

International House Ann Arbor



IHAA RESIDENT HANDBOOK

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RESIDENT HANDBOOK

Welcome to International House Ann Arbor (IHAA), an intentional, international, intercultural, interspiritual living and learning community.

MISSION

The mission of IHAA is to be a welcoming community for students/ scholars of all nationalities; to provide residential and educational programs fostering understanding and respect for all cultures and spiritual traditions; to promote lifelong friendships and leadership skills that contribute to harmony and peace between communities and nations around the world.

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EMERGENCY PHONE NUMBERS

Police, Fire, Medical _____ 911

**Personal or Building problems
please call IHAA Staff when the office is closed in the
following order:**

Resident Support Staff:

_____, Apt # _____

Stoney Griffin _____ 734-635-1392

Jessica Greenfield _____ 734-489-5842

Bruce Martin ----- 814-574-9840

Find us on Facebook!

<https://www.facebook.com/IHAA.ORG>



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OFFICE FAX: (734) 662-3580
CAFE PHONE: (734) 662-2299
(Local Calls and Pre-Paid Phone Cards ONLY)

OFFICE HOURS: 9 TO 5 P.M. Monday--Friday

COMMUNITY

A community is defined by its members. At IHAA we expect residents to be respectful and understanding of differences, and to reflect on their experiences living in a multicultural environment. Residents learn most and become friends by actively engaging in community life. There are numerous ways to get involved.

Volunteers and Board

Many volunteers work in different ways to make IHAA a friendly, comfortable and hospitable place to live. Our Board of Directors oversees operations and helps to set policies. Other volunteers help with hospitality programs, building repair, driving, office assistance and donations.

Global Engagement for Understanding (GEU)

GEU raises awareness of global and local (glocal) challenges through numerous intercultural events. Our programs benefit IHAA Residents, Friends, Alumni, Ann Arbor's greater community, and ultimately, the world.

The residential, educational, and social components of GEU engage participants in interacting with different cultures to develop a deeper *understanding of our world*.

Globally engaged citizens develop skills to understand and interact effectively with people of different cultures. The GEU Program helps participants gain this intercultural competency through four themes:

1. Culture and Spirituality
2. Leadership and Service
3. Peace and Justice
4. Community and Politics

Participants gain experience as servant-leaders, global citizens, and empathic human beings. Our programs receive rave reviews.

GEU EDUCATIONAL PROGRAM

IHAA offers cultural engagement programs, service learning programs, and social justice programs to enhance the living and learning experience of its residents. We expect all residents to actively participate and be involved in the programming. It is through these experiences that residents make the best of their time at IHAA and build community.

Highlights

- *Resident Orientation*: Every year before classes begin, residents attend the orientation (check our calendar of events for the specific date). We share important information about life at the IHAA and how we can make it a better place! This is a great opportunity to get to know your neighbors and the staff. Please note that you are **expected** to attend the Resident Orientation.
- *International Community Retreat*: Our retreat takes place early in the fall term (check our calendar of events for the specific date). We spend time at a great camp and participate in fun outdoor activities that help residents to get to know one another. You are welcome to invite your friends.
- *International Picnic*: This is your chance to connect with the International Community at the University of Michigan! We share food and play games at nearby Island Park.
- *Community Meals*: Twice a month IHAA organizes community meals in which a resident(s) prepares a meal from their native culture for all to enjoy. This is the center's most popular and widely attended event. If you're interested in cooking for a community meal or volunteering for clean up, please see the office!

These are just some of the opportunities available to you. There are many more that will be announced through our calendar of events and through email:

Calendar of Events

Our calendar of events is distributed through our email distribution list every month. It is also posted around the building, and on the IHAA website. It contains information about IHAA events and service-learning opportunities as well as a list of the grocery shopping drivers and local events. All the events are posted on Facebook as well: <https://www.facebook.com/IHAA>

If there is an activity that you would like to plan, such as a volunteer opportunity, an educational session, a social event, etc. talk to the IHAA staff and we can all work together to make it happen.

Responsibility for Possessions and Safety

- ◆ Never leave valuable items unattended in common areas
- ◆ Lock windows in the common areas and apartments before you leave the room
 - ◆ Keep your apartment doors locked
 - Keep the storage room door locked
- ◆ Keep all exterior doors locked. **DO NOT PROP THEM OPEN!**
 - ◆ Do not let in visitors you do not know
- ◆ Fire Safety: Use a degreaser to clean stove after each use
- ◆ Know where to find a fire extinguisher and familiarize yourself with its use
- ◆ The IHAA office must be notified of overnight guests in the building

IHAA is NOT RESPONSIBLE for personal items in apartments, in the parking lot, the bike racks, or in storage!

EMERGENCY PROCEDURES

Fire:

DO NOT USE WATER. USE THE FIRE EXTINGUISHER in your room or hallway to extinguish the fire. Crawl Low to the floor. Close the door behind you.

*In case of a larger fire, be aware of at least 2 ways to get out of the apartment and building. Become familiar with exit doors.

*If the doors are hot to the touch, DO NOT open! Open a window and call 911 and wait to be rescued instead.

*Yell "FIRE"! As you are running out.

*Pull the fire alarm, but only if it is on your way out. Fire Alarms are located in the Lounge and on each floor of the Harper Wing.

*Get out of the building before calling 911. Be sure to give address, cross streets and phone number.

*Gather across the street in front of IHAA.

*If possible, call staff to report the incident

Tornado:

During a Tornado:

- When you hear the tornado alert siren, go to the basement immediately.
- Take the stairs. DO NOT take the ELEVATOR.
- If you cannot get to the basement, go to an interior room on the lowest level possible. Suggested places are the closets in the Community Room, bathroom in the hallway or interior hallways.
- Get under a sturdy table, hold on and protect your head. Stay there until the danger has passed.
- Stay away from windows and open spaces.
- Sign up for the U-M Emergency Alert System through Wolverine Access. They will send you updates via text message, voice mail, and email. Listen to the weather radio (with flashlight) located in the basement to keep you informed.

After a Tornado:

- Look out for broken glass and downed power lines.
- Check for injuries. Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury.

GEU RESIDENTIAL PROGRAM

IHAA provides a home away from home for students and scholars from all over the world. Our organization does not simply offer housing; it is a community where people from many different backgrounds, traditions, and beliefs choose to live together and learn from each other through everyday interactions and organized educational programs.

For everyone to enjoy living at IHAA, there are some policies and procedures that need to be followed:

Respect Privacy and Possessions of Apartment Mates

It is essential that everyone respects one another's private property—clothing, electronic equipment, food stored in the refrigerator, etc. If you need to borrow anything from other residents, get their permission first.

Quiet Hours

Late night parties and loud music after designated quiet hours are not permitted in the whole building. We ask all residents to consider their neighbors whenever entertaining guests.

Weekend (Friday night through Sunday morning):

Midnight to 9 am

Weekdays (Sunday night through Friday morning):

11 pm to 8 am

Smoke Free

IHAA is a smoke-free building **in all areas!** There is one ash container outside in the back of the building near the bike rack. This is the **ONLY** acceptable place to smoke outside.

Entry Doors

The building main entry doors are locked outside of office hours. These doors are **NEVER** to be propped open for security purposes.

Guests

All apartment mates must agree to having an overnight guest! You must notify IHAA of guests in the building for safety reasons. Overnight guests may stay up to three consecutive nights. The host must be occupying the apartment!

Maintenance Request Procedures

If you find that repairs are needed, if you discover a water leak, or if there is another maintenance problem, please **report it immediately**. You can submit maintenance requests online in IHAA's portal (where you also pay rent). You can also email Stoney directly. If it is an urgent maintenance need, call Stoney; his number is posted on the office door.

Lock-Out Procedures

Outside of office hours, you should see the Resident Support Staff (see EMERGENCY PROCEDURES AND CONTACT INFORMATION at the end of this handbook). If you are locked out and you call the Resident Support Staff, the first occurrence is free. After that, you will be charged a \$50.00 fee per incident. It is recommended that you have your apartment mates' or your neighbors' contact information.

Residents of IHAA can take advantage of many services:

Grocery Shopping Rides

Volunteer drivers take residents to the grocery store on most Saturday mornings. You will find the name and the contact information of the volunteer driver posted on the calendar of events. To reserve a space, please contact the driver BEFORE Thursday evening. Please give them your name and contact information. (This is important in case there are any last minute changes). If you need to cancel, please call the driver before Saturday.

*Always agree on the outside pick-up area ahead of time - drivers do not have a key to get into the building.

Package Delivery

There are 3 non-USPS or commercial package delivery services available—UPS, FedEx, and DHL.

1. IHAA staff will receive (sign for) these packages for our residents.
2. To pick up a package, come to the office and fill-out the

- ◆ Flush **only toilet paper** down the toilet!
- ◆ Use hair catchers and sink drain traps to avoid clogged drains
- ◆ Do not dump oil down the sink. Put it in a small container and place it in the trash instead.
- **Hanging items on the walls:** Please do not use tape and/or large nails since they damage the walls. We have post-er putty in the office that you can use. Otherwise your security deposit will be deducted to fix the walls.
- **Common areas:** Common areas (community kitchen, lounge, reading room, laundry room) depend on all residents to keep them neat and enjoyable. It is YOUR privilege and responsibility to use and protect these areas. Be sure to clean the areas, wash dishes, wipe counters, take out the trash, and return furniture, equipment and kitchenware to their original place after each use so all residents can enjoy them. Food may not be stored in the community kitchen refrigerator except for scheduled IHAA activities or special requests.
- **Trash:** The dumpster is located behind a wood fence by the community kitchen back door (look for the sign). DO NOT use the orange dumpster at the end of the driveway. It belongs to the property next door.
- **Recycling:** The City of Ann Arbor's single-stream recycling system allows a wide variety of materials to be collected and recycled. Acceptable materials include plastic bottles and tubs labeled: bulky plastics; glass; metal; and paper, boxboard and cardboard. All items must be empty and clean. Everything, including cardboard, must fit inside the cart with the lid closed, and the lid may not be secured shut. Empty and flatten boxes. Place shredded paper in clear, sealed plastic bags.

Unacceptable Items:

#3 Plastics, Plastic Bags & Lids
 Batteries
 Light Bulbs
 Syringes, medical waste
 Biodegradable or PLA Plastics
 Paper cups, plates, napkins, etc.
 Automotive Fluids, Hazardous Waste
 Hardcover Books
 Ceramics, Pyrex®, Styrofoam™
 Electronics Trash

cleanliness. It could lead to feelings of resentment if one apartment mate does not feel the others are contributing their fair share to the upkeep of the home. An easy solution is to set a rotating schedule with apartment mates and to stick to it! Following it shows consideration, respect and dependability. In addition, it fosters trust among residents.

- ◇ **Insects:** Leaving food, crumbs, grease, empty bottles and garbage can attract insects. Cleaning food waste and disposing of garbage keeps them away. If you see any, tell the staff immediately! Dusting furniture, wiping your blinds, laundering your linens, and vacuuming help keep dust mites away.
- ◇ **Fire hazard:** Grease fires are very common. Use a degreaser (such as *409* or *Simple Green*) to clean the stove after each use. Clean drip pans and under them too. Check the back of the stove, the fan above it, and the oven and degrease as needed.
- ◇ **Poisonous mold:** some people have shown strong allergic reactions to certain kinds of mold. Mold grows best in humid and wet environments, such as your bathroom. You can use products developed specifically for mold (like *Tylox*) or bleach to get rid of it.
- **Cable, Telephone and Internet Services:** Apartments are cable ready and are wired for telephones. To install service, please call the service providers (there is a list of them in the *Important/Useful Information* handout). IHAA does not assume responsibility—financial or otherwise for telephone, internet, or cable installation in individual apartments. It is a good idea to talk with your apartment mates and see whether you would all like to split the costs.
- **Thermostat temperature:** The recommended temperature is 72 F (around 22C). Please, make sure that all windows are closed when the heater or the A/C are running to keep the temperature even and to conserve energy.
- **Plumbing:** The most common maintenance requests we receive are from toilets, sinks, and shower drains backed up. Most of the times, using a plunger will fix the problem. Each apartment has been furnished with one. Here are a few recommendations to prevent these problems:
 - ◆ Flush the toilet after every use

“Packages Released” sheet in the package storage area. Packages may not be signed for or released to friends or neighbors unless written consent has been given.

3. Packages not picked up/signed out will be returned to the post office after 30 days.

IHAA staff may NOT sign for USPS mail requiring the addressee's signature at the time of delivery (certified, insured, delivery confirmation).

IHAA staff persons are NOT responsible for forwarding resident's mail or holding it. Residents must fill out a change of address card or place a vacation hold by visiting the US Post Office or by visiting their website at www.usps.com/move before vacating their apartment.

This courtesy service and its policies are intended to safeguard the personal property of our residents.

Vacuum Cleaners, Buckets, Mops and Brooms

Residents can borrow vacuum cleaners, buckets, mops, brooms and dust pans for weekly cleaning. The vacuum cleaners are kept in the closet in the lounge while buckets, mops and brooms are in the room behind the community kitchen. Please return them **as soon as you are finished** using them. Please note: YOU ARE RESPONSIBLE for the cleaning of your apartment and for purchasing any other cleaning products.

Internet

IHAA provides the highest internet service that is available to us in this location. During peak usage hours, wifi may be intermittent. This is a challenge of communal living and the reason why IHAA highly recommends all use an Ethernet cable. All bedrooms have an Ethernet port and we suggest you use it for the best connection. Ethernet cables can be purchased locally at Jack's Hardware on Packard Street and also at common online retailers.

Local Calls Only Landline Telephone

There is a phone available in the Café for your convenience (734-662-2299). Outgoing local (area code 734) and toll-free calls (1-800-, 1-888-, 1-877- numbers) are possible but if you need to make a long distance call, please purchase a “phone card” available in many locations around campus, such as grocery stores, drug stores, and campus stores.

Storage

There is limited, designated storage space in the basement for residents in 3-bedroom apts. If you have luggage/boxes to store, sign out a key to the storage room from the office. All items must be clearly marked with your Name and Apt. number. Anything not marked will be disposed of. Storage is available ONLY during the term of your lease. Storage services are available for a fee (e.g. <http://www.studentstoragesolutions.com/>)

*Do not put luggage/boxes or furniture in building hallways. City fire code requires halls to be open and free of clutter.

IMPORTANT: IHAA is NOT RESPONSIBLE for items placed in storage!
You should not store valuable items in those areas.

Laundry room

Credit and debit card operated washers and dryers are located in the basement. Read the usage instruction on the machines and on your laundry products to ensure proper use. Be sure to check the machines you have used at the end of your wash or dry cycle to remove all of your belongings so others can use the machines. Please wipe up spilled soap and put lint from the dryer in the trash basket.

Parking

Parking spaces behind the IHAA building are very limited and restricted. They are **assigned** by IHAA staff and may not be transferred. There is NO VISITOR PARKING. Guests must park on the street! Residents who have parking rights in the IHAA lot will help shovel around their car after each snowfall. There are shovels available for use. Absolutely never ever park in the Parking lot next door! You will definitely be towed without warning at your own expense.

CENTER DESCRIPTION

IHAA is composed of 47 bedrooms within 21 apartments which are located in two wings. Both wings are connected through common areas on the ground floor of the building.

Apartments

- *The Dotson Wing* has five one-bedrooms and six bi-level two-bedrooms. This wing does not have an elevator. All units feature garbage disposals, while only the larger units have dishwashers.
- *The Harper Wing* consists of ten three-bedroom apartments.

An accessible apartment unit is also available on the ground floor. This wing has an elevator. The apartments have an HVAC (heating, ventilation, and air conditioning) unit.

Common Areas

Common areas serve the entire IHAA community. Therefore, their use requires cooperation. Collaborating with others to use and maintain the areas in good condition will help all of us enjoy them.

- *The Community Room* features a flat screen TV with cable, a DVD player, a VCR, and a piano for all residents to enjoy.
- *The Mpanya Room* is used often for staff meetings and other small gatherings.
- *Community Kitchen*: This fully equipped kitchen also features a microwave oven, a toaster oven, an electric can opener, a handheld mixer, and a knife sharpener. Residents must get permission from IHAA staff to use the community kitchen and any of the appliances/utensils in it. The kitchen usage guidelines are posted above the sink.
- *Café*: Residents can find newspaper and magazine subscriptions, books, maps, coffee machine, hot water pot, a phone for free local calls, and a guest computer with internet access. Please do not take home the newspaper or magazines. They are for everyone to enjoy.
- *Reservation Procedures*: Residents who wish to use the Community Room, the Mpanya room, and/or the Community kitchen for a planned event must reserve the space. This is important for security reasons and for avoiding scheduling conflicts. A reservation request form is available at the IHAA office. IHAA staff may or may not approve the request. A deposit must accompany each reservation. The deposit is returned only if the residents follow the usage guidelines stated on the form.

Outside groups often meet in the Community Room. Please respect their use of space in the building.

RESIDENTS' RESPONSIBILITIES

Housekeeping

- *Apartments*:
 - **Cleaning of apartments**: It is important to keep your apartment and room clean for several reasons:
 - ◊ Maintaining **good relationships**: One of the most common points of contention among housemates is