



# Arcady Hall

## Resident Policies & Prcedures Manual

### 2025

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[ARCADYHALL.ORG.NZ](http://ARCADYHALL.ORG.NZ)

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

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

## 1. RESIDENT CODE OF CONDUCT

### 1.1: Purpose

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

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

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

### 1.2: Responsibility

Residents are expected to:

- Be familiar and compliant with the *Arcady Hall Policies and Procedures Manual* and the *Arcady Resident Handbook*.
- Download the REACH App to their mobile phone and use it as requested.
- Provide personal information to Arcady that is accurate and not misleading.
- Respect Arcady's environment (property, grounds, etc)
- Behave in a manner that does not bring Arcady into disrepute.
- Respect the rights and property of Arcady and others.
- Ensure the health and safety of themselves and of those around them.
- Behave in a manner that is considerate and respectful of others.
- Comply with the statutes, regulations and policies of UC and the laws of New Zealand. Any breach of such will be referred to the appropriate authorities.

Arcady will:

- Comply with all relevant legislation including the Privacy Act 2020 and the Education [Pastoral Care of Tertiary and International Learners] Code of Practice 2021 (The Student Pastoral Care Code) including any subsequent updates or amendments.
- Pass on reports of serious incidents, including allegations of sexual assault to the Police for further investigation.
- Provide appropriate academic and pastoral support for residents in partnership with the University of Canterbury (UC) student services.
- Affirm the right of all residents to speak openly, to propose ideas, or to question without fear of reprisal.

- Seek residents' views and feedback on Arcady policies and facilities via multiple channels including surveys, the Student Council, resident floor group meetings, resident focus groups, and the suggestion box.

**Last reviewed: September 2024**

## 2. ALCOHOL, DRUGS, AND SMOKING

### 2.1: Purpose

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

### 2.2: Responsibility

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

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

### 2.3: Alcohol Policy

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

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

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

### **2.3: Drugs Policy**

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

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

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

**Last reviewed: September 2024**

### 3. PERSONAL BEHAVIOUR AND DISCIPLINE POLICY

#### 3.1: Purpose

Arcady Hall (Arcady) is an inclusive community. Residents are expected to be always respectful and considerate towards other residents and staff. The purpose of our disciplinary process is to address instances of misconduct, 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 and understand the possible outcomes for breaches of this policy.

Residents are responsible for:

- Becoming fully acquainted with, and acting in accordance with, *Arcady Hall General Policies and Procedures Manual* and *Arcady Hall Resident Handbook*.
- Respecting the rights and property of others, both on and off Arcady's premises.
- Always behaving in a manner that does not bring Arcady into disrepute.

#### 3.3: Policy

- Reported incidents and follow-up actions are formally recorded in the Residential Assistant (RA) daily report, and in the online REACH student management system. Information is accessible only to pastoral care staff.
- In accordance with Section 9.2(a) of its Partnership Agreement with the University of Canterbury (UC) the Hall will report to UC incidents of serious harm, bullying or harassment involving residents or staff (defined as level 3 or above under UC's incident level reporting system).
- Serious incidents including physical or sexual assault, will be reported to the police.
- Inappropriate behaviour may result in a disciplinary process. Such behaviour may include, but is not limited to:
  - Being noisy and/or abusive.
  - Being disrespectful or obstructive to staff and/or other residents.
  - Placing a resident and/or others at risk through careless or unruly behaviour.
  - Damaging or being likely to damage the property of others or Arcady through careless or unruly behaviour.
  - Failing to comply with any reasonable instruction given by a staff member.
  - Severe intoxication.
  - Causing a mess that needs to be cleaned up by other residents or staff (e.g., vomit).
  - Non-compliance with Arcady policies and rules.
  - Harassment or bullying.
  - Harmful sexual behaviour.
  - Physical or sexual assault.
  - Supplying or using illicit or illegal drugs.

## **Disciplinary Process**

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

## **Disciplinary Process Outcomes**

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

**Last reviewed: September 2024**



## **4. HEALTH AND SAFETY POLICY**

### **4.1: Purpose**

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

### **4.2: Responsibility**

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

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

- Observe and comply with our health and safety policies, procedures, and practices, the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, and the Health and Safety at Work Act 2015.
- Report unsafe behaviours and risks to a member of the management team so they can be addressed.
- Inform management of all instances of illness and injury (mental and physical) to ensure that appropriate internal and external support systems are provided.

### **4.3: Policy**

Arcady Hall will:

- Ensure, so far as is reasonably practicable, the health and safety of our community by providing and maintaining a safe environment.
- Ensure that risks to residents are eliminated or mitigated to the extent it is reasonably practicable to do so.
- Provide opportunities for residents to raise concerns and participate in processes to improve health and safety.
- Ensure the safety of visitors to Arcady Hall as far as reasonably practicable.
- Provide appropriate information on emergency procedures and any risks to which residents and visitors may be exposed.
- Ensure accurate recording and reporting of incidents to enable health and safety to be managed appropriately and appropriate follow-up action taken.
- In accordance with Section 9.2(h) of its Partnership Agreement with the University of Canterbury (UC), report to UC any notifiable event (as defined in the Health and Safety at Work Act 2015).

Residents will:

- Comply with relevant health and safety legislation, regulations, standards, and guidelines, including Arcady Hall rules, safety procedures, and instructions, and UC statutes, regulations, and policies.
- Participate in health and safety training, such as Evacuation Drills.

- Observe safety procedures and report identified risks so they can be proactively managed to prevent incidents.
- Be responsible for visitors brought onto Arcady premises including:
  - Obtaining prior approval for any overnight guest from the Principal.
  - Informing all guests of Arcady's rules and ensuring they comply with them.
  - In the event of an evacuation, ensuring their visitor(s) follows evacuation procedures and is accounted for.

**Last reviewed: September 2024**

## 5. RESIDENT SAFETY, HEALTH AND WELLBEING POLICY

### 5.1: Purpose

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

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

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

### 5.2: Responsibility

Residents sometimes become unwell with seasonal illnesses and infections and/or sustain personal injuries and/or illnesses.

Arcady is responsible for:

- Ensuring 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.

### 5.2: Policy

- For the purposes of this policy illness includes physical and psychological conditions.
- Residents are asked to complete a medical form before entering Arcady. It is imperative that any relevant information is shared in confidence with Arcady to enable staff to provide the best possible care. If a condition changes during the year, residents should notify the Community Development Manager or the Principal.
- The Principal and/or 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 special dietary needs at the beginning of the year to discuss their meal requirements.
- Residents who are sick, should text or call the RA Duty Phone to arrange delivery of sick meals and additional RA welfare checks as required.
- Residents who report they are unwell, are recorded on the RA daily report. and recorded 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 the matter.
- Residents' welfare is a standing agenda item for the following weekly meetings attended by the Principal: RA meetings, House Mums' Pastoral Care meetings, and the Management Team meeting. Residents' privacy is paramount; personal information is shared strictly on a 'need to know' basis to support residents' safety and wellbeing. A support plan will be discussed and agreed upon by Management for residents identified at the various meetings as possibly requiring assistance.
- Staff who need to know in the first instance of students who are unwell are the Principal, the Assistant Principal, the Community Development Manager, and the Operations Manager – all of whom have resident welfare responsibilities and 24/7 on-call duties as a key component of their role.
- RAs conduct weekly in-person welfare checks with the residents for whom they are directly responsible; all residents are expected to engage in this process. Welfare checks enable staff to ensure the safety and wellbeing of all residents and meet compliance expectations under the New Zealand Student Pastoral Care Code. Welfare check reports are recorded in the online REACH student management system and students of concern are followed up by the Community Development Manager and/or Principal.

### **Referral to an External Agency**

- In the event of serious staff concern over a resident's personal safety and well-being Hall Management reserve the right to contact that resident's parent(s)/legal guardian(s). The resident will be advised of this decision prior to contact being made with their parent(s)/legal guardian(s).
- In accordance with Section 9.2 (g) of its Partnership Agreement with UC, the Principal will report any resident of significant concern to the UC Student Care team and/or to the University's 'Students at Risk' Committee for appropriate follow-up by UC Health Centre and other relevant UC student support services. Arcady staff will also continue to support the resident.
- Residents who are experiencing 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.

### **Suspension from the Hall for Health Reasons**

- A resident who has suffered a significant adverse health episode or injury, or who is experiencing severe, chronic health problems may require a level of care greater than the Hall can reasonably provide. In the event of serious concerns about a resident's safety and well-being, Management reserves the right to require the resident to leave the Hall.

- 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 contacts or family as soon as possible. Individual circumstances will be taken into account.
- A resident who has been suspended from 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.

**Last reviewed: September 2024**

## 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.

### 6.2: General Information

#### Communication

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

**Emergency Contact Numbers** – for saving in your mobile phone

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

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

#### First Aid

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

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

### 6.3: Fire

In the event of discovering a fire at Arcady:

- Keep calm.
- Activate the nearest alarm.
- Alert any people in the immediate area of the fire.
- Immediately move away from the fire or any smoke using the nearest exit to go to the assembly point, which is the grass area between the Oaks building and Waimairi Road.
- Dial 111. Give the building name and Arcady's address (90 Waimairi Road, Ilam).
- If the building is occupied, follow Arcady's fire evacuation procedure as advised by Building Wardens and Arcady staff.
- Do not stop to collect belongings.
- Ensure the people you are with are accounted for.

- Use a fire extinguisher only if it is available and it is necessary to save life, or where the fire is small and able to be controlled easily.
- Do not return to the building for any reason until emergency services indicate it is safe to do so.

#### 6.4: Earthquake

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

#### 6.5: Evacuation Procedures

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

#### 6.6: Lock Down

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

- Staff will notify residents by electronic messaging using the REACH App and text message.

- Staff, residents, and visitors 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/in corridors (away from doors and windows) until the all-clear is given.

### **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.
  - Affected residents should text the RA duty phone to arrange sick meals and daily welfare checks.
  - Affected resident(s) should be seen by UC Health Centre or another GP to identify/confirm the cause of sickness.
  - Contact Healthline (Tel: 0800 28 29 26) and /or UC Health Centre (Tel: 03- 369 4444) for further advice and assistance if the resident becomes very unwell.
  - Arcady will notify residents of appropriate restrictions and requirements e.g. wearing of surgical face masks in Arcady and physical distancing designed to minimise risk of transmission. Staff will also wear appropriate protective clothing. These rules will be subject to change at any time depending on circumstances and government guidelines.

**Last reviewed: September 2024**



## 7. CRITICAL INCIDENT RESPONSE POLICY

### 7.1: Purpose

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

### 7.2: Responsibility

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

The Hall's Critical Incident Management Policy provides detailed guidance for staff, outlining specific actions to be followed in the event of different types of serious incident. This Policy is reviewed annually.

The residential halls are part of the wider University of Canterbury (UC) community, whose personnel are trained to respond to serious incidents. The support of the UC Security personnel will therefore be enlisted immediately as a priority response to any serious incident (defined by UC as a Level 3 or Level 4 incident).

### 7.3: Policy

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

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

- An incident of a serious nature that occurs in a residential hall is likely to be responded to initially by one or more resident(s), Residential Assistant(s) (RAs), or staff member(s).
- Any person(s) who witnesses a violent, serious incident e.g. knife/shooting/physical attack, should move to a safe space immediately. If they are a resident, they should immediately notify a staff member via the REACH App or the RA duty phone, or in person.
- Any person who witnesses a serious accident, or injury should clear the immediate area. If they are a resident, they should immediately 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 on 0800 823 637.

- UC Security staff will contact the staff within Arcady ensuring they are aware of the incident. UC Security staff will respond to the incident.
- 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 will have the following information readily available:
  - Site maps and site plans of Arcady.
  - Building and room occupants' details, home phone numbers, mobile phone numbers and contact details of each student and emergency contacts.
  - Folders prepared with this information are lodged for ready access with the Office, the Principal, the Assistant Principal, the Operations Manager, the Community Development Manager. and the Residential Assistant Office. Site keys have already been lodged with UC Security Office staff.
- UC Counselling and Support services will be available to the community afterward.
- Media management is a separate and necessary area for consideration. In the event of media attention (reporters), residents and staff must not respond to questions but refer such questions, including possible outcomes of events, directly to the Principal. Residents should not post details of a critical incident occurring at Arcady on social media.

**Last Updated: September 2024**

## **8. ACADEMIC SPECIAL CONSIDERATION POLICY**

### **8.1: Purpose**

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

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

### **8.2: Responsibility**

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

### **8.3: Policy**

- Residents are encouraged to notify UC of illness through the University Health Centre, as the Centre provides medical certificates and distributes the required forms as soon as possible to relevant University academic staff.
- Residents need to complete the online application form for Special Consideration for Assessment (Missed Exam/test or Impaired Performance). Applications must be submitted within five days of the relevant test/exam. For more details see: <https://www.canterbury.ac.nz/study/special-consideration/how-to-apply/>
- Residents should contact the relevant Course Organiser directly via email or in person if they require an extension to an deadline for submission of an essay, or other written assignment.
- Residents are encouraged to contact the Principal if they need further advice or assistance with their application for special Consideration or an assessment submission deadline.. If appropriate, the Principal will provide written support for a student's Special Consideration application.
- The Principal will also help individual students to lodge an appeal if there are genuine concerns that justice has not been achieved or that the process does not appear to have been fairly applied.
- This policy will be reviewed annually but will remain subject to change as UC changes its policy on student Special Consideration.

**Last updated: September 2024**

## 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 their 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. Examples of actions that may be regarded as bullying can be found below but bullying is not limited to these examples.

**Harassment** is defined as unwelcome, unsolicited, and unreciprocated behaviour by a person or group that may reasonably be expected to offend, humiliate, or intimidate another on the basis of race, gender, sexual orientation or otherwise.

**Sexual Harassment and 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, the demanding of sexual favours, and/or actual sexual assault. Such behaviour is considered harassment when it is unwelcome and has a detrimental effect on the recipient's ability to function normally.

Sexual harassment/sexual harm has many forms of variable seriousness. By way of example, but without limiting the scope of harassment, a person sexually harasses someone when they:

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

It is unlawful for any person to make a request of any other person for sexual contact or activity which contains an implied or overt promise of preferential treatment or an implied or overt threat of detrimental treatment. The most

extreme forms of sexual harassment are violent sexual assault and rape. These are serious crimes and will be referred to the Police.

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

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

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

### **Reporting allegations of Bullying or Harassment**

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

### **Investigation**

- Bullying or harassment complaints will be promptly and fully investigated by an appropriate person appointed by the Decision-Maker. See Arcady Resident Grievance (Formal Complaints) Policy procedure for details of this investigative process (pp. 21-22).
- Complaints of bullying or harassment are taken very seriously and, if it is found after investigation that the complaint is malicious, vexatious, or frivolous, this will constitute grounds for disciplinary action against the complainant.

### **Appeals Process**

- All parties may appeal the outcome of a bullying or harassment complaint process to the Arcady Board of Trustees. They should write to the Secretary of the Board, via an email to [office@arcadyhall.org.nz](mailto:office@arcadyhall.org.nz) setting out the reasons for their appeal. The Board 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.

**Last reviewed: September 2024**

## **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. Harmful sexual behaviour constitutes behavioural misconduct and is unlawful.<sup>1</sup>

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 or direct 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.

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

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<sup>1</sup> Relevant New Zealand legislation includes Crimes Act 1961, Human Rights Act 1993; Harassment Act 1997, Harmful Digital Communications Act 2015)

## 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.

**Harmful Sexual Behaviour** 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 Harassment:** Unwelcome sexual advances or requests for sexual favours, or other unwelcome behaviour of a sexual nature, which is repeated, or is serious enough to have a harmful or detrimental effect.

Sexual Harassment can take many forms and may be physical, verbal, or occur online. It includes behaviour that may be considered an offence under criminal law such as stalking and image-based abuse.

It is also unlawful for any person to make a request of any other person for sexual intercourse, sexual contact, or other form of sexual activity which contains an implied or overt promise of preferential treatment or an implied or overt threat of detrimental treatment.

It is also unlawful for any person to use language of a sexual nature (whether written or spoken), visual material of a sexual nature, or by physical behaviour of a sexual nature to subject any other person to behaviour and/or material that:

- is unwelcome or offensive to that person; and
- is either repeated, or of such a significant nature, that it has a detrimental effect on that person's ability to engage in work or study activities.

Examples of sexual advances, unwelcome requests for sexual favours, or other unwelcome behaviour of a sexual nature which may amount to 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; or
- Touching or interfering with a person's clothing, such as lifting a skirt or pulling down trousers.
- Image based abuse (also known as image based sexual abuse, revenge porn or sextortion) is the name for the non-consensual taking or sharing of intimate images or video.

Sexual Harassment does not require an intention to sexually harass the other person.



**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:

#### Sexual violation

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.

#### Sexual touching

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 wearing underwear only or attempting to see someone's genitals or underwear during day-to-day activities.
- Watching someone using the toilet, showering, or bathing.
- Watching someone engaged in a sexual contact or a sexual act.

**Consent:** is an agreement between participants to engage in sexual activity. Consent should be clearly and freely communicated. It requires ongoing communication. Consenting to one 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:

- Seeking immediate help due to being unsafe, in immediate danger, or requiring urgent medical attention.
- Disclosing to understand available options and/or 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**

- 0800 823 637 or ext. 92111 (from Campus landline).
- Press the red button on one of the 13 help point towers located across campus.
- For someone who is safe, and the incident has occurred in the last 7 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.

**Disclosure:** Involves the sharing of information about harmful sexual behaviours to a member of the Hall's pastoral care team (i.e. Principal, Assistant Principal, Community Development Manager, Facilities Manager, or Residential Assistant) without making a formal complaint. There are no time limits for disclosure.

- Concerns may 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 Hall's management team. The Hall will use best endeavours to assist the victim-survivor of the alleged behaviour.
- Disclosure will not result in an investigation by the Hall. Subject to clause XX 6.3 below, no further action will be taken.
- Where disclosing involves seeking support and/or individual safety measures, the respondent will not be involved or notified.
- Where disclosing involves seeking *mutual* safety measures, the respondent will need to be identified and notified of the request so that mutual safety measures can be discussed.

Note: any agreement to such measures by a respondent party in the absence of a formal investigation shall not be considered indicative of an acceptance that harmful sexual behaviour has occurred.

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

**Formal Complaint:** 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 respondent who will need to be informed of the allegations so the matter can be investigated. This may also include individual, or mutual or interim safety measures.

- For formal complaints that could amount to sexual violation, the Hall can refer or direct the matter to the police, 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 Section 10.6 below).
- There is no time limit for making a sexual harm complaint. However, a delay reporting, can affect the Hall's ability to investigate.
- Resident complaints involving allegations of sexual harm should initially be raised with the Principal. In the event the Principal is deemed inappropriate by the complainant, the complaint should instead be raised with the Chair of the Arcady Board of Trustees, or the Deputy Chair in the event that the Chair is unavailable. Residents who wish to meet with the Chair/Deputy Chair of the Board should write to the Secretary of the Board, c/o Reception, Arcady Hall.
- All formal complaints regarding harmful sexual behaviour will be investigated in accordance with Arcady Hall's Resident Grievance (Formal Complaints) Policy (pp. 29-30 of this document) for full details of this policy.

- During a formal investigation, the Decision-Maker will assess the need for any measures of accommodation to protect the safety and wellbeing of all parties and protect the integrity of any investigation.
- The Hall's investigation process is not a substitute for a criminal investigation conducted by police.

#### Withdrawal of a Formal Complaint

- At any time throughout the process, before a decision is made, a victim-survivor/complainant may choose to withdraw their complaint. They should communicate this decision to the Decision Maker.
- In some cases, including where there is a significant risk to members of the Arcady community, the Hall may continue its investigation of the complaint. This would be determined by the Principal 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 a 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 imposed 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 respect a victim-survivor's/complainants right to confidentiality and request for no action to be taken. However, there may be circumstances where Hall staff may on some occasions have an obligation to pass on information, such as when there is perceived to be a significant risk to the safety of the person making the disclosure, or to the safety of others.
- In some cases where there is a significant risk to members of the Arcady community, a situation may warrant a formal Hall investigation or reporting to the police even if the victim-survivor/complainant has not

directly sought this. This would be determined by the Principal in consultation with the Chair of the Board of Trustees.

- Where such a decision is made, the Principal will, prior to the commencement of the investigation, or reporting to the police, discuss with the victim-survivor/complainant the reasons for this decision and steps to manage any associated risks.

## **10:7: Appendix: Support and Advice Available**

### **UNIVERSITY OF CANTERBURY: SUPPORT AVAILABLE ON CAMPUS**

#### **Campus Security**

0800 823 637 (24/7 Emergency Number)

#### **Atawhai Ākonga | Student Care**

Contact details: Tel. 03 369 3388. Email: [studentcare@canterbury.ac.nz](mailto:studentcare@canterbury.ac.nz)

#### **Rainbow Advisors**

Contact details: Tel. 03 369 1071. Email: [rainbow@canterbury.ac.nz](mailto:rainbow@canterbury.ac.nz)

#### **Māori Development Team**

Contact details: Tel. 03 369 1025. Email: [ucmaori@canterbury.ac.nz](mailto:ucmaori@canterbury.ac.nz)

#### **Pacific Development Team**

Contact details: Tel. 03 369 3410. Email: [pasifika@canterbury.ac.nz](mailto:pasifika@canterbury.ac.nz)

#### **Te Whare Hauora | UC Health Centre**

Contact details: Tel: 03 369 4444. Email: [admin-healthcentre@canterbury.ac.nz](mailto:admin-healthcentre@canterbury.ac.nz)

#### **UCSA Advocacy & Welfare**

Contact details: Tel. 03 369 0555. Email: [help@ucsa.org.nz](mailto: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](mailto: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](mailto:office@cambridgeclinci.co.nz)

### **Safe to Talk | Kōrero mai ka ora**

<https://safetotalk.nz/>

This 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](mailto: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 to other 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](mailto: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](mailto:survivor@canmen.org.nz)

**Policy last reviewed: September 2024**

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

#### **Investigation**

- Grievances will be promptly and fully investigated by an appropriate person to be appointed by the Decision-Maker.



- All investigations will follow natural justice principles to ensure they are fair and unbiased and the person(s) against whom the complaint is brought has a fair opportunity to be heard in good faith.
- That person will be spoken to immediately following the lodging of grievance and a written complaint summary will be prepared and given to both parties.
- All parties will be advised of UC and other external support services available.
- All parties may bring a support person with them to any meeting relating to the investigation.
- Within the bounds of the investigation, confidentiality will be maintained as far as possible.
- On completion of the investigation, the investigator will provide a written report and recommendations to the Decision-Maker for consideration and decision about the outcome.
- Full details of the complaint process and outcome will be communicated in writing to all parties.
- If the investigation uncovers matters that should be investigated by external regulatory agencies such as the Police, then those matters will be promptly referred to those regulatory agencies.

### **Appeal Process**

- All parties may appeal the outcome of a bullying or harassment complaint process to the Arcady Board of Trustees. They should write to the Secretary of the Board, c/o an email to [office@arcadyhall.org.nz](mailto: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.

**Last reviewed: September 2024**

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

### **12.1: Purpose**

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

### **12.2: Responsibility**

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

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

### **12.3: Policy**

- Visitors are welcome from 8:00 a.m. to 10:00 p.m. Sunday to Thursday and until midnight on Friday and Saturday, but after these times they must leave the buildings and grounds.
- Residents are responsible for the behaviour of their guest(s) as well as for any penalties incurred, damage, or loss caused by them, either at Arcady or at a Hall function 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 evacuation.
- 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 staff know who is on-site for health and safety reasons.
- There is a \$35 charge for an overnight stay. This price includes breakfast and the use of a mattress. Guests may stay for a maximum of two consecutive nights. Extra guest meals can be purchased in advance (Lunch \$15, Dinner \$20). Exceptions to the 48-hour notice rule may be made only in the case of an emergency. In such instances, residents should contact the Duty RA for emergency guest approval.
- Guests under the age of 18 are permitted to stay overnight only at the discretion of the Principal and only if their parent/legal guardian signs the Under 18 overnight guest policy.
- Overnight guests are not permitted during holidays, exams, the first two weeks of semester one, or the first week of semester two.
- Arcady reserves the right to decline requests for overnight guests without reason.

**Last reviewed: September 2024**

## **13. RESIDENT LEAVE OF ABSENCE POLICY**

### **13.1: Purpose**

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

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

### **13.2: Responsibility**

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

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

### **Policy**

- Residents should use the REACH App to inform Arcady staff of any overnight absence from Arcady, and their planned return date. They must also advise the Hall of any changes to these dates via the REACH App.
- Residents will be informed of this requirement at the start of the year. Regular reminders will also be issued throughout the year via RA floor meetings, the REACH App, and the Arcady Hall Facebook Group.

**Last reviewed September 2024**

## **14. VACATION ACCOMMODATION POLICY**

### **14.1: Purpose**

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

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

### **14.2: Responsibility**

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

### **14.3: 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 to provide accurate catering. This information can be updated 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 a public holiday/vacation period.
- 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.
- 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

**Last reviewed: September 2024**

## 15. ARCADY MEALTIMES AND DINING ETIQUETTE

### 15.1: Purpose

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

### 15.2: Responsibility

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

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

### 15.3: Policy

- Mealtimes are published in the Resident Handbook. Residents may request late dinners 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 late dinner that day). Late meals and packed lunches are not generally available during University vacations.
- Residents who are unwell should not go to the dining room. Instead, they should text the RA Duty Phone (027 474 4727) to arrange for a sick meal 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 breakfast the next day.
- The Head Chef will meet with all residents who have special dietary needs at the beginning of the year to discuss their needs.
- While mealtimes are relatively informal, there are a few requirements relating to dress and behaviour in the dining room. In summary, residents must:
  - Leave backpacks, bags, and skateboards at the entrance to the dining room.
  - Remove hats, caps, and hoods when in the dining room.
  - Wear appropriate clothing. No pyjamas, please.
  - At all times wear shoes in the dining room.
  - Ensure mobile phones are on silent mode and not used to make calls during mealtimes.
  - Be polite and respectful to dining 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, or who are rowdy or intoxicated will be asked to leave the dining room.
  - Not sit on the tables or place clothing or hats on tables; this is both unhygienic and culturally offensive.
  - Not throw or play with food.
  - Not help themselves to food from the dining hall outside of mealtimes.

- Not remove crockery and cutlery from the dining room.
- Residents may take one standard alcoholic drink with them into dinner on Friday evenings from 6.00 pm onwards. Please note that no glass bottles are allowed
- Second servings may be available, but only after everyone has had a first serving.
- Residents are not permitted to help themselves to food items e.g. fresh fruit, or milk from the dining room outside of mealtimes.

**Last reviewed: September 2024**

## **16. EXITING ARCADY AT THE END OF THE YEAR**

### **16.1: Purpose**

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

### **16.2: Responsibility**

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

### **16.3: Policy**

- Towards the end of Term 4, residents will be asked to confirm their leaving date in the REACH App. Residents must leave Arcady within 24 hours of their final UC examination or assignment deadline.
- Any resident who needs to stay beyond this date may apply in writing to the Principal to be allowed to remain in Hall beyond this date; they should provide reasons why they need to stay for longer. Permission to stay on will be granted only where there are legitimate reasons for the request.
- Before leaving, residents should arrange with their Residential Assistant (RA) or the Office for a staff member to complete their room check exit sheet.
- Residents must deposit their room keys at the Office when leaving. If the Office is closed, keys should be left in the key drop box at the Office reception.
- Residents are liable for any damage they have caused to their rooms and may also be required to pay a share of damage caused to common areas. This will be charged to their bonds (i.e. deducted from their refundable Contingency Fee) in December.
- Contingency Fee refunds (minus any deductions as per the Residential Contract) will be deposited into the supplied bank account in December. Residents are responsible for notifying the Office if their bank account details have changed during the year.
- Residents will be invited to complete an exit survey about Arcady's facilities and policies. This feedback informs future policy reviews and helps Arcady to plan and prioritise projects to ensure future residents enjoy a positive and 'home away from home' experience at Arcady Hall.

**Last updated: September 2024**



## **17. RESIDENT PRIVACY POLICY**

### **17.1: Purpose**

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

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

### **17.2: Scope**

This policy applies to all residents of Arcady.

### **17.3: Responsibility**

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

### **17.4: Policy**

- To support students' learning, Arcady requires residents under its Residential Agreement, to provide signed permission for staff to access their university examination results and to receive Analytics for Course Engagement (ACE) updates on their engagement with their courses from the University of Canterbury (UC).

### **Personal Information collected by Arcady**

- Includes:
  - The Resident's UC accommodation application form (submitted via the Star Rez database.
  - Personal and medical information provided by the Resident as part of the Arcady Residential Agreement.
  - Arcady resident welfare reports.
  - UC student ID number and course enrolment information.
  - UC Exam results and Analytics for Course Engagement (ACE) course engagement reports.

### **Use of Personal Information**

- We may use personal information for the following reasons:
  - Room allocation.
  - Billing and processing payments.
  - Marketing and promotions
  - Alumni engagement
  - Safety and security purposes.
  - Meeting legal and regulatory requirements.

- Conducting internal research and analysis.
- Providing academic and pastoral support.

### **Disclosure of personal information**

- We may disclose personal information to third parties in the following circumstances:
  - With the resident's consent, to other residents or individuals for social or community purposes.
  - In accordance with our Partnership Agreement with UC and our obligations under the Student Pastoral Care Code. In the case of significant concerns about a resident's safety and wellbeing, or serious incident, or behaviour or misconduct that may bring criminal charges, or is so serious that the Hall's security and/or reputation and/or ability to function is compromised, the University of Canterbury will be informed.
  - In the event of significant concerns about a resident's safety or student incident, or misconduct, or illegal activity, information may be shared with third parties including but not limited to nominated emergency contacts, community health providers, police, and emergency services.
  - As required by law or to protect our legal rights to law enforcement agencies, regulatory bodies, or government authorities.
  - Residents who do not want their personal information e.g. photographs to be used for Hall marketing and promotional purposes, should notify the Office.

### **Security and storage of information**

- Arcady will make every effort to keep personal records secure. Safe storage measures will include:
  - Storing non-current material in a secure room.
  - Ensuring personal data are not accessible to non-authorized persons.
  - Ensuring all electronic devices and databases containing personal information are password protected and locked when not in use.
  - Locking offices while not in use.
  - Ensuring records are not left in unoccupied workspaces.
  - Appropriately disposing of personal information no longer required.
- External organisations seeking access to information about any Arcady resident or residents must be referred directly to the Principal, who will have responsibility for any such interaction.
- In accordance with the Privacy Act 2020, residents have the right to access or update personal information about them held by the Hall. All such requests should be addressed to the Principal.
- Complaints: If any resident wishes to express concern about privacy policy breaches occurring, they should raise the concern in writing with the Principal, who will investigate the complaint and report back on the matter to the complainant and the Board within 14 days.

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

**Last reviewed: September 2024**

## **18. WITHDRAWAL POLICY**

### **18.1: Purpose**

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

### **18.2: Responsibility**

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

### **18.3: Policy**

- The Arcady contract commits residents to paying accommodation fees for the academic year (39 weeks).
- Residents who withdraw from Arcady after the 3<sup>rd</sup> Tuesday of January will be refunded accommodation fees only if a suitable replacement can be found to take over their contract, and then only for the period from when the replacement will take residence.
- Residents who withdraw from Arcady will go on a list and their rooms will be relet in the order of that list. As and when a resident's room is relet, they will be released from their contract.
- Arcady reserves the right to switch a resident's room at any time if that person is not in residence. This means that if a resident leaves Arcady and is waiting for someone to take over their contract (so still liable for fees), their room may at any point be allocated to another resident. In such cases, the resident who has withdrawn from Arcady will not be entitled to a refund.
- If a resident leaves during the year, they forfeit their Contingency Fee (i.e. bond) and remaining portion of the Residential Life Fee (calculated on a weekly pro-rata basis).
- Residents who withdraw from Arcady after the 3<sup>rd</sup> Tuesday of January due to unforeseen, extenuating circumstances may apply to Arcady Board of Trustees for early release of their contract. Applications should be made in writing 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 2024**

**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: .....

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Resident please complete:

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

.....

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

Signed.....

Dated.....