



9/22/2023

# Boarding Staff Handbook

Year 2023 / 2024

Simon Johnston and Monica Wang  
DULWICH INTERNATIONAL HIGHSCHOOL - SUZHOU

## Contents

Principles and Practice of Boarding at Dulwich International High School .....	2
Emergency contacts                (on the back of your ID card).....	2
5 top tips: .....	3
Role of the Houseparent.....	3
Main responsibilities (in no particular order) .....	4
Role of the Assistant House Parent (AHP) .....	4
Main responsibilities (in no particular order) .....	5
Role of the Boarding Tutor.....	5
Safeguarding .....	7
Student mentoring.....	7
Advice for Boarding Tutors – some suggestions:.....	7
Staff Meetings.....	8
Daily Duty Routine .....	8
Study Hall - please see the additional document. ....	9
Weekend Duty Routine (Alleyn House) .....	12
Students thinking of permanently leaving.....	13
Leave and Missing Students Procedure .....	14
Boarder Boundaries & Rules .....	15
Sanction: .....	15
Room Inspections.....	16
Visitors .....	16
Fire Evacuation Procedure .....	16
<b>First Aid</b> (DHSZ Staff Home - Medical Policies and Information - All Documents (sharepoint.com) .....	17
Sick/Injured students and medication .....	17
Staff Dress Code: .....	18
Expectations of Boarding Staff.....	18
Duties include: .....	18
Common Expectations .....	19
Responsibilities of Boarding Staff .....	19
Holiday Procedure: .....	19
Procedures regarding violations of Boarding Staff Responsibilities: .....	20

## Principles and Practice of Boarding at Dulwich International High School

- To provide an open and stimulating environment in which each boarder can develop personally while learning to live in a close-knit community.
- To instil a desire for respect, truth, and honesty in all relationships.
- To create an atmosphere of trust in which each boarder feels able to approach any member of the community (staff or student), confident in the knowledge that he or she will be listened to and respected as an individual.
- To create an atmosphere of tolerance in which teasing, harassment and bullying should not develop.
- To provide the conditions for boarders to develop talents through a structured prep programme with appropriate facilities in an atmosphere which offers encouragement and values effort.
- To provide accommodation that is comfortable and suited to the needs of boarders according to age and maturity and which offers adequate levels of privacy.
- To safeguard and promote the physical welfare of each boarder by providing the best possible food, medical care, and security.
- To provide appropriate facilities to satisfy boarders' leisure requirements.
- To develop in each boarder a sense of responsibility for himself or herself and for their environment.
- To develop in each boarder the ability to work as part of a team and to offer opportunities to practice leadership.

### Emergency contacts

(on the back of your ID card)

Assistant Director (Boarding)	Simon Johnston	189 1559 8786
Bancroft House Parent	Hayley Allison (personal)	18762892848
Deputy Head of Boarding	Monica Wang (personal)	19941900922
Nurse Station	Molly Han	13814286284
Alleyn House Office	AHPs	6787 5159
AH Boarding Cell	Sophia Yue	180 1278 1317
BH/SH Boarding cell	Jinky Jin	189 13577170
Principal	Jon Fei	189 15583697
Director	Sarah Tielman	189 12627878
Deputy Director Boarding and Pastoral	Nadir El-Edroos	18012778175

*This contains many details, if in doubt ASK.*

## 5 top tips:

1. For many boarding staff – this is your second job – but boarding must be your primary focus. Parents have left us to care for their children. That is a privilege.
2. Be yourself. Be authentic. Be present.
3. Make time for exercise and yourself. We tell the students to do it – do it yourself. Mark it on your calendar. What are your non-negotiables?
4. Be a permanent student. There is always something to learn about your students and your colleagues.
5. Everyone wants to be liked. Go into situations and show them you care.

## Role of the Houseparent

Please go to the house parents for support, encouragement, and advice. Each houseparent brings their character to the activities and atmosphere around the house. Most importantly, they will have their own unique way of making themselves available as a listening ear without appearing to intrude on the boarding tutors' or students' privacy.

House parents are gifted at recognising the strengths of an individual boarder and ensuring they feel special and valued, particularly at times when they face challenges or tough choices. Behind the scenes, they are very much the champions of their boarders. They will be tenacious in pursuing opportunities on behalf of their boarders and facilitating support when it's needed. A good houseparent has a wealth of experience of what the norms and patterns are, and this gives them useful perspective when dealing with challenges that arise. This makes them a gold mine of information for staff. Don't be shy to contact your houseparent if you have a query or concern. Issues are better dealt with as they arise.

We tell the students to ask for help, it is just the same for staff. It is a strength to ask for help.

A houseparent is on duty in school and in the boarding house everyday Sunday- Thursday.

The Assistant Director (Boarding) or Deputy, will be on call 24/7 in an emergency.

## Main responsibilities (in no particular order)

Being Flexible	Greeting students at the door/gate each morning
Duty as per Rota, and covering for colleagues as necessary	Checking uniform at gate/door
Supporting tutors	Leading boarding student leadership programme like boarding prefects
Identifying training and running training for tutors and AHPs	Input into Rota
Identify students of concern – academically and pastorally - work with HOYs to put in place a support plan	Regular meetings with AHPs
Liaise with AHPs regarding Behaviour of students	

## Role of the Assistant House Parent (AHP)

This role allows each House Parent a night off during the week. The Assistant House Parent will undertake room inspections every other day and will report to Tutors as to what rooms need to be monitored and helped. Tutors and AHP should work together with students to help them live a clean life!

Tutors should report any maintenance issues to the AHP and raise it on helpdesk. The AHP and House Parent will also be on call overnight for any medical issues arising.

The AHP will be on duty on Sunday night and any missing students should be reported to the AHP to follow up on.

The AHP/Tutors will also greet people off the bus each night at BASH.

Study Hall will also be monitored by House Parents, AHPs and Tutors. The AHP for BASH will ensure consistency each night for the lower school.

The Assistant HP will also conduct night walks around the boarding houses. Ensuring that students are in their rooms and quiet after 2300.

The AHPs in Alleyn House, will also be responsible for the termly students, especially on monthly weekend events and will have two days off in the week. They will be the key people in speaking to termly students' parents.

## Main responsibilities (in no particular order)

Report maintenance issues and follow up to make sure that all done to high standard	Report SG concerns to AD
Formal and Informal Room inspections – follow up with rooms that are repeatedly below standard – model what needs to be done. Work with tutor	Liaise with parents about students – behaviour – good and bad in a timely fashion
Spot checks on device rooms	Update ISAMS credits and boarding disappointment/student wellbeing manager
Liaise with AHOYS each day to know who has left school and update evening/morning and study hall registers. Keep checking the registration manager on iSAMS for leave requests	Every day – run reports on staff registers and remind staff to complete the register. Change ISAMS rooming/registers as appropriate
Keep a record of who is leaving boarding and give out forms for change of boarding status/finance refund forms	AH –AHP: maintain the termly and weekend stay register for the weekend.
Check boarding storage room with stuff, procure in time assist AD for budget planning and work a few days before the new year starts to get rooms ready for boarders	Weekly students staying: <ul style="list-style-type: none"> <li>• get payment.</li> <li>• Have the room cleaned before/after.</li> </ul>
Liaise with Finance over leavers and carry out agreed processes for finance refunds	Monitor and support students in Study Hall – report any students that appear to be doing little work to AHOY/HOY
Liaise with HP/ Deputy HoB and AD/DD regarding behaviour management	Aware of and enforce any COVID restriction requirements
Run reports for boarding behaviour on ISAMS – follow up with students/parents about lateness/devices etc. – liaise with House Parents	Students late on Sunday – follow up with phone call/e-mail. Track how often this happens
Accompany students to hospital	Assist in organising events for boarders

## Role of the Boarding Tutor

Boarding Tutors help the Houseparent provide and promote a caring, happy, homely, and organised environment on their floors. Allowing boarders to extend their intellectual and emotional growth in an atmosphere of positive encouragement where there is mutual respect, trust, and tolerance.

Tutoring aims to respond to the individual needs of the students within the boarding community and forms a vital part of the school's pastoral care structure through which it is committed to the highest standards of pupil welfare.

In general, tutors take a friendly and informed interest in the students on their floors to which they are assigned, contributing to the life of the boarding house through social and extra-curricular activities, as well as through specific duties.

Tutors act as a sounding board for opinions, as a mediator and confidants, and they interpret and reinforce the standards and values of the school. They promote friendly dialogue and act as common-sense listeners through the sometimes-choppy waters of adolescence. Please know that tutors are NOT the students' friends.

Boarding staff are expected to undertake boarding duties and activities, including evening and a few weekend duties. If, a tutor cannot undertake a duty on a particular night, they need to arrange cover themselves, and then inform the houseparent on duty.

**Being “on duty” is being visible, present, and available on time.**

When “on duty” at the weekend the Head of Boarding delegates to the Boarding Tutor/s the running of the house and the care of the boarders within it. The Boarding Tutors should patrol the House regularly up until bedtime and ensure that house routine and cleanliness is adhered to. The tutor must inform the houseparent/assistant house parent immediately if any boarder fails to return to the house by evening registration.

When on duty, staff should always remain on school grounds. Please do not venture further than the restaurants across from DHSZ during the weekend if you need to get something to eat and let the guards know how to contact you.

Morning and Evening register on ISAMS on time and correct	Work with AHPs in following up on room inspections.
Raise maintenance requests on the helpdesk when students turn to tutors	Work with students on cleaning room – floors clean, rubbish out, beds made, lights out/Air Con/heating off.
Do weekend duty on rotation	If late leaving your floor mark them as late on iSAMS Boarding disappointment
Log any well-being concerns on ISAMS	Do behaviour management during any duty, especially during the study hall and check homework.
You can set floor detentions for students who continually are late or are noisy on your floor	Be visible! Be present, Be Kind. Must see boarders when doing registration.
Accompany/send boarders to hospital	Be responsible for the floor and maintain the floor

## Safeguarding

- All staff are required to attend safeguarding training throughout the school year and safeguarding will form part of the induction program.
- Policies and procedures followed in the school building are the same in the boarding house. Safeguarding and ways to protect yourself and students will be covered regularly during boarding staff meetings.
- Do not put yourself in a situation that can be misconstrued. You will need to sign the Code of Conduct and Staff Acceptable use Policy for devices.
- Report in time for any safeguarding or in-doubt issues.
- [Safeguarding Policy](#) (*Please read this.*)

## Student mentoring

Boarding Tutors are expected to meet with students on their floor throughout the semester. This affords boarders an opportunity to discuss any issues that they may be having academically and socially, but also an opportunity for students to ask you questions.

In BASH, after study hall, tutors have been assigned to do common room duty. This allows tutors and students time for activities but also a visible presence on the floors to ensure students feel cared for. It is a time when tutors can be instilling habits such as bed making/taking rubbish out etc.

BASH tutors to walk around including the fence area to check delivery food and some dark space if there are couples.

For safeguarding reasons do not meet students alone in their room or yours, or in any other location where you cannot be seen by others.

If you have any concerns about a student, please tell the Assistant Director (Boarding)

Please be aware that you cannot promise confidentiality to students. Saying something like this to students who may be about to tell you something personal is advised:

***'What you tell me will stay with me unless you want me to tell someone else. It is important for you to know that if you tell me something that suggests you or someone else is at risk, then I need to tell someone else to protect you or them. I will tell you if I am worried about what you say.'***

## Advice for Boarding Tutors – some suggestions:

1. Learn your boarders' name as soon as possible. I would always greet them with their name/salutation and do the same when you say goodbye.
2. Sometimes students get flustered when they are trying to express their thoughts in English. Encourage them. If they get stuck with a word, ask them if they can describe the



word or situation. If other students are making fun of them while they are trying to speak English, encourage them to support rather than bring the student down.

3. Do not be afraid to joke around with your students. Our students are jokesters and extremely witty. It is hard to tell because they typically use simple English phrases when speaking to you, but they have a great sense of humour.
4. Share your experiences and thoughts... but do not overdo it. They enjoy hearing about those adventures you had that taught a valuable lesson. They enjoy hearing about romance (only if you are comfortable), family life, sacrifice, etc. The things you say will stick with them. They remember every single little detail, so be wise.
5. Do not be afraid to participate in events with the students. This is where you can learn more about their interests, disinterests, personalities, family life, etc.
6. Dedicate some time to get to know your students. Some may be EXTREMELY shy, so you will have to put in some extra work to get them talking.
7. Take some time for yourself when you not on duty. Get off campus.
8. Do not share confidential information about school, colleagues, or yourself to students like your salary.

### Also

1. **Be firm and thorough at the start of the year** and the rest of the year will be much easier.
2. You have decided to live in boarding, you are part of a community. Reach out for help, but also do what is expected of you and what you expect of others.

You live with the students, you see them every day, this is your community as it is theirs. Be grumpy and tell them off when they are being too loud at night.

Enforce the rules, from the beginning but do NOT make up your own FLOOR RULES without first speaking to your House Parent. We need, and the students need consistency.

### Staff Meetings

- Boarding Leadership Team: Assistant Director (Boarding) and House Parents & Assistant Houseparent: Weekly meeting
- House meetings fortnightly
- All boarding staff together once a month.

### Daily Duty Routine

*(On duty means you are a visible presence in the house and boarders know where to find you)*

**BASH**

(07:00 – 07:20) ***All staff on duty (Bancroft House/Shackleton House (BASH))***

- Ensure students are awake and getting ready for school by 07.00. We are not a personal wake-up call, but equally, we need to make sure that students are up as we do not want them to miss the bus.
- 07:00 Unlock storage room. Do NOT leave keys with students. If you are not available, please phone your House Parent/Assistant House Parent.
- Check the uniform of students as they leave. If not dressed appropriately, send back to rooms to change. (If they have time)
- Ensure all students have left your floor by 07:15
- All students on buses to depart BASH by 07:20.
- If they are late and miss the bus, you will need to walk them to school. The buses cannot wait as they go elsewhere after DHSZ. The guards cannot walk the students and you must NOT get a Didi with them.
- Please check every bed before you leave your floor.
- Register the students on iSAMS before 8 a.m.

House Parent on Rota will be at the gate of BASH. Please message the staff WeChat group to say your floor is CLEAR.

07:00-07:30 ***All staff on duty (Alleyn House)***

- Unlock storage room at 07.00.
- Check the uniform of students as they leave. If not dressed appropriately, send back to rooms to change.
- Register the students on iSAMS. Any students late – please RECORD A LATE BOARDING DISAPPOINTMENT
- Make sure they leave the AH gate at 07:30

House Parents on duty by AH door at 07:30-07:50 or when the last student leaves.

[Study Hall - please see the additional document.](#)

We ask the students to have integrity – so please ensure that you also have integrity and monitor the students.

For 1<sup>st</sup> study hall: 4:30-5:30 pm

Optional one. Students can choose to do study hall or play sports etc. Staff on duty are to be visible and patrolling. No registration.

For 2<sup>nd</sup> study hall: 6:30-8:00 pm (need registration)

**Year 10 and Year 11/IG1 in the dining hall**

**Year 12 – Library, 2S8/9 and corridor spaces outside the staffroom**

**Year 13 – Library, Alleyn House and corridor spaces**

- Study Hall starts promptly at 6:30pm. If students are still wandering the corridors, ask them where they need to be.
- All students should keep movement and noise to a minimum to avoid disrupting others. They should not be getting up to go to the lockers/bathroom/vending machine. Year 10/11 -close the top door in the dining hall near the bathrooms.
- Phones should not be on tables. Laptops/tablets/e-dictionaries are permitted but must be used for work only.
- If you find someone gaming – have a conversation about the use of time, and what else they could do if they have completed their work or are “bored” or have “nothing else to do”.
- Please walk around the rooms/corridors as much as possible. The layout of some classrooms makes checking what students are doing behind screens very difficult, but we should try and minimize the opportunities for movies and games.
- Study Hall ends at 20:00
- Students from Bancroft and Shackleton need to take the bus back to those houses promptly. There will be a late bus for students wishing to use the gym or fitness suite etc.
- Any students who are late/missing for 15 minutes, report them to HP who is on duty and send them to AH for detention after study hall.
- NO FOOD in any study hall area and remind students to return the furniture after use.
- Confiscate devices if you find them abusing their use of devices.
- Ask Y10s to show you their homework for spot-checking.

Year 13 need to demonstrate the ability to manage their time and study habits well and in consultation with their Head of Year/Assistant Head of Year and tutor (boarding and school) and can study in their rooms in Alleyn House – with the door open at any time.

Y13s can't hang out or check in/out AH during study hall.

**Dinner 5:30-6:30 pm**

Dinner served from 5:30. Staff will be on duty at this time. Staff should be around the dining hall, but also patrolling the outside looking for deliveries and anti-social behaviour (couples, fighting etc.). Encourage students to get their belongings ready for study hall.

Having dinner? Look around the dining hall and see if you can see your students – stop and ask them how their day has been.

Day students should leave just before 5:45pm. (If there is a need for day students to work with boarding students – we can look at this on a case-by-case basis. All activities such as House activities should be over by dinner).

Students who need more monitoring in liaising with study hall tutors with their Head of Year/Assistant Head of Year/Assistant Directors of Upper and Lower School. Venue is to be determined!

Year 12/13 need to demonstrate the ability to manage their time and study habits well and in consultation with their Head of Year/Assistant Head of Year and tutor (boarding and school) may be able to study in their rooms in Alleyn House – with the door open at any time.

#### **20.00-21.30 – Alleyn Houseparent/AHP**

- Houseparent/Tutor on duty to check building/campus/detention during this time.
- Be visible around the boarding house – lobby/floor (Supervise detention, remind students to come in quietly. Record any room issues. Deal with any medical issues.
- Be visible around the school building (supervise gym, walk around DH/Corridors/Coffee shop/LT
- Walk around the school grounds once all are out of the school building.

#### **20.00-21.30 – Bancroft/Shackleton Tutors**

**Please check that the blinds are down in the evening when the boarders return.**

- Tutors on duty can have conversations with boarders, run activities, do games with students, mentor students in washing/tidying.
- Be visible around the boarding house – lobby/floors -Supervise detention and remind students to come in quietly. Record any room issues. Deal with any medical issues with AHP.
- It will be a culture shift to have staff on floors when students return – students will want to shower etc. – and may want to close the door. Run activities for those who want to join.

#### **21:30—22:00 Monday-Thursday**

- Unlock the storage room at 21:30 or earlier.
- Position yourself near the doorway to the storage room and mark off each student as they deposit their phone/laptop – check that the phones and laptops are real. Ask them to turn it on etc. Record on iSAMS any student that fails to deposit required electronic devices. (Year 10/11/IG1/12)
- Year 13 are allowed to keep their laptops/phones.

- Year 12 must turn in everything but may have permission from staff/parents to keep devices.
- Ensure that you have seen all students before 22.00.
- To any student that fails to register by 21:45, please check your floors, ask other boarding tutors and report to AHP or House Parent. If you subsequently find that student, inform people that you have found them.
- If you hear noise on your floor, please deal with it. Knock on doors, announce yourself, and tell students you are opening the door – it can be left open all night if you require and think it necessary.

### **Every Wednesday:**

All boarders come back to the dorms for 2<sup>nd</sup> study hall. Bus back to BASH at 6:15 pm and AH is open at 6:15 pm.

Boarders should open the door during the study hall and no showering/phone/gaming/sleeping.

Boarders are allowed to order delivery food 8-9 pm on Wednesday.

### **Weekend Duty Routine (Alleyn House)**

*(On duty means you are a visible presence in the house and boarders know where to find you)*

#### **Friday afternoon/evening**

- All weekly boarders should be gone by 15:30.
- A list of students staying for the weekend will be provided.
- Students can leave campus from 14:30 but must be back by 21:30-22:00
- Duty staff can leave campus for food/coffee if there is another member of staff in the Boarding House or school.
- Please only visit the local vicinity – if you leave, please put a sign on the AH office door saying the time you left/time you will be back.
- Take register between 21:30-22:00
- Check on floors before going to bed.
- No set bedtime on Friday night, but students should not be up excessively late. They should all be in their rooms not in the common area.
- Do not accept a message on TEAMS that they will not be there that night – MUST check with parents.

#### **Saturday**

- Breakfast is available in the common room of AH. Students will be responsible for tidying up and cleaning their dishes etc.
- Morning registration is 10:00 -10:30 and remind boarders of the breakfast area.
- Students can leave campus from 10:30 but must be back by 21:30 - 22:00

- Open the gym between 14.30-16:30 – this must be supervised. It will be made clear to the students that if no one turns up by 14:45 the gym may be closed again.
- Duty staff can leave campus for food/coffee if there is another member of staff in the Boarding House or school. Please only visit the local vicinity. *(Please remember there must always be one member of staff on duty on the school grounds.)*
- Take register between 21:30-22:00.
- Check on floors before going to bed. No set bedtime on Saturday night, but students should not be up excessively late. They should all be in their rooms not in the communal area.

### **Sunday – Alleyn House**

- Breakfast is available in the common room of AH. Students will be responsible for tidying up and cleaning their dishes etc.
- Morning registration is 10:00 -10:30 and remind boarders of the breakfast area.
- Students can leave campus from 10:30 but must be back by 20:30
- Once students are back on campus after 18:30, they are not allowed to leave again.
- No boarders are permitted to take in delivery food after 16:30.

### **Sunday – Alleyn House**

- House parent (on Rota and AHP) to be on duty from 16:00.
- Weekly students from all houses can be on the school campus.
- All students in house by 20:30
- Floor meetings at 9:30 pm (Comfy Meets)

### **Sunday – Bancroft/Shackleton House**

- Boarders return after 18:00
- Boarders may drop off luggage at BASH.
- A shuttle bus is provided at 18:00 (school to BASH)
- All students in by 20:30
- Floor meetings at 9:30 pm (Comfy Meets)

Students late after 20:30 must be reported to AHP and should be followed up with a phone call/e-mail to parents.

### **Students thinking of permanently leaving.**

If there is any indication that a student is thinking of leaving DHSZ or the boarding house during your conversations, or you hear other students talking about a student leaving, please let the Houseparent/Assistant Director (Boarding) know as soon as possible.

Students who are changing their boarding status (particularly becoming day students) need to collect paperwork to complete as soon as possible as they will need to give notice to receive a refund.

## Leave and Missing Students Procedure

### **Students:**

#### **Procedure for locating a missing boarder.**

- Check iSAMS register – have they been marked out?
- Try contacting students through TEAMS (by message/ phone call)
- Ask AHP/HP if they know anything and if they do not - AHP to phone the student phone using the duty phone -
- Ask friends if they have seen him/her – ask them to try and ring the missing student's phone/WeChat.
- Ask staff to check the rooms on their floors.
- AHP to phone parents
- If still missing – contact DD Pastoral and Boarding -
- Follow up on ALL missing students unless marked as “out” or “U” on iSAMS.
- Do not take roommates' word for it that they aren't here.

#### **Leave procedure not in academic time.**

AHPS will tell the tutor if the student is out.

If a student leaves boarding at any time, the house parent/AHP must e-mail the Assistant Head of Year to confirm that the student is absent.

Leave requested by a parent on iSAMS or e-mailing [boarding.dhsz@dulwich.org](mailto:boarding.dhsz@dulwich.org)

### **Staff:**

Staff who have planned leave, please send an e-mail to HP, AHP, Deputy Head of Boarding and Assistant Director – Boarding at least 1 week in advance.

For sick leave, if you are sick, please ask for sick leave via Success factors for the daytime and evening, and inform HP, AHP, Deputy Head of Boarding and Assistant Director – Boarding.

Please find a cover on your own first and if can't please inform HP, AHP, Deputy Head of Boarding and Assistant Director – Boarding.

All the covers will be switched back when you return.

## Boarder Boundaries & Rules

- [3.1.2 Behaviour & Culture Policy.docx](#)

For the Boarding House to function safely and securely – and for the students to be able to develop naturally - sound foundations represented by clear behavioral boundaries known and recognized by every member of the house are essential. The student's natural instincts will invariably lead them to test their boundaries, which – with appropriate responses and encouragement from us - will hopefully come to be used as personal reference points which will positively influence their enjoyment of, and achievement in, both boarding and school. So, whilst the traditional enforcement of rules through systematic policing and sanctions would run contrary to the spirit of mutual trust essential to the atmosphere of openness and tolerance desired for the boarding house, these boundaries nonetheless represent markers for the staff to guide and encourage the personal, cultural and socio-emotional development of boarders. **One “rule” will never “fit all”**, and staff should always be sensitive to individuals, circumstances, and context when boundary issues arise, and always deal with matters discreetly and confidentially.

It should also be borne in mind the layout of the Boarding Houses – with the common social areas located on the first floor mixed with both girls and boys– is such that there are some areas where clear rules must be enforced.

### The Boundaries

Our general premise is that the development of boarders should be promoted as naturally as it would within a family. This means a “light touch,” and the encouragement of the tacit recognition of appropriate behavioural boundaries. However, the general principles of what is and is not acceptable merit an explicit statement, and to this end, any behaviour which might be considered ill-mannered or antisocial should not be tolerated and offenders should be told that it is unacceptable.

Any “serious” crimes - e.g., stealing, smoking, vaping, drinking, bullying, malicious damage, fighting, cyberbullying - must be passed on to the relevant Houseparent and Head of Boarding. The word 'bullying' must be interpreted widely and all reports by students of bullying must be acted upon promptly by staff according to the procedures for bullying.

Bullying is a behaviour of intent to cause harm which is repeated. This is unacceptable behaviour and will not be tolerated.

### Sanction:

- A Sanction is a positive action imposed on a student requiring intervention for inappropriate behaviour. This can take the form of a discussion, detention or written reflection, removal of devices or a relocation to a different boarding house.



- Sanctions will be issued as immediately as possible to encourage students to identify and manage their inappropriate behaviour.

Sanctions are given and recorded for breaking the Boarding House rules. Common reasons for giving Sanctions include:

- Leaving the House late in the morning (after 07.30/7:40)
- Not handing in electronic devices before 22.00
- Not being in room by 22.30
- Lights/Noise after 23:00
- Arriving for Study Hall late/missing in the study hall
- Not being back in the House by 20:30 on Sunday
- Missing the bus (either in the morning/evening)
- Playing games/movies – laptops removed immediately and logged.
- Being rude to staff/roommates/outourced staff
- Found in the room without permission.

## Room Inspections

- All student rooms are inspected by Assistant House Parent.
- Rewards will be given for excellent rooms. Tutors liaise with House parents/Assistant House parents for room expectations.

## Visitors

Visitors must have signed into the school at the main gate and must sign into the Boarding House. A visitor pass must be always worn and must always be escorted when on campus and in boarding. Please use DHSZ visitor application platform

BASH: visitors are allowed during the week but must sign in, carry a visitor lanyard, and be accompanied by boarding staff. Cannot stay overnight.

BASH: visitors and guests may come freely during the weekend while there are no students in BASH.

AH: visitors are allowed during the week but must sign in, carry a visitor lanyard, and be accompanied by boarding staff. Cannot stay overnight.

AH weekend: Visitors may come in following normal registration at the gate. The boarding staff will inform Monica in advance if staying overnight.

## Fire evacuation procedure

Fire drills are held once each semester, once at an unsociable time and they may not always be announced.

On hearing the fire alarm staff/students must:

- Remain quiet and calm.
- Leave all belongings where they are. (Staff will need to take their phones with them)
- Walk directly to the nearest emergency exit sensibly, quietly and without pushing.
- Listen for instructions and follow them carefully.
- Line up in floor order at the assembly point (basketball courts for AH and out the front gate in Bancroft and Shackleton).
- Boarding Staff are assigned to sweep through each floor.
- Boarding Staff must ensure that all students on their floor are present.
- Boarding tutors will use the emergency registers for their floors to take registers. Registers are kept outside the HP in Bancroft's guard's office in Shackleton and in the office of AH.
- Students remain lined up quietly until dismissed by Boarding Staff. (The Assistant Director (Boarding)/ guards will give all clear to the Head of Boarding or House Parents)

**First Aid** ([DHSZ Staff Home - Medical Policies and Information - All Documents \(sharepoint.com\)](#))

- All Boarding Staff are trained to administer First Aid.
- The DHSZ nurse is on duty from 08:00-21:00 Monday – Thursday and 08:00-17:00 on Friday.
- AHPs may be required to escort sick/injured students to the Hospital.
- A First Aid kit is in the Alleyn House Boarding Office and each tutor room. Please acquaint yourself with the contents.
- **Please complete a First Aid Record form** in the office in AH or first aid rooms in BASH
- Students who complain of feeling unwell on a school morning must see the nurse at 08.00. They are not allowed to stay in their rooms.
- Students in Bancroft/Shackleton are required to come to school and see the nurse; they cannot stay in the Boarding House.

**Sick/Injured students and medication**

- Students should deposit all medication with the school nurse and should not self-medicate. (Includes Chinese medicine) - we know that this does not regularly happen – if you see students taking medication – please take note of the student and pass to the house parent. House parent to communicate to nurse.
- Do not give students your own medicine.
- If students are unwell after nurse hours (21:00), please administer first aid and if needed take them to the Assistant House Parent. Their temperature will be taken, and a decision made whether to call their parents or take them to the hospital.
- A First Aid record form must be completed for any first aid administered.

## Staff Dress Code:

During boarding duties and boarding responsibilities, the dress code is casual but must reflect the expectations for student dress and should be considered appropriate to the situation.

## Expectations of Boarding Staff

Boarding staff are expected to fulfil their roles to the highest standards of professionalism and integrity.

Boarding Tutors assist the Head of Boarding and Deputy Head of Boarding, Houseparent, and Assistant Houseparent to provide and promote a safe, caring, happy, homely, and organized environment for boarding students while living on campus.

## Duties include:

- Registering students on time and be visible and finish it on iSAMS each weekday morning and before they go to bed at night (Sunday-Thursday) with device check, room inspection follow-up, study hall missing reasons and provide some reminders and suggestions to support students of getting ready for the day. First-night noise checks and remind students.
- Ensuring that the Boarding House rules and procedures are adhered to.
- Supervising on duties (Sunday-Thurs) (on rotation with other boarding staff and teaching staff/leadership team) Be on time and visible and conduct behaviour management during the duty including but not limited to checking delivery food, walking around for floor checking, DHSZ gate monitoring Y13 dinner pass period, device using during study hall, recover environment after use, contact students first when missing and report to HP/AHP in time) Swap/cover duty with boarding colleagues and inform HP/AHPS/DHOB/HOB in advance via e-mail if you can't do your slot.
- Reporting and recording any concerns about student welfare and behaviour to HP/AHPS/DHOB/HOB in a timely manner.
- Reporting and recording any maintenance issues to the helpdesk in a timely manner and escalate to AHP/HP/DHOB/HOB for further concerns.
- Establishing and supervising boarding activities for boarders
- Deal with emergencies and other issues, including those that arise 'out of hours' like sending boarders to hospital.
- Being available for the students and developing appropriate relationships with the students and staff in your care.
- Weekend duties on rotation (approximately 4 per year)

...and anything else that crops up! Flexibility in this role is essential!

In addition, the houseparent will:

- Assume responsibility for their assigned Boarding House
- Take the lead in dealing with emergencies and other issues, including those that arise 'out of hours.
- Continue to monitor and refine policies and procedures to strengthen and improve all aspects of boarding.
- Take on other duties that will vary depending on which boarding house the houseparent is allocated (supervising interns, transport to and from the main site etc.)

### Common Expectations

- Tutors must register and collect devices every night unless prior approval from Houseparent.
- Tutors must register and clear their floors every morning.
- Tutors must sleep on their floors every night unless prior approval from Houseparent.
- There is a floor Teams channel, for communication.
- Do not be on WeChat with any of the students and do not accept any friend requests – if in doubt speak to the Child Protection Officer or Deputy Director for Pastoral and Boarding

### Responsibilities of Boarding Staff

- Uphold the principles of Dulwich International High School Suzhou
- Be visible. Be present. Be active.
- Follow rules and guidelines for teaching staff (see Staff Handbook), Boarding House and specific job descriptions.
- Be on time for duties/activities. Offer additional assistance when needed.
- Follow the law and the school regarding the use of alcohol, drugs, and sexual relationships.
- Ensure that appropriate professional relationships are always maintained with staff and students.
- To avoid involvement in activities that may bring embarrassment to the school.

### Holiday Procedure:

#### **Staff/Students**

The Boarding House closes over the longer holidays (December/January and July/August). Meals will not be provided outside term time.

### Procedures regarding violations of Boarding Staff Responsibilities:

Any issue that is deemed appropriately serious by the Director will be dealt with as necessary and the school reserves the right to terminate this agreement with immediate effect in such cases.

We are a community. Boarding works when everyone can work together. If you don't want to be in boarding, the students will pick up on it and will cause issues for you and others.