



CURTIS
INSTITUTE OF MUSIC

Office of Residence Life
Residential Handbook

Lenfest Hall 2021-2022



Welcome!

Welcome back to Lenfest Hall and the Curtis Institute of Music! As we begin a new year in Lenfest Hall, we look forward to a rewarding time of musical, personal, and professional growth.

When you move into Lenfest Hall, you are joining a larger community that is diverse and multicultural by nature.

This Residential Handbook offers a comprehensive guide for living in Lenfest Hall. It provides in detail the policies and procedures we have in place for living safely and productively. These policies are designed to ensure a pleasant, safe, and equitable standard-of-living for everyone in Lenfest Hall.

At any point during your time at Curtis, please feel comfortable stopping by my office in LH-309 or scheduling an appointment to meet with me to discuss any concerns or questions, or even just to say hello and check-in.

I'm looking forward to a rewarding and exciting year with all of you.

All the best,

Steven Couras, M.A.

**Associate Dean of Residence Life and Off-Campus Housing / Ombuds
Curtis Institute of Music**

Office of Residence Life:

Steven Couras

Associate Dean of Residence Life and Off-Campus Housing / Ombuds

Lenfest Hall – Office 309

(215) 875-4256 (Office)

In support of the Curtis artistic and academic mission, the Office Residence Life coordinates the hiring and training of Resident Coordinators (RCs). Resident Coordinators are specially trained to solve problems, resolve conflicts, create programs and activities, build community, and otherwise serve the needs of residents and the Curtis community. They also assist in publicizing, implementing, and enforcing housing policies and rules.

Your Resident Coordinators (RCs) for 2021-2022:

- Christine Ott
- Dalia Medovnikov
- Daniel Benedict
- Jack Kessler
- Matthew Christakos
- Raúl Orellana
- Robert Conquer

Important Phone Numbers:

- Lenfest Hall Security Desk: (215) 875-4200
- RC on Duty (after hours number): (215) 692-9020
- Emergency number for major injuries or an immediate danger: 911
- Steven Couras, Associate Dean of Residence Life and Off-Campus Housing: (215) 875-4256
- 1726 Locust St. Security Desk: (215) 717-3112
- Penn Student Health Service: (215) 746-3535

Fall 2021 Academic Calendar

August 20–21	New international student orientation
August 22–27	All new student orientation
August 29	Returning student orientation
August 30	Fall semester begins
September 6	Labor Day holiday; no classes
September 14	Last day to add classes
September 27	Last day to drop classes
November 22–28	Fall break/Thanksgiving vacation; no classes
November 29	Classes resume
December 10	Student holiday party
December 12	Reading Day (no classes or applied music)
December 13–15	Exam Period (no applied music)
December 15	Fall semester ends (6 p.m. ET)
December 16	Lenfest Hall closes for winter vacation (5 p.m. ET)
December 16–January 9	Winter vacation

Lenfest Hall is closed during Winter Break.

No one is permitted to stay during Winter Break (no exceptions).

Access to Residential floors 5-9 of Lenfest Hall will be removed.

1. Access to Residential Floors

Residential floors access is restricted to residents of Lenfest Hall and certain Curtis staff. All others must be signed in by a resident or other authorized Curtis ID Card holder. Guests must show a photo ID and be accompanied by their host at all times. Entry is controlled by card swipe through electronic portals.

See also Safety, Security, and Security Systems

2. Alcohol

The possession or consumption (and being in the presence) of alcoholic beverages is prohibited in Lenfest Hall, even if you are of legal age. The Curtis Alcohol Policy also conforms to all local, state, and federal laws. It is illegal for a person under twenty-one years of age to purchase, consume, possess, or transport any alcohol, liquor, malt or brewed beverages containing alcohol. Distribution of alcohol by sale or gift to persons less than twenty-one years of age is forbidden.

ALCOHOL AMNESTY POLICY - In cases of intoxication and/or alcohol poisoning, the primary concern is the health and safety of the individual(s) involved. Individuals are strongly encouraged to call for medical assistance (911) for themselves or for a friend/acquaintance who is dangerously intoxicated. No student seeking medical treatment for an alcohol or other drug-related overdose will be subject to Curtis Student Code of Conduct disciplinary procedures for the sole violation of using or possessing alcohol or drugs. This policy shall extend to another Curtis student seeking help for the intoxicated student. Read and know this policy as stated in the Curtis Code of Conduct. The Code of Conduct also contains information on drug and alcohol abuse prevention.

3. Appliances and Prohibited Items

Computers, stereos, televisions, radios, non-commercial hairdryers, and other similar appliances are all permitted, unless specifically prohibited by the Office of Residence Life. All appliances must have a manufacturer's label that shows the electrical ratings and listing by a nationally recognized testing laboratory (e.g., ETL, UL, etc.).

Please make note of the following exceptions to some appliances:

- Electric kettles are permitted but must have both an auto shut-off feature and boil-dry protection (no hotplates).
- Only pod-style and Keurig coffeemakers or similar coffeemakers that *do not* have a hotplate are permitted.
- By fire safety regulation, surge protectors are the only type of "extension cord" allowed in Lenfest Hall. We will confiscate "octopus plugs" and traditional/standard long extension cords. Surge protector-type power strips are available at stores like CVS, Target, Walmart, Ikea, and Amazon.
- Clothing Irons are permitted as long as they are equipped with automatic shutoffs.
- Space heaters are only to be used when approved by the Associate Dean of Residence Life or Facilities staff.

Certain items are prohibited in the residence suites for safety and security purposes. These include, but are not limited to, the following items: extension cords, dart boards, air conditioners; alcoholic beverages; alcoholic containers or paraphernalia; electric blankets; blenders; burners of any type; candles or any live flame; electric frying pans; fireworks or explosives; flame-emitting articles; flammable liquids and other similar materials; grills (indoor or outdoor) of any kind including electric, gas or coal grills, weapons of any type including sling shots,

knives, bow and arrows, or any other dangerous instruments; guns or firearms of any type (including BB guns, pellet guns, starter pistols, and water guns); ammunition; halogen lamps; heating coils; immersion heaters; hookahs; hot flammable liquids; hotplates; hoverboards; illegal drugs and drug paraphernalia; incense; lava lamps; extra furniture (sofas, beds, etc.) unless approved by the Associate Dean of Residence Life; ovens; panini presses; potpourri burners; rice cookers (there are rice cookers located in the kitchen on the 5th floor for residents to use); toasters; air-fryers; water or gel beds.

Microwaves:

One microwave per room, in each suite, is permitted. The Office of Residence Life permits **only energy-efficient** (maximum 700 watts) microwaves.

Refrigerators:

Each resident may bring or rent their own Office of Residence Life approved mini refrigerator. Your mini refrigerator must meet the following specifications:

- Maximum 4.4 cubic foot total capacity freezer/refrigerator
- ENERGY STAR rated.
- Have only one plug directly into the wall.

MicroFridges® (mini microwave/fridge combo) may be rented. To rent a MicroFridge® for the academic year, please reach out to the Associate Dean of Residence Life & Off-Campus Housing to coordinate; rentals are based on the availability of our vendor.

Residents are responsible for the purchase and cost of their own approved microwaves or mini-fridges. Curtis **will not** cover the costs of microwave, mini-fridge, or MicroFridge® purchases or rentals.

Each suite is provided with one community *MicroFridge*® in the common area to utilize if you choose.

*Personal mini-fridges and microwaves will be inspected during move-in and *Health & Safety Inspections* throughout the academic year to make sure they meet our guidelines.

Lamps: A Special Safety Advisory

- The use of halogen lamps is strictly prohibited.
- Carefully read all safety instructions and warnings that accompany any lamp before use.
- Never use bulbs of a higher wattage or of a different style than is recommended by the manufacturer's instructions.
- Never remove or discard a bulb that is hot to the touch; don't try to operate a lamp that has damaged or missing parts.
- Do not place lamps near clothing, draperies or bedding, as incidental contact with the lamp bulb could ignite the material. Keep lamps away from windows, bunk beds, and closets.
- NEVER place materials such as towels or clothing on top of lamps.
- Avoid placing lamps in locations where they may be knocked over.
- Always remember to turn off or unplug any lamp when changing bulbs or when leaving your room/apartment.
- Taking proper precautions and guarding against potential hazards posed by lamps will help ensure community safety.

4. Housing Assignments

All students living in Lenfest Hall must sign a Housing Agreement. This agreement constitutes a contract between residents and Curtis. The agreement period begins on the move-in date designated for the student resident and ends at noon on the move-out date designated for the student resident.

Curtis seeks maximum occupancy throughout the year. In the event that a vacancy arises in your room and/or suite, you should expect a new roommate at any time. We will do our best to notify you in advance of the arrival of a new roommate. If you discourage or fail to accept an assigned roommate or suitemate, you will be subject to disciplinary action that may include charges for lost rent, and/or termination of your Housing Agreement. Examples of discouragement include obvious and/or subtle verbal statements or occupying a greater area than your assigned space.

No change in room(s) occupancy shall be made without the prior consent of the Associate Dean of Residence Life. Curtis reserves the right to change the capacity of the room(s) permanently or temporarily. Reassignment to another room is subject to availability, schedule, and authorization by the Associate Dean of Residence Life.

5. Bicycles

Bicycles may be stored on bike racks located behind Lenfest Hall or the Rubenstein Centre. Bicycles are not allowed inside Lenfest Hall at any time. No bicycle should be placed on or near outside entranceways, access ramps or railings, or in any manner that blocks access or egress for people with disabilities. Bicycles discovered in these locations may be removed and disposed of by Curtis personnel. Bicycles are a popular target for theft. Curtis recommends that cyclists use U-locks for securing bikes. Curtis is not responsible if your bike is damaged or stolen. Due to safety precautions, Curtis discourages residents from bringing bicycles to campus. The city of Philadelphia offers a self-service bicycle sharing program, Indego, which has convenient locations close to Curtis. More information about this program can be found on Indego's website: <https://www.rideindego.com/>.

Students who keep a bicycle on campus are strongly urged to register the bicycle with the Philadelphia Police Bicycle Registration Program. Information and registration form are available on the Bicycle Club of Philadelphia web site at <http://phillybikeclub.org/newbcp/events/fighttheft>

6. Charges

All residence charges are billed to the student account through the Business Office. Payment must be paid to that office, as per the instructions on the billing statement. Charges are payable by the semester. Anyone granted permission from the Associate Dean of Residence Life to arrive prior to the beginning or depart later than the end of the official occupancy period may be charged additional fees on a pro-rated basis.

Fees associated with residency in Lenfest Hall are non-refundable once a student moves in.

Charges and fines for damages, services, and keys which can be attributed to students during their residency are billed to the student. Students are expected to pay all residential fees by the due date. Failure to do so may result in termination of the Housing Agreement and/or denial of room selection privileges.

Students wishing to appeal charges and/or fines may submit an appeal letter, via e-mail, to the Associate Dean of Residence Life.

7. Cleaning, Health and Safety Inspections, Housekeeping, and Pest Management

- A. *Housekeeping Services:* Residents are expected to maintain a reasonable level of cleanliness in their room(s). Housekeeping services are weekly between the hours of 10:00AM and 1:00PM and are limited to the suite's common space and bathrooms only. When one roommate moves out, those remaining are each equally responsible for cleaning the suite/room before they move out. If the apartment/room is not found to be in acceptable condition for a new resident, cleaning services will be provided, and each resident will be charged. Outside of suite cleanings, Curtis housekeeping services are generally provided five days per week (except holidays) for building common areas such as corridors, lounges, lobby areas, laundry rooms, and public rest rooms. Out of consideration for all residents, residents or guests using common areas such as kitchens, lounges, or recreational space are expected to return the space to the condition in which it was found.
- B. *Health and Safety Inspections-* Curtis will perform announced Health and Safety inspections of all suites and rooms throughout the academic year; date and time range of inspections will be posted in advance. Residents are responsible for keeping their suite in a safe, clean, and healthy condition. Violation of policies found will be documented and addressed through the residential code of conduct. In the event that health and safety standards are not maintained, Curtis will intervene. Possible actions can include suite/room cleaning at the resident's expense, disciplinary warning, reassignment, and eviction. Residents will be billed for excessive trash or trash that is improperly disposed of.
- C. *Pests-* Poor cleaning and trash removal habits can create an environment that fosters the presence of pests, including bugs, roaches, mice, silverfish, etc. This is particularly true in a community living environment. You can minimize problems by being proactive:
- Take out trash and dispose of in proper containers or areas of your residence
 - Keep areas clean, wash dirty dishes, wipe counters and vacuum or sweep often.
 - Use sealed containers to store food items, condiments, etc.
 - Never leave food in open containers; use glass, metal, heavy plastic or other sturdy, tightly sealed containers.
 - Do not store paper bags or cardboard boxes; they can provide harborage for roaches and mice.
 - Use plastic trash bags for storage and for taking out trash.
 - Should a pest control problem develop, submit a service request for pest management services.

Public Areas, Trash, Recycling and Personal Belongings:

Residents should not leave personal belongings in the hallways. They may obstruct exit routes in an emergency. Any belongings left in hallways will be considered trash and discarded. Residents are responsible for taking their trash and recycling to the trash room regularly. Plastic trash bags are provided in each suite and more may be provided upon request. Residents should not allow trash to accumulate in the suite, nor should they wait for Housekeeping to collect accumulated trash. Trash should be disposed of in proper trash disposal areas and not left in hallways, lounges, elevator corridors and so on.

Curtis values sustainability and is required to comply with related initiatives per Pennsylvania state law and Philadelphia city ordinance. Please observe the recycling procedures which are posted on your floor. There are also locations throughout Lenfest Hall to recycle plastics, glass, metal, cardboard and paper. Non-recyclable materials should be disposed of in trash holding areas that are located on each floor. Be sure to bag your trash and place it in the trash holding area.

Disposal of sharp objects, glass, razor blades, syringes, needles, lancets:

Any sharp object simply dropped in a trash bag can create a hazard for housekeepers and residents. Please dispose of any sharp objects such as broken glass, razor blades, syringes, or needles by placing them in a protective container and sealing the lid before discarding.

8. Communication

Important information is sent primarily via e-mail to your Curtis e-mail address. Residents are expected to check their e-mail account daily for announcements and updates. Make sure that messages are not being filtered as spam or junk mail and be sure that your e-mail quota is not blocking incoming mail.

9. Community

You are an Important Part of Lenfest Hall

While Lenfest Hall is staffed by Resident Coordinators and administrators who are committed to enhancing the residential experience, the most important participant is you. Your participation, ideas, and presence are essential to the creation of community. The staff is there to help residents meet each other and live together harmoniously, but the residents themselves are the keys to a community's success. You are encouraged to participate in activities and be part of the community.

Lenfest Hall Programming

There are numerous opportunities for residents to become involved in activities and programs. Getting involved in these functions is a great way for you to meet people and develop organizational skills. While the Associate Dean of Residence Life and the RCs serve as a catalyst for many floor and building activities, you are encouraged to participate actively in and/or organize programs. Examples of student-initiated activities might include:

- Field trips to NYC and DC
- Guest Speakers
- Informal concerts
- Dramatic productions
- Career workshops
- Graduate school forums
- Dinners with faculty and administrators
- Game nights
- Virtual Programs
- Movie nights
- Late-night get-togethers and other activities

Residential Council/Advisory Boards

Students are welcome to create advisory boards and/or Residential Council with the assistance and support of the Associate Dean of Residence Life. Examples include a Residence Hall Association, Lenfest Hall Advisory Board and a Dining Advisory Board. We will be exploring creating a new Residential Council for the 2021-2022 academic year. Please contact Steven Couras for more information on how to get involved.

10. Conduct in Residence

The authority to investigate and respond to violations of the Lenfest Hall Housing Agreement and the Lenfest Hall Residential Handbook is delegated to the Associate Dean of Residence Life. Violations occurring in Lenfest Hall will be handled as stated below. In all cases, an attempt will be made to resolve a dispute or alleged violation by reaching a voluntary agreement. At the discretion of the Associate Dean of Residence Life, violations may be referred to the Dean of Students or Senior Associate Dean of Students for appropriate action in accordance with the procedures laid out in the Student Code of Conduct. In addition, criminal activity in Lenfest Hall is subject to criminal prosecution. If a student feels their case has not been given adequate consideration, they may discuss any concerns with the Associate Dean of Residence Life. A student also has the right to file a complaint as a violation of the Student Code of Conduct.

Reporting and Responding to Misconduct

Residents may discuss their concerns regarding a policy violation or a grievance with the Associate Dean of Residence Life.

Sanctions

If a student is found to be in violation of either the Lenfest Hall Housing Agreement or the Lenfest Hall Residential Handbook, the Associate Dean of Residence Life may apply appropriate sanctions corresponding to the violation. Sanctions will be based on an educational model and may include, but are not limited to, one or more of the following:

- Letter of admonition for student signature, outlining consequences of further violations.
- Residence hall or disciplinary probation.
- Judicial/conduct fines.
- Alcohol and other drug information provided to student.
- Restitution or replacement of damaged property for damages or costs caused by the student's misconduct.
- Confiscation of prohibited items. Confiscated items will either be disposed of immediately or will become the property of Curtis.
- Parental notification by means of phone, e-mail, and/or postal mail.
- Referral to counseling services for assessment and possible treatment and/or required participation in an alcohol and other drug education course.
- Loss of residential privileges such as housing over break periods, access to facilities, and/or guest allowances.
- Community service and/or reflection essay.
- Room and/or suite reassignment.
- Removal from housing.

A student against whom an allegation of offense is made has the following rights and obligations:

1. The right to be notified within a reasonably prompt time in writing of the complaints against them,
2. The obligation to cooperate with any investigation of complaints against them, including the obligation to be interviewed by Curtis and Residence Life.
3. The right to know the nature of any evidence against them; and
4. The right to confidentiality of information.

Curtis reserves the right to assign students to different rooms or to terminate Housing Agreements on an emergency or temporary basis. Such reassignment or termination may be necessary or advisable in the interest of health, safety, consolidation of resources, or the conduct of the Residence Life program. When an allegation of misconduct is made against a resident, such measures may be implemented prior to completion of the procedures outlined above for resolution of such charges.

Records:

The Associate Dean of Residence Life will maintain records of all cases and policy violations.

11. Conflicts Between Residents

Lenfest Hall is home to many students with diverse backgrounds and lifestyles. They all have a common desire to further their education at Curtis. With this in mind, it is essential that residents contribute to a harmonious living environment through their own responsible and respectful behavior.

Cooperative living should start with suitemates (and, if applicable, your roommate) as they have the most immediate impact on your daily life. At the beginning of each semester, all suitemates will be required to complete a roommate agreement by the RC. In completing the agreement, you and your suitemates are asked

to confront in advance some of the issues outlined below and to deal with them constructively by setting ground rules, with the hope that communication breakdowns and future conflicts will be avoided.

- Daily schedules: sleeping times, practicing, quiet hours, television viewing, study conditions.
- Guests: overnight guests, non-mutual friends, parties, privacy.
- Housekeeping: making beds, cleaning common spaces and bathrooms, picking up clothes, interior decoration, community MicroFridge® use, storing food, taking out trash.
- Personal habits.
- Use of personal property: sharing, getting permission, respect for another's property.
- Moods: grouchiness, silliness, depression, "taking things out" on one's roommate.
- Values: prejudices, religion, philosophy, politics.
- Shared interests – separate interests.

Resolving a Conflict

Should you find yourself in a conflict with a roommate or neighbor, the following steps are suggested:

- Approach the individual to discuss the problem and attempt to reach an amicable compromise, keeping in mind that we all have different lifestyles and values.
- Follow up with your RC for assistance if your attempts to resolve the problem fail.

12. Decorations and Walls

Sticky Tack or similar putty type, painter's tape, double sided special wall tape, or Command™ strips/hangers are the only recommended product for hanging decorations in student rooms. Take care in removing Command™ strips/hangers properly. Scotch tape, masking, duct, adhesive tape, electrical tape, hooks, nails, map tacks, push pins, brads, nails, glue or other similar items are not to be used for hanging room decorations unless given approval from the Associate Dean of Residence Life. Please avoid hanging heavy objects on walls., they will not hold heavy objects. Any wall damage will be charged to the residents of the room/suite.

Residents may not paint walls or any part of their living area or furnishings. All painting must be done by the facilities department. Also see "Room Furnishings."

Holiday decorations: Cut trees are not permitted in Lenfest Hall resident suites or bedrooms. Other decorations must be flame retardant, check tags or wrappers prior to purchase.

Decorations must not be placed in front of exits. Electric light strings must not directly attach to metallic trees and/or decorations. If lights are utilized, they must be from a remote source. All lights must be tagged as having been approved by Underwriters Laboratories (UL). Discard damaged light sets (frayed wires, loose connections, broken/cracked sockets). All electrical decorations must be unplugged when unattended. Decorations composed of food items should be removed and disposed of before break periods.

13. Eligibility for Housing

Only Curtis students may occupy a room in Lenfest Hall. Spouses, children, partners, parents, etc. are not permitted to live at Lenfest Hall.

14. Emergencies, Fire, Evacuation and Shelter in Place Drills, and Fire/Smoke-Producing Articles

In ANY emergency, call 911.

Disciplinary action, fines and possible legal action can be taken against residents or their guests for:

- ignoring evacuation procedures,
- placing false alarms,
- interfering with fire alarm or other alarm systems,
- interfering with smoke and heat detection systems,
- interfering with sprinkler system components, including hanging anything on sprinkler system fixtures,
- tampering with, covering, or removing fire bells, horns, strobes,
- tampering with or removing fire hoses, extinguishers, and fire-fighting equipment.

These are all serious fire code violations. Violators will be fined and must bear the cost of inspecting, recharging, repairing, and replacing the equipment. Tampering with life-safety systems poses a direct threat to each resident and is thus subject to disciplinary action, including the possibility of eviction and criminal prosecution by the city Fire Marshal.

Residents are responsible for their guests'/visitors' safety and behavior.

Residents should prepare for emergencies in advance by familiarizing themselves with evacuation and shelter in place procedures, routes, and locations.

Residents should register for Curtis's emergency notification program.

Fire Emergencies

In case of fire, follow procedures below:

Be Prepared:

1. Know the locations of all exits from the building and how to access them.
2. Know the procedures posted on the inside of your front door and the elevator lobby.
3. Know the location of alarm pull stations (usually near an exit) and fire extinguishers and know how to use them. Fire extinguishers are strategically placed throughout the building. There is a fire extinguisher in the closet in the common area of each suite.
4. Know where the safe staging areas are located once you evacuate the building.
5. Always keep fire doors closed to prevent infiltration of toxic gasses, fumes, and smoke.
6. Maintain visibility through fire door windows: do not hang signs, posters, or notices on the windows.
7. Report vandalism of all fire equipment to an RC.

On Discovering a Fire:

1. Notify persons in the immediate vicinity. Awaken your roommates if they are sleeping and inform them of the alarm.
2. Leave immediately. Close all doors and windows as you leave.
3. Sound the fire alarm using the pull-station nearest you. Call 911 once you are in a safe area.
4. **Do not use elevators.** The elevators will stop if the power fails, and you could be trapped inside. Always exit upper floors via the fire stairways.
5. Vacate the building and move to a safe staging area away from the building.
6. Contact Security at 215-875-4200 to let them know about the fire and that you have called 911.

When the Alarm Sounds:

1. Awaken suitemates, inform them of the alarm and leave immediately.
2. Be prepared to take directions from building staff, and fire and police personnel.
3. Dress appropriately for the current weather. You may need to leave the building and wait in a remote location before being readmitted. Shoes and a coat are essential. Take a wet towel (optional) and your keys and Curtis ID card.

4. Vacate the building if the emergency requires.
5. Do not use elevators.

After a Fire:

All fires, no matter how small, **MUST** be reported.

Keep in mind:

1. When approaching a door, feel the surface of the door. If it is hot, do not open it. If it is cool, open it cautiously. Be prepared to slam it shut if the corridor is full of smoke or if you feel heat pressure against the door. If the corridor is clear, proceed with the escape plan.
2. A person with a disability: A responsible person (or persons) in the same area as a person with a disability should be assigned to assist them in the event of fire. There are designated Areas of Refuge throughout Lenfest Hall with emergency call buttons to alert security in cases of emergency. Designated Areas of Refuge are in the following locations:
 - Stairwell 1, on floors 2, 3 & 4
 - Stairwells 2 and 3, on floors 2 – 9 (note: the emergency call buttons are located inside the stairwell; the area of refuge is in the corridor outside the stairwell)
 - In the elevator lobby on floors 2 - 9
3. If caught in smoke or heat, stay low where the air is better. Take short breaths through the nose until you reach the fire exit. Holding a cloth, such as a towel or T-shirt, over your nose and mouth may make it easier to breathe, as well.

If You Become Trapped:

Feel the door that leads from your area to the corridor before opening it. If it is hot or smoke is seeping in, do not open. If you become trapped and cannot reach the fire exit, keep the door closed and seal off any cracks. Use your cell phone to call the Fire Department by dialing 911 and give the name and location of the building, the floor you are on and your room number. Stay calm, do not panic.

Evacuation/Fire Drills

In accordance with the Philadelphia Fire Prevention Code, (Chapter 4, Section F-405) for High Rise Buildings, fire drills shall be conducted annually on each work shift and all are required to participate.

There will be an “all clear” issued to advise persons in the fire drill exits to return their floor upon completion of the drill.

A general notice about fire drills will be sent in advance. The date and time of fire drills will be announced in advance to designated staff members who help with the drill. If you hear a fire alarm and there has been no prior notification, you must assume that there is a real fire emergency.

- Evacuation drills are held to educate and prepare residents to follow safety procedures. Drills are required by the fire code and are scheduled to comply with this code. Drills are not scheduled to take place in the middle of the night.
- Fire emergency procedures pertinent to each residence are posted on the back of room doors. If you do not find a Fire Evacuation Procedures sticker on the back of your front door, fill out a service request. Participate in drills so you will know what to do.
- Fire code requires that residents leave their rooms during emergency drills.
- Stairwell exit doors are to be used only in such an emergency. These doors, marked FIRE EXIT ONLY, can activate an alarm when opened.

- Special procedures for fire and other emergencies applicable to your residence will be distributed as appropriate.
- Failure to evacuate when requested, or to follow other instructions by emergency personnel may result in disciplinary action and criminal prosecution.

Emergency “Shelter in Place” Procedures:

- “Shelter in Place” drills are held to prepare residents for events involving a widespread release of airborne contaminants or other types of emergencies occurring outside of the residence.
- Notices of shelter drills will be posted at building entrances prior to the drill. Alternative communications in the building will alert residents as to the drill’s start. RCs or other Curtis staff will knock on room doors to alert you of the drill.
- In a shelter drill, you will remain in the building shelter location.
- In an actual emergency it may not be known how long you will need to remain in the shelter location. You should familiarize yourself with restroom locations outside of your suite and on other floors.
- Prior to leaving your suite, close and latch all windows and close the doors to rooms and your suite.
- Remain in the building. The entrance to the building will be closed and no one will be allowed to enter or exit. Air conditioning and heating systems may be shut down to minimize air exchange.
- You will be allowed to return to your room only when an announcement has been made that the emergency or the drill is over.

Fire- or smoke-producing articles

Bunsen burners, portable stoves, kerosene lamps, cut trees, incense and candles are prohibited in Lenfest Hall. Possession of potpourri burning units or other fire-starting devices/substances is prohibited in the building, including the Dannenbaum Terrace.

15. Energy Conservation: Reduce, Reuse, Recycle

With your help, conserving energy can reduce operations costs and soften Curtis’s impact on the environment. Here are some ways in which you can make a difference:

- Use your heating and cooling system properly—use lower settings when not in the room. Close windows when the heat or air conditioner are in use to conserve energy.
- Turn off appliances when not in use, including lights, computers, and other electronics. If possible, set the computer to an energy saving mode.
- Use energy efficient appliances whenever possible. Use the minimum necessary wattage in light fixtures.
- Do not leave water running.
- Take shorter showers. This can significantly reduce the energy used to heat water.
- Use cold water and cold-water detergent when doing laundry.

16. Firearms, Dangerous Articles and Substances

Possession, storage, and/or use of a firearm(s) of any description (including, but not limited to, air rifles, airsoft guns, paint ball guns, pellet guns, pistols, ammunition, gunpowder, etc.) in Lenfest Hall is prohibited and subject to immediate termination of the Housing Agreement and removal from residence, as well as Student Code of Conduct action and criminal prosecution.

In addition, possession, storage and/or use of a dangerous weapon (including but not limited to clubs, dangerous knives, martial arts weapons), hazardous chemicals or biological substances, explosive devices of any description (including but not limited to fireworks, regardless of size or type), incendiary devices specifically

modified to be used as weapon, hunting equipment, and other dangerous articles, weapons, or substances, and the use of Bunsen burners in Lenfest Hall is prohibited and subject to immediate termination of the Housing Agreement and removal from residence, as well as Student Code of Conduct action and criminal prosecution.

17. Guests and Guest Policy

Visitors to Lenfest Hall residences must sign-in with a photo ID and be accompanied at all times by their resident host. A host is responsible for their guests at all times. Guest visitation can be a particularly sensitive issue. It is the responsibility of the resident host to familiarize guests with Curtis's expectations and regulations. A guest refers to both a residential student and a non-residential person/student. Your privilege to have guests requires consideration of your roommate, suitemates, and other community members, and at any time is subject to the following limitations:

- 1) No overnight guests are allowed the first two weeks of classes. No exceptions.
- 2) A resident may not pressure or force suite/roommates or anyone to tolerate the presence of a guest.
- 3) The presence of guests must not restrict free access of legitimate occupants to all common spaces and to any private space they may have or create any situation that infringes on the right of suite/roommates to remain undisturbed in any residence.
- 4) A guest may only stay overnight three (3) nights in any thirty (30) day period unless an exception is granted by the Associate Dean of Residence Life.
- 5) Overnight guests under the age of eighteen (18) must have permission from their parent/guardian. Residents requesting overnight guests under the age of eighteen (18) must complete and turn-in the parent/guardian permission form 48 hours in advance to the Associate Dean of Residence Life. Final approvals will be granted by the Associate Dean of Residence Life.
- 6) Residents may not host more than two (2) guests at any one time.
- 7) Guests must be accompanied by their hosts **at all times**. A guest may not occupy a student's room when the student is not present; a resident may not give a guest their room key or Lenfest Hall swipe card to enter Lenfest Hall or the suite.
- 8) The resident must accompany the guest inside buildings at all times. The actions of the guest are the resident's responsibility. The resident host will bear the cost of any fines or charges incurred by their guest.
- 9) Guests are not allowed overnight during break periods.
- 10) Any violation of the Housing Agreement or Curtis policy by a guest of a resident is the responsibility of the resident. Any disciplinary action taken in response to the behavior of a guest will be taken against the resident.
- 11) Guests may not sign in other guests.
- 12) Guests may not sleep in public spaces or utilize the non-residential floors for personal activities during their stay.
- 13) Parents of students/residents may not be an overnight guest.
- 14) Curtis reserves the right to deny access to any guest if it is reasonably determined that such person has disturbed, or is likely to disturb or disrupt, other students residing in Lenfest Hall.

18. Harassment

Students should immediately report an incident of harassment to a staff member. Issues of concern include, but are not limited to, sexual, racial, and religious harassment, and harassment based on sexual orientation. Individuals and groups can be the targets of harassment, and harassment can occur via social networks, phone, mail, e-mail, or face-to-face.

Curtis regards such behavior as a violation of the standards of conduct required of all persons associated with the school. Persons engaged in such harassment within a Curtis setting are subject to the full range of internal disciplinary actions, including eviction from the residence and/or separation from Curtis. Likewise, acts of

retaliation will be subject to the same range of disciplinary actions. In addition, some forms of harassment can constitute a criminal act and may lead to arrest and prosecution by the Philadelphia District Attorney.

Victims of any form of harassment may take their concerns or complaints to any resident assistant or Curtis staff member. As always, if you feel threatened or in danger, call 911.

19. ID Cards & Room/Mailbox Keys

A swipe ID card, room key, and mailbox key will be issued to you upon your arrival at the beginning of the occupancy period. When you move out of your room at the end of your occupancy period, you must check out with the Associate Dean of Residence Life and turn in your room key. **Until you return your keys, your move-out is not complete and you will be billed a \$100/day late move-out fine.**

Lost Keys and IDs

Report lost keys immediately to your RC or the Associate Dean of Residence Life. The resident will be charged \$100 to cover labor and materials. All duplicate keys must be requested and provided through Residence Life; no unauthorized key duplication is permitted.

Report lost ID cards immediately to the security desk. Residents will be issued one free replacement ID card; residents will be billed \$15 for each additional replacement card.

20. Information Assistance

Resident Coordinators, Security and the Associate Dean of Residence Life can offer daily, front line, 24-hour assistance to residents at Lenfest Hall. They can handle most residential concerns and provide services including the loan of keys, guest access and passes, lost and found, game equipment, etc.

21. Internet

Wireless access is available throughout Lenfest Hall. Log into the Curtis-Resident network with your Curtis username and password. Problems with the network should be reported to infotech@curtis.edu and the Associate Dean Of Residence Life and the RC should be copied on the email.

22. Kitchen

There is a full kitchen available for your use on the 5th floor. Please wash and clean all dishes, counters, and appliances after use. The Associate Dean of Residence Life reserves the right to close the kitchen at any time, without notice, if health and safety standards are not being met.

23. Laundry

Laundry facilities are located on the 5th floor. Lenfest Hall laundry facilities are **reserved for Lenfest Hall residents only**. There is no additional charge to use the laundry facilities. **Residents may not provide access to laundry facilities to non-residents.**

24. Lockouts

If a resident is locked out of their room their first point of contact should always be their roommates/suitemates. For all other lock outs after business hours (9am-5pm) or on weekends residents should call the RC on duty for assistance.

25. Mail

Mail for the residents of Lenfest Hall will be delivered by the US Postal Service to the mailboxes on the ground floor of Lenfest Hall. The mailing address for Lenfest Hall is:

Your Name

1616 Locust Street

Room #:

Philadelphia, PA 19103

Please monitor all personal deliveries and retrieve packages promptly from Lenfest Hall security desk, as those unclaimed after 3 business days are returned to the sender. COD mail is not accepted. Valuable or important items should be sent via USPS registered, certified, or express mail, FedEx, or UPS etc. in which some form of signed receipt is necessary. Valuables should be insured. Curtis is not responsible for missing or misdelivered mail or packages.

Forwarding Mail: When changing rooms, moving off-campus or going home for the summer, please remember to forward all your mail to your permanent address - to forward your mail, please fill out an official USPS change of address form by following this link: <https://moversguide.usps.com/mgo/disclaimer> -be aware that the USPS does not forward mail outside of the U.S.

26. Maintenance and Repairs

Please report all individual room and suite maintenance issues or repairs needed or common area repairs via e-mail to fix@curtis.edu - Specify the floor, area/location, room number, and needed repair or replacement. Unless the situation is an emergency, maintenance will not enter suites to perform repairs until after 9am. In the event of emergency, contact the RC on duty or the security desk.

Typical **emergency** repairs are:

- Plumbing problems that cause flooding.
- Non-functioning toilets.
- Immediate health and safety hazards such as sparking electrical outlets or fixtures.

Curtis reserves the right to conduct facility improvements, repairs, and preventative maintenance in the interest of safety and comfort for the Lenfest Hall community. We cannot guarantee reassignments should such repairs become necessary. We will attempt to forewarn students regarding disruptions of environment and/or service. However, we cannot guarantee that we will be given the opportunity to do this in every case. Students may be moved temporarily or permanently if needed. Every effort will be made to permanently relocate students to comparable space(s) if such space is available.

27. Missing Student Notification Policy

Any member of the Curtis community, including parents, who believes that a Curtis student residing in on-campus housing is missing, should notify a staff member in each of the following offices:

- Lenfest Hall Campus Security: 215-875-4200 (24 hours a day, 7 days a week)
- Associate Dean of Residence Life: 215-875-4256 (10 a.m. – 6 p.m., Monday – Friday)

The Institute will investigate all reports of missing students they receive. In order to develop a thorough investigation plan, staff may utilize the following possible investigation steps including, but not limited to: use of phone, e-mail, text, and social media to attempt to reach the student; contact known friends, roommates, faculty, campus employers and others who may have had contact with the student in previous days; explore and verify any use of student ID card activities to enter buildings or make purchases on campus; and consult with

other campus authorities who may know the student or specific circumstances or events pertinent to the student and the possible disappearance. If this investigation determines that the student's whereabouts have been unknown for twenty-four (24) hours, that student is considered to be missing. Within 24 hours of that determination, Curtis will:

- Notify the individual identified as the student's confidential missing person contact (if provided)
- Notify the student's "Emergency Contact"
- Notify a parent or guardian (if under 18 and not emancipated)
- Notify Philadelphia Police or other appropriate local police

All students living in Lenfest Hall are strongly encouraged to provide the Curtis Institute of Music with a confidential missing person contact whom Curtis will notify in the event that the student is determined to be missing. This contact information may be the same or distinct from the "emergency contact". This information will be maintained in the Curtis Student Information System, accessible only to authorized campus officials, and will be disclosed to law enforcement authorities only when used in connection with responding to a report that the student is missing. If you wish to provide Curtis with this contact information in the event you are reported missing, please contact the Associate Dean of Residence Life.

28. Move-In

An official check-in takes place when a resident picks up keys, welcome packet and completes their RCR with an RC.

Move-Out Checklist and Procedure

It is important to follow proper move-out procedures, so you don't incur additional rent charges and other unanticipated fines.

- Residents should not leave personal belongings in the hallways while they are packing or for disposal. Items left thus may obstruct exit routes in the event of an emergency. All belongings found in residential hallways will be considered trash and discarded.
- Residents must turn in their room and mailbox key.
- Failure to check-out by the scheduled move-out date will result in daily fines and additional rent charges. In addition, a minimum of \$100 will be charged to cover the cost of changing the room lock.
- Arrange to have mail forwarded.
- The resident's space should be left clean, and all belongings and trash should be removed. Storage areas, drawers, closets, shelves, etc. should be checked to be sure that they are clear of all belongings and trash.
- Community Micro-fridge must be completely emptied, cleaned, and unplugged.
- Residents should turn off all lights, close windows, and turn the thermostat off. When one suite/roommate moves out while the other(s) remains, each is equally responsible for cleaning the room(s) so that it is in acceptable condition for new residents. Should residents fail to fulfill this obligation; cleaning service will be provided at the expense of each resident.

Students are jointly and separately liable for all damage that is caused to the suite(s)/room(s) or any furniture/furnishings/fixtures therein. Students are liable for the cost of repairing damage to the suite(s)/room(s) and building in case of fire, smoke, etc., if caused in violation of the Housing Agreement.

- Residents must vacate at the time noted on the last day of their occupancy period. Curtis is not responsible for belongings left in rooms past the move-out date. Items not removed on time will be removed and disposed of at the resident's expense.

- After move-out, Residence Life will inspect each unit for repair needs, damage, and furnishings. In case of damage to a room or its furnishings, or missing inventory, associated charges will be billed to the resident by the Associate Dean of Residence Life.
- Failure to move-out within the prescribed period will result in a \$100 per day fine, plus daily rental fees and possible eviction, in which case Curtis will not be responsible for resident belongings and reserves the right to confiscate and dispose of such belongings.

Early Move-In and End-of-Year Move-Out Extensions

The Associate Dean of Residence Life reserves the right to extend or deny early Move-In privileges to incoming residents, as well as to accommodate or deny requests to remain in residence beyond the end of the Housing Agreement. The opportunity to move-in early or stay late may be dependent upon off-term utilization of the facility, including construction, Curtis events, or other factors. Residents who are granted either early arrival or a move-out extension are expected to follow all relevant procedures and recognize that failure to do so will result in additional charges and possible eviction.

29. Non-Discrimination Policy Statement

Curtis values diversity and seeks talented students, faculty, and staff from diverse backgrounds. Curtis does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, creed, national or ethnic origin, citizenship status, age, disability, veteran status, or any other legally protected class status in the administration of its admissions, financial aid or in its employment practices. Questions or complaints regarding this policy should be directed to Kimberly Gould, J.D. – the Title IX Coordinator and Director of Human Resources and Equal Opportunity.

30. Occupancy

Early Termination of Housing Agreements

After a resident has: a.) assumed occupancy; b.) picked up keys; or c.) activated door access, the resident cannot cancel his/her Housing Agreement. A resident may request and be granted an *Early Termination of the Housing Agreement*, but only for the following reasons below and under the circumstances stated. Those who check-out and leave for unauthorized reasons, or without following proper procedures, will continue to remain responsible for housing fees for the full term of the Housing Agreement. The resident's room space may be reassigned at the discretion of the Associate Dean of Residence Life.

A. Leave of absence/withdrawal:

A resident who leaves Curtis for a leave of absence or withdrawal must vacate the room, leave it in good order, return room and mailbox key, and officially check-out within 48 hours after the effective day of the leave/withdrawal or by the end of the semester, whichever is sooner. Termination is not in effect and rent will not be prorated until all steps have been completed. However, no refunds will be made after the tenth week of classes of each semester. Residents will be charged \$100 for termination.

B. Loss of Eligibility for Campus Housing.

- 1) Curtis reserves the right to terminate this agreement and repossess rooms for failure to pay Curtis fees or for violation of Curtis policies, or when a resident is no longer a full-time registered student enrolled at Curtis.
- 2) Students deemed ineligible for Curtis housing or denied housing privileges for violations of the Housing Agreement remain financially liable for the entire term of their agreement.

Rent will be prorated when all steps of the Early Termination process are completed. No refunds will be given after the tenth week of classes of each semester. In all cases, except official graduation, there is a \$100 cancellation charge.

31. Pets/Animals

I. Purpose

The Curtis Institute of Music (“Curtis”) recognizes the importance of providing reasonable accommodations for students with disabilities who require the assistance of animals. This policy outlines the specific requirements and guidelines that govern student use of a Service Animal or requests for a reasonable accommodation in the form of an Assistance Animal. It clarifies the difference between a Service Animal and an Assistance Animal and provides a framework for students with disabilities to utilize animals on campus. Curtis reserves the right to amend this policy at any time as circumstances require.

II. Service Animals

a. Definition and Requirements

Service Animals are defined and regulated in accordance with the Americans with Disabilities Act (“ADA”). Per the ADA, a Service Animal is an animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability directly related to the individual’s physical or mental disability. Examples of tasks performed by Service Animals include assisting an individual who is blind or has impaired vision, pulling a wheelchair, and alerting an individual who is deaf or hearing impaired to the presence of people or sounds. With the limited exception of individually trained miniature horses, only dogs are considered Service Animals under the ADA.

Pets are not Service Animals and are not allowed in residence halls. In most cases, a student with a Service Animal may bring their Service Animal into all areas of the Campus that are open to the public or to students.

b. Service Animal Identification

In a situation where it is not readily apparent that a student’s Service Animal is trained to do work or perform tasks for a student with a disability, Curtis may ask the student if the animal is a Service Animal required because of a disability and what type of work or tasks the animal is trained to perform. Curtis will not ask for and does not require documentation about the training or certification of the Service Animal nor does it require information about the nature or extent of a Service Animal owner’s disability.

Students wishing to utilize a Service Animal should contact the Associate Dean of Student Life and International Student Affairs.

c. Use of Service Animals on Campus

A student with a Service Animal is permitted in all Curtis facilities on campus, where other members of the Curtis community and public are allowed to go. However, Service Animals may be denied access from any facility on campus if the Service Animal (i) is out of control and the student is not effectively controlling it; (ii) is not housebroken; (iii) poses a direct threat to the health or safety of others; or (iv) is behaving in such a way that would fundamentally alter the nature of a service or program at Curtis. While Service Animals are not categorically banned from any campus facilities, in certain instances (and for the safety of the Service Animal and consistent with applicable law), Curtis may restrict a Service Animal from certain campus facilities such as custodial closets containing dangerous chemicals. All such assessments will be made on a case-by-case basis.

III. Assistance Animals

a. Definition

Assistance Animals are a category of animals that may work, provide assistance, or perform physical tasks, for a student with a disability and/or provide necessary emotional support to a student with a mental or psychiatric disability that alleviates one or more identified symptoms of a student's disability. Assistance Animals are not Service Animals under the ADA. Assistance Animals are typically not trained to perform specific work or tasks. Assistance Animals are not limited to dogs and can be other species of animals. Assistance Animals are only permitted on campus with prior approval from the Associate Dean of Student Life and International Student Affairs and are generally only permitted in student housing.

b. Requesting Approval for an Assistance Animal

A student seeking to live with an Assistance Animal in Curtis housing must obtain prior authorization from the Associate Dean of Student Life and International Student Affairs before bringing the animal on campus. If the student's disability and/or disability-related need is not readily apparent or known, Curtis may ask for additional documentation of the student's disability and disability-related need for the Assistance Animal. In such an instance, Residential Education will require the student seeking an Assistance Animal to fill out an Assistance Animal Request Verification Form to be completed by the student's treating physician, psychiatrist, mental health professional, or other reliable third party confirming that the requested Assistance Animal is necessary to provide the student with the support they need to alleviate one or more symptoms of the student's existing disability. Students will need to re-submit an updated Assistance Animal Request Verification Form and any other necessary supporting documentation each academic year. Students seeking to bring an Assistance Animal on campus should contact the Associate Dean of Student Life and International Student Affairs as far in advance as feasible, and at least 30 days prior to the Assistance Animal's anticipated arrival on campus.

Although students will be required to demonstrate their need for an Assistance Animal, Curtis will not ask students to provide access to medical records or for healthcare providers to give detailed and/or extensive information or documentation of the requesting student's physical or mental impairments.

Upon submitting an Assistance Animal Request Verification Form, Curtis will consider whether (1) the student has a disability and (2) whether the Assistance Animal is necessary to afford the student an equal opportunity to Curtis's services. Curtis may approve the request, deny the request, or seek additional information. If Curtis grants a request for an Assistance Animal, the requesting student will receive a letter so indicating. If Curtis denies a request for an Assistance Animal, the requesting student will receive a letter explaining the reasons for the denial. Curtis will not grant approval for a student to have an Assistance Animal if granting such approval would impose an undue burden on Curtis, fundamentally alter Curtis's services, or pose a direct threat to the health or safety of others.

Students submitting an Assistance Animal Request Verification Form must provide consent for the Associate Dean of Residential Life to disclose the request for and presence of the Assistance Animal to those individuals who may be impacted by the presence of the animal including, but not limited to, Curtis personnel and potential and/or actual roommate(s)/suite(s). Such information shall be limited to information related to the animal and shall not include information related to the student's disability.

c. Use of Assistance Animals on Campus

Assistance Animals are only permitted in a student's assigned housing unit and must remain in the privately assigned individual living accommodation (e.g. room or suite). Curtis retains discretion as to exactly where any student will be housed. Unlike Service Animals, Assistance Animals are not permitted in other areas or facilities of Curtis. The sole exception to this rule is when the student takes the animal outside for toileting, in which case the animal must be in a carrier or controlled by a leash, harness, or other means. Furthermore, if an Assistance Animal request is approved, the student will be required to meet with a member of the Residence Life team to review the rules regarding Assistance Animals and sign an Assistance Animal Agreement. The student will also be required to complete an Animal Registration Form. Roommates and/or suitemates of students utilizing an Assistance Animal will also be required to complete a Roommate/Suitemate Agreement Form.

Assistance Animals may only stay on campus as long as the Student Owner has a disability-related need for the Assistance Animal. Student Owners must notify the Associate Dean of Residence Life if the Assistance Animal is no longer necessary or no longer on campus.

IV. Responsibilities of Student Owners of Service Animals and Assistance Animals on Campus

Students with Service Animals or Assistance Animals ("Owners") are solely responsible for the animal's care and supervision. The animal must be under the control of the Owner at all times and must remain in close proximity to the Owner whenever outside the Owner's room.

All animals living on campus must be licensed and vaccinated. Owners are required to abide by all current city, county, and state ordinances, laws, and regulations for animals. Owners are responsible to know and understand these laws. Owners may be asked to provide proof that the animal is in compliance with applicable legal requirements regarding licensure and vaccination. Owners are responsible for ensuring the animal is well-cared for and fed. Curtis is not responsible for providing care or food to any Assistance Animal, including, but not limited to removing the animal during emergency evacuations for events such as a fire alarm.

All animals must be housebroken. Owners are responsible for cleaning up after and properly disposing of animal waste in a sanitary and appropriate way. Feces must be secured in a plastic bag and disposed in a designated receptacle. Indoor animal waste, such as cat litter, must be placed in a sturdy plastic bag and tied securely before being disposed of in a designated trash receptacle. Litter boxes should be placed on mats so that feces and urine are not tracked onto carpeted surfaces. Owners are also responsible for ensuring that the animal maintains proper hygiene and is free of fleas and other pests. If fleas, ticks, or other pests are detected through inspection, Curtis will seek treatment from a pest control service. Owners may be charged for this expense.

Curtis will not require Owners to pay any additional fee for an animal, however, if an animal causes damage beyond normal wear and tear, Owners may be charged for this damage.

An animal cannot stay in Curtis housing overnight without its Owner. The animal must leave campus if the Owner leaves overnight, and during all Curtis breaks during which the Owner leaves Curtis housing. The Owner must designate an emergency handler to support the animal's care in emergency situations. The Owner must ensure that the emergency handler is familiar with these policies regarding animal care and supervision.

Owners are responsible for ensuring that the animal does not cause difficulties for students without animals. Sensitivity to other students with allergies and to those who fear animals is important to ensure a peaceful residential community.

Failure to fulfill the responsibilities laid out herein will result in the removal of the animal from the Curtis campus.

V. Removal of a Service or Assistance Animal from Campus

Curtis may require a student to remove their Service Animal or Assistance Animal from Curtis if the animal poses a direct threat to the health and safety of others, creates an undue burden on Curtis, when the animal's presence fundamentally alters Curtis housing or a Curtis program or service, or when the student Owner does not comply with the responsibilities outlined above. Each determination for removal will be made on an individualized basis.

VI. Questions and Grievances

Students with questions about Service Animals or Assistance Animals should contact the Associate Dean of Student Life and International Student Affairs. Students who believe they have been subjected to discriminatory actions on the basis of disability may seek a remedy by filing a complaint through Curtis's institutional policies.

32. Posting

All signs, either from students or from outside vendors, must have prior approval from the Associate Dean of Residence Life to be posted on the residential floors (5-9) of Lenfest Hall. Approved signs, posters and advertisements will be given to RCs/PAs to be hung throughout the building accordingly. Students are **not** permitted to hang up or take down any posters on residential floors.

33. Quiet Hours/Practice Hours

Whatever other functions an institute or residence hall may serve, its essential role is to provide an atmosphere conducive to study and practice. Quiet Hours are 11 p.m. – 9 a.m. on residential floors. Quiet Hours means no sound is to be heard outside your room. Practice Hours are 9 a.m. – 11 p.m. Practice Hours means you may only practice your instrument on a residential floor during the designated practice hours. It is the responsibility of all residents to hold one another accountable for maintaining quiet and practice hours.

At all times Lenfest Hall observes a "Courtesy Policy." The "Courtesy Policy" ensures that all students have the right to request that others respect their right not to be disturbed by loud voices, music, or other noises. Students are expected to comply with requests from their peers to turn down music or to refrain from activity which is disturbing to others.

34. Roofs and Windows

Throwing or hanging things outside any window or from the terrace or roof is dangerous and prohibited.

35. Room Changes

No room changes are made the first two weeks of classes – no exceptions. Students experiencing suite/roommate problems may contact their Resident Coordinator (RC) for assistance with mediation and problem resolution. **Unapproved room changes are prohibited.** Based on occupancy numbers and limited spaces, room changes likely will *not* be available throughout the year.

36. Room Entry and Inspection

Curtis recognizes and respects each resident's desire for privacy, especially within the context of a group-living environment. It is occasionally necessary for Curtis to exercise its contractual right to enter a room in the interests of maintaining an environment that provides for the health, safety, and welfare of residents individually and as a community. In such instances, students are expected to cooperate with Curtis personnel,

administrators, and student staff (RCs) as they perform their duties. The following procedures have been developed as a guide for employees, admins, and student staff (RCs) of Curtis and for Lenfest Hall residents to ensure the performance of duties and to maintain your privacy:

- RCs (with the support of the Associate Dean of Residence Life) will perform 2-3 Health and Safety room and suite inspections each semester. Health and Safety inspections help ensure that our community is maintaining healthy, clean, and safe living conditions. You do not need to be in the room during inspections.
- Furthermore, rooms shall be entered in your absence by authorized Curtis personnel, admins and RCs when there is cause to believe a situation exists that may jeopardize the health, safety, and welfare of our community, or cause damage to a room or its furnishings, or in order to perform housekeeping, inspection, or maintenance functions. The room shall be entered only after an effort is made to alert residents within by knocking, loudly announcing staff presence, and waiting long enough for a resident to respond.
- All staff members and contractors working in student suites/rooms are expected to clearly display identification. Residents are entitled to ask to see such identification.

37. Room Furnishings

Each student is supplied with a bed, desk, wardrobe, chest of drawers, and desk chair. Suites and rooms have wall-to-wall carpeting and window shades.

ANY ALTERATIONS to the room including its walls, floor, ceiling, doors, wiring, plumbing or furnishings are prohibited. Residents may not change or alter the existing facilities and must abide by the following policies:

- Putting tape, decals, chalk, or other decorations or items on the exterior of a room or building, including windows, doors, entry ways, or floors is prohibited.
- The resident is responsible for all furnishings provided. Due to space limitations and work constraints, furniture that belongs in the room cannot be stored by Curtis. Furniture left in public areas will be removed with the costs charged to the resident.
- Residents will be charged for any furniture that is damaged or missing at the end of the occupancy period.
- Residents may not remove residence furniture, equipment, or property; they may not alter floors, ceilings, or doors of any suite or room, including painting or making structural repairs or modifications. The resident is liable for any damage or alterations incurred during the occupancy period.
- No partitions (structural repairs, modifications, or freestanding pieces) are permitted in Lenfest Hall, as they damage walls, ceilings, and floors, and pose a safety hazard.
- Residents may not add locks, alarms, or chains to their doors, as they hinder access by authorized personnel.
- Waterbeds are not permitted in Lenfest Hall.
- Altering or tampering with network, electrical, plumbing, circulation, or other building systems is prohibited.
- Residents are not permitted to perform maintenance or repairs. Curtis authorized personnel must do all work to rooms, fittings, and furnishings.
- In addition to not making alterations to their room, or attempting to make repairs to their room, students should not use any chemicals such as drain cleaners (like Drain-O), pesticides (like Raid) or other harsh chemicals or cleaning supplies. Students should ALWAYS contact Facilities Services, fix@curtis.edu, for repairs to their room.
- Removal of common-area or common-use furniture, equipment, or fixtures is forbidden, as they are intended for use by everyone.

- Residents are not permitted to remove any music stands, chairs, or other furniture/equipment from the classrooms, dining hall, rehearsal hall, or other common areas of Lenfest Hall. If items are found in a resident's room or living area, a minimum fine of \$50/day will be levied.

38. Room Inventory and Condition Form

All residents will be required to complete a Room Inventory and Condition Form (RICF). The RICE informs new residents of the furniture provided for your room type as well as a brief description of the anticipated condition. This form also provides documentation of any missing furniture or damage discrepancies that you wish to be documented. This may protect you from being charged for noted items at move-out. If you have not reported discrepancies in your room's condition and furniture placement inventory, and damages are found during the Move-Out inspection, you will be charged for damages and missing furniture.

39. Safety and Security Systems

Curtis has numerous systems, resources, and personnel dedicated to maintaining a safe building, however, residents must play their part by observing security procedures and practices in consideration of their classmates and in order to minimize personal harm or loss. For the protection of all residents of the building and their personal property, you are expected to cooperate with the security program. The following are security regulations enforced by Security and Student Services. It is our expectation that all residential students follow these regulations:

- Keep exit doors closed and locked at all times.
- Refrain from lending out your key. Students are prohibited from duplicating room keys.
- Do not give your Curtis ID Card to anyone for building access.
- Register guests with Security and escort all guests at all times.
- **Keep your room door locked at all times** (even while inside the room).

All access, security, and guest procedures in this handbook are extremely important and were developed with the security of residents in mind.

Access to Residence

- Entrances to Lenfest Hall are monitored 24 hours a day.
- The building has a card-reader-controlled access system in place that validates the Curtis cardholder before permitting entrance through a turnstile/portal.
- Residents are asked to cooperate with the security guards, as they are required to verify the ID for each person entering a residence. Guards must screen students with every entry, regardless of how well they know the resident or how often the resident enters the building.
- Each student must possess and carry his/her Curtis ID card. An individual must display their Curtis ID card when requested by a security guard. Should a resident lose or forget their Curtis ID card, the security guard will use an alternate method of verifying identity and granting access, to be used only in the short term. Lost cards must be reported promptly.
- Curtis ID cards are non-transferable. A Curtis ID card used by anyone other than the owner will be confiscated. Confiscated Curtis ID cards may be picked up in the Office of Residence Life. Anyone who fails to produce a Curtis ID card, photo ID or who creates a disturbance about the procedure is subject to disciplinary action and/or fine.
- Access/egress is gained through the Locust Street or Latimer Street entrance 24/7. Residents should not exit via alarmed doors unless instructed to do so during a building emergency/evacuation.
- On the floors, students are advised to keep their doors locked at all times. Theft of unattended items is one of the most frequent forms of theft. Residents should not leave unattended items in public spaces such as lounges, lobbies, computer labs, or in an unlocked room, even for a brief period of time. Curtis

is not responsible for items removed or stolen from student rooms in the event a door was left unlocked.

Residential Security Systems

The security systems and procedures in the residence are designed for the protection of all residents. Abuse of staff and/or vandalism will not be tolerated. Students identified as vandalizing or damaging portals, exterior building doors or locks, room locks or doors, security alarm systems, turnstiles, emergency telephones, or other portions of a security system are subject to disciplinary action and will bear the cost of repair. It is against policy to use a Curtis ID card that has been tampered with or one that does not belong to the bearer. A violation of a Curtis policy may also constitute a crime under state law. On-site monitoring of security systems and activity may be carried out throughout the year.

40. Smoking

Lenfest Hall is a smoke-free building. Smoking of any substance is prohibited in all residential buildings, on the Dannenbaum Terrace, and outdoors within 20 feet of windows and doors. This policy encompasses the use of electronic cigarettes, hookahs, vapors, and other smoking paraphernalia. Those who violate this policy may face disciplinary action, fines, and possible termination of their Housing Agreement. See the Curtis Code of Conduct for further explanation.

41. Solicitation and Business Activity

Residence space must be used only for study and living purposes and not as sales rooms, offices, service areas, rentals (i.e., Airbnb, etc.), or for storage of merchandise. Residents are also prohibited from subletting their room/suite. Any individual found to be residing in a student room without a Curtis initiated room assignment will face disciplinary action for theft of services. Soliciting and peddling in the residence are prohibited.

42. Hall Sports

Sports activities/Halls Sports are prohibited within Lenfest Hall, including but not limited to the Dannenbaum Terrace, Gould Rehearsal Hall, Bonovitz Concourse, hallways, lounges, suites, and other indoor areas. Sports activities include but are not limited to bouncing or throwing balls or Frisbees, rollerblading, skateboarding, and bike riding.

43. Storage

Curtis does not provide storage for resident belongings during the academic year, break periods, or summer. Curtis will not be liable for loss of, theft of, or damage to articles left in storage. It is wise for you to have belongings covered by insurance. Any belongings left in a resident's room after they move-out will be considered trash and will be disposed of at the cost of the resident.

44. Student Health Concerns in Residence

Issues involving residential students with health concerns are reviewed individually, with a support plan developed by Curtis and health consultants with concern for confidentiality and the best interests of all parties involved.

Immuno-compromised students may require and be granted special housing arrangements to protect themselves for medical or emotional reasons. Fear of a resident with a non-contagious medical condition including HIV, AIDS, and hepatitis B is not considered a basis for release from the Housing Agreement. In these circumstances, residential officials will not allow concern or suspicion about the health of residents to result in a demand that suspected residents be tested, relocated, isolated, ostracized, segregated, or excluded from residence against their wishes. Requests for room assignments and changes are considered in accordance

with established residence policies, depending on the availability of rooms. Professional staff from our partners at Penn Student Health Service are available and prepared to respond to or refer inquiries from students.

Penn Student Health Service can be reached at (215) 746-3535.

45. Student Telephones

Curtis does not provide phone service for residents of Lenfest Hall. All students residing in Lenfest Hall are required to own and use a mobile phone.

46. Substance/Drug Abuse

The possession, sale, or use of narcotics or other controlled substances in Lenfest Hall, as elsewhere on campus, is illegal, unless possession and use conform to a physician's orders and prescription. Students found in possession of illegal substances or found under the influence could face the following consequences: disciplinary action, removal from housing, and criminal prosecution. See the Curtis Code of Conduct for further information.

47. Dannenbaum Terrace and Multipurpose Room

The Dannenbaum Terrace on the 5th floor is designed to be a gathering place for Curtis students. No one is permitted to walk on the ledge by the plantings. The plants are not to be cut by anyone other than assigned staff.

The Multipurpose room of the 5th floor is designed specifically for student use. This lounge area should be a place where students can gather, work together on assignments, relax, and take a break. Please be respectful of other students in this room.

Students are not permitted to sleep or conduct inappropriate behavior in the multipurpose room and/or terrace, nor should they complete projects whose materials have a potential for property damage within these spaces.

48. Vacation, Holiday, and Break Periods

Lenfest Hall will remain open during Thanksgiving and Spring Break unless otherwise noted. Resources such as access to staff and dining services will be reduced or nonexistent during break periods. Housing during these periods is a privilege which may be revoked due to a violation of the Residential Handbook or if a student does not represent the maturity level needed to live independently over the break period.

All Lenfest Hall residents are required to vacate during Winter Break as Lenfest Hall is closed. No exceptions will be made.

49. Vandalism

No student shall perform or permit damage, removal, or unauthorized addition to any furnishings, equipment, or property belonging to Curtis. Defacing interior or exterior room or building walls, floors, ceiling or other structures or surfaces with chalk, marker, paint, pen or other substances may be construed as vandalism and action will be taken accordingly. Charges for missing or damaged items will be assessed at replacement cost, including any necessary labor. Disciplinary action, including fines and/or eviction, is possible. In addition, the individual may be subject to criminal prosecution (i.e., institutional vandalism, criminal mischief) and possible fines.