



Arcady Hall
Resident Policies and Procedures Manual

TABLE OF CONTENTS

PAGE NO.

1. RESIDENT CODE OF CONDUCT	3
2. ALCOHOL, DRUGS, AND SMOKING POLICY	4-5
3. PERSONAL BEHAVIOUR AND DISCIPLINARY PROCESSES	6-7
4. HEALTH AND SAFETY POLICY	8
5. RESIDENT HEALTH AND WELLBEING POLICY	9-10
6. RESIDENT REFERRAL TO AN EXTERNAL AGENCY POLICY	11
7. EMERGENCY PROCEDURES	12-14
8. CRITICAL INCIDENT POLICY	15-16
9. ACADEMIC SPECIAL CONSIDERATION POLICY	17
10. BULLYING AND HARASSMENT POLICY	18-20
11. RESIDENT COMPLAINTS AND GRIEVANCES	21-22
12. VISITOR AND OVERNIGHT GUEST POLICY	23
13. RESIDENT LEAVE OF ABSENCE POLICY	24
14. VACATION ACCOMMODATION POLICY	25
15. ARCADY MEALTIMES AND DINING ETIQUETTE	26
16. EXITING ARCADY AT THE END OF THE YEAR	27
17. RESIDENT PRIVACY POLICY	28
18. WITHDRAWAL POLICY	29
19. COVID-19-RELATED FEE REBATE POLICY	30
20. APPENDIX: ALCOHOL PERMISSION FORM U18 RESIDENTS	31

Please note: These policies are reviewed annually by Management and the Board of Trustees. but may change during the year, if necessary. Residential Advisors and members of the Arcady Student Council also provide formal and informal feedback on these policies throughout the year.

The *Arcady Hall Resident Handbook* provides additional, practical information about day-to-day life in Arcady, but the *Arcady Hall Resident Policy and Procedures Manual*, in conjunction with the *Residential Agreement*, is the definitive source of Arcady policies, procedures and regulations.

1. RESIDENT CODE OF CONDUCT

1.1: Purpose

The rules that apply at Arcady Hall (Arcady) are designed to foster a caring and considerate community and to provide a supportive 'home away from home' environment that is conducive to academic study, supports personal well-being, 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, assault, harmful sexual behaviour, and other activities that endanger residents, staff, guests, or property will not be tolerated.

No firearms, air rifles, slug guns, BB guns, water pistols, imitation firearms or weapons or ammunition are allowed on-site. No fireworks or rockets are permitted in the Hall buildings or grounds. No weapon of any sort (e.g. knife/sword) may be brought on-site.

Arcady residents are subject to the University of Canterbury (UC) student Code of Conduct.

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 their mobile phone and use it as requested.
- Provide personal information to Arcady that is accurate and not misleading.
- Respect Arcady's environment (property, grounds, etc)
- Behave in a manner that does not bring Arcady into disrepute.
- Respect the rights and property of Arcady and others.
- Ensure the health and safety of themselves and of those around them.
- 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.

Arcady will:

- Comply with all relevant legislation including the Privacy Act 2020 and the Education [Pastoral Care of Tertiary and International Learners] Code of Practice 2021 (The Student Pastoral Care Code) including any subsequent updates or amendments.
- Pass on reports of serious incidents, including allegations of sexual assault/violation 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, to propose ideas, or to question without fear of reprisal.
- Seek residents' views and feedback on Arcady policies and facilities via multiple channels including surveys, the Student Council, resident floor group meetings, resident focus groups, and the suggestion box.

Last reviewed: December 2023

2. ALCOHOL, DRUGS, AND SMOKING

2.1: Purpose

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

2.2: Responsibility

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

Residents are expected to know, understand, and comply with this drug and alcohol policy.

2.3: Alcohol Policy

- Alcohol can be consumed in moderation at Arcady. Residents are encouraged to know their limits and to drink responsibly.
- Alcohol is permitted to be consumed only in locations and at times specified in the *Arcady Hall Resident Handbook* and the *Key Information for Residents'* poster displayed in residents' study-bedrooms.
- Under no circumstances shall intoxication be an excuse for anti-social, otherwise unacceptable, or unlawful behaviour. Any damage to Arcady property, or to a venue hosting an Arcady function, will be charged to the resident(s) concerned.
- At all formal, scheduled Arcady functions where alcohol is permitted, food and non-alcoholic drinks will also be served.
- Management staff and Residential Assistants (RAs) will supervise appropriately the amount of alcohol that can be consumed at Hall events. They may refuse to serve alcohol to an intoxicated resident and/or require them to leave a Hall function.
- Activities such as 'drinking games' that promote the excessive consumption of alcohol are not permitted at any function or at any place in Arcady or at any off-site Arcady function.
- Residents and their guests must observe Arcady rules around drinking including where and when it is appropriate.
- Drinking is not permitted during quiet hours. (For details of quiet hours 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.
- Arcady reserves the right to implement an alcohol ban. Alcohol bans are standard practice during study breaks, public holidays, study weeks, and examination periods. Arcady 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 only with the 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

- Arcady is committed to maintaining a drug-free environment.
- The manufacture, supply, possession, use, or consumption of any illicit or illegal narcotic, drug, or substance by any person is strictly prohibited at Arcady.
- Arcady has a ZERO tolerance approach in this matter; any resident possessing or using banned substances will likely face immediate expulsion. Arcady will also endeavour to help them seek professional counselling.
- This policy applies only to illicit drugs. Residents are of course able to take prescription drugs and/or drugs that have been prescribed for them by a health professional.

2.4: Smoking and Vaping

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

Last reviewed: December 2023

3. PERSONAL BEHAVIOUR AND DISCIPLINE POLICY

3.1: Purpose

Arcady Hall (Arcady) 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 (RAs) 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, Arcady Hall General Policies and Procedures Manual and Arcady Hall Resident Handbook.
- Respecting the rights and property of others, both on and off Arcady's premises.
- Always behaving in a manner that does not bring Arcady into disrepute.

3.3: Policy

- Reported incidents and follow-up actions are formally recorded in the Residential Assistant (RA) daily report, and in the online REACH student management system.
- In accordance with Section 9.2 (a) of its Partnership Agreement with the University of Canterbury (UC) the Hall will report to UC incidents of serious harm, bullying or harassment involving residents or staff (defined as level 3 or above under UC's incident level reporting system.)
- Serious incidents including physical or sexual assault, will be reported to the police.
- 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 a resident and/or others at risk through careless or unruly behaviour
 - Damaging or being likely to damage the property of others or Arcady through careless or unruly behaviour.
 - Failing to comply with any reasonable instruction 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 Arcady policies and rules.
 - Harassment or bullying
 - Physical or sexual assault
 - Supplying or using illicit or illegal drugs.

Disciplinary Process

- The disciplinary 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 disciplinary meetings, the resident(s) has the right to have a support person in attendance.

Disciplinary Process Outcomes

- Arcady 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 resident(s) in person and notify their parent(s) or legal guardian.
 - 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 likely consequences of any repetition.

Last reviewed: December 2023

4. HEALTH AND SAFETY

4.1: Purpose

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

4.2: Responsibility

Management is responsible for ensuring residents are aware of support structures in place in the event they suffer illness or injury.

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

- Observe and comply with our health and safety policies, procedures, and practices, the Education (Pastoral Care of Tertiary and International Learners) Code of practice 2021, 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.
- Inform management of all instances of illness and injury (mental and physical) to ensure that appropriate internal and external support systems are provided.

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 and visitors 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.
- In accordance with Section 9.2(h) of its Partnership Agreement with the University of Canterbury (UC), report to UC any notifiable event (as defined in the Health and Safety at Work Act 2015).

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 Arcady premises including:
 - Obtaining prior approval for any overnight guest from the Principal.
 - Informing all guests of Arcady's rules and ensuring they comply with them.

- In the event of an evacuation, ensuring their visitor(s) follows evacuation procedures and is accounted for.

Last reviewed: December 2023

5: RESIDENT WELLBEING POLICY

5.1: Purpose

Arcady Hall (Arcady) is committed to providing all residents with appropriate pastoral and academic support to ensure their safety and enhance their personal well-being and academic success.

Arcady's mission statement: *'to foster a caring community that celebrates diversity and values academic success'*, aligns with the Education [Pastoral Care of Tertiary and International Learners] Code of Practice 2021 (Student Pastoral Care Code) and informs its wider pastoral care approach.

Arcady 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 Student Pastoral Care Code.

5.2: Responsibility

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

Arcady is responsible for:

- Ensuring staff are 'fit and proper persons' who are appropriately qualified and trained.
- Notifying residents of the support structures in place at Arcady and/or available on the UC campus if they suffer illness or injury.

5.2: Policy

- For the purposes of this policy illness includes physical and psychological conditions.
- Residents are asked to complete a medical form before entering Arcady. It is imperative that any relevant information is shared in confidence with Arcady to enable staff to provide the best possible care. If a condition changes during the year, residents should notify the community Development Manager or the Principal.
- Residents who are sick, should notify an RA or the Office via the RA duty phone to arrange delivery of sick meals and welfare checks.
- Residents who report they are unwell, are recorded on the RA daily report and recorded in the online, REACH student management system to ensure they receive appropriate support.
- Residents who are suffering from mental health issues or other chronic health conditions are encouraged to talk to their RA or 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; personal information is shared strictly on a 'need to know' basis to support residents' wellbeing.

- 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 and 24/7 on-call duties as a key component of their role.
- RAs conduct weekly in-person welfare checks with the residents for whom they are directly responsible; all residents are expected to engage in this process. Welfare checks enable staff to ensure the safety and wellbeing of all residents and meet compliance expectations under the New Zealand Student Pastoral Care Code. Welfare check reports are recorded in the online REACH student management system and students of concern are followed up by the Community Development Manager and/or Principal.
- In accordance with Section 9.2 (g) of its Partnership Agreement with UC, the Principal will report any residents of significant concern to the UC Student Care team and/or to the University's 'Students at Risk' Committee for appropriate follow-up by UC Health Centre and other relevant UC student support services. Arcady staff will also continue to support these residents.
- Residents who are experiencing severe or acute mental illness and who are considered by staff to be at significant risk of harming themselves or others will be referred immediately to the Canterbury mental health crisis team (Tel: 0800 920 092). The resident's parent/emergency contact will be notified as soon as practicable of such referrals.

Last reviewed: December 2023

6: RESIDENT REFERRAL TO AN OUTSIDE AGENCY POLICY

Arcady Hall (Arcady) prides itself on its provision of quality care and guidance for residents, but as a small, independent, accommodation provider, will sometimes require assistance from external agencies in doing so.

6.1: Purpose

Staff members understand that as students shift from the security of home and family to university life, they require a greater degree of freedom and need to grow their independence. The Hall provides a caring and educative environment to support residents' personal development.

6.2: Responsibility

To assist residents to develop key life skills and personal resilience, Arcady will promote Arcady's policies and values and provide a support network for residents. Life skills are also an integral component of the Hall's residential life programme, which is based around four pillars: 'Live, Learn, Connect, and Support. Our support network includes an external referral system, whereby residents identified with specific needs can be supported by appropriate experts.

Staff will encourage two-way dialogue both informally and formally with residents, assisting each with practical advice, academic advice, and, if required, the assistance of external service providers or agencies. These may include University of Canterbury (UC) Student Care staff, Māori and Pasifika student support staff, UC Health centre, and academic staff, as well as external providers of medical, legal or other services.

Residents requiring such intervention are encouraged to seek assistance by speaking with someone they trust, such as another resident, a Residential Assistant, or another staff member.

Peers who identify a particular issue regarding a fellow resident are encouraged to pass on that concern to the Community Development Manager or the Principal, who will confer and establish an appropriate support plan aimed at best meeting the resident's well-being and interests.

6.3: Policy

- Hall staff are encouraged to interact regularly with all residents with a view to monitoring the well-being and progress of each resident.
- Resident well-being is a regular agenda item at all weekly staff meetings (see above 5.3).
- A support plan will be discussed and agreed upon by Management for residents identified at the various meetings as possibly requiring assistance.
- That plan may, with the resident's input, involve referral to an external body either at UC or in the wider community. The resident and the staff involved would discuss the potential involvement of a parent/legal guardian, if appropriate
- In the event of serious staff concern over a resident's personal safety and well-being, Hall Management reserve the right to contact that resident's parent(s)/legal

guardian(s). The resident would be advised of this decision prior to contact being made with their parent(s)/legal guardian s).

- In the event of serious concerns about a resident's safety and wellbeing, illness Management reserves the right to require that resident to leave the Hall until they are deemed to be well enough to return to Arcady by an appropriately qualified medical practitioner. r

Last reviewed December 2023

7: EMERGENCY PROCEDURES

7.1: Purpose

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

7.2: 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 saving in your mobile phone

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

In an emergency, Arcady 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.

7.3: Fire

In the event of discovering a fire at Arcady:

- 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 Arcady's address (90 Waimairi Road, Ilam).
- If the building is occupied, follow Arcady's fire evacuation procedure as advised by Building Wardens and Arcady 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.

7.4: Earthquake

- All residents should have access to an emergency evacuation kit or 'grab bag' containing a working torch, a filled water bottle, a charged mobile phone, and 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 earthquake, all residents must evacuate the buildings promptly but calmly once the shaking stops, taking only their 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 residents who are present and who are not. It is imperative that you do not leave at this point as we need to hold a roll call to make sure everyone has been able to exit safely.
- Residents' needs will be attended to by staff, including RAs.
- Arcady's Emergency Response Team will meet and communicate the plan from that point.

7.5: Lock Down

In the event of Arcady 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. And email.
- 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 on the floor in the centre of the room/in corridors (away from doors and windows) until the all-clear is given.

7.6. Infectious and notifiable disease outbreaks

- Arcady and UC have well-established business continuity plans and operational procedures in place to respond swiftly to community outbreaks of diseases such as COVID-19, Influenza, Norovirus, Meningitis, and Measles.
- In the event of a major outbreak of infectious illness, Arcady will be guided by and work closely with the UC Health Centre, the Ministry of Health (MoH), 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 another 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.
 - Arcady will notify residents of appropriate restrictions and requirements e.g. wearing of surgical face masks in Arcady and physical distancing designed to minimise risk of transmission. Staff will also wear appropriate protective clothing. These rules will be subject to change at any time depending on circumstances and government guidelines.

Last reviewed: December 2023

8: INCIDENT RESPONSE POLICY

8.1: Purpose

To establish clear policies and procedures for Arcady's response to a critical incident that are consistent with the University of Canterbury's (UC's) reporting requirements relating to the Student Pastoral Care Code.

8.2: Responsibility

All staff and residents must be aware of Arcady'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 Hall's Incident Management Policy provides detailed guidance for staff, outlining specific actions to be followed in the event of different types and level (seriousness) of incident. This Policy is reviewed annually.

The residential halls are part of the wider University of Canterbury (UC) community, whose personnel are trained to respond to serious incidents. The support of the UC Security personnel will therefore be enlisted immediately as a priority response to any serious incident (defined by UC as a Level 3 or above incident).

8.3: Policy

For the purposes of this policy, a 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 Or, an incident that has resulted in significant damage to the Hall's property..

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

- An incident of a serious nature that occurs in a residential hall outside of normal office hours likely is likely to be responded to initially by one or more resident(s), Residential Assistant(s) (RAs), or staff member(s). This person is the 'First Responder'.
- Any person(s) who witnesses a violent, serious incident e.g. knife/shooting/physical attack, should move to a safe space immediately.
- If the first responder to an incident in the Hall is a resident, they should immediately clear the area and notify a staff member via the REACH App, the RA duty phone, or in person.
- That staff member will call 111 for urgent assistance, notify UC Security on 0800 823 637 and contact the Principal (or the 24/7 on-call manager outside of office hours).
- The Police and/or ambulance service will send personnel as soon as possible and manage the incident on-site.
- Depending on the nature of the incident, an Arcady staff member 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 has the following information readily available:
 - Site maps and site plans of Arcady.
 - 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 Residential Assistant Office. Site keys have already been lodged with UC Security Office staff.
- UC Counselling and Support services will be available to the community afterward.
- 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. Residents should not post details of a critical incident occurring at Arcady on social media.

Last Updated: December 2023

9: ACADEMIC SPECIAL CONSIDERATION POLICY

9.1: Purpose

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

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 intended to assist fairness in ensuring that all students enjoy similar chances of academic success, even when there are circumstances beyond their control that inhibit maximum performance.

9.2: Responsibility

Arcady will support and assist any resident in working through the UC academic Special Consideration process with the University for genuine reasons.

9.3: 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). Applications must be submitted within five days of the relevant test/exam. For more details see: <https://www.canterbury.ac.nz/study/special-consideration/how-to-apply/>
- Residents should contact the relevant Course Organiser directly via email or in person if they require an extension to an deadline for submission of an essay, or other written assignment.
- Residents are encouraged to contact the Principal if they need further advice or assistance with their application for special Consideration or an assessment submission deadline.. If appropriate, the 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 achieved 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 UC changes its policy on student Special Consideration.

Last updated: December 2023

10: BULLYING AND HARASSMENT POLICY

10.1: Purpose

Arcady Hall (Arcady) 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.

10.2: Responsibility

Arcady Hall staff and Residential Assistants (RAs) will ensure that they are aware of this policy and understand what it means within the context of their own their role and area of responsibility.

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

10.3: 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 but bullying is not limited to these examples.

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/sexual harm has many forms of variable seriousness. By way of example, but without limiting the scope of harassment, 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 forms of sexual harassment are violent sexual assault and rape. These are serious crimes 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 or bullied, should discuss their concerns as a matter of urgency with their RA, the Community Development Manager, or the Principal.

Reporting allegations of Bullying or Harassment

- All allegations of bullying or harassment will be taken seriously and will be dealt with in a sensitive and objective manner. Arcady will respond promptly and fairly to allegations of bullying or harassment. There will be no presumption ahead of a proper investigative process that the person accused of bullying/harassment has engaged in such behaviour.
- The resident raising the complaint must state clearly in writing the basis of, and evidence for, the complaint and in sufficient detail to enable the matter to be investigated fully in accordance with the process set out in the Arcady Resident Grievance (Formal Complaints) Policy.
- Allegations of bullying or harassment may be withdrawn at any stage in the process. However, this will not necessarily halt an investigation where the Decision-Maker deems there to be an ongoing risk to personal safety of the complainant(s), the person(s) complained about, or any other member of the Arcady community, or where there could be legal or other implications for Arcady if action is not taken.

Investigation

- Bullying or harassment complaints will be promptly and fully investigated by an appropriate person appointed by the Decision-Maker. See Arcady Resident Grievance (Formal Complaints) Policy procedure for details of this investigative process (pp. 21-22).
- 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.

Appeals Process

- All parties may appeal the outcome of a bullying or harassment complaint process to the Arcady Board of Trustees. They should write to the Secretary of the Board, setting out the reasons for their appeal. The Board will convene a Board Appeals committee to review the investigation and outcome.
- Residents who are not satisfied with Arcady's internal grievance procedure or outcome may make a complaint to an appropriate external agency, depending on the nature of the dispute for example, the New Zealand Qualifications Authority

(NZQA) for grievances relating to the Student Pastoral Care Code, the Disputes Tribunal, or the Human rights Commission.

Last reviewed: December 2023

11: RESIDENT GRIEVANCE (FORMAL COMPLAINT) POLICY

11.1: Purpose

Arcady Hall (Arcady) supports the right of every resident to live in a safe and secure environment. As a general principle, the Hall seeks to resolve complaints where possible via informal mediation and discussion. However, 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).

11.2: Responsibility

Arcady Hall staff and Residential Assistants (RAs) will ensure that they are aware of this policy and understand what this means within the context of their role and area of responsibility.

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

11.3: 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 Decision-Maker). In the event the Principal is deemed inappropriate by the complainant, the grievance should instead be raised directly with the Chair of the Arcady Board of Trustees (the Decision-Maker).
- 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 Arcady'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 person to be appointed by the Decision-Maker.
- All investigations will follow natural justice principles to ensure they are fair and unbiased and the person(s) against whom the complaint is brought has a fair opportunity to be heard in good faith.

- 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 advised of UC and other external support services available.
- 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, the investigator will provide a written report and recommendations to the Decision-Maker for consideration and decision about the outcome.
- Full details of the complaint process and outcome will be communicated in writing to all 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

- All parties may appeal the outcome of a bullying or harassment complaint process to the Arcady Board of Trustees. They should write to the Secretary of the Board, setting out the reasons for their appeal. The Board 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: December 2023

12. VISITOR AND OVERNIGHT GUEST POLICY

12.1: Purpose

Residents are welcome to invite visitors to Arcady Hall (Arcady) 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.

12.2: Responsibility

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

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

12.3: 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 buildings and grounds.
- Residents are responsible for the behaviour of their guest(s) as well as for any penalties incurred, damage, or loss caused by them, either at Arcady or at a Hall function off-site.
- Residents are responsible for ensuring guests are familiar with Arcady's emergency evacuation procedures, and for ensuring they comply with staff instructions in the event of an incident of evacuation.
- Visitors are expected to respect Arcady customs and comply with all Arcady policies and reasonable staff instructions.
- Residents who wish to have an overnight guest must obtain prior approval from the Principal at least 48 hours beforehand. Overnight guest request forms are available from the Office. This policy ensures RAs and staff know who is on-site for health and safety reasons.
- There is a \$30 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 48-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.
- Arcady reserves the right to decline requests for overnight guests without reason.

Last reviewed: December 2023

13: RESIDENT LEAVE OF ABSENCE POLICY

13.1: Purpose

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

Arcady 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 Arcady staff in an emergency or for other reasons.

12.2: Responsibility

Residents at Arcady Hall are adults, so free to come and go as they decide. At the same time, there is an expectation that Arcady 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 Arcady.

Advising staff of absence also helps Arcady to adjust numbers for catering purposes to minimise food wastage and assists our housekeeping staff, who clean rooms during term breaks.

Policy

- Residents should use the REACH App to inform Arcady staff of any overnight absence from Arcady, and their planned return date. They must also advise the Hall of any changes to these dates via the REACH App.
- 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 Facebook Group.

Last reviewed December 2023

14: VACATION ACCOMMODATION POLICY

14.1: Purpose

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

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

14.2: Responsibility

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

14.3: Policy

- Residents will be asked to complete a holiday form towards the end of each term specifying when they will be in Arcady during the upcoming holiday period. Information must be correct to allow Arcady to provide accurate catering. This information can be updated anytime at the Office.
- Staffing is reduced during the holidays to allow Residential Assistants (RAs) and other staff to take leave. Consequently, Arcady 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 Arcady intoxicated and requiring assistance, or disturbing other residents during the period covered by the alcohol ban.
- Day visitors are allowed but no overnight guests are permitted during a public holiday/vacation period.
- Packed lunches and late dinners are not normally provided during holiday periods. Residents who are unable to dine in Hall due to (paid) work commitments may request late dinners. All such requests should be addressed to the Principal.
- Holiday mealtimes are: Breakfast 8.00 am - 9.00 am; Lunch 11.30 am -12.30 pm; Dinner 5.15 pm - 6.00 pm

Last reviewed: December 2023

14: ARCADY MEALTIMES AND DINING ETIQUETTE

15.1: Purpose

Arcady is committed to providing nutritious meals for residents and ensuring that mealtimes are a pleasant, social occasion for residents.

15.2: Responsibility

Arcady employs qualified chefs who can cater for most dietary needs and Arcady's meals are regularly reviewed by nutritionists to ensure they are balanced and healthy.

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

15.3: 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 via the RA duty phone. 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 to the dining room.
 - Remove hats, caps, and hoods when in the dining room.
 - Wear appropriate clothing. No pyjamas, please.
 - At all times wear shoes in the dining room.
 - Ensure mobile phones are on silent mode and not used to make calls during mealtimes.
 - Be polite and respectful 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 help themselves 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 may be available, but only after everyone has had a first serving.

Last reviewed: December 2023

16: EXITING ARCADY AT THE END OF THE YEAR

16.1: 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 University examinations or completing University assignments. It also enables housekeeping and maintenance staff to commence their summer vacation, cleaning and maintenance work.

16.2: Responsibility

Residents are responsible for ensuring they have taken all necessary steps prior to leaving to ensure the return of their contingency bond, minus any deductions as per the Residential Agreement.

16.3: Policy

- Towards the end of Term 4, residents will be asked to confirm their leaving date. Residents must leave Arcady 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 explaining why they need to remain in Arcady. Permission to stay on will be granted only where there are legitimate reasons for the request.
- Before leaving, residents should arrange with their Residential Assistant (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. If the Office is closed, keys should be left in the key drop box at the Office reception.
- Residents are liable for any damage they have caused to their rooms and may also be required to pay a share of damage caused to common areas. This will be charged to their bonds (i.e. deducted from their refundable Contingency Fee) in December.
- Contingency Fee refunds (minus any deductions as per the Residential Contract) 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 Arcady's facilities and policies. This feedback informs future policy reviews and helps Arcady to plan and prioritise projects to ensure future residents enjoy a positive and 'home away from home' experience at Arcady Hall.

Last updated: December 2023

17: RESIDENT PRIVACY POLICY

17.1: Purpose

Arcady Hall (Arcady) is committed to assisting and supporting its residents, both academically and personally. The information it gathers is required for this purpose.

Personal information made available will be used only for internal purposes that relate directly to the learning and operational functions for which the information was sought.

17.2: Scope

This policy applies to all student residents of Arcady.

17.3: Responsibility

Arcady is responsible for ensuring that the information that it collects, 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.

17.4: Policy

- To support students' learning, Arcady requires residents under its Residential Agreement, to provide signed permission for staff to access their university examination results and to receive Analytics for Course Engagement (ACE) updates on their engagement with their courses from the University of Canterbury (UC).
- Personal Information collected by Arcady includes:
 - The Resident's UC accommodation application form (submitted via the Star Rez database).
 - Personal and medical information provided by the Resident as part of the Arcady Residential Agreement.
 - Arcady resident welfare reports.
 - UC student ID number and course enrolment information.
 - UC Exam results and Analytics for Course Engagement (ACE) course engagement reports.
- Use of Personal Information: We may use personal information for the following reasons:
 - Room allocation.
 - Billing and processing payments.
 - Marketing and promotions
 - Alumni engagement and events
 - Safety and security purposes.
 - Meeting legal and regulatory requirements.
 - Conducting internal research and analysis.
 - Providing academic and pastoral support.
- Disclosure of personal information: We may disclose personal information to third parties in the following circumstances:
 - With the resident's consent, to other residents or individuals for social or community purposes.
 - In accordance with our Partnership Agreement with UC and our obligations under the Student Pastoral Care Code. In the case of significant concerns

about a resident's safety and wellbeing, or serious incident, or behaviour or misconduct that may bring criminal charges, or is so serious that the Hall's security and/or reputation and/or ability to function is compromised, the University of Canterbury will be informed.

- In the event of significant concerns about a resident's safety or student incident, or misconduct, or illegal activity, information may be shared with third parties including but not limited to nominated emergency contacts, community health providers, police, and emergency services.
 - As required by law or to protect our legal rights to law enforcement agencies, regulatory bodies, or government authorities.
 - Residents who do not want their personal information e.g. photographs to be used for Hall marketing and promotional purposes, should notify the Office.
- Security and storage of information: Arcady will make every effort to keep personal records secure. Safe storage measures will include:
 - Storing non-current material in a secure room.
 - Ensuring personal data are not accessible to non-authorized persons.
 - Ensuring all electronic devices and databases containing personal information are password protected and locked when not in use.
 - Locking offices while not in use.
 - Ensuring records are not left in unoccupied workspaces.
 - Appropriately disposing of personal information no longer required.
 - External organisations seeking access to information about any Arcady resident or residents must be referred directly to the Principal, who will have responsibility for any such interaction.
 - In accordance with the Privacy Act 2020, residents have the right to access or update personal information about them held by the Hall. All such requests should be addressed to the Principal.
 - Complaints: If any resident wishes to express concern about privacy policy breaches occurring, they should raise the concern in writing with the Principal, who will investigate the complaint and report back on the matter to the complainant and the Board within 14 days.

This policy will be reviewed annually but will remain subject to change as required.

Last reviewed: December 2023

18: WITHDRAWAL POLICY

18.1: Purpose

Arcady 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 Arcady to relet rooms if residents withdraw. For this reason, Arcady has a strict policy regarding requests for early release of contract.

18.2: Responsibility

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

18.3: Policy

- The Arcady Hall contract commits residents to paying accommodation fees for the academic year (39 weeks).
- Residents who withdraw from Arcady after the 3rd Tuesday of January will be refunded accommodation fees only if a suitable replacement can be found to take over their contract and then only for the period from when the replacement will take residence.
- Residents who withdraw from Arcady 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.
- Arcady 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 Arcady 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. In such cases, the resident who has withdrawn from Arcady 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 (calculated on a weekly pro-rata basis).
- Residents who withdraw from Arcady after the 3rd Tuesday of January due to unforeseen, extenuating circumstances may apply to Arcady 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. Any applications received will be tabled at the next Board meeting, and the outcome communicated to the applicant within one week of the meeting.

Last reviewed: December 2023

19: COVID19-RELATED FEE REBATE POLICY

19.1: Purpose

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

19.2: Responsibility

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

19.3: 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 cost savings 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 Arcady's board of Trustees at its next meeting. The outcome will be communicated to the applicant within one week of the meeting.
- In the rare case where, due to COVID19-related factors, the resident decides to leave Arcady the normal, contractual policies for early release of contract will apply and will be considered on a case-by-case basis.

Last reviewed: December 2023

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 Arcady's policy and rules regarding residents' alcohol consumption on-site.

Signed:

Dated:

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.....

