

2023-2024

International House Resident Handbook

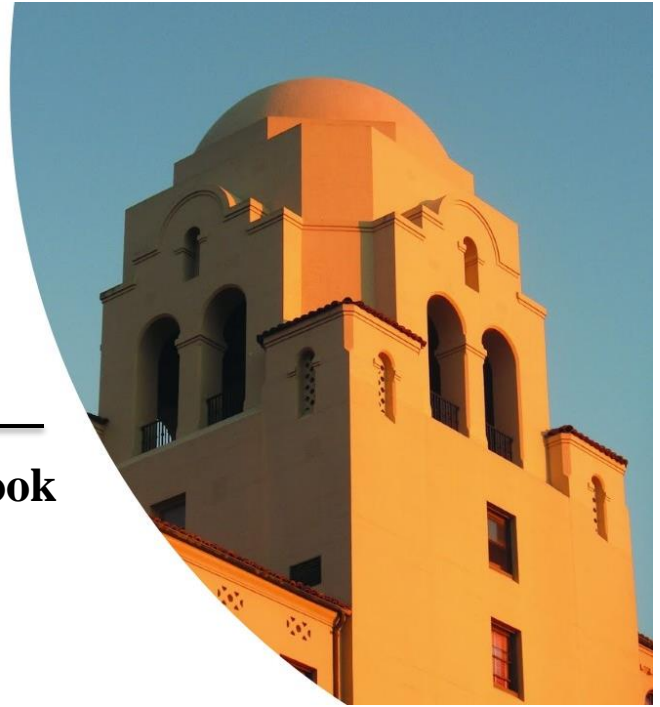


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INTERNATIONAL HOUSE

UNIVERSITY OF CALIFORNIA, BERKELEY



Mission Statement

International House's mission is to foster intercultural respect and understanding, lifelong friendships and leadership skills for the promotion of a more just 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, non-profit organization with close ties to the University of California at Berkeley.

Welcome Letter

Welcome to International House at UC Berkeley—a place for expanding your personal horizons and understanding more of the world than you ever could by living on your own.

I-House is much more than a residence hall. It also is more than just a place to sleep and study. I-House is a way of life that will stay with you forever. Built on a foundation of nurturing understanding and respect, I-House brings together nearly 600 students and scholars each semester from some 75 countries in a setting of intellectual and cultural enrichment. As residents share meals, exchange ideas, and forge friendships, they broaden their personal and professional horizons immeasurably.



Since opening its doors in 1930, I-House has bridged cultural differences and embraced a spirit of social and cultural diversity. Our tradition is to acknowledge the tensions that often trouble global society but not to accept them as immutable. We seek to be a catalyst for harmony and understanding within I-House and to the broader community beyond our walls. This is the legacy of I-House, a history written through the experiences of over 95,000 alumni, 70,000 of whom are still living, and some of whom you are likely to meet during your stay. By joining the I-House global community, you are adding your own chapter to our history — and we are grateful that you have chosen to be part of this inspiring movement.

I-House welcomes and values each resident as an individual with particular interests and needs. We want your stay to be relevant and meaningful to your academic and professional goals. 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 live and learn. Please share your feedback with staff or via: ihouse@berkeley.edu.

Countless former residents recall their stay at I-House as being their most exciting and intellectually enriching experience at Cal. We hope that yours will be, too.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Shaun R. Carver".

Shaun R. Carver
Executive Director
International House, UC Berkeley

The I-House Community

I-House Residents

By becoming a resident of International House, you join a global community of more than 95,000 people who have called I-House home. Typically, each year the house welcomes approximately 1,300 additional students and scholars to join these ranks, at least 75% of whom are from countries other than the United States. The majority of residents are graduate students or visiting scholars, although those undergraduate students who have earned at least 30 units of semester credit may also be considered for admission. For many residents, this splendid building becomes an unforgettable “home away from home” where individuals 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 Leaders

Resident Assistants (RAs)

The Resident Assistants are integral to the overall resident experience and community I-House. The RAs provide assistance to residents and help to build and maintain a safe, inclusive and enjoyable living environment for all. RAs assist new residents during check-ins and check-outs, help residents who are locked out of their rooms, respond to emergency situations, mediate roommate conflicts, and refer residents to I-House and/or campus professionals for additional information or assistance. RAs also plan community building activities for their residents throughout the academic year and summer. An RA is on-duty from 8 p.m. until 8 a.m., Monday through Friday and all day on Saturdays, Sundays, and holidays. Floors have at least two RAs. Should you need to talk to an RA, you can find their information on the bulletins in each floor, additionally you can reach them via the on-call phone: +1 510-282-0092

Program Assistants (PAs)

I-House Program Assistants (PAs) are current I-House residents that work under the [Robertson’s Center for Intercultural Leadership and Programs \(RCILP\)](#) Office. They help carry out the I-House mission through the planning and execution of a 12-month residential program that aims at increasing cultural competence, and intercultural leadership skills. The office hires I-House residents as PAs in the Spring for the following academic year. If you are interested in becoming a PA or learning more, please email CILP@ihouseberkeley.org.

Resident Council Members (RC)

I-House Resident Council members are elected every fall by current I-House residents. Members serve one full term (fall and winter semester of the academic year) and volunteer their time and energy in service of current I-House residents. Resident Council members are community leaders and act as liaisons to the I-House Board of Directors, Administration, and the Center for Intercultural Leadership and Programs to help foster a safe and inclusive environment at I-House. The Resident Council's focus is to support the larger I-House mission and helps prepare the next generation of global leaders for a more just and peaceful world.

The Resident Council stewards the Community Building Fund - a small funding source designated for resident-initiated events. The Resident Council’s role is to encourage and support residents to take advantage of this fund

for new and innovative program ideas to take place during the current academic year. The Community Building Fund comes directly from a portion of resident program fees paid by current residents every semester. All I-House residents are invited to submit proposals to the Resident Council for consideration.

Alumni

International House maintains a strong connection with our former residents, who engage in the life of I-House in a variety of ways. Alumni of International House Berkeley are welcome to:

- Participate in the I-House Global Community at ihberkeleyconnect.org;
- Follow I-House Berkeley on [LinkedIn](#), [Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#) and [our blog](#);
- Receive invitations to alumni events and reunions;
- Share their news and photos for the [I-House Times Newsletter](#);
- Volunteer to be a [Global Community Ambassador](#) for your region or decade

Links and details at: ihouse.berkeley.edu/alumni/

Visitors and Guests

I-House is a very busy place throughout the year. In addition to serving as a residence for over 600 people, I-House is one of the hubs of international activity on the UC Berkeley campus. Under normal operating circumstances, I-House also rents various rooms and facilities to a number of public and private organizations for meetings, conferences and receptions. During their stay, I-House welcomes these individuals 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 and Amenities

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 and lock their bicycles in the I-House bicycle parking area located outside, to the south of the main entrance. Please bear in mind the following:

- Residents use the bicycle parking area at their own risk.
- 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.
- All bicycles must be licensed according to California State Law. This can be done through the Campus Police – Mon.-Fri., 12:30 - 4 p.m., telephone, (510) 642-6760.
- 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 expense.
- The Bicycle Parking Area is cleared at the end of the Spring term no more than two weeks after our scheduled move-out. Notices will be posted in advance. Bicycles not properly marked as belonging to a continuing resident will be disposed of without any notice to the owner and without liability to I-House.

Computing Services and Resources

The Resident Computing Center (RCC) is located on the 3rd floor near the elevators. Here, you will find computers, printers and a scanner for resident use. There is a nominal charge for printing, which requires an I-House Debit Account. Residents may also submit their print jobs from their rooms and retrieve their printed documents at the RCC.

I-House's Resident Computing Center was established with a gift from Dr. Edith Loewenstein, mother of a former I-House resident. Visit our [web page](#) for more information.

Properly configured computers are able to access the internet via the I-House wireless network. Wired connections are available in some residential rooms upon request. The cost for shared internet service is included in the room rates. All network use is subject to local, state and federal laws as well as the UC Computer Use Policy posted at: <https://studenttech.berkeley.edu/about-us/policies/campus-network-policies>

Information Systems staff is happy to assist with accessing the internet, printers and any general computer-related questions. The IH-IS team is also able to provide information regarding campus computer resources such as email, free downloadable software and more. For questions, email rcc@ihouseberkeley.org

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 for an extended period of time or overload the elevators.** 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 designated for use by 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 filed and available for public viewing in the Physical Operations Office. Elevator occupancy may be limited at any time according to prevailing public health circumstances.

Communal Spaces

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 of the [Hospitality Services](#) team. 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. A portion of these fees go toward the maintenance costs of public rooms, therefore no resident can reserve a public room for a non-I-House organization without fees; however, some types of "*Resident-Sponsored Events*" (events that are organized by and for residents only) may be held at cost. Please visit the Events Office during office hours or call (510) 642-0589 for more information and availability.

Chevron Auditorium

The Chevron Auditorium is equipped with a stage, projection booth, stage lights and a built-in sound system. 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 meetings, programs and events.

Orville and Ellina Marx Golub Home Room

The Home Room is a special events 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 and lectures. 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 meeting room located next to the Chevron Auditorium. This room features a conference table which seats up to 24 people, 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 Resident Support Services and Admissions staff members and can be reached by calling (510) 642-9490.

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 lock-outs, lost keys and any emergency situations.

You can check out keys to the music practice rooms, sign up to use the Sproul Kitchen, and borrow chess and checkers sets, board games, PS4 games, controllers and playing cards at the Front Desk. You can receive campus maps, directions to local attractions and borrow tools. A variety of sports equipment is also available for residents to check out, including tennis rackets/balls, billiards, international and American football, ping-pong equipment and other sports gear. When you check out any key or other resource, 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). A complete list of items available for check out is located at the Front Desk.

During the hours when the Front Desk is closed, a Resident Assistant is on duty to assist with emergency situations, check-ins and check-outs. They can be reached by calling the RA cell number, (510) 282-0092.

Great Hall

The Great Hall is our main community room and is open to I-House residents, staff, guests and alumni.

The Great Hall is reserved for the use of residents and their accompanied guests, from 5:00 p.m. - 7:30 a.m. weekdays, and all day and night on Saturday, Sunday and holidays. The Great Hall may be closed from time to

time for special events or maintenance.

A large color TV is located in the Great Hall and wireless internet access is available. In the evenings between 5 p.m. and 7 p.m., the television should always be made available to residents wishing to watch news. After 7 p.m. other programs may be selected by consensus. During business hours on weekdays, those watching television may be asked to turn the TV off by those who need to work or study in the Great Hall.

Computers, DVD players and video games should not be connected to the television at any time.

Please note, there is no alcohol allowed in the Great Hall except when pre-approved for special events coordinated by our events team. In addition, we ask that residents and guests not sleep in this public area.

Gamble Lounge and Sproul Kitchen

Gamble Lounge and Sproul Kitchen is a space for both informal and organized resident gatherings. The newly renovated Gamble Lounge is equipped with TVs, couches, a large dining table and full kitchen. This room is accessible to residents seven days a week from 8 a.m. - 11 p.m.

You may reserve this area for small gatherings. Use of the kitchen implies acceptance of the terms and conditions of the Kitchen Reservation Policy;

- Attend a Gamble Lounge and Sproul Kitchen orientation at the beginning the semester.
- Ensure the space is left clean and organized after each use.
- Return the keys to the front desk on the same day immediately following use, no later than 11 p.m.
- Report maintenance issues immediately.
- No alcohol is permitted.
- Residents will be charged for any damage to the kitchen or its contents. Failure to meet the above requirements may result in revocation to use the space in the future and may be considered a conduct violation.

To reserve the lounge, you must contact the Admissions office at admissions@ihouseberkeley.org no less than five days in advance.

The Gamble Lounge and Sproul Kitchen may be closed on occasion.

Laundry

Washing machines and dryers are available in the Laundry Room near the Mailroom on level "G" for use by residents. Both the washing machines and dryers accept bank card payments only which can be made on a kiosk in the Laundry Room or by downloading the app by scanning a QR code on the machine. Please report any issues or concerns regarding the Laundry Room to the Front Desk.

Irons, ironing boards and clothes drying racks may be checked out from the Mailroom.

International House cannot assume responsibility for the loss or damage of clothing, whether due to theft or to the use of laundry machines. Residents are urged not to leave clothes unattended.

Library

The library is available as a quiet study space for resident use 24-hours a day, seven days per week. Food and drinks are not permitted. Please note, this is a space for resident use only.

Multifaith Room

The Multifaith Room welcomes all faiths, religious beliefs, or spiritual practices. This space is intended for contemplation, prayer or meditation. This space is available for use 8 a.m. to 11 p.m. seven days per week. If needed outside these hours, arrangements can be made ahead of time. Keys are available at the Front Desk.

Music Practice Rooms

I-House has a music room available for resident use which also serves as green rooms for the Auditorium. Residents who wish to use the room for musical instrument practice are required to attend a mandatory Music Room Orientation offered by the CILP Office at the start of each semester. Please visit or contact the [CILP Office](#) for details.

CILP maintains the official authorization list for the music practice rooms.

The Program Office maintains the official authorization list for the music practice rooms. Keys are issued to authorized residents only and may be checked out from the Front Desk. Keys must be returned promptly and may not be kept overnight. Room access and use may be restricted during scheduled events. A one-hour limit applies to ensure that authorized residents have equal access to the room and instruments. Failure to follow the standards and policies outlined at the orientation and posted in the rooms may result in the suspension of your practice room privileges.

The CILP Office and Resident Council maintain a small inventory of musical instruments for resident use inside the music rooms, including an upright piano, drums and various guitars. All instruments are for shared resident use in the practice rooms only and are not allowed during authorized I-House events on site. Instruments are not to be removed from the rooms for personal use.

Guest Room Rentals

A guest suite is available for short-term stays. The [Ambassador Suite](#) has a queen bed in the main sleeping room and a pull-out couch in the sitting room. It has a private bath and color television. Advance payment in full is required to make a reservation. Please visit the Events Office during office hours or call (510) 642-0589 for more information and to check availability.

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 you or your group becomes too loud, a staff member may ask you to quiet down or disperse. **The consumption of alcohol or smoking 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 lounge on a first-come, first-serve basis. Computer network connections are available in all floor lounges. No alcohol or smoking is permitted in any of the floor lounges.

Game Room

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

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 judicial action. Resident Assistants do rounds during their shifts and have the authority to ask for ID cards. RAs will confiscate alcohol from anyone consuming or in possession of alcohol and a conduct violation will be issued.

Note: Absolutely no alcohol consumption allowed in the Gamble Lounge or Game Room at any time.

House Services

Accounting Office

Room and Board fees may be paid by electronic transfer, money order drawn on a United States financial institution, check and credit card via the StarRez online portal. Payments may be made in person during regular Accounting window hours or you may place your payment in the secure payment slot located below Accounting's window. Please refer to the Rates and Payment Schedule for more information.

Resident Account Refunds

Deposit refunds will be made to the credit card originally used to pay the security deposit. If the resident has an account in good standing, the deposit may be used to pay the last rent installment. International House never stores credit card information on our servers and all communication is encrypted. If a refund is due as a result of resident overpayment or another event, we will refund the credit card. If their accounts have been closed, this will be refunded by check. We will do our best to make contact by email, phone and social media to issue a refund. If, after 3 months our contact attempts continue to be unsuccessful, the deposit balance will be transferred to the Socially Responsible Scholarship Fund to be used for future residents with financial need.

If the resident has overpaid or has an excess of \$10 in their resident debit account used for printing and RSC purchases after they have departed, a refund will be issued. All refunds will be made to the resident's credit card. Please see Accounting Staff or email ih_acct@berkeley.edu with any questions prior to departure.

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/or misunderstanding. Counseling — speaking about personal issues with someone who is not a friend or family member — is a widely accepted practice in the United States and in other parts of the world. Many residents from cultures unfamiliar with the concept of counseling find speaking with a licensed professional extremely helpful in dealing with the challenges of life at UC Berkeley.

UC Berkeley registered students have access to free counseling and mental health services. To learn more, please visit <https://uhs.berkeley.edu/caps> or <https://uhs.berkeley.edu/mental-health>

Medical Housing Accommodations

International House provides reasonable accommodations to residents with disabilities or medical needs in the residence. Medical accommodations may be requested by residents with physical or psychiatric disabilities. Requests for medical housing accommodations should be directed to rss@ihouseberkeley.org. Such requests must be supported by medical documentation demonstrating the need for the accommodation requested. Requests are evaluated on a case-by-case basis. Requests must be submitted with housing applications. If the needs arise requests for accommodation as far in advance as possible, as review/ implementation of many types of accommodation takes several weeks.

Mailroom

The Mailroom is located on the ground floor of I-House adjacent to the Laundry Room. Mail is sorted and placed in the recipient's mailbox. If an item is delivered that does not fit in your mailbox (such as packages or larger envelopes), you will receive an email from I-House and can pick up your item at the Mailroom. You can view your mailbox combination and mailbox instructions via the StarRez portal once you have checked in. There are no mail or package deliveries on Sundays or National Holidays.

Your mailing address is:

Your Name

Your Room Number

International House 2299 Piedmont Ave.

Berkeley, CA 94720-2320 USA

You will receive your parcel faster if the name written on the envelope or package matches the name we have listed for you on your StarRez account and if the address contains your full room number including "A" or "B" for double rooms. In order to ensure residents' privacy, the Mailroom staff will not release room numbers to third parties. Mail and special deliveries will be distributed as soon as they are received. Please check your mailbox regularly.

When a package arrives, you will receive an email. Please wait until you have received this email to pick up your package. A photo identification will be required in order to release any packages. To avoid delays in receiving your items, please ensure your email address is updated in your StarRez profile.

Please note that deliveries cannot be made directly to resident's rooms.

All outgoing mail and packages must be scheduled directly with the provider and/or dropped off at the appropriate drop off location.

Equipment Rental and Loans

During posted hours of the Mailroom, you may rent a storage locker or refrigerator. The Mailroom loans out the following equipment and supplies at no charge: vacuum cleaners, cleaning supplies, irons, ironing boards, clothes drying racks, and more. Residents can borrow these items for a maximum of one day in order to ensure every resident has access to our limited collection.

Locker Rentals

I-House has 64 storage lockers located near the Mailroom which are available for rent. Residents can use these

lockers to store personal items during their stay. Residents who are not returning to I-House as residents for the following semesters are not eligible to keep the lockers during interim periods. Since the demand for space far exceeds the number of lockers available, lockers are available on a first-come, first-served basis and may be rented at the Mailroom. Lockers are accessible 24 hours a day.

Locker rental guidelines:

- The Mailroom provides padlocks for each locker. Locker keys are not transferable.
- If lost, there is a \$15 replacement fee for each locker key
- 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 can renew their locker contract before the end of the grace period to avoid late fees.
- If locker keys are not returned on or before the scheduled check-out, a \$15 late fee will be imposed as well as a daily rental fee.
- Any unclaimed items left in a locker after the key is returned will be removed and held for a limited time. If the owner cannot be located or fails to respond, the items will be discarded.
- 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. Periodically, unclaimed articles are taken out for disposal. To inquire about lost and found items, residents should check at the Front Desk.

Parking

Parking in Berkeley is very difficult. You will need a City of Berkeley Resident Permit for Area "I". The City of Berkeley Parking Office contact information is listed below:

1947 Center Street, Berkeley

Phone: (510) 981-7200

Website: <http://www.ci.berkeley.ca.us/transportation>.

Motorcycles and mopeds must be parked on the street in designated motorcycle parking spaces. All street parking requires a permit from the city. The I-House receiving driveway is for delivery vehicles only. Resident parking in the small I-House lot to the north of the building is not permitted.

Berkeley and the Bay Area offer excellent public transportation options.

Our Admissions Office can provide a letter verifying your I-House resident status should this be needed for the DMV or for the City of Berkeley Parking Office.

Telephone

I-House does not provide in-room telephone lines. Emergency phones are well marked and located throughout the hallways on the residential floors. From these phones, residents are able to call 911, the UC Police Department non-emergency phone number and the I-House Front Desk. If you are experiencing an emergency, please call 911 first.

Residents are required to provide the Admissions office with their US cell phone number so that they can be

reached when necessary, including emergencies. This information can be updated online by logging into your [StarRez profile](#).

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. These vending machines are owned and operated by a third-party vendor, therefore I-House is not responsible for any vending machines. We are not able to open or repair them.

Safety & Security

Providing a safe and secure residential community is the number one 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. Please review our [safety page](#) carefully, and visit often for updates.

I-House Public Health and Safety Guidelines

Please remember that *you, the I-House resident body, are collectively the #1 defense against COVID-19!!!* It is **crucial** that you continue to carry out the [best practices for the prevention of disease transmission](#).

Access to I-House

I-House has moved to a card-access-only posture. All guests must check in at the Front Desk.

Access to the 'Resident-Only' Areas

International House facilities are reserved for residents. During this prevailing public health crisis, I-House maintains a "no guest" policy. International House reserves the right to direct any non-authorized individuals to leave the premises.

The doors leading to resident-only areas should always be closed. 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 with proper identification.

Crime and Security

Berkeley is a large urban community and is 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 are restricted so that all residents can benefit from them equitably and safely. Since we want you to feel safe in your own home at 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 (510) 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 being the Hayward Fault which is located just behind the 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 fair. 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. The risk of a global building collapse at International House has been assessed as being low.

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 the International House. Neither the International House Board of Directors nor the Regents of the University of California can ensure that there will be no property damage, serious injuries or deaths at International House in the event of an earthquake. 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 doors. Place mirrors, pictures and wall decor where falling will cause minimal damage.
- Do not hang stereo speakers, plants, etc., from the ceiling.
- Do not place heavy objects (refrigerators, 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 stay alert to what is happening around you.
- Be aware of objects that might fall. Keep your movements 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 with your arms braced across the doorway. Use your feet and legs to keep the door behind you from swinging shut. The 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 available for use if you are able but do not use the telephone except for emergency calls. Keep phone lines free for emergencies.
- Be cautious when opening closets or cupboards as it is common for items to shift and can fall out causing injury.
- Be prepared for aftershocks. Some aftershocks can be as serious as the initial earthquake.

The building must be evacuated in the event that a 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 I-House parking lot for further instructions.

In the event of a major earthquake, the most important thing to do is 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. I-House has three days of food and water in storage in the event of a major disaster.

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

At the beginning of each semester, a fire drill is held to familiarize residents with the sound of the alarms as well as 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 who are 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 in your rooms and throughout the common areas of the House. Water flow from any sprinkler will automatically set off the alarm. Hanging any items (such as clothes hangers or decorations) from the fire sprinklers is strictly prohibited as it can cause the sprinkler to malfunction or initiate the sprinkler to release water which would likely flood your room as well as your surrounding and downstairs neighbors. In the event of a fire, always promptly call 911 or hit the red button on your floor's emergency phone 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** at any time. 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 for more than 15 seconds, you should assume that there is an emergency and you are expected to evacuate the building right away.

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 micro-fridge is 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.

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 strictly prohibited.

Use of portable electric heaters in your room is prohibited. If there is a problem with the heat in your room, please submit a Maintenance Request online using the StarRez Portal.

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 temperatures and easily start a fire if they come in contact with curtains, clothes or other flammable materials.

Modifications or changes to electrical wiring are not 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.

Illness

In case of illness requiring assistance, call the Front Desk at (510) 642-9490 and/or University Health Services at (510) 642-2000. In case of emergency, call (510) 643-3333 (from your cell phone). If you are ill, please notify the Front Desk or RA on duty.

Covid-19: Positive COVID-19 tests or any other contagious illnesses should be reported to the Front Desk, your own personal health provider and the eTang Center on the UC Berkeley campus. I-House does not currently have any home tests to provide. Students can self-schedule a surveillance (most residents) or exposure (those who have been specifically named as close contacts) test via eTang or purchase an antigen test at the UHS pharmacy for \$7 or another pharmacy. Medical insurance will reimburse you for up to 8 Covid tests per month - please reach out to your respective insurance company for more information and to request reimbursement.

More information can be found at <https://uhs.berkeley.edu/coronavirus/testing-covid-19/testing-campus>

Insurance (Medical)

Medical care and hospitalization can be very expensive. Normally, patients are responsible for the cost of medical services. Currently, it is an enrollment requirement that all UCB students 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 for information about alternative health plans.

Access Cards

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

Residents locked out of their rooms should contact the Front Desk for assistance. All residents will be charged an administrative fee of \$25/lockout. A temporary card may be requested and must be returned within the time specified.

Shower room access will be issued to all female residents. Female visitors of male residents may be issued shower access for a maximum of three consecutive nights in accordance with our Guest Policy. A lost key will carry a fee of \$25.

International House Entry Cards

All temporary security cards issued when a resident checks in will expire in 5 business days after they are issued. Residents are required to obtain a UC Berkeley Student ID (Cal ID) which will then be used to access the building. Please email admissions@ihouseberkeley.org for any entry card questions or requests during regular business hours. If you were issued a temporary card at move in, please visit the Admissions Office as soon as you have received your CAL ID card so we can transfer your building access and meal plan to your ID card. The temporary card will expire shortly after you move in.

I-House Entry Cards must be used ONLY by residents. Your I-House Entry Card is assigned to you and is not transferable to another person. Lending I-House Entry Cards to others is strictly prohibited. An I-House Entry Card used by a non-resident for any purpose is subject to immediate confiscation by any I-House staff member. I-House Entry 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.

All lost key fees must be paid immediately online via the StarRez shopping cart when the loss is reported.

Unauthorized Access

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

Any resident who does not meet the outlined community standards regarding the use of I-House access cards, (permanent or temporary keys alike), or who has an excessive number of assisted lockouts may be referred to the Residential Services Manager to discuss the importance of these policies as they relate to building security and resident safety.

Night Safety Escort Service

You are advised to not walk alone at night, neither on nor around the campus. Take a friend. For escort service to your car, public transportation or residence, call (510) 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 emergency phones.

Theft

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

- Never leave your room door unlocked or propped open, even when you are inside or nearby 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 assumes no responsibility or liability and provides no insurance nor financial protection for a resident's personal property. If you believe your personal belongings have been stolen, please contact the UC Berkeley Police Department to file a report and notify the Front Desk immediately.

Resident Programs & Policies

Computing Policies

Use of I-House computer equipment and network connections must comply with all applicable local, state and federal laws as well as by UC Computer Use Policy as detailed at: [Electronic Communications Policy \(ECP\) | UCOP](#). 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 current operating systems and software updates, current antivirus protection and firewall software. Antivirus and firewall software recommendations are available through campus. For information please contact I-House Information Systems at rcc@ihouseberkeley.org or visit <http://software.berkeley.edu>.

The use of peer-to-peer networks such as Bit Torrent to download or share copyrighted materials is prohibited by law and network policy. 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.

Most wireless spectrum space is reserved for licensed uses such as commercial television and radio. The Federal Communications Commission (FCC) has allocated only a limited amount of wireless spectrum for unlicensed use by the general public. Multiple devices using the same frequency simultaneously will interfere with each other. If you turn on your own access point in the residence halls, it weakens the signal strength of I-House Wi-Fi for all of your neighbors.

Personal wireless routers are not permitted in the resident rooms. Residents are not permitted to set up their own wireless networks using routers or wireless printers. This is due to the limited spectrum of wireless frequencies used for Wi-Fi service, and because the signals from individual wireless routers can disrupt and degrade the wireless network for everyone.

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.

INTERNATIONAL HOUSE

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- 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 rather than leaving it on. Try for 3 minutes or less of water usage.
- Report any water leaks promptly to Physical Operations by submitting a Work Order on your StarRez portal. For more serious leaks requiring immediate attention, please also call the Front Desk at (510) 642-9490.

Recycling Program

International House is working to achieve the goal of Zero Waste, as mandated by the University. We are already composting all food waste in the Dining Hall, paper towel waste in the restrooms, and we are on the verge of being a zero-waste event venue. Reuse and Recycling has been put in place at International House as well. Please help conserve natural resources and reduce landfill waste by recycling. Recycling bins are located in trash rooms for paper, bottles and cans. Cardboard can be placed in the trash room, with boxes flattened, and will be recycled. Please be sure the items are sorted into the correct bin. Bins contaminated with anything other than the designated items cannot be recycled. Larger bins for recycling clothing, bedding, batteries and unusable electronics are in the re-use room to the left of the ramp leading to the Elevator Lobby. The Re-Use room has shelves for usable items you no longer want which can be used by others. Please use these shelves, not the trash, for unwanted items. If you have any questions concerning recycling or other environmental issues, please feel free to contact your RA.

Qualifying Resident Status

You must be a registered, full-time student of UC Berkeley to qualify for admission to International House. Applicants must present a minimum of 30 semester units of academic credit to be considered. Visiting scholars and Post-Docs sponsored by a UC Berkeley faculty member or the Lawrence Berkeley Laboratory may also apply to 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 I-House's mission may also be admitted by specially arranged contracts. Any change in your University status must be reported immediately to the Admissions Office. For questions regarding eligibility to reside at I-House, please contact Admissions.

I-House Residency Limit

I-House limits individual residencies to eight academic year semesters in total whether consecutive or not.

Summer term residency does not count towards the eight-semester total residency limit at International House; however, eligibility for I-House residency ends after an individual's eighth academic year semester residing in the facility and cannot be extended to subsequent or future summer terms.

Residency eligibility ends at the completion of the eighth Academic Year semester, except in cases where residents who are registered students can provide explicit documentation that they will be able complete an

academic degree program by staying through the following summer. In such cases, a letter from the resident's academic department must be supplied providing evidence of the resident's current academic standing and ability to complete a degree program in the summer term immediately following the eighth semester of residency at I-House.

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

Gratuities, tips and gifts to any I-House staff members are not allowed in response to any services rendered or received.

University Conduct Regulations

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 Discrimination, Harassment and Retaliation

It is the policy of the University of California, Berkeley not to engage in discrimination against or harassment of any person employed or seeking employment with the University of California on the basis of race, color, national origin, religion, sex, gender, gender expression, gender identity, pregnancy, physical or mental disability, medical condition, genetic information, ancestry, marital status, age, sexual orientation, citizenship, or service in the uniformed services. Furthermore, University policy prohibits retaliation against any member of the University community filing a complaint of discrimination or harassment. This policy is intended to be consistent with the provisions of applicable state and federal laws and University policies. To learn more, visit [here](#).

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 just 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 of age or older only:

- in resident rooms in which all resident(s) present are 21 or over, with the door closed, and no more than five people in the room;
- 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, stairwells, game room 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. Playing beer-pong or other alcohol-related games is prohibited in all I-House facilities and resident rooms.

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 Resident Support Services Department 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

UC policy prohibits the use, possession and sale of marijuana or any drugs-in any form—on all university property, including I-House, resident rooms, and parking lots.

Although recreational marijuana is now legal in California, it is still prohibited under federal law. The federal Drug

Free Schools and Communities Act and the Drug Free Workplace Act require that UC, which receives federal funding, have policies that prohibit marijuana use, possession and distribution on campus and in the workplace.

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, hookahs and e-cigarettes (even for tobacco use);
- Shall not transfer or sell illicit drugs or controlled substances (as defined by local, state and federal laws).

Smoking (of any kind) and Tobacco-Free Policy

UC Berkeley and I-House are committed to providing a healthy, tobacco-free environment for students, faculty and staff.

International House and all adjacent University properties are tobacco-free. The tobacco-free policy prohibits the use of all tobacco products, including cigarettes, cigars, water pipes, hookahs, “e-cigarettes,” vapes and smokeless tobacco products, on I-House property and grounds.

To be specific, if you choose to smoke or use other tobacco products, you will have to leave I-House and the surrounding University property to do so.

Tobacco use is prohibited in all areas of I-House and the adjacent University property, including the dining room patios, all floor lounges, the Front Steps, staff parking lot and residential rooms.

In accordance with local law, smoking is not prohibited 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.

Any resident found smoking on I-House property may be subject to a fine and disciplinary action, up to and including termination of their housing contract and eviction.

For more information, visit the webpage on UCs marijuana and drug policy: <http://www.ucop.edu/marijuana-and-drug-policy/>

As a courtesy to community residents and for safety reasons, incense and candle burning is not allowed.

Quiet Hours and Noise

In order to maintain a residential environment that is supportive of our residents’ academic pursuits, it is important for residents 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 to curtail any excessive noise immediately.

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

10:00 p.m. - 9:00 a.m. Sundays - Thursdays

1:00 a.m. - 9:00 a.m. Fridays - Saturdays

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. **A \$150 fine will be issued to anyone found in violation of the 24-Hour Quiet Hour policy even if it is the first violation.**

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.

Guest Policy

Traditionally, guest stays are limited because they can pose an inconvenience to roommates and other residents and may constitute an additional burden on House facilities and resources.

Overnight guests are traditionally allowed in International House on a short-term basis and with certain limitations. All residents may have overnight guests for up to three nights *in total* during each semester. These three nights may be consecutive or on separate dates.

Residents in Double Rooms must have the consent of their roommate before their guest's arrival.

Extended guest stays (more than three consecutive nights) are permitted by special exception only. Extended guest stays will not 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.

Extended guest stays that exceed seven days are rarely approved. These are decided on a case-by-case basis by the Housing Operations Manager. If approved, additional charges for housing a long-term guest will apply.

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

We cannot accept guests under 16 years of age.

Residents can check out a shower/bathroom key for an approved female guest from the Front Desk or RA on duty.

All guest requests must be submitted in writing to admissions@ihouseberkeley.org no less than two weeks prior to your guest's arrival.

Pets

Pets, other than fish in tanks containing less than 20 gallons of water, are not allowed at I-House. Exceptions may be made *in advance* for Emotional Support Animals. If you have a Service Animal please notify us as early as possible by emailing RSS@ihouseberkeley.org.

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, playing with balls or Frisbees indoors, 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, or their guests, 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 (24)*;
- Drugs and drug paraphernalia as outlined in the policies above (34);

- Pets as outlined in our Pet Policy (37).

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.

Staff Compliance

International House staff, including Residential Life staff members (RAs, Security Monitors, and Front Desk staff), 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.)

Residential Life Fine Policy

International House reserves the right to take action against students who fail to adhere to our community standards and norms of conduct as stated in this Resident Handbook. In some cases, fines and/or monetary restitution may be among the sanctions imposed for violations of policies or damages to our facilities. Fines are placed in a scholarship fund for future residents with financial need.

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. 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 of developing 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 also 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. 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 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 a student is alleged to be responsible for violating International House Student Conduct Policies or University of California Campus Regulations, the student is guaranteed certain procedural rights. The following procedural guidelines apply when a case is brought to the attention of Resident Support Services 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 the Residential Life Evening Coordinator. Confidential reports are internal documents and are not available to residents.

2. Confidential Report is Written

Confidential reports must be submitted to the Resident Support Services Department 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 also to the Executive Director and Director of Admissions and Housing Operations.

3A. RSS Sends a Judicial Summons Letter

Based upon the information in the Confidential Report, a decision could be to send a "Notice to Appear at a Hearing" to the resident(s) who allegedly violated a 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 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 will automatically contact the individual(s) concerned if the alleged violation:

- (a) has not been satisfactorily resolved by the RA.
- (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 review of the Confidential Report, Resident Support Services may render that the situation was satisfactorily resolved by the RA. If it is determined that there is not enough evidence to warrant a hearing, the RSS may choose to follow up with the student(s) involved through an informal educational meeting or Letter of Warning (LOW).

3C. Case Referred to the Office of Student Conduct

In some cases, Resident Support Services, in consultation with the Executive Director, or the Director of Admissions and Housing Operations, may determine that it is appropriate to forward the case to the Center of Student Conduct to adjudicate the case. An officer from the Center 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 the Center of Student Conduct action.

4A. Student Schedules a Hearing

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

4B. RSS Hears the Case

During a hearing, the student will have the opportunity to review a summary of the evidence alleging his/her involvement relative to a policy violation. The student will have an opportunity to respond to the allegations and present information relevant to his/her case. Documentary evidence and oral statements relevant to the student's case will be considered by RSS 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 Executive Director and the Director of Admissions and Housing Operations.

5A. A Decision Letter is Sent

Once a final decision is made, you will be notified in writing of the final decision of RSS. The final determination letter will also outline any assigned sanctions or other required actions. Under most circumstances, this will occur

within five business days after the hearing. The decision of RSS 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 RSS may be appealed within seven calendar days of the date of the decision letter rendered in your case. Appeals must be submitted in writing.

The student's written appeal must cite specific reasons for a reconsideration of the decision. The student's 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. The student may submit this new evidence after the seven-day appeal limit; however, sanctions will take effect after the seven-day timeline. Thus, the student's appeal may or may not affect his/her sanctions.
- (c) That specific conditions exist that provide good cause for reconsidering the student's case. This may include unduly harsh sanctions or demonstrated bias against the student 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 and the decision of the Director of Admissions and Housing Operations is considered final and binding.

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 the student's deposit funds until the assigned sanctions are complete.

Special Note: If a student receives a notice of eviction, he/she must adhere to the deadline noted therein.

Summary of a Student's Rights

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

- 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 Department shall constitute the written record of the hearing. These judicial proceedings and records will be subject to all applicable laws concerning privacy.
- Residents will be notified of the final decision and of the right of appeal after the hearing.
- The decision of RSS 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

<i>Monday - Friday</i>	<i>Open</i>	<i>Close</i>	<i>Door Rate*</i>
Breakfast	7:15 AM	9:30 AM	\$11
Lunch	11:00 AM	2:30 PM	\$18
Dinner	5:00 PM	8:30 PM	\$20

<i>Saturday - Sunday</i>	<i>Open</i>	<i>Close</i>
Brunch	9:30 AM	2:00 PM
Dinner	5:00 PM	8:30 PM

<i>Holidays</i>	<i>Open</i>	<i>Close</i>
Extended Brunch	9:30 AM	1:00 PM

Please note hours of operation and access of non-residents into I-House may change. Please see the [I-House Dining website](#) for all updates. 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 Break.

**The door rate listed above is for IHouse visiting guests. Theme Meal door rates will differ from the rates above. The listed rates are subject to change without notice.*

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. All residents will be given 3 meal swipes daily, Monday - Friday (one swipe for breakfast, one swipe for lunch and one swipe for dinner). On Saturday and Sunday all residents will receive 2 swipes (one for brunch and one for dinner). Meal points can only be used at I-House as we are not associated with CalDining.

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 and electronic swipe of the meal card. Please present your card to the checker at all meals. **Your meal card and access card are not transferable. You may not loan your meal card to anyone for any**

reason. Meal points cannot be donated or sold. Transferring your meal card to others may result in charges to your Room & Board account.

All residents must swipe their Cal One Card upon entering the dining room. Students **are not allowed** to enter the Dining Commons from the North Entrance (the entrance closest to the Servery). You must enter and swipe your card at the main cashier near the South Entrance. Those caught entering without swiping will be subject to disciplinary action in accordance with the aforementioned Student Conduct Policy. Anyone dining on the Heller Patio must receive a hand stamp before returning into the Servery area.

Theme Meals

One of the highlights of the resident dining experience are the signature theme meals prepared for our residents throughout the academic year. Due to extreme overcrowding during the Theme Meal dinner service, residents are allowed to invite one (1) guest to a theme meal who must pay the Theme dinner door rate which is different from the amounts noted above. You must accompany your guest. This policy will be strictly administered.

Please note access of non-residents into I-House may change.

All meals must be consumed in the dining commons or adjacent east patio and may not be taken to-go.

In addition, those caught selling meal points will be subject to disciplinary action in accordance with the Student Conduct process as outlined.

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. It is very important to discuss with the Hospitality team any dietary needs you may have before moving into International House.

Please note: the I-House kitchen is not equipped to prepare Kosher meals.

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. Daily menus are subject to change without notice.

Because International House prepares as many as 1,600 meals a day and depends on a number of different sources for its ingredients, International House regrets that 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 help you explore options which 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. Requests for disability accommodations should be directed to the Resident Services Supervisor at rss@ihouseberkeley.org. To discuss non-medical food preference requests please contact the Hospitality Department at dining@ihouseberkeley.org.

Catering

Our Catering Department would be happy to handle your Birthday, Graduation or Special Event. Please call our Catering Coordinator at (510) 642-6794 for more information.

Jobs

We offer many job opportunities for residents throughout the year at competitive salaries. Please check with the Human Resources Office ih-hr@berkeley.edu if you are interested.

Special Meals and Events

Throughout the year, we offer special international and American cuisine theme meals. Watch for announcements of these upcoming events. To participate in or make suggestions for special culinary events, please contact the Hospitality Department at dining@ihouseberkeley.org, (510) 642-8057.

Sick Meal Policy

International House Dining offers meal accommodations for residents who are unable to dine in the restaurant. If you are feeling too sick to join us in the dining room, request a sick meal. Sick Meals include specially selected items to help get you back on your feet and are available for breakfast, lunch and dinner. A roommate or friend may pick up your meal in the main dining room at the cashier's desk. Submit a Sick Meal Request [here](#).

Health and Safety

For health and safety reasons, we require that shoes and a shirt be worn in the serving and dining areas. Please wash or sanitize your hands before entering the servery. With up to 700 people visiting in a meal period, hand washing reduces the risk of transmitting foodborne illnesses from the shared serving utensils.

Never use your hands to grab food items (ask a staff member for a spoon or tongs if one is not available).

Do not eat in the servery area, do not reuse plates or cups for a second trip to the servery as this is a violation of state and federal safety and sanitation regulations.

Please do not engage in extended conversations or texting in the walkways of the servery area as this can lead to congestion, slower lines and increase the risk of spills and injury.

Backpacks are NEVER allowed in the Servery Area. During lunch, backpacks may be brought to your table. During dinner, backpacks must be placed at the South Entrance on the hooks or in the wooden Cubbies. The International House is not responsible for your property, so we encourage you to leave your backpack and any valuables in your room before dining.

Dining Room Conduct

Our pledge is to serve our residents and their guests the highest quality meal at a reasonable price. Backpacks, briefcases and large purses are not allowed in the Dining Room and can be left on racks or cubes at the Checker's desk. In consideration of your fellow residents and to reduce food waste, 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 when you go. Personal beverage containers are not allowed into the Dining Hall.

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 dish room window location. Composting and garbage cans are located adjacent to the dish area. Food and supplies are for consumption and use within the Dining Commons. Residents are allowed to take one piece of fruit with them after a meal. Removal of food or supplies without authorization may result in additional charges to your room and board account or reductions to your meal balance.

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 Gamble Lounge Kitchen by prior reservation and approval. See the Front Desk for details.

Comments and Suggestions

We encourage your feedback! You may reach out to your Resident Council Food Forum Committee, Dining Comment Box, Facebook Group, Executive Chef, on-duty Supervisor and submitting regularly emailed surveys. This allows us to continue to improve our food and services. You may also reach out to our Vice President of Hospitality Services, Cedric Martin at (510) 642-8057.

Potential Modifications to Dining Services

While I-House currently plans on providing dining services to our residents throughout the year, I-House may limit or restrict buffet self-service, in-person dining, or other features or items of its normal dining activities. Additionally, due to these circumstances, I-House may elect to use, in whole or in part, outside dining service providers, including but not limited to UCB dining services, to provide dining services to its Residents. Please note, with the exception of a full suspension of dining services or reduction in the anticipated total number of meals provided, no refunds or adjustments will be made as a result of any such modifications to our dining services.

Your Room

Room Condition Report

Any damages beyond normal wear-and-tear which occur during your residence will result in additional charges to your room account. Please report any damages or need for repairs immediately by submitting a Maintenance Request online via the StarRez portal.

***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.*

Room Inspections

Over the course of each semester, resident rooms may be subject to up to two non-scheduled health and safety room inspections conducted by the Resident Assistants or I-House staff members. These inspections are done for the purposes of confirming that healthy, safe and sanitary conditions are maintained in each resident room. In addition, I-House will also conduct room inspections during the Semester Break. Please note that you may be subject to disciplinary action if you are found in violation of our community standards.

Cleaning

All residents are responsible for cleaning their own room. Cleaning equipment and supplies, including vacuum cleaners, are available to borrow for a 24-hour period from the Mailroom 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 their room and furnishings while at I-House. At the time you check-out, your room and its furnishings should be in the same condition as it was when you moved in, with the exception of "normal wear and tear." The cost of any necessary repairs, cleaning or replacement of damaged furnishings will be charged to your account. Damages must be repaired by the resident prior to checking out to avoid being charged.

***NOTE:** 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.*

These guidelines will help you to set-up and enjoy your room while avoiding any damage charges at the end of the year. We respectfully ask that you please:

- Use push pins for any wall mounted items. Tacks, nails and screws leave holes that require patching and painting. The adhesive in duct tape, masking tape, etc. pulls the paint and finishes off surfaces and leaves behind residue that also requires us to patch and paint resulting in a charge to you.
- Avoid the use of two-way tape. Two-way tape causes remarkable damage to walls and ceilings when removed and results in patching and painting. Plastic hooks, hangers and message boards often have this type of adhesive.
- Be careful with the use of glow-in-the-dark stickers. These can damage the wall, ceiling, and/or door surfaces when removed.
- Use the message boards outside your rooms. Do not place papers or posters on your doors or door frame.
- Do not alter the pin setting on a bunk bed, since this could make it unsafe. If assistance is needed, please submit a maintenance service request online.
- All I-House-provided furniture must be in the room when you vacate or you may be charged accordingly. Any extra furniture brought into the room must be removed when you leave.
- Note that painting the walls of your room or common areas is not allowed.
- Please remember that halogen lights, candles, or any open flames and all animals (this includes fish and small caged animals, but not service animals) are prohibited in all campus residences. Additionally, hot plates and microwaves are also strictly prohibited. There are microwaves throughout the house for your use.
- You must obtain a Bike Permit for your bicycle. They are available at the Physical Operations Office.

Furniture Removal

International House lacks the workforce and storage space necessary to remove furnishings not desired by current residents. Removal of any furnishings is strictly prohibited.

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. Please only use dry erase (whiteboard) markers on the message board so it can be easily erased.

Iron Security Bars

Some room windows are equipped with security bars. They have release latches so residents can get out in the event of an emergency. For the safety of residents and their guests, the release mechanism should not be tampered with or blocked in any way.

Room Changes

Room change requests are often difficult to accommodate, especially when the House is at maximum occupancy. Room changes will not be made during the first two weeks of the semester. A Room Swap period will be held after the second week of the term, during which the Admissions staff will collect written requests for a Room Change from interested residents. Every attempt will be made to offer residents the option of a Room Change but if the house is full, which it usually is, a room change may not be possible. Room changes will only be offered during the Room Swap period, except in emergency situations or when administratively necessary.

In cases where there is roommate conflict, residents should attempt to resolve the conflict with the help of their RA, or the RSS before requesting a room change. If the conflict cannot be resolved after attempts at mediation, the Director of Admissions and Housing Operations will consider a written room change request that explains the reason for the request.

There will be a \$75 charge per individual for room changes requested by residents. Room changes initiated by International House for administrative reasons will not incur an additional charge. All room changes must be approved in advance by the Admissions staff. Any resident who changes rooms without prior authorization will be subject to a \$50 fine in addition to the normal \$75 administrative fee, and may be required to move back into their originally assigned room.

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. However, perfect matches are a rarity. 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. Avoiding discussions about 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. Do your best to be flexible and understand it is important to meet in the middle when working through differences of opinion. Try to understand each other's points of view. Words may have different meanings in different countries, and non-verbal communication may play an important role in some cultures. A resident's facility with English has no connection whatsoever with their intelligence. Be sensitive to the complexities of intercultural communication. If you would like more information about living with a roommate from another country, contact the Resident Support Services or your Resident Assistant.

Roommates do not need to be best friends, but it is important to be considerate of one another. Every resident needs to take responsibility for their 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 engages in abusive, offensive or disruptive behavior may lose his or her privilege to reside at International House. If you are having problems with your neighbor, contact the Resident Support Services team at RSS@ihouseberkeley.org.

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 result in complaints from your neighbor(s), or to tend 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 two 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.

Loans, Employment, & Scholarships

Short Term Loans

The Osher Loan fund provides interest-free, short-term loans to eligible international students and scholars who experience an immediate short-term financial need. Loans for eligible applicants are available up to \$2,000 and must be repaid on a monthly basis beginning four to six months from the date of receipt of the loan. The source of repayment must be verifiable.

To apply for an Osher Short Term Loan or Osher Bridge Loan, request the loan Guidelines and application by emailing: financialaid@ihouseberkeley.org or by calling (510) 642-9470. You will be asked to make an

appointment with the Scholarship Coordinator.

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 on the I-House website, Handshake, at the Career and Student Placement Office located at 2111 Bancroft Way, as well as at the Work Study Office at 212 Sproul Hall - (510) 642-5625. International students and scholars should check with the Berkeley International Office to verify their work eligibility.

For vacancies see <https://ihouse.berkeley.edu/about/jobs-i-house>

International House Room and Board Scholarships

The I-House Financial Aid Program exists due to the generous donations from friends and alumni of I-House.

Applicants do not need to apply to individual scholarships directly, but should complete the application posted on the I-House Berkeley financial aid web page. The I-House financial aid program is designed to support residents with financial need by awarding partial I-House room and board support.

<https://ihouse.berkeley.edu/resident-life/room-and-board-scholarships>

In order to qualify, applicants must be admitted into a degree-granting program at UC Berkeley, have a room and board contract with I-House admissions for a “regular” or “low-cost” room, and be in good standing with I-House and UC Berkeley. A minimum cumulative GPA of 3.0 must be met in order to qualify for an I-House grant or scholarship.

The following scholarship funds are reserved for US citizens or permanent residents only.

C.H. Ramsden Scholarship

Charles Ramsden lived at International House from 1931 to 1932. This scholarship assists students who are US citizens only with a preference given to undergraduates and those majoring in the sciences, engineering, or economics.

Mark Ross Scholarship

Mark Ross was born in Harbin, China and attended the University of California, Berkeley. After World War II, he founded an export trading firm, Mark Ross International; he was active in promoting trade between the US and Pacific Rim countries throughout his life. This scholarship, funded by The Mark Ross Foundation of San Francisco, provides one or more room and board grants for students in significant financial need who are either US citizens or permanent residents of the United States.

The following scholarship funds are reserved for International Students only.

J. Dennis Bonney Scholarship

This scholarship was established by Chevron Corporation in 1996 to honor J. Dennis Bonney on the occasion of his retirement as Vice Chairman. Mr. Bonney lived in I-House from 1954-55 as an international student. Since that time, Mr. Bonney has generously supplemented this fund with his own personal contributions. He has served on the I-House Board of Directors and was Chairman of International House’s 65th Anniversary Campaign. The room and board scholarship provides financial assistance for residence at I-House to international students with demonstrated financial need.

Choksi Endowment Fund

INTERNATIONAL HOUSE

UNIVERSITY OF CALIFORNIA, BERKELEY

Established by I-House Alumnus Pari Choksi and his wife, Lopa, the endowment provides financial assistance to live at I-House to an overseas, non-immigrant graduate student who demonstrates financial need, preferably a graduate student from the Indian Institute of Technology (IIT) in Bombay or a graduate student from India, Pakistan or Bangladesh.

Charles L. Clapp Scholarship

Thanks to a generous gift from alumnus Charles L. Clapp, this scholarship is intended to benefit graduate or undergraduate students with demonstrated financial need who are citizens of Canada, Australia, New Zealand, the United Kingdom or a country that is a member state of the European Union. Mr. Clapp was an International House resident from 1949-1952 and later had a distinguished career, which included his position as Chief Administrative Officer for the U.S. Postal Rate Commission.

Dariusz Mirfendereski Scholarship

This fellowship supports one or more student scholarships for partial room and board awards each academic year, provided only endowment earnings are used. *Eligibility Guidelines:* Specifically intended preferably for students in the Civil Engineering department graduate program (MS, MEng, PhD, or other graduate degree) at Cal who are living at I-House or applying to live at I-House. If no civil engineering student can be identified, other engineering graduate students may be considered. Restricted to citizens of countries outside the US, who do not hold US permanent resident status, with demonstrated financial need, who may be new or existing I-House residents.

Mortimer Fleishhacker Scholarship

Established in 1954 with a bequest by Mortimer Fleishhacker, this fund provides room and board grants for continuing international students in financial need. Mr. Fleishhacker was a charter I-House Board member who served from 1929 to 1944. Funds held with UC Regents.

Simon Friedman Memorial Endowment Fund

Established by an anonymous donor in honor of Simon Friedman, friend of alumnus Jonah Markowitz. The fund's income supports room and board assistance at I-House for a disabled student or scholar who demonstrates financial need.

International House Scholarships

This endowed scholarship fund is made possible by the many contributions and bequests donated by I-House alumni and friends. Room and board scholarships are awarded to international students on the basis of financial need.

Kathryn H. McCrodden Scholarship Fund

Established by Kathryn H. McCrodden, a long-time friend of I-House, the endowment provides financial assistance for residence at I-House with a preference for students from Turkey, especially graduates of Robert College in Istanbul.

Ida Katherine Rigby Scholarship

Established in 2019, this scholarship will provide a partial room and board scholarship to a UC Berkeley student who is an I-House resident and holds citizenship in an African Country: First preference is Southern Africa (Botswana, Zambia, Zimbabwe, South Africa or Namibia). Second preference is another Sub-Saharan country, and third preference is a student from any African country.

Janine Rosenzweig Scholarship

Established in 2014, this scholarship is provided by the adult children of Janine Rosenzweig in her memory. Priority preference is that the recipient have demonstrated financial need, and be a native French language

speaker, preferably from a developing country (non-European).

Sarin Endowment

Established in honor of I-House alumni Arun and Rummi Sarin, two partial room and board grants are awarded for the academic year. This endowment assists non-immigrant UC graduate students who have graduated from the Indian Institute of Technology (IIT), where Arun Sarin received his undergraduate degree. If there are no eligible IIT graduates, the award will go to graduate students from Bangladesh, Pakistan, or, if eligible, any non-immigrant graduate student. Applicants must have successfully completed their first year of graduate work at UC Berkeley and must demonstrate financial need.

Simone Sciobereti Scholarship

Simone Sciobereti served as an International Student Undergraduate Admissions Officer at Cal for almost 40 years. She established this fund in 1980 to assist preferably undergraduate, non-immigrant international students with demonstrated academic ability as well as financial need.

Charles David and Jacqueline Gain Sheldon Scholarship

Established in 1998 by Jacqueline Sheldon who was an I-House resident (1949-1950) from the United Kingdom. The donor prefers an undergrad or graduate student resident recipient from Asia "in memory of all that part of the world has given to us in kindness and interest."

Slusser Scholarship

Willis and Marion Slusser, long-time friends of International House and the University, made a gift of their home in the Dordogne Valley in France as part of the 50th Anniversary Campaign. By Board action, this gift funds a student Program Fellow, as well as a room and board grant, to be awarded to international students demonstrating financial need.

50th Anniversary Scholarship

Created through contributions made to International House's 50th Anniversary Campaign, this fund provides room and board grants to international students registered at the University of California at Berkeley. The scholarship is open to men and women, regardless of race, creed or national origin with demonstrated financial need. Both undergraduate and graduate students are eligible.

The following scholarship funds are reserved for both US and international students.

Activism Era Scholarship

I-House alumni from the 1960's and 70's joined forces in 2015 to donate to this scholarship fund. Beginning in the 2016-17 academic year, the Activism Era Scholarship seeks to recognize deserving students with a demonstrated passion for impacting change in the world.

Annual Scholarships

Generous annual contributions, from I-House friends and alumni, support scholarships which enable students in financial need to afford the opportunity to live at International House. Awards are granted to students regardless of national or ethnic background.

65th Anniversary Campaign Scholarships

Funds raised as part of the I-House "Global House for a Global Age" Campaign will assist students in financial need, regardless of national or ethnic background.

Dietrich von Bothmer Classical Scholarship Endowment

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For Dr. Dietrich von Bothmer, receiving a scholarship to live at International House in 1940 was a pivotal event. “The extraordinary generosity of the I-House Scholarship made it possible for me to come to Berkeley.” The von Bothmer Scholarship Fund will assist needy graduate students majoring in any aspect of classical antiquities, i.e., Archaeology, Greek, Latin, Ancient Art, History or Literature. The scholarship was established in memory of Darrell A. Amyx.

Willna Graves Dufour Financial Aid Endowment Fund

These funds are to be used to assist an overseas or U.S. resident at International House who demonstrates financial need. The Fund is named in honor of a Cal alumna who had a great interest in international relations.

Daniel K. Freudenthal Scholarship

Established in 1993, the fund is to help with partial room and board support at International House for an international or U.S. resident with financial need.

William J. and Florrie M. Milligan Memorial Scholarship

Established in 2014, this scholarship is given in memory of William & Florrie Milligan by their daughter for a student with demonstrated financial need. Priority preference goes to applicants who are first-in family college attendees with a high GPA and are close to completing their degrees. Both undergraduate and graduate students are eligible.

The Eleanor D. and Irving G. '45 Tragen I-House Fellowship for Boalt Students

Established in 2013, this is a scholarship fund held at Boalt School of Law for partial I-House room and board support for a Boalt student (JD, LLM or JSP) with demonstrated financial need.

University Section Club Scholarship Endowment

The UC Berkeley Section Club is a group of faculty spouses and community volunteers who are dedicated to helping foreign students adjust to a new environment and to make their stay easy and comfortable. The Club and I-House have been partners in service to foreign students at Berkeley for many years. The scholarship, developed by the Section Club, is to benefit both foreign and American students who demonstrate financial need.

Sheridan (Sherry) and Betsey Warrick Scholarship Endowment

This fund was established in 1987 by the Board of Directors in honor of the retirement of Sherry Warrick after 26 years as Executive Director of I-House. This grant is awarded annually, with preference given to music majors. Many alumni and friends of I-House generously contributed to this scholarship.

Resident Initiated Socially Responsible Scholarship Endowment Fund

Established with the support of the International House Resident Councils from 2003-2004 and 2004-2005, this fund is intended:

- To set an example of socially responsible investing, and explore how this compares to less socially responsible investments.
- To provide a scholarship, offering assistance to those in need, so as to enrich the diversity of the International House population.
- To instill in current residents the notion to contribute to future generations of International House residents.
- To educate residents and the community about socially responsible investing, and advocating messages that can be passed on to others.
- To share the mission of this fund with all future fund recipients.

The income from the fund, invested in a socially responsible mutual fund, is designed to assist at least one student per academic year who demonstrates financial need and is either a graduate, undergraduate or EAP resident at

International House. It is hoped that future residents will continue to contribute to the endowment corpus of the fund.

Wollenberg Scholarship

Mr. Harry L. Wollenberg contributed funds to the UC Regents for scholarships. International House is one of several campus units which receives support to assist deserving undergraduate or graduate students from this fund. Preference is for a student who has dropped out of school for some period of time to work or is presently working while going to school. This fund is held with the UC Regents.

The I-House Annual Gateway Fellowship Program

Gateway Fellowships are reserved for graduate students only. Ph.D. candidates are nominated to International House Berkeley by academic departments early each calendar year based on agreements between the donor, (I-House Berkeley), The Graduate Division of UC Berkeley and the recipient's academic department. Preferred candidates are primarily first-year nominated Ph.D. students in association with the Graduate Division. Normally, one award per Gateway Fellowship is made annually for as long as funds are sufficient to cover expenses. Full room and board is provided by I-House for one academic year, along with matching funds (\$5,000 stipend) from the Graduate Division, and one year of tuition and fees paid by the associated academic department. Nominations, from GSAOs and professors or Deans, are accepted between January and April each year.

Nominations by UC Berkeley graduate academic departments to International House's Financial Aid coordinator, results in committee decisions for best match. It is designed to help recruit top Ph.D. students to UC Berkeley, although continuing Ph.D. students are also eligible.

The nomination window is open each year from January through April for the following academic year.
<https://ihouse.berkeley.edu/resident-life/scholarships/gateway-fellowship-program>

Chevron-Xenel Gateway Ph.D. Fellowship was founded in 2006 with help of donors associated with the Chevron Corporation and Xenel International USA. Highest priority is for students with financial need who are citizens of Saudi Arabia or otherwise have a strong affiliation with Saudi Arabia, and second preference for citizens of, or otherwise have strong affiliation to other Gulf Cooperation Council (GCC) states. Educational Areas/Disciplines that receive priority are Chemistry, Chemical Engineering, Earth Science, Geology, Geophysics, and Mechanical Engineering.

Chevron-Xenel Gateway Fellowship in Public Health (MPH) was founded in 2006 by Chevron Corporation and Xenel International USA, with the goal of bettering the relationship between East and West and with the aspiration of furthering awareness of the principles of Islam and the Moslem peoples. The highest priority will be given to

M.P.H. students who meet the following country criteria: first preference will be given to students who are citizens of Saudi Arabia or otherwise have strong affiliation with Saudi Arabia, second preference to students who are citizens of or otherwise have strong affiliation to Kuwait, Qatar, or alternatively other Gulf Cooperation Council (GCC) states.

Eltoukhy East-West Gateway Fellowship was established in 2006 by the Eltoukhy Family Foundation with the goal of bettering the relationship between East and West and with the aspiration of furthering awareness and improving the relationship between East and West, and with the aspiration of furthering increased awareness of the principles and beliefs of Islam and the Moslem peoples. The highest priority is given to incoming Ph.D. students who are citizens of Egypt or otherwise have a strong affiliation with Egypt. Second preference will be

given to students who are citizens of or otherwise have strong affiliation with Lebanon, Jordan, Kuwait, Qatar, United Arab Emirates, Oman, Algeria, Yemen, Saudi Arabia, Syria, Iraq, Sudan, Libya, Tunisia, Somalia, Morocco, Palestine (Gaza and the West Bank) and Mauritania. The third preference will be given to students who are citizens of or otherwise have strong affiliation with Turkey, Iran, Indonesia, Bangladesh, Pakistan, Afghanistan or Malaysia.

EWJ Gateway Fellowship was established in 2004 by a donor who wishes to remain anonymous. The EWJ Gateway is to support incoming or continuing doctoral students pursuing studies in any academic field of study for up to two consecutive years. The nominee must be an international student admitted to a doctoral program with financial need.

Carl and Betty Helmholtz Gateway Fellowship's highest priority is given to eligible, first year or continuing doctoral students from the U.S. or outside the U.S. from all fields, with special consideration given to applicants from Physics.

Joe Lurie Returning Peace Corps Gateway Fellowship's highest priority is given to an eligible, first-year, entering Ph.D. student who is a Returned Peace Corps Volunteer with financial need.

Norway House Foundation Term Gateway Fellowship was established in 2006 to support a graduate student with financial need, who is a Norwegian national or has a strong affiliation to Norway. Doctoral students who are in Norwegian studies, or a Norwegian language program at UC Berkeley are also eligible. Priority is given to first year doctoral students, with preference given to descendants of Norwegian World War II seamen and merchant marines. The Norway House Foundation, San Francisco, funds programs promoting educational and cultural exchange between Northern California and Norway. The Norway House Foundation supports fellowships for Norwegian students to study in Northern California, scholarly exchange between Norway and Northern California, and programs of Norwegian cultural interest. The Norway House Foundation is dedicated to honoring and preserving the memory of the Norwegian seafarers who risked their lives for the Allied cause in World War II.

Open Gateway Fellowship was established in 2007 by multiple donors and alumni of I-House UC Berkeley. It is designed to provide full room and board for one academic year to a new Ph.D. international student from any country in any discipline.

Allan and Kathleen Rosevear Gateway Fellowship was established in 2007 by I-House Alumnus Allan Rosevear and his wife Kathy. Priority consideration is given to students with financial need who are pursuing studies in Physics or Astrophysics.

Originally from Cincinnati, Ohio, Mr. Rosevear graduated with a Bachelor's Degree in Physics from Earlham College in 1960 and enrolled at UC Berkeley the same year, earning his Master's degree in Physics in 1962 under the Chairmanship of Carl Helmholtz. Mr. Rosevear lived at I-House for two years, forming friendships with students from around the world.

Adrian Hao Yin Ü Gateway Fellowship was established in 2005 by I-House Alumnus, Kwei Sang Ü and his Canadian wife, Michele. Priority is given to incoming Ph.D. students with financial need who are graduates of the Chinese University of Hong Kong. If no such qualified recipient is found, the preference is given to graduates of universities in Hong Kong, Taiwan or China. Kwei Ü's family has had a long and meaningful relationship with International House. With this Gateway Fellowship, named in memory of their son who died in his infancy, Kwei and Michele wish to support the mission of International House by supporting incoming doctoral students pursuing studies in any academic field of study who are citizens from outside the U.S. for up to two consecutive years.

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Egon & Joan von Kaschnitz Gateway Fellowship was established in 2011 by Joan and Egon von Kaschnitz for an incoming international Ph.D. student with financial need in any academic discipline. Highest preference will be given to students who are citizens of or have strong affiliation with Austria. Secondary preference will be given to a student who is a resident of a member country of the European Union.

Rafael Rodriguez-Golden Age Fellowship was established in 1989, and was made possible by the generosity of I-House alumni from the “Golden Age” (1946-1952), who created the scholarship in honor of fellow alumnus Rafael Rodriguez of Costa Rica. The fund provides for a full room and board grant for one entering graduate (PhD) international student of great promise who may lack the financial resources to come to Cal and is deemed likely to benefit from, and contribute to, life at I-House. The recipient receives paid room and board fees, a stipend from International House and tuition and fees paid by the corresponding academic department for the first academic year.

Recipients are selected annually by a faculty committee of UC Berkeley’s Graduate Division.

For more information on these International House Gateway Fellowships, [click here](#).

International House Administration

You may click on the department for direct email addresses.

Executive Director's Office

The Executive Director is responsible to the Board of Directors for overall administration of International House. The Executive Assistant administers the financial aid and emergency loan programs in support of students from countries outside the United States. Appointment requests to meet with the Executive Director should be requested via email.

Robertson Center for Intercultural Leadership and Programs (RCILP)

<https://ihouse.berkeley.edu/resident-life/signature-programs>

The goal for the Robertson Center for Intercultural Leadership Programs (RCILP) is to increase and enhance resident's cultural competence by combining cross-cultural learning with opportunities to engage with the unique and diverse community of I-House through new and existing workshops and programs.

The RCILP is a hub for resident engagement, performances and collaborations that build meaningful connections between I-House and its many stakeholders. Residents are encouraged to participate in a number of signature I-House events and program offerings throughout the year. The RCILP Office is supportive of residents bringing their own ideas into fruition.

Accounting 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

<https://ihouse.berkeley.edu/resident-life>

The I-House Admissions Office corresponds with applicants and residents, reviews and processes housing applications, determines room assignments, maintains residential records and reports, responds to resident concerns and administers residential policies. Admissions also oversees the Front Desk and Mailroom operations and administers the Scholarship Program for all residents.

Development and Alumni Relations

<https://ihouse.berkeley.edu/alumni-engagement>

Over 95,000 people have lived at International House. The Development and Alumni Relations staff oversees the engagement of alumni in advancing the mission of the House and in ensuring the House's service to future generations. Throughout the year, staff coordinate events, reunions, and communications (both web-based and print) to keep alumni linked to I-House activities and news. Staff also directs fundraising initiatives that support the I-House mission and our residents.

Dining Services

<https://ihouse.berkeley.edu/dining-i-house>

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

Events and Rentals

<https://ihouse.berkeley.edu/hospitality-services/event-venues-and-facilities>

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.

Information Systems

<https://ihouse.berkeley.edu/resident-life/resident-resources/residential-computing>

The Information Systems team provides planning, installation and support services for all I-House administrative and residential computer systems.

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.

Resident Support Services (RSS)

The Resident Support Services team is integral to the overall resident experience and directly supports International House in achieving its mission. RSS is responsible for fostering personal well-being, an inclusive and safe living environment as well as respect and understanding among 600+ International House residents from extensively diverse backgrounds.

The RSS team organizes community-building activities, mediates conflicts between residents, implements I-House policies, intervenes during crises and emergencies (whether personal or International House-related), assists with lockouts, checks people in and out of the House, assists with medical housing accommodation requests and provides professional referrals to residents.