

International Student House

Resident Handbook

This document may be updated periodically as regulations evolve.

Updates under review March 2011

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.

Living at the House

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 inter-cultural dialogue, encourages life-long connections, and fosters global citizenship.

To achieve this, ISH offers 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:

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

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 Programs Manager to organize and lead activities that are fun, develop friendships and foster understanding, and a sense of community. Resident led activities can include things like leading a yoga or dance group, nationality nights, exploring and understanding cultures through sharing of food, sports, or art.

Who lives at the House

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.

Rooms and Roommates

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. 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 Reservations

Reservations are made in two week blocks starting on either the 1st or 15th of the month. Residents are welcome to arrive and depart anytime during these two dates, but are financially responsible for all dates of the reservation. The Admissions Manager will be as flexible as possible with these dates.

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 or Resident Manager 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). 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.

Maximum Length of Stay

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.

When a Roommate Moves Out

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

Subletting

Subletting your room is not allowed.

House Services

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. 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.

Who Can Enter 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's Office). If you have questions regarding alterations to your living space, please contact the Resident Managers. If you would like to reorganize a room, add or remove a piece of furniture or have a special need you must speak to the Resident Managers for approval.

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.

Storage

Residents keep their luggage in their rooms. There is no other designated storage space at ISH. Unlabeled items found around the premises are considered abandoned and will be placed in the Lost & Found or will be discarded

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.

Sunday Dinners

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.

Meals and Kitchen Policies

- Do not take food out of the dining hall.
 - Do not remove china, cutlery, glassware, or coffee cups from the dining room. Disposable cups are provided to take coffee, tea, and water from the dining room.
 - 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.
 - Breakfast and dinner are served daily, with the exception of dinner on Saturday.
 - A vegetarian entrée is served every evening along with fresh fruit and a large salad bar for all to enjoy.
 - 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.
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- 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 grill.
 - Please take your tray and dishes to the dishwashing area as soon as you finish your meal.
 - Remove trash from the tray; stack dishes, plates, and cups neatly. Put silverware into container to soak. Stack dirty trays below dish receiving area.
 - Newspapers are supplied for your use in the dining room. When finished reading the newspapers, return them to the basket near the kitchen door.
 - Coffee and tea are always available in the dining room. If the pot is empty, be a considerate and make a new pot.
 - 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.
 - Please report spills to the kitchen staff, or clean them up before someone is injured.

Comments

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 in the kitchen.

Late Dinners

Late dinners on weekdays are prepared only for residents who miss regular dinner time due to work or study schedules. Please sign up or call (ext 205) 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 area, or you may call ext. 205 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.

Clean Up

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 kept to the left of the microwave.

No adjustment for missed meals

ISH provides 13 meals per week for residents. There will be no adjustments for missed meals.

Facilities

The ISH complex is composed of three buildings. The original facility is Main Hall 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

New residents are issued one numbered key/FOB to the outside entrances of the International Student House, and are expected to carry it at all times to gain access. The key must not be given to anyone else. There is a \$50 fee for replacing the key. Please report a lost key to staff as soon as possible so we can disable the key and give you a new one. If you later find your key, we are happy to return the \$50. Keys that are lost and not reported create a serious security risk to all residents.

Doors to resident rooms use a keypad and push button combination lock; it is necessary to turn the door handle and lock handle to the right at the same time.

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

Common areas

Public spaces, including the dining room, TV lounges, lobby and garden, 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 area around all doors).

Creating noise that unreasonably disrupts residents or neighboring community members at any time is unacceptable. If you are being disturbed by unreasonably disruptive noise, you may contact the Resident Managers, the staff member on weekend duty, or the RA at the front desk to register a complaint and steps will be taken to alleviate the noise. Noise offenders will receive an initial advisory from the Resident Manager or the Executive Director; repeated offenses can lead to dismissal from the House.

Kitchen and Dining Room

The kitchen area is off-limits to residents due to health and safety regulations. Residents are allowed in the serving area only during meal times. There are refrigerators in the Dining Room and in Marpat Hall basement, where residents can keep personal food items. Except at regular meal times, you are responsible for removal of personal food items and cleaning the table. Cleaning supplies can be found to the left of the microwave. Water, coffee and tea are always available. Several refrigerators and a microwave are available for use.

Refrigerator Policy

If you put food in the refrigerators or cupboards, be sure to label each item with name and date. Please take care to wrap all opened food in zip-lock bags or sealed containers to discourage mice and roaches. The following items will be trashed immediately by staff or residents:

- Items without a name and date
- Items with an expired date
- Items labeled by a checked-out resident
- Food that has gone bad, is moldy, is leaking
- Late Dinners

If you would like to place something in the fridge to share with other residents, please label with a date and the words: "Any resident may use/eat this".

Ella Burling Hall (EBH)

The Hall is available for visiting, discussions, and playing the piano. The piano is available for resident's use during the hours of 10am to 9pm every day. Please use special care to protect the fine fabrics, paintings, tapestries, carpets, and furniture. Over the years the antique furniture has become fragile and is not to be moved unless by the maintenance staff for a scheduled event. The refectory table in the Hall is over 300 years old and should not be used for any activities, unless it is a scheduled event. The Hall is closed from 11pm to 7am and no food or drink is permitted in the Hall unless it is a scheduled event. Occasionally Burling Hall, as well as the TV Lounge, Library, and Garden, 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.

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 at any time. The garden is closed between 11pm and 7am.

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.

Van Slyck Basement Recreation Room

Table tennis, games, and large screen TV are located in the basement. This room is also used every Tuesday night for International Movie Night.

Marpat Lounge

Available for visiting with friends, playing games, and watching TV. A microwave is available to heat snack food. 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.

Recycling, Energy and Water Conservation

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.

ISH provides recycling containers in all buildings. Please place all bottles, cans, and newspapers in the appropriate container.

Construction

At any time construction and repairs may be required to take place at ISH facilities. While every effort will be made to minimize the impact of the construction, some noise and inconvenience are inevitable.

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 Programs Manager. The Programs Manager will help develop, publicize, find resources and coordinate transportation and staff assistance for programs. The Program Manager will you or your group develop fun, interesting, rewarding and successful events.

In the past, Resident led events have included cultural nationality nights, yoga, dance lessons, hikes, visits to historic places, bike rides, International Movie Night with discussions, musical performances and sports activities. You are encouraged to continue the tradition of planning lively and interesting programs.

Events

ISH Board of Directors and management sponsors a number of all house events throughout the year. Our Board of Directors provides access to a variety of lecturers and cultural events. 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.

Any Resident Led Event must be approved at least 1 week in advance by the Program Manager. RLE Forms are available from the Program Manager. Rules are clearly defined on the form. The individuals responsible for the event are responsible for adhering to these rules. Events are not allowed in Ella Burling Hall unless approved by the Programs Manager 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 between 11pm and 7am every night, including weekends. This includes the garden and dining room.

At 11pm all music must stop in the Dining Room and Van Slyck lounge. Any gathering which residents wish to continue beyond 11:00 pm must move off of House property and residents must observe quiet hours when they return to the House. If you are asked to quiet down or leave the garden or any space in the House by a staff member or Resident Assistant, you must cooperate. Failure to do so will be handled by the procedures outlined below in the [Staff Directives Section](#) of this handbook.

Most House Events are for residents only. A limited number of non-resident guests are welcome at some ISH events with the approval of the Programs Manager. For security reasons guests must be signed in at the Sign In Book located at the Front Desk. All guests must be met and escorted by a current ISH resident. Residents are responsible for the actions of their guests.

Resident Services

Computer Equipment

There are computers located in the Main Building of the International Student House. For technical assistance, please contact Resident Manager.

Photocopier and Fax

A photocopier is available during office hours. The cost is 10 cents per page. To receive a fax, our number is 202-387-4115. Faxes are placed in your mail box. The fee is 25 cents per page. To send a fax use the lobby fax machine and follow the steps posted on the machine.

Wireless

The International Student House is set up with wireless Internet. The access code for the wireless is provided in the resident's Welcome Packet. If you need this code, please speak to staff or someone at the Front Desk. For technical assistance, please contact the Resident Manager.

Mail

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

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

Outgoing Mail

A collection box for outgoing mail is located at the Front Desk.

Packages

Packages are placed on the bench in front of the world map on the 1st floor of Main Hall.

Post Office

The closest US Post Office is located on Florida Avenue near T and 19th Street, and is open Monday-Friday 9AM-5PM. 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. High efficiency washers and dryers are located in the Marpat Hall basement and in the Van Slyck basement, across from the Recreation Room. Special soap is required for these machines - please read instructions on the machines. ISH does not provide soap for laundry machines. The cost of using the machines is included in your room fee - 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 lounge, 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. Hang jeans, towels and other hard to dry items in the room. This can

reduce dryer time by half which helps reduce costs for the house and frees up the machines for other residents.

Bicycle Parking

Bicycles must be registered in the Resident Managers Office. Registered bicycles will receive a ISH parking sticker. Bicycles without stickers may be removed. Bicycles can be stored only in the Garden Bike Shed. 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

Parking is not available for residents at ISH.

Office Procedures

Office Hours

9am - 5pm Monday through Friday. On Wednesday the Business Office is open from 9AM - 8PM. 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

- A drop box is located on the wall outside of the Business Office. Check payments, forms and notes may be left there.
- On arrival, residents pay at least one full month rent and payment is due on the first of each month thereafter
- 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 5th of the month. An additional 5% penalty is added to bills if the bill is not settled within five days of the late notice.
- If Room fees are not paid by the end of the month the resident may be dismissal from the House.
- If you have any problems or concerns with your bill, or your ability to pay on time, please speak to the Business Manager immediately.
- There is a fee for a bad check.
- Residents who pay three months in advance will receive a \$20 / month discount.

Overnight Guest Policy

Your guest may stay on a futon in your room for \$40 a night. However, there are restrictions.

- The \$40 fee includes meals, futon and bedding. The futon will be delivered to your room on the day your guest arrives and picked up by noon on the day your guest is to check out. The fee will be billed to the resident for his/her guest's stay.
- Residents must complete the Overnight Guest Form 3 days in advance.
- There is a maximum stay of three nights, no exceptions.
- Roommates must approve of the guest.
- Space must be available in the room where roommates will not be inconvenienced.
- Only one guest is allowed at a time.
- A resident must make special arrangements for guests of the opposite sex, as men and women are not housed together in any of our rooms.
- Residents hosting a guest must be present in the House for the duration of the guest's stay.
- Guest and Host must be in good standing with the House.
- Overnight Guests must show guest card at front desk when entering the building. Anyone found in the house who is not a resident and who has not been signed in by a resident will be treated as a trespasser.
- Requests received after 4pm on Friday will not be reviewed until the following Monday.

Residents who have guests for overnight stays without completing the Overnight Guest Form will:

- be billed the maximum daily rate of \$70 for each night.
- be billed a \$60 administrative fee.
- be subject to disciplinary action.

Guest Policy

Any guest, whether a friend, relative, contractor, repair worker, or alumni, must comply with the following rules for the safety, security, and comfort of residents. One guest per resident and no more than ten guests will be allowed in the House at any time. Visiting hours for guests are 9am - 10 pm. All guests must leave the House at 10pm. No exceptions.

- Guests must come to the front door on R Street to be admitted by a Resident Assistant (RA) working at the Front Desk. The RA will call you and you must come to the entry area to escort visitors into the House.
- No guests, not even former residents, can be allowed in residential areas unless accompanied by a resident. All visitors must leave the property by 10:00 pm, unless an overnight approval was submitted in advance.
- Your guests 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.
- Guests should not use bathrooms in the residential areas. There are public bathrooms in the Main Hall and Van Slyck Hall.
- If guests 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

Checkout Procedures

Residents will receive an email notification of their departure date prior to leaving. This email will include the below information. If this information is not completed, residents may forfeit all or part of their deposit.

Prior to Departure:

- Notify the Admissions Manager in writing of the exact date of departure IF it is different from the date listed in the Check Out Notification Email.
- Arrange for mail to be forwarded at the [US Postal Service Office](#). You cannot do this online. Forms are available at the front desk or any US Post Office. After check out, all mail will either be returned to the Post Office or trashed.
- Meet with the Business Manager to finalize bills / room credits.
- Review and complete the [Check Out Form](#). This form contains information on the deposit.

On the Day of Departure:

- Checkout time is 10:00am. Residents must be out of the room by this time. If residents are unable to leave by 10:00 they will be billed an extra day.
- Luggage may be left in the lobby. Note: ISH is not responsible for any items left in rooms or public areas.
- Please empty room's garbage can.
- Please leave a tidy room. There should be nothing left in the room other than the original furnishings. Charges may be assessed for loss or damage to premises, equipment or furnishings for which the resident is responsible, or for failure to properly clean the room. Damage charges can be subtracted from the deposit, or in some cases charged to the resident's credit card after check-out.
- Items left for ISH or for charity can be bagged and left with the Resident Manager.

Lost and Found

Items that have been misplaced and found by other residents or staff members are located in a locked cabinet at the front desk. Please report lost items to the Resident Manager, and in the "House Book" located at the Front Desk. 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.

To avoid having valuable property fall into unknown hands, staff will collect any unattended valuables (phones, MP3 players, cameras, computers, etc). Items will be stored in the locked cabinet at the front desk until you pick them up. Once a semester, unclaimed items are donated to charity.

Solicitation

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

Resident Health and Safety

Smoking

No smoking is allowed on ISH property or within 20 ft. of any entrance to the House. This no smoking policy is consistent with the recommendation of the U.S. Surgeon General, and is in effect in all government offices, hotels, restaurants, and schools throughout the US. Applicants who will find it difficult to refrain from smoking will be encouraged to look for housing elsewhere.

Medical Treatment

If you have a serious medical condition or need on-going care by medical personnel, please inform the Residence Manager. Check your insurance policy to see which coverage is available to you in Washington, DC.

ISH is not responsible for any medical care for residents or guests.

Neighborhood Safety

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

- Be alert at all times.
- When outside the buildings, walk with a friend at night and always walk in well-lit areas.
- Do not loiter in the alley between Van Slyck and Marpat Halls.
- 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.
- 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 and call the police.
- Dupont Circle is usually a good place to walk after dark, with several sidewalk shops and restaurants along the way.
- Walking north to Adams Morgan at night is best done in groups.
- 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.
- Conditions around metro stations vary widely, especially at night in the downtown area and in the NE and SE areas of the city.

House Security

All outsiders will be stopped at the Front Desk to identify themselves and sign the Guest Book. Persons who do not live or work in the House are not allowed beyond the Lobby unless accompanied by a resident or staff member.

The House is not responsible for loss, theft, or damage to any belongings.

Residents should keep their rooms locked and doors closed at all times. Never leave money or other valuables in clear view. Keep your passport in a safe place, and make a photocopy of it.

All entrance doors, both in front and in back of the buildings, should always be closed tightly. Do not block fire escapes or hallways.

Whenever residents notice someone or something suspicious around the House, they should immediately notify staff.

In case of emergency call 911 immediately and then contact the Resident Manager, Staff Member on Duty or Executive Director. Emergency phone numbers are listed in the information book at the Front Desk.

A security check of the entire House is conducted every night, and a resident assistant is at the Front Desk throughout the night.

Fire Safety

The following rules must be observed:

- 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.
- Halogen lamps are prohibited because they contain high intensity light bulbs that can be flammable.
- Hot plates, toaster ovens, rice cookers, and other electric heating and cooking appliances of any kind are also prohibited from use in resident rooms. Microwaves are available for use in the dining room and Marpat Lounge only.

Marpat, Van Slyck and the Main Halls 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.

If the fire alarm sounds go to the proper fire exit location for your area. You must leave the building when you hear the fire alarm. Residents must remain outside until permission is given to re-enter the building by a staff member or Fire Department Official.

If you see a fire, pull the nearest alarm box, and then evacuate the building. Several alarm boxes 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 put out a small fire with a fire extinguisher (available on each floor).

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

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.

- 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.
- In the dining room, you are responsible for clearing your dishes and tray; return everything to the kitchen.
- Keep the bathroom as dry as possible. Always report leaky plumbing fixtures in the House book.
- Wash clothes and bed linen regularly. Bed linen should be washed once a week to avoid bedbugs and other pests.
- 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, which are available from the Residence Managers.
- 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.

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. If you or someone you know has been sexually assaulted, here are some procedures to follow if a sexual offense occurs:

- Get to a safe place. Call a friend or someone else to be with you.
- Call the Resident Manager or other staff member for advice or referral. All staff member contact numbers are listed on the Emergency Contact List at the Front Desk.
- 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. You do not have to give your name. The advocate will talk to you about your options, rights, and choices.

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.

Standards of Behavior

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, shouting 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 can take the form of monetary fines, or dismissal from the House.

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 their welcome packet.

- 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. No parties are allowed in the bedrooms - no more than four guests plus the resident are permitted at one time if alcohol is served.
- Possession, transportation or excessive consumption of alcohol is discouraged at ISH.
- Individual possession of large quantities of alcohol is prohibited. Large quantities include kegs, tap systems, trashcans, funnels, and similar large volume containers are prohibited.
- 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.
- Alcoholic beverages may be served at officially organized House events approved by the Resident Manager.
- Alcohol may not be consumed in the public spaces of the House(dining room, garden, lobby, TV lounges, Burling Hall or library) without management approval and supervision.

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

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, fines, dismissal from ISH, or criminal prosecution and imprisonment.

Weapons

Firearms, ammunition, fireworks, knives having a blade longer than 3 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 that threaten the security and harmony of ISH and its residents, the Executive Director or Resident Manager have 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 30 days 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.

Controversies that arise are referred to the Resident Manager or other designated staff member for resolution.

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 namecalling, 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. 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 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

Phone Numbers

Emergencies	9-911
Main Reception	200
Resident Manager	201
Executive Director	202
Business Manager	203
Admissions	209
Kitchen / Late Dinner	205
Maintenance Supervisor	206
Programs and Events Manager	209
Development & Alumni Director	210