



**Arcady Hall**  
**Resident Policies and Procedures Manual**  
**2023**

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Please note: All policies are reviewed annually but may change during the year, if necessary. The Arcady Hall Resident Handbook provides additional, practical information about day-to-day life in Hall, but the Policy Manual is the definitive source of information about Hall policies and procedures.

## **1. RESIDENT CODE OF CONDUCT**

### **1.1: Purpose**

The rules that apply at Arcady Hall are designed to foster a caring and considerate community in the Hall and to provide a supportive 'home away from home' environment that is conducive to academic study, supports personal wellbeing, and facilitates positive social relationships.

Activities or behaviours that disrupt other residents and prevent them from sleeping, studying, or socialising in a positive manner will not be tolerated. Similarly, harassment, bullying, and activities that endanger residents, staff, guests, or property will not be tolerated.

### **1.2: Responsibility**

Residents are expected to:

- Be familiar and compliant with the Arcady Hall Policies and Procedures Manual and the Resident Handbook.
- Download the REACH App to your mobile phone.
- Provide information to the Hall that is accurate and not misleading.
- Behave in a manner that does not bring Arcady Hall into disrepute.
- Respect the rights and property of the Hall and others.
- Ensure health and safety of themselves and of those around them.
- Engage positively with the Hall and actively participate in Hall activities
- Behave in a manner that is considerate and respectful of others.
- Comply with the laws of New Zealand. Any breach of such will be referred to the appropriate authorities.

The Hall will:

- Comply with all relevant legislation including the Education [Pastoral Care of Tertiary and International Learners] Code of Practice 2021. (The Student Pastoral Code).
- Pass on reports of serious incidents, including allegations of sexual assault to the Police for further investigation.
- Provide appropriate academic and pastoral support for residents in partnership with the University of Canterbury (UC) student services.
- Affirm the right of all residents to speak openly, propose ideas or question without fear of reprisal.
- Seek residents' views and feedback on Hall policies and facilities via multiple channels including surveys, the Student Council, and Residential Assistants floor group meetings.

**Last reviewed: August 2022**

## **2. ALCOHOL, DRUGS, AND SMOKING**

### **2.1: Purpose**

Arcady Hall is committed to providing a safe environment for all residents and to assisting them to achieve the best possible academic and personal outcomes from their time at university as well as enjoying themselves whilst here.

### **2.2: Responsibility**

Excessive alcohol consumption and drug use are harmful to the individual concerned and increase the risk of injury to others and damage to property. Arcady Hall has a duty of care to minimise this risk for residents and staff.

### **2.3: Alcohol Policy**

- Alcohol can be consumed in moderation in Hall. Residents are encouraged to know their limits and to drink responsibly.
- Alcohol is permitted to be consumed only in locations and times as per the Resident Handbook
- Under no circumstances shall intoxication be an excuse for anti-social, unacceptable, or unlawful behaviour. Any damage to Hall property, or to a venue hosting a Hall function, will be charged to the resident(s) concerned.
- At all formal, scheduled Hall functions where alcohol is permitted, food and non-alcoholic drinks will also be served.
- Activities such as 'drinking games' that promote the excessive consumption of alcohol are not permitted at any function or at any place in the Hall or at any off-site Hall function.
- Residents and their guests must observe the Hall rules around drinking including where and when it is appropriate.
- Drinking is not permitted during quiet hours. (For details see Resident Handbook.)
- Residents may keep a maximum of 4 standard drinks in the fridge at any time. They must be labelled with the owner's initials.
- For personal or cultural reasons, some residents may not wish to partake in alcohol use and their choice must be respected.
- The Hall reserves the right to implement an alcohol ban. Alcohol bans are standard practice during study breaks, public holidays, study weeks and examination periods. The Hall may change these rules during the year if required.
- Kegs, crates, and home-brew equipment is forbidden. Glass bottles are also banned.

### **Provision of alcohol to students under 18 years of age**

- Any resident aged under 18 years will be able to consume alcohol at Arcady Hall only with prior, written permission of their parent or legal guardian.
- Under no circumstances will alcohol be supplied to any student aged under 18 years on-site unless that student's parent or legal guardian has signed a permission form. At the commencement of the academic year, the parent or legal guardian of any student under 18 years of age will be sent a permission form (see Appendix A).

### **2.3: Drugs Policy**

- The Hall is committed to maintaining a drug-free Hall.
- The manufacture, supply, possession, use, or consumption of any illicit or illegal narcotic, drug, or substance by any person in the Hall, is strictly prohibited.
- Any resident possessing or using banned substances will likely face immediate expulsion. The Hall will also endeavour to help them seek professional counselling.

### **2.4: Smoking and Vaping**

- Arcady Hall is a smoke-free campus. This smoke-free policy applies to the use of electronic cigarettes (e-cigarettes), personal vaporizers, and electronic nicotine delivery systems.
- Smoking and vaping are not permitted at any time or in any part of Arcady Hall, including the outside grounds.

**Last reviewed: August 2022**

### **3. PERSONAL BEHAVIOUR AND DISCIPLINE POLICY**

#### **3.1: Purpose**

Arcady Hall is an inclusive community. Residents are expected to be always respectful and considerate towards other residents and staff. The purpose of our disciplinary process is to address instances of misconduct, ensure other residents' rights are upheld, and modify future behaviour.

#### **3.2: Responsibility**

Staff and Residential Assistants are responsible for ensuring they are familiar with and understand the possible outcomes for breaches of this policy.

Residents are responsible for:

- Becoming fully acquainted with, and acting in accordance with, the Arcady Hall policies and procedures.
- Respecting the rights and property of others, both on and off the Hall's premises.
- Behaving at all times in a manner that does not bring Arcady Hall into disrepute.

#### **3.3: Policy**

- Reported incidents and follow-up actions are formally recorded in the incident log and the RA Daily Report.
- Inappropriate behaviour may result in a disciplinary process. Such behaviour may include, but is not limited to:
  - Being noisy and/or abusive
  - Being disrespectful or obstructive to staff and/or other residents,
  - Placing yourself and/or others at risk through careless or unruly behaviour
  - Damaging or being likely to damage the property of others or the Hall through careless or unruly behaviour
  - Failing to comply with any reasonable instructions given by a staff member
  - Severe intoxication
  - Causing a mess that needs to be cleaned up by other residents or staff (e.g., vomit)
  - Non-compliance with Hall rules.
  - Harassment or bullying
  - Physical or sexual assault
  - Supplying or using illicit or illegal drugs

#### **Discipline Process**

- The discipline process will depend on the nature and seriousness of the incident, but may include:
  - A meeting with the Community Development Manager
  - A formal meeting with the Principal
  - An investigation into the incident overseen by the Principal.
- In all discipline meetings, the resident(s) has the right to have a support person in attendance.

## **Discipline Process Outcomes**

- The Hall prefers to employ restorative justice measures but may also impose appropriate punitive measures. Punitive measures may include:
  - A written informal or formal warning
  - Community service
  - Mediation
  - A written or verbal apology
  - A monetary fine (particularly when damage has occurred)
  - Individual alcohol ban
  - Suspension
  - Expulsion
  
- Where suspension or exclusion is being considered, the Principal will:
  - Make a final decision on the matter only after consultation with the management team and a full review of the facts and any mitigations.
  - Inform the student(s) in person and notify their parents.
  - Notify the Board Chair of the circumstances and outcome.
  - Confirm the decision to the student(s) in writing, detailing the consideration process and outcome and, in the case of suspension, advising that repeat behaviour may result in possible expulsion.
  - Arrange a meeting with the student(s) on their return from suspension to reiterate the seriousness of the matter and the consequences of any repetition.

**Last reviewed: August 2022**

## **4. HEALTH AND SAFETY**

### **4.1: Purpose**

Arcady Hall is committed to providing a safe and healthy environment for residents and staff.

### **4.2: Responsibility**

Staff and residents are responsible for helping to ensure that the Hall is a safe environment. Specifically, we all have a commitment to:

- Observe and comply with our health and safety policies, procedures and practices, and the Health and Safety at Work Act 2015.
- Report unsafe behaviours and risks to a member of the management team so they can be addressed.

### **4.3: Policy**

Arcady Hall will;

- Ensure, so far as is reasonably practicable, the health and safety of our community by providing and maintaining a safe environment.
- Ensure that risks to residents are eliminated or mitigated to the extent it is reasonably practicable to do so.
- Provide opportunities for residents to raise concerns and participate in processes to improve health and safety.
- Ensure the safety of visitors to Arcady Hall as far as reasonably practicable
- Provide appropriate information on emergency procedures and any risks to which residents may be exposed
- Ensure accurate recording and reporting of incidents to enable health and safety to be managed appropriately and appropriate follow-up action taken

Residents will:

- Comply with relevant health and safety legislation, regulations, standards, and guidelines, including Arcady Hall rules, safety procedures, and instructions.
- Participate in health and safety training, such as Evacuation Drills.
- Observe safety procedures and report identified risks so they can be proactively managed to prevent incidents.
- Be responsible for visitors brought onto Hall premises including:
  - Obtaining prior approval for any overnight guest.
  - Informing all guests of the Arcady Hall rules and ensuring they comply with them.
  - In the event of an evacuation, ensuring your visitor(s) follows evacuation procedures and is accounted for.

**Last reviewed: August 2022**



## **5: RESIDENT WELLBEING POLICY**

### **5.1: Purpose**

Arcady Hall is committed to providing all residents with appropriate pastoral and academic support to enhance their personal wellbeing and academic success.

The Hall works closely with the University of Canterbury (UC) student support services and academic departments to ensure that all residents have access to appropriate support, consistent with the standards of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

### **5.2: Responsibility**

Arcady Hall is subject to occasional outbreaks of seasonal illnesses and infections and residents sometimes sustain personal injuries and/or other illnesses.

The Hall is responsible for ensuring residents are aware of the support structures in place in Hall and/or on the UC campus if they suffer illness or injury.

### **5.2: Policy**

- For the purposes of this policy 'unwell' refers to a physical or psychological condition.
- Residents are asked to complete a medical form before entering the Hall. It is imperative that any relevant information is shared in confidence with the Hall to allow the best possible care. If a condition changes during the year, residents should notify their RA or the Office.
- Residents who are sick, should notify their RA or text the RA Duty phone to arrange delivery of sick meals and welfare checks.
- Residents who are unwell, are recorded on the RA daily report and the online, student management to ensure they receive appropriate support.
- Residents who are suffering from mental health issues or other chronic health conditions are encouraged to tell their RA or to talk to another staff member about the matter.
- Residents' welfare is a standing agenda item for the following weekly meetings: RA meetings, House mums' Pastoral Care meetings, and the Management Team meetings. Residents' privacy is paramount; detailed information is shared strictly on a 'need to know' basis to support residents' wellbeing.
- RAs conduct weekly in-person welfare checks with the residents for whom they are directly responsible. Welfare checks are recorded in the REACH App and students of concern are followed up by the Community Development Manager and/or Principal.
- Staff who need to know in the first instance of students who are unwell are the Principal, the Assistant Principal, the Community Development Manager, and the Operations Manager - all of whom have resident welfare responsibilities as a key component of their role.
- The Principal will report any residents of significant concern to the UC Student Care team to the University's 'Students at Risk' committee for appropriate follow-up by UC Health Centre and other relevant UC student support services. The Hall will also continue to support these residents.

- Concerns about severe or acute mental illness, particularly where threatened or actual self-harm is involved will be referred to the Canterbury mental health crisis team (Tel: 0800 920 092). The resident's parent/emergency contact will be notified.

## **6: EMERGENCY PROCEDURES**

### **6.1: Purpose**

Arcady Hall is committed to ensuring the safety and security of our residents, staff, and property in emergency situations.

### **6.2: General Information**

#### **Communication**

In a major emergency (particularly an earthquake), the radio is a reliable source of information: More FM 92.1 FM Newstalk ZB 1098 AM National Radio 101.7 FM and 675 AM.

#### **Emergency Contact Numbers** - for entry into your mobile phone

Arcady Hall	Office	03 364 2747
RA Duty Phone	On Duty RA	027 247 4727
Arcady Hall Principal	Sonia Mazey	027 509 2816
UC Security	Call Centre staff	0800 823 637
Civil Defence Emergency	Call Centre Staff	0800 324 636

In an emergency, the Hall will communicate with residents using the Reach App and/or directly in person.

#### **First Aid**

All RAs and 24/7 on-call staff (Principal, Assistant Principal, Community Development Manager, Operations Manager) have current First Aid Certificates. First Aid kits are held by the RAs and there is also a First Aid kit in the Office.

An AED (Automated External Defibrillator) unit is located in Reception, on the wall next to the RA Office.

### **6.3: Fire**

In the event of a fire at the Hall:

- Keep calm
- Activate the nearest alarm
- Alert any people in the immediate area of the fire
- Immediately move away from the fire or any smoke using the nearest exit to go to the assembly point, which is the grass area between the Oaks building and Waimairi Road.
- Dial 111. Give the building name and Hall address (90 Waimairi Road, Ilam).
- If the building is occupied follow the Hall's fire evacuation procedure as advised by Building Wardens and Hall staff.
- Do not stop to collect belongings.
- Ensure the people you are with are accounted for
- Use a fire extinguisher only if it is available and it is necessary to save life, or where the fire is small and able to be controlled easily

- Do not return to the building for any reason until emergency services indicate it is safe to do so.

#### 6.4: Earthquake

- All residents should have access to an emergency evacuation kit or 'grab bag' containing a working torch, a filled water bottle, a charged up mobile phone, essential personal medications.
- In the event of an earthquake:
  - If an earthquake occurs, stay inside until the shaking stops
  - Move away from windows and equipment or furniture which may be dangerous should it fall
  - **Drop** to the floor; **cover** if possible e.g. beneath a table or desk; and **hold** until the shaking stops
  - Try to keep calm and assist those who might panic
  - Turn off all electrical switches and gas bottle taps
  - Follow staff/fire wardens' instructions if an evacuation is deemed necessary

#### Evacuation Procedures

- Should an earthquake occur, do not venture outside until the shaking stops
- In the case of a severe shake, all residents must evacuate the buildings promptly but calmly once the shaking stops, taking only your evacuation bags and leaving everything else in the room
- Make your way outdoors, stay calm and move quickly without panic
- If exiting from the first or second floor at night, use your torch first to check that the stairs are in good condition. Then make your way down the stairs in single file so as not to put pressure on landings and stairwells.
- Proceed to the evacuation assembly point, which is the grass area in front of the car park, keeping well clear of other buildings.
- Assemble in floor and building groups. A building warden will check off who is here and who is not. It is imperative that you do not leave at this time as we need to hold a rollcall to make sure everyone has been able to exit safely.
- Residents' needs will be attended to by our team of staff including RAs.
- The Hall's Emergency Response Team will meet and communicate the plan from that point.

#### 6.5: Lock Down

In the event of the Hall needing to lock down for any reason e.g. an armed intruder nearby/on-site:

- Staff will notify residents by electronic messaging using the REACH app.
- Staff, residents, and visitors should immediately go inside or stay inside, lock all doors, close all windows, turn lights off, switch electronic devices onto silent and lie face-down on the floor in the centre of the room/in corridors (away from doors and windows) until the all-clear is given.

## **6.6. Infectious and notifiable disease outbreaks**

- The Hall and UC have well-established business continuity plans and operational procedures in place to respond swiftly to community outbreaks of COVID-19 Influenza, Norovirus, Meningitis, or Measles.
- In the event of a major outbreak of infectious illness, the Hall will be guided by and work closely with the UC Health Centre, the Ministry of Health, and the Tertiary Education Commission (TEC).
- Priority responses are as follows:
  - Affected resident(s) must self-isolate in their room (with separate bathroom facilities) and notify an RA or other staff member to arrange sick meals and daily welfare checks.
  - Affected resident(s) to be seen by UC Health Centre or other GP to identify/confirm the cause of sickness.
  - Contact Healthline (Tel: 0800 28 29 26) and /or UC Health Centre (Tel: 03- 369 4444) for further advice and assistance if the resident becomes very unwell
  - The Hall will notify residents of appropriate restrictions and requirements e.g. wearing of face masks in Hall and physical distancing designed to minimise risk of transmission. These rules will be subject to change at any time depending on circumstances and government guidelines.

**Last reviewed: August 2022**

## **7: CRITICAL INCIDENT RESPONSE PLAN**

### **7.1: Purpose**

To establish clear policy and procedures for the Hall community's response to a critical incident.

### **7.2: Responsibility**

All staff and residents must be aware of the Hall's procedures for responding to a critical incident. Residents must do as instructed by staff in the event of an incident to ensure everyone's safety.

The residential halls are part of the wider UC community, whose personnel are trained to respond to serious incidents of a violent nature. The support of the UC Security personnel would therefore be enlisted immediately as a priority response.

### **7.3: Policy**

For the purposes of this policy, 'critical incident' is defined as a sudden and unexpected event or situation that may result or has resulted, in substantial or serious harm (including fatality) to the physical or mental health, safety or wellbeing of a member of the Arcady Hall community.

All Hall residents must be familiar with the procedures identified below:

- An incident of a serious, violent nature that occurs in a residential hall is likely to be responded to initially by one or more resident(s), RA, or staff member. The person(s) who witnesses a violent, serious incident e.g. knife/shooting/physical attack, will immediately move to a safe place.
- That person will then call 111, advising the operator of the incident. The operator will connect the caller to the police, who will engage with the caller, seeking as much information as possible.
- The Police will send personnel as soon as possible and manage the incident on site.
- That person should also notify UC Security on 0800 823 637 or should ask another person to do so. Given the serious nature of the situation, it may not be possible for the caller to make an additional call.
- UC Security staff will contact the staff within the hall of residence, ensuring they are aware of the incident. UC Security staff will cordon off and contain the site during an incident.
- Some Hall staff may be dispatched by police to the UC Security site at 27 Montana Avenue to assist UC staff with information and communications management.
- In preparation for any such eventuality, Arcady Hall will have the following information readily available:
  - Site maps and site plans of the Hall.
  - Building and room occupants' details, home phone numbers, mobile phone numbers and contact details of each student and emergency contacts
  - Folders prepared with this information are lodged for ready access with the Office, the Principal, the Assistant Principal, the Operations Manager, the Community Development Manager and the RA Office. Site keys have already been lodged with UC Security Office staff.

- UC Counselling and Support services will be available to the community afterwards.
- Media management is a separate and necessary area for consideration. In the event of media attention (reporters), residents and staff must not respond to questions but refer such questions, including possible outcomes of events, directly to the Principal.

**Last Updated: august 2022**

## **8: ACADEMIC SPECIAL CONSIDERATION POLICY**

### **8.1: Purpose**

Arcady Hall is committed to ensuring that all residents enjoy an equal opportunity to be successful in their academic studies at the University of Canterbury.

Special consideration is a UC process intended for students who for legitimate reasons e.g. illness, are unable to complete assessment items satisfactorily, or whose performance during part or all of the year has been seriously impaired by circumstances that have created stress and anxiety for the student. It is also an instrument of fairness in ensuring that all students enjoy similar chances of academic success, even when there are circumstances beyond their control that inhibit maximum performance.

### **8.2: Responsibility**

Arcady Hall will support and assist any resident in working through the UC academic special consideration process with the University.

### **8.3: Policy**

- Residents are encouraged to notify UC of illness through the University Health Centre, as the Centre provides medical certificates and distributes the required forms as soon as possible to relevant University academic staff.
- Residents need to complete the online application form for Special Consideration for Assessment (Missed Exam/test or Impaired Performance), or the application form for Late Discontinuation (whichever is appropriate. For more details see: <https://www.canterbury.ac.nz/study/special-consideration/how-to-apply/>)
- If appropriate, the Hall Principal will provide written support for a student's Special Consideration application.
- The Principal will also help individual students to lodge an appeal if there are genuine concerns that justice has not been done or that the process does not appear to have been fairly applied.
- This policy will be reviewed annually but will remain subject to change as the University of Canterbury changes its policy on student special consideration.

**Last updated: August 2022**



## 9: BULLYING AND HARASSMENT POLICY

### 9.1: Purpose

The Hall regards bullying and harassment of any kind involving staff or residents as unacceptable. This policy establishes procedures for the reporting and investigation of allegations of resident bullying and harassment.

### 9.2: Responsibility

Arcady Hall staff and Residential Assistants will ensure that within their area of control, this policy and the investigation procedures are known and understood.

Residents are responsible for ensuring that they understand the policy and the process for reporting bullying or harassment.

### 9.3: Policy

For the purposes of this policy:

**Bullying** is defined as repeated and unreasonable behaviour directed towards a person or a group of people that creates a risk to their mental or physical health and safety. Examples of actions that may be regarded as bullying can be found below

**Harassment** is defined as unwelcome, unsolicited, and unreciprocated behaviour by a person or group that may reasonably be expected to offend, humiliate, or intimidate another.

**Sexual harassment** may arise from sexually oriented jokes or innuendo, public displays of offensive material, offensive gestures, inappropriate inquiries into the private life of another, the demanding of sexual favours, and/or actual sexual assault. Such behaviour is considered harassment when it is unwelcome and has a detrimental effect on the recipient's ability to function normally.

Sexual harassment has many forms of variable seriousness. A person sexually harasses someone when they:

- Insinuate, propose, or demand sexual favours, or activity of any kind.
- Invade another person's personal space (e.g inappropriate touching).
- Send or display sexually explicit objects or messages in any form.
- Comment on someone's looks, dress, sexuality, or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.
- Make obscene comments, jokes, or gestures that humiliate or offend someone.

It is unlawful for any person to make a request of any other person for sexual contact or activity which contains an implied or overt promise of preferential treatment or an implied or overt threat of detrimental treatment. The most extreme form of sexual harassment is sexual assault. This is a serious crime and will be referred to the Police.

**Racial harassment** includes, but is not limited to, the publishing of written matter or uttering of words likely to incite hostility against, or bring into contempt, any person on the grounds of the colour, race, ethnic or national origins of that person.

## **Raising Concerns about Bullying or Harassment**

- Residents who feel they are being harassed, or suspect another person is being harassed should discuss their concerns as a matter of urgency with their RA, or the Community Development Manager, or the Principal.

## **Reporting allegations of Bullying**

- Arcady Hall will respond promptly and fairly to allegations of bullying or harassment.
- The resident raising the complaint must clearly state in writing the basis of, and evidence for, the complaint and in sufficient detail to enable the matter to be investigated fully.
- Any complaint of bullying or harassment must be raised as soon as practicable after the incident being complained of, and follow-up action must be initiated within a week of the complaint being lodged.
- Complainants may withdraw from the process at any stage. However, this will not necessarily halt an investigation or further action where the Principal deems there to be an ongoing risk to the personal safety or property of the complainant, the person(s) complained about, or any other member of the Arcady Hall community, or where there could be legal or other implications for Arcady Hall if action does not follow.

## **Investigation**

- Bullying or harassment complaints will be promptly and fully investigated by an appropriate senior member of management, overseen by the Principal. However, if the matter is considered to be of a more serious nature, the Principal will inform the Chair of the Hall's Board of Trustees and an independent investigator may be appointed.
- All investigations will follow natural justice principles to ensure they are fair and unbiased and the person(s) against whom the complaint is brought is afforded a fair hearing.
- That person or persons will be spoken to immediately following the lodging of grievance and a written complaint summary will be prepared and given to both parties.
- All parties will be supported throughout the investigative process.
- All parties may bring a support person with them to any meeting relating to the investigation.
- Within the bounds of the investigation, confidentiality will be maintained as far as possible.
- Following completion of the investigation, full details of the complaint process and outcome will be communicated in writing to both parties.
- If the investigation uncovers matters that should be investigated by external regulatory agencies such as the Police, then those matters will be promptly referred to those regulatory agencies.
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- Complaints of bullying or harassment are taken very seriously and, if it is found after investigation that the complaint is malicious, vexatious, or frivolous, this will constitute grounds for disciplinary action against the complainant.

**Last reviewed: August 2022**

## **10: RESIDENT GRIEVANCE (FORMAL COMPLAINT) POLICY**

### **10.1: Purpose**

Arcady Hall supports the right of every resident to live in a safe and secure environment. Should a resident become sufficiently concerned or aggrieved about the conduct of another resident or a staff member they may raise a grievance (formal complaint).

### **10.2: Responsibility**

Hall staff and Residential Assistants must ensure that within their area of control, this policy and the investigation procedures are known and understood.

Residents are responsible for ensuring that they understand the policy and the process for raising grievances.

### **10.3: Policy**

#### **Grievance**

For the purposes of this policy, a 'grievance' is defined as an official statement of complaint over treatment believed to be wrong or unfair and causing distress.

#### **Raising a Grievance**

- Resident grievances should initially be raised with the Principal.
- The resident raising the grievance must clearly state in writing the basis of, and evidence for, the grievance and sufficient detail must be supplied to enable the matter to be investigated fully.
- In all cases, a grievance must be raised within 3 months of the incident(s) occurring and follow-up action must be initiated within a week of the complaint being lodged.
- Complainants may withdraw from the process at any stage however this will not necessarily halt an investigation or further action where the Principal or Chair of the Hall's Board of Trustees (as applicable) deems there to be an ongoing risk to personal safety or property of the complainant, the person(s) complained about, or any other member of the Arcady Hall community, or where there could be legal or other implications for Arcady Hall if action is not taken.

#### **Investigation**

- Grievances will be promptly and fully investigated by an appropriate senior member of management, overseen by the Principal. If the matter is considered to be of a more serious nature, the Principal will inform the Chair of the Hall's Board of Trustees and an independent investigator may be appointed.
- All investigations will follow natural justice principles to ensure they are fair and unbiased and the person(s) against whom the complaint is brought is afforded a fair hearing.
- That person will be spoken to immediately following the lodging of grievance and a written complaint summary will be prepared and given to both parties.
- All parties will be supported through the process.
- All parties may bring a support person with them to any meeting relating to the investigation.

- Within the bounds of the investigation, confidentiality will be maintained as far as possible.
- On completion of the investigation, full details of the complaint process and outcome will be communicated in writing to both parties.
- If the investigation uncovers matters that should be investigated by external regulatory agencies such as the Police, then those matters will be promptly referred to those regulatory agencies.

### **Appeal Process**

- Residents may appeal the outcome of a grievance process by writing to the Chair of the Hall's Board of Trustees, setting out the reasons for their appeal. The Chair will convene a Board Appeals Committee to review the investigation and outcome.
- Residents who are not satisfied with Arcady Hall's internal grievance process or outcome may make a complaint to an appropriate external agency depending on the subject matter of the dispute, for example the New Zealand Qualifications Authority (for grievances relating to student pastoral code), the Disputes Tribunal, or the Human Rights Commission.

**Last reviewed: August 2022**

## **11. VISITOR AND OVERNIGHT GUEST POLICY**

### **11.1: Purpose**

Residents are welcome to invite visitors to the Hall and to have approved, overnight guests to stay. Out of consideration for other residents and for health and safety purposes, the following policies apply to hall visitors and overnight guests.

### **11.2: Responsibility**

Residents are responsible for their guest's behaviour at all times while they are on-site. They should not leave guests unattended on-site, and should introduce them to their RA

Visitors are expected to show consideration to Hall residents and staff and to comply with all Hall rules and policies.

### **11.3: Policy**

- Visitors are welcome from 8:00 a.m. to 10:00 p.m. Sunday to Thursday and until midnight on Friday and Saturday, but after these times they must leave the building and grounds.
- Residents are responsible for the behaviour of their guests as well as for any penalties incurred, damage, or loss caused by them, either in the Hall or on the grounds.
- Visitors are expected to respect Hall customs and comply with all Hall policies and must not be left unattended.
- Residents who wish to have an overnight guest must gain prior approval from the Office at least 48 hours beforehand. This policy enables staff to know who is on-site, for health and safety reasons.
- There is a \$20 charge for an overnight stay. This price includes breakfast and the use of a mattress. Guests may stay for a maximum of two consecutive nights. Extra guest meals can be purchased in advance (Lunch \$10, Dinner \$15). Exceptions to the 24-hour notice rule may be made only in the case of an emergency. In such instances, residents should contact the Duty RA for emergency guest approval.
- Guests under the age of 18 are permitted to stay overnight only at the discretion of the Principal and only if their parent/legal guardian signs the Under 18 overnight guest policy.
- Overnight guests are not permitted during holidays, exams, the first two weeks of semester one, or the first week of semester two.
- In light of residents' academic commitments on weekdays, overnight guests will generally visit at weekends.
- The Hall reserves the right to decline requests for overnight guests.

**Last reviewed: August 2022**

## **12: RESIDENT LEAVE OF ABSENCE POLICY**

### **12.1: Purpose**

Arcady Hall is committed to fulfilling its Health and Safety obligations and satisfying its duty of care obligations under the student pastoral code.

The Hall must be notified of all overnight and extended days' absences by residents so that when off-site, they may be contacted (and accounted for) by Hall staff in an emergency or for other reasons.

### **12.2: Responsibility**

Residents at Arcady Hall are young adults, so free to come and go as they decide. At the same time, there is an expectation that the Hall would be able to contact all residents in an emergency, and account for the whereabouts of all residents in instances such as fire alarm activations at the Hall.

Advising staff of absence also helps the Hall to adjust numbers for catering purposes, which in turn minimises food wastage.

### **Policy**

- Prior to leaving the Hall for the night or several nights, residents are required to advise their RA or a staff member of their planned departure and return dates.
- Residents should use the REACH App to inform hall staff of any overnight absence from Hall, and their planned return date. During business hours, they may also notify the Office in person of planned absences.
- Residents will be informed of this requirement at the start of the year. Regular reminders will also be issued throughout the year via RA floor meetings, the REACH App, and the Arcady Hall 2023 Facebook Group.

**Last reviewed August 2022**

## **13: VACATION ACCOMMODATION POLICY**

### **13.1: Purpose**

Arcady Hall recognises that some residents may prefer or need to stay in Hall during University vacations and public holidays. For this reason, the Hall offers fully catered accommodation throughout the academic year.

This policy is designed to support residents who wish to stay in Hall during vacations whilst also enabling staff to take breaks.

### **13.2: Responsibility**

Residents are responsible for providing the Hall with accurate information about when they will be out of residence during public holidays and University vacation period.

### **13.3: Policy**

- Residents will be asked to complete a holiday form towards the end of each term specifying when they will be in Hall during the upcoming holiday period. Information must be correct to allow us to provide accurate catering. This information can be updated anytime at the Office.
- Staffing is reduced during the holidays to allow RAs and other staff to take leave. Consequently, the Hall operates an alcohol-ban during public holidays and other vacation periods. Any breach of this ban will result in the privilege of staying during the holidays being revoked. This also includes returning to the Hall intoxicated and requiring assistance during the period covered by the alcohol ban.
- Day visitors are allowed but no overnight guests are permitted during a public holiday/vacation period.

**Last reviewed: august 2022**



## **14: HALL MEALTIMES AND DINING ETIQUETTE**

### **14.1: Purpose**

The Hall is committed to providing the best possible, nutritious meals for residents and to ensuring that mealtimes are a pleasant, social experience for residents.

### **14.2: Responsibility**

The Hall employs qualified chefs who can cater for all special dietary needs and our meals are regularly reviewed by nutritionists to ensure they are balanced and healthy.

Residents are responsible for notifying the Hall of any special dietary needs and for ensuring they are familiar with the conduct expected of residents in the dining room.

### **14.3: Policy**

- Mealtimes are published in the Resident Handbook. Residents may request late meals or packed lunches using the REACH App. Late meals and packed lunches are not available during university vacations.
- Residents who feel unwell should not go to the dining room. Instead, they should arrange for a sick meal to be delivered to their room, either via the REACH App, or by contacting the Office during business hours. Deadlines for ordering a sick meal are 10.00 am for lunch and 3.00 pm for dinner. Sick breakfasts may be requested after 8.30 am via the RA duty phone.
- The Head Chef will meet with all residents who have special dietary needs at the beginning of the year to discuss their needs.
- While mealtimes are relatively informal, there are a few requirements relating to dress and behaviour in the dining room. In summary, residents must:
  - Leave backpacks, bags, and skateboards at the entrance
  - Remove hats, caps, and hoods when in the dining room
  - Wear appropriate clothing, no pyjamas, please.
  - Wear shoes must be worn in the dining room
  - Ensure mobile phones are on silent mode and not used to make calls during mealtimes.
  - Be polite and friendly to dining hall staff
  - Enter the dining room and queue for food through the Nancy Sims building entrance.
  - Be considerate of others. Residents who use offensive language, or who are rowdy or intoxicated will be asked to leave the dining room.
  - Not sit on the tables or place clothing or hats on these tables; this is both unhygienic and culturally offensive
  - Not throw or play with food
  - Not enter the dining room outside of mealtimes. You may not help yourself to food from the dining hall outside of mealtimes.
  - Not remove crockery and cutlery from the dining room.
- Residents may take one standard alcoholic drink with them into dinner on Friday evenings from 6.00 pm onwards. Please note that no glass bottles are allowed.

- Second servings are usually available after everyone has had a first serving.

**Last reviewed: August 2022**

## **14: EXITING HALL POLICY**

### **14.1: Purpose**

Residents are required to vacate their rooms within 24 hours of their final, end-of-year examination or University assignment. This policy is intended to limit distractions for other residents who are still revising for/sitting examinations and completing assignments. It also enables housekeeping and maintenance staff to commence their summer vacation work.

### **14.2: Responsibility**

Residents are responsible for ensuring they have taken all necessary steps prior to leaving Hall.

### **14.3: Policy**

- Towards the end of Term 4, residents will be asked to confirm their leaving date. Residents must leave Hall within 24 hours of their final UC examination or assignment deadline.
- Any resident who wishes to stay beyond this date may apply in writing to the Principal to be allowed to remain in Hall beyond this date may apply in writing to the Principal, explaining why they need to remain in Hall. Permission to stay on will be granted only under exceptional circumstances.
- Before leaving, residents should arrange with their RA or the Office for a staff member to complete their room check exit sheet.
- Residents must deposit their room keys at the Office when leaving.
- Residents are liable for any damage they have caused to their rooms. This will be charged to their bonds (i.e. deducted from their refundable Contingency Fee), prior to Wednesday 20<sup>th</sup> December 2023.
- Contingency Fee refunds will be deposited into the supplied bank account in December. Residents are responsible for notifying the Office if their bank account details have changed during the year.
- Residents will be asked to complete an exit survey about the Hall's facilities and policies. This feedback informs future policy reviews and helps the Hall to plan and prioritise projects to ensure future residents enjoy a positive and 'home away from home' experience at Arcady Hall.

**Last updated: August 2022**

## **15: RESIDENT PRIVACY POLICY**

### **15.1.: Purpose**

Arcady Hall is committed to assisting and supporting its residents, both academically and personally. The information it gathers at the time of enrolment is required solely for this purpose.

### **15.2: Responsibility**

The Hall is responsible for ensuring that the information that is obtained by the Hall, the methods of holding such information, and the way it is used complies with the provisions of the Privacy Act 2020 and meets the needs for which the information is collected.

### **15.3 Policy**

- Information provided by residents will be available for discreet access only by approved staff members.
- Only information that is relevant will be required which may include, personal and family contact details, photographic records, academic history, health and dietary requirements, vehicle ownership, banking details, citizenship, ethnicity, prior education and school details.
- When a resident is deemed at to be at risk of harm, some of their information may be shared with UC student support services, UC Health Centre, other health providers, and nominated emergency contacts.
- The Hall will make every effort to keep personal records secure. Safe storage measures will include:
  - Keeping non-current material in locked filing cabinets
  - Ensuring personal files are not exposed to non-authorized persons
  - Locking offices while not in use
  - Ensuring records are not left open in workspaces overnight
  - Appropriately disposing of personal information no longer required.
- Access to academic information: As part of its service provision to residents, Arcady Hall requires residents, on enrolment, to provide signed permission for staff to access their semester examination results and termly progress updates from University of Canterbury academic staff members.
- Complaints: If any resident wishes to express concern about privacy policy breaches occurring, they should raise the concern with the Principal, who will investigate and report back on the matter within 14 days.

**Last reviewed: August 2022**

## **16: WITHDRAWAL POLICY**

### **16.1: Purpose**

The Hall selects residents during the application period (August - October of the year preceding residents' move-in day the following February). Residents have until the third Tuesday of January to withdraw their application should their plans change. After this date it becomes very challenging for the Hall to relet rooms if residents withdraw. For this reason, the Hall has a strict policy regarding requests for early release of contract.

### **16.2: Responsibility**

Residents who withdraw from the Hall after the 3<sup>rd</sup> Tuesday of January prior to move-in day are liable for their accommodation fees until their room can be relet.

### **16.3: Policy**

- The Arcady Hall contract commits residents to paying accommodation fees for the academic year (39 weeks).
- Residents who withdraw from the Hall after the 3<sup>rd</sup> Tuesday of January will be refunded accommodation fees only if a suitable replacement can be found to take over their contract.
- Residents who withdraw from Hall will go on a list and their rooms will be relet in the order of that list. As and when a resident's room is relet, they will be released from their contract.
- The Hall reserves the right to switch a resident's room at any time if that person is not in residence. This means that if a resident leaves Hall and is waiting for someone to take over their contract (so still liable for fees), their room may at any point be allocated to another resident to achieve a better fit. In such cases, the resident who has withdrawn from the Hall will not be entitled to a refund.
- If a resident leaves during the year, they forfeit their Contingency Fee (i.e. bond) and remaining portion of the Residential Life Fee.
- Residents who withdraw from the Hall after the 3<sup>rd</sup> Tuesday of January due to unforeseen, extenuating circumstances may apply to the Hall Board of Trustees for early release of their contract. Applications should be made in writing via the Principal and should state the extenuating reasons for withdrawal. The board considers such applications on a case-by-case basis.

**Last reviewed: August 2022**

## **17: COVID19-RELATED FEE REBATE POLICY**

### **17.1: Purpose**

To establish clear and equitable policies around residents' eligibility for COVID-19-related fee rebates.

### **17.2: Responsibility**

Residents are responsible for ensuring that they are aware of and understand the policy.

### **17.3: Policy**

During the period of an accommodation contract:

- Where a resident decides to live elsewhere temporarily for COVID19-related reasons, (but does not have to do so) full accommodation fees will continue to be charged.
- Arcady Hall may make a reduction in fees for marginal catering costs for a resident prevented from returning for verified health reasons relating to COVID-19 where the period of term time away extends beyond 3 weeks. Applications for a fee rebate should be made in writing to the Principal and will be considered on a case by case basis by the Hall's board of Trustees.
- In the rare case where, due to COVID19-related factors, the resident decides to vacate the hall the normal, contractual policies for early release of contract will apply on a case-by-case basis.

**Last reviewed: August 2022**

**APPENDIX 1: ALCOHOL PERMISSION FORM FOR UNDER 18 RESIDENTS**



**Alcohol permission form for under 18 residents.**

**Parent/Legal Guardian to complete.**

I, (please write your full name in capital letters):

.....

Give/do not give (please circle one) my express permission to the Principal or delegated staff member for my under 18 son/daughter, (please write resident's name):

.....

To drink alcohol at Arcady Hall in accordance with the Hall's policy and rules regarding residents' alcohol consumption on-site.

Signed: .....

Dated: .....

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Resident please complete:

I, (please write your full name in capital letters)

.....

Accept the conditions under which I am allowed to consume alcohol at Arcady Hall while under 18. I am aware that failure to observe these conditions will risk this privilege being revoked.

Signed.....

Dated.....