



# RESIDENT HANDBOOK

*a welcoming “home away from home” for international students.*

## *THE GLOBE*

15 July 2024

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**The Global Friendship House (*the GLOBE*) is a caring, “home away from home”: a place to foster new relationships and to help with practical, personal, and spiritual needs.**

*"When a foreigner lives with you in your land, don't take advantage of him. Treat the foreigner the same as a native. Love him like one of your own" (Leviticus 19:33-34).*

## **COMMUNITY CONNECTION AND ACTIVITIES**

***Community...**a group of individuals from various backgrounds living together as a family.  
**Global Friendship House...**a community of people from many nations and cultures sharing life together as a global family near the campus of ODU.*

Everyone, no matter where in the world they are from, desires to experience community. No matter where you come from, whether from far across the globe or around the corner, it is especially important for you to find community. Camaraderie with fellow resident members and connection opportunities in the Norfolk community and beyond are benefits of calling *the GLOBE* your home. *The GLOBE* team is a committed group of friendly and cross-culturally experienced people who are ready to engage with you as a resident member according to your schedule and needs. Ready to assist in those hard-to-categorize issues that arise in the life of an international student, we look forward to welcoming you to your new home!

Global Friendship House is an international cultural and educational community program for undergraduate and graduate students enrolled at Old Dominion University. Its primary purpose is to provide international students attending Old Dominion University, as future world leaders, the opportunity to engage in meaningful conversations in which ideas and faith are respected and explored through activities, service, and friendship.

*The GLOBE* can offer resident members a variety of activities which will build community, expand cultural horizons, and deepen the global educational experience. Some of the ways we extend a welcome and assistance include:

- Meals with American families
- Discussions on topics relevant to international students
- English conversation classes
- Educational trips to out-of-town places of interest
- Fun social activities in the Norfolk community
- Shopping trips

Please sign up and join in with our organized activities!

# HOUSING AND RESIDENCE LIFE

## Shared Spaces

### Bathrooms

#### *Bathroom Usage*

There are bathroom areas on each residence floor with showers, toilets, and sinks. While we do have janitorial facilities residents are expected to clean up after themselves and follow the rules that are posted in the shower/ toilet stalls and near the sinks/mirrors. The large restroom trash cans are only for paper towels. Please do not put any other trash in there. We have small trash disposal bins in the ladies' restrooms for sanitary products. Lost and Found boxes are in *the restrooms on residential floors*.

#### *Bathroom Etiquette*

- Make sure the shower curtain is on the inside of the shower, so water does not leak onto the floor.
- Be conscious of water usage.
- If water is spilled on the floor in the shower area, please use the squeegee mop provided to push it into the drain. This prevents accidents and injuries that could happen in these spaces.
- The only thing other than human waste that can be flushed is toilet paper. Please put used toilet paper in the toilet only and NOT IN TRASH CANS. Feminine products and wipes should not be flushed. They should be disposed of in the trash can.

### Kitchen

#### *Kitchen Usage*

A full kitchen with oven, cooktop, microwave, and refrigerator/freezer is available on each residence floor. **We have also provided basic kitchen utensils and cookware on each floor (please see our kitchen inventory under Additional Resources.** Each resident will be assigned limited storage space for dry food, spices, and personal cookware (one shelf). We encourage residents to cook and eat meals together! Only a maximum of 4 residents will be permitted to cook at one time. This is to ensure there are no health/safety hazards. Please:

- Use the provided splatter cover when using the microwave/ clean the inside of the microwave when you use it
- Dry and put away dishes/pans/utensils once you are done.

- All food in refrigerator/freezer must be marked with name and date food was placed in refrigerator. Please be aware that space is limited and plan accordingly.
- Do not put metal/ ceramic bowls, pots or pans with food into the fridge. All leftover food should be stored in either Ziploc bags or airtight containers that have been labelled with your name and the date of storage. Use labels only. Do not write your name on bags as it can get erased!
- NO PERSONAL TRASH in the kitchen trash cans. Please only put whatever trash you have after food preparation in the kitchen.
- Do not leave leftovers in the refrigerator when no longer edible. They will be thrown out when weekly checks are conducted by the RA.
- Place foil on rack to catch spills and replace as needed or wipe up spills in oven as soon as possible.
- Wipe down counters/ tables after each use to prevent food stains and bugs.
- Do not put anything with metal in the microwave. It can cause a fire.
- Regularly clean out the refrigerator and remove spoiled food.
- Wipe down the stove top after use to prevent burned on food.
- Only liquids should go down the drain. Oils and fats should be poured into a disposable container or bag and placed in the trash.
- Use the vent over the stove while cooking to minimize grease splatter and food odors.
- Wash and put away dishes after use. Dishes should NOT be left in the sink overnight.
- Please clean the sink after you finish washing dishes. Food particles should NOT be left in the drain plug or in the sink. This attracts bugs and insects.
- **Do not cook or clean dishes between Midnight – 5AM.**
- **We have a weekly trash rotation schedule that's shared by residents on the floor. Please contact residents on trash duty directly if trash is full.**

### ***Monthly Kitchen Cleaning***

We have a monthly kitchen cleaning taskforce rotation where 4 -5 residents are assigned kitchen cleaning duties with RA/RLM supervision. Typically, each resident will do this once or twice a semester. This collective responsibility ensures that the space is maintained with high standards of hygiene. The schedule for this is posted in the kitchen and on the group chat at the beginning of the semester. It is the assigned resident's responsibility to block their calendar and coordinate a replacement or swap if they are unable to be present on the date assigned for kitchen cleaning. Failure to turn up for kitchen cleaning with no replacement or swap will result in the process of minor kitchen violations being followed.

## ***Kitchen Etiquette***

- No phone calls on speaker or loud music if you are sharing the space with others.
- No video recordings of any kind can be made in the kitchen unless you have permission from staff and other residents who are using the space at the time.
- The kitchen is not for class activities, Zoom calls or other school-related activities. Please use your room, the study rooms, or the ground floor common spaces for these.
- If you are using headphones, be aware of the amount of noise you are making in the kitchen. No slammed doors, banging cookware and utensils on counters.
- Please be respectful and aware of other residents' personal space. Please excuse yourself if you need to get an item from a cupboard overhead or under where another resident is cooking or preparing food.
- Please do not take up all the space in the kitchen either while preparing or eating your meal. Please leave room for at least 3 others to be in the space and cook/eat their meals alongside you.
- Do not perform personal grooming actions like brushing/combing hair, washing face or mouth, brushing teeth etc. in the kitchen. This is not hygienic in a space where everyone prepares their meals.
- Please do not overcrowd the kitchen. This is also a safety issue. **No more than 4 people can be preparing meals or cooking meals at the same time.** If there is overcrowding, please message your RA or Resident Life Manager immediately.
- Be mindful of social activity in the kitchen during quiet hours. No loud music, banging doors, or talking as it disturbs the residents who sleep directly in front or next to the kitchen.

## **Laundry Facilities**

### ***Laundry Machine Usage***

- Washers and dryers are available in resident kitchens on each floor. Laundry facilities are only for the use of and for residents only. Laundry rules are posted near the units on each floor. Please read these carefully prior to use.
- Please write your name on the board each time you use a machine so other residents know who the laundry belongs to
- Please remove laundry from machines as soon as it has completed its cycle so that other residents can use the machines. We suggest a timer on your phone.
- Clean lint from dryers after each use.
- Do not leave the building while you have a laundry cycle running.
- Do not leave clothes in either washers or dryers overnight.
- No clothes should be left on top of machines.
- Please do not leave empty clothes hampers in the kitchen space

If you need help operating any of the units, please contact your RA. Not following laundry rules will result in kitchen violation warning/fine process being enforced.

## ***Laundry Etiquette***

- If there is a name on the board and the person has not collected laundry, please message them directly. If there is no response let your RA or RLM know.
- If there is no name on the board, please let your RA know immediately.
- Please do not touch or move another resident's laundry unless they give you permission to do so.
- Do not terminate or tamper with another resident's laundry cycle. Wait your turn!
- Please report any issues with machines to RAs. Also write it in on the maintenance list outside the office.

## **Kitchen and Laundry Rule Violations**

**The process below will be followed in the case of violations of the kitchen rules as defined in the handbook and posted in the common kitchen space.**

### **Group A Violations**

Leaving food cooking unattended (microwave or stovetop) and/or causing a fire alarm or smoke detectors to go off.

Leaving appliances plugged in overnight (with food or switched on)

Leaving stovetop or oven switched on when not in use.

Unclean stovetop

Food rotting or going bad in cupboards or shared refrigerators.

Dirty personal dishes/cookware/utensils in cupboards/shared refrigerators

Leaving dishes, cookware or utensils washed / unwashed overnight (If soaking it can only be left one night with a note and a name. Needs to be cleared before 9am the next day)

Laundry Violation -Not taking clothes out in a timely manner.



Instance	Consequence
First Violation	Verbal Warning
2 <sup>nd</sup> Violation	Written notice
3 <sup>rd</sup> Violation	Written notice and \$25 fine
4 <sup>th</sup> Violation	Loss of kitchen and laundry privilege for a week and \$25 fine
5 <sup>th</sup> Violation	Board intervention and disciplinary action possibly resulting in termination of lease depending on severity

**Group B Violations –**

Not cleaning small appliances properly after use

Using kitchen trash for personal trash

Unclean kitchen counters

Dirty cupboard space/spills not cleaned up on personal shelf in kitchen.

Taking more than one shelf space in kitchen

Food spills on the floor that have not been cleaned.

Unclean microwave

Unclean kitchen sink / sink traps

Failing to show up for assigned kitchen cleaning without organizing a replacement or swap.

Failing to communicate and take responsibility for assigned trash duty.

Laundry Violation - Not cleaning lint traps.

Instance	Consequence
First Violation	Verbal Warning
2 <sup>nd</sup> Violation	Written Notice
3 <sup>rd</sup> Violation	3 <sup>rd</sup> and consequent instances - Written notice and \$25 fine.

### Study Rooms

The Study Rooms on each floor are **quiet spaces** for students to study, read or practice for a presentation etc.

- No loud music in the study rooms
- No loud conversations if you are sharing the space with others.
- Please book the space if you need to use it for an exam or meeting that requires privacy. You can only block the space for up to a maximum of 4 hours at a time.
- No resident can make back-to-back reservations for the same day.
- You can only leave your belongings in a room for the duration of your booking (no more than 4 hours). If you make a booking and leave the room for more than 30 minutes, please take your belongings with you.
- If you make a booking, we expect you to use the space. If we notice that study rooms are being blocked off and not used, we will not allow you to block any further times.
- Please ensure that the study rooms are clean and neat when you leave. All your belongings need to be removed. You cannot store anything in the study rooms (not even book, notepads, and textbooks)

### Hallways, Balconies and Stairwells

**Noise:** No loud music, talking, phone calls or any other activity during quiet hours. Please report any noise during quiet hours to RAs and RLM immediately.

**Games and Sports:** Games, sports, and unauthorized group activity are not permitted in these spaces.

**Storage:** Residents may not use the hallways or stairwells to store excess items. **Hallways and stairwells need to be always clear of resident items. This is also a requirement for fire safety.**

**Bulletin Boards:** Each floor has bulletin boards that contain important information. The management must approve all notices and posters. Unauthorized publicity will be removed. Signs, flyers, etc. may not be affixed to building surfaces, windows, woodwork, or furnishings. Signs or displays containing profane, lewd, or indecent expressions will be removed.

**Spills on carpet or stairwells:** Please only use covered containers to transport your food and drink. Please report spills on carpet to staff immediately and please clean up spills on stairwell as soon as you make them.

**Balconies:** Please use the provided shoe racks on the balconies to store shoes. If you put plants on the balcony they need to be labeled with your name and you need to be looking after them. Any dead plants will be removed and disposed of. Please do not put any personal items or furniture other than what has been mentioned on any of the balconies.

## Ground Floor Shared Spaces

*The GLOBE* offers a large common area and study lounges on each floor. In the common area, we offer recreational equipment such as TVs and game, study, and group meeting areas.

### ***Ground floor shared space usage***

- Clean spills from floor immediately to prevent damage. Use paper towels and water.
- Wipe down furniture after you eat
- No consumption of any food and beverages (including snacks) on the couches in the lobby area. Please use the main event room or picnic table. Residents may obtain permission for special events on the condition that they have an appointed team for cleanup that includes, vacuuming, wiping down, and mopping the areas as required. Permission will be revoked for these events if cleaning practices are not adhered to.
- Minimize furniture moving to prevent scratching. [L]  
[SEP]
- Please ask someone to teach you to use the Espresso Machine in the main event room if you have never used one before. We have many in-house baristas who would be happy to help. Please clean up after every use of any of the coffee machines.
- Please ask someone to teach you how to use the sound/TV/AV system in the main event room prior to first use. RAs or staff are also happy to help with this.
- If you remove games, puzzles or any other items from cupboards please ensure they are put back neatly from where you got them. Please help us keep this space organized by putting things away immediately after use.

### **Lost and Found**

- Lost and Found boxes are located at *reception desk and in the restrooms on residential floors.*

# Your Room

Your room is your home away from home while at Old Dominion University. The furniture provided by *the GLOBE* must remain in your room. We appreciate your cooperation and understanding in this matter.

The following furniture is provided by *the GLOBE*.

- Twin Long Bed and mattress with mattress and box spring protectors
- Table lamps (all rooms) and floor lamp (limited)
- A floor mirror (available in some rooms)
- Shades/blinds
- Desk and chair
- Dresser/wardrobe
- Dorm-size Refrigerator

## Care of Rooms

Students are expected to keep their rooms clean and orderly (floors swept, mopped and clear of trash, cardboard boxes or clothes/ No dirty dishes, bowls, flatware, or kitchenware/ refrigerator cleaned, defrosted and food properly stored/ Furniture surfaces wiped down and clean etc.) so as not to endanger the health and safety of themselves or others. Room checks will be conducted monthly (first Saturday of every month) by RAs or Resident Life Managers to ensure that these health and safety standards are being met. **Vacuums, brooms and mops are available for resident use in the janitor and utility closets on each floor.**

## Personal Items for You to Bring or Supply

<b><i>You need to bring (required)</i></b>	<b><i>Please Do not bring (not allowed)</i></b>
<ul style="list-style-type: none"> <li>• Sheets (Twin XL)</li> <li>• Blankets</li> <li>• Bedspread or comforter</li> <li>• Pillows and pillowcases</li> <li>• Small throw rug</li> <li>• Personal hygiene products</li> <li>• Bin or cosmetic case for personal items/shower products</li> <li>• Laundry bag/hamper</li> <li>• Laundry detergent (<b>Pods ONLY</b>)</li> <li>• Clothes hangers</li> </ul>	<ul style="list-style-type: none"> <li>• Electric grills of any kind</li> <li>• Hot plates and other heating appliances</li> <li>• Toasters and toaster ovens</li> <li>• Electric Blankets</li> <li>• Microwaves and other large appliances</li> <li>• Candles of any kind</li> <li>• Incense</li> <li>• Furniture / mattress/ box spring</li> <li>• Pets</li> <li>• Weight-lifting equipment (including free weights)</li> </ul>

<ul style="list-style-type: none"> <li>• Small trash bin</li> <li>• Trash liners for personal trash</li> <li>• Shower shoes/flip flops for shower use</li> <li>• Soap and shampoo</li> <li>• Food storage containers</li> <li>• Prescribed medication</li> <li>• Food storage bags/ Freezer bags</li> <li>• Groceries</li> <li>• U-lock Bicycle lock (this is required if you will have a bike on Globe bike rack)</li> <li>• Paper towels and cleaning products (multipurpose cleaner, disinfectant) for your room</li> <li>• A set of utensils for personal use (spoon, knife, fork etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Knives (except kitchen knives)</li> <li>• Guns</li> <li>• Darts</li> <li>• Air guns</li> <li>• Paintball guns</li> <li>• Hoverboards</li> <li>• Fireworks</li> </ul>
<p><b><i>You can bring (not required)</i></b></p> <ul style="list-style-type: none"> <li>• TV / Monitor Screen</li> <li>• Surge protector/adaptor</li> <li>• Small appliances: Personal Keurig, Tea kettle (can be used in room)</li> <li>• Mattress topper</li> <li>• Personal first aid items</li> <li>• Hair dryer/curler/straightener (only to be used in restroom space)</li> <li>• Mobile storage drawers**</li> <li>• Stand-alone storage shelving **</li> <li>• Small storage trolley **</li> </ul> <p>**depending on space available in room</p>	<p><b><i>Please ask for permission to bring</i></b></p> <ul style="list-style-type: none"> <li>• Large appliances: Air Fryer, Instant Pot, Slow Cooker (These will need to be stored in your room)</li> <li>• Rice cooker (cannot be used in the room)</li> </ul>

## Decorating Your Room ISEP

Residents shall not place holes or screws in the walls or woodwork or attach posters to walls with tape or any other sticky or gummy adhesive (includes 3M hooks, fun-tak, putty and other hanging devices). For hanging posters, photos, and calendars, use only Cello-tape or double-sided tape which is available at local school and business supply stores. Be sure it is removable without damaging painted walls (test on an area).

## **GLOBE Furniture**

Furniture may not be transferred from one room to another or exchanged between rooms, nor removed or stored elsewhere in the building or off-property. *GLOBE* furniture placed in public or semi-public areas is for the comfort and use of all residents. Such furniture must remain in the area designated for it and must not be moved into residents' rooms. Discovery of such furniture in residents' rooms can be considered theft and may result in a recovery fee of \$50, in addition to disciplinary action.

## **Insurance**

Mark your personal items and keep an inventory of your property. The *GLOBE* House does not carry insurance covering the loss, theft, or damage of residents' personal effects (Renter's Insurance). Such insurance coverage is not required but is recommended (at your discretion) and is available at your own expense (which is minimal).

## **Entry to and Inspection of Rooms**

The Globe Staff reserves the right to enter rooms for the following reasons.

### ***Monthly Scheduled Room Checks***

When scheduling routine room checks (once a month on the first Saturday) Globe Staff will make every effort to do so during a time window that works well for everyone. However, if residents are not available during the routine check window Globe staff reserve the right to enter the room to conduct these checks. Staff will keep residents posted ahead of time about the window when these checks are taking place.

### ***Room Check Violations***

The areas listed below will be checked during monthly room checks and it is also expected that these areas will be maintained throughout the month. If a scheduled monthly room check is failed staff will conduct a recheck the following week.

- *The GLOBE* staff will assign residents to rooms. Residents may not prevent an assignment to their room. Residents are permitted to occupy only one assignable space within their living area unless they have been authorized to occupy additional space.
- No items or luggage blocking sensors or vents in the room. No tampering with vents or safety equipment (smoke detector, light sensor)
- Floor is clear of clothes, books, trash, cardboard boxes, food, spills, dust, appliances,

kitchenware and other items. Please use shelves and storage bins.

- Furniture is clear of trash/food spills and food stains.
- No Globe community items in the room.
- Refrigerator: No rotten food, odors, or spills. Food is stored correctly in food safe storage bags or containers.
- No food in uncovered dishes or open bags/containers. No unwashed cookware, utensils, plates, or cups in the room.
- No evidence of food being cooked, or food preparation being done in the room.

If we receive reports or information that a resident is not adhering to these requirements outside of scheduled room check times, we will do a room check on the reported rooms.

Room check violation instances include if residents fail a scheduled monthly room check, a recheck, a check on rooms reported for lack of hygiene or a temporary absence check. All room violations stack. See example scenarios below.

<b>Room Fines</b>	
Unsanitary Living/Dirty room (first offense)	Verbal Warning
Unsanitary Living/Dirty room (second offense)	Written warning
Unsanitary Living/Dirty Room (third offense)	\$25.00
Unsanitary Living/Dirty Room (fourth offense)	\$50.00 + Mandatory Class
Unsanitary Living/Dirty Room (fifth offense)	\$100.00 or End of Lease Charge

**Scenario 1:** If a resident fails a scheduled room check in September (verbal warning) and fails a temporary absence check in October they will receive a written warning. If they then fail any other room check, they will have to pay a \$25 fine. Consequent failed checks will result in fourth and fifth offense consequences.

**Scenario 2:** If a resident fails a scheduled room check in September (verbal warning) and fails the recheck the following week. They will receive a written warning. If they fail any other room check, they will get a \$25 fine. Consequent failed checks will result in fourth and fifth offense consequences.

**Scenario 3:** If a resident fails a scheduled room check in September (verbal warning) and fails a scheduled room check in October they will receive a written warning. If they fail any other room check, they will get a \$25 fine. Consequent failed checks will result in fourth and fifth offense consequences.

**Scenario 4:** If a resident fails a scheduled room check in September (verbal warning) and staff receive reports of room hygiene not being followed in October (unscheduled room check for

hygiene) they will receive a written warning. If they fail any other room check, they will get a \$25 fine. Consequent failed checks will result in fourth and fifth offense consequences.

### ***Scheduled Maintenance***

Property-wide scheduled maintenance (painting, changing of filters etc.) will be conducted on a schedule determined by Property Manager and communicated ahead of time to all residents.

Individual maintenance requests will be scheduled with the Resident at a date and time that is convenient for the resident and the maintenance worker. Maintenance workers will not enter a room in the Resident's absence unless it is building wide scheduled maintenance which will be communicated in advance, or the Resident has given permission for the maintenance work in their room to be completed in their absence.

### ***Emergency Situations and Violation of House Regulations***

If GLOBE staff receive information that a resident is in violation of house regulations for room hygiene, drugs, alcohol, Smoking, cohabitation, threatening or endangering behavior or is in medical distress, has potential to self-harm or any other situation that either threatens the Resident's or other Residents' wellbeing we reserve the right to enter and to inspect any student room at any time without permission or consent of the room occupants to provide emergency service or investigate probable violations of regulations.

### ***Temporary Absences***

If you are going to be away from the building for 5 days or more, you must let the RA, or the Resident Life Manager know. You must also complete the checklist items on the bulletin board for temporary absence and sign out at reception before you leave to confirm that you have done all the checks. If you don't do this, we reserve the right to inspect your room to make sure that no health or safety hazards (electrical hazards, food spoiling, mold, trash that attracts bugs and insects etc.) have been overlooked during your absence. If you fill out the form saying you have completed the checklist, but we find that you have not completed as communicated, we will consider it a room check fail and apply room violation consequences as detailed in process.



# STANDARDS OF RESIDENCE

The Standards of Residence are expectations set out for all student residents living at *the GLOBE*. By signing a lease contract with *the GLOBE*, you have agreed to abide by these expectations. It is important that you are familiar with the policies contained in the Standards of Residence; you are encouraged to talk with your Resident Life Manager or *GLOBE* staff if you have any questions or concerns.

## Roommate Relations Policy

*The GLOBE* is a multicultural educational environment that embraces students from multiple countries and cultures, including the United States. Residential life involves adjusting to living in close quarters with another individual who may come from a very different background. We strongly encourage our residents to be open-minded in their experience of these differences, look for commonalities, and make every effort to live well with each other.

We require that all roommates make sure that they are contributing to an environment where both roommates

- are able to sleep during the night undisturbed
- are able to study in one's room reasonably free of noise and distractions.
- have the ability to have unhindered access to one's room and facilities.
- feel secure against physical or emotional harm.
- have a clean room and clean public areas.
- have one's space and belongings respected.

Violating these requirements may result in a disciplinary process leading to reassignment or being removed from *the GLOBE* housing.

## ***Roommate Agreement***

Globe staff use different tools (roommate matching questionnaire) and information that you provide to match you with a roommate. We understand that we have residents from different cultures, backgrounds and living habits and that each set of roommates will function differently. Therefore, we provide a roommate agreement template that all roommates must fill out together. This is so you can proactively set expectations that fit your respective lifestyles. Make sure to fill this out intentionally and in person. Be honest about your expectations and communicate clearly.

We expect all our residents to operate from a base of respect and kindness with good communication.

## ***Tips for a Successful Roommate Relationship***

- Communicate in-person, early and often! Address problems right away in a face-to-face manner. Electronic communication tends to be misinterpreted. Use the roommate agreement to have constructive conversations if necessary. Do not let an issue simmer until you are so angry that you cannot have a constructive conversation with your roommate about the issue. Lack of communication is a source of many conflicts.
- Set realistic goals; don't expect your roommate to be your best friend and constant companion. Best friends who room together often rethink that idea after one semester.
- Be considerate of your roommate's privacy and values and be open to new lifestyles and possibilities.
- Courtesy is contagious. Ask before borrowing anything and honor the agreements you make with each other.

### **And If Conflict Occurs...**

- Utilize the roommate agreement as your first point of reference on what you agreed on.
- When discussing your conflict, be honest and clearly share your concerns.
- While it is natural to vent your frustrations, involving other residents and friends on the floor is not wise. Keep the issue private.
- If you cannot express yourself verbally, try writing down your concerns first.
- If you are having trouble managing the conflict, ask *the GLOBE* staff for help.
- In the event that an agreement cannot be reached *the GLOBE/GFV* reserves the right to set reasonable expectations for roommates or suitemates. Additionally, *GLOBE/GFV* reserves the right to relocate residents as deemed necessary. After you have tried to resolve the issue, if necessary, you may have one opportunity to switch to another room.

## ***Cohabitation***

Cohabitation is prohibited. Cohabitation occurs when people who are not assigned to a particular room or suite use that room or suite as if they were living there. When a person's continual presence hinders other residents' ability to study, sleep, and/or occupy their room, it will be considered a violation of this policy.

Examples of cohabitation may include, but are not limited to:

- Accessing the room or suite while the assigned residents are not present
- Utilizing a key to enter a room or suite to which one is not assigned
- Storing clothing and other personal belongings in the room or suite
- Sleeping overnight in the room or suite

## Quiet Hours and Guest Policy

*The GLOBE* is a coed facility with men and women living on separate floors. Everyone can enjoy social and study opportunities on the first-floor common areas and should respect the following policies.

### **Quiet Hours**

Quiet hours are from 10 pm to 8.00 am Sunday – Thursday and Midnight - 8am Friday - Saturday. During specific times of the semester (such as exam times or finals periods), or as circumstances dictate, quiet hours can be extended. No public-address systems, video games, music speakers, video calls, phone calls on speaker, playing of musical instruments (including the Globe piano) or any other sound-producing or sound-amplifying equipment may be operated in *the GLOBE* common areas unless specifically authorized in advance in direct connection with events officially scheduled through *the GLOBE*.

Please wear socks when moving around your room during quiet hours and avoid moving furniture, opening and closing doors, wardrobes and drawers, or moving boxes /any other large items that may produce noise. You can also use rugs as an additional measure to prevent sound disturbing your neighbors (especially those living below you). Please note that rooms are not soundproof so avoid talking loudly in your room and in the hallways during quiet hours.

### **Guests**

- A guest is anyone who is not staff, vendor, or a resident of *the GLOBE*.
- The host is responsible for seeing that guests follow all *GLOBE* regulations and procedures. Each resident is personally responsible for the conduct of their guests while in *GLOBE* housing, including damage caused by their guests.
- Visitors who obstruct or disrupt the orderly function of the residence facilities may be asked to leave the building by authorized staff.

Guest hours at *the GLOBE* will be from 9 a.m. until midnight daily. Outside of these hours only residents, employees, or persons specifically authorized by management may remain in the building. Guests of residents must remain on the ground floor and are not allowed on residential floors. Overnight guests are not permitted. Residents are responsible to ensure that guests do not violate guest hours or restrictions on access. This is to protect and ensure safety for all our residents. Please report if you see any guests in the building outside of guest hours or on the residential floors. Disciplinary action will be taken if any violations are reported.

Residents have priority use of the common areas. Guests must be accompanied at all times by a resident or staff. Make sure that you only invite guests you know well and are friends with. Please do not invite strangers into the building. This is for your safety and for the safety of other residents.

**Child Supervision:** Children (apart from children of residential staff) are not permitted to live in *the GLOBE*. Children may attend special events on the first floor. During such events parents are responsible for the behavior and supervision of their children at all times. Babysitting/childcare is not allowed at *the GLOBE unless sanctioned by Globe Staff*. Globe staff reserve the right to ask you to remove a child from the premises if they are disrupting an event or potentially causing damage or harm to persons or property.

### ***Guests in Resident Rooms***

We do have some special circumstances when we allow guests to go on the floor; however, we require residents to ask the Resident Life Manager in advance. For example: Family members or friends are permitted to go on either floor during move-in, move-out or when returning from breaks or leaving for breaks.

Lending of any assigned access devices or *GLOBE* ID card to guests is prohibited. Misuse or loss of *GLOBE* access devices by a guest is the responsibility of the host.

### ***Events Hosted by Residents at The Globe***

Residents need to complete the building use form if hosting more than 10 guests for an event (e.g., birthday celebration, committee meeting). The form can be obtained from the office and needs to be submitted to the Property Manager for approval a minimum of two weeks prior to the proposed date for the event. Residents will be liable for all guest behavior and/or any damage incurred during the event. Further information on guidelines for use and liability can be found on the building use form. The event kitchen cannot be used for food preparation at any resident hosted events. Food can be heated in the kitchen and served through the service window.

## **Substances Policy**

**Residents involved in the use of any of these substances on the property will be subject to immediate disciplinary action by the Executive board and may have their lease terminated.**

### ***Smoking***

*The GLOBE* has a no-smoking policy. Smoking is not permitted anywhere in or on *GLOBE* property. *The GLOBE* property is smoke and tobacco-free. Smoking and the use of chewing tobacco, Marijuana (weed), hookah, vapor pens, e-cigarettes and other similar devices are not permitted on *the GLOBE* property including balcony, picnic tables, or in any public areas (laundry rooms, community rooms, lounges, etc.).

## ***Alcohol***

Residents of *the GLOBE* are prohibited from consuming, transporting, distributing or possessing alcohol on *GLOBE* property; or exhibiting disruptive behavior influenced by the use of alcohol. Alcohol found by staff will be disposed of immediately. Violation of this policy may result in termination of lease.

## ***Drugs***

All drugs that fall into this category include, but are not limited to, the following: marijuana, hashish, hash oil, cocaine, crack, LSD, inhalants, stimulants, depressants, hallucinogens, narcotics, designer drugs, anabolic steroids, and other substances that substantially alter one's mental state. Students are prohibited from possessing or consuming on our premises, transporting, dealing, entering the premises while under the influence or exhibiting disruptive behavior influenced by using these substances. Students are also prohibited from possessing paraphernalia such as bongos, deseeding trays, roach clips, one-hitters, etc. Violation of this policy may result in termination of lease.

## **Resident Behavior Policy**

### ***Integrity***

**Residents displaying any of these behaviors will be subject to immediate disciplinary action by the Executive board and may have their lease terminated.**

**Dishonesty:** Knowingly furnishing false information, cheating, or plagiarism is prohibited.

**Forgery:** Residents are prohibited from unauthorized use or alteration of *the GLOBE* documents, records, or identification.

**Theft:** Attempted theft of, theft, or unauthorized use or possession of, or the unauthorized exertion of control over property of any kind belonging to the *GLOBE* or another person associated with the *GLOBE* is not permitted.

**Vandalism:** Causing damage to property of any kind belonging to *the GLOBE* or any other person associated with *GLOBE* is prohibited.

**Solicitation:** Residents may not use their rooms or internet connections for commercial purposes, including solicitation or sales. Salespersons may not solicit door to door. Delivery persons must make their transactions in the Lobby.

### ***Disrespectful and non-compliant behavior***

**Disrespect:** Residents must always communicate with respect when dealing with staff and other fellow residents. We have a zero-tolerance policy for rude or demeaning messages, conversation, or

actions.

**Non-Compliance:** Residents must comply with the directions of *the GLOBE* staff acting in the performance of their duties.

If disrespectful or non-compliant behavior of any kind is experienced, evidenced and reported by staff (including RAs) or other Residents, the following process will be followed.

1 <sup>st</sup> instance -Verbal warning
2 <sup>nd</sup> instance – Written Warning and meeting with Management
3 <sup>rd</sup> instance – Disciplinary Action by Executive board

### ***Threatening and Endangering Behavior***

Intimidation or any conduct that threatens or endangers the health or safety of another person is prohibited. Intimidation of resident staff or any other employee of *The GLOBE* will not be tolerated. **Residents displaying any of these behaviors will be subject to immediate disciplinary action by the Executive board and may have their lease terminated.**

**Harassment or Retaliation:** Harassment or retaliation, including threatened physical injury of any person is not permitted within *the GLOBE* housing through any medium (electronic, print, text messaging, social media outlets, etc.). Retaliation of any kind taken against an individual for reporting a violation of the Standards of Residence or Code of Conduct or for cooperating in the investigation of that allegation is strictly prohibited.

**Hazing** - Hazing by any group or individual within *the GLOBE* community is strictly prohibited. “Hazing” refers to any action taken or situation created to produce mental or physical discomfort, embarrassment, harassment, or ridicule to another person or group of people. Any incidents of hazing should be reported to *the GLOBE* staff.

**Physical and mental (emotional) Abuse:** Persons must refrain from any conduct that causes harm to another person. This includes mental and emotional abuse.

### ***Resident Conduct in events and Public Spaces***

**Physical Display of Affection (PDA);** Our public behavior is one of the ways we demonstrate our respect for each other. Physical displays of affection are to be limited to pats on the back, a quick hug or kiss on the cheek, which are acceptable in most cultures. People walking into the *Globe* should be able to see our high value for each other by the way we treat each other. Please be especially mindful of this when using our common spaces and public areas. Indecent or obscene conduct or expression on *the GLOBE* property is prohibited.

**Disruptive Behavior:** Residents are prohibited from obstruction or disruption of *GLOBE*-related activities or inciting, aiding, or encouraging other persons to engage in such conduct. This also includes any conduct that substantially threatens or interferes with the maintenance of appropriate order and discipline, or activity that invades the rights of others.

The following process will be followed for any incidents of this nature.

1 <sup>st</sup> instance -Verbal warning
2 <sup>nd</sup> instance – Written Warning and meeting with Management
3 <sup>rd</sup> instance – Disciplinary Action by Executive board

## BUILDING MANAGEMENT

### Globe Office and Hours

*The GLOBE* office provides a central location for services and information. Basic office services include answering questions and providing administrative support. *The GLOBE* office will be working with the RAs to plan events and take care of the residents' social and physical needs.

*The GLOBE* office will normally be available from 9 AM to 5 PM Tuesday – Friday, 9AM - 3PM on Saturdays and some Mondays will be covered by either RLM or Property Manager on a rotating schedule. **During work hours even if RLM or Property Manager are not in the office (we sometimes have offsite meetings and events) please either call or text us if you need to meet or have questions. We will return your call or get back to you within the day.**

### ***Contacting RLM and Property Manager***

***Please only contact RLM, RAs or Property Manager after hours if there is an emergency (utilities breakdown, fire safety issue, alarms going off, medical emergency, threat of violence, fights or arguments on the floors, intruder or other safety emergency). If it is a life-threatening emergency, please contact 911 first.*** If you have a question or an issue that is not urgent, please contact them during work hours only. RLM, RAS and Property Manager will not respond to non-emergency issues or questions after hours or on off days. They will get in touch with you on their next working day.

## **Management Roles**

### ***Resident Life Manager***

The Resident Life Manager (RLM) position focuses on enhancing the safety and quality of life in the Global Friendship House (GFH) at Old Dominion University. It includes Resident floor management, fostering community, being attentive to safety and security of residents and assisting with facility operations.

The RLM is responsible for:

- Resident floor management areas and works with the RAs to ensure safe and hygienic resident floors.
- Training and mentoring Resident Assistants (RA) -residents employed to assist other residents, enforce house policies, and lead community activities. The RLM works with Resident Ambassadors to foster community among residents.
- Aiding in resolution of interpersonal conflicts among residents and RAs.
- Overseeing and coordinating activities and events sponsored/scheduled within Global Friendship House.
- Assisting in the process of selecting residents for residence.
- Assisting residents or mobilizing volunteers to help with needs like grocery, shopping, airport transportation, etc.
- Working with Resident Life Manager as needed to ensure well maintained spaces in the building, safety and security and proper coverage when one is away.

### ***Property Manager***

The Property Manager position focuses on the Operations, Maintenance and Administration of the property and helping residents navigate questions or issues with any of these areas.



The Property Manager is responsible for:

- Overseeing and coordinating the application and intake process for new residents.
- Overseeing all Lease and Rent Management processes and helping residents navigate any issues or questions in these areas.
- Overseeing building management and maintenance (repairs, utility issues, emergency maintenance etc.)
- Coordinating all vendors for maintenance and other building related inspections, and requirements.
- Purchasing all supplies for the building
- All office administration
- Working with Resident Life Manager as needed to ensure well maintained spaces in the building, safety and security and proper coverage when one is away.

### ***Resident Assistant (RA)***

A Resident Assistant (RA) at the Global Friendship House is a key member of our team aiming to create a "home away from home" for both domestic and international students. He/she is a student leader entrusted with fostering a supportive and inclusive community environment within the facility. Residents are encouraged to communicate frequently with RAs and to go to them when in need of support.

### ***Executive Board and Board of Directors***

The Global Friendship House has a board of Executives (6 members) that staff (Property Manager and Resident Life Manager) report to. The Executive board functions as a supervisory arm for the parent organization (Global Friendship Ventures). They are involved in the day-to-day decision making along with staff for the building (Global Friendship House) and the campus organization (Global Student Friendship). They also, along with staff, oversee all the financial aspects of running the organization and the property. You will see them on the property weekly.

Our main board consists of our Executive board members and 8 other general board members that meet quarterly to evaluate and determine actions for the following quarter.

# BUILDING FACILITIES

## Access Device Management

### Building and Room Access

Individuals authorized to enter residential areas of *the GLOBE* are limited to:

- Current residents assigned to rooms within the building.
- Authorized staff and maintenance acting within the scope of their role and the immediate performance of their duties.
- The escorted guests of staff and board

### Keys/Access Devices

Unauthorized possession or use of a key or access device to any door in *the GLOBE* is strictly prohibited. Residents may not lend their room access device to guests. Please use the emergency keys at reception for lockouts inside the building. Please return these keys immediately after use and under no circumstances should these keys be taken out of the building. Any loss or damage of these keys will result in the key fine of \$50.

**Access Device Duplication** - Residents may not duplicate, or cause to be duplicated, a key or access device to any door in *GLOBE* housing. Unauthorized duplication is a violation of *GLOBE* policy.

First offense key/ access device misuse

(Includes not returning Emergency access keys to reception immediately after use) – Verbal warning.

Second offense – Written warning

Third and consequent offenses - \$25 fine

### Mail Procedures / Deliveries

UPS, FedEx, DHL, Amazon and United States Postal Service mail is delivered to *the GLOBE*. US mail/packages will be placed in your assigned mailbox or in the package room/ drobox. You will be issued a key to your personal mailbox which is located in the Lobby. If this key is lost, you should report it immediately and a new key will be issued for a fee of \$50.00.

Your mail / packages should be addressed to: **(Your name), Room #, 1241 W. 43<sup>rd</sup> Street, Norfolk, VA 23508**

- Food/grocery deliveries can be made to the carpark on 42<sup>nd</sup> street or to the front entrance. Please be available to let the delivery person in and collect your groceries/food yourself. **Globe management will not accept these deliveries on your behalf or let delivery drivers in.**

You will need your mailbox key to recover your mail. If you receive a package too large to fit in your mailbox it will be put in the package room and the package pick up board on the door will be updated. Please ensure that you check this board regularly to ensure you don't miss notification of a package. You will be able to pick it up during office hours. If you are expecting a package on days/times when the office is not open, please plan to be available to receive the package yourself.

Deliveries from florists may be made to the Reception Desk and the resident will be notified of the delivery.

## **Internet & Utilities**

Utilities and internet (fiber optic) are included in the rent. Cable TV is not included. Password access to the network will be established on move-in. Utilities including basic internet access (fiber optic) are included in the Utility Fee. Cable TV is not included. Access to basic Wi-Fi is included in the utility fee for all residents of the Globe House. This basic Wi-Fi service is intended to support essential internet usage for academic and personal purposes. Basic Wi-Fi coverage includes access to standard web browsing, email, educational resources, and communication applications such as messaging and video conferencing. It is intended for typical internet usage necessary for academic studies and everyday tasks.

### **Gaming Restrictions**

Globe's internet service is not designed to support gaming activities. Gaming should be conducted via wired connections in individual rooms, where available, to minimize strain on the Wi-Fi network and ensure fair access for all residents.

### **Prohibition of Private Wi-Fi Access Points**

Setting up private Wi-Fi access points within Globe's premises is strictly prohibited. Such actions can interfere with the building's Wi-Fi network, causing disruptions and degraded performance for all residents.

### **Inappropriate Internet Use**

Inappropriate use of the internet, including but not limited to accessing or distributing illegal or copyrighted materials (downloading pirated material from torrents and other illegal sites), starting an online business, engaging in cyberbullying, viewing explicit content, Plagiarism or any other activities deemed unacceptable, will not be tolerated, and will be flagged by our provider. Any violation of this policy may result in disciplinary action, including the suspension or termination of internet privileges, and other appropriate consequences as determined by facility management or university authorities.

## Compliance and Enforcement

All residents are expected to adhere to this internet access policy. Globe management reserves the right to monitor internet usage to ensure compliance and to take appropriate action in cases of policy violation.

### Cyber Safety

- Use common sense and good judgment while communicating with others on the internet. Do not give your personal information to strangers.
- Do not put your card details on sites you do not trust. Be aware of scam sites and vendors that look very similar to the original.
- Do not open emails or links from individuals or sources that are unknown to you. Be aware of phishing emails.
- Be aware that using sites with pirated material often contain viruses or other software that may give an outsider control of your computer or access to your files. Our internet provider will flag downloads of any illegal content to us. This will result in disciplinary action.

**Phone Scams:** Be aware that scammers could contact you via text or phone calls in the US and pretend to be a government agency or a different official entity like a delivery service or Post office and attempt to threaten or trick you into giving them access to your cards or asking you to give them money for different things.

Please note that no government agency or office will contact you via text or call. They will only communicate via letter or authorized email. You should always call the agency directly if in doubt.

Please speak with a staff member immediately if you have questions about calls or texts like this. Do not respond to calls or texts from unknown numbers. If you are unsure, you can text the number back and ask for the purpose of the call.

## Transportation

Although off-campus, *the GLOBE* is close to the ODU Monarch Transit <https://www.odu.edu/life/parking-and-transportation/transportation/odu-shuttles#Routes>, Hampton Roads Transit bus line <http://gohrt.com/route/norfolk/> and a short, easy walk to academic buildings.

## Parking

Parking spaces at the Globe are available for special event guests, vendors and staff as marked. Parking for residents' cars is available from Old Dominion University (Commuter Parking Pass). Free street parking is also available.

***The GLOBE does not provide resident parking.***

We do allow temporary parking for residents on a case-by-case basis (please ask for permission!) if street parking is not available or if the road is closed for maintenance. However, this is discretionary and based on what events are happening in the building and conditional on residents moving their

vehicle as soon as a spot becomes open on the street.

**Please ensure to register your vehicle with Globe Office when moving in.** If residents park in the lot without permission, we will charge them the unauthorized parking fee (**please see fines on page 32**) Guests of residents are only permitted to park if they remain in the building.

## **Bicycle Storage and Security**

Two bike racks are supplied for resident use. Please register your bike with the Globe Office. Any bikes that are not registered with the office will be removed after 30 days.

Like the areas surrounding most colleges and Universities in the USA, bike theft is common here. The best way to prevent this is by locking up your bike. Please only use a U-Lock. Other locks can be broken and destroyed. The Globe will not be held responsible if your bike is stolen. If your bike is stolen, please report it to the ODU police. The ODU police have a registration service that can assist in recovering your stolen bike. More information can be obtained from the ODU police department. Bicycles may not be brought inside *the GLOBE*.

Any bicycle attached to trees, railings, or any other unauthorized location may be confiscated. Bicycles may not be brought into the building. Use of rollerblades, roller skates, and skateboards are not permitted inside *the GLOBE*.

## **BUILDING MAINTAINENCE**

### **Pest Control and Maintenance Requests**

#### ***Pest control***

We have a monthly routine scheduled visit (4<sup>th</sup> Wednesday of every month) from the Pest Control company (Getem) that we hire. They treat all the public spaces in the building, including kitchens, shared restrooms and the outside perimeter of the building.

**Pest Control during Move in:** All luggage and personal items will be run through an insect killing process on check in to prevent entry of bed bugs and other insects into the resident rooms. After that time, if you are having problems with insects, report the problem to management as soon as possible. Rooms are treated for insects by request only. Please help us in this service by keeping your room trash cans empty, floors cleaned, food properly stored, and dishes clean throughout the year. This helps to keep an insect free environment.

**Bed Bugs:** Please report immediately if you have bites from bed bugs. We recommend frequently washing bedding and bed linen as well as keeping your room clean to avoid bed bugs and other insects.

Quite a few neighboring apartments in the area have an issue with bed bugs so if you visit friends in any other apartments nearby, we recommend that you wash all your clothes immediately in very hot water (highest heat setting on washer). Do not sit on your bed in the clothes that you wear outside. We also recommend putting any clothing in the Zapp tent to sanitize if you suspect bed bugs.

### ***Maintenance Requests***

If non-emergency maintenance is required, please write your request on the list next to Globe Office or speak with the Property Manager during business hours.

For emergency maintenance please contact the Property Manager or Resident Life Manager immediately.

### **Heating and Cooling**

You have a thermostat in your room to maintain the temperature. The dial allows you to adjust the temperature up and down within a range of 5 degrees (70 – 75).

The temperature shown in the display will be the temperature that the system will keep your room. This is an automatic system that works with the ambient temperature to control your room temperature. To help save energy, please keep windows always closed when it is hot or cold outside. Your room has a heating and cooling system designed to work best with windows closed.

Please do not tamper with HVAC equipment in your room. If we find any damage or tampering (taped vents or blocked air ducts etc.) we will take disciplinary action that could result in your lease being terminated.

Please also DO NOT touch thermostats in common spaces. You can contact RLM if you feel the temperature needs to be changed.

### **Plumbing**

Please keep all sinks and shower drains clear of

- Grease
- Food particles
- Hair
- Small plastic objects

Please keep all toilets clear of

- Flushable wipes
- Large wads of toilet paper
- Sanitary Napkins/Tampons
- Small plastic objects

The only thing that goes down a sink should be water and the only thing that goes in the toilet is waste and toilet paper. If blocks are created because of disposal of these items, we will split the repair cost among all residents on the floor where the block is.

### ***In case of plumbing issues in Restrooms***

- Use the provided plunger (toilets)/ for sinks and drains use the drain snake (in kitchen)
- If this doesn't work report immediately to Property Manager or on group chat

### ***In case of plumbing issues in kitchens***

- Use the provided drain snake (under sink)
- If this doesn't work report immediately to Property Manager or on group chat

## **Utilities Failure**

### ***Power Outage in room***

Please follow these steps:

\*Unplug all appliances and contact RA to check electric panel.

\*Plug appliances in one by one to see if an appliance causes the power to go out

\*Escalate to Property manager if these steps do not help restore power to your room

### ***Power Outage in building***

If the generator does not come on during a building power outage, please contact the Property Manager immediately. During the time the building is powered by the generator there will be limited power supply to the building which will need to be used for essentials like powering the main kitchen refrigerators, stoves, and some electrical outlets so phones can be charged etc.

### ***Water Outage/ WIFI Outage/ HVAC (Heating or Cooling)***

Please contact the Property Manager immediately or report on house group chat.

## LEASES, RENT AND MOVE OUT PROCESS

### Leasing and Rent Payment Process

All leases and payment of rent and fines at *the GLOBE* are handled by Mike Andrews and Elaine Rodriguez. They can be reached at (757 500 7865) or [globalfriendshiphouseodu@gmail.com](mailto:globalfriendshiphouseodu@gmail.com) and [mikeandrews292@gmail.com](mailto:mikeandrews292@gmail.com). We set up automatic debit instructions on your US bank account for rent. If you don't have a US bank account you can pay via money order or cashier check. Fines need to be paid in cash or via money order and cannot be included with rent. **Remember: rent is due the 3rd of every month! Payments received on or after 10am on the 6th of the month are considered late. Late fees are 10% of monthly rent after which interest accrues until payment is made.**

### Move out Process and Deposit Return

Each time a resident moves out of their current room, regardless of time of year or reason, they must abide by the following check out procedures:

#### *Cleaning Your Room*

Residents are to completely clear and clean their room and any spaces (cupboards, refrigerator shelf space) used in common kitchen prior to finalizing checking-out. All trash should be taken to the dumpster. Residents should not leave behind items they do not want in their room. Trash left behind can result in financial charges. Any items, regardless of value, left in rooms when occupancy is terminated will be considered abandoned property.

#### *Initiating the Check-Out Process*

When you are ready to check-out of your current room or *the GLOBE*, you should call or visit the Reception Desk and inform the Receptionist or *GLOBE* staff of your intentions in order to arrange a check-out inspection. Your room should be clear of all personal belongings and cleaned prior to the inspection performed by the Residence Life Manager or RA. Cupboards and shelves used in the common kitchen also need to be cleared and cleaned thoroughly. It is recommended that you be present for the inspection. Residents must check-out with *GLOBE* staff before permanently leaving *the GLOBE*.



## ***Damages***

During check-out the Residence Life Manager or RA will use your Room Condition Report (RCR) from check-in to note the current condition of your room. Damages noted during check-out that are not on the original RCR will result in financial charges when a resident vacates the room. Residence Life Manager or RA will note any damages at check-out, and the Residence Life Manager will make all final damage assessments and charges. Residents will be notified of damages and cost to repair damages via email within 5-7 business days after checking out. To appeal a damage charge, residents may send an appeal request to the Residence Life Manager within 10 business days of damage bill receipt. The appeal should include the resident's name, room number, detailed explanation of disputed charge, and scanned copy of RCR, whenever possible. If the amount of damage exceeds the amount of the security deposit and the damages would need to be fixed by a contractor, the Residence Life Manager will notify the resident within the 45-day period of this fact. The Residence Life Manager will then have an additional 15 days to provide the resident with an itemized list of the damage and the cost of repair.

## ***Access Device Return***

After *the GLOBE* staff confirms that the check-out process has been completed, the last part of the check-out process should be returning your access device and mailbox key to *the GLOBE* office. Failure to return any access devices will result in a fine. In order to accommodate the large number of residents moving out during the end of July, the checkout process is more structured. You will receive an email from the Globe Management team regarding the move out process and documentation.

## ***Deposit Return***

Within 45 days of moving out of the GLOBE, The Globe Management will return the security deposit less any allowable deductions, along with an itemized written statement which includes:

- The amount of Security Deposit returned.
- Deductions for damages including type of damage and cost to repair.
- Deductions for any unpaid rent, fines or fees

## **FINES AND DISCIPLINARY PROCESS**

### **Table of House Discipline Process and Fines/Fees**

Note: All fines are subject to be paid in cash or deducted from deposit. **If you choose to deduct fine from deposit you will not be eligible for the 'Redeeming Fine' incentive.** Requests for appeals of these fines will be accepted. Please contact *the GLOBE* staff for more information.

<b>BUILDING AND SAFETY CODE VIOLATIONS</b>	
Pulling the Fire Alarm (non-emergency)	Subject to Arrest, Eviction. Disciplinary Action
Theft/Use of Fire Safety Equipment	\$300.00

(Including Fire Alarms)	
Items Blocking Sprinkler(s) (first offense)	\$25.00
Items Blocking Sprinkler(s) (second offense)	\$50.00
Unauthorized Cooking Appliances/Apparatus	\$50.00
Unauthorized Extension Cords	\$50.00
Candles/Incense	\$50.00
<b>ROOM FINES</b>	
Unsanitary Living/Dirty room (first offense)	Verbal Warning
Unsanitary Living/Dirty room (second offense)	Written warning
Unsanitary Living/Dirty Room (third offense)	\$25.00
Unsanitary Living/Dirty Room (fourth offense)	\$50.00 + Mandatory Class
Unsanitary Living/Dirty Room (fifth offense)	\$100.00 or End of Lease Charge
<b>KITCHEN AND LAUNDRY VIOLATIONS: GROUP A VIOLATIONS</b>	
First Violation	Verbal Warning
2 <sup>nd</sup> Violation	Written notice
3 <sup>rd</sup> Violation	Written notice and \$25 fine
4 <sup>th</sup> Violation	Loss of kitchen and laundry privilege for a week and \$25 fine
5 <sup>th</sup> Violation	Board intervention and disciplinary action possibly resulting in termination of lease depending on severity
<b>KITCHEN AND LAUNDRY VIOLATIONS: GROUP B VIOLATIONS</b>	
First Violation	Verbal Warning
2 <sup>nd</sup> Violation	Written Notice
3 <sup>rd</sup> Violation	3 <sup>rd</sup> and consequent instances - Written notice and \$25 fine.
<b>STANDARDS OF RESIDENCE FINES AND DISCIPLINARY PROCESS</b>	
<b><i>Access Device Misuse or Loss</i></b>	
First offense key/ access device misuse (Includes not returning Emergency access keys to reception immediately)	Verbal warning

after use)	
Second and consequent offenses	Written warning and \$25 Fine
Replace Lost Access Device or mailbox key	\$50.00
Building Lockout – second and consequent events	\$10 per event
<b>Behavior Disciplinary Process (Group A)</b>	
Alcohol or Drug Paraphernalia	Disciplinary Action by Executive Board/Lease Termination
Cohabitation	Disciplinary Action by Executive Board/Lease Termination
Harassment or Threatening Behavior	Disciplinary Action by Executive Board/Lease Termination
Hazing	Disciplinary Action by Executive Board/Lease Termination
Physical or Emotional Abuse	Disciplinary Action by Executive Board/Lease Termination
Integrity Issues (see Resident Behavior Policy)	Disciplinary Action by Executive Board/Lease Termination
<b>Behavior Disciplinary Process (Group B)</b>	
PDA, Non-Compliance, Disruptive Behavior and Disrespect	
1 <sup>st</sup> instance	Verbal Warning
2 <sup>nd</sup> instance	Written Warning and meeting with Management
3 <sup>rd</sup> instance	Disciplinary Action by Executive board
<b>MOVE OUT FINES</b>	
Dirty Room Charge (Room Inspection)	\$100.00
Failure to Return Room Access Device	\$50.00
Failure to Return Mailbox Key	\$50.00
<b>OTHER FINES</b>	
Having an unauthorized Pet (per event)	\$300
Subleasing	\$300 per week
Unauthorized Parking	\$25/Subject to Towing

## ***Redeeming Fines Incentive***

We always strive to show Grace to our residents, and we feel that nothing deserves more Grace than changed behavior. Our redeeming fines incentive is for any resident that has a fine levied for *Room, Kitchen, Unauthorized Parking or Laundry Violations* to have the opportunity to redeem that fine through changed behavior. If the resident has no further violations in any of these areas over a 2-month period they are eligible to redeem 50% of their fine and if they complete 4 months with no further violations they are eligible to redeem 100% of their fine.

**Terms & Conditions:** This incentive is not applicable for access device replacement, access device misuse and other fines incurred during checkout. Nonpayment of fines by due date will result in it being deducted from the resident's deposit at the end of lease term and will automatically exclude the resident from the Redeeming Fines Incentive.

***Also, if you incur a fine within 4 months or less of your lease term ending with us you will not be eligible for the Redeeming Fine Incentive.***

## EMERGENCY PROCEDURES

Residents are expected to follow the prescribed *GLOBE* emergency procedures or the directions of a staff member in case of accidents, bomb threat, fire or explosion, tornado warning, unauthorized group action, or utilities failure.

None of us wants to be in an emergency; however, we must be prepared for such situations. The following information should be kept in mind if you encounter an emergency.

### Accidents

Contact the nearest staff member or *the GLOBE* office for assistance. Staff will arrange ambulance transportation and other needed help. If staff are not available call 911.

### Elevators

If the elevator stops working while you are inside, you should press the alarm button and remain inside the elevator until help arrives. The alarm should only be used in event of emergency. Trained elevator personnel and Fire Department personnel are the only people authorized to remove occupants trapped in an elevator. Under no circumstances should you attempt to release trapped occupants or to force elevator doors open. Residents should report elevator problems to the Reception Desk immediately.

### Fire or Explosion

**Ignition Sources and Combustibles:** Candles, kerosene lamps, incense, space heaters, fog or smoke machines, lighter fluid, or other similar items are not allowed in *The GLOBE* rooms. No flammable liquids of Class I or II and no combustible liquids of Class III will be stored or kept in *the GLOBE* housing. These classifications of liquids include ether, alcohol, gasoline, kerosene and most cleaning solvents containing petroleum distillates. ***Note: These limitations are not intended to include hairspray, rubbing alcohol, hand sanitizers, cosmetics and medicines when they are maintained in original containers. Please exercise caution when using flammable vapors and liquids, especially those in aerosol or pressurized cans.***

In the event of fire or explosion, activate the nearest fire alarm to cause evacuation of the building. Report the location of the fire if possible, to a staff member or *the GLOBE* office. Follow fire procedures posted in your room. Residents and guests must promptly leave the building when a fire alarm is sounded. Intentionally delaying, obstructing, or resisting any first responder, including *GLOBE* staff or emergency personnel, in the performance or attempted performance of their duty is prohibited.

**Fire Alarms/Equipment:** Misuse of the fire-alarm system, including sounding a false alarm or tampering with extinguishers or smoke detectors, is prohibited.

## **Natural Disasters**

### ***Earthquake***

1. Drop to the ground and take cover under a desk or sturdy table.
2. Hold on tight until the shaking stops.
3. If you can't get to a table or desk, cover your face and head with your arms and crouch in an inside corner of the room.
4. If you're in bed, stay there. Protect your head with a pillow. If there is a heavy light fixture that could fall, move to the nearest safe place.
5. If you're in the kitchen, move away from the refrigerator and stove.
6. Stay away from overhead cupboards.
7. Stay away from windows, bookcases, filing cabinets, heavy mirrors, hanging plants and other heavy objects that could fall.
8. If you are close to an exit and can safely exit the building please do so.

### ***Hurricane***

Take shelter in...

1. The shower stall area away from windows
2. A closet
3. Under a stairwell

### ***Tornado***

Move to the ground floor and take shelter under the east stairwell.

Your RAs and RLM will give you further instructions during these times. All residents are expected to follow these instructions for their safety and the safety of others in the building.

## Intruder or Active Shooter

In the case of an intruder or active shooter, the Globe staff would communicate with you through the What's App group messages indicating where the intruder is. Depending on where they are and the situation, there are multiple potential action steps.

1. **Run:**
  - **Escape Route:** Escape immediately if you can safely do so. You should know the nearest exits and escape routes from their location. If you have questions regarding this, please ask the RLM / FM.
  - **Leave Belongings:** Leave personal belongings behind and get out quickly.
2. **Hide:**
  - If escape is not possible, find a place to hide. Choose a location out of the shooter's view, ideally behind a locked and barricaded door. Depending on the situation, you may want to push objects in front of the door to block it.
  - Silence mobile phones and remain quiet to avoid detection.
3. **Fight (as a last resort):**
  - If confronted by the shooter and escape and hiding are not possible, individuals should be prepared to defend themselves. Improvised weapons and teamwork may be necessary.
  - Use what you have to protect yourself.
4. **Alert:**
  - Call 911 or emergency services as soon as it is safe to do so. Provide them with accurate information about the situation, including location and the number of people involved.
5. **Follow Instructions:**
  - Follow any instructions given by law enforcement officers when they arrive. Keep your hands visible and avoid making sudden movements.
6. **Stay Informed:**
  - Remain calm and keep updated on the situation via official channels and emergency alerts.

Being prepared and aware is key. Make sure you are confident in your understanding of our emergency procedures, participate in any drills organized by the building management, and are sure to check the What's App group message.

**Weapons:** Inherently dangerous weapons are instruments that by their nature are designed to cause injury or destruction and are strictly prohibited. Examples of inherently dangerous weapons include but are not limited to the following: handguns, rifles, shotguns, BB guns, pellet guns, dart guns, bows and arrows, swords, martial arts weapons, and explosives whether manufactured or handmade. Residents are prohibited from possessing, displaying, or using prohibited items. Other

instruments that may not normally be considered weapons but are used in a manner that threatens the health or safety of any individual may also be considered weapons. Residents must report to *the GLOBE* staff the presence of any weapon, explosive or incendiary device when the presence of such weapon or device is known or reasonably suspected.

## PERSONAL SAFETY

*The GLOBE* management team considers the safety and security of residents a top priority. Everyone must help maintain the safety and security of the building. You need to be alert to potentially unsafe situations and take preventive actions.

To encourage a safe environment, *The GLOBE* House employs several security measures. As a resident, you should carry your room access device whenever you leave your room. In addition, all residents are expected to comply with the policies on alcohol, drugs, and weapons.

These policies and procedures may seem inconvenient at times, but they are necessary to help maintain a safe environment for our residents. Maintaining a safe environment is every resident's responsibility. Actions that jeopardize the safety of other residents include the following and will result in disciplinary proceedings:

- Consumption of alcohol or illicit drugs.
- Possession of a weapon.
- Discharging fire extinguishers or activating fire alarms when there is no fire.
- Propping doors open that should be closed or locked.
- Removing screens from windows.
- Any form of vandalism.

**Stay Alert** - By following the tips given in this handbook and by exercising good judgment, you can avoid putting yourself in a position to become a victim of campus crime. *The GLOBE* and the ODU Campus is only as safe as we make it. Do your part to keep *the GLOBE* secure. <sup>[1]</sup><sub>SEP</sub> If you have any questions about safety and security in *the GLOBE* or on campus, please contact your RA, residence management, or the ODU Police for information.

**Confront Strangers** - Ask unescorted strangers why they are in the hall. If you feel uncomfortable doing this, ask an RA or another staff member to intervene. If you feel there is an immediate threat, dial 911 on your phone. It is the emergency number for the police.

**Escort Guests** - Escort your guests at all times on the ground floor. Always remember that you are responsible for the conduct of your guests.



**Lock Doors** - Locking your door is the easiest and most effective way to prevent unwanted visitors from entering your room. Lock your door when leaving room and at night. Also, **don't prop open outside doors for extended periods. Do not prop open doors at night.**

## Reporting Safety Issues

Please report all security and safety-related problems such as broken windows, faulty doors and locks, missing screens, and discharged fire extinguishers to your RA or to the Property Manager immediately. The maintenance staff will give first priority to security and safety problems. If you are the victim of any crime or witness one in progress, report this to the Norfolk Police Department immediately! Never think that any crime is too small or too insignificant. You should also report all criminal activity to your RA so that he or she can take action to protect the welfare and property of other residents. If you are on campus, you can also contact **ODU Police (757) 683-4000**.

## Reporting Sexual Crimes

Victims of acquaintance, date, or stranger rape or of other sexual crimes can receive confidential assistance from the Norfolk Police Department and the Old Dominion Police. It is vital for victims of sexual crimes to report these incidents to the police immediately so that they can take swift action. It is also important that victims notify their *GLOBE* RA and their residence management of any sexual crimes. These staff members will provide confidential assistance.

Sexual harassment is any unwelcome sexual advance, request for sexual favors, or other written, verbal, or physical conduct of a sexual nature when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's residence in or participation in a *Globe* activity.

For the purposes of determining whether a particular act or course of conduct constitutes sexual harassment under this policy, the alleged incident will be evaluated by considering the totality of the circumstances, including the nature, frequency, intensity, location, context, and duration of the questioned behavior. Although repeated incidents generally create a stronger claim of sexual harassment, a serious incident, even if isolated, can be sufficient. If you believe you are the victim of sexual harassment, whether from a resident or staff member, notify a *GLOBE* RA or resident life manager immediately. Sexual harassment will not be tolerated in *the GLOBE* community.

[Sexual Assault & Violence Reporting | Old Dominion University \(odu.edu\)](#)

The University's SAFE Program is committed to providing support and resources to assist students that encounter crimes involving sexual assault, domestic and dating violence and stalking. Impacted students should refer to these resources to learn more about reporting options and support services.

[Confidential Victim Advocate | Old Dominion University \(odu.edu\)](https://www.odu.edu/victimadvocate)

The ODU Confidential Victim Advocate is a professional trained to support victims of Interpersonal violence such as sexual assault, dating/domestic violence, and stalking and other forms of abuse. The Confidential Victim Advocate offers victims information, support, and help finding resources.

### **Safety Tips:**

- Carry your access device whenever you leave your room.
- Never prop exterior doors open — and close any you see propped open.
- Always escort your visitors and confront any unescorted strangers.
- Report any safety-related maintenance problems immediately.
- Mark and list your personal items.
- Avoid walking alone, especially at night.
- Tell your roommate and close friends your plans for evening and overnight activities.
- Report all criminal activity, no matter how small.
- Avoid any involvement with alcohol, illicit drugs, and weapons.

## **CONTACTS**

### **Campus Safety Contacts**

#### **Old Dominion University Police Department**

- If you are on the ODU Campus, you can also use any of the blue Emergency Telephone System call boxes, which will connect you to a dispatcher within seconds.
- **ODU Police Department**
- 4516 Monarch Way, Norfolk, VA 23529
- Download the LiveSafe App so you can report any threats to your safety quickly and easily.
- 757-683-4003 (office)
- 757-683-4000 (emergency)
- [police@odu.edu](mailto:police@odu.edu)

#### **For an Emergency**

Police | Fire | Medical Dial 9-1-1

## Mental Health Resources

At our facility, we deeply value the mental health and well-being of our residents. We understand that a supportive and nurturing environment is essential for fostering a sense of community and personal growth. Our dedicated team is committed to providing information on resources to promote mental wellness, including counseling, wellness workshops, and recreational activities. We believe that by prioritizing mental health, we can help our residents lead happier, healthier, and more fulfilling lives. Your well-being is our top priority, and we are here to support you every step of the way.

Please see the link on our website: [Community Connection - Global Friendship House \(globalfriendshipva.org\)](http://globalfriendshipva.org)

The number for mental health emergencies is 988, and this website is for live chat in case of emergencies: [988 Lifeline Chat and Text - 988 Suicide & Crisis Lifeline](#)

"Here is a link to ODU's Mental Health Resources:  
[Counseling Services Mental Health Resources - Old Dominion University \(odu.edu\)](#)

Here is a link to BetterHelp (Online Therapy):

[BetterHelp - Get Started & Sign-Up Today](#)

If you would like to find a counselor in the area through a different avenue, please see the RLM who would be happy to assist you with this.

## ADDITIONAL RESOURCES

### KITCHEN INVENTORY (2ND FLOOR)

#### Drawer Left of Pork Stove

Item	Count	Actual
Masher	1	
Pasta Spoon	1	
Ladle	1	
Tongs	1	
Whisk	1	
Sauce Brush	1	
Silicone Spatula	1	
Wooden Spatula	2	
Serving Spoon	4	
Plastic Spatula	3	
Butter Knives	27	
Forks	4	
Regular Spoons	3	
Big Spoons	2	
Soup Spoons	1	
Chopstick Pairs	2	
Scissors	1	
Can Opener	1	

#### Cabinet Right of Pork Stove

Item	Count	Actual
Large pots (10-12in)	2	
Medium Pots (6-7in)	3	
Pie Sheet	1	
Small Skillet	1	
Muffin Tins	3	
Waffle Maker	1	
Cutting Board	1	
Large Cake Pan	1	
Small Cake Pan	1	

#### Cabinet Left of Pork Stove

Item	Count	Actual
Large Mixing Bowls	3	
Small Mixing Bowls	3	
Saucers w/ Handle	2	
Salt Shaker Dispenser	4	
Mugs	2	
Glass Cups	1	
Small Bowls	1	
Saucer Plates	2	
Small Plates	7	
Ceramic Plates	3	
Plastic Plates	6	

#### Drawer Right of Non Pork Stove

Item	Count	Actual
Fruit Knives	3	
Small Knives	2	
Large Knives	4	
Cerated Knives	2	
Bread Knife	1	

# KITCHEN INVENTORY (2ND FLOOR)

## Drawer on Non Pork Side Under Microwave

Item	Count	Actual
Pasta Spoon	1	
Ladle	1	
Handhold Strainer	1	
Sauce Brush	1	
Can Opener	1	
Wooden Spatulas	2	
Serving Spoons	4	
Plastic Spaulas	4	

## Shelf Under Pork Side Microwave

Item	Count	Actual
Wooden Cutting Boards	2	
Plastic Cutting Boards	1	
Wok	1	
Large Sauce Pan	1	
Medium Sauce Pan	1	
Medium Sauce Pot	3	

## KITCHEN INVENTORY (3RD FLOOR)

### Cabinet right of left sink

Item	Count	Actual
Steamer basket	1	
Saucepan with straining lid 2 Qt	1	
Saucepan with straining lid 3 Qt	1	
Covered Sauce Pot 4 Qt	1	
Covered Saute Pan 5 Qt	1	
10 inch Skillet	1	
12 inch Skillet	1	

### Cabinet under right-side microwave

Item	Count	Actual
Nesting storage bowls	6	
Colander	1	
Large blue plastic bowl	1	
Porcelain bowls	11	
Assorted cereal bowls	7	
Plates	7	
Cups	12	
Mugs	7	

### Drawer left of right-side fridge

Item	Count	Actual
Serving spoons	2	
Slotted spoons	2	
Pasta spoon	1	
Ladle	1	
Slotted spatula	1	
Rubber spatulas	2	
Wooden spoon	1	

### Oven Drawer (Left)

Item	Count	Actual
Non stick baking pans	3	
Baking pans	3	

### Oven Drawer (Right)

Item	Count	Actual
Bread Pans	2	
Muffin Tins	4	
Cake Pan	1	

### Drawer under right-side microwave

Item	Count	Actual
Big knives	3	
Serrated knives	2	
Small knives	6	
Vegetable peelers	2	
Butter knives	13	
Scissors	1	
Can opener	1	
Graters	2	
Meat tenderizer	1	
Tongs	1	

### Cabinet left of right-side oven

Item	Count	Actual
Wok	1	
Dutch Oven with Lid	1	
Hand Mixer	1	

### Drawer right of left-side sink

Item	Count	Actual
Serving spoon	1	
Slotted spoons	2	
Ladle	1	
Pasta spoon	1	
Spatula	1	
Rubber spatulas	2	
Can openers	2	
Tongs	1	
Mini rubber brush	1	

