

INTERNATIONAL HOUSE BERKELEY

Resident Handbook 2011-2012

• MISSION STATEMENT 2
• WELCOME FROM THE EXECUTIVE DIRECTOR 2
• NEW RESIDENT CHECK LIST 3
• INTERNATIONAL HOUSE COMMUNITY 4
• FACILITIES 6
• HOUSE SERVICES 12
• SAFETY AND SECURITY 18
• RESIDENT PROGRAMS & POLICIES 24
• UNIVERSITY CONDUCT REGULATIONS 26
• INTERNATIONAL HOUSE COMMUNITY STANDARDS 27
• STUDENT CONDUCT PROCESS 34
• DINING AT INTERNATIONAL HOUSE 38
• YOUR ROOM 42
• LOANS, EMPLOYMENT & FINANCIAL AID 46
• I-HOUSE ADMINISTRATION 47
• I-HOUSE STAFF DIRECTORY 50
• MAPS 53

Mission Statement

International House's mission is to foster intercultural respect and understanding, lifelong friendships and leadership skills for the promotion of a more tolerant and peaceful world. I-House achieves its mission by providing students and scholars from the United States and around the world with an opportunity to live and learn together in a challenging and supportive residential and community-oriented program center. Its resources and activities are designed to stimulate diversity of thought and experience among residents, alumni worldwide and members of the campus and Bay Area communities. International House is an independent, self-supporting, non-profit organization with close ties to the University of California at Berkeley.

Adopted by
The International House Board of Directors
May 5, 1999

Welcome Letter

Welcome to International House—a residence unlike any other!

I-House is much more than a house. It is more than a home. I-House is a way of life. Built on a foundation of understanding and respect, it brings together nearly 600 students and scholars from 80 countries in a setting of intellectual and cultural enrichment. As residents share food, exchange ideas and forge friendships, they broaden their personal and professional horizons.

Since opening our doors in 1930, I-House has bridged cultural differences and embraced diversity. Our tradition is to acknowledge the tensions that trouble global society but not to accept them as immutable. We seek to be a catalyst for peace and understanding within I-House and with the community beyond our walls. This is the history of I-House, a history written through the experiences of over 60,000 alumni, some of whom you will meet during your stay. By joining the I-House community you are adding your chapter to our history – and we are grateful.

I-House welcomes and values each resident as an individual with particular interests and needs. We want your stay to be relevant. My staff and I will seek your views on how we can do things better, how we can make I-House a more rewarding place to reside. Countless former residents have talked about their stay at I-House as being their most exciting and intellectually enriching experience at Cal. We hope yours will be too.

On behalf of our staff, Board of Directors and alumni, it is a pleasure to welcome you to your new home.

Martin Brennan
Executive Director

New Resident Checklist

- ❑ Become familiar with this Handbook. Re-read the terms and conditions of your contract. Both will help you learn a great deal about your new home.
- ❑ Watch the Move-in video which gives you important information as a new resident, <http://www.youtube.com/IHouseBerkeley>.
- ❑ Be sure to read the earthquake and fire safety procedures in this handbook.
- ❑ If you are in a double room, meet your roommate and discuss how you can be compatible and have a great year! Read and discuss the section on Roommates in this handbook.
- ❑ Introduce yourself to your neighbors.
- ❑ Explore I-House! Floor maps are framed and posted all around the building to help you. If you have questions, just ask at the Front Desk.
- ❑ Meet the Resident Assistants (RAs) for your floor. Their names and room numbers are posted on the bulletin board by the elevator on your floor.
- ❑ If you have a car and need parking information, Parking and Transportation Services at UC Berkeley and the City of Berkeley (for street parking "Area I" permit) can provide you with helpful information. (Refer to *Parking* in the House Services section of this handbook.)
- ❑ When you checked in, you received a Room Inventory Form in your packet. Please complete the room inventory and condition report right away, and return the form to the Front Desk.
- ❑ Create your I-House Network Account using the registration code provided on the information sheet in your check-in envelope. For problems, please visit Information Systems on the ground floor.
- ❑ Check your email for the I-House E-News which will give you bi-monthly updates on all events and programs at I-House.
- ❑ Visit the International House web site at: <http://ihouse.berkeley.edu>. Check out the Resident Portal for news, announcements and important resources.
- ❑ Attend all Welcome events & programs, including House tours, social events, Town Hall Meetings and Floor Meetings.
- ❑ Sign up for a New Resident Orientation Retreat at the Sarin Program Office.

The I-House Community

- Residents 4
- Resident Assistants 4
- Alumni 4
- Visitors and Guests 5

Residents

By becoming a resident of International House you join a global community of more than 60,000 people who have called I-House home. Each year the house welcomes approximately 1,000 additional students and scholars to join these ranks, at least half of whom are from countries other than the United States. The majority of residents are graduate students or visiting scholars, although undergraduate juniors and seniors are also admitted. For some, International House is perceived as a conveniently located provider of housing and dining services. For many, however, this splendid building becomes an unforgettable temporary home where people from across the globe share, debate, disagree, celebrate, and above all, *learn* from one another. As a resident of I-House you share not only a living space, but the opportunity and responsibility to shape it into a positive community for all. We hope your experience at International House is an excellent one and we encourage you to share your questions, concerns and compliments with our staff.

Resident Assistants

The Resident Assistants are a key component of the I-House residential community. The RAs provide assistance to residents and help to build and maintain a safe and enjoyable living environment for all. RAs assist new residents during check-in, help residents who are locked out of their rooms, respond to emergency situations, mediate roommate conflicts, and refer residents to I-House professionals for additional information or assistance. An RA is on-duty from 8pm until 8am, Monday through Sunday. There are 15 Resident Assistants during the academic year and 14 in the Summer. Most floors have at least two RAs. Should you need to talk to an RA, try one on your floor or visit the Front Desk after 8pm and before it closes (midnight Monday – Wednesday and 2:30am Thursday – Saturday).

Alumni

International House strives to maintain a strong connection with our former residents and our alumni play an active role in the life of I-House in a variety of ways. Alumni of International House Berkeley are entitled to the following benefits:

- I-House online community. Alums may sign up by visiting <http://ihouseonline.berkeley.edu>
- Email invitation to alumni events and reunions.
- Special discounts and access at International House.

Visitors and Guests

I-House is a very busy place throughout the year. In addition to serving as a residence for nearly 600 people, I-House is the home of the UCB-affiliated *Berkeley International Office* and the site of an independently-operated business, *The International House Cafe*. I-House also rents various rooms and facilities to a number of public and private organizations for meetings, conferences, and receptions. For the time they are here, the House welcomes these people and organizations as a part of our community. As for the visitors and guests of individual residents, more information may be found in the *Your Room* section of this handbook.

Facilities

• Bicycle Parking Area 6
• Café 6
• Computer Resources 7
• Elevators 7
• Facilities for Events & Meeting 8
• Front Desk 9
• Great Hall 9
• Kitchen 10
• Laundry 10
• Library 10
• Music Practice Rooms 11
• Recreation Areas in I-House 11

Bicycle Parking Area

Bicycling is a great way to get around during your time in Berkeley. I-House has provided a gated Bicycle Parking Area to provide a safer option for parking your bike. Bike theft in the Berkeley area is an ongoing problem. Residents are advised to park bicycles in the I-House bicycle parking area located outside, to the south of the main entrance. An In-House bicycle parking permit is required and can be purchased from the Physical Operations Office at a cost of \$5.00 per semester. Any bicycle parked in the Bicycle Parking Area without a valid permit is subject to impound and will be removed at the owner's expense. Bicycles not claimed within 30 days will be disposed of without any notice to the owner and without liability to I-House. Permits automatically expire when you move out of I-House. Residents use the bicycle parking area at their own risk.

All bicycles must also be licensed according to California State Law. This can be done through the Campus Police – Mon.-Fri., 12:30 - 4 pm. Always use a bicycle lock. Kryptonite or U-Locks are recommended and should be secured to both your bike and an immobile and solid object.

Please do not park bicycles on lawns, sidewalks, or in common areas inside the building. Do not lock your bicycles to the railings in front of the building. Bicycles illegally parked will be impounded and removed at the owner's risk and expense.

Cafe

The International House Café is open to residents and the public. Breakfast items, sandwiches, snacks and beverages are served in the Café. Outdoor seating is available with a partial view of the Golden Gate Bridge. Beer and wine will be available for purchase by persons over 21 years of age with valid identification later this semester. Alcoholic beverages must be consumed on the premises and cannot be taken out of the Café or consumed in the patio area. Wireless network access through the campus AirBears system is available in the Café and the adjacent patios. The Café is operated under lease agreement by Bon Appétit Management Company.

Computer Resources

A number of computers as well as a scanner and printers are available for the use of I-House residents. The Resident Computing Center (RCC) is located on the 3rd floor near the passenger elevators. The computers have popular applications such as MS Office Professional (MS Word, Excel, PowerPoint, Outlook, Access) installed and are connected to the Internet through the campus network. Laser printing is available at low cost. Printer cards are available for purchase in the Residents' Service Center. Residents may also submit their print jobs from their rooms and retrieve their print jobs at the RCC. Check out our web page at <http://ihouse.berkeley.edu/rescomp> for more information. There is no charge for using the computers. Use of the computers is governed by rules posted in the Computing Center. On weekdays, the RCC is closed for cleaning from 9:30 am to 10:00 am. I-House's Resident Computing Center was established with a gift from Dr. Edith Loewenstein, mother of a former I-House resident.

As a convenience to our residents, we also have several networked computers available in the Library and in the Laundry Room.

The Information Systems department oversees the RCC and provides support during their posted office hours. Information Systems staff can also assist residents in accessing the Internet, using the wired and wireless network connections, and provide support for the equipment in both the Computer Center on the third floor, and the public computers in the Library and the Laundry Room.

Information Systems maintains a pool of laptop computers that are available for rental through the Residents' Service Center, and monitors compliance of network use with applicable local, state, and federal laws and campus policies. IS team members are happy to answer general computer-related questions and can also provide information about campus computer resources such as email, free downloadable software, etc. Unfortunately, we do not have the resources to maintain, troubleshoot or repair the more than 500 computers our residents bring with them to I-House. For additional information, please come and visit the Information Systems office on the first floor.

Elevators

Elevators are conveniently located on the ground floor near the Laundry Room and on the second floor just outside the Berkeley International Office. Like our building, the elevators have seen a lot of use over the years and require a bit of extra care. Please don't hold elevator doors open or overload the elevators at any time. Tampering with any of the elevators in any way can be extremely dangerous and is prohibited. I-House is also equipped with a service elevator for use by designated staff members and non-ambulatory disabled persons. Students with disabilities who require special access must see the Manager of Resident Support Services (510-642-9480) to discuss their needs and coordinate accommodations. Elevator permits are in the Physical Operations Office.

Facilities for Events & Meetings

I-House has several rooms and venues available for special events and meetings. Information regarding the types of events permitted in I-House public rooms may be obtained from the Events Office. All reservations must be made at least two weeks in advance of the event. If a payment is required it will be due when the reservation is made. Since a portion of the fees charged to residents goes toward the maintenance costs of public rooms, no resident can reserve a public room for a non-I-House organization on a rental waiver basis. Please visit the Events Office during office hours or call 642 0589 for more information and availability.

- *Chevron Auditorium*

The Chevron Auditorium is equipped with a stage, both a built-in and portable sound system, projection booth, and stage lights. The Auditorium is used for a wide variety of activities and is available to outside groups for rental. The Auditorium was named in 1995 to honor the Chevron Corporation for its substantial and continued financial support.

- *Clarence E. Heller Patio*

Named after a distinguished former Board member, the Clarence E. Heller Patio is available for dining room meal seating during regular meal hours and as an outdoor lounge for residents and staff during non-meal hours. The Patio is occasionally rented for special events and has wireless internet access.

- *Ida and Robert Sproul Rooms*

Located at the east end of the north mezzanine, the Sproul Rooms are available for meeting and program events.

- *Orville and Ellina Marx Golub Home Room*

The Home Room is a small living room, located at the top of the stairs of the north mezzanine. It is frequently used for receptions, banquets and for entertaining special guests. The room can also be reserved for meetings, lectures and music concerts. The piano is reserved for special purposes but is open to a limited number of residents each semester. Contact the Events Office for details. The Home Room was named in honor of Ellina and Orville Golub, in recognition of their great generosity to International House.

- *Slusser Room*

The Slusser Room is a small conference and meeting room located next to the Chevron Auditorium. The room features a conference table which seats approximately 30, plus a built-in projector screen and display boards. The Slusser Room was named in honor of Bill Slusser, a former Board member, who led the 50th anniversary campaign in support of International House.

Front Desk

The Front Desk is the central hub for information and support for International House residents and guests. The Front Desk is staffed by a Resident Support Services staff member and can be reached by calling (510) 642-9490. The Front Desk is open:

Sunday through Wednesday - 8am until midnight
Thursday through Saturday – 8am until 2:30am

The Front Desk staff is available to assist with general questions, ranging from I-House operations to local and campus resources. They can assist residents with maintenance concerns, lock-outs and lost keys, and any emergency situations. Residents may leave written messages for other residents or guests. Messages may be left for pick-up by non-residents, but messages not picked up within a day will be discarded. You can check out keys to the piano practice rooms, sign-up to use the Sproul Kitchen and borrow chess and checker sets, games, playing cards, newspapers and magazines at the Front Desk. You can consult and/or purchase maps and borrow tools. A variety of sports equipment is also available for residents to check out including tennis rackets/balls, pool and Ping-Pong equipment and other sports gear. When you check-out any key, periodical or equipment from the Front Desk, you must leave an ID. Your identification will be returned to you when you return the borrowed item/s.

During the hours when the Front Desk is closed, a Resident Assistant is on duty to assist with emergency situations. They can be reached by calling (510) 642-9490

Great Hall

The Great Hall is our main living/community room and is open to I-House residents, staff, guests, and alumni. Each Wednesday night it plays host to our weekly Coffee Hour for I-House residents.

The Great Hall is reserved for the exclusive use of residents and their accompanied guests, from 5pm - 7:30am weekdays, and all day and night on Saturday, Sunday, and holidays. On rare occasions, the Great Hall may be reserved for private events.

A large-screen color TV is located in the Great Hall and wireless internet access is available. In the evenings between 5pm and 7pm, the television should always be made available to residents wishing to watch news. After 7pm other programs may be selected by consensus. On weekdays, during business hours, those watching television viewing may be asked to turn the TV off by those who need to work or study in the Great Hall. VCRs, DVD players and video games may not be connected to the television at any time. The Great Hall may be closed from time to time for special events or maintenance.

• Great Hall Fireplace

Burning wood in the early morning hours or daytime is not permitted. I-House also abides by Spare the Air Day notices and cannot be used on these days. Because of health concerns and the potential nuisance of smoke, fires in the fireplace will be limited to special events and limited hours:

Sunday - Thursday: 7 pm to 10pm
Friday & Saturday: 5 pm to 10pm

Kitchen (Sproul Kitchen)

Use of the Sproul Kitchen is administered by the Front Desk and the RSS staff. You may reserve the kitchen and the Gamble Lounge dining table for a dinner party or small gathering. For more information, please read the Kitchen Reservation Policy available at the Front Desk. The Sproul Kitchen is available for residents to use between 4pm-10pm on weekdays and 8am-10pm on weekends, subject to the following conditions:

- The kitchen may be reserved for a maximum of 5 hours use at a time.
- Advance Reservations will require a cleaning deposit, in the form of a check, for the amount of \$100.00 bearing the current date and made payable to International House. This deposit will be retained at the Front Desk until the kitchen has been inspected and approved as clean by staff. Immediately following use of the kitchen, it is the user's responsibility to accompany the on-duty RA on a kitchen inspection for cleanliness according to posted standards (posted photographs, kitchen checklist, etc.).
- The user will forfeit the \$100.00 deposit if they fail to leave the kitchen by 10pm.

In the event that the user chooses not to clean the kitchen immediately after use, the user will forfeit the deposit and the check will be cashed the following business day. If the kitchen is not cleaned appropriately, any labor costs for the cleaning of the kitchen exceeding \$100.00 will be billed to the resident's account. In addition, the resident's privilege to reserve the kitchen will be suspended indefinitely.

Laundry

Coin-operated washing machines and dryers are available in the Residents' Service Center for use by residents. Ironing boards are available in each resident washroom. Irons may be checked out from the Residents' Service Center with your security card.

International House cannot assume responsibility for the loss of clothing, whether due to theft or to the use of laundry machines. Residents are urged not to leave clothing unattended. Several computers with Internet connection are available for resident use while you wait for your laundry.

Library (Fleishhacker Library)

The Library is reserved exclusively for the use of residents who wish to read and study. Space limitation necessitates denial of access to all non-residents, including resident-guests and alumni. Staff visit the library periodically to verify residency. Please have your security card with you as identification. The Library collection includes reference materials, periodicals and foreign newspapers. Books and magazines may be borrowed in accordance with posted procedures. The Library offers both wired and wireless connections to the Internet and two dual boot MacIntosh computers. Study tables are equipped with electrical outlets. Residents are welcome to connect their laptop computers there but please turn off any speakers. Anyone wishing to present recommendations regarding library acquisitions should consult with the Assistant to the Executive Director, (510) 642-2196. The Library is closed from 6am - 8am for cleaning.

Music Practice Rooms

There are two upright pianos available for practice, located in the Men's Dressing Room and the Women's Dressing Room, in the auditorium backstage area. These rooms may also be used for other musical instrument practice. Keys may be checked-out from the Front Desk. Access and use may be restricted during scheduled events. A one-hour limit may be imposed when necessary. You may also audition to use the Baby Grand piano in the Home Room; contact the Events Office for details. Keys to the practice rooms must be returned promptly and may not be kept overnight. Failure to follow this policy may result in the suspension of your practice room privileges.

Recreation Areas in I-House

- *Front Steps*

Informal gatherings on the Front Steps are a regular part of life at I-House. Please be aware of your noise level when in this area. If the volume of you or your group becomes a problem, a staff member may ask you to quiet down or disperse. The law mandates that smoking must be at least 25 feet from the building. The consumption of alcohol on the Front Steps is strictly prohibited.

- *Floor Lounges*

Lounges are located on each floor to provide additional study and social space for residents. Space is available in the lounges on a "first-come, first-served" basis. Computer network connections are available in all floor lounges. No alcohol or smoking is permitted in any of the floor lounges.

- *Gamble Lounge*

The Gamble Lounge is large lounge for both informal and organized resident gatherings. The Gamble Lounge is equipped with a TV, VCR, DVD player as well as a pool table. Pool equipment may be checked out at the Front Desk. This room is accessible to residents and their guests 6am-11pm Sun-Thurs and 6am-1am Fri-Sat, with rare exceptions. No resident may be excluded from entering the Gamble Lounge by other occupants at any time and it may not be exclusively reserved. The Gamble Lounge dining table may be reserved in conjunction with the Sproul Kitchen for dinner parties. The Kitchen and Gamble Lounge reservation policy is available at the Front Desk.

- *Game Room*

This recreation room containing a TV and a ping-pong table is located next to the Auditorium foyer. Ping-pong equipment may be checked out at the Front Desk. There is a one-hour time limit for the use of these games.

Alcohol may be consumed in the Gamble Lounge and the Game Room by residents and their guests who are of legal drinking age. Informal gatherings with alcohol of more than 15 people cannot be held in these spaces. Larger gatherings where alcohol is served can be coordinated following the guidelines set forth in the *Resident Gatherings Policy*. In the event that any gathering in these spaces violates I-House policies regarding alcohol or noise, residents will be asked to leave and may face further judicial actions.

House Services

• Cable Television 12
• Cashier's Office 12
• Computing Services 12
• Counseling Services 13
• Disability Accommodations 13
• Guest Room Rentals 13
• Residents' Service Center 14
• Locker Rentals 14
• Lost and Found 15
• Mail 15
• Parking 16
• Telephone 16
• Vending Machines 17

Cable Television

Cable television is available for those who wish to subscribe. Please call Comcast Cable Services at 1-800-945-2288 for details. The resident must be present to let the worker into the residence area to install the cable. International House is not responsible for cable television service and assumes no responsibility for the services provided.

Cashier's Office

Room and Board fees may be paid by cash, credit card (on-line), check, or money order drawn on a United States financial institution, travelers' checks, ATM or electronic transfer. Payments may be made directly during regular Cashier hours. Payments may also be placed in the secure payment slot located below the Cashier's window. Please refer to the Rates and Payment Schedule for information on your payment schedule.

Room Deposit Refunds

Departing residents who have no outstanding charges or damage/cleaning fees, will receive a refund of their room deposit. Deposits made using a credit card will be refunded to the original credit card account used to pay the security deposit. In addition, if any housing payments were made via credit card, all applicable refunds will be issued to this account. Residents who paid all payments by cash, check, electronic fund or wire transfer will receive a refund check by mail. The check will be mailed to the Deposit Refund Address listed in the resident's online account. If the resident does not complete this information, the check will be mailed to the resident's permanent address on file. Please see the cashier or email gcs@berkeley.edu to confirm credit card information prior to departure.

Computing Services

Correctly configured computers can access the campus network and Internet via the House-wide wireless network and through wired connections in each residential room. Detailed information is available through the Information Systems department on the first floor or at <http://cio.berkeley.edu/policy/itpolicy>.

During the academic year, the cost for the internet service is included in the room rates. For our summer guests, there is a separate fee for network access. All network use is subject to local, state, and federal laws and to the UC Berkeley Computer Use Policy posted at the website above.

Information Systems provides help in configuring computers for network access and offers advice in topics such as virus protection and basic computer security.

Counseling Services

Life in a multicultural setting can be exciting but it can also be stressful. The competitive nature of Berkeley academics and the pressures of being far from home may also add to a person's feelings of confusion, alienation, and misunderstanding. One of the important services provided for residents at I-House is through the Counseling Services provided by our in-house psychologist. The I-House psychologist is available during the academic year to see residents and assist them through personal counseling. Counseling - going to speak to someone who is not a friend about personal issues - is a widely accepted practice in the United States and other parts of the world. Many residents from cultures unfamiliar or dismissive of the concept of counseling find speaking with a licensed professional extremely helpful in dealing with the challenges of life at UC Berkeley.

The I-House psychologist's schedule is posted on the office door, located in Room 315. Counseling Services are free and confidential. Please call (510) 643-5838 to make an appointment during the Academic Year.

Disability Accommodations

Upon request, International House provides reasonable accommodations to those with disabilities. Requests for disability accommodations should be directed to Manager, Resident Support Services Maribel Guillermo at chabe@berkeley.edu or phone (510) 642-9480. Such requests must be supported by medical documentation demonstrating the need for the accommodation requested. Each request is evaluated on a case-by-case basis.

Please submit requests for accommodation as far in advance as possible, as review/implementation of many types of accommodation takes several weeks.

Guest Room Rentals

Two guest rooms with private bath and color television, are available for short-term stays. A 10% discount is given to current residents who rent these rooms for relatives or friends. Please visit the Events Office during office hours or call 642-0589 for more information and to check availability.

Residents' Service Center (RSC)

The Residents' Service Center (RSC) is small store and service center located on the ground floor of I-House adjacent to the Laundry Room. Hours of operations are listed on the RSC door. Vending machines in the area dispense laundry detergent, gum, various beverages, and contraceptive devices. In addition, an ice machine and recycling bins are also located in the area.

• Dry Cleaning

Dry cleaning and laundry services are provided through outside contractors. Drop-off and pick-up of items is managed by the RSC staff. Service typically takes from four to seven days. Visit the RSC for details.

• Equipment Rental and Loans

During posted hours of the Residents' Service Center, you may rent a storage locker, sewing machine, refrigerator, roll-away bed for guests, linens, color TV, slide projector, (See prices). The RSC has telephones and light bulbs for exchange or replacement. The RSC loans out the following room cleaning equipment and supplies at no charge: vacuum cleaners, brooms, mops, rags, general-purpose cleaners, polish, etc.

• FAX Services

FAX services are available through the RSC for a small fee. The fax number for incoming student faxes is (510) 643-7693. Please inform your family and friends to send faxes to you ONLY at this number. DO NOT use the fax number of any other I-House office. To send a fax, visit the Residents' Service Center. Incoming faxes will be delivered to the recipient's mailbox. Your name must be written on all faxes sent to you. The fees for incoming faxes are as follows: 1 to 10 pages per day, no charge; each additional page, 0.25 cents per page.

• Supplies and Sundries at the RSC

For your convenience, the Residents' Service Center sells shampoos, conditioners, soap, toothpaste, facial tissue, gum, hangers, extension cords, batteries, medicine for cold and headache relief, pens, post cards, print cards, stamps, I-House souvenirs, stamps, pillows and much more! We also offer FAX services.

Locker Rentals

The RSC has 114 storage lockers located next to the Laundry Room for residents to rent. Residents can use these lockers to store personal items during their stay at I-House or during interims between periods of occupancy. Since the demand for space far exceeds the number of lockers available, the service is on a first-come, first-served basis. Rental of lockers can be done during the following hours: Monday - Friday 8:30am to 3:30pm. Access to lockers is available 24 hours a day.

• Locker rental guidelines:

- Lockers will be rented to current I-House residents only.
- RSC provides padlocks for each locker. Locker keys are not transferable.
- The minimum rental period is one week, any rental period less than this will be charged at the weekly rate.

- There is \$15 replacement fee for each locker key lost.
- Storage boxes and packaging tapes are available for purchase at the RSC Store.
- Residents have a ONE WEEK grace period after the rental expiration date to return their keys. After this, a \$15 late fee will be imposed as well as a daily rental fee.
- Lockers cannot be used to store perishable food items, explosives, flammable materials or any other hazardous materials.
- All lockers must be cleared out by the contract expiration date. Residents must renew their locker contract before the end of the grace period to avoid late fees.
- The RSC will remove and hold any unclaimed items left in a locker after the key is returned. If the owner cannot be located or fails to respond to notification, the items will be discarded after 3 months.
- The RSC has the right to modify this policy with three days' advance written notice.
- I-House is not responsible for any theft or loss of personal items stored in the lockers.

Lost and Found

Any resident who finds a lost article in or around the House should bring the found item to the Front Desk. Each night unclaimed articles are taken to the Mailroom. To inquire about lost and found items, residents should check at the Mailroom during the regular business hours posted outside the Mailroom window.

Mail

The Mailroom receives mail and packages Monday through Saturday. Mail is sorted and placed in the recipient's mailbox as soon as possible. You should have received your mailbox combination when you checked in. There are no mail deliveries on Sundays or National Holidays.

Your mailing address is:

**Your Name
Your Room No.
International House
2299 Piedmont Ave.
Berkeley, CA 94720-2320
USA**

You will receive your mail faster if your name is written on envelopes addressed to you at I-House. In order to ensure residents' privacy, the Mailroom staff will not release room numbers to third parties. Faxes, telegrams, express mail, and special deliveries will be distributed as soon as they are received. Please check your mailbox regularly if you are expecting any of these types of mail. When a package or registered letter arrives, a notice will be placed in your mailbox. The mailroom notice and a picture ID are required to pick-up your item. If you are unable to pick up your package during normal hours, you may do so between 8:30pm and 9pm when the RAs are scheduled to work in the Mailroom. The Mailroom telephone number is 642-9492.

If you need to send any packages from I-House, you must call the carrier directly or via the internet, and make the necessary payment arrangements. Inform the carrier that your package will be left in the Mailroom. The Mailroom staff can assist you with this process during the day. Newspaper subscriptions must be picked up at the Front Desk by 12 noon. After 12 noon, unclaimed newspapers are sent to the Mailroom to be held for two days only. After two days, all unclaimed newspapers are recycled.

Parking

Parking around I-House is very limited and permits are expensive. It is recommended that you do not bring an automobile to Berkeley for these reasons. Berkeley and the Bay area offer excellent public transportation options.

Weekday parking on the streets around I-House, for more than two hours, requires a City of Berkeley residential parking permit. You may purchase a permit from the City of Berkeley Parking Office, located at 1947 Center Street, telephone (510) 981-7200. You must provide proof of residence to do so. Contact the Admissions Office for a letter that verifies your I-House resident status.

Motorcycles and mopeds must be parked in the motorcycle parking spaces adjacent to the receiving driveway or on the street in designated motorcycle parking spaces. Street parking requires a permit from the city. For parking at the I-House receiving driveway, you will need to get a permit at the Physical Operations Office.

Telephone

Each resident room is provided with one telephone which is connected to the University's telephone network. Basic telephone service is mandatory because it provides 911 access and increases our chances of contacting you in an emergency. The service fee charge will be reflected as a one-time charge each semester and will be billed to your Centralized Accounts Receivables System (CARS) account. For further information about your telephone service or billing please consult <http://ist.berkeley.edu/rts/>

- Telephone service fees provide the following services:
- Instant dial tone and ability to receive calls
- Five-digit campus dialing
- Unlimited local dialing, within a 12 mile radius
- Access to the emergency number 911 and other emergency services
- Free telephone line repair
- Long distance calls may be made using pre-paid phone cards available at the RSC.

If you have difficulty with the telephone provided, please submit a Work Order Request at the Front Desk. Questions regarding such topics such as billing, line repairs, and phone line features should be directed to Residence Telephone Services (RTS).

Your telephone number is posted inside the closet of your room. If you need to know your phone number, you can also call the Front Desk at 642-9490.

Here are some other important and useful dialing instructions:

Emergency	9 911 (from your room phone)
Campus Calls	Dial 2 or 3 or 4 + the four digit extension number
Local Calls	Dial 9 + the telephone number (within a 12 mile radius only)
Long Distance	Dial 9 + 1 and enter calling card number or toll free number
International	Dial 9 + 1 and enter calling card number or toll free number

• *In Case of Emergency*

Police-Ambulance-Fire	dial 9 then 911 (from your room phone)
Then notify the Front Desk	dial 2 9490
Non-Emergency UCPD	dial 2 6760

Vending Machines

Vending machines which dispense snacks and beverages are located in the hallway adjacent to the Auditorium and in the Laundry Room. If vending machines malfunction, or if you need to have your money refunded, please call the number listed on the vending machine. I-House is not responsible for the vending machines on its premises, nor can we open or repair them, as they are owned and operated by a third party.

Safety & Security

• Access to Resident-Only Areas	18
• Crime and Security	18
• Earthquake Safety	19
• Fire Safety Policies & Procedures	20
• Harassing Phone Calls	22
• Illness	23
• Insurance	23
• Keys	24
• Security Cards	24
• Security Monitors	24
• Night Safety Escort Service	25
• Theft	25
• Bringing Guests into the House	25

Providing a safe and secure residential community is a priority for the International House staff. The following policies and procedures are designed to enhance the security of our community and the well-being of our residents. All residents are responsible for understanding and adhering to these policies and procedures.

Access to the 'Resident-Only' Areas

Access to the resident-only areas is restricted to I-House residents and their accompanied guests. Residents must accompany their guests at all times and are responsible for the guest's behavior while visiting I-House. The doors leading to resident-only areas should always be closed. When you have visitors, have them call you from the phone at the Front Desk. Then meet your friend there and escort them inside. For your own safety and that of others, please do not let unescorted non-residents into the resident-only areas of International House at any time. Please note that access to the Library is restricted to residents only with proper identification.

Crime and Security

Berkeley is a large urban community and not immune to crime. Please observe some basic precautions for both your own personal security and the security of your fellow I-House residents.

Access to I-House's residential areas is restricted so that all residents can benefit from them equitably and safely. Since we want you to feel safe in your own home at the I-House, we do not allow unescorted non-residents to wander freely throughout the House, nor do we permit solicitors or other outsiders to conduct business of any type in the residence areas. If you are approached by such people or have concerns about outsiders in your hall, please call 642- 9490 to report them to the Front Desk 24 hours a day, 7 days a week.

Earthquake Safety

The San Francisco Bay Area contains a number of active earthquake faults. One of them, the Hayward Fault, is located just behind International House. Although scientists are presently unable to predict with any certainty when and where earthquakes will occur, many experts believe that it is probable that a major earthquake will occur in the Bay Area (perhaps on the Hayward Fault itself) within the next several decades.

As is the case of other buildings of its age, I-House was not constructed in accordance with the same engineering standards that are applicable to modern buildings. Although seismic upgrades have been made to the building since its original construction, the building does not fully comply with newer building codes. According to a seismic report coordinated by the University, the I-House building is rated as *good*. This rating is defined by the UC system as applying to buildings and other structures whose performance during a major earthquake is anticipated to result in structural and non-structural damage or falling hazards that would represent low life hazards. Ongoing renovations each year enhance the building's safety in the event of an earthquake.

Fortunately, most of the earthquakes that occur in California do not cause damage or injury. Residents should be informed, however, that there can be no assurance that this seismic report will accurately predict the actual effects of an earthquake on International House. The International House Board of Directors nor the Regents of the University of California cannot ensure that there will be no property damage, serious injuries or deaths at International House in the event of an earthquake. Copies of the structural report on the building are available for review in the Executive Director's office. For further information about University definitions of seismic performance ratings, you may contact the campus office of Planning, Design, and Construction.

How to Prepare

- Position beds, desks, and tables away from windows and room door. Place mirrors and pictures where falling will cause minimal damage.
- Do not hang stereo speakers, plants, etc., from the ceiling.
- Do not place heavy objects (fridges, TVs, etc) on upper shelves or on top of cabinets.
- Secure any loose objects (books, appliances, etc.).
- Keep spaces under tables, desks, counters, etc. clear so that you can seek shelter in these places during an earthquake.

During an Earthquake

- Try to remain calm and alert to what is happening around you.
- Be aware of objects that might fall. Keep your movement to a minimum until the shaking stops. Severe shaking can knock you off your feet and cause injury.
- If indoors, get under a table or desk to protect your head and neck. Hold on to the object protecting you and move with it if necessary. Shield your eyes. If you cannot get under a piece of furniture, move to a doorway and position yourself sideways with your back against the door hinges and arms braced across the doorway. Use your feet and legs to keep the door behind you from swinging shut. A last alternative is to crouch in the corner of a room or against a wall, covering your face, head and neck.
- Do not exit the building until it is safe to do so! Many injuries from earthquakes are caused by falling debris or glass that strike victims trying to exit while the shaking is in progress.
- If outdoors, stay away from trees, buildings, electrical poles and wires.
- Do not use elevators!

After an Earthquake

- Check for injuries. Do not attempt to move seriously injured people unless they are in danger of further injury. Notify authorities of the location and nature of injuries found.
- Put on shoes with thick soles and gloves, if available, to avoid injury from broken glass. Cuts on feet from broken glass are the most common earthquake injury.
- Do not use matches or candles. Do not operate electrical switches or appliances. Gas leaks (and explosions) may occur in earthquakes.
- Check to make sure your telephone is hung up and do not use the telephone except for emergency calls. Keep phone lines free for emergencies.
- Be cautious when opening closets or cupboards. Watch for falling objects.
- Be prepared for aftershocks which could be as serious as the initial earthquake.

The building must be evacuated in the event that structural failure has occurred. Examples of structural failure include collapse of exterior walls, collapse of the concrete floors, etc. Fallen ceiling tiles or cracks in the plaster finish coat may only indicate 'cosmetic' damage and not structural damage. During any major event requiring evacuation, go to the Emergency Management Area (EMA) at Witter Field east of the football stadium.

In the event of a major earthquake the most important thing that you can do is to try to remain calm. Others will not be calm. Provide comfort and assistance to them to the best of your abilities. Remember that help is on the way.

Fire Safety Policies & Procedures

• Building Evacuation

When a fire alarm sounds, leave the building immediately using the stairs. Do not use the elevators. Learn at least two ways of exiting in the event that one is not available. Tampering with fire safety equipment, which includes alarms, pull stations, extinguishers, smoke detectors and fire suppression sprinkler systems, or refusing to evacuate during an alarm are serious violations of state law and will result in disciplinary action and possible criminal prosecution.

• Fire Drills & Education

Once per year, a fire drill is held to familiarize residents with the alarm sound and with exit locations. You must leave the building as you would during an actual fire and remain outside until permission is given to re-enter the building. Only the fire department or police department personnel in charge at the scene can grant permission to re-enter the building after an alarm is sounded. Any resident remaining in the building during a fire drill is subject to citation and a very costly fine by the City of Berkeley. Fire safety information is presented at our Town Hall Meetings as well as in this Handbook.

• Initiating an Alarm

If you detect a fire, pull an alarm located near a staircase corridor exit. This will send a signal to the Campus Police and sound the alarm at International House. Also report this to the Fire Department and the Front Desk. Smoke and heat detectors located

throughout the building will automatically sound the alarm when tripped. The detector in each of the residence rooms will warn the occupants, but will NOT sound the general fire alarm.

Automatic sprinklers are located throughout the House. Water flow from any sprinkler will automatically set off the alarm. Always call 9-911 in the event of a fire to confirm that the fire department is coming. Then notify the Front Desk.

- *Fire Boundary Doors*

To prevent the possibility of spreading fire and smoke, the stairwell, trash room, laundry room and other doors MUST NOT BE PROPPED OPEN. When an alarm sounds, STAIRWAY EXIT DOORS will close automatically, but NOT lock. You can still exit through them.

- *Alarm Tests*

Tests are conducted regularly. An alarm test will sound for only a few seconds. If it continues more than 15 seconds, you should assume there is a fire and evacuate the building.

- *False Alarms and Tampering with System*

Anyone who tampers with the fire alarm system or sets off a false alarm is subject to arrest, large fines, and disciplinary action by the Campus and I-House.

- *Electrical Appliances*

All electrical appliances must be used responsibly and be in good working order, free of wiring defect, and approved for use by Underwriters' Laboratory [UL]. All cords and plugs must be grounded and free of frays.

One microwave and one micro-fridge are allowed in any single or double room. The maximum storage capacity permitted for refrigerators is 4.5 cubic feet with a maximum height of 35 inches. The maximum allowable wattage for microwave ovens is 800 watts.

Only one coffee maker may be in use at a time in any residence hall room. Due to a sensitive heat/fire detection system, hot air popcorn poppers may not be used in resident rooms. Food related appliances such as toasters, toaster ovens, crock pots, hot plates, waffle irons, rice cookers, broilers, etc. are also not allowed.

Use of portable electric heaters in your room is prohibited. If there is a problem with the heat in your room, please submit a Work Order at the Front Desk.

Use of halogen lamps in your room is not permitted. The Consumer Product Safety Commission (CPSC) has issued a warning to consumers that the light bulbs in most halogen lamps can reach very high temperature and easily start a fire if they come in contact with curtains, clothes, or other flammable materials.

No modifications to, or changes in, electrical wiring is permitted. No "splicing", "octopuses", or modification devices of any kind may be used to "add plugs" in your

room or suite. UL approved, grounded power strips with fuses may be used only for computer and computer related hardware.

• *Open Flames*

Open flames are not permitted in residential areas.

- Possession of explosives or flammable substances is not permitted. This includes firecrackers, flammable liquids such as lamp oil, gasoline, lighter fluid, or other chemicals that are toxic or explosive in nature.
- Candles or use of candles are not permitted.
- Use of any object that creates an open flame is not permitted. This includes candles, incense, matches, lighters, charcoal, hookahs and flame starters.

• *Room Decorations*

Fire safety regulations require that room doors and the walls surrounding them may not be decorated in any way. A message board is provided next to each resident room.

Paper or plastic may not be used to cover any light or light fixture. No modifications may be made to your university-provided desk lamp, if applicable.

Lighting fixtures, including holiday lights, are not allowed to be strung on any surface outside rooms.

Harassing Phone Calls

In recent years, some residents have received harassing phone calls on their room phones. These calls are intended to upset, intimidate or distress you. These calls can often be prevented or avoided by learning and using these simple techniques that can decrease your potential for victimization:

- Your phone is for your personal use. The phone is under *your* control and you are not obligated to talk to anyone. If the caller does not speak, or if you simply do not feel comfortable talking to the caller, HANG UP.
- Ask for the caller's name or affiliation. If the caller makes an improper response or does not respond immediately, HANG UP.
- Some "silent" callers are looking for a response and may want you to become angry or scared, HANG UP. Do not give them the satisfaction.
- If the caller asks "Who is this?" or "What number have I reached?" DO NOT ANSWER. Ask, "Who are you calling for?" or "What number did you call?"
- Do not give out any information to anyone you do not positively.
- If the caller asks for your roommate, offer to take a message. Never give the name or cell phone number of others someone who does not already know them.
- If a caller persists after you have made it clear you do not want to talk to them, the simplest response is to HANG UP. Or you might tap the disconnect buttons and say, "Operator, this is the call I want traced."

Remember, don't speak unless you want to, don't give out any information, and don't respond to questions unless you know the caller. Please report all calls of this nature to the Front Desk immediately.

Threatening Calls

On rare occasions, a caller may threaten you, your property or those with whom you live. These are unusual and extreme events and should not be handled with the routine methods described earlier. Notify UC Police immediately at 642-6760. UC Police will assist you in working with telephone service providers to put a stop to these calls.

If You Become a Victim

In spite of your best efforts, it is possible that you could become the victim of malicious phone calls. If this should happen, it is important you do several things:

- Notify the RA on your floor, the Front Desk at 642-9490 or the Resident Support Services Manager at 642-9480 so they can give you support and assistance.
- Notify the UC Police immediately at 642-6760.
- Start a log. Write down the date, time, and details of the call (silent, threatening, obscene, etc.).
- Notify your roommate if you have one, and your neighbors. Do not mention it in public, as the caller may get satisfaction from hearing you are distressed. Also, the caller may become cautious if they hear the police have been notified.

What can be done to end the calls

UC Police will be happy to help you avoid or end unwanted malicious phone calls. Following a police report, if these calls continue it is possible to install a phone trap to identify the telephone(s) where the calls originate. Any persons living in University Housing should call telecommunication for this service at 643-9526 or 642-4625. You must first file a report through the police department. Once the caller is identified, appropriate police intervention and/or criminal prosecution can take place. It is also possible to have your telephone number changed. You must notify the Resident Support Services (RSS) Manager about your intention to change your phone number so that we can reflect the change in our resident phone list.

Illness

In case of illness requiring assistance, call the Front Desk at 642-9490 and/or University Health Services at 642-2000. In case of emergency, call 9-911 (from your room phone). If you are ill, please notify the Front Desk or RA on duty. Sick trays are available for residents who are unable to eat in the Dining Hall, please call the Dining Hall at 643-3380, if you need to have your meals taken to your room.

Insurance (Medical)

Medical care and hospitalization can be very expensive. Normally, the patient is responsible for the cost of medical services. Currently, it is an enrollment requirement that all UCB students must be covered by major medical health insurance while attending UC Berkeley. Students are automatically enrolled in the University's major medical Student Health Insurance Plan (SHIP) and charged a fee as part of their registration bill. If you have a special affiliation with the University which makes you ineligible for SHIP, please contact the Berkeley International Office, located in International House (642-2818), for information about alternative health plans.

Keys

Room keys may be used ONLY by residents. Lending keys to others compromises the security of International House and its residents, and is therefore not permitted. For reasons of safety and security, keys are issued only for resident use and only with proper staff authorization. Keys MUST NOT be duplicated.

Residents locked out of their rooms should contact the Front Desk for assistance. A lost key carries a fee and there is an additional charge if the lock must be changed.

Shower room keys will be issued to all female residents. Female visitors of male residents may be issued a shower key for a 3 consecutive night maximum after proper check-in procedure is followed and required identification is left as collateral.

Security Cards

All security cards will expire 2 weeks after they are issued. Residents are required to obtain a UC Berkeley Student ID which will then be used to access the building. Please visit the Front Desk during regular business hours, so that we can program your Cal ID to serve as your Security Card.

Security Cards must be used ONLY by residents. Your Security Card is assigned to you and is not transferrable to another person. Lending security cards to others is strictly prohibited. A Security Card used by a non-resident for any purpose is subject to immediate confiscation by any I-House staff member. Security Cards remain the property of International House. For reasons of safety and security, these cards are issued only for resident use and only with proper staff authorization. A lost security card carries a fee, so please report any loss to the Front Desk immediately.

Security Monitors

Security Monitors (student employees) are on duty every evening at 8 PM (except during the Winter Break), when the House is restricted to I-House residents and their accompanied guests. Security Monitors are stationed at the entrance of the building. They are present to reinforce the security of the House, and to make your home a safer place for everyone!

You too can take an active approach to reinforce the safety of the house by following the guidelines below:

- Always carry your Security Card/Cal ID and be prepared to present it to the Security Monitor every time you enter the House.
- You will be asked to present your Security Card upon re-entering the House regardless of the length of time that you spent past the security point.
- Security cards are not transferable. If a Security Monitor notices that a non-resident is carrying your card, the Security Card will be confiscated.

Night Safety Escort Service

You are advised not to walk alone at night, neither on nor around the campus. Take a friend. For escort service to your car, public transportation or residence, call 642 WALK (642-9255) and the University Police will provide you with an escort. There is no charge for this service.

Emergency phones are located at various points around campus and can be found at night by looking for a blue light. Do not hesitate to use the phone if you find yourself in trouble or if you notice someone else having difficulty. The University Police emergency number is listed by each of these phones.

Theft

To discourage theft, we strongly urge you to take the following precautions:

- Never leave your room unlocked, even when you are sleeping inside or go down the hall to visit a neighbor or use the restroom.
- Don't leave laptops unattended in public areas.
- Secure your money and valuables. Do not leave them visible in your room.
- Immediately report any unaccompanied non-residents to the Front Desk.
- Do not allow or invite strangers into I-House.
- Keep a written record of the serial numbers of computers and personal electronics.

Residents are encouraged to carry personal property insurance for their belongings. The University and International House assume no responsibility or liability and provide no insurance or financial protection for a resident's personal property. If you believe your personal belongings have been stolen, please contact the UC Berkeley Police to file a report and notify the Front Desk immediately.

Bringing Guests into the House

A Resident may sign-in no more than 5 guests per night on the Security Monitor Log. In addition, residents must accompany their guests at all times and must ensure that they follow all I-House policies and procedures.

Resident Programs & Policies

• Computing Policies 26
• ENERGY Conservation Program 26
• Recycling Program 27
• Release of Information 27
• Resident Status 27
• Standards of Conduct 27
• Tipping 27

Computing Policies

All use of I-House computer equipment and network connections has to comply with all applicable local, state, and federal laws and is also governed by UC Berkeley Computer Use Policy as detailed at Information Systems and by the UC Electronic Communications Policy as detailed at <http://cio.berkeley.edu/policy/itpolicy>. I-House network and/or computer privileges may be revoked in response to violations of the above or after repeated excessive use of bandwidth.

All networked computers must be maintained with critical operating software updates, current antivirus protection and firewall software. Antivirus and firewall software are available through campus. For information please call Information Systems at (643-1724) or visit <http://software.berkeley.edu>.

We strongly discourage the use of peer to peer (P2P) applications, such as Bit Torrent (BT). They make computers vulnerable to attacks and are frequently used to ignore copyright laws. Please be aware that UC Berkeley frequently has to disclose the names of students in response to lawsuits filed by the Recording Industry Association of America (RIAA) and legal agents for the movie industry. These lawsuits are typically settled for thousands of dollars.

Energy Conservation Program

We encourage residents to follow the simple energy conservation practices outlined below to help preserve limited natural resources. Please...

- Turn off lights, stereos, and appliances when you leave a room.
- Use natural light during the day.
- Study with a desk lamp instead of overhead lights.
- Use your radiator valve, not your windows, to regulate the heat in your room.
- Turn off the radiator when the window is open and when you leave your room.
- During winter months, open blinds to let the sun in and close them at night to keep the heat in.

Much of California is desert, and water shortages are common, please help by:

- Turning off the water while you shave or brush your teeth.
- Taking short showers and turning the water on and off as needed when you soap up and rinse. Try for 3 minutes or less of water usage.
- Report any water leaks promptly to the Physical Operations by submitting a Work Order at the Front Desk.

Recycling Program

Please help conserve natural resources and reduce landfill waste by recycling. Recycling bins are located in trash rooms for specific items - be sure the items are sorted into the correct bin. Bins contaminated with anything other than the designated items cannot be recycled. More detailed information and larger bins for recycling clothing, bedding, batteries and electronic waste are available near the ramp in the Laundry Room. If you have any questions concerning recycling or other environmental issues, please feel free to contact the Physical Operations Office.

Release of Information

I-House will not release an individual resident's room number to third parties at any time. If someone wishes to contact a resident and knows both the resident's first and last name, the Front Desk staff will release that resident's phone number. If you would like your telephone number withheld, please notify Resident Support Services in writing.

Resident Status

You must be a registered, full-time student of UC Berkeley, the Graduate Theological Union or the Wright Institute to live at I-House. Registered students must be juniors, seniors, or graduate students. Visiting scholars sponsored by a UC Berkeley faculty member or the Lawrence Berkeley Laboratory may also live at I-House. Some exceptions to this policy may be made during the summer months and when space is available. Groups with interests related to those of I-House may be admitted by specially arranged contracts. Any change in your University status must be reported immediately to the Admissions Office.

Standards of Conduct

I-House is on University property, therefore the University Student Conduct Code applies to all residents. I-House also has an additional Code of Conduct that must be adhered to by residents. Important portions of those regulations are included elsewhere in this Resident Handbook.

Tipping

Tipping is not appropriate for any services provided by I-House Staff, with the exception of service at the International House Cafe.

University Conduct Regulations

- University Conduct Regulations 28
- UC Berkeley Policy on Sexual and Racial Harassment 28

University Conduct Regulations

All UC Berkeley students are responsible for conducting themselves in a manner that does not infringe on the rights of others or interfere with the educational function of the University. The following is a partial list of Student Conduct Code violations taken from the "Berkeley Campus Regulations Implementing University Policies."

- 420.1 Dishonesty, such as cheating, plagiarism, or knowingly furnishing false information to the University.
- 420.2 Forgery, alteration, or misuse of University documents, records, keys or identification.
- 420.3 Theft of, conversion of, damage to, or destruction of any property of the University, or property of others, while on University premises.
- 420.5 Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other University activities.
- 420.6 Violation of University policies, campus regulations, or rules governing residence in University property.
- 420.7 Physical abuse, threats of violence, or conduct that threatens the health or safety of any person on University property or in connection with official University functions.
- 420.8 Disorderly or lewd conduct on University properties or at official University functions.
- 420.9 Participation in a disturbance of the peace, or unlawful assembly on University property or at official University functions.
- 420.10 Failure to comply with directions of a University official or other public officials acting in the performance of their duties while on University property or at official University functions, or resisting or obstructing such University or other public officials in the performance of, or the attempt to perform, their duties.
- 420.11 Use, possession, sale, manufacture, or attempted manufacture of narcotic or illegal drugs on University property or at official University functions, except as expressly permitted by law.

UC Berkeley Policy on Sexual and Racial Harassment

The University of California is committed to creating and maintaining a community where all persons who participate in University programs and activities can work and learn together in an atmosphere free of all forms of harassment, exploitation, or intimidation. Every member of the University community should be aware that the University is strongly opposed to sexual harassment, and that such behavior is prohibited both by law and by University policy. The University provides resources to students and staff through the Title IX and Title VI Campus Climate and Compliance Office, 3-7985, tixco@berkeley.edu, the Gender Equity Resource Center, 3-5727, ambrosio@berkeley.edu, or you may refer to the following links:

- <http://ccac.berkeley.edu/>
- <http://students.berkeley.edu/osl/geneq.asp>

International House Community Standards

In addition to the University Conduct Regulations, I-House community members are responsible for adhering to International House's Community Standards. These policies are designed to foster a secure and pleasant environment for all. In general, resident privileges are granted to those individuals who support the mission and purposes of International House, particularly "the promotion of a more tolerant and peaceful world" in a "supportive residential" environment. Violation of I-House policies can lead to the revocation of these privileges and termination of an individual's room license and board contract. Please review the following policies carefully so that you understand what is expected of you as a member of the I-House community.

Alcohol

I-House recognizes that many of our residents are over the age of 21 and legally allowed to consume alcoholic beverages. This policy is designed to respect the right of these residents to responsibly consume alcohol while maintaining a safe and academically conducive residential environment.

Possession and/or use of alcoholic beverages by anyone under the age of 21 is strictly prohibited in all I-House facilities, including resident rooms. The distribution of alcohol to those under the age of 21 and the manufacture of alcoholic beverages is not allowed at I-House.

Alcohol may be consumed by those 21 years or older only:

- in resident rooms in which the resident(s) are 21 or over, with the door closed and no more than five people in the room.
- in the I-House Cafe.
- in the Game Room or Gamble Lounge in accordance with the Resident Gathering Policy.
- at special events that adhere to Campus and/or I-House alcohol regulations.

Alcohol is not allowed in the common areas of I-House including the kitchen, floor lounges, Great Hall, dining room, public meeting rooms, laundry room, bathrooms and hallways. The consumption of alcohol should not be visible from public areas.

Due to health and safety concerns, devices designed for the rapid consumption of alcohol (e.g., beer bongs or funnels) are prohibited and subject to confiscation. Kegs, beer balls, and other common source containers are prohibited.

California State Law is very specific and strict in matters pertaining to alcohol, and the above policy conforms to the law. In the event that any resident, regardless of their age, is found in violation of the above policies, they will be asked to immediately dispose of their alcohol in the presence of a staff member and a Confidential Report will be submitted to the RSS Manager for adjudication. In addition, residents of legal drinking age are expected to drink in a responsible manner and comply with all I-House policies and staff member requests.

Drugs & Drug Paraphernalia

To promote a safe and academically supportive environment and to comply with the requirements of the Drug-Free Schools and Communities Act and the Drug Free Workplace Act, I-House residents:

- Are prohibited from the unlawful manufacture, distribution, dispensation, possession or use of any illegal drug or controlled substance on I-House premises and at all I-House activities
- Shall not use or be under the influence of illicit drugs at any time in any residential area or at any I-House activity.
- Shall not possess drug-related paraphernalia (which is defined as all equipment, and products intended or designed for use in growing, processing, storing, concealing, ingesting, inhaling, or consuming a controlled substance) including but not limited to bong, pipes, and hookahs (even for tobacco use).
- Shall not transfer or sell illicit drugs or controlled substances (as defined by local, state, and federal laws).

Smoking

UC Berkeley and I-House are committed to providing a healthy, smoke-free environment for students, faculty, and staff. No smoking is permitted in residence halls or dining facilities. Smoking is prohibited in all common areas of I-House, including the dining room patios, all floor lounges, the Front Steps and resident rooms. In accordance with local law, additional smoke-free areas are within 25 feet of any building, courtyard, exterior walkway or balcony. This distance must be increased if the smoke is traveling towards a building or any window. There is a designated smoking area in front of I-House, adjacent to the bicycle cage.

As a courtesy to community residents, incense burning is not allowed.

Quiet Hours & Noise

In order to maintain a residential environment that is supportive of our residents' academic pursuits, residents need to be able to get an adequate amount of quiet time to sleep and study. Quiet Hours have been established with input from residents to ensure an acceptable amount of time each week to achieve these goals.

During Quiet Hours, residents are expected to monitor and control their noise levels. Most violations of Quiet Hours involve loud music or talking, social gatherings of five or more people in a single room, unattended alarms, and other excessive noise that may disturb residents who are trying to sleep or study. Please be considerate of your neighbors in this respect.

Creating noise that unreasonably disrupts residents or neighboring community members *at any time* is unacceptable. If a neighbor or I-House staff member asks you to be quieter, you are expected to respond courteously and curtail any excessive noise.

Residents are asked to be especially considerate during the designated Quiet Hours:

11pm-10am Sunday - Thursday
1am-10am Friday & Saturday

For each academic year semester and summer session, 24 Hour Quiet Hours begin on the last day of instruction and continue until the end of the term.

If you are being disturbed by unreasonably disruptive noise, you may contact the RA on-duty or the Front Desk and steps will be taken to alleviate the noise. Noise offenders receive an initial warning; repeated offenses will result in further judicial action.

In addition, the use of any mechanical, musical, or electrical equipment at any time or volume, which would cause disruption or discomfort to others is not allowed. Amplified sound in excess of 90dB is not permitted in the residential areas of I-House.

Resident Gathering Policy

Informal gatherings are defined as spontaneous resident gatherings of fewer than 15 people. These can be held in the Gamble Lounge and Game Room in accordance with I-House policies. An Organized Resident Gathering is any event held in the Game Room or Gamble Lounge that meets one or more of the following conditions:

- A group of 15 or more people is present,
- Alcohol is present,
- Music is present and may be amplified by speakers or amplifiers,
- Advertising is done via I-House flyers, posters, email or any other format, opening the event to all or a significant portion of I-House residents

Organized Resident Gatherings are allowed only on a Friday or Saturday night and will not be approved without proper advanced planning as described in this policy. Any resident or resident group may present an Organized Gathering Proposal.

In compliance with fire safety regulations, Organized Resident Gatherings are not allowed in shower rooms, balconies, floor lounges, resident rooms, hallways, roof tops and connected patios.

Spontaneous or informal gatherings of fewer than 15 people may take place in the Game Room, Gamble Room or lounges as space is available, with the caveat that the "hosting" resident must provide ID to the Resident Assistant (RA) on duty, and this resident will be held responsible for noise complaints, clean up after the gathering, and compliance with alcohol policies. The RAs are authorized to disperse these gatherings if they create a disturbance or violate any I-House policy.

The Board of Directors, Management, Staff and Supporters of I-House want all residents to have a wonderful, memorable experience here, and to avoid disturbances and medical emergencies due to irresponsible consumption of alcohol. Therefore, **any gatherings where under age residents are found drinking alcohol will be ended immediately.**

Residents interested in planning an Organized Resident Gathering should first contact the Business Manager at least three weeks prior to the date of the proposed event.

Guest Policy

Overnight guests are allowed in International House on a short-term basis and with certain limitations. All residents may have overnight guests for up to three consecutive nights. Residents in Double Rooms must have the consent of their roommate *in advance* before their guest arrives. Guest stays are limited because they can pose an inconvenience to roommates and other residents, and constitute an additional burden on House facilities and resources.

Extended Guest Stays (more than three consecutive nights) are permitted by special exception only. No extended guest stays will be approved for residents in Double Rooms. For those residents in Single Rooms, exceptions may be granted for up to seven consecutive nights without additional charges. To inquire about receiving permission for an Extended Guest Stay, you must contact the Director of Admissions, Ryan Jones at ryan.jones@berkeley.edu at least two weeks prior to your guest's arrival.

Extended guest stays that exceed seven days are rarely approved. These are decided on a case-by-case basis by the Director of Admissions. If approved, additional charges for this long-term guest will apply.

Please note that all guests are expected to abide by I-House policies. Residents will be held responsible for the behavior of their guest in cases where community standards are violated. Persons who have been evicted from the House for any reason may not stay as guests following eviction.

Residents found to have a guest in violation of this policy will be subject to charges for the period that they hosted an unauthorized guest.

Pets

Pets, other than fish in tanks containing less than 20 gallons of water, are not allowed at I-House. Exceptions can be made *in advance* for qualified service animals with official documentation.

Disorderly Conduct

I-House is committed to maintaining a safe, respectful living environment for all residents. It is each resident's responsibility to help maintain a safe and positive community. Conduct that disrupts the normal functioning of residents or staff members, threatens the health and welfare of a community member, or endangers personal or college property will not be tolerated. This includes but is not limited to water fights, sports in hallways, throwing or dropping objects from windows or balconies, tampering with elevators, unauthorized access to the roofs, etc.

Harassment, Threats and Assault

I-House will not tolerate any behavior which is abusive or threatening to any member of the I-House community. This includes physical, verbal and/or psychological harassment, sexual harassment, racial harassment, pranks, hazing, sexual assault, physical assault, or threat of assault. Anyone found in violation of this policy faces serious judicial sanctions including immediate eviction.

Damages

Residents will be held responsible for any and all damages they cause at I-House. This includes damages to their individual room, public areas, furniture and other I-House spaces and equipment. Vandalizing or damaging International House facilities will result in judicial action, including financial repercussions required to cover the cost for any necessary cleaning or repairs. In all cases of damage in the public areas, I-House staff will strive to identify the individual responsible so that they may be held personally accountable for their actions and the resulting harm to our facilities. In some cases, a group of residents may be held jointly responsible for room or community damages or messes if those responsible cannot be identified.

Prohibited Items

In order to maintain an environment that is healthy, safe and secure for all residents certain items are strictly prohibited this includes the following:

- Weapons, explosives or dangerous instruments, such as firearms, swords, switchblades, hunting knives, spears and ammunition
- Explosives and flammable substances including firecrackers, flammable liquids such as lamp oil, gasoline and chemicals which are toxic or explosive in nature.
- Candles, incense and other sources for open flames
- Halogen lamps
- Space heaters
- Any extension cord or electrical device that it is not UL approved or that is prohibited as detailed in our *Fire Safety Policies*
- Drugs and drug paraphernalia as outlined in the policies above
- Pets as outlined in our Pet Policy

If any resident or guest is found in possession of any of the items listed above, they will face judicial action which may include the immediate confiscation or disposal of the prohibited item.

Keys and Unauthorized Access

Residents are not allowed on rooftops, balconies or ledges, or any area marked for restricted access. In addition, residents may not provide access to International House's residential areas by giving their keys or access cards to guests. Unauthorized possession, duplication or misuse of room keys, master keys, or security cards is prohibited.

Staff Compliance

International House staff, including Residential Life staff members (RAs, Front Desk staff and Security Monitors), are authorized to make reasonable requests of residents and their guests while performing their duties. Each resident is required to comply with these requests, which may include providing identification, evacuating a room or building, discontinuing behavior that violates policy, or assisting in the confiscation or disposal of prohibited items. Failure to comply with the direction of I-House staff in the performance of their official duties will result in a Confidential Report and adjudication. (Also refer to the University 'Student Conduct Code' section 420.10 in this handbook.)

Student Conduct Process

I-House Standards of Community

For any community to function smoothly, its members must comply with certain standards of behavior, often defined through rules and regulations. The residential community at I-House is no exception. Resident Support Services (RSS) is responsible for promoting and ensuring a positive residential experience for all who live at International House, under the direction of the RSS Manager. Part of this responsibility involves addressing disruptions to the community and behavior which violates the House's Resident Conduct Policies.

We recognize that an effective conduct system serves two main purposes. It provides guidelines for community standards and outlines the steps taken to ensure those standards are respected. Within this framework, we seek to educate violators so future behavior fits within community standards. Our conduct process promotes I-House's goal to develop an atmosphere conducive to a successful residential experience.

Residents violating I-House Resident Conduct Policies may be subject to corrective action. Under the applicable procedures, sanctions may include a verbal or written warning, being charged for restitution of damages, assigned a special project, fined, placed on residential probation, excluded, relocated, and/or evicted from I-House, and prohibited from returning in the future. Sanctions may carry over into summer and/or the next academic year for continuing residents.

Non-residents who violate community standards may be subject to sanctions. In the event a non-resident is a student at the University, policy violations may be forwarded to the Office of Student Conduct. If the non-resident is a guest of a resident, the resident will be held accountable for the actions of their guest as well.

When a violation occurs, the alleged policy violation(s) will be reported to the Resident Support Services Manager. Usually, this is in the form of a Confidential Report submitted by an RSS staff member or other member of the community. All decisions regarding policy violations require a preponderance of evidence before a resident can be found responsible.

• Office of Student Conduct Proceedings

Behavior that seriously disrupts the normal functioning of I-House or that threatens the health and safety of the community may be referred to the Office of Student Conduct for formal adjudication in addition to judicial proceedings conducted by I-House. Students who violate University policies may receive a variety of sanctions including, but not limited to, warning, probation, loss of privileges, exclusion, suspension, or dismissal from the University. Violations that also constitute a violation of any city, state, or federal laws/regulations may also result in additional action by the appropriate enforcement agency.

Student Conduct Process

If you are alleged to be responsible for violating International House Student Conduct Policies or University of California Campus Regulations, you are guaranteed certain procedural rights. The following procedural guidelines apply when a case is brought to the attention of the RSS Manager and during any subsequent appeal hearing.

1. Alleged Incident Occurs

After being informed of an incident which appears to be a violation of International House and/or UC rules and regulations, the responding staff member should identify themselves and address the situation and individual(s) concerned. The reporting staff member should inform the person(s) of the policy being violated and ensure that the violation be corrected immediately. The individual(s) involved in the incident should be informed that the incident will be documented in a Confidential Report.

Anyone involved in, witness to, or with information about an incident may choose to write a Confidential Report to document the facts of the incident. Most Confidential Reports are written by RAs or Night Supervisors. Confidential reports are internal documents and are not available to residents.

2. Confidential Report is Written

Confidential reports should be submitted to the RSS Manager in a timely manner. In cases where there is an immediate emergency/life-threatening situation, the matter will be referred immediately to the Executive Director. Copies of the Confidential Report will be forwarded to the Director of Admissions, Chief Financial Officer and Executive Director.

3A. RSS Manager Sends a Judicial Summons Letter

Based upon the information in the Confidential Report, the RSS Manager may make a decision to send a "Notice to Appear at a Hearing" to the resident(s) who allegedly violated policy. In most cases, this letter will be sent within five business days. The "Notice to Appear at a Hearing" will inform the student of the date of the alleged violation and the policies involved. It will also request that the student contact the RSS Manager to schedule a hearing. Under most circumstances a hearing will be conducted within ten business days after the resident has been notified of a need for a hearing. In some cases, a shorter timeline for resolution may be necessary.

The RSS Manager would automatically contact the individual(s) concerned if the alleged violation:

- (a) has not been satisfactorily resolved by the RA/NS.
- (b) appears to be a repetition of a similar violation made previously or represents multiple violations of one or more House regulations.
- (c) involves verbal or physical threats or abuse of any kind.
- (d) involves vandalism, including tampering with fire safety equipment.
- (e) involves possession of weapons or explosives or the sale, distribution or use of illegal drugs.
- (f) involves theft.
- (g) involves any violation of I-House policies on alcohol.
- (h) involves harassment of any kind.

3B. No Letter is Sent

After reading a Confidential Report, the RSS Manager may decide that the situation was satisfactorily resolved by the RA/NS, there is not enough evidence to warrant a hearing, or may choose to follow up with the student(s) involved through an informal educational meeting or letter of warning. In this case, no "Notice to Appear at a Hearing" is sent.

3C. Case Referred to the Office of Student Conduct

In some cases, the RSS Manager, in consultation with the Executive Director, Chief Financial Officer and Director of Admissions, may decide that it is appropriate for the Office of Student Conduct to also adjudicate the case. A conduct officer from the Office of Student Conduct will adjudicate the case under the Campus Code of Student Conduct. I-House sanctions are separate and non-reliant on the outcome of Office of Student Conduct action.

4A. Student Schedules a Hearing

Once you have received notification to appear at a hearing, it is your responsibility to contact the RSS Manager to schedule the hearing within five business days. Should you choose not to schedule or attend your hearing, a decision and sanctions will be determined without the benefit of your input. Findings will be based on the information available to the RSS Manager at the time of the hearing. In cases where more than one student is alleged to be responsible for a violation, the RSS Manager may determine that a single consolidated hearing be conducted to review and determine the matter(s) pertaining to those students. You may request to have your case heard individually.

4B. RSS Manager Hears the Case

During a hearing, you will have the opportunity to review a summary of the evidence alleging your involvement in a policy violation. You will have an opportunity to respond to these allegations and present information relevant to your case. Documentary evidence and oral statements relevant to your case will be considered by the RSS Manager only when the person(s) providing that information can be made available for examination at a hearing. At the conclusion of the hearing, responsibility will be determined through a preponderance of evidence, meaning that the majority of evidence indicates that the student is responsible for the incident or behavior. In cases where there is a decision to evict, the decision must have the input of the Chief Financial Officer and the support of the Executive Director.

5A. A Decision Letter is Sent

You will be notified in writing of the final decision of the RSS Manager following the hearing. This letter will also outline any assigned sanctions or other required actions. Under most circumstances, this will occur within five business days. The decision of the RSS Manager shall constitute the written record of the hearing and be kept on file for five years.

5B. Student May Choose to Appeal in Writing

The decision of the RSS Manager may be appealed, in writing, within seven calendar days of the date of the decision letter rendered in your case. Appeals must be submitted in writing to:

*Director of Admissions
International House*

Your written appeal must cite specific reasons for a reconsideration of the decision. Your right to appeal the decision is limited and may be based only on:

- a) The grounds that procedural error(s) occurred at the hearing which unfairly affected the outcome of your case.
- (b) That compelling new evidence, relevant to the outcome of your case, was discovered and was demonstrably not available at the time of the hearing. You may submit this new evidence after the seven day appeal limit; however, sanctions do take effect after the seven day timeline. Thus, your appeal may or may not affect your sanctions.
- (c) That specific conditions exist that provide good cause for reconsidering your case. This may include unduly harsh sanctions or demonstrated bias against you during the conduct process.

Generally, appeal decisions will be made within ten business days of receipt of the appeal. Residents are only guaranteed one level of appeal.

6. Completion of sanctions

As part of the educational nature of the judicial process, most residents found responsible for violating I-House or campus policy will be asked to complete sanctions and/or make necessary reparations. Judicial sanctions can include periods of warning or probation, educational projects or community service, referral to substance use education or counseling services, letters of apology, monetary fines, charges for repairs or cleaning related to the policy violation, involuntary room reassignment and eviction. The resident will be given a reasonable amount of time to complete the assigned sanctions. Failure to do so will result in additional judicial actions and a hold on your deposit funds until the assigned sanctions are complete.

Special Note: If you receive a notice of eviction, you must adhere to the deadline noted therein.

Summary of Your Rights

The following procedural rights apply when a resident's case is heard by the RSS Manager:

- The "Notice to Appear at Hearing" will contain a brief description of the alleged violation(s), date of alleged violation(s), and policy(ies) allegedly violated.
- Residents may choose not to respond to the allegations of misconduct.
- Residents will be presumed not responsible for a violation until proven otherwise by a preponderance of evidence.
- Residents will have an opportunity to respond to the allegations and to present relevant information.
- The decision of the RSS Manager shall constitute the written record of the hearing. These judicial proceedings and records will be subject to all applicable privacy acts.
- Residents will be notified of the final decision and of the right of appeal after the hearing.
- The decision of the RSS Manager may be appealed in writing within seven (7) calendar days of the date of the decision letter. The resident's written appeal must cite specific reasons for requesting the appeal.

Dining at I-House

• Dining Room Hours	38
• Your Meal Plan	39
• Meal Card Rights and Responsibilities	39
• Lost Cards	39
• Special Dietary Needs	39
• Catering	39
• Jobs	40
• Special Meals and Events	40
• Bag Lunches	40
• Sick Trays	40
• Disabled Student Services	40
• Health and Safety	40
• Dining Room Conduct	40
• After Your Meal	41
• No Smoking Policy	41
• Use of Dining Services Kitchen	41
• Comments and Suggestions	41

The Dining Room is open to members of International House (residents, non-resident members) and their guests, to contract meal card holders, to campus staff, registered UC Berkeley students, University guests, and to the public.

Dining Room Hours

Monday - Friday

- | | |
|-------------------------|----------------|
| • Continental Breakfast | 7:15am-9:30am |
| • Lunch | 11:30am-1:30pm |
| • Dinner | 6pm-8pm |

Saturday - Sunday

- | | |
|----------|------------|
| • Brunch | 9:30am-1pm |
| • Dinner | 6pm-8pm |

Holidays

- | | |
|-------------------|---------------|
| • Extended Brunch | 9:30am-1:30pm |
|-------------------|---------------|

Please note that the doors to the dining and service areas close at the times listed above. Late arrivals will not be admitted.

The Dining Room is closed on Thanksgiving Day and during the Winter Holiday Break.

Your Meal Plan

Eating together is an essential component of the I-House experience; therefore, the meal plan is mandatory for all I-House residents. For the Fall Semester 2010, residents receive 210 meals. For the Spring Semester 2011, residents receive 225 meals. Residents who may need to add meals to their card can do so in blocks of 10 at the Dining Services Office. Please note that unused meals do not carry over from semester to semester.

Meal Card Rights and Responsibilities

Your meal card represents your investment in a meal plan. Our meal plan operates on a computerized system and your Cal ID card can be coded with your meals. Entrance to the Dining Room by residents is allowed only with presentation of the meal card. Please present your card to the checker at all meals. Your meal card and security card are not transferable. You may not loan your meal card to anyone for any reason. Transferring your meal card to others may result in charges to your Room & Board account.

Lost Cards

Please report lost or stolen meal cards immediately. A meal card is considered lost after it has been missing for 2 days. If your meal card is lost it must be replaced for a fee at the dining office or dining supervisor's desk .

Special Dietary Needs

International House recognizes that its diners may have medically-necessary or religious dietary restrictions, as well as varying food preferences. I-House offers a wide variety of food and drink selections, including items for those minimizing dairy, gluten, and/or meat products.

Diners are expected to make food choices compatible with their own dietary restrictions. To assist diners, upon request dining hall staff will describe menus, show the ingredient labels of packaged foods and share International House's recipes used to prepare food items, although International House cannot guarantee that the contents described in recipes and on package labels are accurate.

Because International House prepares as many as 1800 meals a day and depends on a number of different sources for its ingredients, International House regrets it is unable to prepare customized hot food items cooked to individual specifications.

If you find that the food offered at the International House does not meet your dietary restrictions, you may request a reasonable accommodation. Accommodation requests are evaluated on a case-by-case basis and must usually be supported by medical documentation demonstrating the need for the accommodation requested. I-House will explore with you options that we hope will enable you to participate in our meal program. Reasonable accommodations may include modifications to I-House policies, such as permission to bring your own food into (or take I-House food out of) meal areas subject to applicable health code restrictions. In some instances, an adjustment to your meal fee may be an appropriate accommodation.

Requests for disability accommodations should be directed to Manager, Resident Support Services Maribel Guillermo at chabe@berkeley.edu or phone (510) 642-9480.

Catering

Our Catering Department would be happy to handle your Birthday, Graduation or Special Event. Call our Catering Coordinator at 642-8057.

Jobs

We offer many job opportunities for residents throughout the year at competitive salaries. Please check with the Dining Services Office if you are interested.

Special Meals and Events

Throughout the year, we offer Special International Meals and American Regional Meals as well as festive theme BBQ's and visiting guest chefs. Watch for announcements of these upcoming events and invite your friends!

Bag Lunches

Residents are welcome to make their own bag lunch at breakfast during active class instruction. Bag lunches are available Monday through Friday. This service is provided for residents whose academic schedules prevent them from returning to the House for these meals. We do not currently offer a bag dinner option.

Sick Trays

Sick trays are available for residents by calling the Dining Services Office at 643-3380, at least one hour prior to the meal. You may select items for your meal from the daily menu, and it will be brought to you in your room. Please inform Dining Services staff if your illness is contagious. Although the Dining Services can accommodate occasional calls for sick trays, during times of prolonged illness (three consecutive days or more) prior arrangements must be made with Dining Services Management. You cannot receive sick trays if you are attending class or for more than five consecutive days.

Disabled Student Services

The International House Dining Facility is accessible to all disabled residents. Because the dining room is a self-service operation, we request that disabled residents with special needs retain an attendant meal assistant. The attendant must accompany the resident at the time of the meal and will receive their meal free of charge. Disabled residents who attend a meal without an attendant may experience delays until a Dining Services staff member is available to provide assistance. Only disabled residents and attendants are allowed to enter through the restricted employee entrance.

Health and Safety

For health and safety reasons, we require that shoes and a shirt be worn in the serving and dining areas. Dining Room storage hooks, racks, and cubes are provided for your convenience. Dining Services are not responsible for lost or stolen items. Property left at these locations is at your own risk. Dining Services strongly advise that valuables be left in your room or locked (with your lock) in a storage cube.

Dining Room Conduct

Our pledge is to serve our residents and their guests the highest quality meal at a reasonable price. Backpacks, brief-cases and large purses are not allowed in the Dining Room and can be left on racks or lockable cubes at the Checker's desk. In consideration of your fellow residents, please do not take more food than you can consume. Please do not take condiment containers to your table.

Because replacement costs for dishes, trays, silverware and glasses are very high, you may not remove these items from the Dining Room. Diners may take a cup of coffee (in your own cup) when you go. Please do not bring in large containers to take out beverages.

Throwing food and other items in the dining room is not permitted and is subject to a clean-up charge and disciplinary action. No beer, wine, or hard alcohol may be brought into the dining facility.

After Your Meal

Please bus your own tray to the designated location. Composting and garbage cans are located next to the dish area. Food and supplies are for consumption and use within the Dining Commons. Removal of food or supplies without authorization may result in additional charges to your Room and Board account or reductions to your meal balance.

No Smoking Policy

All portions of International House Dining Services are NO SMOKING areas, including the adjacent exterior patios.

Use of Dining Services Kitchen

Use of Dining Services Kitchen and implements is prohibited. Residents wishing to prepare special meals are allowed to use the Sproul Kitchen by prior reservation and with a security/cleaning deposit. See the Front Desk for details.

Comments and Suggestions

We encourage you to comment on our services. It is through your comments to your Resident Dining Committee, Dining Comment Board, on-duty Supervisor and by surveys that we can continue to improve food and service. If you have any questions on policies or items not covered here, please see the on-duty Supervisor or give us a call. Dining Services Office Hours are 8:30am - 4pm, Monday through Friday. The phone numbers for Dining Services are:

- Floor Assistant Manager 643-3380
- Manager 643-3367
- Director 643-3266

Your Room

- Room Condition Report 42
- Cleaning 42
- Damages 42
- Furniture Removal 43
- Iron Security Bars 43
- Information Boards 43
- Linen 43
- Room Changes 43
- Your Roommate 44
- Your Neighbors 44
- Staff Entry 44
- Informal Gatherings 45
- Visitors and Guests in Resident Rooms 45

Room Condition Report

When you arrive, you will receive a Room Condition Report (RCR). The RCR is our record of the condition of your room at the time you took possession of it. When you check out of the room, the report will determine any potential damage costs. You must review and complete the Room Condition Report, note any concerns or discrepancies, and return the form to the Front Desk within five days following your check-in. If you do not return the RCR your room will be considered to be in satisfactory condition and you will be liable for any damage noted upon your departure. Any damages beyond normal wear-and-tear that you do not note on the report and any damages which occur during your residence will be charged to your room deposit. Please report any damages or need for repairs immediately by submitting a Work Order Request at the Front Desk.

NOTE: Neither the University nor International House provides insurance or assumes any responsibility or liability for any loss or damage or destruction to the residents' private property. This includes articles left after vacating the premises.

Cleaning

Each resident is responsible for cleaning his or her own room. Cleaning equipment and supplies, including vacuum cleaners, are available to borrow from the Residents' Service Center at no charge. Trash and recycling cans are provided and should be emptied into the appropriate containers provided in the trash closets located on each floor. Food is not permitted in your room unless it is kept in a tightly closed container or refrigerator. Proper food storage will help prevent unwanted pests in our community.

Damages

Residents are expected to take good care of the space and furnishings they are renting while at I-House. Your room and its furnishings should be in the same condition as it was when you moved in, beyond normal "wear and tear". The costs of any necessary repairs, cleaning or replacement of damaged furnishings will be taken from your room security deposit. Common types of damage include burns on the furniture, holes made by nails, tacks or staples, and stains or blemishes caused by solvents, stickers or tape

on the woodwork, walls or furniture. Residents must repair these damages prior to checking out of I-House or they will be charged for the cost of repairs. To prevent damage, adhesive tape that does not damage the walls is sold at the RSC.

Please note that posters and announcements should only be placed on designated bulletin boards. To protect the facility for future residents, all postings not on bulletin boards will be removed by staff.

Furniture Removal

International House lacks the workforce and storage space necessary to remove furnishings not desired by current residents. If you remove any furnishings from your room, you must return them to the room before you check out or you will be financially responsible for their replacement. Room furnishings found in common areas will be considered abandoned and removed.

Iron Security Bars

Some room windows are equipped with security bars. They keep people from gaining access to lower floor rooms. They have release latches required by the Fire Marshal so residents can get out in case of an emergency. For the safety of residents and their guests, the release mechanism should not be tampered with or blocked in any way.

Information Boards

A dry erase information board is located outside every resident's room to leave/receive messages and as a source of individual expression. Magnets to post notes, photos, etc. and dry erase markers with Velcro may be purchased at the RSC. Industrial strength, environmentally safe cleaner may be checked out for free from the RSC.

Linen

If you did not bring your own bedding, sheets, pillow case, towels, and blanket, the RSC has two rental plans to accommodate your linen needs. You may either:

- (1) Rent linen, wash it yourself and return it to the I-House at the end of the semester or academic year, depending upon your stay; or
- (2) Rent linen and contract for weekly washing of sheets, towels and pillow cases, through a vendor contracted by I-House.

Current rental charges are available at the RSC. In addition, the RSC sells pillows and a variety of other useful personal items.

Room Changes

It is often difficult to accommodate room change requests, especially when we are at maximum occupancy. No changes may be made during the first two weeks of the semester. In cases where there is conflict, residents should attempt to resolve the conflict with the help of their RA or other RSS staff before requesting a different room assignment. If the conflict cannot be resolved after attempts at mediation, the Admissions Director will consider written room change requests that explain the reasons for the request. If the House is full, as it often is, it simply may not be possible to move you. There is a \$75.00 charge for residents who request and receive a room change.

Your Roommate

All residents in double rooms are assigned a roommate. For many residents, sharing a room will be a new experience. A healthy roommate relationship requires clear communication, mutual respect and shared expectations. Roommates need to openly discuss their needs and concerns and negotiate certain things with their roommate to have a successful year. Here are some topics you and your roommate should discuss:

- Room Cleanliness
- Stereo/TV Volume
- Music Preferences
- Privacy Needs
- Personal Habits
- Use of Personal Possessions
- Guests
- Sleep and Study Schedules
- Communicating

This is just a sampling of the issues you and your roommate may face during the year. The information submitted on your application has been considered when making roommate assignments. Typically, however, there are no perfect matches. Therefore, getting to know and understand your roommate early in your stay is very important. If you have developed a good relationship, it may help to approach him/her when you discover an issue with which you have concerns. Not discussing problems or concerns generally does not work and only makes matters worse.

Living with a student from another country can be the greatest experience of your life! It presents many challenges and many opportunities. Watch the ways in which you communicate. Try to understand each other's point of view. Words may have different meanings in different countries and non-verbal communication may play an important role in some cultures. Don't assume that limited English is the equivalent of limited intelligence. Be sensitive to the complexities of cross-cultural communication. If you would like more information about living with a roommate from another country, contact the Residential Manager or your Resident Advisor.

Roommates do not need to be best friends, but it helps if they are considerate of one another. Every resident needs to take responsibility for his/her own behavior and share responsibility for the roommate relationship. To have a good roommate, be a good roommate!

Your Neighbors

Likewise, to have good neighbors, be a good neighbor! Be sure to introduce yourself to your neighbors. Getting to know them creates an environment of mutual respect and understanding. Your responsibility as a community member is to respond to the needs of others in a reasonable and respectful way. A student who participates in abusive, offensive or disruptive behavior may lose his or her privilege to reside at the International House. If you are having problems with your neighbor, see a member of the Resident Support Services Staff.

Staff Entry

I-House staff may enter your room for health and safety emergencies. Health and safety emergencies are defined as visible, odorous or audible evidence of danger to residents or potential damage to our facilities. We will enter your room due to suspected policy violations with your knowledge and approval or that of your assigned

roommate. If we are unable to contact you, we may enter the room after reasonable efforts have been made to notify you.

We may also enter your room in your absence to silence noise (e.g., alarm clocks, stereos, telephones, etc.) that results in complaints from your neighbor(s) or to attend to maintenance requests submitted by you or your roommate. In all cases, we will leave a note explaining when and why we entered.

Informal Gatherings

For reasons of noise and safety, no more than 5 people, including room residents, may be in a room at one time. Residents are expected to be mindful of noise and all I-House policies whenever they have guests in their room.

Visitors and Guests in Resident Rooms

Residents may have guests as described on our Guest Policy. If you are living in a double room and would like to have an overnight guest, you will need to bring written approval from your roommate to the Admissions Office.

A guest may stay in your room for a maximum of three consecutive nights. I-House discourages longer-term guests for a variety of reasons, including security, inconvenience, and expense. Guests living in the House for more than three nights must be approved, in writing, by the Admissions Director. We cannot accept guests under 16 years of age. Only Residents can check out a shower/bathroom key for a female guest from the Front Desk or RA on duty.

You may rent a cot (roll-away bed) and linens for a guest from the Residents' Service Center. Cots and linen must be returned to the RSC during normal hours of operation.

Under no circumstance may you loan or transfer your key, meal card or security card to your guest, nor may a guest live in your room when you are not there.

Loans, Employment & Financial Aid

Short Term Loans

Short-Term Fund provides interest-free loans to international students and scholars who experience an immediate short-term financial need. Loans are available up to \$2000 and must be repaid on a monthly basis within four to six months from the date of receipt of the loan. The source of repayment must be verifiable. To complete the application procedure, make an appointment with Loan Coordinator, Josiane Siegfried, email: siegfriede@berkeley.edu, phone 510-642-2196.

Employment

A number of part-time jobs are available at I-House and on campus throughout the year. Vacancies and job descriptions are often listed outside the Mailroom or at the Front Desk, as well as at the Career and Student Placement Office located at the Career Center in 2111 Bancroft Way, and at the Work Study Office in 212 Sproul Hall, telephone 642-5625. International students and scholars should check with the Berkeley International Office to verify their work eligibility.

Financial Aid

Seeking to achieve a resident population of international and ethnic socioeconomic diversity, International House attempts to assist students whose financial means do not permit them to meet the costs of room and board at the House. In addition, there are opportunities to apply for partial room and board grants. Applications and specific eligibility requirements at International House are available in the spring term for the following academic year and in the fall term for the spring term only. For more information about our Financial Aid opportunities, please visit our website at <http://ihouse.berkeley.edu/I/aid.html>.

International House Financial Aid Recipients, please note!

In order to receive a financial aid award, you must complete and submit an I-House application, housing contract and provide the stipulated deposit. Unfortunately, failure to submit your signed contract and deposit by the deadline may result in the cancellation of your room reservation and financial aid offer.

International House Administration

Below are some brief overviews and website links for each office that makes up International House.

- ***Executive Director's Office***

The Executive Director is responsible to the Board of Directors for overall administration of International House. The Assistant to the Executive Director administers the financial aid and emergency loan programs in support of students from countries outside the United States. The Assistant is also responsible for administering the newspaper and periodical service in the House library.

- ***Chief Financial Officer***

The Chief Financial Officer is responsible for a wide range of business functions within the House. These include the supervision of Accounting, Admissions, Resident Support Services, RSC Store, Information Systems, Dining, Physical Operations and Purchasing. The Chief Financial Officer is involved in identifying issues and resolving problems that have a significant financial impact on the House.

- ***Accounting and Cashier's Office***

The Accounting Office is responsible for resident room deposits, receipt of room and board payments, delinquent collections, financial record keeping, accounting, and cashier services during specified office hours.

- ***Admissions Office***

http://ihouse.berkeley.edu/I/room_info.html

The Admissions Office corresponds with applicants and residents, makes room assignments and changes, maintains residence records and reports, and administers residence policies. This office also publishes the Resident Directory on-line for resident use.

- ***Development and Alumni Relations***

<http://ihouse.berkeley.edu/a/index.html>

Over 70,000 people have lived at International House. The Development and Alumni Relations staff oversees the engagement of these alumni in advancing the mission of the House and ensuring the House's service to future generations. They coordinate annual events, reunions, and communication efforts to keep alumni linked to the activities and challenges of the House today. They also direct fundraising efforts that support I-House's mission and residents.

- ***Dining Services***

<http://ihouse.berkeley.edu/I/dining.html>

Dining Services is responsible for the residents' meals in the Dining Room and Catering for special events, parties, and receptions.

- ***Events and Rentals***

<http://ihouse.berkeley.edu/s/index.html>

The Events and Rentals Department is responsible for coordinating logistical and technical support for all public rooms, programs and events, and also oversees the guestrooms.

- **Human Resources Office**

The Human Resources Office provides support for staff to ensure compliance with campus Human Resources policies and procedures. The office processes payroll and hiring forms for career and student staff. The office also administers the financial aid program in support of U.S. citizens and permanent residents.

- **Purchasing**

The Purchasing Department acquires goods and services for International House departments, administers the Resident Service Center, and provides vending services, including laundry facilities.

- **Information Systems** <http://ihouse.berkeley.edu/l/residents/rescomp/index.html>

Information Systems provides planning, installation and support services for all I-House administrative and residential computer systems and networks with a total of over 800 Ethernet Connection and house-wide wireless coverage

- **Physical Operations**

Physical Operations is responsible for all physical aspects of the building, including utilities, repairs and maintenance, engineering and construction, custodial services, interior design, space management, landscaping and grounds, physical security and parking services.

- **Sarin Program Office** <http://ihouse.berkeley.edu/p/index.html>

International House Programs are an integral part of fulfilling our mission and are designed to foster cross-cultural understanding and fellowship. Programs range in size and content from small cross-cultural discussions to large cultural performances. There are lectures, concerts, dances, slide shows, language tables, classes, and much more. National ethnic heritage months are celebrated throughout the year, culminating in April with the Edith Coliver Festival of Cultures, an extravaganza of food, performances, and exhibits. The Programs Office also coordinates orientation retreats and social outings for residents and coordinates the Host Program and I-House Speakers' Bureau.

- **Resident Support Services** <http://ihouse.berkeley.edu/l/residents/index.html>

The role of Resident Support Services (RSS) is to promote a positive residential experience for every person living in International House. The RSS staff is responsible for the safety and security of the House during non-business hours. The residential manager supervises the RA staff and is available to assist residents with issues and/or concerns of both a personal and I-House-related nature. The RSS staff conducts House Orientations, the Town Hall Meetings, mediates conflicts between residents, handles violations of I-House policies, helps those in need, and provides professional referrals for residents experiencing personal crises.

International House - 2011-2012 Officers and Directors

Chair

Chancellor Robert J. Birgeneau
UC Berkeley

Vice-Chair

Isao "Steve" Matsuura
Board Director, Bank of the West

Treasurer

Atef Eltoukhy
Chairman Aurum Capital Management

Chief Executive Officer

Martin Brennan

Chief Financial Officer

Shirley Spiller

Secretary

Josiane Siegfried

Yoshi Akiba

Co-owner of Yoshi's Jazz Club and Restaurant

Alex W. Alexander, *interior designer*

Robert M. Berdahl

Chancellor Emeritus, UC Berkeley

John S. Bronson

Bronson Consulting LLC

Richard Dishnica

President - The Dishnica Company LLC

Robert L. Duffy

Senior Partner - A.T. Kearney, Inc.

Diane Dwyer

NBC Bay Area News Anchor

Jamy Faulhaber

Rancher, Central Valley

Charles H. Ferguson

Writer and Director, Representational Pictures

Carlos Fernandez-Pello

Associate Dean, Graduate Division, UC Berkeley

Jawahar M. Gidwani

Chairman & CEO - NeoKismet, L.L.C.

Martha M. Hertelendy,

President - GRAMP Foundation

Joyce M. Hicks

Executive Director, Office of Citizen Complaints, S.F. Police Commission

Michaele M. James

Joan P. Kask

*Director of Administration
IAS - UC Berkeley*

Kit Choy Loke, Partner

Winston & Strawn, LLP

Simon P. Lowes

Principal Consultant, Chevron Corporation

Andrei M. Manoliu, Ph.D.

Managing Director, GrowthPlans LLC

Michael Morgan

Music Director, Oakland East Bay Symphony

Jay L. Paxton, Managing Director

Buchalter Nemer, APC

C.V. Ravi, PhD.

John Sears, Attorney

Amy Slater

Peter J. Taylor, CFO

University of California

David K. Tu

President -DCL Corp.

Kwei Sang Ü, MD

Neurologist, Retired

Mitsunori Umebayashi

President - Weatherford BMW

Tejash Unadkat, CEO

Fatminds, Inc.

Egon von Kaschnitz

CEO, Retired -Zierer Visa Service, Inc.

Kristin Berdan Weissman

Legal Director, Google, Inc.

Robert R. Wong

A. I. A. Architect

Three Residents of I-House

International House Staff Directory

Executive Offices

Office Hours: 8am-noon/1pm-5pm

643-8968 FAX

Martin Brennan, *Executive Director*

642-9468 brennanm@berkeley.edu

Josiane Siegfried, *Executive Assistant*

642-2196 siegfried@berkeley.edu

Accounting

Office Hours: 8am-noon/1pm-5pm

848-0757 FAX

Cashier Hours: M-F 10am-12pm

Joyce Tucker, *Accounts Payable*

642-9465 jtucker@berkeley.edu

Queenie Santos, *Receivables Mgr*

643-8316 qcs@berkeley.edu

Jesse Adams, *Receivables Asst*

643-3269 jadams@berkeley.edu

Theresa Hirashima, *Payroll/Mailroom*

643-8318 lafres@berkeley.edu

Admissions

Office Hours: M-F 9:30-12noon/2pm-4pm

642-5220 FAX

Main Office

642-9470 ihres@berkeley.edu

Ryan Jones, *Director*

642-9471 ryan.jones@berkeley.edu

Admissions Assistant

642-9470 ihres@berkeley.edu

Development and Alumni Relations

Office Hours: 8am-noon/1pm-5pm

642-4128

General Information

643-8968 FAX

Shanti Corrigan, *Director*

642-0124 shanti@berkeley.edu

David Tozer, *Development Manager*

643-6916 dtozer@berkeley.edu

Laurie Ferris, *Publications Coordinator*

643-7735 lferris@berkeley.edu

Dining Services

Office Hours: 8:30am-4:00pm

643-9373 FAX

Gary Beitch, *Director*

643-3266 gbeitch@berkeley.edu

Warren Clark, *Food Service Manager*

643-3367 wclark@berkeley.edu

Maureen Spolidoro, *Food Service Mgr*

643-3380 maureen1@berkeley.edu

Michelle Valdez, *Office Manager*

642-9477 michevo@berkeley.edu

Greg Poullos, *Catering Coordinator*

642-8057 ihdining@berkeley.edu

Gabriel Martinez, *Asst Food Service Mgr*

643-3380 gmjr@berkeley.edu

Jonathan Au, *Asst Food Service Mgr*

643-3380

Fidel Coria, *Asst Food Service Mgr*

643-3380

Dining Staff: Rodrigo Aguilar, Gregory Andrade, Roque Arevalo, Hui-Chun Chen, Arnulfo Gomez, Chef Susan Hunter, Kim Lam, Chef Raymond Nottie, Ramon Pizano, Maria Reieux, Joseph Soberano, Evodio Valdez

Events and Rentals

Office Hours: 9am-noon/1pm-4pm 643-8314 FAX ihevents@berkeley.edu
Tim Lynch, *Manager* 642-3438 tlynch@socrates.berkeley.edu
Breidi Truscott, *Events Coordinator* 642-0589 breidit@berkeley.edu

Financial Services

Office Hours: 8:30am-5:30pm 642-5220 FAX
Shirley Spiller, *Chief Financial Officer* 643-8315 shirley.spiller@berkeley.edu

Information Systems

Office Hours: 8:30am-noon/1pm-4pm 643-2642 FAX ih_rcc@berkeley.edu
Charles Lam, *Information Systems Analyst* 643-1724 ctlam@berkeley.edu
Bill Doyle, *Information Systems Analyst* 643-1724 wdoyle@berkeley.edu

Human Resources

Office Hours: 9am-noon/2pm-5pm 642-9492 ihousemailroom@berkeley.edu
Mailroom Hours: M-F 10am-3:30pm 643-7445 FAX
Gina Abrams, *Manager* 643-5308 gabrams@berkeley.edu
Tammy Scott, *HR Services Coordinator* 642-0517 tascott@berkeley.edu

Physical Operations

Office Hours: 9am-noon/1pm-4pm 643-8157 FAX
Main Office ihphysop@berkeley.edu
Customer Service Desk 642-9463
Gregory Rodolari, *Director* 642-9462 grodo@berkeley.edu
Lou Giddings, *Asst. Director* 642-7788 lougid@berkeley.edu
Becky Topete, *Admin Assistant* 643-8313 rtopete@berkeley.edu
Dave Soares, *Custodial Supervisor* 642-9922 dsoares@berkeley.edu

Custodial Staff: Mary Cinko, Tony Flores, Maria Gomez, Thomas Lake, Maria Lares, Salvador Lares, Virginia Leung, Maria Moreno, Nestor Salo, Arsenio Soriano

Maintenance Staff: Mark Cassettari, Pedro Dominguez, Glen Olson

Programs

Office Hours: 9am-noon/1pm-4pm 642-9460 ihprogra@berkeley.edu
General Information 643-3993 FAX
Liliane Koziol, *Director* 642-9460 lkoziol@berkeley.edu
Jerome Nelson, *Assistant Director* 642-9481 jjn@berkeley.edu
Larnie Macasieb, *Assistant to Director* 643-8300 larnie@berkeley.edu
David Gilliam, *Admin. Assistant* 642-9460 dgilliam@berkeley.edu
Laurel Anderson, *Editor* 642-3386 landerso@berkeley.edu

Purchasing and Stores

Office Hours: 9am-noon/1pm-4pm

643-8157 FAX

Christina Lo, *Purchasing Clerk*

642-8164 cslo@berkeley.edu

Martha Castellanos, *Asst Storekeeper*

642-9459 marthamc@berkeley.edu

Resident Support Services

Hours: 8am-12midnight, Sun-Wed

8am-2am, Thurs-Sat

Front Desk Reception

642-9490

Maribel Guillermo, *Manager*

642-9480 chabe@berkeley.edu

Peggy Yu, *Admin. Assistant Supervisor*

642-8676 peggy@berkeley.edu

I-House staff email list

ihouse-staff@berkeley.edu

(note: address cannot accommodate file attachments)

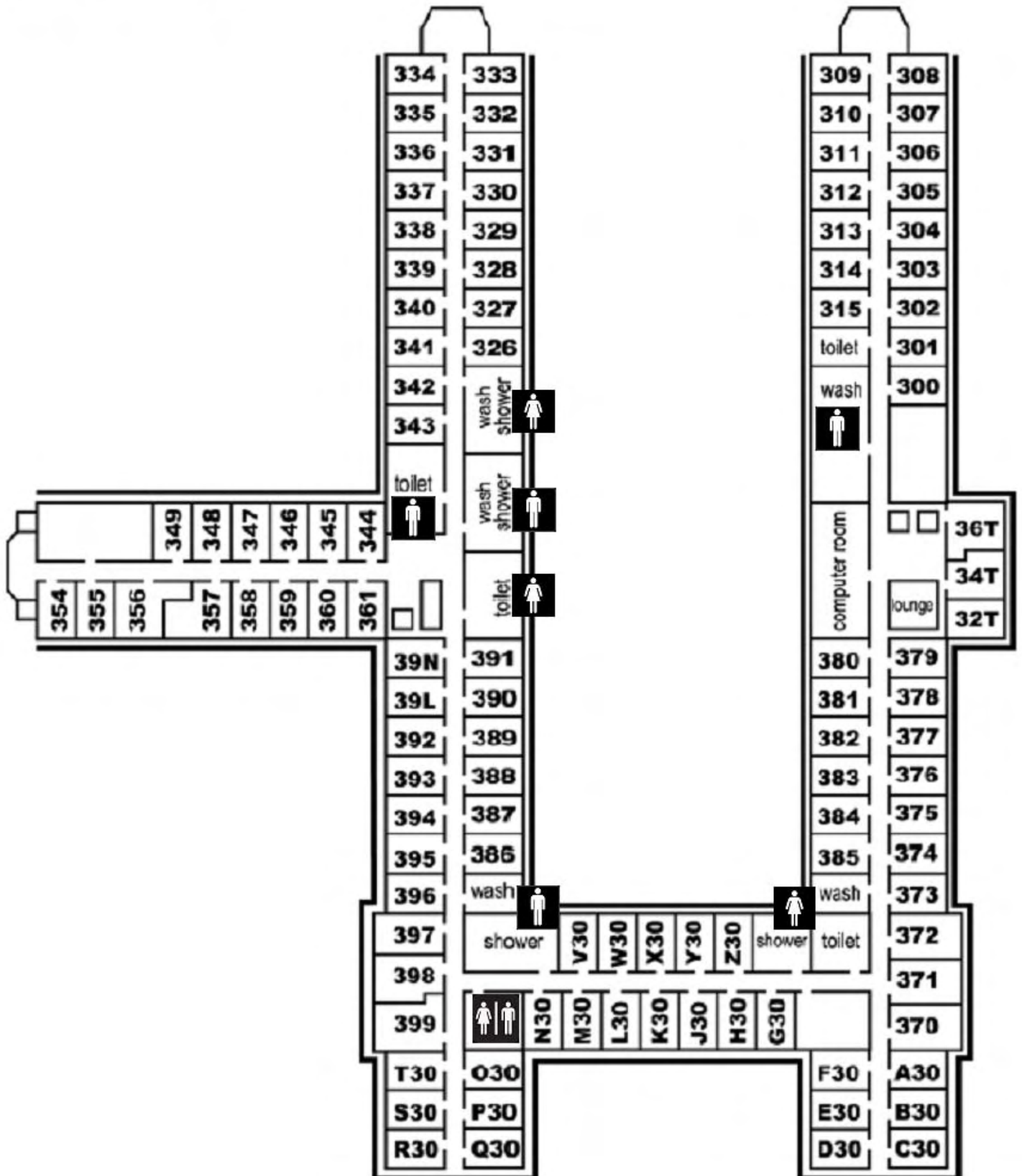
Web address

<http://ihouse.berkeley.edu>

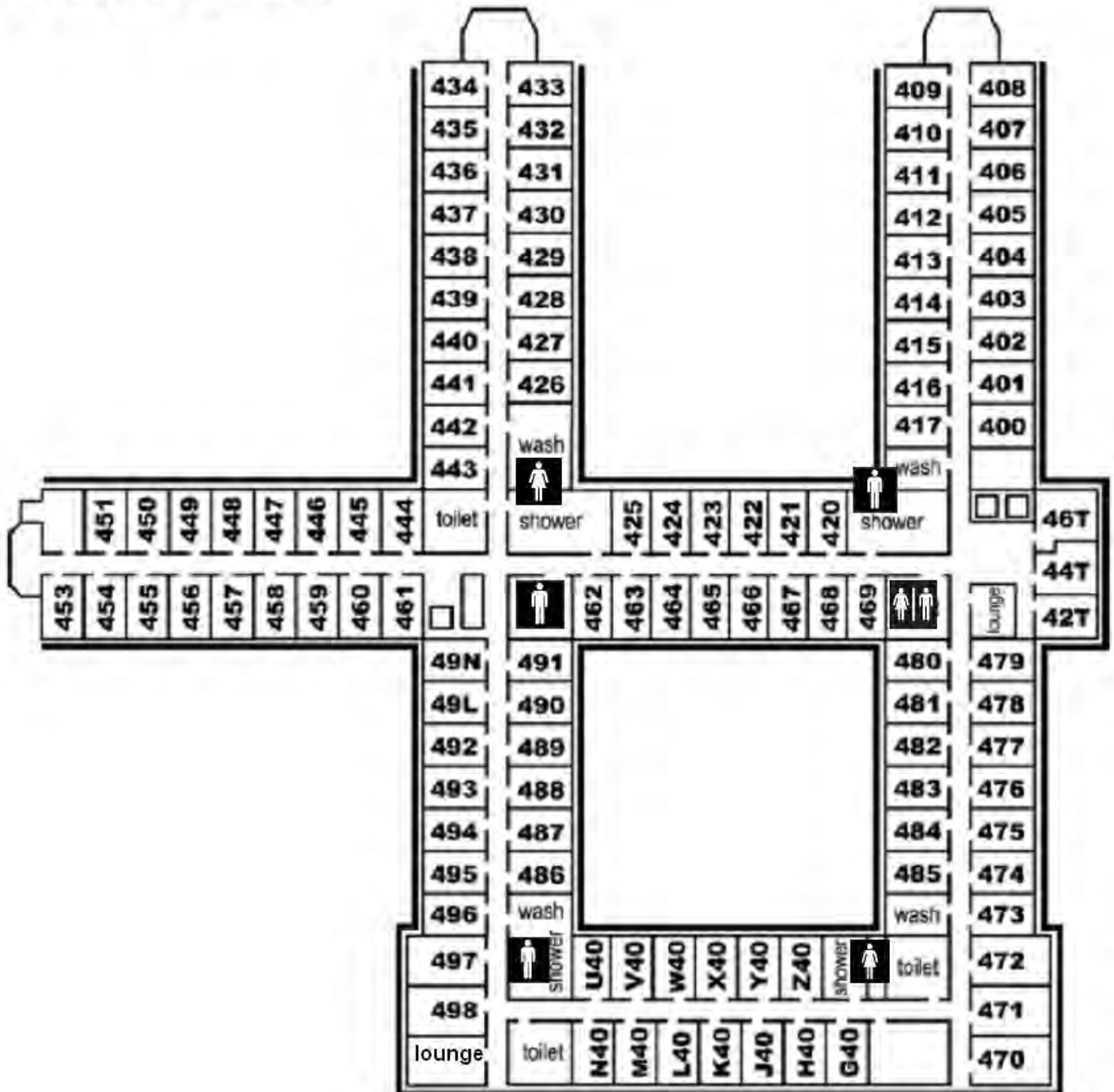
International House Café

643-9932

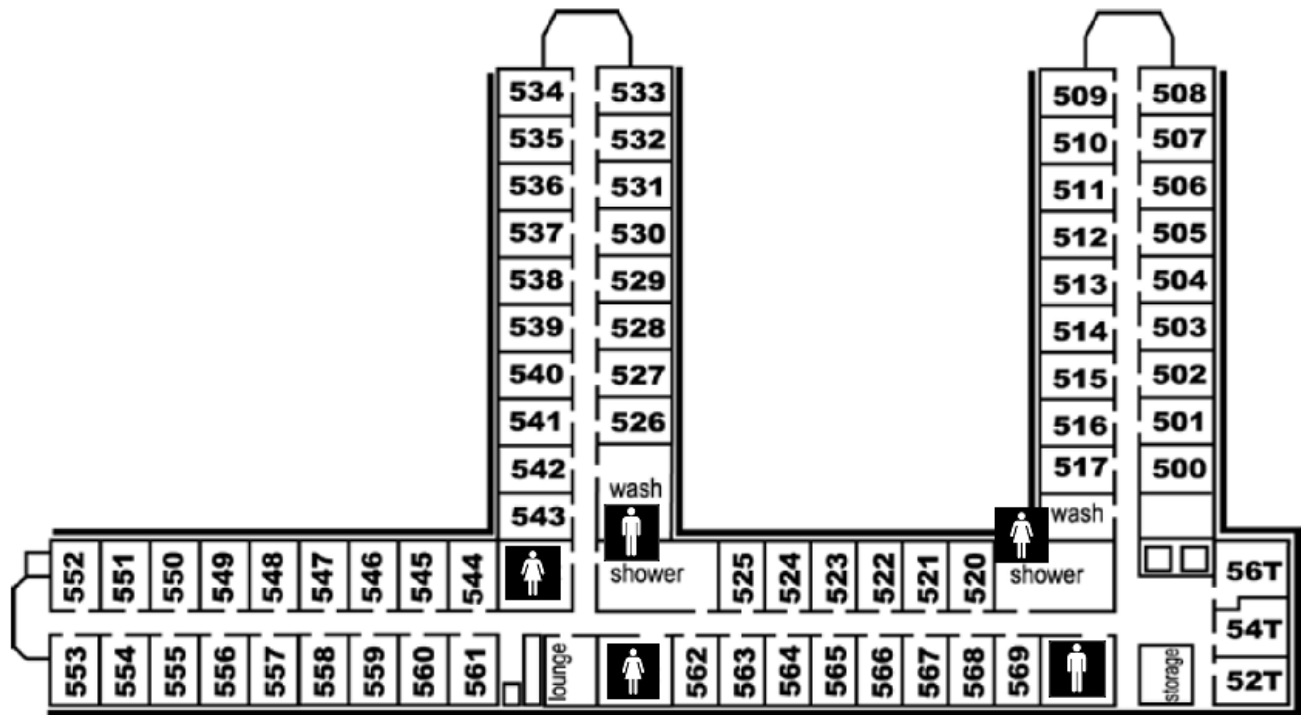
3RD FLOOR



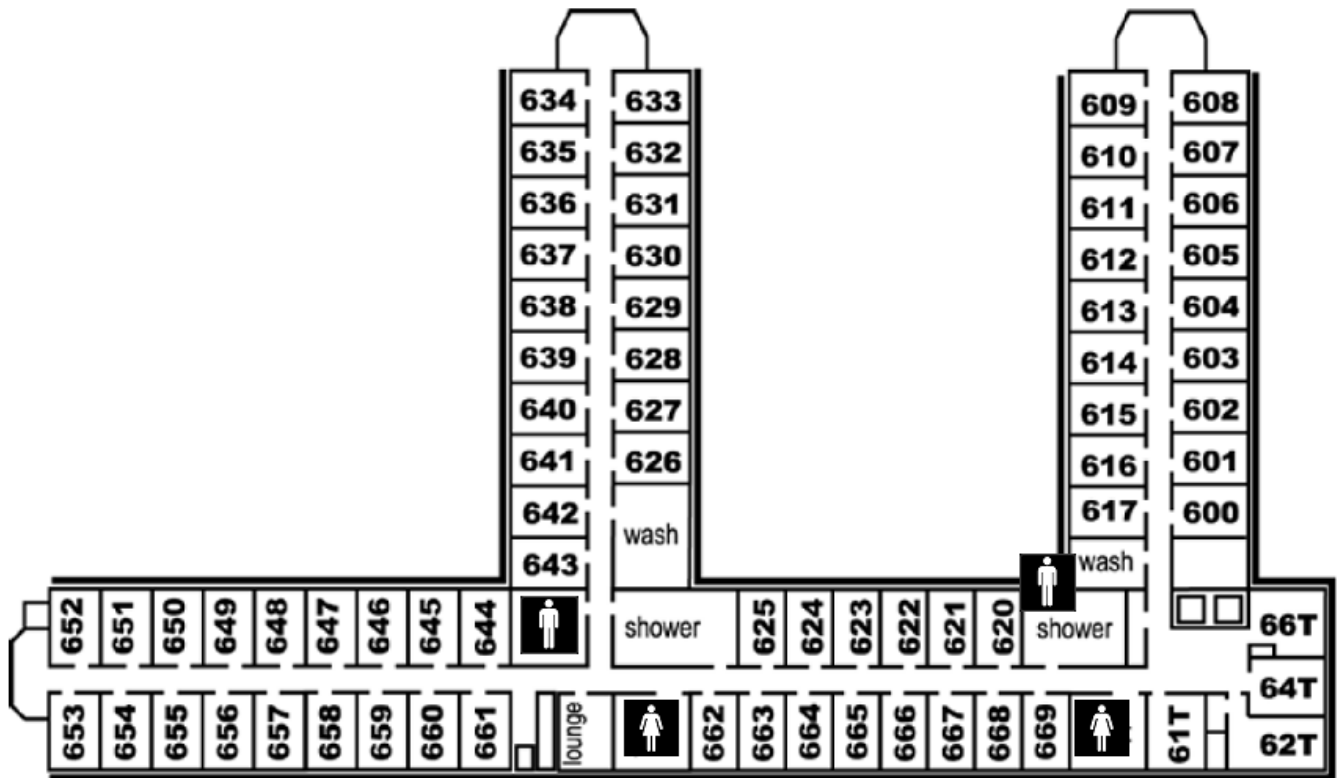
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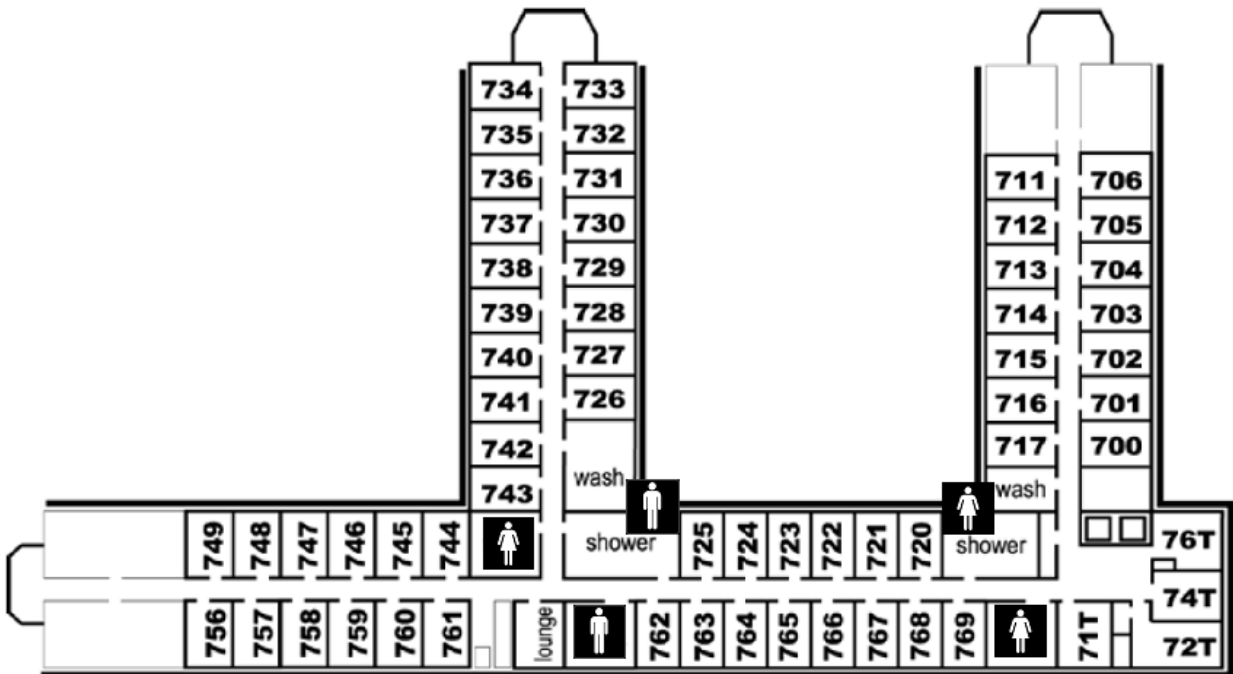
5TH FLOOR



6TH FLOOR



7TH FLOOR



8TH FLOOR

