

Arcady Hall

Resident Policies & Procedures Manual

2026 / 2027

ARCADYHALL.ORG.NZ

90 WAIMAIRI ROAD, ILAM
CHRISTCHURCH 8041

TABLE OF CONTENTS

1. Resident Code of Conduct 03
2. Alcohol, Drugs, Vaping & Smoking Policy 05
3. Personal Behaviour & Disciplinary Processes 07
4. Health & Safety Policy 10
5. Resident Health & Wellbeing Policy 12
6. Emergency Procedures 15
7. Critical Incident Policy 19
8. Academic Special Consideration Policy 21
9. Bullying & Harassment Policy 22
10. Sexual Harm Prevention Policy 25
11. Resident Complaints & Grievances 33
12. Visitor & Overnight Guest Policy 35
13. Resident Leave of Absence Policy 36
14. Vacation Accommodation Policy 37
15. Arcady Mealtimes & Dining Etiquette 38
16. Exiting Arcady at the end of the year 40
17. Resident Privacy Policy 41
18. Resident Withdrawal Policy 44
19. Resident Digital Communications & Social Media Policy 45
20. Appendix 1: Alcohol Permission Form for U18 Residents 47

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 a supportive 'home away from home' environment that is conducive to academic study, supports personal well-being, and facilitates the development of positive social relationships.

1.2: SCOPE

This policy applies to all Arcady residents.

1.3: RESPONSIBILITY

The *Arcady Hall Resident Policies and Procedures Manual* and the *Arcady Hall Resident Handbook* set out guidelines for appropriate behaviour and the Hall's expectations of residents.

Residents must be familiar with these expectations and Hall policies

1.4: POLICY

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, sexual harm, discrimination, and other activities that denigrate or endanger other residents, staff, or guests, will not be tolerated.

No firearms, air rifles, slug guns, BB guns, water pistols, imitation firearms, weapons of any kind, or ammunition are allowed on-site. No fireworks or rockets are permitted in the Hall buildings or grounds.

Residents are expected to:

- Be familiar and compliant with the *Arcady Hall Resident Policies and Procedures Manual* and the *Arcady Hall Resident Handbook*.
- Download the REACH App to their mobile phone and use it as requested by Hall staff.
- 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 or the University into disrepute.
- Respect the rights and property of Arcady and others.
- Respect shared spaces within the Hall (e.g. common rooms, study centre, dining hall) by ensuring they leave these areas clean and tidy after use.
- Ensure the health and safety of themselves and of those around them.
- Behave in a manner that is considerate and respectful of others.
- Ensure their guests comply with all Arcady policies and rules.
- Comply with all Hall rules relating to dining etiquette and mealtimes.
- Comply with the statutes, regulations and policies of the University of Canterbury (UC) and the laws of New Zealand. Any breach of such will be referred to the appropriate authorities.

Arcady will:

- At the start of the academic year, outline in general terms, the Hall's policies and expectations regarding conduct.
- 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 to the Police.
- Provide appropriate academic and pastoral support for residents in partnership with the University of Canterbury (UC) student support 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 during the year via multiple channels including surveys, the Student Council, resident floor group meetings, resident focus groups, and the Arcady suggestion box.

Policy last reviewed: September 2026

2. ALCOHOL, DRUGS, VAPING, 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 whilst also enjoying themselves in a safe and responsible way.

2.2: SCOPE

This policy applies to all residents at Arcady Hall, and at all Hall events held off-site.

2.3: 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 these risks for residents. Arcady expects, and actively promotes, a responsible approach to the consumption of alcohol.

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

2.4: ALCOHOL POLICY

- Alcohol may be consumed in moderation at Arcady. Residents are encouraged to know their limits and to drink responsibly.
- Alcohol may 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 excessive consumption of alcohol are not permitted at Arcady, or at any off-site Arcady function.
- Residents and their guests must observe Arcady rules around drinking including where and when alcohol may be consumed.
- Drinking is not permitted during quiet hours. (For details of quiet hours see *Arcady Hall Resident Handbook*.)
- 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 individual or Hall-wide 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.
- Spirits, kegs, crates, and home-brew equipment are strictly forbidden. Glass bottles and 'shots' are also prohibited.

Provision of alcohol to persons under 18 years of age

- The Sale and Supply of Alcohol Act 2012 prohibits the sale or supply of alcohol to someone under the age of 18 years, unless the person supplying the alcohol is the parent or legal guardian, or that person has the express consent of the young person's parent or legal guardian, and the alcohol is supplied in a responsible manner. 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 resident or guest 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 an alcohol permission form for completion (see Appendix A).

2.5: DRUGS POLICY

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

2.6: SMOKING & VAPING POLICY

- Arcady is a smoke-free campus. This smoke-free policy includes 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 in any part of the Hall, including the outside grounds.

Policy last reviewed: September 2026

3. PERSONAL BEHAVIOUR AND DISCIPLINE POLICY

3.1: PURPOSE

Arcady Hall (Arcady) is an inclusive community. Residents are expected to be respectful and considerate towards other residents and staff and to be respectful of the Hall's property and grounds. The purpose of our disciplinary processes is to address instances of misconduct, to ensure other residents' rights are upheld, and to modify future behaviour.

3.2: RESPONSIBILITY

Staff and Residential Assistants (RAs) are responsible for ensuring they are familiar with this policy and for helping to ensure that residents understand the consequences of breaches of the Hall's policies.

Responsibilities include:

- Becoming fully acquainted with and acting in accordance with the policies and processes outlined in the, *Arcady Hall Resident 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. This information is accessible only to pastoral care staff, who review incidents at weekly meetings.
- 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 and/or repeated occurrences of intoxication.
  - Failing to comply with Hall policies regarding mealtimes and dining room etiquette (see pp
  - Causing a mess that needs to be cleaned up by other residents or staff (e.g., vomit resulting from intoxication, shared spaces that are repeatedly left unclean/dirty (e.g. unwashed crockery, unwrapped food items, empty cans, overflowing bins in common rooms).

- Repeated failure to use the recycling bins appropriately
- Non-compliance with Arcady policies and rules.
- Harassment or bullying, including social media abuse.
- Harmful sexual behaviour.
- Physical or sexual assault.
- Supplying, possessing, or using illicit or illegal drugs.

3.4: DISCIPLINARY PROCESSES & OUTCOMES

Disciplinary processes

All disciplinary processes will follow the principles of natural justice, including the resident (or residents') right to be heard, to understand the case against them, to have decisions made impartially, and to have outcomes communicated to them clearly and promptly.

In all disciplinary meetings, the resident has the right to bring a support person with them.

The disciplinary process will depend on the nature and seriousness of the incident.

- Minor misconduct includes low-level misbehaviour e.g repeated breaches of quiet hours, that will result in the resident(s) being spoken to by an RA, the Community Development Manager and/or the Principal.
- Moderate misconduct includes misbehaviour such as heavy or repeated intoxication, property damage. and anti-social behaviour e.g. frequently leaving common rooms untidy. In these instances, the Principal and/or Community Development Manager will meet with the resident(s) concerned to ascertain what happened and consider any mitigating factors.
- Severe misconduct includes, but is not limited to assault, sexual harm, use or supply of illegal drugs, bullying, harassment and abuse of residents or staff. In such cases, the Principal and/or Assistant Principal and/or Community Development Manager will meet with the resident(s) concerned to ascertain what happened and consider any mitigating factors.

Disciplinary Process Outcomes

Arcady prefers to employ restorative justice measures but may also impose appropriate punitive measures. As a rule, the more severe the level of misconduct, the more serious the punishment will be for the resident(s) concerned. Punitive measures may include:

- A written informal or formal warning.
- Community service within the Hall
- A written or verbal apology.
- Individual, group or Hall-wide monetary fine (particularly when property damage has occurred and/or when shared spaces e.g. common rooms are repeatedly left in a dirty/unhygienic conditions by residents, and/or when recycling bins are habitually used inappropriately
- Individual, group, or Hall-wide alcohol ban.
- Suspension.
- Expulsion**.**

Disciplinary Process where a monetary fine 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 mitigating circumstances.
- The Principal will write to the resident(s) concerned informing them of the decision to issue a fine, detailing the rationale for the fine, the consideration process and outcome, and offering to meet with them in person to discuss any concerns they may have about the process, or the outcome.
- Residents have a collective responsibility to respect shared living spaces within the Hall. If staff are unable to identify the resident(s) responsible for causing damage to Hall property, or for repeatedly leaving shared spaces (e.g. common rooms, bathrooms) in dirty/unhygienic condition, the Principal may consider issuing a group fine, or a Hall-wide fine. In such cases, the Principal will write to the resident(s) concerned, inviting the individual(s) responsible for causing damage/a mess to come forward by a specified time. If no resident(s) come forward by this time, a group fine, or Hall wide fine will be issued.
- Group fines or Hall-wide fines will be considered only after the residents concerned have received earlier, informal and/or formal warnings from staff about the issue in question and given an opportunity to rectify the problem.

Disciplinary process 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 mitigating circumstances.
- Inform the resident(s) in person and notify their parent(s) or legal guardian.
- Notify the Arcady 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 in future, may result in 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.

Policy last reviewed: September 2026

4. HEALTH AND SAFETY POLICY

4.1: PURPOSE

Arcady Hall (Arcady) is committed to providing a safe and healthy environment for residents, staff, visitors, and contractors. To achieve this, the Hall will comply with relevant legislation, regulatory codes, standards, and guidelines. This policy outlines the Hall's policies and procedures designed to ensure that the Hall is a safe environment for everyone

4.2: SCOPE

This policy applies to all staff, residents and visitors to the Hall.

4.3: RESPONSIBILITY

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

- Observe and comply with our health and safety policies, procedures, and practices and relevant legislation including 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 address the issue.

4.4: POLICY

Arcady 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 and contractors to Arcady as far as reasonably practicable.
- Provide appropriate information on emergency procedures and any risks to which staff, 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, and UC statues, regulations, and policies. Avoid any action(s) or inaction(s) that may cause harm to themselves or to others.

- Participate in health and safety training, such as Fire Evacuation Drills.
- Download the REACH App. and use as required e.g. to enable urgent communications
- 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 from the Principal for any overnight guest
  - Informing all guests of Arcady's rules and ensuring they comply with them.
  - In the event of an emergency, ensuring their visitor(s) follows evacuation procedures, is accounted for, and complies with Hall staff instructions.

Policy last reviewed: September 2026

5. RESIDENT HEALTH AND WELLBEING POLICY

5.1: PURPOSE

Arcady aims to ensure that all residents are well-cared for, and that residents who are unwell can access appropriate care and professional advice to enable them to recover quickly without undue anxiety.

Arcady is subject to the usual outbreaks of influenza and infections that typically occur in communal living spaces. Residents also sustain sports related and other injuries, and a small number of residents may suffer from depression, anxiety or other psychological and personal problems

Arcady works closely with the University of Canterbury (UC) Student Care services, Academic Skills Centre, UC Health Centre, and academic departments to ensure that all residents have access to appropriate support, consistent with the requirements of the Student Pastoral Care Code.

In terms of academic support, when residents are unwell, this policy should be read in conjunction with the Resident Special Consideration Policy

5.2: SCOPE

This policy applies to all residents at Arcady Hall.

5.3: RESPONSIBILITY

Residents are responsible for informing staff of all instances of illness (mental or physical) and injury to ensure the necessary internal and external support systems are put in place

Arcady Management is responsible for:

- Ensuring all staff are 'fit and proper persons' who are appropriately qualified and trained as required by the Student Pastoral Care Code.
- Notifying residents of the support structures in place at Arcady and/or available on the UC campus if they suffer illness or injury.
- Supporting students who are unwell or injured in accordance with the policy outlined below

5.4: POLICY

- For the purposes of this policy, illness includes physical, emotional, and psychological conditions.
- Residents are asked to complete a medical form before arriving at Arcady. It is imperative that *all* 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.
- The Principal and/or the Community Development Manager meets individually with residents who disclose medical/health conditions at the beginning of the academic year to discuss what support they may need from the Hall.
- The Head Chef meets with all residents who have notified us of special dietary needs at the beginning of the year, and at regular intervals throughout the year, to discuss their meal requirements.

- Residents who become unwell e.g. due to seasonal illnesses or injury should text or call the Hall's RA Duty Phone (Tel: 027 2474727) to arrange delivery of sick meals and additional RA welfare checks as required.
- Residents who report they are unwell are recorded on the Residential Assistant (RA) daily report and in the 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 these matters.
- Staff who need to know in the first instance of residents who are unwell are the Principal, the Community Development Manager, and the Communication & Office Coordinator:

    - The Principal has overall responsibility for residents' safety and welfare, and if the issue is serious, may contact parents.
    - The Community Development Manager needs to know because they have responsibility for resident pastoral support.
    - The Office Coordinator needs to know to ensure the resident receives sick meals, drinks and any other requirements e.g. fresh linen.

- Residents' welfare is a standing agenda item for the following weekly meetings attended by the Principal: RA meetings, housekeeping team meetings, and management team meetings.
- Residents' privacy is paramount; personal information is shared with staff, parents, and external professionals strictly on a 'need to know' basis to support residents' safety and wellbeing.
- RAs conduct weekly in-person welfare checks with those 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 REACH student management system and students of concern are followed-up by the Community Development Manager and/or the Principal.

Referral to an External Agency

- In the event of serious staff concern over a resident's personal safety and well-being, Hall Management reserves the right to contact that resident's emergency contact/parent(s)/legal guardian(s). Where possible, the resident concerned will be advised of this decision prior to contact being made with their emergency contact/parent(s)/legal guardian(s).
- 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 the UC Director for Student Accommodation.
- 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. The resident will also be required to meet with the Community Development Manager and/or Principal to complete a Personal Safety & Wellbeing Plan as a condition of their return to Arcady.

Suspension from the Hall for Health Reasons

- A resident may be asked to leave Arcady if their ongoing behaviour, resulting from mental health challenges, exceeds the Hall's capacity to provide appropriate support, or significantly impacts hall staff or other residents. This decision is at the sole discretion of the Principal, in consultation with Management colleagues and appropriately qualified, professional health practitioners
- Arcady has obligations under the Education [Pastoral Care of Tertiary and International Learners] Code of Practice 2021 (Student Pastoral Care Code). Outcome 4 states "*Providers must support learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support*". Arcady must consider both the risk to the individual and the risk to other residents posed by ongoing exposure to the individual's condition. Where the needs of the individual and the wider body of the Hall's residents are in conflict Arcady will act in the best interests of the majority.
- When a resident is asked to leave the Hall, Management will contact the resident's emergency contact(s) to advise them that the resident is required to leave the Hall and will be discharged to the care of their emergency contact(s) or family as soon as possible. Individual circumstances will be considered.
- A resident who has been asked to leave the Hall, may apply to be permitted to return to the Hall by writing to the Principal. Applications will be considered by Management on a case-by-case basis. A resident will be allowed to return if, based on evidence provided by an appropriately qualified, clinical practitioner(s), Management believes the resident is fit to return to the Hall and does not pose a threat, either to themselves, or to the safety and wellbeing of other members of the Arcady community.
- A resident's return to the Hall may be subject to conditions. These conditions will be imposed to ensure, as far as possible, that the Hall is able to meet its obligations under the Student Pastoral Care Code to all residents, and its duty of care to staff. Failure to comply with the agreed conditions will result in the expulsion of the resident.

Policy last reviewed: September 2026

6. EMERGENCY PROCEDURES

6.1: PURPOSE

Arcady Hall (Arcady) is committed to ensuring the safety and security of our residents, staff, and property in emergency situations. This policy provides important information about the Hall's emergency procedures. Several different kinds of emergencies may impact the Hall, however the following procedures have been assessed as being most relevant.

6.2: INFORMATION

Communication

In a major emergency (e.g an earthquake), the radio is a reliable source of information: More FM 92.1 Fm, Newstalk ZB 1098 AM, Radio NZ 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 Defense Emergency	Call Centre Staff	0800 324 636

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

Emergency evacuation notices are posted in all residents' rooms and in all common rooms in the Hall.

First Aid

All Residential Assistants (RAs) and staff hold current First Aid Certificates. First Aid kits are held by the RAs, and a First Aid kit is kept in the Office.

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

6.3: RESPONSIBIITY

Staff

During office hours: Following an emergency event e.g. earthquake, the Principal will convene the Incident Management Tean (IMT) in accordance with the Arcady Incident Response Policy to assess the situation and act as appropriate.

Outside of office hours: Following an emergency event, the on-duty Residential Assistant will contact the on-call senior staff member, who will immediately notify the Principal, who will then convene the IMT in accordance with the Hall's Incident Response Policy.

Residents

Our expectation is that residents will be sensible, cooperative, follow procedures, listen to and comply with all staff instructions during an emergency incident.

6.4: FIRE EMERGENCY PROCEDURES

In the event of discovering a fire at Arcady:

- Keep calm.
- Activate the nearest alarm.
- Alert any people in the immediate vicinity of the fire.
- Immediately move away from the fire or any smoke using the nearest exit to go to the emergency evacuation 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).
- In the event of a fire alarm, follow Arcady's evacuation procedure as advised by Building Wardens and Arcady staff.
- Do not stop to collect personal belongings.
- Ensure the people you are with, e.g. friends, overnight guests, and neighbours, are accounted for.
- Use a fire extinguisher only if it is available and it is necessary to save life, or where the fire is small and able to be controlled easily.
- Do not return to the building for any reason until emergency services indicate it is safe to do so.

6.5: EARTHQUAKE EMERGENCY PROCEDURES

In the event of an earthquake:

- If an earthquake occurs whilst you are indoors, stay inside until the shaking stops. Do not run outside.
- 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/Building Wardens' instructions after the earthquake, as an evacuation may be necessary.

In the case of a severe earthquake:

- All residents must evacuate the buildings promptly but calmly once the shaking stops, taking only essential personal belongings with them e.g. mobile phone, medications. Leave everything else in the room.
- Make your way outdoors, stay calm, and move quickly without panic.
- If exiting from the first floor or above, 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 on the grass area between the Oaks building and Waimairi Road.
- A Building Warden will check off residents who are present. It is imperative that you do not leave at this point as we will need to hold a roll-call to ascertain who is accounted for. (This will vary depending on the time of day.)
- Residents' needs will be attended to by staff, including RAs.
- Arcady's Incident Management Team will convene and communicate the plan from that point.

6.6: LOCK DOWN PROCEDURES.

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 via REACH App and text message .
- Staff, residents, and visitors who are on-site should immediately go inside or stay inside, lock all doors, close all windows, turn lights off, close blinds/curtains, switch electronic devices onto silent and lie on the floor in the centre of the room, the basement, or the corridors (away from doors and windows) until the all-clear is given.
- Staff and residents who are off-site should remain off-site until the all-clear is given. The all-clear will be given via REACH messaging and in person by Hall staff.

6.7: 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 and use a specially designated bathroom.
- For potential COVID 19 cases, students will be asked to take a test and to self-isolate for a minimum of three days if the test result is positive.
- Residents who are unwell should text the RA duty phone to arrange sick meals and daily welfare checks.
- Residents who are unwell may be asked to attend the UC Health Centre or another GP to identify/confirm the cause of sickness. The Hall will assist residents with this process.
- In the event of a major infectious outbreak in the hall, management will notify residents of appropriate restrictions and requirements e.g. wearing surgical face masks in common areas and physical distancing designed to minimize 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.

6.8 FLOOD

Should flooding occur at Arcady:

- Turn off electrical equipment and pull out all plugs
- Move important equipment to a higher surface.
- Avoid entering flood waters if possible
- Do not drink tap water unless staff confirm it is safe to do so.

Policy last reviewed: September 2026

7. CRITICAL INCIDENT POLICY

7.1: PURPOSE

To establish clear policies and procedures for Arcady Hall (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.

7.2: SCOPE

This policy applies to all residents of Arcady Hall.

7.3: 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.

A separate Critical Incident Management Policy & Procedures provides detailed guidance for staff, outlining specific actions to be followed in the event of different types of serious incidents.

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.

7.4: 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.

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

- Residents or staff will often be the first to respond to a serious incident in a residential hall.
- Any resident(s) who witnesses a violent, serious incident e.g. knife/shooting/physical attack, should immediately move to a safe space., and notify a Hall staff member via the RA Duty Phone, or in person if safe to do so.
- Any resident(s) who witnesses a serious personal injury should clear the immediate area and notify a staff member via the REACH App, or the RA Duty Phone, or in person.
- That staff member will then call 111, advising the operator of the nature of the incident. The operator will connect the caller to the police and/or ambulance service, who will engage with the caller, seeking as much information as possible.
- The Police and/or ambulance service will send personnel as soon as possible and manage the incident on-site.
- The staff member will also notify the Principal and UC Security (Tel. 0800 823 637) of the incident. Communication with UC Security staff will be maintained via the two-way radio located in the RA box.
- UC Security staff will respond to the incident. Site keys have already been lodged with UC Security Office staff.
- 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 building plans of Arcady.
- Building and room occupants' details, mobile phone numbers and contact details for all residents and their emergency contacts accessible to staff via the REACH App.
- Folders containing this information are kept by the Principal, the Assistant Principal, the Operations Manager, and the Community Development Manager. Copies are also kept in the Office and the RA box.
- UC Counselling and support services will be available to assist Arcady community afterward.
- Media management is a separate and necessary area for consideration. In the event of media attention (reporters):
    - Residents and staff must not talk to media reporters about the incident. All media enquiries should be referred directly to the Principal.
    - Under the Arcady Digital Communications Policy, residents and staff should not post details of a critical incident at Arcady on social media. Such posts may breach privacy, compromise a subsequent investigation, or harm the Hall's reputation.

Policy last Updated: September 2026

8. ACADEMIC SPECIAL CONSIDERATION POLICY

8.1: PURPOSE

Arcady Hall (Arcady) is committed to ensuring that all residents have 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, due to an unexpected incident such as acute illness or family bereavement, are unable to sit an examination/assessment, or whose performance in the exam/assessment may be impaired because of these unplanned events. Special consideration is intended to assist fairness by ensuring that all students enjoy similar chances of academic success, even when there are circumstances beyond their control that inhibit maximum performance.

8.2: RESPONSIBILITY

Residents are responsible for submitting an online application for Special consideration no later than five working days after the exam/assessment date.

Arcady will support and assist any such disadvantaged resident in working through the UC academic Special Consideration process with the University.

8.3: POLICY

- Residents are encouraged to register with the UC Health Centre prior to arrival as the Centre works closely with UC student support services to assist enrolled patients applying for Special Consideration.
- Residents need to complete the online application form for *Special Consideration for Assessment (Missed Exam/test or Impaired Performance)* relevant *Departmental Extension* form, or *Special Consideration for Late Discontinuation* form.
- Applications must be submitted within five days of the relevant test/exam. For more details and the online application form see: https://specialconsiderationhub.canterbury.ac.nz/:
- The special consideration process is available only for exams/assessments worth at least 10% of the total course grade. Residents who require consideration for assessment items worth less than 10% of the total course grade should contact the relevant Course Organiser directly via email or in person .
- Residents are encouraged to contact the Principal for advice or assistance with their application for Special Consideration or an assessment submission deadline. Subject to the resident's agreement, the Principal will also contact relevant UC staff in support of the resident's application for Special Consideration/a deadline extension.
- 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.

Policy last updated: September 2026

9. BULLYING AND HARASSMENT POLICY

9.1: 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.

9.2: 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 role and area of responsibility.

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

9.3: POLICY

For the purposes of this policy:

Bullying is defined as repeated and unreasonable behaviour directed towards a person or a group of people that creates a risk to their mental or physical health and safety. Bullying may be overt (e.g. open hostility) or covert (e.g. spreading false or malicious rumours). Cyberbullying. i.e. using digital technologies such as group chats, fake accounts and texts to harass, embarrass, or target another person is also bullying.

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 person. Examples include name calling, abusive language, abusive social media posts, intimidation, and stalking.

Sexual Harassment/Sexual Harm may arise from sexually oriented jokes or innuendo, public displays of offensive material, offensive gestures, inappropriate inquiries into the private life of another, posting sexually explicit social media messages or images, unwelcome touching, 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.

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: Is unwelcome or offensive language or behaviour linked to a person's race, colour, ethnicity, or national origins that is harmful, hurtful, or humiliating. It includes, but is not limited to racist jokes or slurs, name-calling, mimicking accents, and offensive images, and symbols.

Raising Concerns about Bullying or Harassment

Residents who feel they are being bullied or 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. If the subject of the complaint is a staff member, then the matter should be raised directly with the Principal. In the event the Principal is deemed inappropriate, the complaint should be raised directly with the Chair of the Arcady Board of Trustees via an email to office@arcadyhall.org.nz.

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.
- Any complaint of bullying or harassment should be raised as soon as practicable after the incident(s) being complained of.
- Allegations of bullying or harassment may be withdrawn at any stage in the investigation 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 in accordance with the Arcady Resident Grievance (Formal Complaints) Policy procedure.
- The investigation process will be based on the following principles:
  - That the matter is being treated seriously
  - It will be dealt with promptly
  - Non-victimisation of the complainant will be ensured.
  - All parties will be supported throughout the process
  - Within the bounds of questioning required, confidentiality will be maintained
- If the allegation is found to have substance, the consequences for the perpetrator(s) may include education, training, counselling and/or a formal apology to the complainant if appropriate, suspension, or expulsion.
- Complaints about 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.
- 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.

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 Chair of the Arcady Board of Trustees via an email to office@arcadyhall.org.nz setting out the reasons for their appeal. The Board Chair will convene a Board Appeals Committee to consider the appeal.
- 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.

Policy last reviewed: September 2026

10. SEXUAL HARM PREVENTION POLICY

10.1: PURPOSE

Arcady Hall (Arcady) is committed to providing a respectful and safe environment for all residents and staff, and regards all forms of sexual harm as unacceptable.

This policy explains what constitutes sexual harm and the options available to residents who wish to report a sexual harm incident. It outlines the Hall's procedures for investigating allegations of sexual harm involving residents and/or staff.

Formal complaints about harmful sexual behaviour will be investigated in accordance with the Hall's Resident Grievance (Formal Complaints) Policy. For further details see below section 10.5 and Policy 11: Resident Grievance (Formal Complaints) Policy.

10.2: SCOPE

- This policy applies to all Arcady residents and staff in circumstances where incidents of sexual harm occur on Hall property and premises, or when residents and/or staff are attending a Hall function at another location off-site.
- The Hall has no jurisdiction in situations where sexual harm is perpetrated by a person who is not a member of the Arcady community, or if the incident precedes the enrolment or employment of the complainant at Arcady Hall.
- The Hall will not investigate allegations of sexual violation. (See below, Section 11.4 for further details of sexual violation) but can refer such allegations to the police for investigation with the victim survivor's complainant's consent. There are some limited circumstances where the Hall may need to direct the matter to the police without consent (see below, Section 11.6). Sexual violation allegations are more appropriately investigated by the police given their legal authority (for example, the police can access forensic evidence and phone records).
- Where harmful sexual behaviour is reported and is outside the scope of this policy, the incident(s) will not be investigated by the Hall.
- Where the Hall does not investigate, it will provide advice and support for victim survivors/complainants.

10.3: RESPONSIBILITY

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

Arcady will provide educational resources and information for residents about consent, healthy relationships, and harmful sexual behaviours. It will also foster a culture where all members of the Arcady community understand their responsibilities, call out inappropriate behaviour, and feel comfortable seeking support.

Residents are responsible for ensuring that they understand this policy and the options available to them for reporting harmful sexual behaviour.

10.4: DEFINITIONS

For the purposes of this policy where examples of behaviour or conduct are given, they are examples only and not intended to limit the scope of sexual harm.

Sexual harm is an overarching term used to describe any behaviour of a sexual nature that happens without the active consent of everyone involved. Sexual harm can be physical, verbal, visual or online. Sexual harm includes sexual harassment and sexual assault. Threatening to engage in these behaviours may also be considered harmful sexual behaviour.

Sexual harm:

- Does not necessarily involve physical violence.
- Can occur within relationships.
- Can occur through electronic communication (email, text, or social media)
- Includes image-based abuse involving non-consensual taking or sharing of intimate images or video (also known as sextortion or revenge porn)
- Can be experienced by any person regardless of their age, gender, status, culture, ability, or sexuality.

Sexual Harassment: Is any unwelcome attention or behaviour of a sexual nature that is repeated, or of such a significant nature that it can have a detrimental effect. This may include an implied or express promise of reward for complying with a sexual request, and/or an implied or expressed threat of reprisal for not complying with such a request.

Examples of sexual harassment include, but are not limited to:

- Sexual comments, jokes, and innuendos.
- Unwanted touching, hugging, or kissing.
- Requests for sexual contact.
- Intrusive questions about a person's private life or body.
- Sexually explicit emails or messages
- Touching or interfering with a person's clothing, such as lifting a skirt or pulling down
- trousers.
- Image based abuse. Non -consensual sharing of intimate images or video (also known as image based sexual abuse, revenge porn or sextortion)

Sexual Assault: is any unwanted or forced sex act or behaviour that happens without the active consent of all participants. Examples of sexual assault include:

<u>Sexual violation</u>
For the purposes of this policy includes

- Rape (including attempted rape) - the penetration of a person's genitalia or anus by another person's penis without that person's consent,
- and/or the penetration of one person by another person by genitals, fingers, or objects and/or oral sex given or received without consent.

<u>Sexual touching</u>
Unwanted touching or threatening to touch a person in a sexual way without their Consent. This may include:

- Unwanted touching of a person's breast, bottom, or genitals.
- Touching on top of or under clothing.
- Kissing; or
- A person making someone touch their breasts, penis, vulva, or anus.

Sexual acts

Behaviour of a sexual nature with or towards another person, without consent, or when a person is made to do something of a sexual nature. It can include:

- Masturbating in front of another person.
- A person showing another person their genitals.
- A person sending another person an unwanted sexual image or an unwanted image of
- genitals, breasts or bottom.
- Making a person show another person their breasts, bottom, or genitals.

Voyeurism

Observing a person on purpose, for sexual gratification, for instance:

- Watching someone who is naked.
- Watching someone who is partly undressed or attempting to see someone's genitals or underwear during day-to-day activities.
- Watching someone using the toilet or showering.
- Watching someone engaged in sexual contact or a sexual act.

Consent: Is an agreement between participants to engage in sexual activity. Consent cannot be assumed; it must be explicitly sought and freely given. It requires ongoing communication. Consenting to a particular activity one time, does not mean someone gives consent for other activities, or for the same activity at another time. Consent may be withdrawn at any time.

Consent cannot be given by individuals who are underage, have any form of mental disability, are intoxicated, or incapacitated by drugs or alcohol, or asleep or unconscious. If someone agrees to an activity under pressure of intimidation or threat, that isn't considered consent because it was not given freely. A person does not consent to sexual activity just because they do not protest or offer physical resistance to the activity.

10.5: REPORTING HARMFUL SEXUAL BEHAVIOUR

The Hall strongly encourages residents or staff who have experienced or witnessed harmful sexual behaviour to seek support. There are no time limits on residents or staff seeking support or advice.

The following options for reporting harmful sexual behaviour are available, depending on the situation:

- Seeking immediate help due to being unsafe, in immediate danger, or requiring urgent medical attention.
- Disclosing to understand available options and/or to seek support.
- Making a formal complaint.
- Reporting an incident to police

Seeking immediate help.

For someone who is not safe, in immediate danger, or requiring immediate medical attention contact:

Ambulance

If you need immediate medical help, phone 111. Ask for an ambulance and tell them where you are.

Police

If you are in danger and need help now, phone 111. Ask for the police and tell them where you are.

Emergency Event on UC Campus
Phone UC Security: 0800 823 637 or ext. 92111 (from Campus landline), or press the red button on one of the 13 help point towers located across Campus.

Seeking help for someone who is safe.

For someone who is safe, and the incident has occurred in the last seven days, there are forensic assessment options available. This is where a specifically trained doctor tries to collect evidence which may be used in a criminal investigation. See Appendix to this policy for details of these services.

Disclosure.

Within Arcady, this involves the sharing of information by a victim-survivor about harmful sexual behaviour to an Arcady staff member to seek advice about reporting options and to obtain personal support. This information will not be disclosed to anyone except the Principal and Community Development Manager without the victim-survivor's consent.

Concerns may also be raised with a Hall staff member on behalf of a resident or staff member by a third party e.g. friend, colleague, or bystander. Staff will encourage them to advise the victim-survivor to disclose to a member of the Hall's pastoral care team, or if staff are involved, to the Principal. The Hall will use best endeavours to assist the victim-survivor of the alleged behaviour. Support services and counselling will be offered to anyone who experiences or witnesses sexual harm.

Disclosure will not result in an investigation by the Hall. Except for those circumstances outlined below in section 10.6 below, no further action will be taken.

Where disclosing involves seeking support and/or individual safety measures, the alleged perpetrator will not be involved or notified. Where disclosing involves seeking *mutual* safety measures, the alleged perpetrator will need to be identified and notified of the request so that mutual safety measures can be discussed. Any agreement to such measures by an alleged perpetrator shall not be considered indicative of an acceptance that harmful sexual behaviour has occurred.

The victim survivor may later decide to make a formal complaint once they are fully aware of the options and support available to them.

Formal Complaint.

A resident who has experienced or witnessed sexual harm and wishes to make a formal complaint should raise the matter with the Principal, Assistant Principal, Community Development Manager, or a Residential Assistant. If the complaint is not made to the Principal it will be escalated to them as soon as possible. If the Principal is deemed inappropriate, the complaint will be escalated to the Chair of the Arcady Board of Trustees.

Making a Formal Complaint involves providing a formal account or statement about harmful sexual behaviour to the Hall. This requires disclosure of the victim-survivor/complainant's identity to the alleged perpetrator, who will need to be informed of the allegations so the matter can be fairly investigated in accordance with the principles of natural justice. This may also include putting in place of individual, or mutual or interim safety measures.

Where harmful sexual behaviour is reported and is outside of the scope of this policy, the incident will not be investigated by Arcady Hall. However, the Hall will provide support for all residents affected by the incident.

For formal complaints that could amount to sexual violation, with the victim survivor/complainant's consent the Hall can refer or direct the matter to the police. There are some limited circumstances where the Hall may need to direct the matter to the police without the complainant's consent (see Section 10.6 below).

There is no time limit for making a sexual harm complaint. However, a delay in reporting an incident may affect the Hall's ability to investigate.

All residents' complaints regarding harmful sexual behaviour will be investigated in accordance with Arcady Hall's Resident Grievance (Formal Complaints) Policy. This investigation process will follow natural justice principles and, in the case of staff, relevant employment law.

During a formal investigation, the Principal or other appointed Decision-Maker will assess the need for any interim accommodation measures to protect the safety and wellbeing of all parties and to protect the integrity of any investigation.

The Hall's investigation process is not a substitute for a criminal investigation conducted by police officers.

Withdrawal of a Formal Complaint

At any time during the process, before a decision is made, a victim-survivor/complainant may choose to withdraw their complaint. They should communicate this decision to the appointed Decision Maker.

In some cases, including where there is an ongoing risk to the complainant, or a significant risk to other members of the Arcady community, the Hall may continue its investigation of the complaint. Any such decision would be determined by the Principal or other appointed Decision-Maker in consultation with the Chair of the Arcady Board of Trustees.

Reporting to the Police.

Residents may report their experience of harmful sexual behaviour to the Police at any time. This is a separate process to a Hall investigation. The Police have specialised sexual assault teams available to provide support for anyone affected by harmful sexual behaviour, to offer advice about how to make formal police report about the incident, and to outline police investigative procedures.

For further information about police procedures for sexual harm reporting and victim support see https://www.police.govt.nz/advice-services/sexual-assault-and-consent/what-can-i-do-if-i-have-been-sexually-assaulted

Making a disclosure or a formal complaint to the Hall about harmful sexual behaviour does not prevent the matter being considered a criminal act that may be independently subject to police investigation and subsequent prosecution.

Where the alleged conduct is the subject of an active criminal investigation or public prosecution, any Hall investigation will be deferred pending resolution of the criminal process.

Interim measures may be taken whilst the investigation process is deferred to ensure the safety and well-being of all Hall residents and staff.

10.6: CONFIDENTIALITY, LIMITS ON CONFIDENTIALITY AND REQUESTS FOR NO ACTION

The Hall will generally respect a victim-survivor's/complainants right to confidentiality and their request for no action to be taken. Arcady will not pass on details of sexual harm disclosures to any person aside from the Principal/Chair of the Arcady Board of Trustees without permission from the person who made the complaint.

Confidentiality may not be possible in an investigation into a formal complaint, as Arcady must respect the principle of natural justice and allow the person(s) accused of harmful sexual behaviour a fair opportunity to respond to specific accusations.

In cases where there is a significant ongoing risk to the safety of the person making the disclosure and/or to the safety of other residents or staff, the situation may warrant a formal Hall investigation or reporting to the police even if the victim-survivor/complainant has not directly sought this outcome. This decision will be made by the Principal or other appointed Decision-Maker in consultation with the Chair of the Board of Trustees (as applicable).

In any such instance, the Principal or Chair of the Arcady Board of Trustees (as appliable) will, prior to the commencement of the investigation, or reporting to the police, discuss with the victim-survivor/complainant the reasons for disclosing information and outline steps the Hall will take to ensure their safety and wellbeing throughout the process

10.7: DISCIPLINARY ACTION

Any Arcady resident or staff member who is found to have caused sexual harm is likely to face disciplinary action(s), including but not limited to a warning (informal or formal), suspension, or exclusion in accordance with the Hall's Personal Behaviour & Disciplinary Processes.

10:8: APPENDIX: SUPPORT AND ADVICE AVAILABLE

UNIVERSITY OF CANTERBURY: SUPPORT AVAILABLE ON CAMPUS
Campus Security
0800 823 637 (24/7 Emergency Number)

UC Online Harmful Sexual Behaviour Resource Hub
https://www.canterbury.ac.nz/life/support-and-wellbeing/harmful-sexual-behaviour
For information about harmful sexual behaviour, UC support services for students impacted by harmful sexual behaviour (including alleged perpetrators), community helplines, reporting options, and UC Harmful Sexual Behaviour Policy and Procedures.
Contact details: Harmful Sexual Behaviour | UC

Atawhai Ākonga | Student Care
Contact details: Tel. 03 369 3388. Email: studentcare@canterbury.ac.nz

Te Whare Hauora | UC Health Centre
Contact details: Tel: 03 369 4444. Email: admin-healthcentre@canterbury.ac.nz

UCSA Advocacy & Welfare
Contact details: Tel. 03 369 0555. Email: help@ucsa.org.nz

SUPPORT IN THE COMMUNITY
Police
https://www.police.govt.nz/advice-services/sexual-assault-and-consent
For immediate help if unsafe, and/or to report and make a formal complaint. The website provides information and videos about sexual assault, consent, and the reporting process.
Contact details: Phone 111 (in an emergency), or (03) 3637400

AVIVA Sexual Assault Support
https://www.avivafamilies.org.nz/I-need-help/Sexual-Assault-Support/
24/7 support available for victims of sexual assault/rape living in Canterbury. Supports people of all genders and victims of both recent and historic assaults. You do not have to report an assault to receive help. Support includes referrals to the Cambridge Clinic, providing a designated support person who can be there with you at the clinic, during police processes, and ongoing support to assist recovery.
Contact details: 24/7 Helpline (for people in Canterbury): 03 378 3847 or 0800 28482 669. Email: enquiries@aviva.org.nz (inbox checked Mon-Fri, 9-5).

The Cambridge Clinic
https://cambridgeclinic.co.nz/
This is a specialist medical service for people who have been sexually assaulted or abused recently or in the past. The Clinic sees anybody, regardless of gender, age, sexual orientation, ethnicity, disability, or residential status. Specially trained staff provide medical and forensic examinations and practical and emotional support. (The clinic can safely store evidence to give you time to think about what you want to do - if anything)
The Clinic also provide STI checks, emergency contraceptives and referrals to other specialist agencies.
Contact details: 119 Bealey Avenue, Christchurch 8013. Tel: 03 3665448. Email: office@cambridgeclinci.co.nz

Safe to Talk | Kōrero mai ka ora
https://safetotalk.nz/
A national 24/7 Sexual Harm Helpline for victims of sexual harm that provides both confidential and free support and advice. Trained specialists are available 24/7 to answer questions about sexual harm, provide information about what to expect if you report to Police, and make referrals to specialist services in your region,
Contact details: Phone 0800 044 334, text 4334, email support@safetotalk.nz or access webchat via their website https://safetotalk.nz/

Victim Support | Manaaki Tangata
https://www.victimsupport.org.nz/
This is a national, independent charity providing free and confidential 24/7 support for anyone affected by crime, or other traumatic events including sexual harm. It offers immediate and short-term emotional support, practical assistance, information, referrals toother agencies and support through the criminal justice system.
Contact details: 24/7 helpline: 0800 842 846 or text 1737

Te Puna Oranga
https://www.healthpoint.co.nz/community-health-and-social-services/sexual-harm/te-puna-oranga/
This is a Kaupapa Māori service working with whānau affected by sexual violence and trauma. There is a confidential 24/7 phone helpline.
Contact details: Tel: 0800 222 042. Email: info@tepunaoranga.co.nz

Male Survivors Canterbury
https://www.canmen.org.nz/male-survivors-canterbury
Provides support services for men dealing with sexual trauma, including counselling, support groups peer support and advocacy.
Contact details: tel. 03 365 9000). Email: survivor@canmen.org.nz

Policy last reviewed September 2026. This policy may be reviewed and updates as needed to reflect changes in legislation and best practices.

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 be raised initially be with the Principal (the Decision-Maker). Email: principal@arcadyhall.org.nz . 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). Residents should contact the Secretary, Arcady Board of Trustees, c/o office@aradyhall.org.nz to request a meeting with the Chair of the Arcady Board of Trustees.
- 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 the Decision-maker or an appropriate person or persons 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. All parties will be supported during this process.
- The person(s) against whom a complaint has been made 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 for the Decision-Maker's 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 the appropriate regulatory agencies.

11.4: APPEAL PROCESS

- All parties may appeal the outcome of a formal complaint process to the Arcady Board of Trustees. They should write to the Secretary of the Board, c/o office@arcadyhall.org.nz 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.

Policy last reviewed: September 2026

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: SCOPE

This policy applies to all Arcady residents

12.3: RESPONSIBILITY

Residents are responsible for their guest's behaviour at all times while they are on-site. Residents 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**.**

12.4: POLICY

- Visitors are welcome at the Hall from 8:00 a.m. to 10:00 p.m. Sunday to Thursday and until midnight on Friday and Saturday.
- Residents are responsible for the behaviour of their guest(s) as well as for any penalties incurred due to damage, loss or mess caused by them, either at Arcady or at a Hall function held 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 emergency or critical incident.
- Visitors are expected to respect Arcady customs and to 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 on-call senior staff know who is on-site overnight for health and safety reasons.
- There is a $40 charge for an overnight stay. This price includes breakfast and the use of a mattress and linen. Guests may stay for a maximum of two consecutive nights at a time. Extra guest meals can be purchased in advance (Lunch $15, Dinner $20). Exceptions to the 48-hour notice rule will be made only in the case of an emergency. In such instances, residents should contact the office or RA Duty Phone (after hours) 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 form.
- The Hall does not offer overnight accommodation for residents' parents/legal guardians, unless there are exceptional circumstances.
- Overnight guests are not permitted during UC semester and term breaks, public holidays, study weeks, 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.

Policy last reviewed: September 2026

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 care 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.

13.2: SCOPE

This policy applies to all Arcady residents

13.3: RESPONSIBILITY

Residents at Arcady Hall are young adults, so they are free to come and go as they decide. There will be times when individuals or groups choose to take time away e.g. to visit family or friends, to have a weekend break, or simply wish to remain off-site overnight. At the same time, there is an expectation from parents/legal guardians and the Pastoral Care Code Administrator, NZQA, that Arcady would be able to contact all residents in an emergency, or be able to inform emergency service personnel in an emergency evacuation of those residents believed to be off-site.

Advising staff of panned absences also helps Arcady to adjust numbers for catering purposes to minimise food wastage and assists our housekeeping staff, who 'deep clean' residents' rooms during the mid-semester and mid-year university breaks.

13.4: 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 subsequent 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 prior to the term breaks via email, the Residential Assistants' floor group chats and meetings, and the Arcady residents Facebook Group.

Policy last reviewed September 2026

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.

14.2: SCOPE

This policy applies to all Arcady residents.

14.3: RESPONSIBILITY

Residents are responsible for providing Arcady with accurate information about when they will be out of residence during public holidays and university vacation periods via the REACH App.

14.4: POLICY

- Residents will be asked to notify staff via the REACH App towards the end of each term when they will be in Arcady during the upcoming holiday period. Information must be correct to allow Arcady staff to make appropriate arrangements e.g. for catering purposes. This information can be updated at any time via the REACH app.
- 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 ban includes returning to Arcady intoxicated and requiring assistance, and/or disturbing other residents whilst intoxicated during the period covered by the alcohol ban.
- Day visitors are allowed but no overnight guests are permitted during public holidays and university breaks.
- Packed lunches and late dinners are not normally provided during holiday periods. However, Residents who are unable to dine in Hall due to University study commitments and/or (paid) work commitments may request packed lunches and/or late dinners. All such requests should be addressed to the Principal in advance.
- Holiday mealtimes are shorter than during term-time: Breakfast 8.00 am – 9.00 am; Lunch 11.30 am -12.30 pm; Dinner 5.15 pm – 6.00 pm

Policy last reviewed: September 2026

15. ARCADY MEALTIMES AND DINING ETIQUETTE POLICY

15.1: PURPOSE

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

15.2: SCOPE

This policy applies to all residents and visitors dining in Hall

15.3: RESPONSIBILITY

Arcady employs qualified chefs who can cater for most dietary needs. Meals and menus are reviewed regularly by a nutritionist 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 them in the dining room.

15.4: POLICY

- Mealtimes are published in the *Arcady Hall Resident Handbook*. Residents may request late dinners and/or packed lunches (Monday – Friday) by signing the list in the Dining Room the night before (for packed lunch the next day), and by 3.00 pm for a late dinner that day.
- Late dinners and packed lunches ae available during weekends, term breaks, and public holidays only for residents who are unable to dine in Hall at the normal time due to employment/university academic or sporting commitments. All such requests should be addressed to the Principal in advance.
- Residents may take one standard alcoholic drink with them into dinner on Friday evenings from 6.00 pm onwards. Please note that no glass bottles are allowed
- Second servings are often available, but only after everyone has had a first serving. Please wait for the Duty Chef to display the 'Seconds Available' sign.
- Residents are not allowed to be in the Dining Room outside of the published mealtimes, (except to eat a late dinner that they have ordered).
- Residents are not permitted to help themselves to food items e.g. fresh fruit, milk, hot drinks, or fill water bottles from the dining room outside of mealtimes.
- For health and safety reasons, residents must not take any food items out of the dining room (e.g. in plastic containers) to consume later or elsewhere.
- Residents who are unwell should not go to the dining room. Instead, they should text the Residential Assistant (RA) Duty Phone (027 474 4727) to arrange for sick meals to be delivered to their room. Deadlines for ordering sick meals are: 10.00 am for lunch and dinner that day; and 8.00 pm for sick meals for the next day. Please note that sick meals will be delivered for all meals that day.
- The Head Chef meets with all residents who have informed us they have special dietary needs at the beginning of the year and regularly throughout the year to discuss their dietary needs. Residents should notify the Office of any changes to their special dietary needs.
- During term time the Head Chef is available in the Dining Room every Thursday 8.00 am –8.30 am to meet with any residents who have queries about meals/special dietary requirements.

- 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, laptops, 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.
  - Always wear shoes in the dining room.
  - Ensure mobile phones are silent and not used to make calls during mealtimes.
  - Be polite and respectful to dining room and catering staff.
  - Enter the dining room and queue for food through the Nancy Sims building entrance.
  - Be considerate of others. Residents who use offensive language, who are rowdy, or intoxicated will be asked to leave the dining room.
  - Not sitting on the tables or placing clothing or hats on tables; to do so is unhygienic and culturally offensive.
  - Not throwing or playing with food.
  - Not remove crockery and cutlery from the dining room.

Policy last reviewed: September 2026

16. EXITING ARCADY AT THE END OF THE YEAR

16.1: PURPOSE

This policy outlines the policy and processes that residents need to follow for exiting Arcady Hall (Arcady) at the end of the academic year.

16.2: SCOPE

This policy applies to all Arcady residents.

16.3: RESPONSIBILITY

Residents are responsible for familiarising themselves with this policy, and for ensuring they have completed all necessary actions listed below prior to leaving.

16.4: POLICY

- All residents are required to exit the Hall within 48 hours of their last examination or assignment deadline for Semester 2/end of the academic year.
- A resident who cannot leave within 48 hours after their final exam for legitimate reasons may apply for an extension. All applications must be submitted in writing to the Principal by 1 October and state the reason for the request and the length of the extension required.
- Towards the end of Term 4, residents will be asked to confirm their departure date in the REACH App.
- 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).
- Contingency Fee refunds (minus any deductions as per the Residential Contract) will be paid in mid-December into the supplied bank account details. Residents are responsible for notifying the Office if their bank account details have changed during the year.

Last updated: September 2026

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 and used for this purpose only.

17.2: SCOPE

This policy applies to all residents of Arcady.

17.3: RESPONSIBILITY

Arcady Hall is responsible for developing its own policies in matters of internal residential practice and operational procedures. The information provided by residents will be accessed only by approved staff members to support these purposes.

Arcady is responsible for ensuring appropriate information is collected by the Hall and stored for its internal use. The Hall is also responsible for ensuring the way in which information is gathered and the methods of holding such information comply with the provisions of the Privacy Act 2020 and meet the needs for which the information is collected.

17.4: POLICY

- To support residents' 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).
- In accordance with the Privacy Act 2020, residents have the right to access or to update personal information about them held by the Hall. All such requests should be addressed in writing to the Principal.
- 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.
- 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 Arcady Board of Trustees within 14 days.
- Any privacy breach will be managed appropriately, including containment, notification of affected individuals, and reporting notifiable breaches to the Privacy Commissioner.

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 by Arcady

Arcady may use personal information for the following reasons:

- Managing residents' room allocation.
- Billing and processing payments.
- Providing academic and pastoral support
- Hall marketing activities and promotions
- Connecting alumni with residents
- Safety and security purposes.
- Meeting legal and regulatory requirements.
- Conducting internal research and analysis

Residents who do not want their personal information e.g. photographs to be used for Hall marketing and promotional purposes, should notify the Office at the start of the year.

Disclosure of personal information by Arcady

Arcady may disclose personal information to third parties in the following circumstances:

- With the residents' consent, to other residents or individuals for social or community purposes.
- In any situation where a resident is considered by staff to be at immediate risk of harm to themselves or to others, Arcady staff may contact emergency services, UC Security, and other appropriate crisis agencies without prior resident consent. The Principal will be notified as soon as practicable and may decide to contact the resident's parents/emergency contact(s).
- In the case of behavioural incidents or serious 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 (UC) will be informed of Level 3 and Level 4 incidents).in accordance with our Partnership agreement with UC.
- Educational institutions, if required for Hall accommodation selection purposes.
- As required by law or to protect our legal rights, to law enforcement agencies, regulatory bodies, or government authorities.

Security and storage of information

Arcady will make every effort to keep personal records secure. Safe storage measures will include:

1. Storing non-current material in a locked, secure room
2. Ensuring personal data is not accessible to non-authorised staff or other persons.
3. Ensuring all electronic devices and databases containing personal information are password protected and locked when not in use.
4. Locking staff offices when not in use.
5. Ensuring printed records are not left in unoccupied workspaces.
6. Appropriately disposing of personal information no longer required.

CCTV -Privacy Statement

Arcady Hall operates CCTV (Closed Circuity Television) cameras on the campus, including in car parks and other external areas, and internally, in common, shared spaces. CCTV footage is considered personal information, so is subject to NZ privacy laws and the provisions of the Hall's privacy policy, as outlined above.

CCTV footage is used for the following purposes:

- To help keep residents, staff and visitor safe
- To protect Hall property
- The deter criminal activity taking place on-site
- To assist in the investigation of incidents involving residents, staff, or members of the public.

Storage and Security of CCTV Footage

- CCTV footage is securely stored in our database.
- It is accessible only to authorised staff.
- CCTV footage is used solely for the purposes outlined above and is deleted every 90 days.

Policy last reviewed: September 2026

18. RESIDENT HALL WITHDRAWAL POLICY

18.1: PURPOSE

If for any reason, a residents withdraw from Arcady Hall (Arcady) during the academic year, it can be challenging for the Hall to relet the room. For this reason, Arcady has a strict policy regarding requests for early release of contract.

18.2: SCOPE

This policy applies to all Arcady residents

18.3: RESPONSIBILITY

Residents are responsible for paying their Hall accommodation fees in full and in a timely manner. Details of the Hall's application fees are included in the Residential Agreement and available on the Hall's website.

18.4: POLICY

- The Arcady contract commits residents to paying an initial deposit, plus accommodation fees for the academic year as per the payment schedule included in the Residential Agreement.
- Residents who withdraw from Arcady prior to the due date for the January fees payment will receive a partial refund of their initial deposit.
- Residents who withdraw from Arcady after this date will remain liable for all accommodation fees until a suitable replacement can be found to take over their contract and have started to pay fees.
- 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, as soon as the Hall is able to relet their room, the Hall will refund any fees paid in advance, plus the Contingency Fee (i.e. bond) and the remaining portion of the Residential Life Fee (calculated on a weekly pro-rata basis).
- Residents who withdraw from Arcady due to unforeseen, or extenuating circumstances may apply to the Arcady Board of Trustees for early release of their contract. Applications should be made in writing to 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: September 2026

19.RESIDENT DIGITAL COMMUNICATIONS & SOCIAL MEDIA POLICY

19.1: PURPOSE

This policy outlines the expectations and guidelines for Arcady residents' responsible use of digital communications and social media platforms to promote a positive, respectful, and safe online environment, to protect the integrity and reputation of Arcady Hall, and to ensure compliance with relevant legislation, notably the Harmful Digital Communications Act (HDCA) 2015.

The HDCA aims to mitigate harm caused by online behaviour, such as cyberbullying. It provides a rapid process for victims to seek redress through the Ministry of Justice and the approved agency, Netsafe, and creates a criminal offence for causing harm by posting digital communication, which can result in fines or imprisonment.

19.2: SCOPE

This policy applies to all Arcady residents and covers all forms of digital communication, including but not limited to:

- Emails
- Text messages (SMS)
- Voice mail messages
- Social media content (e.g. websites, blogs, posts, comments, images and videos)
- Content on image and video-sharing apps (e.g. WhatsApp, Instagram, TikTok, Facebook, Twitter, YouTube).
- Posts on community online forums (or chatrooms).

19.3: RESPONSIBILITY

Arcady residents are responsible for familiarising themselves with this policy, and for ensuring their online conduct is consistent with the guidelines listed below.

Arcady Hall will communicate expectations of residents regarding digital communications via the *Arcady General Policies & Procedures Manual*, the *Arcady Residents Handbook* and verbally during Orientation at the start of the year.

19.4: POLICY

Students must maintain respectful, responsible and considerate online conduct. Content that is harmful, discriminatory, threatening or offensive is prohibited.

Guidelines for creating a safe online environment

- Arcady upholds the ten HDCA communication principles, which state that a digital communication must not:
    - Disclose sensitive personal information
    - Be threatening, intimidating, or menacing
    - Be grossly offensive
    - Be indecent or obscene
    - Harass an individual
    - Make false allegations
    - Breach confidence
    - Encourage others to send harmful messages
    - Encourage self-harm or suicide
    - Denigrate an individual based on race, gender, religion, disability, or sexuality.

- **Privacy and confidentiality:** Students must not post or share private information about other people without their explicit consent. This includes images, videos, screenshots, or sensitive personal information.
- **Academic integrity:** Students must not use digital platforms to share assessment materials, exam content, or information that breaches University of Canterbury academic integrity standards.
- **Representing Arcady:** Where a student identifies themselves as an Arcady resident online, they must ensure their online presence does not bring the Hall into disrepute.
- **Cyberbullying and harassment:** any form of online bullying, intimidation, or harassment is prohibited and may result in serious disciplinary action.
- **Professional Conduct:** Residents are encouraged to be mindful of how their online presence/footprint may be perceived by future employers and professional associations and networks.
- **Legal Compliance:** All online activity by residents must comply with relevant New Zealand law including privacy, copyright, defamation and HDCA provisions.

Reporting and support

- Residents who experience online cyber-bullying, harassment, or other online behaviours that make them feel uncomfortable are encouraged to seek support from an Arcady staff member and/or report it to NETSAFE. (help@netsafe.org.nz | Tel.0508 638 723 | Email: netsafe.org.nz/report).
- Residents who feel they may be in immediate danger due to cyberbullying e.g. online stalking should contact the police by phoning 111.
- Allegations of breaches of this policy by Arcady residents will be investigated in accordance with the Hall's Resident Grievances and Complaints Policy
- Violations of this policy by Arcady residents will be addressed in accordance with Arcady Hall's disciplinary policies and procedures This may result in disciplinary action depending on the nature and severity of the offence.

19.5: FURTHER INFORMATION

- To learn more about the HDCA see: https://netsafe.org.nz/our-work/helpline-services/the-harmful-digital-communications-act
- To submit an online harm report, or for advice see: https://netsafe.org.nz/our-work/helpline-services/the-harmful-digital-communications-act

Policy last reviewed September 2026.

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.....