

The background is a solid red color. It features several overlapping circles of varying shades of red, creating a layered effect. On the right side, there is a series of white, curved lines that sweep upwards and to the right, resembling a stylized graphic element or a set of parallel paths.

**BADER INTERNATIONAL
STUDY CENTRE
Community Standards
Handbook**

2020-2021

Telephone Numbers

Emergency Numbers (24 hours a day)

- For an immediate response
Campus Security/SLC on-call 01323 834400
- If you believe your life, or the life of another, to be in imminent danger
Emergency Services (Police, Fire, Ambulance) 999

Health and Crisis Services

NHS 111 (Non-emergency healthcare information)	111
Herstmonceux Integrative Health Centre (local doctor's office)	01323 833535
Eastbourne District General Hospital Emergency Department	01323 417400
Saturn Centre Sexual Assault Referral Centre	0800 003 7797
The Samaritans	08457 909090
Rape Crisis	0808 802 9999
Survivors' Network	01273 720110
Queen's Sexual Violence and Prevention Coordinator	001 613 533 6330
Queen's Student Wellness Services – Counselling	001 613 533-6000 x 78264
Queen's Student Wellness Services – Health	001 613 533 2506
Queen's Human Rights Office	001 613-533-6886

Who To Talk To...

Student Services

Student Services is a team of full-time staff whose responsibilities include the day-to-day operations of Residence Life functions in Bader Hall, including student welfare, non-academic programming, and conduct. The team consists of the Student and Enrolment Services Manager, the Assistant Student and Enrolment Services Manager, the Assistant Student Services Manager, the Student Success Coordinator, and 4 Student Life Coordinators.

The Student and Enrolment Services Manager has overall responsibility for the application of the Community Standards. This responsibility is delegated to the Assistant Student and Enrolment Services Manager who is responsible for ensuring the effective and day-to-day operation of the Student Conduct Procedure at the BISC and providing advice to students regarding the Community Standards. If you have questions or need advice about student conduct at the BISC, please contact the Assistant Student and Enrolment Services Manager at standards@bisc.queensu.ac.uk, or visit their office in Garden Cottage.

The Student Services offices are located in Garden Cottage. Please email studentservices@bisc.queensu.ac.uk or call 01323 834400 (your call will be transferred to an available member of staff).

Student Government

Student government works closely with Student Services to enhance the living environment and general welfare of all residents, thus forming an integral part of student life in residence. If you

have concerns, want to make your views known or have suggestions for improvement, the Student Government (Fall and Winter semester only) would like to hear from you.

Office of the Vice Provost and Dean of Student Affairs

The Division of Student Affairs is led by Vice-Provost and Dean of Student Affairs who is responsible for a comprehensive range of services to support undergraduate and graduate students from the time they apply to Queen's through to graduation. The V-P/Dean's office is located on the third floor of Gordon Hall at Queen's University, Kingston, Room 300. You can reach the office at +1 613-533-6944 or by emailing ypdean.sa@queensu.ca. Find out more at <http://www.queensu.ca/studentaffairs/>.

University Ombudsperson

The mandate of the University Ombudsperson is to provide independent, impartial and confidential advice. This may include facilitating the resolution of concerns and complaints in support of university policies and procedures and in accordance with best practices in organizational conflict management. The University Ombudsperson can be contacted via email ombuds@queensu.ca or by phone 613-533-6495

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BISC Philosophy for Community Standards

Daily operation of the Bader International Study Centre relies heavily on common courtesy and an understanding of the unique residential environment in which all members of the community live and work. A diverse community of Canadian and international students, along with faculty and staff living and working together in residence at the Bader International Study Centre creates a unique environment for personal growth. Exercise of mutual consideration nurtures the sense of a close community, which can be one of the most rewarding aspects of one's time spent at the Bader International Study Centre.

The BISC, chiefly through the Department of Student Services, structures the Student Conduct Process and our Community Standards on three principles:

1. Community Standards are remedial in nature and are therefore designed to educate students on their responsibilities and the consequences of their actions.
2. The safety and security of every student is the responsibility of everyone in the BISC community.
3. The BISC, including Bader Hall, the Castle, and campus at large is a community that values mutual respect of the rights, responsibilities, dignity, wellbeing, and academic pursuits of all its members.

Goals of Community Standards

- Encourage students to make safe, healthy and positive choices.
- Accept responsibility for their behaviour.
- Provide a respectful, fair and transparent student conduct system.
- Promote the safety and security of the BISC campus and aid in the protection of personal and BISC property.

Student Expectations:

Central to our approach is ensuring that students are aware of the expected behaviour and attitudes inherent in accepting their offer to attend the BISC. We expect our students to:

- Help create a community that is safe, free from harassment, intimidation, discrimination, and is respectful of the diverse needs of others.
- Respect themselves and others and make good choices.
- Be informed and take responsibility for their actions.
- Be an active participant in their own learning.
- Know and abide by the BISC Community Standards, BISC Policies and Procedures, Queen's Student Code of Conduct, and all relevant laws and regulations of the United Kingdom and host country when traveling.

Your actions and decisions affect not only you, but create an impact on your corridor, the residence community that you live in, and the campus at large. Make that impact a positive one!

Please note that all BISC and university correspondence will be sent to your Queen's email account. It is essential that you regularly check your email as messages sent to your account are deemed to have been received and read by you.

Anti-Bullying and Hazing

Bullying, harassment and hazing are unacceptable forms of behaviour. Bullying and harassment can take different forms (verbal, physical, non-verbal), and can occur in person or via electronic media (texting, social media, online chatting etc.). Hazing is defined as any activity expected of someone joining a group (or to maintain full status in a group) that humiliates, degrades or risks emotional and/or physical harm, regardless of the person's willingness or consent to participate. Consequences for such behaviours can vary, given their complex nature.

Harassment

Harassment is engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome. This includes not merely direct and intentional acts of harassment against an individual, but also includes engaging in verbal or non-verbal behaviors or communication that is known or ought reasonably be known to be hostile, intimidating or threatening, or that deliberately seeks to control or manipulate or otherwise harm another person, and includes comment or conduct through any electronic media regardless of where it originates.

Sexual Violence

Queen's University and the BISC is committed to maintaining a positive learning and living environment in which any form of sexual violence will not be tolerated. The university has a Sexual Violence Policy in place that aims to address sexual violence in our community through support, awareness education, training and prevention programs, and appropriate handling of incident reports and complaints. Sexual Violence means any sexual act or act targeting a person's sexuality, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation. Examples include:

- Unwanted touching, kissing, oral or anal sex/intercourse.
- Pressuring, threatening or intimidating an individual to have sexual contact or sex.
- Having sex or sexual contact with an individual who is unable to give consent for the sexual activity (i.e. someone who is inebriated or unconscious).

Consent

Consent means an active, direct, voluntary, unimpaired and conscious choice and agreement between adults to engage in sexual activity. Consent agreeing to sexual activity must be enthusiastically, willingly and knowingly given, through words and actions. Consent must be asked for prior to, during and after sexual activity to ensure that everyone involved feels safe and is comfortable proceeding.

Consent is not:

- Silence, hesitation or uncertainty.
- Obtained through manipulation, intimidation or threatening behaviour.
- Obtained when an individual is intoxicated, with alcohol or drugs, or when they are asleep.
- Continuous. Consent can be withdrawn at any time during sexual activity. Respect the decision and the response that is made by the individual.

Fire and Life Safety

To ensure the safety and security of our students and compliance with the Regulatory Reform (Fire Safety) Order 2005 all students and visitors must be educated about smoke alarm types,

placement, installation and maintenance, Fire Code requirements and the consequences for non-compliance. Anyone who is found to be placing others at risk by tampering with fire or life safety equipment may be removed from residence, and consequently from their program at the BISC. Smoke alarms in all places in residence **must** be maintained in operating condition **Any individual who tampers with, modifies or covers any smoke alarm, can be charged under the Health and Safety at Work etc. Act 1974, Part I, Section 8.**

All residents are required to immediately report any malfunctioning fire or life safety device to Bader Reception or Castle Reception. Failure to report may result in a Community Standards violation.

Queen's University Student Code of Conduct

All students are required to adhere to the Queen's University Student Code of Conduct. To view a copy of the Queen's University Student Code of Conduct please refer to <http://www.queensu.ca/secretariat/sites/webpublish.queensu.ca.uslclwww/files/files/policies/board/StudentCodeOfConduct.pdf>.

Students have a duty to familiarize themselves with the academic and non-academic community standards of the BISC.

Queen's University and the BISC retain the right to exercise emergency powers if satisfied that the interest or safety of other students, staff, faculty, or members of the public would be endangered by the student's continued presence at the BISC. The exercise of emergency powers takes effect immediately and is not suspended pending a hearing.

Please note: The BISC Management (or delegate) is responsible for such steps as are necessary to ensure the health, safety and security of all residence occupants and to preserve BISC property. Such steps may include the right to reassign a room, temporarily or permanently suspend, or terminate a Residence Agreement. The BISC reserves the right to amend, alter or add to this information at any time.

By accepting the offer of admission to the BISC program students have agreed to abide by the community standards, policies, procedures and regulations of the BISC and Queen's University's including, but not limited to, the BISC Residence Agreement, Sexual Violence Policy, Student Code of Conduct or the Harassment/Discrimination Complaint Policy and Procedures. Slight modifications to the procedures may be necessary to reflect the geographical location of the BISC and the resources and supports associated with it. These Community Standards extend to alleged misconduct by a student occurring on or off BISC premises (including but not limited to Experiential Learning Opportunities, placements, Mid-Term Trips, Student Services Trips, and Minibus Trips, as well as via social media), and where the alleged victim is the BISC itself, a student or employee of the BISC, or others visiting, working, or studying at the BISC.

Students shall abide by the provisions of the Criminal Code, and any other relevant legislation, of The United Kingdom of Great Britain and Northern Ireland while in the UK.

It should be noted that the possibility of sanctions within the Student Conduct Process do not preclude other processes or sanctions that may be available through the legal system.

BISC General Community Standards

Alcohol and Drugs

The BISC will balance disciplinary action with appropriate support for students who misuse alcohol and drugs and for whom substance abuse problems may arise from their misuse.

The BISC aims to facilitate the early identification of such problems and to encourage students to seek advice, help and assistance voluntarily before their studies are adversely affected. The BISC will achieve these goals through educational, counselling and disciplinary approaches. Staff will provide guidance as to where professional assistance is available.

In cases when alcohol or drug consumption creates a medical or safety emergency, we strongly encourage students to act with their own and others' health and safety as the primary concern and contact appropriate support personnel immediately.

Alcohol

Queen's University and the Bader International Study Centre (BISC) are committed to fostering a campus culture that endorses healthy, responsible and low-risk drinking practices among students. Residents who are 18 or older may responsibly consume alcohol in designated areas at the BISC.

While many residents choose not to consume alcohol, those of age may choose to consume alcohol as long as they do so in their residence room, the Headless Drummer when open, C1 Common Room, and in other designated areas on certain occasions, and in accordance with Community Standards.

- Possession or consumption of alcohol in areas not specified above, including but not limited to all Common Rooms in Bader Hall (with the exception of C1 Common Room), the Castle, and areas adjacent to these buildings, is prohibited.
- Possession or consumption of alcoholic beverages by persons under the legal drinking age of 18 years is illegal, as is the act of supplying underage residents with alcohol.
- The transportation and/or consumption of alcohol on any BISC owned or arranged transport is prohibited.
- BISC staff retains the right to require students to dispose of alcohol in contravention of these alcohol policies.
- On certain occasions the BISC may arrange events at which alcohol may be consumed. Students must comply with guidance provided.
- Students are required to adhere to the Alcohol Service Policy. It should be noted that the possibility of sanctions within the Residence Student Conduct Process do not preclude other processes or sanctions that may be available to the License Holder, e.g. being barred.
- If two students would like to order alcohol on the same grocery store order that will exceed the amount of alcohol permitted for a single individual (ie. More than 8 liters of beer, cider, or coolers [approximately 24 330 ml cans, or 12 tall cans]; More than 26 ounces/ 75cl of liquor; More than 1.5 liters of wine [approximately 2 bottles]), they must complete this form prior to the arrival of their order. Please note that the amount ordered cannot be any more than double the amount of alcohol permitted for a single individual. Please note that both individuals must be age of majority to collect their order.

Drugs

The U.K. Misuse of Drugs Act 1971 states that a person commits an offence if, being the occupier or concerned in the management of any premises, they knowingly permit any of the following activities to take place on those premises; that is to say—

- producing or attempting to produce a controlled drug in contravention of section 4(1) of this Act;
- supplying or attempting to supply a controlled drug to another in contravention of section 4(1) of this Act, or offering to supply a controlled drug to another in contravention of section 4(1);
- preparing opium for smoking;
- smoking cannabis, cannabis resin or prepared opium.

These offences apply while you are on the BISC campus or on a BISC-related activity.

The possession, storage, sale, use or misuse of a controlled drug as defined by the Misuse of Drugs Act 1971 (as amended from time to time) on BISC property or on any BISC-related activity is a criminal offence. Any students found to be using or in possession of any illegal drug, including cannabis, on BISC premises or on any BISC-related trip will be subject to its disciplinary procedures, up to and including a requirement to withdraw.

Please note that drugs may be classified differently to your country of origin and that the penalties for possession, use, and/or dealing may be different as a result. Please see the UK Government website at <https://www.gov.uk/penalties-drug-possession-dealing> for more details. Cannabis in particular is not legal in the United Kingdom of Great Britain and Northern Ireland, and cannot be transported between Canada and the UK regardless of if it was purchased legally.

Smoking

- Smoking and vaping are not permitted in any BISC building, in the Castle's internal courtyard and in the Bader internal courtyard.
- Smoking or vaping are not permitted in or on any BISC-owned or leased transportation.
- Out of respect to building occupants, smoking or vaping are not permitted near any windows surrounding BISC buildings.
- These policies also apply to e-cigarettes.
- Smoking is only permitted in designated and clearly signed places.
- The smoking area at the Castle is outside of the Chestnuts' patio. The smoking area at Bader Hall is denoted by a yellow box outside of the reception entrance.

Noise

- Quiet Hours occur between the hours of 11 pm to 7 am, Sunday to Thursday, and from 1 am to 7 am on Friday and Saturday.
- Quiet Hours are increased during exam periods. Students will be notified when Quiet Hours are increased.
- Some floors may have altered Quiet Hours. Students are required to respect the Quiet Hours in place for these communities.
- Reasonable quiet is expected in Bader Hall at all times. Quiet means quiet enough for studying or sleeping without disturbance. Gathering in the hallways to talk or socialize should be limited. In residence, the noise of people talking, playing music loudly and banging doors etc., intrudes on others who may be unwelcome recipients of such

disturbances. The use of radios, stereos, and televisions etc. is permitted in Common Rooms, provided that their use does not disturb other residents and/or neighbours of the Bader International Study Centre.

Guests

The purpose of the Guest Policy is to encourage residents to host guests in a responsible manner. Hosting guests is a privilege, not a right. If the Guest Policy is violated, residents may lose their privilege to host guests.

A **guest** is defined as a non-resident of Bader Hall. There are two categories of guests:

- friends or peers; and
 - parents and other visitors.
-
- Students living in double accommodation are not permitted to have guests stay in their room. To accommodate these individuals a limited number of guest rooms in the student section of the residence have been set aside for friends or peers and may be reserved at the Bader Reception.
 - Parents and other visitors are not permitted to stay in the student section of the residence. En-suite accommodation is available in A-Wing of Bader Hall and can be reserved at the Bader Reception.
 - All guests must register and pay for accommodation in Bader Hall except as noted below. The room rate includes breakfast
 - Students are limited to a maximum of ten guest overnights each term in the Fall and Winter terms and six guest overnights in the Summer terms. Exceptions to this must be requested in writing, in advance, to the Operations Manager and Student and Enrolment Services Manager.
 - While in residence buildings, all guests must be escorted by their host at all times.
 - Residents are responsible for their guest's behaviour during their visit and Community Standards violations that they commit, regardless of whether or not the resident is present at the time of the incident.
 - Residents are responsible for informing their guests of BISC Community Standards. Any fines, damages, etc., incurred by guests will be the responsibility of the host. Guests who are behaving inappropriately will be asked to leave.
 - Guests are expected to cooperate with requests by all BISC staff.
 - All guests are requested to leave the Castle grounds by 1:00am if they do not wish to stay overnight.
 - Any guest staying later than this time must be officially registered as an overnight stay and will be charged the full room rate.
 - Any student who has booked, and paid, for a single room at Bader Hall has the privilege of having a maximum of 2 overnight guests stay for a maximum of 3 nights free of charge per term in their room. Guests are still responsible for paying for meals taken. They can purchase meal tickets at Castle Reception. A student who has the same privilege but will not be using the free nights may allocate these nights to another student with a single room. However, no student may have more than 6 free nights in any one term. Guests staying in student single rooms must be booked in advance at Bader Reception.
 - Any student who has a single room by default (i.e. not paid to have a single room but has one anyway) may not have overnight guests stay with them.

- It is at the discretion of the BISC Management to restrict access to the whole or parts of Bader Hall and/or the campus at large by guests and others throughout the academic year.
- Any violation of the Guest Policy will result in non-resident guests being escorted out of the building and they will be required to find alternate accommodations outside of residence.

Prohibited Items at the BISC

Certain items are prohibited at the BISC due to the potential hazard to the health and safety of the community. This list includes but is not limited to:

- Single serving glass alcoholic beverage bottles (i.e. beer, cooler, cider), large containers of alcohol such as kegs, or any alcohol container exceeding 1 litre.
- Large quantities of alcohol exceeding the volume of 8 litres of beer, coolers or cider (approximately 24 330ml beer cans), 26 ounces/75cl of liquor, or 1.5 litres of wine (2 bottles), or any container of alcohol exceeding 1 litre. If an order for quantities of alcohol greater than those listed above is received, excess alcohol in that order will be confiscated. If two students wish to order alcohol above the listed quantities on the same order, they must fill out a “Declaration of Joint Alcohol Order” prior to the arrival of their order, which can be located at Bader Reception.
- Items that promote unsafe alcohol consumption (e.g. drinking games, drinking game tables, trophy walls, funnels, or any other drinking paraphernalia).
- Any illegal substances, unprescribed narcotics, controlled substances, or drug paraphernalia (including hookahs, bongs, pipes, and vaporizers).
- Candles (including decorative), incense, potpourri burners, fireworks, firecrackers, birthday sparklers and flammable liquids.
- Any item with an open element (e.g. hot plates, toasters, toaster ovens, etc.). This includes the use of personal appliances, such as electric blankets or microwave ovens. Residence reserves the right to inspect, remove or request the removal of cooking appliances or electrical devices.
- Electronic devices including kettles, sun lamps, fridges, and deep fryers.
- Hazardous materials such as gasoline, propane tanks, barbecues, fuels, corrosives, or explosives, or any material deemed to be a danger to residents.
- Weapons including large knives, martial arts weapons, firearms, pellet and/or B.B. guns, or replica weapons. If you need a weapon for an extracurricular activity (such as martial arts or cooking) please make arrangement to store the weapon outside of residence.
- Explosives, including ammunition.
- Possession and use of items to be used for religious purposes such as candles, incense, sweet grass or kirpans must be approved by Student Services.
- Pets, except for service animals or therapy animals, previously registered with Student Services, which are not considered pets.
- Privately-owned motor vehicles, including motorcycles, except in designated areas. Such vehicles should not be used for travel between Bader Hall and Herstmonceux Castle. Residents must respect proper driving practices in the parking lots and driveways of the Bader International Study Centre estate (speed limit is 20 mph), and parking for residents’ vehicles is only allowed at Bader Hall. Automobiles must not be left running near any doors, windows or ventilation systems.
- Roller skates, inline skates, skateboards, scooters etc. must not be used in any building on campus.

- Bikes should be stored outside buildings in designated bike racks.

Restricted Areas at the BISC

- Roofs, the moat, the lake, the ponds, the river and maintenance areas in all Bader International Study Centre buildings are out of bounds to residents. Students must not attempt to gain access to such unauthorized areas.
- The Castle is closed between 1:00AM and 6:00AM
- If in doubt, as to whether an area is authorized or unauthorized, students should seek advice from Student Services, Security, or the BISC Management.
- Exercise caution after dark in gardens or forest pathways without a flashlight. Presence in the gardens or on forested paths after dark is at your own risk.
- In agricultural areas of the estate, take care to remain on the public right-of-way paths, as marked. Do not disturb any agricultural areas, including livestock.

Residence Fire Safety

If you discover a fire in Bader Hall, do not place yourself in danger:

- close the door to the area;
- activate the nearest fire button;
- leave the building via Bader Reception unless you are unable to do so in which case you should use the nearest fire exit;
 - Please exit the Castle via Castle Reception unless you are unable to do so in which case you should use the nearest fire exit.
- proceed to Bader Parking lot and organize by corridor as marked.
 - If exiting from the Castle, proceed to the courtyard outside reception.

Evacuation Procedures

- On hearing the fire alarm, you must leave immediately by the nearest exit in an orderly manner.
- Do not use elevators during an alarm.
- The BISC is not responsible for the safety of those who ignore a fire alarm. You not only risk your own life, but also the lives of firefighters who may have to rescue you.
- Be aware of students who may need your assistance in evacuating the building. If you are unable to assist them (e.g., a student in a wheelchair), ensure that you notify a BISC staff member or a firefighter of their location.
- If you have an accessibility requirement (differing ability, difficulty waking up) that hampers your ability to evacuate immediately when an alarm sounds, you must notify your Student Life Coordinator when you move in.

Cooking

- Some residence common spaces provide space for you to cook. You may not cook in your residence room or in hallways.
- Do not leave any cooking unattended, as the sensitive nature of our fire equipment can set off an alarm very easily.
- You are expected to check the cleanliness of any cooking appliance before and after cooking.
- You are expected to wash all your dishes and store them in your room or communal cupboard.

- You will be held accountable for cooking-caused fire alarms including, but not limited to, responsibility for any charge from East Sussex Fire and Rescue Service.

Electrical Equipment

- Personal electrical devices in residence should be used with discretion and must be CSA or BSI approved (radios, hairdryers, straighteners etc.).
- All electrical equipment must be PAT tested. Please contact a member of staff to arrange this.
- Electrical devices must operate at 220 volts or be used with a voltage convertor.
- BISC staff (including Maintenance and Housekeeping) reserve the right to inspect, remove, or request the removal of electrical devices.
- Drones can be operated only on the Estate with permission of the Enterprise Director.

Your Responsibilities Regarding Residence Security

The BISC is committed to keeping all residents and residence property secure. You are expected to share responsibility for the security of your residence.

- Do not allow tailgating (allowing an unknown individual to enter any building including the Castle or Bader Hall).
- Report suspicious persons to your Student Life Coordinator, Reception, or Security.
- Keep your door locked and your key with you at all times.
- Do not use the dead-bolt on your door to prevent it from closing.
- Do not tamper with intrusion alarms or any magnetically-held doors.
- Do not install additional locking devices, alarm systems or make other alterations that could prevent or inhibit access by Bader International Study Centre staff and/or the emergency services.

Locks, Doors, and Keys

- Locks and keys are the property of the BISC. You are only permitted possession of residence keys that have been issued to you, by the BISC, for the time that you live in residence. You may not copy or lend your residence key.
- It is important to carry your keys with you at all times.
- Dead-bolted doors will be closed by staff.
- Malfunctioning locks must be reported immediately to reception.
- You must not tamper with any locks and must not lend any residence keys.
- Forcing open a locked door is a Category One Community Standards violation and also subject to a damage charge.

Replacement Key Policy

- As soon as your room door closes it locks. If you are locked out of your room, go to Bader Reception. This includes if your door has been closed by a member of staff who found it dead-bolted.
- You will be issued with a replacement key which will grant one-time access. You must return this key.
- Lockouts cost:
 - Orientation + first two days of classes - FREE
 - 1st Lockout - FREE
 - 2nd-4th Lockout - **£5**
 - 5th-9th Lockout - **£10 each**
 - 10th Lockout - **£30 and meeting with the Student and Enrolment Services Manager**

- Broken or demagnetized keys will always be replaced free of charge, but only if the broken or demagnetized key is brought to the desk in exchange for the new key.
- This lockout charge schedule resets in January for Fall/Winter students, and begins again with your 1st Lockout free.
- Replacement key charges go towards the cost of replacing keys, locks, and administrative costs.

Room Entry

Residence staff (including Maintenance, Housekeeping, Student Services, Security, and BISC Management) have the right to enter a resident's room:

- For the purpose of cleaning, maintenance and/or inspection of facilities;
- **In the event of an emergency, where the health, safety of security of residence or a resident is involved, or when BISC staff have reasonable grounds to suspect that the Community Standards or laws of the land are being violated; including, but not limited to, possession of weapons, illegal substances, or alcohol in violation of the alcohol policy.**
- Excepting emergency situations, notice of such entry will be given in advance, whenever/wherever possible.
- Submission of a Maintenance Request constitutes permission to enter your room.

Insurance

- Insurance carried by the BISC **does not cover** personal possessions of students and the BISC **does not assume** any liability for lost, stolen or damaged items of personal property, including stored personal property, no matter how caused.
- All valuables should be kept under lock and key, and you are expected to keep your room locked at all times.
- Particularly valuable items including passports and airplane tickets may be stored in the BISC Finance Office safe. Access must be arranged in advance.
- It is your responsibility to arrange for insurance coverage for personal property brought into residence.

Storage of Personal Property

- In the absence of prior arrangements, personal property remaining in a residence room or storage area two weeks after the end of term shall be deemed to have been abandoned.
- Prior arrangements may be made with Bader Reception for the storage of personal property for up to two months following the end of a term.
- Unclaimed property after the specified period shall be removed and disposed of unless additional arrangements have been made.
- The Bader International Study Centre will not normally arrange for or permit unaccompanied luggage to be collected by a third party. Students must personally collect property left at the BISC in storage, unless alternative arrangements have been made and the person collecting the baggage is able to demonstrate permission from the student to do so.

Maintenance and Damages

- You will be held financially responsible for any damage, loss or neglect occurring in your room or any that you create in residence

- In order to ensure that no charges are levied for deficiencies in your room that were in existence upon your arrival, you should report any damages as soon as you take occupancy of your room.
- In order to ensure that any repairs, replacements, etc., are attended to as promptly as possible, complete a Maintenance Request at Bader Reception.
- If you do not report any damages the room will be assumed to have no defects, and any defects that are found at checkout may be billed to you. See the Residence Agreement for further information.
- Charges may be levied for removing excess garbage and other items from the room following move-out and the costs associated with returning furniture to its original location in the room.

Posters

- Students wishing to put up posters in public areas in Bader Hall, the Castle, and on the campus at large must first obtain permission from Student Services.
- Small posters (A4 size) may be posted on the door to student's room. Students will be asked to remove larger posters or large amounts of posters.
- Student Government may put up posters on Student Services noticeboards in Bader Hall and the Castle but are required permission to put up posters elsewhere. Campaign posters must be posted in accordance with campaign rules.

Dining Room Regulations

- Operations reserves the right to refuse entry to, or remove any person from the Dining Room, or close down the Dining Room at any time. Students are not permitted inside the Dining Room outside of posted hours.
- All food selected must be consumed in the Dining Room during the meal period. Food is not to be removed from the Dining Room.
- No alcohol is allowed in the Dining Room except as permitted on designated evenings.
- Footwear, shirts and suitable clothing must be worn at all times.
- Dining Room and Student Services staff will document Community Standards incidents that occur within the Dining Room.
- Food fights and the throwing of food are not permitted.

Internet

Students must adhere to the guidelines pertaining to your use of the Internet at the BISC. To view the guidelines and policies, please refer to the following website:

<http://bisc/castleinfo/itinfo/ITPolicies/Pages/Computer-User-Code-of-Ethics.aspx>.

Failure to abide by the computing guidelines as outlined in the Computer User Code of Ethics will result in administrative consequences which may include disciplinary action up to and including termination of the Residence Agreement.

Operation of Businesses

- From time to time, areas of the BISC may be used by private events approved ahead of time. Students should respect private events, and not engage with clients of Herstmonceux Castle Enterprises.
- Residents are prohibited from operating or promoting any business venture in residence without the approval from BISC Management.

Student Conduct Process

Student non-academic misconduct findings of responsibility are made on the basis of balance of probabilities meaning that it is more likely than not that the respondent engaged in the alleged misconduct. It is important that confidentiality is maintained throughout this process.

Category One Procedures

For reported Category One incidents, the Assistant Student and Enrolment Services Manager (ASESM) will:

- Forward a letter to the respondent requesting a meeting. The letter will include a summary of the incident, the alleged infraction, and the date and time of the meeting,
- At the meeting, the ASESM will review the allegation and outline the process and the purpose of the meeting.
- The respondent will be asked if they accept responsibility for violating the Standard(s). If the respondent accepts responsibility, the ASESM and the respondent can agree, in writing, on an appropriate sanction and the time frame for completion.
- Upon completion of the sanction the respondent will receive notification that the case is closed, and a case report will be filed.
- If the respondent does not accept responsibility for violating the Standards, or if it is not appropriate to reach an informal resolution, the ASESM will inform the respondent that the ASESM will initiate an investigation into the incident.
- If the respondent is found not responsible, the ASESM will notify the student via e-mail within 3 days of the proceeding.
- If the investigation supports a finding of responsibility and an informal resolution is appropriate the ASESM will present the findings to the respondent. If the respondent accepts responsibility, the ASESM and the respondent can agree, in writing, on an appropriate sanction and the time frame for completion.
- If an informal resolution is not agreed to, the ASESM will determine an outcome and notify the student of the sanction(s) and terms of completion via e-mail, normally within 3 days of the proceeding. The notification will include the terms of an appeal.

Respondents may appeal the decision by submitting an appeal to the Student Enrolment & Services Manager (SESM) within 10 business days of the date of the notification e-mail.

Appeals may only be based on the following grounds:

- (a) a failure to follow the rules or regulations by the relevant decision-making body;
- (b) a breach of procedural fairness;
- (c) a violation of University policies;
- (d) a decision made that is not found to be reasonable.

All Category 1 appeal decisions are final.

Category Two Procedures

For reported Category Two incidents, the Assistant Student and Enrolment Services Manager (ASESM) will:

- Forward a letter to the respondent requesting a meeting. The letter will include a summary of the incident report, the alleged infraction, and the date and time of the meeting,
- At the meeting, the ASESM will review the allegation and outline the process and the purpose of the meeting.
- The respondent will be asked if they accept responsibility for violating the Standard(s). If the respondent accepts responsibility, the ASESM and the respondent can agree, in writing, on an appropriate sanction and the time frame for completion.
- Upon completion of the sanction the respondent will receive notification that the case is closed, and a case report will be filed.
- If the respondent does not accept responsibility for violating the Standards, or if it is not appropriate to reach an informal resolution, the ASESM will inform the respondent that the ASESM will initiate an investigation into the incident.
- If the respondent is found not responsible, the ASESM will notify the student via e-mail normally within 3 days of the proceeding.
- If the investigation supports a finding of responsibility and an informal resolution is appropriate the ASESM will present the findings to the respondent and if the respondent accepts responsibility, the ASESM and the respondent can agree, in writing, on an appropriate sanction and the time frame for completion. If an informal resolution is not appropriate or an informal resolution is not agreed to, the ASESM will advise the respondent that the case will be forwarded to the appropriate body, usually the SESM or if required the Student Conduct Panel, to adjudicate the case.
- Respondents will be provided with appropriate notice of the facilitation process and the procedural guidelines that govern the proceeding. A detailed outline of the BISC Conduct Procedures can be [accessed here](#) and on the BISC website.

Respondents may appeal the decision by submitting an appeal to the Student Conduct Panel within 10 business days of the notification e-mail. Appeals may only be based on the following grounds:

- (a) a failure to follow the rules or regulations by the relevant decision-making body;
- (b) a breach of procedural fairness;
- (c) a violation of University policies;
- (d) a decision made that is not found to be reasonable.

Referral of Cases

The ASESM and SESM retain the right to refer cases to the Queen's Non-Academic Discipline Committee depending on the nature of the case.

In the event that an incident of alleged misconduct also results in criminal or civil proceedings the criminal process will take priority. Precautionary Measures may be applied to ensure a safe campus environment.

In the event that an incident of alleged misconduct also results in academic integrity proceedings a determination will be made by the Deputy Academic Director and the ASES as to which process take priority.

Interim Measures

The Student and Enrolment Services Manager and the BISC Management reserve the right to take immediate precautionary action that are appropriate in the circumstances to ensure the safety, security and well-being of all residents. Interim measures may be put in place:

- to support a safe campus environment and /or to safeguard the legitimate interests of the BISC and the campus community, for a specific period or until the case is concluded.
- to ensure that a full and proper investigation can be carried out (either by the police or a university investigator); and/or
- to protect the reporting student or others whilst the allegation is being dealt with as part of a criminal process or disciplinary process.

This may include a temporary loss or restriction of privileges. Interim measures are not a penalty or sanction and are not evidence of any finding of fact or wrongdoing.

Examples of interim measures include:

- requiring the responding student not to contact the reporting student and/or certain witnesses
- requiring the responding student to move accommodation.

Special Circumstances

Timelines outlined in the Student Conduct Process may be altered during Orientation Week, exam periods (December and April), winter break, Reading Week, the Mid-Term Trip, and other holiday periods.

Appeals

Students have the right to appeal decisions and sanctions. In order to appeal a student must submit the Notice of Appeal form within ten business days from the date of the Responsibility Letter.

The Notice of Appeal form can be [accessed here](https://www.queensu.ca/bisc/images/documents/Notice_of_Appeal.docx):

https://www.queensu.ca/bisc/images/documents/Notice_of_Appeal.docx

Appeals will be processed within ten business days of the date of the appeal letter. A Respondent can appeal a Case Manager's finding of responsibility, sanctioning decision, and/or Requirement to Withdraw to the appropriate appellant officer on the following ground(s):

- a. A failure to follow the rules and regulations by the relevant decision-making body;
- b. A breach of procedural fairness;
- c. A violation of University policies;
- d. A decision made that is not found to be reasonable.

Once the appeal is accepted, the student will be contacted with further instructions for their Appeal Body or Administrator hearing. The Appeal Body or Administrator will make a decision

and the student will be notified of the outcome via email within five business days. All Category 1 appeal decisions are final.

Sanctions

Listed below are examples of sanctions that may be used independently or in combination for any single incident. Other sanctions may be assigned at the discretion of Student Services. Failure to **fully** complete and/or submit a sanction by a specific deadline may result in additional sanctions being imposed.

Written Warning – a formal letter issuing a written caution to a resident found responsible of a Community Standards violation. The letter includes a direction that the conduct cease and not be repeated and a statement that more severe sanctions may be applied in the event of future misconduct. The letter will be kept on an individual's file and referred to if a future incident occurs.

Educational Assignment – a requirement to complete specific educational activities which allow residents the opportunity to reflect on the finding of responsibility and the impact it has on the community and themselves. This may include a project, written assignment, participation in an educational program, or a meeting with a University or public official. Educational assignments are not in any way academic penalties, and do not affect your academic record.

Behavioural Agreement – a formal document that requires a resident to meet specific behavioural standards based on an incident or series of incidents relating to inappropriate behaviour. The contract will outline consequences for failing to adhere to the conditions of the contract and will often accompany other sanctions such as an educational sanction, bond, or loss of privileges.

Restitution – any damage, clean-up, neglect, or replacement charges resulting from any incident or situation where a resident is found to be responsible. This includes any charges incurred by a guest or guests.

Loss of Privileges – a temporary or permanent loss of BISC privileges including but not limited to: hosting guests, access to a specific room, hallway, event, or common space, etc.

No Contact – A requirement that a Student have no direct or indirect contact (including, but not limited to in-person, phone, text, email, social media, through a third party etc.) with a specified individual, individuals or group.

Non-Academic Probation – Status imposed on a Student for a specified period of time who has a significant record of non-academic misconduct (e.g. because of several previous Standards violations or because of a Standards violation that compromised health, safety, or well-being of another person) during which the Student is not in good standing with the University and a further Code violation may result in a notice of Removal from Residence or Requirement to Withdraw.

Relocation – a permanent move from an assigned room to another as a result of an incident or series of incidents relating to inappropriate behaviour that may have caused disruption to the community and/or an individual. A sanction that prohibits access to the original room or corridor of occupation for a specified time period may also accompany the relocation. The resident will also be notified that further violations may result in removal from residence.

Removal from Residence / Requirement to Withdraw – the termination of the Residence Agreement as a result of an incident. A sanction that limits or prohibits access to residence for a specified time period may also accompany the removal from residence. Removal from residence at the BISC will necessarily result in the student being required to withdraw from their program at the BISC.

Category One – Classification of Incident

Actions that have the potential to undermine the safety and security of an individual or the BISC and residence community; actions that interfere with another individual's peaceful use and enjoyment of residence and campus.

The non-academic misconduct described in Category One may be classified as a Category 2 offence based on the gravity of the consequences or alleged harm arising from the incident. If elevated to a category 2, it may be referred to the Queen's University Non-Academic Misconduct Intake Office for review and assignment.

1.1a Failure to Cooperate

Failure to comply with any reasonable instruction or request of any BISC staff member, including but not limited to Student Services, Housekeeping, Security, Reception, Catering.

1.1b Inappropriate Behaviour

Inappropriate or disruptive conduct (e.g., oral, written, graphic, electronic or physical) by an individual or individuals that is unacceptable, unwanted, harmful, or offensive and may have a negative impact on the residence community. Includes but is not limited to:

- the use of e-cigarettes/vaporizers or smoking of any legal substance outside, but within 5 metres, of any building on campus.
- Displaying inappropriate or offensive signs/posters or drawing graffiti;
- Throwing, dropping, or leaving any type of material (including garbage) on campus including in or near residence or the Dining Room;
- Causing a disturbance in the Dining Room;
- Soliciting door-to-door in residence.
- Misuse of elevators

1.2a Open Alcohol

Possession or consumption of open alcohol in any space other than a private residence room or licenced area. This includes but is not limited to public areas within or around residence such as hallways, common rooms (with the exception of C1 Common Room), stairwells, elevators, washrooms, the Castle (including the Dining Room) and Castle grounds.

1.2b Underage Alcohol Use

Possession or consumption of alcohol in or around residence while under the age of 18 is prohibited.

1.2c Glass Bottles

Possessing single serving glass alcoholic beverage bottles (i.e. beer, cooler, cider) in or around residence.

1.3 Noise

Failure to maintain a level of noise that respects others in the residence community and their

ability to study, sleep, or otherwise enjoy the residence environment. (Refer to “Noise” for further details). A noise violation can occur outside of Quiet Hours depending on the nature of the incident.

1.4 Failure to Remove Oneself

Failure to immediately remove oneself from a situation that is contrary to Community Standards.

1.5 Pets

Possession of pets, including fish, in residence. Service animals are not considered pets.

1.6 Dye and Paint

Entering a residence building or Dining Room with dye or paint on skin or clothing. Using dye in residence.

1.7 Room Entry

Entering classrooms, the library and the Dining Room while intoxicated.

1.8 Guests

Failure to abide by the Residence’s Guest Policy. Includes guest behaviour that violates a Community Standard.

1.9 Damages

The wilful, malicious, or negligent destruction of public, or private property in or around the BISC Campus including your residence room, Bader Hall, the Dining Room or the Castle; actions effecting any mechanical, electrical or structural changes to a residence room or building; failure to uphold reasonable standards of cleanliness (e.g., common rooms, washrooms, hallways etc.).

1.10 Fire Alarm Evacuation and Re-entry

Failure to promptly evacuate a building on campus in the event of a fire alarm or re-entering the building after evacuation without authorization from BISC staff, Campus Security and East Sussex Fire and Rescue Service.

1.11 Inappropriate or Illegal Entry

Entering or attempting to enter any restricted area or private space without the permission of BISC staff or the resident. Tampering with an intrusion alarm or any secured door; tampering with locks.

1.12 Inappropriate or Illegal Entry – Residence Keys

Unauthorized use of residence keys. This includes attempting to cut or copy keys, as well lending keys to others.

1.13 Unsanctioned Gathering

It is prohibited to advertise, announce, organize, run, and/or host a gathering involving the consumption of alcohol, narcotics, or controlled substances. A gathering constitutes more than 6 students in a room or space.

1.14 Alcohol Quantity

Possessing large quantities of alcohol exceeding the volume of 24 beer cans, or 12 tall cans, or

26 ounces/75cl of liquor, or 1 litre of wine. Possession of any containers of alcohol exceeding one litre (e.g., kegs or mini-kegs).

1.15 Participating in Drinking Games

Participation in drinking games or any activities that promote excessive or rapid consumption of alcohol. This includes playing drinking games with any substance.

1.16 Promotion of Unsafe Alcohol Consumption

Any possession of items or displays that are perceived to promote unsafe alcohol consumption (e.g. funnels, trophy walls, drinking game tables, wizard staffs, etc.). Any possession or displays of empty alcohol containers exceeding the volume or quantities listed in 1.14. Any actions that promote a drinking culture in residence.

1.17 Alcohol Purchase or Provision for Underage Residents

Purchasing or providing alcohol for underage residents or their guests.

Category 2 – Classification of Incident

Actions that have a significant negative impact on another individual at the BISC and/or within residence; actions that endanger the safety and security of an individual or others at the BISC or in residence; actions that undermine the dignity of another individual or the residence community; or actions which result in damage to University property.

Actions that seriously compromise the safety of an individual or the BISC and residence community. May include incidents of a serious nature that are not expressly Category One offences, complex behaviour issues, or a progression of incidents from any or all categories.

These actions may be referred to the Queen's University Non-Academic Misconduct Intake Office for review and assignment.

2.1a Inappropriate Behaviour

Inappropriate or disruptive conduct, whether in person or via other media including computers, electronic devices and social media, that may have a negative impact on an individual or community. Such conduct may include behaviour that is discriminatory and/or harassing as set out in the University's Harassment/Discrimination Complaint Policy and Procedure; also included is any form of personal harassment or behaviour that is retaliatory in nature.

2.1b Hazing

Hazing activities include, but are not limited to, pranks, jokes, public ridicule, and any activity that does not respect an individual's rights, integrity, dignity, safety, or well-being. Hazing includes conduct that is, or ought to be reasonably known to be; abusive (physically or psychologically), demeaning, dangerous, humiliating, ridiculing, or contrary to these Standards, to the University policy, rule, or procedure, or to Municipal, Provincial, or Federal law, and that is used as a means of coercing, forcing, or otherwise socially pressuring a person to gain or maintain; membership in, the acceptance of, or association with any group or organization.

2.2a Violence

Any action that results in an individual being compromised. These actions include physical assault and threats (e.g. verbal, physical, or electronic) of violence.

2.2b Sexual Violence

An alleged breach of the Sexual Violence Policy.

2.3 Emergency Equipment

Interference with, obstruction of, undermining, or tampering with life safety or emergency equipment or mechanism.

2.4 Inappropriate or Illegal Entry

Attempting to gain or gaining access to restricted areas such as roofs, ponds, offices and maintenance or courtyard areas; tampering with an elevator.

2.5 Trafficking or Suspected Trafficking of Illegal Substances

Trafficking or suspected trafficking of any narcotics or controlled substances (this includes misuse and/or sale of prescription medication) in or on the BISC campus, or any BISC-related activity.

2.6a Weapons

Possession or use of any weapon (as outlined in the Queen's University Weapons Policy), explosive, chemical, biohazardous, radioactive, or controlled material, at the like, except by authorized personnel and in an area formally designated for that purpose.

2.6b Weapons

Use of any object to injure, threaten, or intimidate another person.

2.7a Illegal Substances

Manufacturing, cultivating, or growing cannabis on University Property, except as may be related to university research.

2.7b Illegal Substances

Consumption or possessing of any unprescribed narcotics or controlled substances (includes cannabis and misuse of prescription medication) in or on the BISC campus or on any BISC-related activity, except if permitted by law and University policy, including the possession or consumption of prescription medication for purposes other than that for which it was prescribed by a licensed medical professional.

2.8 Alcohol and Drug Use

Any act that causes any person to consume a substance (e.g. alcohol, a narcotic, or controlled substance, including cannabis) without their consent. This includes but is not limited to by any means that involves hazing.

2.9 Theft

Taking, or attempting to take, without permission the belongings of another individual or the University. Relocating or attempting to relocate any residence, Castle, or BISC property.

2.10 Fire Hazards

Operating any flame or burning of any substance (e.g., potpourri burners, incense, hookahs, bong, candles, e-cigarettes, and smoking of any legal substance) in any BISC building; using hazardous materials or non-PAT-approved electrical appliances in residence. Obstructing BISC building hallways, stairwells, doorways or exits, common rooms, or other areas constituting a fire hazard. Exceeding the capacity of any room.

2.11 Compliance

Failure to comply with a process or requirement under these Community Standards, the NAM Procedure, or the conduct process, including sanctions.

2.12 False Reporting

Knowingly making false report of misconduct against any member of the BISC Community or assisting person in making or pursuing same.

2.13 Falsifying Documents

Altering or misuse of official University documents.

2.14 Withheld Identity

Failing to provide identification upon request to any University official or to any official of an Authorized Agent of the University. Arbitrary requests, i.e. profiling, are prohibited.

2.15 Abuse of Process

Failure to comply with the Queen's Code of Conduct, or a process, procedure or requirement under the Code.

Incidents Not Classified

- The unacceptable behaviours listed are not exhaustive and the indication of the sanctions which may be applied if certain behaviour is found to have occurred is illustrative only.
- Incidents or behaviour not classified above and which directly contravene the BISC Code of Behaviour will be referred to the Student and Enrolment Services Manager directly.
- Very serious or particularly complex violations of the Code may be referred to the Ombudsperson (ombuds@queensu.ca; 001 613 533-6495).

PLEASE NOTE

A complete copy of the Community Standards and the BISC Conduct Procedures can be found on the BISC website. If there is any discrepancy between information in this handbook and on the website, then the website will be deemed correct.

By accepting the Queen's offer of admission, you have agreed to abide by the policies, community standards of the Bader International Study Centre and Queen's University.

It should be noted that the possibility of action in the Student Conduct Procedure does not preclude other remedies that may be available through the legal system.

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