

Arcady Hall Residents Handbook 2023



WELCOME



Arcady Hall is a great place, and we are proud of the family environment we've created.

We strive to provide a 'home away from home' to support your academic learning and personal well-being during your first year at university. At Arcady, you will be able to balance all the fun that moving away from home brings, with the boundaries and support a hall provides.

We've already started planning for 2023 and have an exciting array of activities and events in store. Help us to make it a great year by getting involved!

Before you arrive, you should familiarise yourself with the Hall's policies and rules. While they may seem daunting at first, there are not so many and they are designed to ensure that all residents have a great experience here at Arcady Hall.

Along with the staff, including our team, of Residential Assistants (RAs) I look forward to welcoming you when you arrive at the Hall.

Kind regards,
Sonia Mazey
Principal

MEET THE TEAM



Principal – Sonia Mazey



Assistant Principal –
Bruce White



Operations Manager
– Ollie van der Pol



**Community
Development
Manager** – Sam
Cording



**Office and
Communications
Coordinator** –
Rachel Curtis

Catering Team

Hilary Harris (Dining Room Assistant)
Bernadette Chan Kau (Chef)
Sheila Santos (Kitchen Assistant)
Sapi Withanage (Sous Chef)
Scott Townsend (Head Chef)



Catering Team

Karl Krauze (Caretaker)



Housemum Team

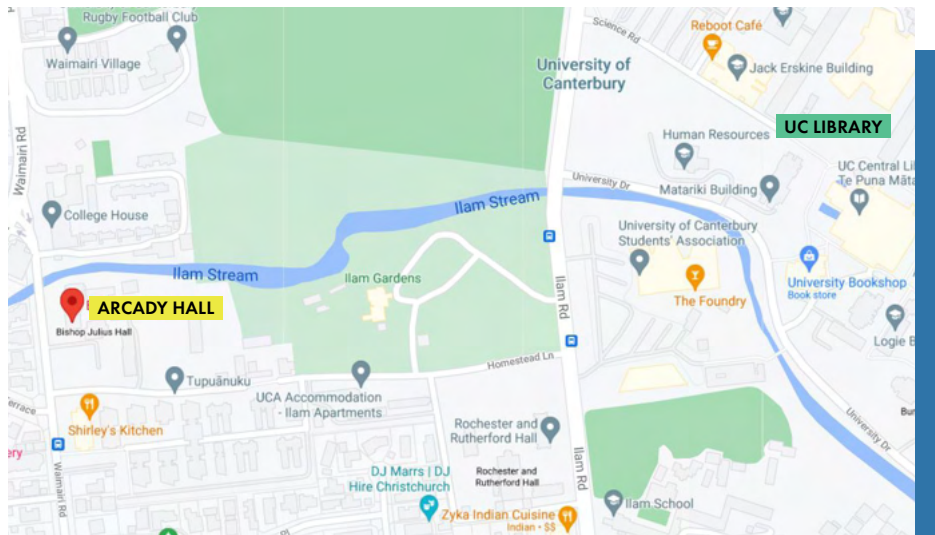
Sabine Volker
Linda Cheung
Kanchana Attapatu
Margaret Gainsford (Head Housemum)
Nadeeka Wijesundara
Dionne Kilkenny
Sonya Holland



Housemum Team

WHERE ARE WE?

Arcady Hall is located at 90 Waimairi Road, Ilam, just a short 5-minute walk to campus.



03 364 2747

www.arcadyhall.org.nz

www.instagram.com/arcady_hall/

900m away from UC Central Library

MOVE IN DAY

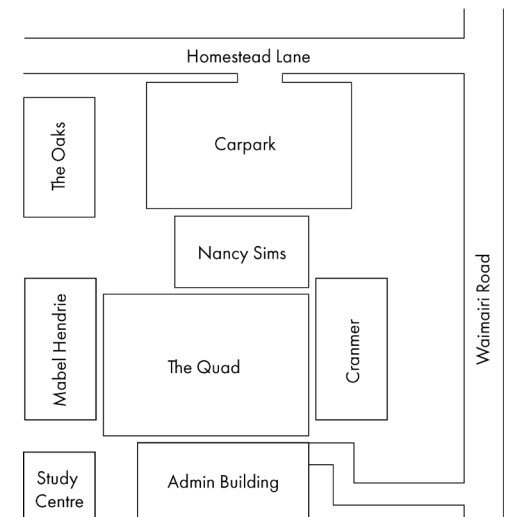
'Move In Day' is Tuesday 14th February 2023. We ask you to arrive between 10am and 3pm.

When you arrive at the Hall, make your way to Reception. You may use the Hall car parks to pull in and unload, then please do your best to shift your vehicle to make space for others.

Our team will then issue your keys and show you to your room. We will show you around the Hall and introduce you to others on your floor. Staff and RA's will do their best to make you feel at home. It can be nice for your parents or support people to help you get unpacked and you will have free time to spend with them until 3pm. After that, you'll need to say goodbye, as we have many activities for you to get involved in.

In fact, the first week is packed full of activities to help you to find your way around the University and get to know your fellow residents. Some of the events are compulsory and some are optional, but we encourage you to make the most of your first few days at the Hall as it's easy to make new friends when everyone is eager to get to know each other.

The University of Canterbury Students Association (UCSA) also organises its own orientation events and we encourage you to attend these too.



HOLIDAY PROCEDURES

1. Holiday times are quiet times at the Hall and staffing levels may be lower than normal.
2. Mealtimes and food options are limited and the kitchen is unable to provide packed lunches/late dinners.
3. An alcohol ban is in place for the duration of the holiday period.
4. An overnight guest ban is also in place during the holiday period.
5. Students will be asked to advise us of days that they intend to stay at the Hall several weeks before the holidays. This helps us with catering and planning spring cleans.
6. Students must leave their keys at the Office before going away during holiday periods.
7. We sometimes undertake essential facilities work during these periods, so there may be some noise and disruption.

RESIDENT EXPERIENCE

We are committed to providing a residential experience that gives you the opportunity to grow, have fun and succeed academically. All you need to do to get involved is to step outside your room and sometimes your comfort zone. One week we could be hosting a Chess Tournament and the next it could be a Japanese themed dinner, a talent quest or a ball... there is something for everyone.

At Arcady, we expect you to participate in the Hall and/or wider student community somehow, whether it be joining the Student Volunteer Army, attending Hall events, or competing in an inter-hall social sports competitions. Your 'Residential Life Fee' covers a lot of these events, activities - along with an Arcady Hall T-shirt.



Casino Night 2022

Inter-Hall Cultural Shield

The Inter-Hall Cultural Shield is an annual competition where you get to showcase your talent alongside residents from the other halls. Activities included in the competition include theatre, sports, music and debating. We also hold our own 'Arcady's got Talent' show during the year. It's a more relaxed event where all sorts of interesting talents come out of the woodwork. What is yours?

Inter-Hall Sport

UC Sport organises a number of sporting activities throughout the year. For each event, the halls accumulate points (depending on their performance), which contribute to the Inter-Hall Sports Shield, given out at the end of the year. In the past, one of the key activities has been a sports and well-being festival involving Touch, Volleyball, and indoor Netball, Futsal, and Basketball.



Inter-Hall Sports 2021

Sport

There are many opportunities to play sport while you're here. We recommend going to UCSA Clubs Day to see what's available. There will be social leagues that play at the Rec Centre and other clubs that play in city-wide leagues. Your RA will be able to provide you with contacts and ideas.

We have limited sports equipment on site. Please be aware that balls and frisbees must not be thrown or played with at the Hall, including in the Quad because of the risk of broken windows and likely damage to the gardens. Bouncing balls in your hallway is also a massive distraction to those around you, so we ask that you head off site to nearby sports facilities. Ilam fields is a great place and only 2 minutes' walk away! The University is just 5 minutes' away and has a great recreation facility with gym, indoor courts, climbing wall and much more.

Music

Arcady has a Music Room with an excellent practice piano and an electric drum set. There is also a piano in the Common Room which is heavily utilised, and we all appreciate listening to the wide range of music played. At the beginning of the year, we host a meeting for our resident musicians. This helps you meet like minded people who you might like to jam with.

Spiritual

There is an Ecumenical Chaplain and Catholic Chaplain at the University of Canterbury. The chaplains are available to anyone who wants to discuss personal relationships, difficulties with their study, university or aspects of religious life. There are also many religious clubs on campus that we can connect you to and a Muslim prayer room. Please check out the UCSA Clubs Day or ask one of our team to be pointed in the right direction.



Arcady O-Week 2022

Having your friends over?

Visitors

Visitors are welcome from 8:00 a.m. to 10:00 p.m. Sunday to Thursday and until midnight Friday to Saturday, but after these times they must leave the building and grounds. You are responsible for any penalties incurred, damage, or loss caused by visitors, either in the Hall or in the grounds. Visitors are expected to respect Hall customs and must not be left unattended.

Formal Overnight Guests

If you want to have a guest stay overnight, it is expected that you gain approval from the Office at least 48 hours beforehand. This enables us to know who is on site, for health and safety reasons.

There is a \$20 charge (payable in advance) for an overnight stay. This price includes breakfast and the use of a mattress. Guests can stay in Hall for a maximum of two, consecutive nights. Extra meals can be purchased in advance (Lunch \$10, Dinner \$15). Exceptions to the 48-hour notice rule may be made in the case of emergency when you have genuinely been unable to give earlier notice. In this instance, please talk to the RA on duty. No guests under 18 are permitted to stay on site overnight unless the Principal provides an exception. Please introduce your guest to your RA on arrival.

Guest Rules – Summary

- You must stay with your guest at all times
- Guests can stay in Hall for a maximum of 2 consecutive nights
- No guests are able to stay during holidays, exams, the first 2 weeks of semester 1 or the first week of semester 2
- Make sure you introduce your guest to your RA
- You are responsible for your guest; whatever they do, reflects on you

Restrictions on Guests

The Principal may, in the interests of the Hall, decline requests for overnight guests. Overnight guests are restricted on the nights of Hall functions, Formal Dinners, holidays and during examination times at the end of each semester. Visitors may wish to join you for meals and can purchase meals vouchers from reception. Please note visitors are not allowed to bring their own food into the Dining Hall.

ACADEMIC SUPPORT

Balance + Planning = Success!

A big part of university life is juggling all the things you are doing when you're not in class and learning to become independent. Your social calendar can get full pretty quickly when you add in sports or music practices, seeing your friends, and a part-time job. We believe that balance is the key to success. We recommend that you get into good study habits early. The more focused your study time is, the more you'll be able to enjoy your down time. The Hall has strict rules around noise and exam periods to help you achieve academically.

Academic success requires more than poring over textbooks. Overall wellbeing is a powerful tool for getting the most out of your brain. Sleep, nutrition, exercise, and having regular 'me time' are all important aspects to consider when planning your study schedule.



Here are some of our top tips for staying on top of things:

- Treat university like a full time job and stay focused during the working week. Remember, each 15 point UC course = 150 hours of personal study in total
- Attend your lectures, classes and tutorials in person - and take notes! Save the online option for when you are sick or cannot attend.
- Avoid distractions when you're studying – turn off your phone and avoid checking emails!
- Allow yourself some down-time each day to catch up with friends and unwind so that you sleep well and feel refreshed the next day.
- Form your own study groups and attend tutorials from the outset – waiting till the week before exams is too late.

Study Environment

Another key component of academic success is the environment in which you choose to study. Do you work most effectively alone in your room, in a favourite spot in the UC library or with others in the Arcady Study Centre?

The Study Centre at Arcady is swipe accessible between the hours of 7am and 11pm. There are computers connected to UC and a printer there.

Please do not play games on the Hall computers and equipment, and avoid eating around the workstations. We ask you to take your belongings with you at the end of your study session. This room is designated as a quiet area.

Our Makerspace area, equipped with a 3D printer, sewing machine and scanner-cutter, is also a great place for residents to work on practical/design projects, either individually or in groups.

Wireless internet is available in all buildings.

Academic Progress

A condition of your place in Hall is that your academic grades are released to us by UC. We use this information to talk to you about your academic progress and arrange any extra support you may need. We may also follow up with you if you've been flagged by the University's ACE (Analytics of Course Engagement), which monitors students' engagement with their online course materials. This enables us to support your learning.

Restrictions/Exam Periods

Study week and exam periods are pivotal times to put all distractions aside and focus on learning. To eliminate distractions, we always operate alcohol and guest bans during these periods.

Tutorials:

The Hall provides tutorials for many subjects. Please take advantage of these sessions as they are the perfect way to consolidate your learning. Even straight A grade students will learn something from attending these sessions - and they are included in your fees.

Observation of Quiet Hours

Quiet hours are designed to create an atmosphere conducive to study and sleep. You are asked to be considerate of others and to curtail noise during these periods.

Quiet Hours:

Sunday to Wednesday: 10:00 p.m. to 8:00 a.m.

Thursday to Saturday: 11:00 p.m. to 8:00 a.m.

If the noise in your room or floor kitchens can be heard in the corridor or in other rooms, quiet hours are violated. (Note: In Mabel Hendrie and Cranmer, kitchens and corridors are combined so residents need to be considerate).

So please bear in mind the following:

- Stereos/Speakers should not be heard outside your room during quiet hours. Please use your headphones to listen to loud music or to play online games.
- Drums/Amplified instruments should be played only in the music room outside of quiet hours.
- Please avoid congregating in corridors and doorways during quiet hours. Noise travels and can keep others awake so please make use of other social spaces if you need to have a late-night chat.

Please act responsibly in terms of noise. Repeated disregard for quiet hours may result in disciplinary action.



BEHAVIOUR

Alcohol

We understand that having a few drinks is part of student life for some. The Hall expects residents to act responsibly in terms of alcohol.

Alcohol Rules:

- The Common Room is the main social space where students consume alcohol. Additionally, you may take one standard alcoholic drink to enjoy over dinner on Friday evenings.
- Alcohol may be consumed in your room or on-site 6:30pm - 10:00pm Thursday - Saturday. You may invite a maximum of four guests to join you for a QUIET drink. They must however, ensure they do not disturb other residents.
- Drinking is not allowed in the hall grounds, corridors, common rooms or kitchenettes. Open vessels may be carried from your room to the common room, but no loitering or congregating on the way.
- Alcohol Bans operate during holidays and exam periods.
- Students returning to the hall after consuming alcohol must be considerate of others and observe the rules of the Hall.
- The Principal may make exceptions to this for special events or functions.

For your safety, we do not allow glass bottles on site. Nor do we allow spirits to be consumed or stored on site. Drinking games are not permitted as this encourages excessive alcohol use. Please be considerate of yourselves, your hallmates, and staff when consuming alcohol.

Drugs

Drugs are forbidden. Should anyone be found using, in possession of, or dealing illegal drugs, or suspected of the same, the matter will be passed on to Police immediately.

Smoking/Vaping

In line with official University policy, the Hall buildings and grounds are smoke and vape free.

Weapons

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

Diversity + Harassment

Amongst other things, the Hall celebrates diversity. We believe our community flourishes when it includes everyone and as such we do not tolerate bullying, harassment or any kind of behavior that makes residents feel uncomfortable.

Here's some examples of what bullying, harassment and assault can look like:

- Belittling remarks about another person's appearance, sexuality or religion.
- Unnecessary and unwanted touching and/or attention
- Ignoring, excluding or isolating behaviors.
- Verbal, physical, or online abuse.

The bottom line is that if something feels, sounds, or looks wrong, it probably is wrong.

For specific advice on sexual assault or harassment please refer to UC's specialist team at Student Care.

<https://www.canterbury.ac.nz/support/health/sexual-harm/>

Reporting concerns - Incidents can be raised with your RA, the Community Development Manager, or the Principal depending on who you feel most comfortable with. We will work with you to decide on the best way forward. You can also report incidents through UC's Report IT tool which is confidential and anonymous at <https://www.canterbury.ac.nz/report-it/>

Discipline

The Hall has the right to discipline residents who infringe others rights or who violate the Hall's guidelines and customs. Depending on the severity, the Hall reserves the right to fine, suspend or expel residents from the Hall (or impose a lesser penalty or equivalent penalty to any one of these). For further details see the Arcady Hall Policy and Procedures Manual.

PASTORAL CARE

We care about the safety and well-being of each individual who lives at Arcady. We want to know when things are going well and when they are not. If you find that you are struggling, we are here to help you. We can offer a listening ear over coffee, and/or refer you to the relevant UC student support service, depending on the issue. UC has an array of student support services available including the Academic Skills Centre, the Student Services Hub (Te Pātaka) and Student Advisors (Kaitoko) for study-related issues. Additionally, UC Student Care, the UC Health Centre and UC Counsellors, the Rainbow Advisor, and the UC Māori and Pasifika teams are available to help with other matters.

Please don't hesitate to talk to your RA, the Community Development Manager or the Principal if you need help.

If you don't feel comfortable talking to someone within the UC community, here are some external options:

National Helpline 1737 text or call

Lifeline 0800543354

Healthline 0800 611 116

OUTLine NZ 0800 OUTLINE

Youthline 0800 376 633



Pastoral Care Code

In 2021 the Government introduced a student pastoral care code of practice for tertiary accommodation providers. Arcady operate within this and is always looking at ways to improve our services. We welcome any feedback about how we interpret and provide pastoral support for residents. Any comments or questions can be raised with the Principal.

Further information about the Code, including how to raise a formal complaint can be found at <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/>

LEAVING HOME

When you move away from home you will miss certain home comforts. For some people, this might happen on your first night and for others it could be after three or four weeks. You might miss a family pet, school friends, weekend activities, your local walking tracks or simply that familiar feeling of being home. Some helpful things to do when you're feeling homesick:

- Get MORE involved with Hall and UC life. There's no opportunity to miss home when you are looking forward to all these new cool adventures, AND, after a while, doing all of these things will feel like a new familiar.
- Talk to an RA. If they felt homesick when they moved away, they might be able to share some of their top tips with you.
- If none of these things work, reach out. We will be able to connect with the right people to help you through.



RESIDENT VOICE

We value your feedback about Arcady Hall, including suggestions as to how we might do things differently to ensure that you have a great experience. This information also helps us with our future planning.

There are multiple opportunities for residents to provide feedback and help shape the Arcady community, including formal and informal channels:

Student Council

The student council is an important channel for residents to provide feedback to staff about all aspects of Arcady, and to get involved in running Hall events. Each building nominates two representatives to the Council, which meets fortnightly with the Principal/Assistant Principal, and at least twice a year with the Board of Trustees.

Residential Assistant (RA) Floor Group Meetings

Our RAs meet informally with their 'floor group' each month to see how you're feeling and whether there are any issues that you would like them to raise with staff. Residents are always welcome to talk to the RAs whenever necessary.

All Hall Meetings

Once a term, staff and residents come together informally to discuss upcoming events and discuss topical issues.



Entry and Exit Resident Surveys

Provides an opportunity for residents to provide online feedback about their experience of our facilities, academic and pastoral support, and catering, as well as the Arcady Hall staff team

Suggestion Box

If you have ideas about how Arcady could do something new or better, you can pop a note into the Suggestion Box, located in the Reception area.

Talk to Us

All Arcady Hall staff are always happy to stop and chat, so please feel free to come and say hello and let us know how things are going for you.

This is your 'home away from home', so don't be shy to get involved.

HEALTH

If you have any health issues or sickness during the year, please let someone know. First Aid kits are located throughout the Hall. Many staff have access to first aid equipment and are trained first-aiders.

Avoid Fresher Flu

No one likes being sick. When you first arrive at Uni you meet a whole lot of new people and a whole lot of new germs. It's hard to avoid the fresher flu, but here are some tips;

Make sure you stay hygienic! That means plenty of hand washing and sanitizer becoming your new best friend!

Get plenty of sleep! The more tired and run down you are, the more likely you are to get sick.

If you do get sick, make the effort to not pass it on. In this case, sharing is not caring!

Vaccines Reminder

The UC Health Centre recommends that your childhood vaccines are completed before you arrive. Meningococcal disease is an infection caused by bacteria. It can lead to two serious and potentially life-threatening illnesses, meningitis (an infection of the brain membranes) and septicemia (blood poisoning). It can develop in just a few hours.

The infection is spread in a similar way to the common cold, by coughing and sneezing, or from contact with saliva, including through sharing cups, glasses and drink bottles. Young adults living closely with others are at high risk.

There are two vaccines available, and the UC Health Centre strongly recommends students have both vaccines for optimal protection.

Menactra or Nimenrix, protects against strains A, C, W and Y meningococcal disease (one dose) and is free for all domestic students up to 25 years who live in, or are about to enter Halls of Residence.

Bexsero protects against strain B meningococcal disease (two doses required).

COVID-19

COVID-19 is likely to be around for a while yet, so please remember to follow Hall guidelines and policies designed to protect residents and staff against the virus. These policies may change during the year if the Government alters its COVID-19 alert settings. If you are symptomatic or suspect you may have COVID-19, please collect a RAT test from the Office, or ask your RA for one and self-isolate while sick.

Sick Meals

When you are sick, we prefer you to self-isolate so you do not spread your germs. An RA or other staff member will bring your lunch or dinner to you.

How this works

1. Use the REACH App by 10:00am to request a sick lunch and by 3 pm to request a sick dinner.
2. That's it. Easy as that!

Self-Isolation

We ask that you self-isolate if you feel unwell, or have been diagnosed with, or suspected of having anything contagious such as COVID-19, glandular fever or norovirus. This means remaining in your room, despite how hard it is to stay away from your mates having a good time. Please text the RA duty phone to let staff know you are unwell, so that we can look after you.

UC Health

A hall of residence can be a breeding ground for germs, simply due to the numbers of residents living on site. We recommend enrolling with UC Health as soon as you arrive to access cheap and handy health services.

The UC Health Centre provides a full range of subsidised medical services for all enrolled students, including a medical drop-in clinic every morning and sports physiotherapists. Being a UC student entitles you to access heavily subsidised care at the clinic. Students will also need a community services card to join. This can take 4 weeks so we suggest getting on to this early. The form is available at <https://www.workandincome.govt.nz/products/a-z-benefits/community-services-card.html#null>

Counselling Services

The UC Health Centre has its own team of counsellors, who provide comprehensive psychological assessment and treatment of problems ranging from simple to complex. Appointments, both routine and urgent can be made in person or by phone. If you are struggling, please let someone know as we may be able to help you access support even quicker.

International Students

Because the Ministry of Health does not provide subsidised funding for International student medical care, you are not required to complete a clinic enrolment form but you are required to have medical insurance. UC Health Centre has an arrangement with UC recommended companies to bill them directly for any treatment provided for you. This means that your consultations with the UC Health Centre will be free. There are charges for situations where your insurance does not cover your care.



WELLBEING & KEEPING YOURSELVES SAFE

Personal Safety

Here are some top tips for having fun but staying safe.

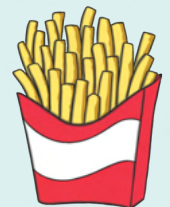
- Plan your night out, including knowing how you will get back to Arcady. Make sure you keep some money in your account for an Uber. Avoid walking alone!
- When returning to Arcady, don't let anyone you don't know follow you into the building.
- Don't accept drinks you haven't watched being poured or leave your drink unattended. Sadly, drink spiking does exist. If one of your friends starts acting strangely, please ask for help and don't leave them with strangers.
- Take care of your mates – stay in your group and have a good time on that dance floor!

Consent

Consent is when both people say and show 'yes' to an activity. Sex or sexual acts without consent are sexual violation, which is never okay. At any time you can change your mind about an activity and expect your partner to respect your decision. Also, if you say 'yes' once to a partner, it doesn't mean it has to be 'yes' every time. People cannot consent to sexual activities if they are unconscious, drunk or high on drugs. Make it clear when you are not consenting to something. Check, when discussing consent that the person is in a fit state to give consent at the outset and remains comfortable with the consent they have given.

Consent is

Freely Given
Reversible
Informed
Enthusiastic
Specific



If you have concerns or want to have a confidential discussion about any instances of sexual harm, please speak to the Community Development Manager or Principal.

COMPLAINTS POLICY

Complaints and Grievances Policy

Complaint definition: an expression of dissatisfaction.

Grievance definition: an official statement of complaint over treatment believed to be wrong or unfair and causing of distress.

All complaints and grievances will be dealt with in accordance with the principles of natural justice. Specifically, all complaints will be investigated in a fair and transparent manner and all complainants will have a right to a fair hearing.

Residents who are not satisfied with the outcome of the Hall's internal complaints process may raise a grievance with the 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.

For further details about this policy see the Arcady Hall Policy and Procedures Manual.





Mid-Winter Christmas Dinner 2022

DINING

Dining at a Hall is one of the most memorable things. The friends you make, the special meals and the sense of community are unique. On top of great food, we also throw in plenty of fun themed dinners and a welcoming environment.

Our menus are reviewed by nutritionists to make sure you're getting everything you need. Check out this example menu;

Breakfast

Continental

Cereal, toast with spreads, yogurt, fruit.

Cooked option

Hash browns

Lunch

Main option

Pulled pork burgers

Vegetarian diets

Vegetarian subs

Salad bar

Lettuce, tomato, cucumber, coleslaw, potato salad, sauces

Toasted Sandwiches

(make your own)

Baked beans, spreads, cheese, spaghetti, ham, salami

Baking and Fruit

Chocolate chip cupcake, bananas, apples

Dinner

Choose between

Sweet and sour pork with rice OR

Sticky lemon chicken with rice

Vegetarian diets

Tofu and vegetable kebabs

Vegetables

Stir-fried veggies

Steamed peas

Dessert

Chocolate brownie cake

Etiquette

While we don't do formal dining at Arcady, we expect a good level of behaviour in the Dining Room. There will be some nights like our Mid-Winter Christmas where we ask you to dress up.

Here are some things to remember:

- Hats off please!
- No headphones, devices and no textbooks - you can't connect if you're already 'connected.'
- Appropriate clothing is required. Sorry no PJs are allowed.
- Shoes must be worn. No one wants to smell your feet while trying to eat.
- Leave your gear at the door - backpacks, boards and other larger items should stay outside.
- Be nice and polite to the staff. They might be there every day, but always remember to say your please and thank yous.
- To make it a friendly and comfortable place for everyone, we ask that no one is too rowdy or intoxicated in the Dining Room.
- Outside of dining hours, please do not enter the dining room as that is when cleaning/mopping etc takes place.
- You can sit wherever you like.
- Please enter the dining room and queue for meals through the NS entrance.
- Please do not sit on the tables.

Mealtimes

Breakfast: 7:00 – 9:00am weekdays and 8.00 – 9:30am Saturday and Sunday

This consists of a variety of cereals, bread, spreads, fruit and yoghurt. Each day there is a hot item. On cold days in winter there is also porridge.

Lunch: 11:20am – 1:00pm weekdays, 11:30am – 12:30pm Saturday & Sunday

There is normally one cooked item at lunch, plus a baked item and in winter, soup is also served. There is a salad bar, bread and a variety of fillings to make toasted sandwiches. Filtered water, tea, coffee and hot chocolate are available and juice and flavoured milk is provided some days. On Sunday, lunch is replaced by a cooked brunch. The menu may include a selection of the following: sausages, spaghetti, baked beans, eggs, hash browns and crepes. It's a crowd favourite!

Dinner: 5:20 – 6:30pm Everyday

Dinner is a cooked meal with two protein options and at least three vegetables. Dessert is served every night and occasionally there is also a salad bar at dinner. While the chef does his best to meet demand, there is no guarantee that both options will be available for the whole meal service.

Once a week at dinner time, the meat options will be replaced with a vegetarian option. This means that there will be an opportunity to have a vegetarian dinner each week (Don't worry there will still be one meat option available on those days).

Packed Lunches

If you cannot make it to lunch, you can request a packed lunch via the REACH app. This must be ordered the night before, by 7:00pm. When picking up your lunch, remember to take your lunchbox or bag with you so you have somewhere to store your lunch!

Packed lunches are available only Monday - Friday and are not available during term break, study week or exam time.

Late Dinners

If you can't make it to dinner at the allocated time, a late meal can be put aside for you. If you are wanting a late dinner, you will need to order this via the REACH app. Please note that when requesting a late dinner, you do not have the luxury of choosing what protein option you would like.

Late dinners are not available during the holidays, study weeks or during exam time.

Feedback

While the food is pretty amazing, sometimes things might not be what you expect. If you have any concerns about your meal or catering in general, please ask to speak with the duty chef. Otherwise you can email principal@arcadyhall.org.nz with your feedback.

Special diets

Most special diets such as vegan, vegetarian, pescatarian, egg free, dairy free, nut free and gluten free can be catered for upon request. Anything outside of this should be discussed with the Hall before you apply. You'll also be emailed a questionnaire closer to the time to provide details of any special dietary needs.

Absences from meals

Please help us prevent food wastage by informing the Office or Kitchen as soon as possible if your floor or a group of you are going to be absent from a meal.

Crockery and Cutlery

You may take crockery and cutlery out of the Dining Room when eating outside, under the umbrellas but they must be cleared away and returned to the Dining Room after your meal. You cannot bring your own crockery, cutlery or food into the Dining Room. At the end of your meal, please take up your crockery and glasses to the wash up area. Please ensure that all utensils, scraps, and crockery are placed in the correct places. No cutlery or crockery can be taken back to your room.

Seconds

Second servings are a privilege, not a right and offered at the discretion of the Chef. We can make seconds available only once the kitchen team are confident that most residents have been fed.

Themed Dinners

We'll be surprising you with many themed dinners throughout the year. They are a very special thing at Arcady and we love, love, love them!

UC MID-TERM & SEMESTER BREAKS

Holiday Planning

Most residents like to go home during the holidays to recharge their batteries and we think that's a great idea. We use the breaks to give frontline staff a much earned rest and to undertake facilities maintenance work. For those who prefer to stay during the breaks, we will provide a full meal service, but please be aware that there is a guest and alcohol ban for the duration of the holidays. The Hall operates on lower-than-normal staff numbers during these periods, so this is a quiet time. We have a no tolerance policy to rule breaking during the holidays.

- Residents will be asked to complete a holiday form during the term to indicate any days during the holiday period they would like to remain in Hall. This information must be correct for catering purposes, and can be updated anytime at the Office or via the RA duty phone.
- Day visitors are allowed but no overnight guests will be approved during that period.

ROOM ALLOCATION

Before you arrive, we'll ask you some questions and try and get a good understanding of who you are and what you want out of your hall experience. We use this information to accommodate you close to people we think you will get along well with. We try to group like-minded residents with similar social expectations. So, it's super important that you are honest to help us room you correctly.

We are sorry if you do not get the room you were hoping for. Unfortunately, we are not always able to meet all residents' requirements. We do offer alcohol free floors, based on demand. If you have any accessibility issues, then please let us know so that we are able to room you in the most appropriate place.

YOUR ROOM

All our rooms are single rooms with shared, gender neutral facilities. The Hall provides adequate furniture for all rooms and does not allow you to bring your own furnishings without permission. Each room is provided with;

- King single bed
- Mattress protector
- Under blanket
- 2 blankets
- Bedspread
- Pillow (you may want to bring your favourite one from home....)
- 2 chairs (1 desk, 1 lounge)
- Rubbish bin
- Desk
- Lamp
- Heater
- Notice boards
- Mirror

Posters and Other Materials on Walls

Most people wish to make their rooms more "homely". There are large pin boards in each room for you to decorate. Tape and pins are not allowed on the walls or painted or stained surfaces because of the damage they cause. Pins may be used only on notice boards. Doors are not to be decorated as this damages the painted surface. Windows are not to be decorated in pen of any kind. If you're in doubt, please ask your RA or House Mum.



HOUSEKEEPING DETAILS



You make your own bed and change your own linen weekly. Linen (two sheets and a pillowcase) is normally changed on a Sunday after the evening meal (this will be referred to as 'Sheet Change'). Those who wish to use their own sheets should notify their House Mum at the start of the year. The Hall's linen service does not include personal linen.

Rooms are cleaned once a week, and this is non-negotiable. To help the House Mums, we ask you to leave your room during cleaning or sit on your bed, keep your belongings off the floor, and not store anything under your bed. The House Mums empty your rubbish bins. These are for paper and dry rubbish only. Bottles, tins and wet rubbish can be put in the kitchen bin, but large quantities of rubbish should be taken to the skip at the Hall's Waimairi Road service street entrance.

You are responsible for your room for the duration of your stay. We will check the room at the end of the year to make sure it is in the same condition as when you arrived. Furniture should not be moved elsewhere or taken from common areas. Please contact the Office if anything is broken or damaged.

Pets

Sadly, you are unable to keep an animal or pet at Arcady or bring one to visit. You are allowed to look after plants in your room though!

Floor Kitchenettes

Floor kitchenettes are there for your convenience. There is a refrigerator for perishable goods (please name your goods), a microwave and electric jug. If you use any item from the floor kitchen you are responsible for cleaning it. Each floor has an ironing board and iron.

Floor Common Rooms

Common spaces are there to enjoy. Please make sure you are keeping these spaces tidy and accessible to everyone. All floor and building common spaces are alcohol free.

Keys

You'll be issued with a key and a swipe tag when you arrive. Please take care of these as you will

be charged the replacement cost of re-keying the lock if you lose them. The approximate cost for this is \$275. Lost swipe tags cost \$20 for a replacement. We ask that you deposit your room keys at the Office when you go home during the breaks to avoid leaving them at home when you return! If you play a musical instrument, you can ask for a music room key on arrival.

Contingency Fee

The contingency fee is used at the end of the year to pay for any loss or damage to a room, floor, or the Hall's common areas. The contingency fee is also levied for all crockery and cutlery missing from the Dining Room at the end of the year. The contingency fees are also used to pay for any other charges that have not been settled before departure. Because residents and their guests usually take good care of the Hall and its property, we hope to be able to refund most of the fee. These fees are refunded in December.

Wifi

The Hall's Wi-Fi runs through the University's network and uses your UC login details.

WHAT TO BRING

Personal Possessions

You are advised to insure your personal possessions. Sometimes a parental Household Contents Policy may cover your personal possessions at the Hall – please check this first. The Hall accepts no responsibility for private possessions brought into the Hall. Things you may like to bring are;

- ☐ Towels
- ☐ Tea towels
- ☐ Washing powder
- ☐ Cup/mug
- ☐ Spoon
- ☐ Bowl
- ☐ Glasses
- ☐ Can opener
- ☐ Snack food coffee, tea, milo, etc.
- ☐ Sensible rough weather gear – jacket or parka, maybe an umbrella
- ☐ Coat hangers
- ☐ Headphones if you have a radio/stereo
- ☐ Map pins / drawing pins for notice boards
- ☐ Another blanket or duvet if you think you will be cold
- ☐ Washing basket / bag
- ☐ Your favourite pillow
- ☐ Medication

Test and Tag

All electrical appliances brought with you to Arcady must be test and tagged by a registered electrician or certified person for insurance purposes. We encourage you to get your items checked before you arrive as you will not be able to use these items until they have been tested and tagged. We will have a test and tagging service in the first month of your arrival at a cost for any new or untagged items. Sometimes the delay for getting items back can be up to a week.

What Not to Bring

- Toasters
- Heaters
- Grills
- Air Fryers
- Any cooking appliances
- Mini fridges
- Electric blankets
- Electric heaters
- Candles
- Incense
- Empty suitcases can be stored in bedrooms. If they are appropriately named, suitcases can be stored in the floor cupboards, where space is available. We have limited space for storage. Think about bringing soft luggage that folds up!



TEST AND TAG FAQ

Q WHY DO I NEED TO GET MY ELECTRICAL ITEMS TESTED AND TAGGED BEFORE MOVING INTO A HALL?

A We ask that everyone who comes to Arcady gets their items tested and tagged for insurance purposes. If anything was to happen, like an electrical fire, we need to ensure that we have taken all the preventative measures possible.

Q I BROUGHT A NEW HAIRDRYER/ APPLIANCE HALFWAY THROUGH MY YEAR AT ARCADY, DO I STILL NEED TO GET IT TESTED?

A Yes. You cannot plug any electrical items into the wall that have not been tested and tagged.

Q IF I HAVE A MULTI-PLUG BOARD THAT I PLUG MY ITEMS INTO, CAN I JUST GET THAT TESTED?

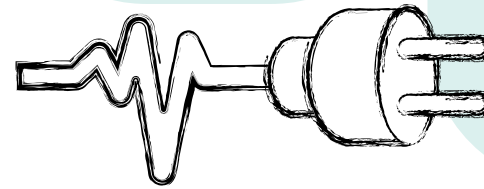
A No. All of your electrical items need to be tested regardless on whether they are being plugged into a multi-plug board that is tested or not.

Q DO I NEED TO GET BRAND NEW ITEMS TESTED AND TAGGED?

A Yes. All electrical items need to be tested and tagged regardless of how new they are.

Q I HAVE INTERNATIONAL ADAPTERS AND CHARGERS. WHAT DO I DO?

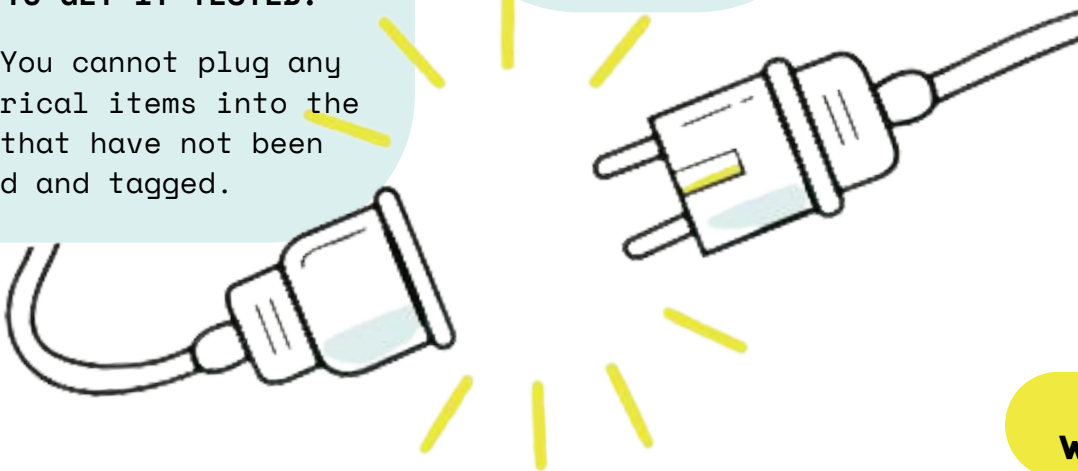
A Sometimes international electrical items cannot be tested and if is the case, you can't use them at Arcady. When you arrive at Arcady please bring your items to the office or email a picture of items you are unsure about to office@arcadyhall.org.nz



Q OOPS, I FORGOT TO GET MY TEST AND TAGGING DONE BEFORE MOVING INTO ARCADY, WHAT HAPPENS NOW?

A We can test and tag items at Arcady. **It costs \$10 per item and may take up to a week to get done** – that's a long time with no chargers! Because of this, we recommend getting all your test and tagging done before arriving at Arcady so you can plug in straight away.

REMEMBER, YOU CANNOT PLUG ANYTHING INTO THE WALL AT ARCADY UNTIL IT'S BEEN TESTED AND TAGGED!



FACILITIES/ SERVICES

Safety

Your safety is paramount. All accommodation buildings have swipe access. Please do not let anyone in that is not an Arcady resident. Any guests must be accompanied by their resident host at all times.

Should you have any immediate safety concerns you should contact a member of staff, the duty RA or UC campus security. If the matter is an emergency, please call 111.

For your security we have the following in place:

- Swipe access for accommodation buildings
- CCTV: a number of areas are under 24 hour camera surveillance
- 24/7 on call duty staff member and an on-site duty RA.
- UC Security Staff patrols
- Window stays on all windows

Fire

A heat alarm system (and a combination of smoke alarms in Cranmer, Mabel Hendrie and the Administration buildings and a sprinkler system in The Oaks and Nancy Sims building), fire-hoses, and fire extinguishers safeguard the Hall's buildings. This equipment is only to be used in an emergency.

Fire evacuation drills are held during the year, and you are expected to co-operate with fire wardens, Hall staff and fire service officers. Hair dryers and hair straighteners must be used only in the bathroom areas in Cranmer and Mabel Hendrie buildings because they set off the fire alarms elsewhere.

We'll ask for resident volunteers to be Building Wardens during the first week and training for Wardens will take place soon after.

Microwave Ovens & Kitchen Appliances

While cooking on floors these must not be left unattended because burning food will set off the smoke alarms and result in a false alarm call out. Call outs can be expensive!

If you discover a fire:

1. Immediately operate the nearest fire alarm
2. Ring the Fire Brigade – Dial 111

If fire breaks out, the fire alarm bells will sound a warning and you must vacate the building following the instructions posted inside your bedroom. Please make yourself familiar with these instructions when you arrive. Be conscious of safety!

Earthquake

In the event of a major earthquake:

Remain in the building. Do not go outside.

- Drop, cover and hold. Stay away from windows or other items that could fall on you.
- When the shaking stops and/or fire alarm has been activated, evacuate the building promptly taking only your mobile phone, small purse and warm jacket.
- Evacuate the building using the stairwells or your nearest designated fire escape.
- Assemble at the evacuation point – corner of Waimairi Road and Homestead Lane.
- Remain at the evacuation point until clearance has been given to re-enter the buildings or await for further instruction.
- Do not wander from the evacuation point.

If you are outside when an earthquake happens:

If you are outside, do not move more than a few steps. Try to get away from buildings, trees, light poles and power lines; then Drop, cover and hold.

- Once the shaking has stopped, meet at the evacuation point - corner of Waimairi Road and Homestead Lane.
- Remain at the evacuation point until clearance has been given to re-enter the buildings or await for further instruction.
- Do not wander from the evacuation point.

Lockdown

There is a possibility that the Hall will go into "lockdown". e.g. if there is an armed person in the vicinity. Lockdown involves securing all internal and external doors throughout Arcady Hall. All staff, students and visitors must stay in the buildings until staff give the 'all clear'.

1. Remain inside. Move into a bedroom, draw the curtains and move away from windows. Turn phone to silent.
2. If you are outside, proceed quickly to the nearest building, enter and remain inside.
3. **Communication and Updates** will be via the REACH App.
4. Remain inside until directed by staff.

Armed intruder

If you discover an armed intruder on site, call 111 to alert Police, giving as much detail as possible.

- Follow instructions from the operator.
- Lock the door to your room, pull the curtains, remain calm.
- Text the Duty Phone advising that an intruder is on site.
- Staff will update all students via the Arcady Student Facebook page.
- Remain inside until directed by staff or Police.

Smoke Doors

Under no circumstances are the smoke doors to be propped open. This may endanger the lives of fellow residents. The door return on bedroom doors is not to be tampered with.

Roofs

No one is allowed on any roof.

Cycles

A secure, bike storage area is provided. Please ensure your bike is also adequately locked, as the Hall does not take responsibility for security of bikes. We highly recommend a D-lock and any other precautions. Due to a limited area for storage, each resident may bring a maximum of one bike. Bikes may not be brought inside the buildings, so expensive cycles should be left at home. Please do not cycle on the grass.

Laundry

The Hall has its own laundry facility with 7 washing machines and 7 dryers plus an adjacent drying room. There are outside lines for clothes. You must provide your own washing powder.

Washing machines and dryers are for the use of Arcady residents only. Clothes lines are not to be hung in rooms, and no clothing is to be hung on fire sensors, fittings or on the balconies. Please do not use the bathroom basins for soaking, washing or dyeing clothes.

Mail

The mail is cleared and placed in pigeonholes in the Reception area daily. Please do not collect mail that is not addressed to you. Mail should be addressed to:

(Name)

c/- Arcady Hall
90 Waimairi Road
Ilam
Christchurch 8041

Maintenance requests

Should you need something in your room attended to please let the office know and we will do our best to get it fixed asap. There is no job too big or too small – anything from squeaky doors to blown lightbulbs and loose wall fixings.

Recycling/rubbish

The Hall is committed to recycling. There are bins for: cardboard, paper, cans, bottles and plastics. Your commitment is required to do our part on reducing our carbon footprint.

Lost Property

Lost property is usually handed in to the office. Please check with the office in the first instance. Often there is lost clothing awaiting collection in the laundry.

Car Parks

Car parks can be purchased for the academic year. We have limited car parks which are allocated by ballot in January. Not all students can get a car park so those who are not drawn in the ballot will have the option of nearby campus parking or parking in nearby streets. Car parks will not be held for students who do not have a vehicle within the first week of arriving at the Hall. All vehicles parked in the car park must be registered and have a current warrant of fitness. Guests must park off site.

Alumni

When you leave the Hall, you automatically become an Arcady Alumni. We send out emails once or twice a year to Alumni to keep them updated on key changes and nice stories. If you do not wish to be contacted by us, please let us know.

Photos and video

During your stay we'll be taking photos and videos of residents at our social events. They are mostly used for our yearbook and internal social media channels but from time to time, we will be using these to help promote the student experience to future students. If you have any concerns about us using a photo of you for this purpose, please let the principal know.

