



Welcome Information

You made it!!! We are glad you are here!!!
Here are some things you may need to know the first few days of your stay:

MAKING YOUR FIRST PAYMENT

You are expected to make your first payment within 48 hours after your arrival. We accept payments by check, money order or credit card. Sorry, we do not accept cash for payments.

To make a payment by credit card:

- Go to www.ishdc.org
- Hover over the "Residents" section
- Select "Online Payments"
- Click the second blue button "Submit Payment"
 - If someone else is paying for you via credit card, please have them reference your name in the "shipping section".

LATE PAYMENTS

Your first payment is due within 48 hours of your arrival. A late charge of 5% of the amount due will be added to your invoice if payment is not received within the first 48 hours.

All future payments are due on the 1st of the month. A late charge of 5% of the amount due will be added to your invoice if payments are not received by the 5th of each month.

ROOM COMBINATION

The combination for your room is _____. Most residents memorize their room combs so they do not have to use this sheet of paper. For your own privacy, do not give out your combination to anyone other than your roommate.

KEY/ FOB

Your House key is number _____. This number is assigned to you, if you lose the key and it is found, we will email you so you can pick it up at the front desk. If you happen to lose your key, please notify one of the Resident Managers as soon as possible. We do our best to maintain the security of ISH-DC and would like to deactivate the key as soon as possible. There is a \$50 key replacement fee.

INTERNET/ WIFI

For the most reliable internet access, we recommend using an Ethernet cable; each bed space has an Ethernet port. A wireless network is available for devices that aren't able to connect to the internet by an Ethernet cable: "ISH Resident WiFi" (password "ABC1221CBA")

HANDBOOK

The Resident Handbook contains even information for all residents. You can review the Handbook by going to the Residents section and selecting the Resident Handbook tab.

SOCIAL MEDIA

We like to share upcoming events and past events with the world! Below is a list of all our social media connections you can join:

Instagram: ishdc1825

Facebook: facebook.ishdc.org

Twitter: @ishwashingtondc

LinkedIn: The Official International Student House of Washington DC Group

Flicker: ishwashingtondc

GUESTS

Guests and even former residents are required to sign in at the main entrance, and remain in the lobby until a current resident comes to greet them. Guests are not allowed into the residential areas unless accompanied by a resident. Guests may stay overnight with approval by ISH-DC staff via the Guest Form - see Guest Policy in the Resident Handbook or the front desk.

SAFETY TIPS

Take an active role in keeping your friends and yourself safe.

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 and conditions around metro stations vary widely. We highly recommend walking in groups and being aware of your surroundings at all times but especially at night.

Ten Tips:

1. **Be mindful.** Don't flash money, jewelry, or carry valuable items. Crimes can happen at any time of the day, so trust your gut and take a taxi if needed.
2. **Walk as a group** with other residents of the house or other friends.
3. **After dark**, walk in well-lit areas. Stay out of all parks at night, unless there is a public event.
4. **Be alert**, for example: when entering into any building in the House, make sure that no unauthorized individuals follow you in.
5. **Keep items with you.** Bags such as backpacks, purses/handbags and fanny packs can be targets for thieves. Never leave your possessions unattended.
6. **Dial 911** any time. If you think someone is following you, cross to the other side of the street and walk quickly to the nearest store or busy place.
7. **Don't resist.** If you are "held up", the police recommend that you give up your valuables calmly and observe as much as possible about the robber to describe them to the police later.
8. **"Con" artists** who offer you "fantastic deals" and try to sell you "valuable" items cheaply; such items are always either stolen or fake.
9. **Trust your gut**, if you feel like something "is off", it probably is. Take steps to get to a safer place.
10. **"If you see something, say something."** You will hear this while riding the metro but it is applicable anytime.



The “Quick List” of House Policies

1. **Respect:** In general, the expectation of all residents of the House is respect. The Main Building of ISH-DC is over 100 years old. We do our best to maintain our facilities, so please be gentle and take care of your new home.
2. **Respect your Roommates:** It is so important that we list “respect” twice. As many of the rooms at ISH-DC are shared, it is important that you respect your roommate’s habits, and vice-versa. Late night phone calls are disturbing, keeping the light on late, not letting your roommate sleep, etc. If you are a late night person and your roommate is not, compromise.
3. **Language of the House:** English is the language of the House. Residents are expected to speak English. This helps all residents to feel like members of one community and allows everyone to communicate.
4. **Quiet Hours:** Starting at 11pm, please be aware of the level of noise you create. The garden and great hall will close, music and other sounds should be reduced and talking should be done softly. It is recommended that if a social gathering continues after 11pm, that it be moved to one of the many local bars or clubs. Everyone should respect the rights of the ISH-DC residents during quiet hours in the evenings.
5. **Library:** Quiet must be kept at all times in the library.
6. **Be Conscious of Doors Slamming:** This can be very disturbing to others and is not a pleasant noise. Place your hand on the doorknob and gently close the door and you will avoid disturbing others.
7. **Always Close Your Door:** Thefts can occur. Close and lock your door at all times, even when you are using the bathroom, taking a shower, doing laundry. Nearly all reports of missing items involve a room with an open door. As ISH-DC is not responsible for any missing items in the rooms, it is very important that you close your door when leaving the room.
8. **No Cooking in the Rooms:** A fire in a room could be disastrous for everybody. ABSOLUTELY NO COOKING EQUIPMENT of any kind is allowed in the room. This is a serious offense and can result in the termination of your ISH-DC residency.
9. **Don’t Take Trays, Cups, or Utensils from the Dining Room:** We don’t have very many extras. If these things are taken from the room, other residents in the dining room will not have any to use.
10. **Do Not Store Food in the Rooms:** Food attracts mice and insects. Dispose of all food wrappers and uneaten food in a trash can outside your room. If you would like to store food in the room, it will need to be stored in a sealed metal or plastic container.
11. **No Smoking.** Smoking is prohibited on ISH-DC property except in the parking lot between Van Slyck and Marpat. Electronic cigarettes are also prohibited.

Local Resources

We have an extensive list of local resources in the DC area on our website. Check-out <http://ishdc.org/current-residents/local-resources>. Enjoy!

Community Service Ideas for ISH-DC Residents!

ISH-DC recognizes the value of building and maintaining a strong community. Our residents, board and staff are committed to contributing to positive change on a local, national and international level. Therefore, it is with the spirit of our mission that ISH-DC encourages our resident scholars to participate in outreach and volunteer activities such as assisting local social service agencies and other community organizations. We try to provide monthly service opportunities for residents, but encourage you to seek other opportunities independently. Below is a list of some worthy causes you may be interested in.

Animal Welfare

Smithsonian National Zoological Park: <http://nationalzoo.si.edu/support/volunteer/specevent.cfm> The Smithsonian National Zoological Park is in need of volunteers for larger events.

Community Improvement/Service

Cherry Blossom Festival (Yearly)

Whitehouse Eggroll (Yearly)

Education

Bookfest: <http://www.loc.gov/bookfest/>

Washington English Center: <http://www.idealists.org/view/volop/nh496CJ5Dn2D/> This is a once a week commitment for six weeks. No teaching experience is required.

Environment

Smithsonian Environmental Research Center: <http://www.idealists.org/view/volop/FZ5H7zfBZGBD/>

Food Banks

Food Bank: <http://www.capitalareafoodbank.org/volunteer/> This opportunity would make it easy for a larger group to volunteer. Shifts are 3 hours and there is no mandatory commitment which would be convenient and easy for ISH-DC residents. Shuttle services are provided from the Metro station for certain shifts and locations.

Food For All: http://www.foodforalldc.org/wp/?page_id=9 This is a local opportunity in Dupont Circle. Volunteers are needed to package food at 9am on Saturdays, and then deliver the food at 9:30. Our residents would ride along with other volunteers.

SOME: http://www.some.org/volunteer_main.html This organization has a large variety of opportunities for residents.

Poverty

Covenant House: Sleep out to Support Homeless Youth.

Senior Care

Capital Caring: <http://www.idealists.org/view/volop/WKdm6dwjzGBD/>

Veterans

Honor Flight: <http://honorflightdca.wordpress.com/schedule/>

Honor Flight brings veterans from around the US to DC to visit the memorials honoring the wars they fought in. These opportunities are mere celebrations thanking the veteran for their service.

Sexual Assault Policy

ISH-DC has a ZERO TOLERANCE POLICY with sexual assault. ISH-DC has many different cultures represented in the house that could have different definitions of sexual assault. By sexual assault, we mean any type of sexual contact or behavior that is unwanted and occurs without the explicit consent of the recipient, including behavior such as sexual groping or attempted rape. If you are victimized by someone while you are in the house, you should immediately report the assault to the ISH-DC professional on-call, who will help you make contact with the police and follow-up with you appropriately. If you are the assaulter, you will be handed over to the police, and dismissed from the house.

The Resident Managers are here to help and assist you. We understand that reporting such an event can be difficult, and we want to make sure you know that we are here to help you at any point through this process.

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. Please refer to the Neighborhood Safety section of the Resident Handbook to remind yourself of how you can prevent unsafe scenarios. If you or someone you know has been sexually assaulted off the ISH-DC grounds, here are some recommended steps to take if a sexual offense occurs:

- Get to a safe place. Call a friend or someone else to be with you.
- 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.
- If you are not sure what you want to do, call the DC Rape Crisis Hotline at 202-333-7273 or the Rape, Abuse, and Incest National Network Sexual Assault Hotline which is open 24 hours at 1.800.656.4673. You do not have to give your name. The advocate will talk to you about your options, rights, and choices.
- Seek out medical care, the Medstar Washington Hospital Center Emergency Department, located at 110 Irving St, NW has specialized nurses to provide discreet and confidential medical services. To reach the on call Sexual Assault Nurse Examiner, call 1.800.641.4028. As a reminder, ISH-DC does not have emergency medical assistance on site.