

IU-South Bend

Office of Housing and Residence Life Policies Handbook

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HOUSING AND RESIDENCE LIFE POLICIES

Living on campus is an excellent way to get connected with new friends and classmates. Listed below are the policies and procedures that all contracted residents and their guests are expected to uphold when they choose to live in Indiana University South Bend residence halls. These standards are designed to create and maintain an environment of academic achievement, comfort, safety, and respect for all who live in and visit the residence halls.

As part of the Indiana University system, we are obligated to abide by and enforce the Indiana University *Code of Student Rights, Responsibilities, and Conduct*, hereafter referred to as the *Code*. In addition, because we want to prioritize students' academic achievement, comfort and safety while living in River Crossing, The Office of Housing and Residence Life, hereafter referred to as OHRL, has other policies that are specific to River Crossing Campus Housing.

It is a student's responsibility to read and abide by all of the Code and policies in the OHRL Handbook. If you have any questions about anything in these documents, please see your RA or email us at living@iusb.edu. We'll be happy to answer any questions.

Covid-19 and Public Health-Informed Policies

IU aims to deliver its mission while promoting the health and safety of our students and minimizing the potential spread of disease within our community. As a resident within OHRL Housing, COVID-19 or a similar public health or safety crisis may impact your housing experience as IU and OHRL continue to make public health and safety-informed decisions. The following policies and guidelines are incorporated into the OHRL rules and regulations, and thereby your Housing Contract and Addendum, and are applicable to all Residents.

1. **Health and Safety.** Consistent with the terms of the 2021-22 Housing Contract and the Code of Student Rights, Responsibilities, and Conduct, Residents are required to comply with health and safety laws, orders, ordinances, regulations, and health and safety guidance adopted by IU and OHRL as it relates to public health or safety crises, including specifically COVID-19. This guidance may change as the public health crisis evolves and which includes directives related to physical distancing, wearing a face covering, COVID-19 screening and testing, contact tracing, personal hygiene, and quarantine/isolation requirements. Adherence to health and safety requirements applies to all Residents, staff, and visitors¹ and extends to all aspects of residential life, including bedrooms, bathrooms, community kitchens, lounges, computer labs, courtyards, and other common spaces.
2. **Quarantine / Isolation.** As indicated in the Housing Contract, the University may require a Resident to leave OHRL housing when that Resident has exhibited behaviors that significantly disrupt the life of the residential community or pose a serious risk to any resident (including self), student, staff, faculty member, or visitor. Residents are required

¹ Note that the University may limit or exclude visitors, as defined by the University and/or OHRL, from OHRL facilities.

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to comply with requests from OHRL to leave their assigned apartment due to COVID-19 or other public health emergency, and failure to do so is a violation of the Housing Contract, Addendum, and the OHRL rules and regulations and may subject a Resident to emergency removal from their assigned apartment and/or cancellation of their Housing Contract and Addendum. Not all OHRL apartments or halls are appropriate for self-quarantine or self-isolation, and OHRL reserves the right to designate a space for Residents to self-quarantine or self-isolate. In those situations where a Resident is required to self-quarantine or self-isolate, Residents may not be permitted to continue residing in their assigned apartment and will be provided alternative housing arrangements as needed. Removal from, or temporary alternative assignment to, OHRL housing to isolate or quarantine does not constitute a termination of a Resident's Housing Contract and Addendum.

3. De-Densifying Efforts. Residents are required to comply with any de-densifying efforts needed on campus due to COVID or other public health emergency, including, but not limited to, the relocation of all or some Residents to alternative housing. Relocation does not constitute a termination of a Resident's Housing Contract.
4. Dining Services. Dining service, including where and how it will be offered to Residents, is subject to the discretion of the University and is subject to modification to address public health or safety concerns. Due to health and safety guidance adopted by the University and/or OHRL, including as set forth in Paragraph 1, the University may limit the occupancy of dining halls, limit the amount of time students may spend within dining halls, or make other operational adjustments needed to address health and safety concerns (e.g. grab and go meals).
5. Cleaning. OHRL will implement intensive cleaning protocols to address COVID-19 or other public health emergencies in the interest of minimizing the spread of disease, and will reinforce personal responsibilities to keep everyone in the campus community safe. OHRL will educate and inform Residents on appropriate cleaning protocols within their assigned apartments and shared spaces to reduce the spread of COVID-19 within residence halls.
6. **The University may choose not to refund any portion of the housing fees paid if the Resident is required to vacate or relocate pursuant to any emergency, national crisis, natural disaster, or other catastrophic event (“Exigent Circumstances”), and the University determines that the Resident received the substantial benefit of this agreement.** Exigent Circumstances include, but are not limited to, University decisions related to community health and safety, including those related to COVID-19 or other public health or safety emergencies. These determinations will be made by the University in its sole discretion.

In the event of a conflict between this section and the other sections of the OHRL Policies Handbook, this section will apply. Updates and corrections are made as they become necessary. Contract holders will be notified of material changes.

Legal Information

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Your 2021-22 Housing Contract is the basic documents that state the contractual obligations between you and OHRL, on behalf of the Trustees of Indiana University. In addition, the OHRL Policies Handbook is legally binding and incorporated by reference in the Housing Contract. You are equally responsible for complying with the rules, policies and regulations contained herein, including this section, as you are for those directly printed on the Housing Contract and Addendum.

Acknowledgment, Assumption of Risk, and Hold Harmless

You understand that by residing in OHRL housing, you are assuming the risks associated with communal living and, as in any shared living environment, those risks include potential exposure to contagious viruses, including COVID-19.

You agree to release and fully discharge the Trustees of Indiana University, its agents, and employees from any and all damages, liability, claims, expenses (including attorney's fees), or losses (collectively, "Claims") related in any way to your use of space within OHRL Housing, including those related to the potential or actual exposure to contagious viruses like COVID-19, and to indemnify and hold harmless the University, its agents, and employees from any Claims related in any way to your breach of the terms and conditions of your Housing Contract and/or the Addendum, or a breach by any third party, including, but not limited to other residents, of an applicable Housing Contract and/or Addendum.

Air and Environmental Quality

Policy:

The Office of Housing and Residence Life strives to provide a clean and healthy living environment for all residents. If a concern about air or environmental quality arises, residents may submit a work order via the work order system.

Alcohol

Policy:

Alcohol use often precipitates disruptive behavior that is counter-productive to the mission of the University and the Office of Housing and Residence Life. Therefore, the use or possession of alcohol by residents and/or their guests is not permitted on Indiana University South Bend campus at any time, regardless of the age or legal status of the student or guest(s).

Empty containers are highly indicative of use and can often create hygiene and cleanliness issues, therefore, alcohol containers of any kind: closed, open, or empty are prohibited in River Crossing Student Housing.

Automobile Repairs

Policy:

River Crossing is the home of our residents and as such, needs to serve as a location for occasional minor automobile repairs. Residents are permitted to conduct minor preventative maintenance and automobile repairs such as simple part exchanges in campus housing parking lots as long as it does not interfere with normal use of or obstruct the parking lot.

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Fluid transfers or any other work that contains adding, removing, or changing fluids presents long-term maintenance issues and a potential safety hazards including but not limited to: spills which make the parking lots slippery, harming the property, and environmental concerns. Therefore, these actions are prohibited.

Balconies, Patios, Windows

Policy:

Windows and balconies are not through passages and are not intended for freedom of travel. The only exceptions are emergency evacuation from the building or prior approval from the Office of Housing and Residence Life. Therefore, throwing, dropping, or allowing any object or person(s) to pass through a window or over a balcony is prohibited.

Exterior spaces such as patios and balconies cannot be used for storage or display of items because they may impede egress in an emergency or impede a firefighter or uniformed police officers from performing rescue operations. The following items, but not limited to, are prohibited on patios and balconies: advertisements, banners, flags, grills. Furniture designed for indoor use cannot be used outside on balconies or patios. Trash cannot be kept on patios or balconies.

The underside of the balcony is not to be decorated or to have items hung from the rafters, beams, or floorboards.

Window screens are provided for health and safety and should not be removed. Residents shall be subjected to fines for removed or missing screens or windows. Damaged or missing screens or windows will be repaired or replaced at the resident's expense.

The display or storage of items in or outside a window is prohibited.

Barbecue Grills

Policy:

Charcoal and lighter fluid present in an apartment may cause a fire to be more dangerous or cause more significant and widespread damage to the housing unit. River Crossing has three park grills placed around the houses for resident use.

Charcoal and lighter fluid may not be stored in resident bedroom or apartment common areas. Residents are encouraged to purchase charcoal and lighter fluid intended for one-time use or store said items in the trunk of their car. Residents may not keep grills within the apartment or on patios or balconies.

Bicycles, Mopeds, and Motorcycles

Policy:

The security of property, safety of throughways and exit routes, and the aesthetic concerns of grounds and building maintenance are all affected by improperly stored bicycles. The interiors were not designed for regular storage and removal of bicycles. Egress paths from the buildings must be unobstructed in case of fires.

In order for university approved maintenance vehicles (lawnmowers, snow removal equipment, etc.) to do their jobs, bicycles, mopeds and motorcycles must be parked in their appropriate locations located throughout campus. Under no circumstances are residents permitted to park or store

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bicycles, mopeds and/or motorcycles in residential facilities or on patios/balconies. Bicycles not parked in racks are subject to removal and disposal. Bicycles determined to be abandoned will be removed. Mopeds may be parked or chained near bicycle racks. Motorcycles must be parked in a parking space.

Business Establishment

Policy:

The services and facilities provided are public property and are not subject to taxes. Businesses using university housing equipment, facilities, and services are inherently engaging in unfair business practices. Further, the purpose of university housing is to facilitate student graduation from the university. Business that does not aid in that goal is counterproductive.

Therefore, no individual or group may act as a vendor, sales agent, or in any manner establish a business enterprise in a campus housing facility. Use of any part of residential facilities, utilities, or grounds for commercial or nonresidential purposes is prohibited.

Candles: See Fire Safety: Candles and Open Flames

Cohabitation

(Please see Guest policy for more information)

Policy:

Campus housing is for contracted residents. It is unfair for persons not contracted and not paying for housing to receive benefits from the facilities and services. The apartments were designed for regular occupancy of one person to one bedroom. Extended use by additional persons will strain resources. Further, unregistered and/or non-contracted persons using keys or key cards not assigned to him or her puts others at significant security risk.

Individuals with valid contracts and housing assignments are the only people permitted to reside and keep belongings in campus housing. Cohabitation is defined as providing housing or storage for persons who do not have a legal contract with Housing and Residence Life. Cohabitation is strictly prohibited.

Common Area Damages

(Please see Damages and Billing for more information)

Policy:

Damages must be repaired at a cost to the department. These costs impact the operating budget which must be covered by housing charges (rent) that residents pay. If damages are not billed to specific communities, these costs will be passed along to all residents in the form of increased room charge rates. An investigation of the damages will be held to ascertain the most likely community members to hold responsible for the charges. If common areas are damaged or require additional cleaning, residents may be assessed charges.

Confidentiality

Policy:

Several federal and state statutes require certain types of criminal or health and safety information to be shared immediately with a supervisor. This is meant to protect residents and preserve the well-being of the community itself. Non-life threatening or legally implicated information is to be handled respectfully.

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Residence Life staff members will respect private information that residents may share. However, staff members will not and cannot promise absolute confidentiality. Staff members are required to report information concerning the safety, security, and well-being of residents to their supervisors.

Courtesy and Quiet Hours

Policy:

Residents have the right to sleep and study in their rooms at any time without the interference from those around them. During quiet hours, sounds must not be audible beyond the limits of any individual room, hallway or common living area. Courtesy hours are maintained to provide an atmosphere conducive to study. Residents are expected to demonstrate courtesy and consideration towards others at all times and, if asked to respect their right, are expected to comply immediately.

- **Courtesy hours are in effect 24 hours a day, 7 days a week.**
- **Quiet hours are in effect from midnight to 7:00am Sunday through Thursday.**
- **Weekend (Friday and Saturday) quiet hours are from 1:00am to 10:00am.**

Twenty-four-hour quiet hours are in effect during final examinations, or at other times deemed appropriate by the Office of Housing and Residence Life. Residents will receive information regarding quiet hours expectations prior to and during finals.

Courtesy hours are implemented to create a community in which a student who is impacted by noise of another has the right to approach another community member requesting a lower volume, lower voices, etc. If asked by another community member to respect courtesy hours, the resident is expected to comply.

Damages and Billing

Policy:

Damages must be repaired at a cost to the department. These costs impact the operating budget which must be covered by housing charges (rent) that residents pay. Damages to Housing and Residence Life property will be billed to the student assigned to the damaged room or furnishings.

In the case of common apartment spaces such as bathrooms, kitchens, living rooms, and hallways, the bill will be split evenly between the assigned occupants of the apartment unless an individual takes direct responsibility for the damages.

Damages may be assessed at any time during a resident's contracted occupancy. Damages are often discovered during, but not limited to, health and safety inspections, check out procedures, and summer cleaning inspections. Residents will be held responsible for damages discovered until final inspections, which occur each summer, or until a new resident is assigned to the space, whichever comes first.

Decorations

Policy:

Fire safety concerns not only individual apartments, but the safety and well-being of all within the residence halls. Ceiling decorations and overhead doorframe decorations pose a major fire hazard not only in spreading flames but also of dropping on persons attempting to exit a fire emergency or to emergency responders in the apartment. Further, windows need to remain unobstructed for safety in exiting or for emergency responders to enter during emergencies.

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Therefore, the following decoration styles or methods are prohibited:

- Decorations hung or suspended from the ceiling or the sprinklers/fire strobe systems
- Decorations strung overhead on doorframes or windows, including sliding glass doors
- Decorations strung overhead on patios and balconies
- Banners, posters, or any object that blocks visibility in windows

Although decorating and rearranging is encouraged, care should be taken to make sure that clear paths are maintained to all egresses, including windows. Decorations also should not mar or damage the apartment or any other part of the facilities.

Drills and Alarms

Policy:

For the safety of individuals and others in the community, it is important for persons to exit in a calm and orderly manner to prevent accidents. Further, leaving the building allows fire personnel in actual emergencies to concentrate on those unable to leave and saving the structure and possessions within the building. Drills are an important exercise in ensuring safe behavior should an actual emergency occur.

All persons within a building during a weather related drill or emergency are expected to follow the safety and security guidelines provided in this manual and by housing staff. Please familiarize yourself with posted emergency procedures.

If you hear a fire alarm:

- Exit the building immediately and in a calm and orderly manner.
- Directions for the best exit route are posted within each apartment near the circuit breaker box.
- Each building has a designated gathering spot over 50 feet from the structure.
- Directions to this gathering spot are posted near the telephone in the first floor hallway of each buildings two sides.
- In the case of inclement weather, residents should move to the Community Building where the emergency responding staff member will let them into the building if it is after operating hours.

If you spot a fire:

- Pull the nearest fire alarm
- Exit the building immediately
- Inform a Housing and Residence Life staff member or someone in the Community Building.

To keep safe in a fire:

- If your door is hot, do not open it. Turn your lights on so you can be seen, and open a window or sliding door to signal for help and get fresh air. Do not jump out of your window.
- If you are able to leave your room safely, wrap a wet towel around your head, shut the window, leave a light on and close and lock the door behind you.
- If you are not in your room, do not try and go back to your room.
- If the hallway is full of smoke, crawl along the floor to the nearest exit.
- Go to the designated gathering spot or Community Building. Stay there until you receive further instructions from Housing and Residence Life staff or University Police.

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- In the case of inclement weather, residents should move to the Community Building where the emergency responding staff member will let them into the building if it is after operating hours.

Drug Policy

Policy:

Illegal substances not only put the user at risk, but the illegal activity can often introduce persons into the community who have no legitimate business in River Crossing. The risk of harm to self and others is great enough that Indiana University South Bend has a zero-tolerance on possession and/or use of illegal substances on campus.

Unauthorized possession, manufacture, sale, distribution, or use of illegal drugs, any controlled substance, or drug paraphernalia or being under the influence of illegal drugs or unauthorized controlled substances is a violation of the Indiana University *Code of Student Rights, Responsibilities, and Conduct*.

Fire Safety: Candles and Open Flames

Policy:

The leading cause of residence hall fires is candles. Stored compressed gas, inflammable (easily set on fire) items, and accelerants (usually fluids or gasses that cause objects to burn faster) create a significant health and safety risk for not only apartment residents but the remainder of the community.

Candles (lit or unlit) or any other appliances, devices, fluids, or objects that make an open flame or have exposed heating elements are prohibited. Exceptions include toasters, indoor electric grills, griddles and other cooking devices. However, these appliances are required to be stored in the kitchen and are not permitted in bedroom spaces. Coffee makers should have a two-hour shut off function. Specifically prohibited are candles, incense (intended for burning), lighter fluid, charcoal, propane tanks, compressed gas tanks, space heaters, and any appliance that produces an open flame.

Furnishings

Policy:

The common spaces are not intended to be used as bedrooms. The living room and kitchen areas are to be used by the entire apartment community and therefore it is inappropriate to have someone sleeping in it. Further, as the living rooms have sliding glass doors, they need to have clear access for egress.

All resident bedrooms and apartment common areas are furnished. Assigned residents are responsible for the care and condition of all University furnishings. University-provided beds must remain fully assembled and in assigned bedroom spaces and may not be transferred or exchanged between rooms. Desks and other furnishings may be moved within the apartment but must remain in their assigned apartment. The living room furnishings must remain fully assembled and may not be transferred or exchanged between rooms. For inventory and quality control measures, it is

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important that all room furnishings be kept or returned to their original placements when the apartment is vacated at the end of the academic year.

Guest Policy

(Please see Cohabitation policy for more information)

Policy:

Visitation is a privilege, not a right, and must be respected to maintain residential communities that are conducive to learning and growth. For the safety and security of the residents and property, it is important for staff to be aware of who is present in housing as access to one apartment may engender access to the other apartments. Further, in cases of emergency, the Office of Housing and Residence Life staff will have an accurate report of who is in the building. Residents may host guest(s) overnight in their apartments except during the break periods (Thanksgiving, Winter and Spring) or at the discretion of the Director of Housing and Residence or designee or the University. The Guest Policy may be updated to include additional or modified rules and regulations related to COVID-19, and may otherwise be updated by IU as necessary to address health or safety issues.

- Any non-resident(s) who plans on staying in River Crossing student housing past 12 midnight is considered a guest and must be registered.
- Residents may entertain guest(s) in their apartment with prior approval of their apartment-mate(s). Overnight guests are allowed with mutual consent of all students living in the apartment.
- An apartment-mate(s) may declare his/her bedroom off-limits to any guest(s) at any time.
- River Crossing residents are responsible for the behavior of their guest(s) while guest(s) are on housing property and can be held accountable through the student conduct system for actions of their guest(s). The Office of Housing and Residence Life reserves the right to ban guest's presence in River Crossing student housing if his or her behavior creates a disturbance to other residents or the housing staff or for any violation of IU policy.
- Guest(s) are to be accompanied by host/hostess at all times.
- Guest(s) are not permitted in the building, apartment, or common spaces when a host/hostess is not present.
- Unescorted guest(s) will be required to leave the premises of River Crossing student housing immediately.
- Guests are required to comply with all IU policies, including health and safety laws, orders, ordinances, regulations, and health and safety guidance adopted by IU and the Office of Housing and Residence Life as it relates to public health or safety crises, including specifically and without limitation COVID-19. Adherence to health and safety requirements extends to all aspects of residential life, including bedrooms, bathrooms, community kitchens, lounges, computer labs, courtyards, and other common spaces. This guidance may change as the public health crisis evolves.
- If at any time, a guest(s) is found to be in violation of IUSB or Housing and Residence Life policies and procedures, which guest(s) will be required to leave immediately.

Registering your guest(s):

Any non-resident who plan on staying in housing past 12 midnight must comply with the following requests:

1. Host/Hostess and overnight guest(s) must check in at River Crossing front desk no later than 12 midnight. If after 12 midnight, please contact the RA on Duty at 574-904-7718.

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2. To register a guest(s), BOTH resident and guest(s) must present a valid photo identification (license, state/government ID, or school ID). Paper or temporary non-picture ID are not valid forms of identification.
3. A staff member (Desk Clerk or Resident Assistant on Duty) will record the guest(s) and resident's information in the guest log.

Guest Parking Information:

Overnight guest(s) must register their vehicles with the Office of Housing and Residence Life, located in the community building prior to 12 midnight. If after 12 midnight, please contact that RA on Duty at 574-904-7718. Overnight guest(s) must park their vehicle in the spaces identified for visitors. Please ensure that your parking pass is clearly displayed on your rearview mirror.

NOTE: The Office of Housing and Residence Life will not be held responsible for vehicles parked on university property without proper parking pass displayed. If a guest is staying multiple days, the guest must get a new parking pass for each night. Overnight guest pass are good for a 24 hour period.

Guest under the age of 18:

Guest(s) under the age of 18 is permitted **ONLY** when accompanied by parent or legal guardian. Guest(s) under the age of 18 are not allowed to stay overnight except during specific programs organized by the university to promote recruitment of students and athletes or other social programs.

Please note that babysitting in **NOT** allowed in River Crossing student housing.

In all residential areas, overnight guests may:

- Visit for a period not to exceed three (3) nights in any month.
- Three nights may be used separately or consecutively.
- Residents of River Crossing are limited to two (2) overnight guests at a time.

The Office of Housing and Residence Life reserves the right to alter the guest policy and privileges.

Health and Hygiene Standards

Policy:

Health and hygiene standards affect everyone within the apartment, but also can create adverse living standards for neighbors within the unit, including attracting pests and vermin. Unsanitary conditions left unchecked throughout the academic year can cause long term damages to the apartment. The impact of unreasonable amounts of trash, food waste, and bathroom waste on apartment mate relationships is also of concern.

Therefore, our residence halls must be maintained to a minimum healthy standard, not only for the maintenance of the spaces and the health of the individuals residing within the apartment, but for well-being of all occupants. Residents must keep kitchens and bathrooms reasonably clean and hygienic. Trash should be removed weekly and is not permitted to overflow onto floor spaces. Appliances should be regularly cleaned. Spills should be cleaned. Stove range drip pans should be regularly cleaned. The Office of Residence Life will replace damaged drip pans, but an effort to clean the pans should be made.

Residents whose apartments are not completely occupied are expected to maintain a reasonable level of tidiness in common areas. A reasonable level of tidiness would include, but is not limited to, keeping the floors clear of personal belongings, the counter spaces clear of excessive food and used

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kitchenware, and enough bathroom space clean and ready to use for the number of open spaces within the apartment. The Office of Housing and Residence Life reserve the right to determine reasonableness in cleanliness and tidiness and also what constitutes excessive food or trash in common spaces.

Failure to correct health and hygiene standard issues as determined by the Office of Housing and Residence Life within 3 days of written notification may result in cleaning fees being assessed to responsible individuals or to the total occupants of the apartment. Mediation will be offered and hygiene standards enforced if unreasonable cleaning habits are causing concerns between the residents of the apartment. Repeated violations of the policy may result in disciplinary action up to and including removal from housing.

Identification Cards/Crimson Card

Policy:

Every student must carry their Crimson Card (Indiana University South Bend identification card) at all times on campus and surrender it when requested by any official of the University. Officials of the University include, but are not limited to, members of the faculty, Housing and Residence Life staff (to include resident assistants), Facilities Management staff, and University Police. Every student must identify himself or herself properly when requested to do so by any representative of the University.

Inspections

(Please see the Health and Hygiene Standards policy for more information)

Policy:

Damages, health and hygiene issues have an adverse effect on apartment-mates relations, may impact the sanitation of other units, and may begin to create long-term, unseen damages to the units. Therefore, the Office of Housing and Residence Life shall conduct two inspections per semester to insure the overall health and safety of the apartments and houses.

These inspections address facilities issues, including but not limited to, the functionality and upkeep of smoke detectors, fire extinguishers, window screens and provided furnishings and appliances. Sanitation, cleanliness issues and policy violations will also be addressed. Residents will be required to make necessary corrections within 72 hours. Health and hygiene issues not corrected after a follow-up inspection may result in fees assessed for remediation (see Health and Hygiene Policy). Inspections shall occur twice a semester. Residents will be given at least 72 hour's notice prior to inspections. Inspections may take place in the absence of the residents. All room doors will be locked after inspections, regardless of how the door was found by the staff member(s). Written notices will be left indicating any health and hygiene or safety and security issues that were discovered by staff, including a timeframe for correcting the issues.

Keys and Card Access

Policy:

The loss of an ID card puts others in River Crossing at risk as a found card would allow a non-resident access to the buildings. Lost keys must be replaced and the core itself replaced to ensure long time security of each apartment and bedroom door.

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Apartment, Bedroom, and mailbox keys will be issued when a resident checks into campus housing. Residential students are responsible for the care and safekeeping of keys and cards. ID cards are issued at the Gateway Information Center in the Administration Building.

- Lost or stolen apartment key will result in a \$100 lock replacement fee.
- Lost or stolen bedroom key will result in a \$50 lock replacement fee.
- Lost or stolen mailbox key result in a \$40 replacement fee.
- ID's are replaced at the Gateway Information Center in the Administrative Building.

Lost keys should be reported Housing and Residence Life immediately. Found keys can be turned into Housing and Residence Life, University Police, or Parking Services.

The unauthorized possession, use, loan, or duplication of University-issued keys or cards is prohibited. Propping of doors is prohibited.

Lockouts/Key-In

Policy:

Residents are expected to be accountable for the security of their keys as poor key management can put themselves or the community in general at risk. Further, the task of keying residents into their apartments repeatedly pulls staff members away from other work and becomes a cost to the department that should be recouped.

Residents locked out of an apartment or bedroom may request assistance from staff at the front desk of the Community Building. Residents receive one free key-in per semester. Subsequent daytime key-ins will result in a \$10 key-in charge per incident.

Residents must show their ID card when requesting lockout assistance to verify identification. Housing and Residence Life will initiate a lock change as necessary. For lockouts/key-ins after 5:00 p.m. or on weekends, residents should contact the Resident Assistant (RA) on duty. All after-hours and weekend lockouts/key-ins will result in an after-hours \$20 lockout charge per incident.

Lost and Found

Policy:

It is most efficient to have one central lost and found area for the campus. Therefore, residents are encouraged to turn found items to the Parking Services Office so that a proper and accurate inventory of items can be maintained.

However, University-issued keys and identification cards should be turned into the Housing and Residence Life Office in the Community Building. Residents will receive notification to pick up lost items. Unclaimed student identification cards will be destroyed after 30 days.

Parking Services Office is located in the Administration Building 123A and is open Monday through Thursday from 8:00 a.m. to 5:30 p.m. and on Friday from 8:00 a.m. to 5:00 p.m.

Lounges, Meeting Rooms, and Common Areas

Policy:

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Completion of inventory-taking, maintenance and routine housekeeping all are more efficient when the common spaces are kept clean. Common areas should be kept in a clean and orderly fashion. Furnishings in lounges, study rooms and public areas are for the collective use of all residents. Furnishings should not be removed from their assigned areas. Possession of public-area furniture in individual apartments is prohibited.

Common areas, such as the study lounges (and to a lesser extent, the Great Room) may be reserved for private meetings. Private reservations are limited to River Crossing related business, academic purposes, and registered student organizations. To reserve a space, please send a reservation request by utilizing the following form: <https://www.iusb.edu/housing/web-forms/room-reservation.php>

Mail Delivery

Policy:

At River Crossing, all mail is handled by the United States Postal Service. The staff does not handle mail or place any objects within residential mailboxes. U.S. Mail is delivered to residents via the U.S. Postal Service on a regularly scheduled postal service delivery dates. Mail should be addressed as follows:

NAME
1735 Titan Drive
Mailbox #
South Bend, IN 46613

Mail should NOT be addressed to your apartment. You will be assigned a mailbox number during the move-in process. Mail not addressed as such may not be delivered.

Mail Forwarding

Policy:

The Office of Housing and Residence Life does not handle mail or postal claims, therefore residents are responsible for completing a change of address with the U.S. Postal Service at least two weeks prior to check-out. Change of address requests can be completed online at <https://moversguide.usps.com> or a hard copy of the request can be obtained at the front desk. Undeliverable mail will be returned to sender. Only students with active contracts will receive mail, all other mail will be sent back to sender unless the postal service has a forwarding address.

The Office of Housing and Residence Life updates residential addresses in the IU Onestart System.

Maintenance

Policy:

Our maintenance staff will knock on a door and announce themselves before entering. Students who are in the apartment when our maintenance staff enters may be asked to wear a mask or can ask maintenance to wear a mask if they are not. This is to protect both the resident and the staff member.

Residents are not authorized to conduct repairs on Indiana University South Bend property. This is due to a variety of reasons that include, but are not limited to, potential lack of license contractors, obtaining appropriate building permits, union work agreements, and personal and public safety issues.

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Only Indiana University South Bend staff members or University-authorized contractors are allowed to conduct maintenance on/in campus housing facilities. Residents are not permitted to make temporary or permanent changes including, but not limited to, painting, lofting of beds, and removal of screens, construction of partitions, disassembly of furniture, or the installation of air conditioning units. Residents are not permitted to access their utility closets.

Residents should report maintenance needs in a timely manner, including pest control requests and the replacement of light bulbs in university-issued light fixtures and smoke detector batteries. Residents will be responsible for costs associated with pest control if no infestation is found by the contractor at the time of requested service. Maintenance and custodial staff members will lock apartment and bedroom doors and windows after service even if the bedroom or apartment was open or unlocked upon entry.

Maintenance requests can be submitted through an online work order system at www.iusb.edu/housing/maintenance_requests.php. Non-emergency issues will be addressed during normal working hours.

In the event of a maintenance emergency during normal business hours, contact the Housing and Residence Life Office at 574-520-5805. After hours, contact the Resident Assistant on duty at 574-904-7718.

Emergency maintenance issues include, but are not limited to:

- No heat
- Power outages in an entire apartment, floor, or building
- Flooding
- Structural damage that requires securing of an area
- Broken windows
- Apartment doors that do not lock
- Alarms associated with fires or other disasters including smoke alarms

Occupancy

Policy:

River Crossing is a residence life program that encourages students to learn to live and learn together. Our housing program is based upon placing student residents together for the benefit that comes from learning in a shared living space.

The contract provides for the occupancy of a bedroom space with shared use of a kitchen, living room, and, in four-bedroom units, two bath/vanity rooms. Residents are not permitted to enter or use unoccupied bedroom spaces. Unoccupied bedroom spaces may be assigned at any time by the Office of Housing and Residence Life. Residents in an apartment with an unoccupied apartment are expected to keep the shared spaces at a reasonable level of cleanliness in preparation for a new resident arriving. Storage spaces and sink spaces should be vacant and clean for a new resident to use. Current residents may be fined or referred for judicial processes for failure to maintain a welcoming environment for potential new apartment mates.

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Housing and Residence Life reserves the right to consolidate residents together into apartments if the contracted apartment types are the same. Four-bedroom units with one or two residents will be consolidated with other units to create one more fully occupied apartment, provided the sex of the residents is the same. Two-bedroom units with only one occupant are also consolidated into one fully occupied two-bedroom apartment, provided the sex of the residents is the same. Consolidation mixers will be periodically held to assist residents in filling their apartments by mutual choice. However, failure to attend these mixers or inability to find a mutual request does not exempt residents from consolidation.

Room changes may be made at the request of the resident. Housing and Residence Life freezes room changes the first three weeks and the last two weeks of each semester. This is to make sure that the office can confirm open spaces, clean bedrooms and shared spaces adequately, and perform routine inspections of spaces. Room changes requested during freezes may be appealed to the Assistant Director of Housing and Residence Life by emailing living@iusb.edu. These will be considered on an individual basis by the Assistant Director.

Passive Participation

Policy:

Many policies are in place to preserve the educational and safe climate of the residences. Being present while a policy is being violated often is just as damaging to the climate of the residences as the actual violation.

Therefore, residents or guests who are present in a room/apartment and know that a violation(s) is/are occurring will be deemed complicit in the activity unless the person has immediately reported the situation to a University official and/or has left the room upon discovering the violation.

Pets and Animals

Policy:

For health, safety and insurance reasons, the Office of Housing and Residence Life prohibits the following items in our residence halls.

- Animals, including but not limited to dogs, cats, hamsters, reptiles, and birds, are not permitted in the residences.
- Fish, in a well-maintained 15-gallon or less aquarium are permitted. Fish tanks must be regularly cleaned and may be removed at the discretion of the Office of Housing and Residence Life.
- Service animals are permitted with proper documentation. Please contact the Office of Disability Support Services for more information.

Residence Life staff reserves the right to request that the unauthorized animal is removed immediately. Residents still housing unauthorized animals after the initial confrontation may face fines or other disciplinary action.

Housing and Residence Life is not required to prove the unauthorized animal constantly resided in the residences at any time between staff sightings of the animal. Therefore, if an unauthorized animal is found and the resident receives a warning, at any time after the warning the same animal is found in the residence, the charges will be assessed as if the animal were continually present from the time of the warning.

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Residents are prohibited from feeding the wildlife in the area, particularly geese.

Posting Policy

Policy:

In keeping with the philosophy that the students who choose to live on campus are choosing their accommodations based on affiliation with the university, the institution may post campus-related information for residents' benefit and information. Other publicity, marketing, or postings would violate the privacy of our residents' homes.

Therefore the Community Building bulletin board space is available for authorized student groups and official University agencies with prior approval by the Gateway Information Desk staff. Postings in residences are limited to campus or student organization announcements, residence life programming and housing information. Postings must be approved by the Gateway Information Desk staff and brought or sent to the Office of Housing and Residence Life for final approval. Housing and Residence Life staff members will post approved flyers in designated residences.

Outdated, unapproved or improperly placed postings will be removed.

Indiana University facilities cannot be used to promote political parties or candidates. Housing and Residence Life may post residence life and housing-related items in locations other than those specified above.

Recycling and Trash Removal

Policy:

River Crossing is a sustainability-oriented residence life program. Residents are encouraged to recycle properly into the single-stream recycling centers to reduce the overall ecological footprint of River Crossing.

It is a resident responsibility to empty their provided bins into the single-stream recycling bins near dumpsters. All items must be clean and dried before being placed in recycling bins. Residents must dispose of trash in designated dumpsters and receptacles. Disposal of trash elsewhere on campus housing property is not permitted and may result in fines or other disciplinary action. Trash cans on walkways near residences on housing property are intended for incidental trash. Excessive resident apartment trash found in these cans may result in fines or other disciplinary action for resident(s), if the identity of the policy violating resident(s) can be established.

Refrigerators and Electrical Appliances

Policy:

The apartments are already furnished with major appliances (stove, microwave, refrigerator, and dishwasher). The University discourages the use of electrical appliances in student bedrooms. Appliances with an exposed heating element (such as toasters and hot plates) are restricted to the kitchen as they represent a fire safety risk. Their use is prohibited in student bedrooms. Refrigerators in student bedrooms must not exceed 5.0 cubic feet in size and must be in good operating condition.

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Residential Parking

Policy:

Residents with vehicles must obtain a parking permit from Parking Services Office (Administrative Building A123) to park on campus. Residents are assigned to Lot R near campus housing, 24 hours a day, and 7 days a week. Residents may also park on main campus weekdays between 5:00p.m. – 7:00 a.m. the next day and any time on the weekends.

For information about guest parking, contact Parking Services or the Office of Housing and Residence Life.

Guest parking permits are available at the Community Building. They are good for one weekday night or for two consecutive weekend nights.

Roofs, Ledges, and Walls

Policy:

For the safety and security of all residents, as well as the structural integrity of the building, the unauthorized use of ledges, roofs, or the scaling of exterior walls or patios/balcony for any purpose is strictly prohibited.

Room Entry

Policy:

Residents may be asked to wear a mask when University Officials enter a room. Residents may also ask University Officials to wear a mask before entering.

The university respects residents' privacy. It is also responsible for providing safe and secure facilities at a reasonable cost. Therefore, Housing and Residence Life staff members reserves the right to enter an apartment and bedrooms in the performance of duties, including, but not limited to, law enforcement purposes, custodial services, health and safety inspections, repair and maintenance, pest control and emergency situations. Health and safety inspections are done throughout a semester. Notices will be posted at least 24 hours prior to the inspection.

Solicitation and Selling

Policy:

Solicitors who have no legitimate University business present a security risk. Further, the purpose of Residence Life is to provide an academically and community focused environment. Solicitors performing door-to-door marketing or selling disrupts the community.

Door-to-door selling, or solicitation is prohibited in all campus housing facilities. Notify a Housing and Residence Life staff member or University Police of the presence of salespersons or solicitors in or around campus housing.

Residents of campus housing and student organizations who wish to participate in door to door notification or sales must obtain permission from the Director of Housing and Residence Life in writing and in addition, conform to campus policies, and not be in conflict with State Board of Health regulations, University contract agreements, or suppliers.

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Sound Equipment

Policy:

The atmosphere of academic success and respect for others is paramount to the mission of Housing and Residence Life. Music, television, games and other potentially loud activities can be very disruptive to the community.

Sound and audio equipment volumes should be at a level that is not disruptive to the community. Speakers are not allowed in the windows. Standard-size pianos, organs, and guitar amplifiers are prohibited in apartments. The use of electronic audio equipment is a privilege that may be revoked if used in a way that interferes with maintaining an atmosphere conducive to study.

Sports and Recreational Use of Facilities

Policy:

This policy is designed to prevent damage and injury to residents and property.

Corridors, lounges, public areas, and parking lots are not to be used for sporting events or horseplay.

The use of skateboards is prohibited on Housing property.

Residents wishing to engage in sporting or physical activity are encouraged to visit the Student Activity Center and/or the Recreation Field.

Storage

Policy:

Storing in public areas may result in health and hygiene and safety issues for all residents.

There are no on-campus storage facilities available for campus residents. Possessions must be stored in assigned bedrooms and apartments. Storage is not permitted in corridors, stairwells, public areas, balconies, patios, or utility closets.

Temporary Policies

Policy:

It may be necessary to enact a policy due to unforeseen circumstances, such as damages to the building, states of emergency or weather/environmental conditions. Therefore, local and/or temporary policies and procedures may be necessary in order to ensure appropriate community living. All temporary policies will be announced via email, social media outlets, signs, and meetings held by staff members. The terms of the policy, such as duration of the temporary policy, will also be provided.

Tobacco-Free Policy

Policy:

Indiana University has determined that all campuses will be smoke-free in order to promote the health and well-being of employees, students, and other constituents.

The Tobacco-Free Campus Policy became effective January 1, 2008. The use or sale of tobacco or tobacco products is prohibited on university owned, operated, or leased property.

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The parking lot and garage owned by the University are included in the ban. However, the use of tobacco products in personal vehicles is allowed, provided users make a reasonable effort to contain smoke and smoking materials inside the vehicle.

As of July 2012 all Indiana public buildings are smoke free within 8 feet of the building. This means that students smoking within 8 feet of River Crossing residences may be cited by the police. Tobacco Free Policy can be located **HERE**.

The use or sale of tobacco, tobacco products, and smoking related products is prohibited on Indiana University property.

The use or sale of tobacco, tobacco products, and smoking related products is prohibited in university-owned, university-operated, or university-leased vehicles.

The use of tobacco, tobacco products, and smoking related products is permitted inside privately owned vehicles.

Limited exceptions may be approved in writing by the campus chancellor or provost or relevant vice president and must be in accordance with state law.

In accordance with Indiana state law, signs prohibiting smoking must be posted at all public entrances.

In accordance with Indiana state law, managers or officials in charge of a public building must ask an individual who is smoking in the public building or within 8 feet of the entrance of a public building to refrain from smoking and to cause that individual to be removed if the individual then fails to refrain from smoking.

In accordance with Indiana state law, ashtrays or other smoking receptacles are prohibited in public buildings or at the entrances to public buildings.

Weapons

Policy:

Students may not possess weapons in their rooms and/or apartments, and are prohibited from using toy guns or weapons.

CODE OF STUDENT RIGHTS RESPONSIBILITIES, AND CONDUCT

Finding the Code

It is the responsibility of all students to read and understand the Code of Student Rights, Responsibilities and Conduct. As an RA, you may need to direct some students to this code. To find the code, search for the Office of Student Conduct on the IUSB website, or go to this link:

<http://www.iu.edu/~code/code/responsibilities/personal/index.shtml>

Included in this manual is only some of the more pertinent student responsibilities under the

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Personal Misconduct – On Campus section. Not included are the Student Rights, Responsibilities related to Academic Misconduct or Personal Misconduct – Off Campus, Procedures, or the Provisions & Appendices. It is your responsibility to be familiar with the rest of the code in order to help hold students accountable.

Student Responsibilities

H. Be responsible for their behavior, and respect the rights and dignity of others both within and outside of the university community.

The university may discipline a student for the following **acts of personal misconduct that occur on university property**, including but not limited to academic and administration buildings, residence halls, athletic and recreational facilities, and other university-serviced property, such as sororities and fraternities:

- Dishonest conduct including, but not limited to, false accusation of misconduct, forgery, alteration, or misuse of any university document, record, or identification; and giving to a university official information known to be false.
- Assuming another person's identity or role through deception or without proper authorization. Communicating or acting under the guise, name, identification, e-mail address, signature, or other indications of another person or group without proper authorization or authority.
- Knowingly initiating, transmitting, filing, or circulating a false report or warning concerning an impending bombing, fire, or other emergency or catastrophe; or transmitting such a report to an official or an official agency.
- Unauthorized release or use of any university access codes for computer systems, duplicating systems, and other university equipment.
- Conduct that is lewd, indecent, or obscene.
- Disorderly conduct, including obstructive and disruptive behavior that interferes with teaching, research, administration, or other university or university-authorized activity. (See Guidelines for Dealing with Disruptive Students in Academic Settings, University Faculty Council, April 12, 2005.)
- Actions that endanger one's self, others in the university community, or the academic process.
- Failure to comply with the directions of authorized university officials in the performance of their duties, including failure to identify oneself when requested to do so; failure to comply with the terms of a disciplinary sanction; or refusal to vacate a university facility when directed to do so.
- Unauthorized entry, use, or occupancy of university facilities.
- Unauthorized taking, possession, or use of university property or services or the property or services of others.
- Damage to or destruction of university property or the property belonging to others.
- Unauthorized setting of fires on university property; unauthorized use of or interference with fire equipment and emergency personnel.
- Unauthorized possession, use, manufacture, distribution, or sale of illegal fireworks, incendiary devices, or other dangerous explosives.

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- Possession of any weapon or potential weapon on any university property contrary to law or university policy; possession or display of any firearm on university property, except in the course of an authorized activity.
- Sale of any firearms from university property or using university facilities, including through computer and telephone accounts; intentional possession of a dangerous article or substance as a potential weapon.
- Acting with violence.
- Aiding, encouraging, or participating in a riot.
- Harassment, defined in Part I (c) of the Code.
- Stalking or hazing of any kind whether the behavior is carried out verbally, physically, electronically, or in written form.
 - Stalking is defined as repeated, unwanted contact in the forms of, including but not limited to, phone calls, e-mail, physical presence, and regular mail.
 - Hazing is defined as any conduct that subjects another person, whether physically, mentally, emotionally, or psychologically, to anything that may endanger, abuse, degrades, or intimidates the person as a condition of association with a group or organization, regardless of the person’s consent or lack of consent.
- Physical abuse of any person, including the following:
 - The use of physical force or violence to restrict the freedom of action or movement of another person or to endanger the health or safety of another person;
 - Physical behavior that involves an express or implied threat to interfere with an individual’s personal safety, academic efforts, employment, or participation in university-sponsored extracurricular activities or causes the person to have a reasonable apprehension that such harm is about to occur; or
 - Physical behavior that has the purpose or reasonably foreseeable effect of interfering with an individual’s personal safety, academic efforts, employment, or participation in university-sponsored extracurricular activities or causes the person to have a reasonable apprehension that such harm is about to occur;
 - Sexual assault, including while any party involved is in an impaired state;
 - Sexual contact with another person without consent, including while any party involved is in an impaired state.
- Verbal abuse of another person, including the following:
 - An express or implied threat to:
 - Interfere with an individual’s personal safety, academic efforts, employment, or participation in university-sponsored activities and that under the circumstances causes the person to have a reasonable apprehension that such harm is about to occur; or
 - Injure that person, or damage his or her property; or
 - “Fighting words” that are spoken face-to-face as a personal insult to the listener or listeners in personally abusive language inherently likely to provoke a violent reaction by the listener or listeners to the speaker.
- Unauthorized possession, use, or supplying alcoholic beverages to others contrary to law or university policy.
 - Indiana University prohibits:
 - Public intoxication, use, or possession of alcoholic beverages on university property (including any undergraduate residence supervised by the university,

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- including fraternity and sorority houses) except as otherwise noted in Part II, Section H (22) b and Part II, Section H (22) c.
- Providing alcohol contrary to law.
- The dean of students of each campus has discretion to allow exceptions to Part II, Section H (22) a, allowing use or possession of alcohol by persons, including students, who meet the minimum drinking age standards of the State of Indiana, under the following circumstances:
 - Use or possession of alcoholic beverages by persons who are of lawful drinking age may be generally permitted in residences supervised by the university, including fraternity and sorority houses, when specifically approved by the campus dean of students. Such use or possession may be allowed in residence rooms, apartments, and certain common areas as specifically approved by the dean of students. However, use or possession under this section shall be permitted only in residences supervised by a live-in employee specifically charged with policy enforcement.
 - Use or possession of alcoholic beverages may be permitted on an event-by-event basis in designated undergraduate residences (including fraternity and sorority houses) supervised by a live-in employee specifically charged with policy enforcement, when temporary permission is granted by the dean of students for events at which persons of lawful drinking age may lawfully possess and use alcoholic beverages.
- The chancellor of each campus has discretion to allow exceptions to Part II, Section H (22) a, allowing use or possession of alcohol by persons, including students, who meet the minimum drinking age standards of the State of Indiana, under the following circumstances:
 - Use or possession of alcoholic beverages may be permitted in facilities such as student unions or on-campus hotels, including guest rooms and other areas, specifically approved by the campus chancellor.
 - Use or possession of alcoholic beverages may be permitted in other areas, such as private offices and faculty lounges, not accessible to the public.
 - Use or possession of alcoholic beverages may be permitted in areas accessible to the public, if specifically approved by the campus chancellor.
- Indiana University also permits the non-conspicuous possession of alcoholic beverages on university property when in transit to areas where they may be possessed or used under the provisions above.
- Student organizations that serve or permit possession of alcoholic beverages at student organization functions, on or off campus, may be disciplined if violations of alcoholic beverage laws or of university regulations occur. Individual students who plan, sponsor, or direct such functions also may be subject to discipline.
- The chancellor or dean of students may make rules covering these uses. Those rules shall be enforceable as provisions of this Code.
- Unauthorized possession, manufacture, sale, distribution, or use of illegal drugs, any controlled substance, or drug paraphernalia. Being under the influence of illegal drugs or unauthorized controlled substances.
- Intentionally obstructing or blocking access to university facilities, property, or programs.

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- Violation of other disseminated university regulations, policies, or rules. Examples of such regulations include but are not limited to university computing policies, residence hall policies, and recreational sports facility policies.
- A violation of any Indiana or federal criminal law.
- Engaging in or encouraging any behavior or activity that threatens or intimidates any potential participant in a judicial process.