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, programming, and discipline. 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 3 Student Life Coordinators.

The Student and Enrolment Services Manager has overall responsibility for the application of the Rules and Regulations. 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 Process at the BISC and providing advice to students regarding the Rules and Regulations. If you have questions or need advice about student conduct at the BISC, please contact the Assistant Student and Enrolment Services Manager at rulesandregs@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 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, Ann Tierney, 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 vpdean.sa@queensu.ca. Find out more at http://www.queensu.ca/studentaffairs/.
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BISC Philosophy for Rules and Regulations
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 Rules and Regulations on three principles:
1. Rules and Regulations 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 of its members.

Goals of Rules and Regulations
- 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.

Your Responsibilities While at the BISC
Every member of the BISC community is expected to adopt a high standard of respect for all residents and share responsibility for reading, abiding by and upholding Rules and Regulations, the Queen’s Student Code of Conduct, and the BISC Code of Behaviour. As part of this responsibility you are required to:

- read the Rules and Regulations Handbook and Queen’s Student Code of Conduct and all relevant federal laws;
- respect all residents’ need for privacy, a safe environment, as well as their requirement of a quiet atmosphere for study and adequate sleep;
- act in good time to prevent a problem from occurring, or should one occur, to act reasonably to remove oneself from the situation or attempt to prevent it from escalating to a more serious level;
- respond respectfully and appropriately to any person(s) addressing a Rules and Regulations concern;
- **frequently check your Queen’s email**;
- respond to any meeting request by Student Services staff, attend scheduled meetings or hearings, and to complete any sanctions assigned.
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!

**Respect your Campus**
We expect you to treat your room, residence building, and campus with respect. You are accountable for what takes place in your room and you will be held financially responsible for any damages.

It is the responsibility of the staff of Student Services, Student Government, and the Non-Academic Discipline Committee, as well as each individual resident to address and enforce Rules and Regulations. Depending on the severity, Rules and Regulations incidents are classified as Level One, Two or Three.

Please note that although these rules and regulations are referred to as Rules and Regulations, they apply to all students regardless of their location on campus, and while they are on BISC-related activities including but not limited to Experiential Learning Opportunities, the Mid-Term Trip, and Cultural Studies Trips.

**Anti-Bullying and Hazing**
Bullying, harassment and hazing are unacceptable forms of behaviour in our community. 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.). Consequences for such behaviours can vary, given their complex nature. Any known instances of bullying or harassment at the BISC (including Bader Hall, the Castle, or the campus at large) will be addressed by Student Services.

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.

If you feel you have experienced or have been the target of bullying, harassment or hazing, please contact Student Services.

**Fire and Life Safety**
The safety and security of our students is extremely important. Anyone who is found to be placing the lives of people in our BISC community at risk by tampering with fire or life safety equipment may be removed from residence, and consequently from their program at the BISC. East Sussex Fire and Rescue Service believes that educating residents and the greater public is a critical component of fire safety. Not only must individuals be educated about smoke alarm types, placement, installation and maintenance, they also must be informed of the Fire Code requirements and the consequences for non-compliance. The Regulatory Reform (Fire Safety) Order 2005 requires that smoke alarms in all places in residence 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.**

The penalty for tampering with smoke alarms and/or detectors and/or fire extinguishers, in addition to a Level Three Rules and Regulations classification and sanctioning, is an automatic £200 fine.
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 Rules and Regulations 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.uslcwww/files/files/policies/board/StudentCodeOfConduct.pdf.

Students have a duty to familiarize themselves with the academic and non-academic rules and regulations 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 policies, rules, 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.

Students shall abide by the provisions of the Criminal Code, and any other relevant legislation, of The United Kingdom 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 Rules and Regulations

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 Rules and Regulations.

- 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.

Drugs
The above notwithstanding, it should be noted that the Misuse of Drugs Act 1971 makes it clear 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.

Smoking
- Smoking is not permitted in any BISC building, or in the Castle’s internal courtyard.
- Smoking is not permitted in or on any BISC-owned or leased transportation.
- Out of respect to building occupants, smoking is not permitted near any windows surrounding BISC buildings.
- These policies also apply to e-cigarettes and vaporizers.

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.
- Please see the Quiet Hours Policy for full details.

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 can be defined as: a non-resident of Bader Hall, or a resident in a unit/room they are not currently assigned.
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.

- 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. Guests stay in the designated area of Bader Hall.
- 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. Guests must book and pay to stay in the guest accommodation of Bader Hall.
- 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, guests must be escorted by their host at all times.
- Residents are responsible for their guest’s behaviour during their visit and any Rules and Regulations 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 Residence Rules and Regulations. 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.
- 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.

**Prohibited Items at the BISC**
There are some items that are prohibited at the BISC because of the potential hazard to the health and safety of the community. This list includes but is not limited to:

- Glass beer bottles, large containers of alcohol such as kegs, or any alcohol container exceeding 1 litre.
- Large quantities of alcohol exceeding the volume of 24 beer cans, 26 ounces/75cl of liquor, or 1 litre of wine, or any container of alcohol exceeding 1 litre.
- 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 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.
- If in doubt, as to whether an area is authorized or unauthorized, students should seek advice from Student Services, Security, or the BISC Management.

**Residence 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.

**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 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, 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.

Residence Security
The BISC is committed to keeping all residents and residence property secure.

Your Responsibilities Regarding Residence Security
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 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 period of 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, and even more important, to keep your residence room locked at all times.
• Dead-bolted doors will be closed by staff.
• Malfunctioning locks must be reported immediately to your front desk.
• You must not tamper with any locks and must not lend any residence keys.
• Forcing open a locked door is a Level Two Rules and Regulations violation and also subject to a damage charge.
Replacement Key Policy

- As soon as your room door closes it locks. You should carry your room key on your person at all times.
- 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 Rules and Regulations 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.

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 Rules and Regulations incidents that occur within the Dining Room.
• Food fights and the throwing of food are not permitted.

Internet
There are a number of guidelines pertaining to your use of the Internet at the BISC. To view the guidelines and policies, please refer to the following website:
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
- Residents are prohibited from operating or promoting any business venture in residence without the approval from BISC Management.

Student Conduct Process
Decisions of responsibility are made using the concept of balancing the probabilities of what has occurred. It is important that confidentiality is maintained throughout this process.

Level One and Level Two Procedures
For Level One and Two incidents, the Assistant Student and Enrolment Services Manager will gather information about the incident, including contacting all residents who are allegedly involved and/or responsible, and/or staff members that may have knowledge of the incident.

If a resident accepts responsibility for a Level One or Two violation when they are contacted by the Assistant Student and Enrolment Services Manager, the ASEM will indicate on the incident report that the resident accepted responsibility and will assign a sanction in accordance with the sanction progression. Upon accepting responsibility, the right to appeal will be forfeited.

If a resident does not accept responsibility for the violation when contacted, they will be required to meet with the ASEM. The ASEM will contact all residents involved in the incident before making a decision of responsibility and assigning a sanction, if necessary. If a resident does not respond to the Assistant Student and Enrolment Services Manager’s request to meet during the investigative period, a decision of responsibility will be made in the resident’s absence.

When a meeting is scheduled, the resident will receive a Notice to Attend a Meeting letter via email indicating the time, date and location of the meeting. The letter will also include the time, date, place of the incident, the Rules and Regulations initial classification, possible sanctions and information outlining the decision-making process.

Level One and Level Two responsibility decisions are made by the Assistant Student and Enrolment Services Manager in writing no later than two business days after the investigative period. The investigative period is intended to allow Student Services sufficient time to fully investigate the case, taking into account the need to ensure cases are handled as expeditiously as possible. The Assistant Student and Enrolment Services Manager will email the decision letter directly to the resident’s queensu.ca account. A description of the appeal process will also be included in the letter.

All correspondence will be deemed to have been received and read two business days after delivery. The delivery date is defined by the date on the email message header. **Failure to check email or read the decision is not sufficient grounds to fail to abide by the terms of the decision or grounds for an appeal.**
**Level Three Procedures**
The Student and Enrolment Services Manager investigates, determines responsibility, and assigns sanctions in incidents or situations where a student has reached Level Three through accrual or by nature.

The Student and Enrolment Services Manager retains the right to refer cases to the Non-Academic Discipline Committee depending on the nature of the case.

The Student and Enrolment Services Manager and the BISC Management reserve the right to take immediate action to ensure the safety, security and well-being of all residents. This may include a temporary loss or restriction of privileges.

**Appeals**
Residents have the right to appeal Level One, Level Two and Level Three decisions.

In order to appeal a Level One or Level Two decision, a resident must submit a Rules and Regulations Appeal Form including a statement within five business days from the date of the decision letter. The Appeal Form is attached to the decision letter.

Appeals will be processed within five business days of the date of the appeal letter. All appeals will be vetted by the Student and Enrolment Services Manager or delegate, and only approved based on the presence of a significant procedural irregularity or new information.

Appeals concerning Level One and Level Two violations, if accepted, result in the case being heard by the Non-Academic Discipline Committee (NADC) where all of the information and decision(s) will be reviewed. Any further appeal of the NADC’s decisions must be forwarded to the BISC Management Team.

Appeals concerning Level Three violations, if accepted, result in the case being heard by the BISC Management Team. Subsequent appeals will be forwarded to the University Student Appeal Board (USAB).

**Special Circumstances**
Timelines and procedures within the Residence 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 where staff is not available. During these periods a Student Life Coordinator may investigate the Level One or Level Two incident and decide on the responsibility and sanctions.

Level Three incidents that occur during Special Circumstances will continue to be processed by the Student and Enrolment Services Manager (or delegate), unless this is not possible.

Appeals during Special Circumstances for Level One and Level Two will be reviewed by the Student and Enrolment Services Manager (or delegate). Level Three appeals will continue to be sent directly to the BISC Management Team.

**Process**
Residents accrue points upon a finding of responsibility. A Level One offence will accrue 1 point, a Level Two will accrue 2 points and a Level 3 will accrue a minimum of 3 points.
STUDENT CONDUCT PROCESS

<table>
<thead>
<tr>
<th>How many points has the resident accrued prior to current allegations?</th>
<th>Who investigates, determines responsibility and assigns sanction</th>
<th>What is the appeal process?</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 or fewer points</td>
<td>Assistant Student and Enrolment Services Manager Reviews, investigates, determines responsibility and sanction(s).</td>
<td>Appeals are vetted by the Student and Enrolment Services Manager and, if granted, heard by the NADC; subsequent appeals go to the BISC Management Team.</td>
</tr>
<tr>
<td>6 or more points or a classification of a Level Three</td>
<td>Student and Enrolment Services Manager Reviews, investigates, determines responsibility and sanction(s).</td>
<td>Appeals heard by the BISC Management Team; subsequent appeals go to USAB.</td>
</tr>
<tr>
<td>Removal from Residence</td>
<td>Student and Enrolment Services Manager investigates and refers to NADC.</td>
<td>Appeals heard by the BISC Management Team; subsequent appeals go to USAB.</td>
</tr>
</tbody>
</table>

Upon 6 points being accrued, or being found responsible for a Level Three classification, a requirement for the student to withdraw is strongly considered.

Sanctions
Sanctions are designed to educate residents on the consequences of inappropriate behaviour. Residents found to be responsible for a Rules and Regulations violation are subject to a range of sanctions. The Student Conduct Process is educational, remedial and progressive in nature. This means that any previous incidents that a resident has been found responsible for will be considered when determining a sanction. Sanctions must be completed and submitted within five business days of the final decision letter.

If an extension is required, it is the resident’s responsibility to submit a request for an extension by contacting the Student and Enrolment Services Manager. Failure to fully complete and submit an assigned sanction by a specific deadline will result in a fine being placed on the student’s Bader Hall room account. Failing to submit a Level One sanction will result in a £20 fine while Level Two or Level Three sanctions will result in a £40 fine, and may result in further disciplinary action.

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 submit a sanction by a specific deadline will result in a fine being placed on the student’s account.

Written Warning – a formal letter issuing a written caution to a resident found responsible for a first Level One Rules and Regulations violation. The letter follows whether a meeting with a residence representative to discuss the incident has occurred or not. The letter will be kept on an individual’s file and referred to if a future incident occurs.
**Educational Sanction** – a project assigned to a resident in order to help them better understand the reasoning behind a Rule or Regulation. Educational sanctions are not in any way academic penalties, and do not affect a resident’s academic record.

**Bond** – a financial incentive and obligation to encourage residents not to become involved in future Rules and Regulations violations. The charge will only be processed if a resident is found responsible for a further Rules and Regulations violation at any level. If charged, the bond will be processed to the student’s Bader Hall room account. Bonds range in amount from £20-£200.

**Fine** – a charge levied for a Rules and Regulations incident. The fine will be charged against a student’s Bader Hall Room account. Fines range in amount from £20-£200. All information concerning academic results of any students having an overdue debt owing to the Bader International Study Centre shall be withheld until the debt is settled. Any student who has an overdue account owing to the Bader International Study Centre will not be permitted to register at Queen’s University until the debt is settled.

**Behavioural Contract** – 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. Behavioural Contracts are issued by the Assistant Student and Enrolment Services Manager, or the Student and Enrolment Services Manager.

**Alcohol Probation** – a documented period of time whereby a resident will be required to refrain from possessing or consuming alcohol within residence. Alcohol probation is part of a Behavioural Contract. The formal documentation will outline consequences for failing to adhere to the probationary period. Probationary periods are determined by Student Services.

**Restitution** – any damage, clean-up, neglect or replacement charges resulting from any incident or situation where a resident is found to be responsible. Charges may be assigned to the individual resident and residents will be responsible for any charges incurred by their guests. This may be in addition to any other sanctions.

**Loss of Privileges** – a temporary or permanent loss of residence privileges (e.g. guest or building privileges, etc.) as a result of an incident.

**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 Notice of Prohibition (NOP) 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** – the termination of the Residence Agreement as a result of an incident. A Notice of Prohibition (NOP) 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.
Level One – Classification of Incident
Actions that have the potential to undermine the safety and security of an individual or the residence community; actions that interfere with another individual’s peaceful use and enjoyment of residence.

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 the use of e-cigarettes/vaporizers or smoking of any legal substance outside, but within 5 metres, of any building on campus.

1.2a Open Alcohol
Possession or consumption of open alcohol in any space other than a private residence room. 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, and the Castle (including the Dining Room), as well as at outside events.

1.2b Underage Alcohol Use
Possession or consumption of alcohol in or around residence while under the age of 18.

1.2c Glass Beer Bottles
Possessing glass beer bottle(s) 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 Rules and Regulations.

1.5 Pets
Possession of pets 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 Dining Room Entry
Entering the Dining Room while intoxicated.

1.8 Guests
Failure to abide by the Residence’s Guest Policy. Includes guest behaviour that violates a Level One Rule.
**Level Two – Classification of Incident**

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

2.1a Failure to Cooperate
Refusal to comply with the instructions or request of any BISC staff member or member of the emergency services where such failure endangers the health or safety of self or others. Failure to provide student identification upon request or providing a false identity. Hindering the work of the Student Conduct Process.

2.1b 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; or failure to remove oneself from a situation that is contrary to Rules and Regulations. Examples of inappropriate behaviour include but are not limited to:
- 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

2.2a 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.

2.3 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.).

2.4a 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.

2.4b Fire Hazards
Operating any flame or burning of any substance (e.g., potpourri burners, incense, hookahs, bongs, candles, and smoking of any legal substance) in any BISC building; using hazardous materials or non-CSA-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.

2.5a 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.

2.5b 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.

2.6 Illegal Substances
Possessing or using any unprescribed narcotics or controlled substances (includes misuse of prescription medication) in or on the BISC campus or on any BISC-related activity.

2.7 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.

2.8a 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).

2.8b 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.

2.8c 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 2.8a. Any actions that promote a drinking culture in residence.

2.8d Alcohol Purchase or Provision For Underage Residents
Purchasing or providing alcohol for underage residents or their guests.

2.9 Guests
Failure to abide by the Guest Policy. Includes guest behaviour that violates a Level Two Rule. (Refer to the Guest Policy for further details)

2.10 Progression of Offences
Committing three or more Level One Rules and Regulations violations or already accrued 4 points.

Level Three – Classification of Incident
Actions that seriously compromise the safety of an individual or the residence community. May include incidents of a serious nature that are not expressly Level One or Level Two offences, complex behaviour issues, or a progression of incidents from any or all levels.

3.1a 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.

3.1b Hazing
Initiating or attempting to initiate any activity that requires or expects from someone who wishes to join (or to maintain full status) a group, that humiliates, degrades or risks emotional and/or physical harm, regardless of the person’s willingness or consent to participate.

3.2 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.

3.3 Fire Equipment or Fire Alarms
Tampering with, damaging, discharging and/or operating fire prevention equipment or detection equipment for any purpose other than the control of fire. This includes, but is not limited to, hanging materials from sprinklers or detectors and covering or disarming smoke detectors.

3.4 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.

3.5 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.

3.6 Weapons
Possession of items such as knives, martial arts weapons, firearms, pellet or B.B. guns, or replica weapons.

Incidents Not Classified
- 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 Ombudsman (ombuds@queensu.ca; 001 613 533-6495).
PLEASE NOTE
A complete copy of the Rules and Regulations can be found on the BISC website at: http://bisc/SitePages/Home.aspx. 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, rules and regulations of the Bader International Study Centre and Queen’s University.

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

Student Services
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