



# Boarding Handbook

## STANDARD OPERATING PROCEDURES FOR BOARDING STAFF

### 1. Routine

- (a) Wake up to be done between 6:15 and 6:30 am. Staff are to be dressed for the day at the time of waking the students up.
- (b) Only female staff are to wake the girls up.
- (c) The body language etc., are to be checked to ascertain there are no physical or medical issues. All medical issues are to be routed to the Health Centre.
- (d) Students are to be sent for a shower right after the wake up.
- (e) Students must leave the boarding dressed in full school uniform leaving their beds neatly made and rooms tidy.
- (f) Students are to be escorted to the cafeteria and breakfast to be monitored.
- (g) Dorm staff must ensure that students leave the cafeteria on time to reach school.
- (h) All rooms are to be checked for maintenance/repair work.
- (i) Dorm staff are to supervise the daily Housekeeping. All bed linen is to be changed every Monday morning.
- (j) Once students arrive from School, a record of their attendance must be maintained.
- (k) During snacks one staff must be in the cafeteria, one at the boarding and one on the field to monitor movements. No students are permitted to go towards any of the exit gates when the school gives over.
- (l) Evening prep is to be monitored as per prep norms.
- (m) Dinner is to be monitored by dorm staff and they must sit with the students and eat. Two staff must be in the dining hall while one staff must take rounds outside the cafeteria. This staff could have dinner earlier.
- (n) The giving away and submission of phones are to be monitored by the dorm staff. Any non-compliance must be noted in the students' performance logbook.

- (o) Second prep is to be monitored as per prep norms.
- (p) Dorm staff are to ensure that students sleep as per lights out timing and take additional rounds at night to ensure decorum. Any non-compliance must be dealt with as per school policy.

## **2. Maintenance**

- (a) A record of maintenance issues must be maintained in a register clearly labelled 'Maintenance' and kept at the ground floor office. The Corporate Housekeeper should then be called accordingly. Any delays must be reported to the Head of Boarding.
- (b) This register must also be taken by the Housekeeping Supervisor to the Corporate Housekeeper daily at 10:00 am for complaints to be logged.
- (c) In case of no further action, the Head of Boarding may escalate the matter to the Administrator and eventually the Head of School if issue is not resolved.

## **3. Emergency Evacuation**

- (1) In the event of an earthquake/fire:
  - (a) Guards to open wide both exit doors and sound the emergency alarm.
  - (b) Dorm parents must guide the students down the stairs in an orderly manner walking on the left.
  - (c) The Dorm Parents must check each room/bathroom to ensure no one is trapped.
  - (d) All to assemble near gate number three (bus parking) area or as designated by the Head of Boarding.
  - (e) Attendance register must be picked up from the Ground Floor Office and attendance must be taken and reported to the Head of Boarding.
  - (f) In case a student is missing one staff must return on a search and rescue mission along with guards when necessary.
  - (g) The Head of Boarding is to intimate the Head of School immediately about the entire episode, first on phone and later via email as a report.
  - (h) The Head of Boarding is to reach the dorm immediately or depute a Principal/ Coordinator to assess the situation in his/her absence.
  - (i) In case of fire the guards are to carry out the emergency fire procedures.

#### 4. Outings

- (a) All staff must be on duty.
- (b) Boarders are to go out in **PE uniform**.
- (c) Accounts department and Transport department should be intimated latest by Thursday for local visits.
- (d) An Exit list along names of the students and staff must be handed over to the guard at the time departure. A copy of the same must kept with the Head of Boarding/Dorm Parent.
- (e) All Staff must be vigilant during outings and a head count must be maintained always.
- (f) Any Boarder in non-compliance must be put on disciplinary track.
- (g) Pocket money and outings must be withdrawn.
- (h) All bags are to be checked by Dorm Parents at the time of return and the bus must be left clean.
- (i) No unwanted items should be taken inside the Boarding.
- (j) All staff must understand that they are on duty therefore activities like watching a movie are highly discouraged.**

#### 5. Medical Issues/Emergencies

- (a) Any complaint of uneasiness/hurt or even an observation in the context must be reported to the Health Centre.
- (b) Based on the Health Centre's advice, the Boarder must be taken to the nearest hospital.
- (c) The parent must be informed immediately and the doctor's advice must be followed in due consultation with the parent.
- (d) The Head of Boarding must be in the loop who would in turn update the Head of School.
- (e) Female staff are to always accompany female students.
- (f) In the event of staying over at the hospital the parent is to be advised to send a guardian to stay over with the child.
- (g) The expenses must be borne by the parent and the money should be taken out of the contingency account.
- (h) In case of an emergency, the dorm parent may pay or even request at the gate for some petty cash and the same will be reimbursed from the accounts depart-

ment. The medical bills along with the student's signature must be duly signed by the dorm staff and then presented to the accounts team.

## **6. Academic Progress**

- (a) The Dorm staff must be engaged with the academic faculty to keep a track of the boarders' progress.
- (b) The dorm must have an academically oriented atmosphere and special attention must be given during prep times.
- (c) The dorm staff must also help students academically as much as possible.
- (d) All non-compliance must be treated as per school policy and corrective measures must be put in place.
- (e) A record of PTM/teacher feedback is essential and this must be shared with the parent. (For students, whose parents are not present)
- (f) Attention must also be given to high performers to enhance their learning experience.

## **7. Life Skills – Organization/Discipline/dos & don'ts**

- (a) All students must periodically go through the school policies applicable to dorm students.
- (b) Room organization is utmost important. This must be monitored daily and a performance chart must be maintained.
- (c) Boarding students must be taught organizational skills. Cupboards, study tables and shoe drawers must be maintained well.
- (d) Bathrooms are to be checked and students are to be corrected.
- (e) Dorm staff must be keep a record incidents and actions taken. This must also be done in consultation with the Head of Boarding. The students are to be periodically briefed about the norms and expectations of the boarding.
- (f) During the days when there is an event in the school over a weekend or in the evening, the students must be in school uniform.
- (g) Value sessions must be taken periodically and a record of the same must be maintained.

## **8. Personal grooming**

- (a) All Dorm staff are expected to be neatly groomed and formally attired from Monday through Friday. Smart casuals are accepted in the evenings after 5 pm and on weekends.
- (b) It must be borne in mind that we are mentoring young lives and therefore all staff are expected to dress appropriately.

## **9. Pest control**

- (a) The dorm staff must ensure a weekly pesticide spray/treatment and fumigation. This must be done in consultation with the Corporate Housekeeper over a weekend when students are not on campus.
- (b) Immediate measures must be taken in case of mosquitoes and rodents.
- (c) All outs can be given to boarders as per their request.
- (d) A record must be maintained in a register for the above.

## **10. Attendance**

- (a) A daily three-fold attendance record must be maintained.
- (b) After school and post dinner attendance is to be maintained in one register.
- (c) Evening study attendance must be separate.
- (d) The night attendance is to be put on an Excel format with colour coding to mark absences. There must be a remarks column which will have the reason for absence, date of return and a note regarding any correspondence with the parent.
- (e) If the absence is unexcused then an email to the parents must be sent with a copy to the respective coordinator and school office.
- (f) The regular attendance must be sent to the Head of School copying the three coordinators, boarding staff, and the cafeteria.
- (g) The cafeteria must always be informed about the change in numbers due to Exit, vacation, etc.

## **11. Parent/teacher communication**

- (a) The communication should be crisp, concise, and professionally sound.
- (b) The Head of Boarding must always be consulted first before any communications go out.
- (c) Communication to the parent should always come from the aspect of concern and development of the child. Remember you are the local parent of the child.

## **12. Biometric attendance**

- (a) The attendance is to be marked daily mandatorily.
- (b) Morning punch in should not be later than 8:30 am.
- (c) In case there is an issue, the HR department must be notified immediately.

## **13. Offs/leaves/short trips**

- (a) Dorm parents are allowed a 12 hour off in a week.
- (b) Prolonged delays in arrival without information could be substituted for a day's leave.
- (c) Teachers cum dorm staff may avail 8 hours only on weekends.
- (d) In case of an urgent short trip out of the school for an hour or so, the express permission of the Head of Boarding must be sought.
- (e) Leave projections must be given a month in advance and the leave card must be duly filled.
- (f) All staff must bear in mind that leaves are a privilege and not a right. It may be denied due to a clashing event or schedule or even an emergency.
- (g) All leave requests/projections must be sought with the leave balance in mind.
- (h) The entries of leaves and offs must be entered in the log book for Boarding Staff.

## 14. Vacation (Summer and Winter)

### i) Departure:

- (a) Students packing must be supervised and clearance forms duly filled.
- (b) All clearance forms are to be attached in each students file.
- (c) Exits will be based on the clearance forms.
- (d) All student luggage is to be labelled and a list of items left behind are to be shared with Head of Boarding as a copy.
- (e) All charity items in their cartons must be neatly labelled and sealed and left in the store room.
- (f) All boarding keys neatly labelled are to be handed over to the Head of Boarding.
- (g) Each room must be thoroughly checked and cleaned.
- (h) All items left behind must be labelled and handed over to the Head of Boarding. An intimation must also be sent to the concerned parent for the same.
- (i) A list of maintenance issues must be handed over to the Head of Boarding.
- (j) Room requests may be sought from students.
- (k) Airport duties are to be performed with utmost care.
- (l) Staff may leave campus only once all the students have left.

### ii) Arrival:

- (a) The staff are to arrive two days prior to the first student arrival.
- (b) The boarding is to be cleaned and aired thoroughly. All housekeeping and maintenance issues are to be checked.
- (c) Airport duties are to be performed with utmost care.
- (d) Soft boards and room tags must be ready before students arrive.
- (e) Room allocation in the new academic year must be discussed with Head of Boarding.
- (f) Baggage checks must be done at the time of arrival and the dorm enrolment form must be duly filled. Any undesirable item must immediately be confiscated and reported. It must further be discarded and edible items may be given for charity.

## 15. Airport chaperoning

- (a) The dorm staff are to ensure that flight tickets along with passport, FRRO, Exit slip and school ID must be in possession of the child at the time of departure from the school.
- (b) For an unaccompanied minor, the flight details from the parents must be sought two weeks in advance and the airlines must be duly contacted. The dorm staff must hand over the minor personally to the airline's staff and wait until the airline's staff confirms all clear. The parent of the child must then be contacted immediately along with the Head of Boarding.
- (c) The staff is to always carry a school ID along with a Government photo ID to the airport.
- (d) Staff must wait at the airport until the child clears the security check and send a confirmation.
- (e) The child must leave the boarding at least 3.5 hours before the flight departure.
- (f) Dorm staff must be present at the airport 30 minutes prior to flight arrival.

## 16. FRRO/Passports

- (a) All passports are to be collected from the students and handed over to the Head of Boarding.
- (b) The *foreigner's regional registration* must be done within 15 days of the student's arrival.
- (c) Form 'C' must be duly filled along with photographs, passport/visa details and bona fide certificate from the school.
- (d) All documents must be duly uploaded in their required format and the child is to be taken to be accompanied to the FRRO on the appointment date.

## 17. Record Keeping

- (a) Log books to be maintained wherein incidents, infractions, appreciation, and achievements are maintained.
- (b) Dorm Infraction reports are to be prepared as per the set format. All fields are to be filled. This will then be discussed with the Head of Boarding before taking any corrective measure. The follow-up on the report is also essential.
- (c) Staff in no way can be judgemental and unprofessional in their approach while dealing with an incident. Always bear in mind that you are in the business of nurturing young lives. There will be no raising of voice, no corporal punishment and language should be professional.



- (d) The counsellor must be approached at the slightest hint of an emotional upheaval.
- (e) A record of daily maintenance, housekeeping is to be maintained and kept in the Ground Floor office.
- (f) Attendance registers must be current.
- (g) A log of entry/exit of dorm parents must be maintained.
- (h) The Head of School will inspect all log books once every month.

## **EXPECTATIONS AND NORMS IN THE DORM**

We at Lancers International School endeavor to provide you with a caring, ethical and comfortable environment that is congenial to your overall development towards achieving your life goals. Therefore, the following norms are to be regarded as guidelines and must be followed with due diligence.

1. **Time Management** - All students are required to be punctual and respect the school and boarding timings for various activities. This is the most essential component life and holistic development. A record of lapses will be maintained and corrective measures will be sought for any deviations.
2. **Baggage Checks** – Routine baggage checks will be facilitated at the time of arrival to the dorm. Students are advised to declare all items/belongings along with their gadgets.
3. **Gadgets** - All gadgets like laptops, cameras, mobile phones, IPODS, etc must be neatly labelled and kept in the custody of the dorm parent. They may be requested for at specifically allotted times from the respective dorm parent and duly returned. Delays in submission may attract consequences.
4. **Attire** - The school uniform shall be worn smartly during school hours and when required. Boarders are to leave the boarding in full uniform during days. Uniform checks may happen randomly. All students are expected to be modestly and appropriately attired even during weekends. No hair colouring, streaks, body piercing , tattoos , etc will be allowed. Flip-flops(bathroom slippers) are restricted to the dorm. Students may wear rubber sandals or crocs outside the dorm. Wearing shoes is a must during games.
5. **Courtesy** - All students must relate to each other with mutual respect and maintain a healthy distance. They must greet the staff of the school (including support staff) with respect. One must always keep in mind the community we are all a part, of and that each individual deserves respect.
6. **Accommodation.**

- a. Students are to occupy rooms and beds allotted to them. They are not allowed to change their rooms and beds or shift any items of furniture from the standard given layout.
- b. As responsible citizens, each student is required to tidy up his/her room, bed and cupboard before leaving for school in the morning. All electrical switches to off before leaving the dorm.
- c. No wet clothes should be dried on the furniture and beds as it spoils the wood. Such clothes may be confiscated.
- d. Any damage to dorm property will be charged to the occupant of the room/floor with a fine. Stern corrective measures may also be initiated.
- e. Substance abuse, possession/consumption of alcohol and smoking or chewing of tobacco and its related products is strictly banned. This will attract disciplinary measures and may also amount to suspension/expulsion from the dorm.
- f. Playing of any kind of outdoor game in the dorm/corridor is not permitted. The sports equipment in use might be confiscated.
- g. Television will be operated by the dorm parents only as per given timings.
- h. Any suggestions/complaints regarding dorm facilities will be entered in the register provided on each floor.
- i. Students are not permitted to carry food/utensils/crockery from the cafeteria to the rooms.
- j. Students are not allowed to visit the dorm during school hours for any purpose.
- k. Students are not permitted to take any non-boarders to the boarding.

## **7. Furniture and Fixtures**

- a. All furniture and fixtures in the rooms allotted to the student must be cared for properly. The student will be required to bear the cost of damaged items and penalty besides disciplinary action in case of carelessness/negligent handling/misuse or unfair wear and tear.
- b. No interchange of furniture/fixture is allowed.
- c. Theft/damage to dorm assets in common areas/lounge will be recovered from all students of the concerned floor.

## **8. Sickness**

- a. In case of sickness, student will report to the dorm parent who will ensure immediate attendance by the staff nurse.
- b. Self-medication is not permitted.
- c. Sick students will be detained in the medical room or referred to the hospital but they will not be allowed inside the dorm.

## **9. EXIT**

- a. Long weekend EXIT will be allowed from Friday 1630 hours to Sunday 1800 hours after obtaining a boarding out pass from dorm parents. No other request for any other type of EXIT will be entertained
- b. It is advisable to inform the dorm parents by Wednesday of that week in regarding out pass.
- c. Due to security reasons, only parents/ guardians are permitted to take students on weekends.

- d. Out pass will not be permitted on a school working day.
- e. The dorm gates will be closed at 1930 hours and no entry/exit is permitted after that. The students should be picked up and brought back on the date and time given to them.

#### **10. Tuck**

- i. Excessive tuck, chips fizzy drinks and coated dry fruits are not permitted in the dorm.
- ii. No chewing gums are permitted.
- iii. Refer to the Tuck policy

#### **11. Discipline**

- a. No student will indulge in any of the following:-
- b. Disregard of expectations and norms/ instructions.
- c. Disfiguring or otherwise damaging any school/ dorm property.
- d. Smoking/possessing related substances or items
- e. Possession/use of drugs/alcohol or any intoxicants.
- f. Rowdyism/racial comments or gestures, rude behavior or use of foul language.
- g. Use of violence in any form.
- h. Failure to ensure dress code.
- i. Theft of any kind.

Any deviation from these norms may attract strong corrective measures as per the school discipline policy.

#### Kit list for boarders

#### **Dressing**

- 2 pairs of western formals
- 2 pairs of ethnic attire
- 5 pairs T-shirts
- 5 Tops
- 4 comfortable pants (to wear around the dorm)
- 4 pairs of jeans
- 1 pair each of sports & formal shoes
- 4 sweaters or hoodies
- 4 skirts
- 3 dresses (girls)
- 4 Sweaters
- 1 pair Track Suit

- Bathrobe
- 4 Night wear
- 10-12 pairs of innerwear
- Slippers (flip-flops)/sandals/crocs
- 8 pairs of socks (sports & formal)

### **Toiletries**

- Toothpaste/Toothbrush with stand
- Body wash/soap with soap dish
- Shampoo/conditioner
- Face wash
- Deodorant/Perfume
- Talcum powder
- Ear buds
- Loofah
- 4 Towels (Bath towels/ face towels)
- Nail clippers
- Hair bands/clips
- Hair brush and comb
- Blow dryer

**Stationary-** May be procured from the school stationary shop.

**Swim wear-** 2 pairs along with cap and goggles

**Medication** – To be deposited at the Health Centre along with the Doctor's prescription.

### **Tuck Items**

- Juice – Tetra packs in limited quantity
- Dry fruits (uncoated) – In limited quantity
- Healthy snack items in limited quantity
- No fizzy drinks and chewing gums are permitted.

### **Technology Items**

- Laptop – Compulsory from Grade 6 onwards.
- Mobile Phone
- I-pod (optional)
- Camera (optional)

## **Miscellaneous**

- Hangers
- Plastic storage drawers
- A printer (for senior Grades - optional)
- Pictures of friends and family
- Your own special pillow
- Alarm clock
- Small carry/air bag (for any day trip)
- Laundry bag - 2
- Table lamp (optional)
- School backpack
- Cup/mug
- Dictionary/Thesaurus
- Water bottle
- Umbrella
- Games to entertain my friends and me!
- Favourite books

## **School Uniform**

- 4 V-neck navy blue sweaters (2 half sleeves and
- 2 full sleeves)
- 4 white winter and summer shirts with the  
School logo
- 2 pair dark grey trousers/skirts
- 2 house ties
- 2 house belts
- 2 pairs of PE shorts
- 2 house T-shirts
- 5 pair each Socks (Formal & Sports)
- 1 pair each Shoes (Formal & Sports)

**Note:** Please ensure that all clothes as well as other personal belongings are tagged with your child's name and school ID number on it. Please do note that this is not an exhaustive list and the child may bring other articles that that may be deemed essential provided they are within permissible limits.