

Arcady Hall Residents Handbook 2022



WELCOME



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

We strive to provide a place that encourages the best for you, during your first year at university. We want you to balance all the fun that moving away from home brings, with the boundaries and support a hall provides.

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

Before you arrive, you should familiarise yourself with the rules. While they may seem daunting at first, they are there to facilitate a respectful environment where you can achieve both academically and personally.

Along with the staff, including the RA team, I look forward to welcoming you when you arrive at the Hall.

Yours Sincerely,
Jo Addison
Principal

MEET THE TEAM



Principal – Jo Addison



Operations Manager
– Ollie van der Pol



Community Development Manager – Jess Hardley



Office and Communications Coordinator – Jen Cave

Catering Team

Scott Townsend (Head Chef)
Sapi Withanage (Sous Chef)
Bernadette Chan Kau (Chef)
Rakesh Jerro (Catering Assistant)
Denver Jamieson (Catering Assistant)



Catering Team

Karl Krauze (Caretaker)



Housemum Team

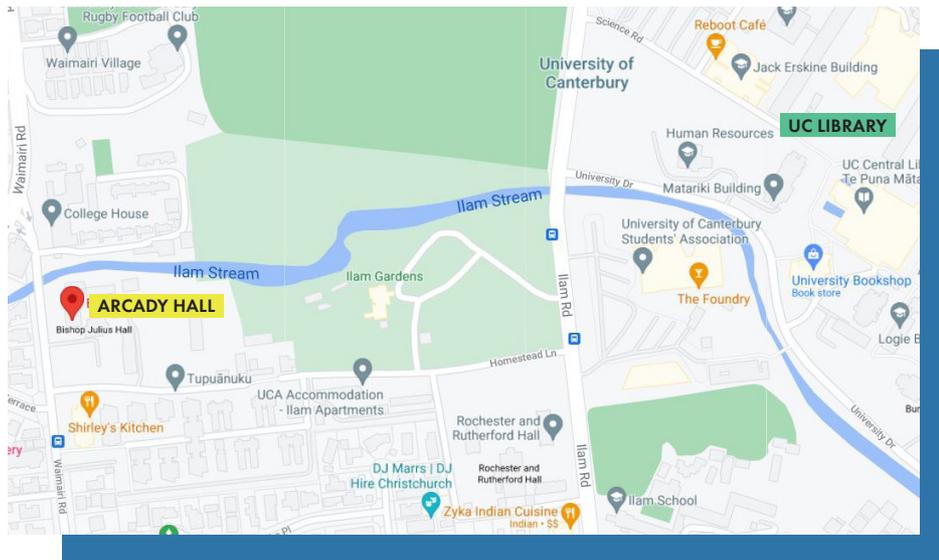
Margaret Gainsford (Head House Mum)
Sonya Holland
Dionne Kilkenny
Linda Cheung
Kanchana Attapatu
Fiona Patterson



Housemum Team

WHERE ARE WE?

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



03 364 2747

www.arcadyhall.org.nz

900m away from UC Central Library

MOVE IN DAY

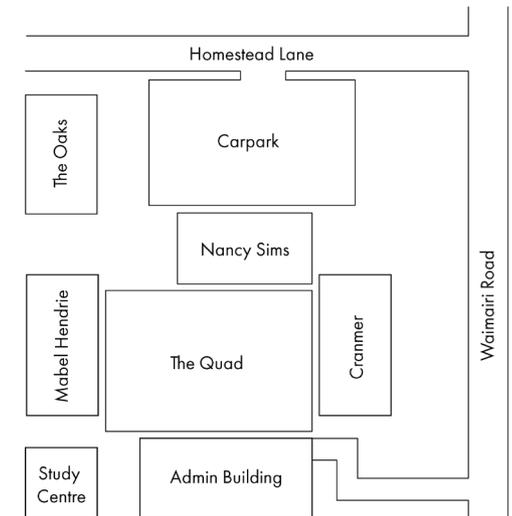
Move In Day' is Tuesday 15th February 2022. We ask you to arrive between 10am and 3pm.

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

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

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

UCSA organises its own orientation events such as Toga, Summer Stein and Mardi Gras. For those students who haven't turned 18 yet or not wanting to attend, there will be plenty of fun things to do at the Hall.



HOLIDAY PROCEDURES

1. Holiday times are quiet times at the Hall. Staffing levels may be lower than normal.
2. Meals will be reduced to 1 protein option.
3. An alcohol ban is in place for the duration of the holidays.
4. An overnight guest ban is also in place during the holidays.
5. Students will be asked to advise us of days that they intend to stay at the Hall several weeks before the holidays. This helps us with catering and planning spring cleans.
6. If students are away from the Hall they must leave their keys at the office.
7. We may also undertake some essential facilities work during these periods.

STUDENT EXPERIENCE

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

At Arcady we expect you to participate in the community, whether it be joining the Student Volunteer Army, attending our events, coming to floor meetings or competing at one of the Interhall competitions. Your 'Res Life Fee' covers a lot of these events, activities and even a Hall t-shirt.



Casino Night 2021

Inter-Hall Cultural Shield

The Inter-Hall Cultural Shield is an annual competition where you get to showcase your talent with other halls. An example of the activities included in the competition are theatre sports, music and debating. Arcady holds our own talent show as well during the year. It's a more relaxed event where all sorts of interesting talents come out of the woodwork. What is yours?

Inter-Hall Sport

Hosted by UC Sport, there are a number of sporting activities that are held throughout the year. At each event we accumulate points which contribute to the Inter Hall Sports Shield, given out at the end of the year. In the past, two of the key activities have been a sports and well-being festival with Touch, Volleyball, and Top Team and an indoor sports competition with Netball, Futsal, and Basketball.

Sport

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

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

Music

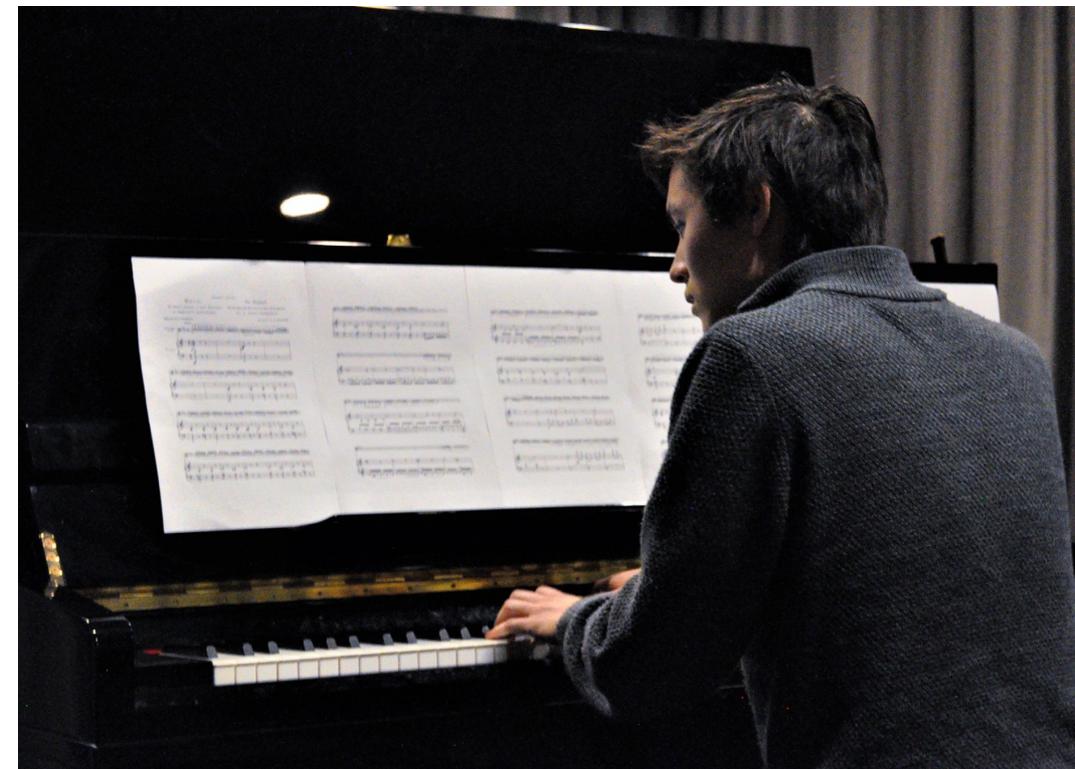
Arcady has a Music Room with an excellent practice piano and an electric drum set. There is also a piano in the Common Room which is thoroughly utilised, and we all appreciate listening to everything except chopsticks lol! At the beginning of the year, we host a meeting for musicians. This helps you meet like minded people who you might like to jam with.

Spiritual

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



Inter-Hall Sports 2021



Arcady Has Got Talent 2019

Having your friends over?

Visitors

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

Formal Overnight Guests

If you are wanting to have a guest stay overnight, it is expected that you gain approval from the Office 24-hours beforehand. This enables us to know who is on site, for health and safety reasons.

There is a \$10 charge for an overnight stay. That price includes breakfast and the use of a mattress. Guests can stay for a maximum of two nights. Extra meals can be purchased and chits will be provided (Lunch \$5, Dinner \$10). Exceptions to the 24-hour notice rule may be made in the case of emergency when you have genuinely been unable to give earlier notice. In this instance, please talk to the RA on duty. No guests under 18 are permitted to stay on site overnight unless the Principal provides an exception. Please introduce your guest to your RA on arrival.

Guest Rules – Summary

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

Restrictions on Guests

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

ACADEMIC SUPPORT

Balance + Planning = Success!

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

Academic success is more than just hitting the books. Overall wellbeing is a powerful tool to getting the most out of your brain. Sleep, nutrition, exercise, and having down time are all important aspects to consider before making your study schedule.



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

- Treat uni like a full time job and stay focused during so you have more down time in the evenings for maintaining your well-being.
- Physically attend your classes and tutorials! Save the online classes for when you are sick or cannot attend.
- Avoid distractions when you're studying – turn off your phone!
- Allow down-time to hang out with friends and unwind so that you have energy to put into the next day.
- Form your own study groups and attend tutorials from day 1 – waiting till the week before exams is too late.

Study Environment

Another key component to academic success is the environment you choose to study in. Are you more focused in your room, a secluded spot in the library or our fantastic Study Centre?

The Study Centre at Arcady is swipe accessible between the hours of 7am and 11pm. There are computers and a printer available that are connected to the University. All material on the Hall computers must conform to good taste and be in line with the ethical standards of the Hall and the University.

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

Wireless internet is available in all buildings.

Academic Progress

As a condition of the Hall, we get your academic grades released to us. We use this information to talk to you about your progress and any extra support you may need. We may also follow up with you if you've been flagged in the ACE (Analytics of Course Engagement) programme by the University. This all helps us help you!

Restrictions/Exam Periods

Study week and exam periods are a pivotal time to put all distractions aside and focus. To eliminate distractions, we have an Alcohol and Guest Ban at these times.

Tutorials

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

Observation of Quiet Hours

Quiet hours are set to facilitate an appropriate atmosphere for study. You are asked to be considerate of others and to curtail noise during these periods.

Quiet Hours:

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

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

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

Here's a few examples:

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

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



BEHAVIOUR

Alcohol

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

Alcohol Rules:

- Alcohol can only be consumed outside of Quiet Hours.
- The Common Room is the social space where students can consume alcohol. It has been fitted out with a great sound system and lights so that you can have a great time.
- Alcohol may only be consumed in your room until 7:30pm. After that you will be asked to move to the Common Room. This may happen earlier if it's impacting others.
- Alcohol Bans occur during holidays and exam periods.
- Students returning to the hall after consuming alcohol must be considerate of others and observe the rules of the Hall.
- The Principal may make exceptions to this for special events or functions.

For your safety, we do not allow spirits or glass bottles to be consumed or stored on site. Drinking games are not permitted as this encourages excessive alcohol use. Please be considerate of yourselves, your hallmates, and staff when consuming alcohol.

Drugs

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

Smoking/Vaping

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

Weapons

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

Diversity + Harassment

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

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

- Belittling remarks upon another's appearance, sexuality or religion.
- Unnecessary and unwanted touching.
- Ignoring, excluding or isolating behaviors.
- Abuse verbally, physically or online.

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

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

<https://www.canterbury.ac.nz/support/health/sexual-harassment-and-sexual-assault/>

Discipline

While the Hall expects you to respect the rights of others, the Hall has the right to discipline those who infringe on others rights or who violate the Hall's guidelines and customs. Depending on the severity, the Hall reserves the right to fine, suspend or expel residents from the Hall (or impose a lesser penalty or equivalent penalty to any one of these).

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

PASTORAL CARE

We care about each individual student that lives at Arcady and their well-being. We want to know when things are going well and when they are not. If you find that you are struggling, there are so many supports that we can offer like a listening ear or referrals to UC supports like (Student Care, UC Health, Equity and Disability Services, Counsellors, IT support, Rainbow Advisor, Maori and Pasifika teams and much more).

Please don't hesitate to whom you feel comfortable talking to including your RA, the Community Development Manager or Principal.

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

National Helpline 1737 text or call

Lifeline 0800543354

Healthline 0800 611 116

OUTLine NZ 0800 OUTLINE

Youthline 0800 376 633



Pastoral Care Code

In recent years the Government has acknowledged how important pastoral care is in student communities with the introduction of a Code of Practice. Arcady operate within this and are always looking at ways to improve our services. We welcome any feedback about how we interpret and provide for students. Any comments or questions can be raised with the Principal.

HOMESICKNESS

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

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



HEALTH

If you have any health issues or sickness during the year, please let someone know. First Aid kits are located all over the site and many staff have access to first aid equipment and are trained.

Avoid Fresher Flu

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

Make sure you are staying hygienic! That means plenty of hand washing and sanitizer will become your new best friend.

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

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

Vaccines Reminder

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

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

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

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

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

Sick Meals

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

How this works

1. Text the RA phone prior to lunch or dinner, requesting a sick meal.
2. That's it. Easy as that!

All you have to do next, is remember to text in before every meal you are requesting (you can request lunch and dinner at the same time). If you don't text the RA phone to let us know what meals you want, we will assume you are feeling better. We'd also love a text to know that you have recovered! Please note that dinner will be delivered after 6pm and there is no choice of options.

Self-Isolation

We ask that you self isolate if you have any cold or flu symptoms or have been diagnosed or suspected of having anything contagious such as glandular fever or norovirus. This means remaining in your room, despite how hard it is to stay away from your mates having a good time.

UC Health

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

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

Counselling Services

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

International Students

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



WELLBEING & KEEPING YOURSELVES SAFE

Safety

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

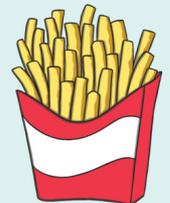
- Plan your night out and include how you are getting back to Arcady. Make sure you reserve some money in your account for an Uber. Avoid walking alone!
- When returning to Arcady, don't let anyone you don't know follow you into the building.
- Don't accept drinks you haven't watched being poured or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

Consent

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

Consent is

Freely Given
Reversible
Informed
Enthusiastic
Specific



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

COMPLAINTS POLICY

Complaints and Grievances Policy

Complaint definition: an expression of dissatisfaction

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

All complaints and grievances will be dealt with based on the following principal;

A. Each matter will be treated with the appropriate level of seriousness, depending on the nature of the concern.

B. Complaints and Grievances will be dealt with promptly.

C. For minor concerns, residents can make a complaint to an RA, one of the office team or the Assistant Principal. Complaints do not need to be in writing but will be taken seriously. Depending on the nature of the complaint, several things could happen such as;

- a. The area of dissatisfaction will be resolved.
- b. The matter is passed on to a more senior staff member or the Principal to consider/ investigate.

D. To raise a grievance, residents should contact the Principal. The student 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 Assistant Principal, Principal or Board of Governors (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 Hall community, or where there could be legal or other implications for Arcady Hall if action does not follow.

E. Grievances will be promptly and fully investigated by an appropriate senior member of management, overseen by the Principal. If the matter is considered to be of a more serious nature however, the Principal will inform the Board of Governors and an independent investigator may be appointed.



F. The investigation process will be based on the following principles:

- a. That the matter is being treated seriously
- b. It will be dealt with as promptly as circumstances allow
- c. Non-victimisation of the complainant will be ensured
- d. All parties will be supported through the process
- e. Within the bounds of the questioning required, confidentiality will be maintained All investigations will follow due process to ensure they are fair and unbiased and the person against whom the grievance is brought is afforded natural justice. 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. Following completion of the investigation, full details of the complaint process and outcome will be communicated in writing to both parties. If the allegation is found to have substance, the follow up process for the perpetrator may include education, training, counselling and/or a formal apology to the complainant if appropriate. 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. The Hall reserves the right to dismiss the perpetrator in the case of a serious incident.

In the event the resident is unhappy with the outcome of the investigation or the how the matter has been dealt with, the resident may raise this directly with the Chair of the Board of Governors.

DINING

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

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

Breakfast

Continental
Cereal, toast with spreads, yogurt, fruit.

Cooked option
Hash browns

Lunch

Main option
Pulled pork burgers

Vegetarian diets
Vegetarian subs

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

Toasted Sandwiches (make your own)
Baked beans, spreads, cheese, spaghetti, ham, salami

Baking and Fruit
Chocolate chip cupcake, bananas, apples

Dinner

Choose between
Sweet and sour pork with rice
OR
Sticky lemon chicken with rice

Vegetarian diets
Tofu and vegetable kebabs

Vegetables
Stir-fried veggies
Steamed peas

Dessert
Chocolate brownie cake

Etiquette

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

Here are some things to remember:

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

Mealtimes

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

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

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

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

Dinner: 5:20 – 6:30pm Everyday

Dinner is a cooked meal with two main options and at least three vegetables. Dessert is served every night and occasionally there is a salad bar at dinner. While the chef tries to estimate there is no guarantee that both options will be available for the whole meal service.

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

Packed Lunches

If you cannot make it to lunch, you can request a packed lunch. This must be ordered the night before, by 7:00pm. Just head into the dining room and put your name down on the packed lunches sheet. When picking up your lunch, remember to take your lunchbox or bag with you so you have somewhere to store your lunch!

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

Late Dinners

If you can't make it to dinner at the allocated time, a late meal can be put aside for you. If you are wanting a late dinner, you will need to put your name down in the Dining Room. Please note that when requesting a late dinner, you do not have the luxury of choosing what protein option you would like.

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

Feedback

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

Special diets

Special diets such as vegan, vegetarian, egg free, dairy free and gluten free can be catered for upon request. Anything outside of this should be discussed with the Hall before you apply. You'll also be emailed a questionnaire closer to the time to confirm this.

Absences from meals

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

Crockery and Cutlery

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

Seconds

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

Themed Dinners

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

UC MID-TERM & SEMESTER BREAKS

Most students like to go home during the holidays to recharge their batteries and we think that's a great idea. We use the breaks to give front line staff a much-earned rest and to get facilities work completed. For those who ask to stay during the breaks, we can provide you a full meal service but please be aware that there is a guest and alcohol ban for the duration of the holidays. The Hall survives on lower-than-normal staff numbers and is a quiet time. We have a no tolerance policy to rule breaking during the holidays.

Holiday time is when the Hall is able to give staff time to recharge and get away. As such, it is a quiet time at the Hall where no alcohol or guests are permitted. Arcady Hall understands that some students will prefer to stay on site during the holidays for various reasons like sport or work and so the Hall can offer fully catered accommodation on request.

Policy

- Residents will be asked to complete a holiday form during the term to indicate any periods they would like to stay on for. Information must be correct to allow us to provide accurate catering. This can be updated anytime at the Office.
- Staffing is reduced during the holidays to allow for RAs to have time off. As such, the site becomes dry during the holiday period. Any breach of this will result in the privilege of staying during the holidays being revoked. This also relates to coming back to the Hall intoxicated and requiring assistance.
- Day visitors are allowed but no overnight guests will be approved during that period.

ROOM ALLOCATION

Before you arrive, we send out surveys to get to know you. We'll ask you heaps of questions and try and get a good understanding of who you are and what you want out of your hall experience.

We use this information to room you with people with think you will vibe with. We try to group like-minded students with similar social expectations. So, it's super important that you are honest to help us room you correctly.

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

YOUR ROOM

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

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

Posters and Other Materials on Walls

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



HOUSEKEEPING DETAILS

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

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

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

Pets

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

Floor Kitchenettes

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

Floor Common Rooms

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

Keys

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

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

Contingency Fee

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

Wifi

The Wi-Fi is run through the University network and uses your UC login details. For better speeds, you can borrow an ethernet cable from the Office.

WHAT TO BRING

Personal Possessions

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

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

Test and Tag

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

What Not to Bring

- Toasters
- Heaters
- Grills
- Electric blankets
- No firearms, air rifles, slug guns, BB guns, water pistols, imitation firearms or the likes are permitted in the Hall.
- Empty suitcases can be stored in bedrooms. If they are appropriately named, suitcases can be stored in the floor cupboards, where space is available. We have limited space for storage. Think about bring soft luggage that can fold up!

Electric Heaters and Other Equipment

Because of the risk of fire, you are not allowed to use electric heaters, toasters, grills, microwaves, cooking appliances or electric blankets in your room. Naked flames are not permitted e.g. Candles and incense.



FACILITIES/ SERVICES

Safety

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

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

For your security we have the following in place:

- Swipe access for accommodation buildings
- CCTV: a number of areas are under 24hour camera surveillance
- 24/7 on call duty person and phone
- Window stays on all windows

Fire

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

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

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

Microwave Ovens & Kitchen Appliances

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

If you discover a fire:

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

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

Earthquake

In the event of a major earthquake:

Remain in the building. Do not go outside

- Drop, cover and hold. Stay away from windows or other items that could fall on you.
- When the shaking stops and/or fire alarm has been activated, evacuate the building promptly taking only your mobile phone, small purse and warm jacket.
- Evacuate the building using the stairwells or your nearest designated fire escape.
- Assemble at the evacuation point – corner of Waimairi Road and Homestead Lane.
- Remain at the evacuation point until clearance has been given to re-enter the buildings or await for further instruction.

- Do not wander from the evacuation point.

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

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

Lockdown

There may be the unlikely event where we go into "lock down". This involves securing all internal and external doors throughout Arcady Hall. All staff, students and visitors must stay in the buildings.

1. **Remain inside.** Move into a bedroom, draw the curtains and move away from windows. Turn phone to silent.
2. **If you are outside,** proceed to the nearest building and remain inside.
3. **Updates** will come via the Arcady Student Facebook page.
4. **Remain inside** until directed by staff.

Armed intruder

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

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

Smoke Doors

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

Roofs

No one is allowed on any roof.

Cycles

A bike storage area is provided. Please ensure your bike is also adequately locked, as the Hall does not take responsibility for security of bikes. We highly recommend a D-lock and any other precautions. Due to a limited area for storage, students can bring a maximum of 1 bike. Bikes cannot be brought inside the buildings and so expensive cycles should be left at home. Please do not cycle on the grass.

Laundry

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

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

Mail

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

(Name)

c/- Arcady Hall
90 Waimairi Road
Ilam
Christchurch 8041

Maintenance requests

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

Recycling/rubbish

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

Lost Property

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

Car Parks

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

Alumni

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

Photos and video

During your stay we'll be taking photos and videos. They are mostly used for our yearbook and internal social media channels but from time to time, we will be using these to help promote the student experience to future students. Any concerns about the usage should be raised with the Principal.

