week, to report the location of the fire. The front desk receptionist is to call 911 and report the fire (this is in addition to the call made by the monitoring company). Upon hearing the alarm residents are to exit the building using the closest fire exit escape route. The following rules must be observed:

1. No open flames are permitted in the rooms. This includes, but is not limited to candles, incense, and the burning of any materials or other flame emitting articles.
2. Halogen lamps are equipped with high intensity light bulbs that can be flammable and are therefore prohibited.
3. Hot plates, toaster ovens, rice cookers, and other electric heating and cooking appliances of any kind are also prohibited from use in resident rooms and all common areas. Rice Cookers are available for use in the dining room and Marpat Lounge.

Neighborhood safety

1. When outside the buildings, walk with a friend at night and always walk in well-lit areas.
2. Do not jog or run alone at night and we recommend not wearing headphones at night as you may appear vulnerable and you may not be as aware of your surroundings. If you sense a potential threat, go to a well-lit public place and call the police. Be aware of your surroundings when walking and riding the bus or metro.
3. Never leave your possessions unattended in public places. If you are accosted or robbed, *do not resist*. Give up your valuables calmly, observe as much as possible about the robber, walk away firmly and call the police.
4. Connecticut Avenue from Dupont Circle north to Columbia Road is usually a good place to walk after dark, with several sidewalk shops and restaurants along the way.
5. Walking north to Adams Morgan at night is best done in groups.
6. The Dupont Circle area is generally safe during the day however it is a good idea to walk on streets where you can see other pedestrians. At night, the area becomes less safe, particularly east of 14th Street and north of U Street.
7. Conditions around metro stations vary widely, especially at night in the downtown area and in the NE and SE areas of the city; be alert at all times.

Sexual Assault Information

As we live in the center of a major urban area, it is important that you be aware of your surroundings at all times when outside the House. If you or someone you know has been sexually assaulted, here are some procedures to follow if a sexual offense occurs:

1. Get to a safe place. Call a friend or someone else to be with you.
2. Call the Resident Manager or other staff member for advice or referral at extension 201 or 141 (all staff member contact numbers are listed on the Emergency Contact List at the front desk).
3. Report the incident to the police by calling 911. Tell them "I want to report an assault." You will need to give your name and other information.

4. If you are not sure what you want to do, call the DC Rape Crisis Hotline at (202) 333-7273. You do not have to give your name. The advocate will talk to you about your options, rights, and choices.

Standards of Behavior for ISH Community

Alcohol

The possession, sale, manufacture, distribution or consumption of alcohol by persons under the age of 21 is prohibited and illegal under both state and federal laws

Violators are subject to disciplinary action, criminal prosecution and imprisonment. It is unlawful to sell, furnish or provide alcohol to a person under the age of 21. Residents under 21 must sign an "Alcohol Use Restriction Form" included in the welcome packet.

1. A resident who is at least 21 years of age and elects to consume alcohol in his or her own room may do so with the door closed.
2. Possession, transportation or excessive consumption of alcohol is discouraged in the common areas of all three buildings. Cans and bottles should be placed in the recycling containers. Exceptions: the consumption of alcohol in the common areas are made for organized events, such as the Student Council parties, or for events for which a party form has been submitted (see "Parties", below), and approved by the Executive Director.
3. Individual possession of large quantities of alcohol is prohibited. Large quantities include kegs, tap systems, trashcans, funnels, and similar large volume containers.
4. The inability to exercise care and judgment for one's own safety or the safety of others due in whole or in part to alcohol consumption is considered a violation of policy.

Any disruptive or abusive behavior or damage resulting from the use of alcoholic beverages is a violation and will result in disciplinary sanctions, fines, or dismissal from ISH.

Controlled Substances

Possession, use, manufacture, sale, distribution or consumption of illegal and/or dangerous drugs is prohibited and illegal under both District and federal laws. Possession of paraphernalia containing controlled substances, or residue of controlled substances, is prohibited. Violation of any other policy while under the influence of a controlled substance is considered an additional violation. The inability to care for one's safety or the safety of others in whole or in part while under the influence of a controlled substance is considered a violation of policy. Residents in violation of any of the above drug policies could be subject to disciplinary action and dismissal, criminal prosecution and imprisonment.

Weapons

Firearms, ammunition, fireworks, knives having a blade longer than 5 inches, martial arts equipment, instruments which pose a risk of damage or injury, gasoline, naphtha, benzene, and toxic chemicals are strictly prohibited and a violation of law. Residents are prohibited from maintaining, storing, or discharging any firearms on International Student House property

Controversies

In the case of unresolved controversies among residents that threaten the security and harmony of ISH and its residents, the Executive Director has the authority, at his/her discretion, to terminate the occupancy of the individual(s) without notice. Individuals who are terminated must pay room and board fees for an additional two weeks from the date of termination, even if the termination is immediate. Those who are terminated are not allowed to return to live at ISH in future years and are not allowed to return as a guest to ISH.

Most controversies that arise are initially referred to the Resident Managers or other designated staff member. If a resolution cannot be reached at these levels, the matter is then referred to the Executive Director for resolution.

Responsibility to Follow Directives of ISH Staff

Each resident is required to follow all directives of ISH staff and act in an appropriate and civil manner. Threats, harassment and any other mistreatment of staff are grounds for dismissal. *If you are asked to quiet down or leave by a staff member (or a Resident Assistant) you must cooperate. Failure to cooperate with reasonable requests of staff members and/or Resident Assistants will result in disciplinary action, which initially can take the form of monetary fines, or dismissal from the House.*

Harassment

There is to be no harassment of any person. Physical harm or the threat of physical harm to any person-including sexual assault, sexual harassment, assault/battery, and physical fighting will result in disciplinary action. This includes threats, malicious pranks, abusive name-calling, prank phone calls, and racial, gender, or sexual orientation harassment. This also includes abuse and/or harassment that is nonverbal or communicated through e-mail, the internet, regular mail, telephone, fax, etc.

You, your fellow residents and guests are expected to resolve differences in a mature, respectful and constructive manner, in the spirit of the mission of the House.

ISH strives to create an environment that fosters the values of mutual respect and tolerance and is free from discrimination based on race, ethnicity, sex, religion, sexual orientation, disability, and other personal characteristics. Harassment, in its many forms, works against those values and often corrodes a person's sense of worth and interferes with one's ability to participate in ISH programs and activities. While ISH is committed to the free exchange of ideas and the full protection of free expression, ISH also recognizes that words can be used in such a way that they no longer express an idea, but rather injure and intimidate, thus undermining the ability of residents to participate fully in the ISH community. ISH policies prohibit a variety of conduct by residents that, in certain contexts, may be regarded as harassment or intimidation.

Theft

Theft, tampering, and misuse of personal or ISH property, including but not limited to vending machines, furniture, locks, or laundry equipment, is prohibited and subject to disciplinary action, even dismissal from ISH.

If a theft occurs in your room, please contact the Resident Manager or another staff member **immediately**. A report will be taken by the Resident Manager. It is your responsibility to contact the DC Police Department. Criminal charges may be filed.

ISH is not responsible for loss, theft or damage to any personal property.

Trespass

An individual may be charged with criminal trespass if he/she knowingly enters or remains unlawfully in or upon the premises of another resident's room or is found in any restricted area of the buildings. An uninvited individual may be instructed to leave either by a resident, staff member, RA, or police officer.

DIRECTORY

International Student House
1825 R Street NW
Washington, DC
(202) 232-4007
(202) 387-4115 (fax)
info@ishdc.org

Main Reception	Extension 200 or 0
Admissions and Office Systems Manager	Extension 204
Resident Managers (office)	Extension 201
Resident Managers (apartment)	Extension 141
Executive Director	Extension 202
Business Manager	Extension 203
Resident Life Coordinator	cbarzon@ishdc.org
Development and Alumni Director	Extension 210
Supervising Chef and Kitchen	Extension 205
Maintenance Supervisor	Extension 206
Late Dinner Line	Extension 208
Resident Assistants (after 5 PM, weekends)	Extension 200
Staff Cell Phone	(202) 213-5286

Emergency Numbers

Front Desk.....	Extension 200 or 0
Emergency.....	9-911