

**AQUINAS  
COLLEGE**

# Resident Handbook 2024

**Aquinas College**

74 Gladstone Road,  
Dalmore,

**Dunedin 9010, NZ**

P O Box 56, Dunedin 9054  
New Zealand

Tel: +64 3 479 5560

Email: [aquinas.college@otago.ac.nz](mailto:aquinas.college@otago.ac.nz)

Web; [otago.ac.nz/aquinas](http://otago.ac.nz/aquinas)

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## INTRODUCTION

### NAU MAI, HAERE MAI - WELCOME TO AQUINAS COLLEGE

Discendo Sapientia is the Aquinas College motto which essentially means that your academic learning and the lessons (wisdom) learned along the way are of equal importance. At Aquinas you will have access to academic and pastoral support, a wide range of events and opportunities for participation, and a quality living environment that you can call home.

Aquinas prides itself on sense of community. We are here to help you find a healthy balance between your studies and other activities. To support you academically, we offer tutorials and seminars designed to provide you with useful skills for life at university. Our calendar of events is aimed to have something for everyone and includes competitions, themed dinners and social gatherings, volunteering opportunities and Inter-College cultural and sporting competitions to name a few.

The information in this handbook outlines the systems and regulations which are in place at Aquinas College to try and ensure a comfortable, well-maintained and safe environment. We try to provide a friendly and positive atmosphere that protects the welfare of our residents. We respect the cultural, spiritual and emotional needs of all residents, accepting of individuality. The College operates with the understanding that every resident has the right to their own personal freedom and that every resident has an obligation to respect the rights of others.

*Ngā mihi nui*

Rosemary Tarbotton  
Tautiaki/Warden of Aquinas College,  
On behalf of the Aquinas College Team





## ABOUT AQUINAS COLLEGE

Aquinas College is owned by the University of Otago and is operated through the Director of Campus and Collegiate Life Services.

The Tautiaki (Warden) is responsible to the University and reports to the Senior Warden of Colleges for the administration of the College and the welfare of the Residents.

Aquinas College is located in the suburb of Dalmore, just north of the main University Campus. Our stunning location provides glorious views over the city and out to the Pacific Ocean. The setting gives the feeling of 'escape' from campus and offers the perfect mix of home, study and a healthy lifestyle.

The College was built in 1954 by the Catholic Church and the University of Otago bought the buildings and re-opened the College in 1988.

At Aquinas, we endeavour to provide:

- A comfortable, safe environment.
- A quiet place for effective study.
- A home where discrimination against students on the grounds of gender, religion, ethnicity or sexual orientation is unacceptable; as is any form of bullying, either physically, electronically or verbally.

Concern for others, care and support are important to us. We expect our Residents to take responsibility for their own behaviour and co-operate with the guidelines so that the College will be a happy, inclusive and supportive community for all.

Accommodation at Aquinas is provided in three main living areas: The Priory, containing 41 rooms, the recently added Te Kōhaka containing 66 rooms, gymnasium, and whanau room, and Dalmore House containing 110 rooms. There is also a small "Front Flat" which has 5 rooms and "Back Flat" with 2 rooms.

As well as housing most of the residents, Dalmore House also contains tutorial and study rooms, some of our recreational areas, and the all-important dining room.

There is a new whanau room linking the 2 main buildings and the administration area is also based in the link.



## COLLEGE STAFF



**The Warden/Tautiaki (Rosemary)** is responsible for the overall management of the College and staff, the well-being and safety of the College community and welfare of individual residents. Rosemary lives onsite with her husband, Gavin, and white cat, Polly



**The Deputy Warden/Tautiaki-Piki (Luke)** is responsible for the academic support and wellbeing of the residents and works within the College pastoral care team.



**The Assistant Warden/Tautiaki Kaiāwhina (Tim)** works closely with the Deputy Warden to support residents in multiple ways. Tim has long experience in pastoral care and also looks after inter-college competitions and other events.



**The Administrator/Kaiwhakahaere (Pippa)** works in Reception Monday to Friday between 8:30 am-5:00 pm. She assists with many facets of the College, including oversight of fees and financial accounts. Pippa is available for any resident to discuss payment of fees or any other general administrative enquiry.



**The Facilities Co-ordinator (Murray)** assists with repairs and maintenance to College facilities, including any issues you may have with your room. Nothing is a problem for Murray, with any work required reported via Te Puna. Murray is generally at the College Monday to Friday during daytime hours.



**The Head Chef (Sarah)** works Monday to Friday during daytime hours. Sarah is responsible for the serving of nutritious and well-balanced menus, ensuring there is something for everyone. She and her friendly team provide the College with an outstanding catering service. Claire can be contacted if you have any special dietary requirements, or any questions.

Kaiāwhina whare (**Sub Wardens**) are members of Aquinas staff who are also students studying at the University of Otago. They all assist the senior staff in managing the Aquinas community. Aquinas Sub Wardens foster community spirit by getting to know all residents, as well as helping find solutions to academic, social and welfare issues.

Our **Sub Wardens** help to ensure we have an environment conducive to study, where everyone lives responsibly and shows consideration for others. They are tasked with confronting behaviour that breaches Aquinas and/or University regulations and if they need, or ask for, your co-operation we expect that you will respond to their requests in a timely manner.

Our Sub Wardens have a wide range of skills and knowledge, and they understand the issues you can face as a first-year student. As a team (and as individuals) they are supportive of your academic success and personal development, and they want your year at Aquinas to be a positive one. We recommend that you get to know the Sub Wardens and utilise their wealth of knowledge and support. Sub Wardens work on a rostered basis during the evenings and at the weekend, they run events, and are a good source of advice.



## TE PUNA STUDENT ACCOMMODATION PORTAL

Te Puna is our online tool to assist you while you are living in the College.

Te Puna has on it:

- Accounts – View your account and make payments.
- Maintenance – Report maintenance issues.
- Inventory - Sign off on your room inventory.
- Shopping Cart – Purchase items and event tickets.
- Time away – Let us know if you are going to be away from the College by recording your departure and return dates. This includes temporary absence during semester time and semester breaks.
- Self Service – Request a late dinner
- Check out- to record your leaving date at the end of the year.
- Please bookmark the following URL to Te Puna:

<https://College-accommodation.otago.ac.nz/StarRezPortalX>

## EDUCATION AND TRAINING ACT CODE OF PRACTICE.

Aquinas College provides services consistent with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

<https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/>

## THE ABCs OF LIVING AT AQUINAS

### ACADEMIC SUPPORT

At Aquinas College we are committed to your academic success. We will do all we can to support you with your university study, in addition to academic support provided by the University. Tutorials will be made available in a variety of subjects. Although voluntary, attendance is highly recommended, as results indicate those who attend tutorials do better in their exams.

Tutorials are often run by ex-Aquinas students who have excelled in their subject areas in previous years. We are also likely to offer other forms of academic support during the year such as study skill workshops.

- Dedicated academic support is provided by the Deputy Warden and senior staff who are able to assist you with course related questions, or advice on other academic matters. As well as being regularly available when you seek academic help, staff also organise individual meetings with you during the year focused on establishing and reviewing your academic goals.
- A condition of residence at Aquinas is that you agree to senior staff having access to your enrolment details and academic results. This information enables us to assist you in your academic progress.

### RESIDENTS UNDER THE AGE OF 18 YEARS

Anyone under the age of 18 years is not permitted to carry, store or consume alcohol within the Aquinas College community. Any resident found to be in breach of this condition will face disciplinary action. Any person supplying alcohol to any resident in this category will also face disciplinary action.

## ALCOHOL GUIDELINES

At Aquinas we promote a sensible and healthy attitude towards alcohol. If you choose to consume alcohol, you are expected to do so in a gracious, moderate and responsible manner.

We believe that choosing to not drink alcohol is a valid choice and therefore offer alcohol-free floors in which you may not store, carry or consume alcohol.

We hold the view that excessive use of alcohol is not acceptable as it can lead to self-harm, the harm of others and can even be life threatening. Any resident exhibiting concerning alcohol related behaviour, gross intoxication and/or regular signs of intoxication may be called to meet with the Warden or other Senior Staff for the purpose of education, pastoral care intervention and/or misconduct meetings.

Being under the influence of alcohol does not justify nor excuse irresponsible behaviour. At Aquinas alcohol is not considered a mitigating factor in matters of poor behaviour and residents can expect to be held accountable for their conduct. All concerning behaviour, gross intoxication and/or regular signs of intoxication will be brought to the attention of the Warden. For the purpose of education, pastoral care and/or disciplinary action, residents can expect intervention following such incidents, **with alcohol bans for a period of time being potentially implemented at staff discretion.**

If you would like to drink alcohol you may keep a moderate amount of alcohol in your room and enjoy some social time with your Aquinas friends in your room.

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### NOT PERMITTED AT AQUINAS

- ✗ Kegs
- ✗ Casks or goons
- ✗ Home brewing including beer/wine/spirit making or home brewing equipment
- ✗ Drinking games
- ✗ Apparatus associated with drinking games (e.g., funnels, yard glasses, beer pong, shot glasses)

As the items listed above are not considered consistent with moderate behaviour involving alcohol, any such items located within the College property will be confiscated and may be returned to you at the end of the period of residence or destroyed accordingly (after notification) if considered not appropriate to return. Any items not claimed will be disposed of.

The drinking of alcohol is **not permitted in hallways**, bathrooms/toilets, common areas, the top field or any other area outside, unless approved by the Warden (e.g. formal/themed dinners, significant sporting matches in the TV room, College organised social functions).

- No open vessels (No fixed lid) in hallways or stair wells, or any other area not approved by the Warden, breaches of this results in a fine of Community Service. Fines commensurate with offence and decided by the Senior Staff. A meeting with Senior Staff will also take place.

No drinking after quiet hours, **so 9:30 pm Sunday to Thursday, 10.00 pm Friday and Saturday**, unless approved by the Warden. Breaches of this may result in donations to charity as outlined above.

No alcohol is permitted at public events where Aquinas College is formally represented, unless approved by the Warden.

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### ALCOHOL FREE PERIODS

**The Warden (and other Staff as delegated) has the right to impose an alcohol-free period or an alcohol restriction, or modify the alcohol rules for any individual, group or the whole College at any time.** In general terms, an alcohol-free period means you are not permitted to drink on College grounds; possess or store alcohol on College premises; or return to College notably intoxicated.

From time-to-time alcohol free periods will be imposed. This is generally the first 5 days of O-Week, in the weeks prior to exams, and during the exam period (known as "Study-zone")

Breaches of Study Zone alcohol free period, and other alcohol free periods, restrictions results in disciplinary procedures as outlined above.

## FOR MORE INFO ABOUT SAFE DRINKING

- <https://www.alcohol.org.nz/help-advice/is-your-drinking-ok>
- <https://www.drinkaware.co.uk/advice/staying-safe-while-drinking/how-to-stay-safe-at-uni/>
- <https://www.hellosundaymorning.org>

## COLLEGE LIFE

### RESIDENTS' COMMITTEE

Early in the year, residents elect a Committee to represent the Aquinas Community. They assist with the organisation of particular events and activities. As representatives, they are also available for residents to express any ideas or issues they may have regarding the College. The Student President is elected during our first formal dinner and works with the Residents' Committee.

### COMMUNAL LIFE

Everyone has individual needs and standards when it comes to having suitable study and living environments. As a resident of Aquinas College, we expect you to:

- Show respect and consideration for other residents
- Respect College property and its furnishings
- Observe and adhere to College guidelines as set out in this Handbook; and the University of Otago Code of Conduct

Behave in a manner which does not bring Aquinas and/or the University into disrepute.

We make our best effort to accommodate the needs of anyone requesting to live with people of the same gender, but this is not always possible. And while we make our room placements with care, we cannot guarantee to place you in a room near people whose interests and lifestyle are similar to yours.

Staff work closely with residents to determine how we can all create an environment that is relaxed, comfortable and conducive to academic achievement.

### UNIVERSITY POLICIES AND PROCEDURES

As a University of Otago student, you have agreed to abide by the University's policies and procedures.

Among key documents, there are four key documents for consideration while staying in the College:

- **Code of Conduct** – The purpose of the Code of Student Conduct is to promote the University's academic aims and a sense of community through the cultivation of mutual respect, tolerance and understanding. To this end, the University expects that students will not engage in behaviours that endanger their own or others' safety and well-being. Students are expected to conform to the standards contained in this Code of Student Conduct off-campus as well as on-campus.
- **Ethical behaviour Policy** – The purpose of this policy is to promote ethical interactions between members of the University community and to provide an environment of safety, respect and dignity so members can participate fully in all aspects of University life.
- **Student Charter** – The University is committed to scholarship through excellence in teaching, research and service and to the provision of a stimulating campus environment for the development of lifelong learning skills. The purpose of the Charter is to advance those aims, to acknowledge the University's commitment to the Treaty of Waitangi and to promote good relations between the Staff and administration of the University and its undergraduate and postgraduate students.

- **Sexual Misconduct Policy** – This policy sets out options for reporting sexual misconduct and the process for responding to reported incidents of sexual misconduct.

The University reserves the right to pursue through its disciplinary procedures matters that are also being, or may also be, addressed by the legal system or under any of the above-mentioned University policies. For more information:

- <https://www.otago.ac.nz/proctor/otago670687.pdf>
- <https://www.otago.ac.nz/administration/%20policies/otago003161.html>
- <https://www.otago.ac.nz/about/otago005275.html>
- <https://www.otago.ac.nz/administration/policies/otago711781.html>

## COMPLAINTS (MAKING A COMPLAINT)

It is important that concerns or complaints by residents are addressed and resolved as quickly as possible. In order to ensure the best outcomes for everyone we aim to work in a fair and consistent manner in the resolution of issues raised.

### PROCEDURES FOR CONCERNS

Members of the community are encouraged to talk directly with a Staff member when a concern arises. However, if you do not feel this is appropriate or the concern is not resolved, you can approach the Deputy Warden or Warden.

Many issues or complaints can be resolved through informal means. All Staff are trained to resolve issues to the satisfaction of all parties. In many instances these matters will be addressed verbally, and written confirmation of an outcome may not be necessary.

We understand that sometimes matters are of such significance that informal resolution is not appropriate. In such instances a formal complaint is necessary and the appropriate procedure as detailed below will be followed.

- Any formal complaint should be addressed to or raised with the Warden of your College. Where your complaint is about or involves your Warden a complaint can be made to the Senior Warden of Colleges or, if it is about or involves that person, to the Director of Campus and Collegiate Life Services who may appoint a nominee to deal with the matter.
- When a complaint is received, the Warden or their nominee, will discuss the matter with the complainant to seek any necessary clarification before deciding the detail of the process to be followed, before determining what action, if any, should be taken. The complainant may have a support person with them during this meeting if desired.
- The Warden or their nominee will investigate the complaint. This may include contacting other members of the community or other individuals as necessary.
- Depending on the nature of the complaint the Warden or nominee may refer the complaint and or any investigation to the Senior Warden of Colleges, the Proctor or any other person as necessary.
- The complaint will be investigated with a level of formality appropriate to the nature of the concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also be entitled to have a support person during any discussion of the complaint if they wish. Details about a complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.
- The Warden (or nominee) will decide what steps will be taken as a result of the findings of the investigation.
- Complainants will be informed of the outcome of the investigation.
- If the complainant is dissatisfied with the outcome of the complaint they may write to the Director of Campus and Collegiate Life Services within seven working days, for a review of the process.

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## CONCERN FOR OTHERS

There are times where you might be worried or concerned about a fellow resident, friend or community member. We encourage you to start a conversation. You don't need to be an expert to reach out - just a good friend and a great listener.

Start a conversation with these four steps\*:

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in

We encourage you to contact any Staff member if you are worried about anyone, or you have not seen anyone for a while.

You can do this by:

- Speaking to the on-call Staff member
- Calling our 24/7 duty number: 03 479 5560
- Speaking to the Staff member at reception
- Speaking to any Staff member
- Emailing: [aquinas@otago.ac.nz](mailto:aquinas@otago.ac.nz)

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## CONSENT

In all relationship matters it is essential that mutual respect and consent is followed by both parties. All residents of the College must be very clear on the meaning of sexual consent. Complaints of sexual activity without consent will be treated as serious misconduct and investigated in line with the University's Sexual Misconduct and Response Team (SMART) Policy and/or the NZ Police.

<https://www.otago.ac.nz/administration/policies/otago711781.html>

The following are very good guidelines.

- Consent must be **CLEAR**. The absence of a no does not mean yes. Silence is not consent. No means no.
- Consent must be **COHERENT**. People who are asleep or incapacitated by drugs or alcohol cannot give consent.
- Consent must be **WILLING**. It is never given under pressure, whether that is emotional or physical manipulation or threats being used.
- Consent must be **ONGOING**. If someone consents to one sexual activity, that doesn't mean consent to all activities.

As a collegiate community you are also responsible for each other. Please look after your friends and be proactive in supporting anyone who is in potential danger or harm.

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## FOR MORE INFO ABOUT CONSENT

During the first weeks of the College year Te Whare Tāwharau will come to the College and provide the CommUNITY102 workshop. This is a workshop designed with first years in mind, to explore ideas about relationships and to learn skills to create a community that looks out for everyone.

By taking the time to learn about consent and to consider your values, you are saying that you value having a community that everyone thrives in.

You may find these of use for further information about consent:

- <https://www.youtube.com/watch?v=oQbei5JGiT8>
- <http://www.areyouok.org.nz/resources/free-resources/you-me-us-booklet/>
- [Male Survivors \(toah-nnest.org.nz\)](http://toah-nnest.org.nz)

- <https://thewalrus.ca/what-consent-means-in-the-age-of-metoo/>
- <https://www.theglobeandmail.com/opinion/metoo-young-men-and-consent/article37341952/>

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## REPORTING

The University of Otago’s sexual violence support and prevention centre is called Te Whare Tāwharau. They offer free, confidential support for any student who needs assistance and are available for walk-ins and phone support.

<https://www.otago.ac.nz/te-whare-tawharau>

If you have had an encounter or incident that leaves you feeling uncomfortable or uncertain you are encouraged to seek help and support. You can approach any member of College Staff who will treat you with respect and care. A Staff member may encourage you to seek additional assistance from the College management. You may also wish to contact a support agency.

Te Whare Tāwharau:.....	0800 479 379	NZ Police:.....	111
OUSA:.....	03 479 5332	Student Health:.....	03 479 8212
Healthline:.....	0800 611 116	OCASA Dunedin:.....	03 474 1592
Male Survivors Otago: .....	03 425 8018	Youthline .....	03 477 2461

## COVID / PANDEMIC ALERTS

The University will follow Government advice and guidelines in the event of outbreaks or changes in alert levels.

Masks: The University continues to *highly recommend the use of masks in teaching spaces and settings where physical distancing is difficult to achieve*. They can also be worn by those who feel more comfortable doing so and we would ask that decision to be respected by our community.

Standard withdrawal policy applies should you choose to withdraw from your residential agreement.

Aquinas College will act in accordance with up to date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up-to-date COVID-19 information from the University of Otago visit: <https://www.otago.ac.nz/coronavirus/>

## CYBER SAFETY AND HARMFUL DIGITAL COMMUNICATIONS

### HARMFUL DIGITAL COMMUNICATIONS

Under the Harmful Digital Communications Act 2015 it is illegal to make a visual recording, on any device, of another person without their knowledge or consent, where the recording shows them naked or partially naked or involved in any activity (e.g. showering or toileting) that involves dressing or undressing. These are known as intimate visual recordings and are illegal even if they are not shown to other people or shared on social media. Any allegation that a resident has made an intimate visual recording of another resident (or any other person) is likely to be treated as serious misconduct and if proven may result in termination of the resident’s contract with no offer being made to rehouse the resident in another College.

### CYBER SAFETY

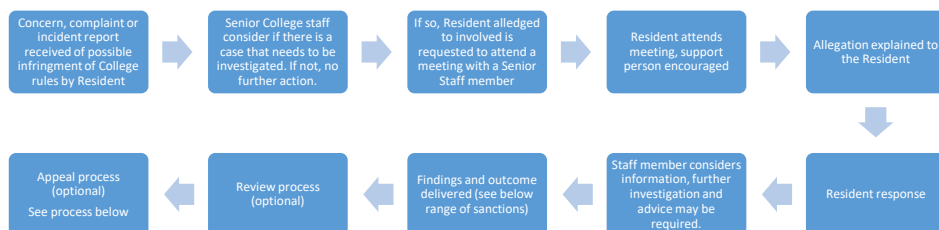
Residents are expected to comply with University of Otago guidelines regarding internet and communications usage as outlined in the Information and Communications Technology Regulations available on the University of Otago website. Residents are also required to comply with the University’s Student Code of Conduct which states that students have the right to be safe and free from harm or intimidation in their interactions with others, including interactions via electronic media.



## DISCIPLINARY PROCESS

We aim to have a community where residents respect themselves and others, a community where healthy social interactions and academic pursuits are expected. Living away from home can take some adjustment and we are here to assist you to learn the benefits of taking responsibility for yourself and your actions. The expectations, guidelines and policies we have outlined in this handbook have been developed to help everyone have a productive and safe year. Should an incident occur a disciplinary process may be worked through with you.

### DISCIPLINE



A resident is always entitled to a Support Person and to seek advice from other agencies prior, during, and after the disciplinary process. Information on support services and referral agencies is available from College Staff and is also available in this Handbook on *(insert page number)*.

Sanctions that are considered within the disciplinary process include but are not limited to:

- a) No sanction.
- b) formal and informal warnings;
- c) Requirements to undertake work and/or attend programmes, counselling, or medical appointments; movement restrictions; referrals to Police or to the University Proctor.
- d) fines, and reparation (including those made on groups of which the resident is a part, where individual responsibility cannot be attributed) and directions to make reparation to third parties;
- e) restrictions on activities, including alcohol bans, and non-association or non-attendance requirements;
- f) Protective measures within the College to address any safety concerns.
- g) suspension of the right of residence, or termination of the contract neither of which shall affect a resident's ongoing liability for fees.

\*if the incident alleges sexual misconduct, the College will follow procedures and guidelines contained in the University of Otago's Sexual Misconduct Policy:

<https://www.otago.ac.nz/administration/policies/policy-collection/sexual-misconduct-policy>

This may involve the implementation of protective measures within the College to address any safety concerns. Any formal investigation by the University in relation to sexual misconduct will be conducted by the University Proctor or their appointee, not by the College Warden. In such instances, when considering whether there has been a breach of college rules, the College may open a Resident Serious Misconduct Discipline Procedure and rely upon the findings of the University investigation.

Where a Member faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for the Member to remain in the College while the matter is considered, the Head of College may suspend the Member from the College until such time as it may be appropriate to return to the College. In certain instances, in the best interests of the College community and/or the Member/s concerned and irrespective of the nature of the suspended Member's role in an incident, it may be inappropriate for the Member to return to the College in which case their Accommodation Agreement will be terminated.



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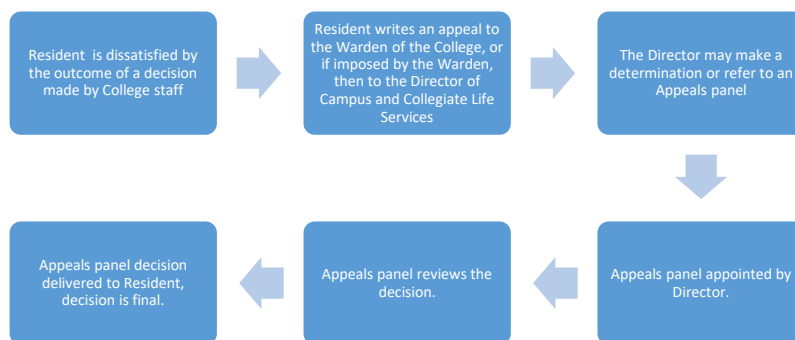
## APPEALS

Where any decision is imposed by a person other than the Warden of the College, the Resident shall be entitled to have that decision reviewed by the Warden of College. Where a decision has been imposed by the Warden of the College, or where the resident is not satisfied with the outcome of a review performed by that person, the resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the sanction to the University's Director of Campus and Collegiate Life Services ("the Director") on the grounds that it (a) may cause significant hardship to the student; (b) may be manifestly unfair; or (c) may have been imposed without due process having been followed. An appeal shall be in writing and set out the grounds the resident relies on for the appeal.

The Director may determine any appeal as he or she thinks fit, or, in his or her absolute discretion, may refer the matter to an Appeals Panel for determination. Each Appeals Panel shall comprise not less than three persons appointed by the Director. An Appeals Panel shall regulate its own procedure and its decision on any matter shall be final.

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## APPEAL PROCESS



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## MAKING A COMPLAINT

It is important that concerns or complaints by members of our community are addressed and resolved as quickly as possible. In order to ensure the best outcomes for everyone we aim to work in a fair and consistent manner in the resolution of issues raised.

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## PROCEDURES FOR CONCERNS

Members of the community are encouraged to talk directly with a Staff member when a concern arises. However, if you do not feel this is appropriate or the concern is not resolved, you can approach the Deputy Warden or Warden. Many issues or complaints can be resolved through informal means. All Staff are trained and permitted to resolve issues to the satisfaction of all parties. In many instances these matters will be addressed verbally and written confirmation of an outcome may not be necessary.

We understand that sometimes matters are of such significance that informal resolution is not appropriate. In such instances a formal complaint is necessary and appropriate procedure as detailed below will be followed.

- Any formal complaint should be addressed to or raised with the Warden of your College. Where your complaint is about or involves your Warden a complaint can be made to the Senior Warden of Colleges or, if it is about or involves that person, to the Director of Campus and Collegiate Life who may appoint a nominee to deal with the matter.
- When a complaint is received, the Warden or their nominee, will discuss the matter with the complainant to seek any necessary clarification before deciding the detail of the process to be followed before determining what action, if any, should be taken. The complainant may have a support person with them during this meeting if desired.
- The Warden or their nominee will investigate the complaint. This may include contacting other members of the community or other individuals as necessary.

- Depending on the nature of the complaint the Warden or nominee may refer the complaint and or any investigation to the Senior Warden of Colleges, the Proctor or any other person as necessary.
- The complaint will be investigated with a level of formality appropriate to the nature of the concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also be entitled to have a support person during any discussion of the complaint if they wish. Details about a complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.
- The Warden (or nominee) will decide what steps will be taken as a result of the findings of the investigation.
- Complainants will be informed of the outcome of the investigation.
- If the complainant is dissatisfied with the outcome of the complaint they may write to the Director of Campus and Collegiate Life Services within seven working days, for a review of the process.

## DIVERSITY

The Aquinas College community consists of a wide range of people and we respect all members of that community. Discrimination against any other human being because of age, physical disability, national origin, sexual orientation, race, gender or religious affiliation is not tolerated within our multicultural community. Verbal or written abuse, abuse by imagery, threats, intimidation, violence or other forms of harassment against any member of our community will not be accepted.

- Aquinas College fosters an inclusive community and has a zero tolerance policy to any discrimination against others on the basis of gender, age, disability, nationality, sexual orientation or religion.
- We do not tolerate any form of harassment, abuse (including via electronic media), assault or anti-social behaviour.
- Examples of behaviour we deem to be anti-social include name-calling, derogatory comments, abusive language, disruptive or abusive behaviour, any form of physical violence, sexual assault, sexual harassment.
- Aquinas College and the University of Otago view harassment, discrimination, and anti-social behaviour very seriously. Any case of such behaviour may be reported to the University Proctor and/or University Mediator and /or to the Police.

Aquinas College Staff members are able to support you in all manner of things. We consider our Staff team to be safe, well trained and experienced. If you need help, are not sure where to get help, want to talk about something that has happened to you, or you would like to talk about something that you are worried about, feel free to talk with one of us. Of course we also always welcome a good old chat, so don't be afraid to drop in to see us.

## CONFIDENTIALITY

As a resident you should be aware that study, behaviour, and health matters are not confidential to individual Staff members, but to the Staff team. You should expect that individual Kaiāwhina whare (Sub-Wardens) will share such matters with the College management team as necessary.

The Tautiaki (Warden) of the College has concern and responsibility for the whole College, and therefore all Staff members consult with the Tautiaki (Warden) over issues with Residents. The Tautiaki (Warden) only shares personal or sensitive information on a "need to know basis" with other Staff.

Staff may suggest to residents that it would be more appropriate if some matters were shared with a professional from the Student Health Mental Health and Wellbeing team or with other outside agencies. Staff, including Kaiāwhina whare (Sub-Wardens), will treat all residents' concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Tautiaki (Warden) or other

members of the management team to contact or disclose information to relevant parties (e.g. parents/caregivers, health professionals, financial guarantors).

This may occur when:

- We have concerns regarding the health or wellbeing of a Resident.
- There is a clear or imminent danger to a resident or Staff member; including Kaiāwhina whare (Sub-Wardens).
- There have been serious breaches of the University College guidelines or policies.
- Payment of accommodation fees is in arrears.

## DRUGS AND OTHER SUCH SUBSTANCES

### ILLEGAL DRUGS

The University has adopted a zero tolerance policy in respect of the possession, use or distribution of illegal drugs by members of its Colleges while on University property or while attending a College event. Where disciplinary process establishes that the Resident has committed a breach of this policy, the contract will automatically be terminated by the Tautiaki (Warden), but this sanction may be reviewed through the appeals process below.

The process to be followed in relation to any specific incident shall be appropriate to the nature of the allegation involved and the range of penalties under contemplation, provided that in any process the Resident shall be entitled to be fairly informed of the matter of concern, and shall have the opportunity to provide a response or explanation before any penalty is imposed.

Where a Resident faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for the Resident to remain in the College while the matter is considered, the Tautiaki (Warden) may suspend the Resident from the College until the process is complete. In such circumstances, the Resident may be offered accommodation at another College but shall not be entitled to such an arrangement being made.

Where any sanction is imposed by a person other than the Tautiaki (Warden), the Resident shall be entitled to have that sanction reviewed by the Tautiaki (Warden). Where (a) a disciplinary sanction has been imposed by the Warden of the College, or (b) the Resident is not satisfied with the outcome of a review performed by that person, or (c) action is taken by the College under clause 3.1(e) of the Accommodation contract the Resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the relevant decision to the University's Director of Campus and Collegiate Life Services ("the Director"). The grounds on which an appeal may be brought under this clause are (a) that the decision will cause unreasonable hardship to the Resident; (b) that the decision was reached without giving the Resident a fair hearing, or by a process that was otherwise unfair, (c) the Resident wishes to put forward newly available information which could not have been provided when the decision was made (d) the consequences of the decision are manifestly excessive having regard to the circumstances. An appeal shall be in writing and set out the grounds the Resident relies on for the appeal.

The Director may determine any appeal as they think fit, or, in their absolute discretion, refer the matter to an Appeals Panel for determination. Each Appeals Panel shall comprise not less than three persons appointed by the Director. An Appeals Panel shall regulate its own procedure and its decision on any matter shall be final.

### LEGAL SUBSTANCES

At any given time, a substance can be classed as legal and yet it can have a serious effect on your mental and physical health, some of these are not yet known. The legality of substances is something that can change suddenly as a result of government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by the law or the College. While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the

unknown health effects they have. **Our expectation is that you will not have and drugs apart from your prescribed medication or over the counter products.** The only 'legal substance' that we allow to be used at (*insert College name*) College is alcohol and this is subject to College rules and current legislation. Any Resident found in the possession of, under the influence of or using a legal high will face disciplinary action.

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## **DRUG PARAPHERNALIA**

As we do not condone the use of illegal drugs, or legal substances, and the presence of drug utensils and/or drug related paraphernalia within our community or grounds will not be tolerated. Anyone found to be in possession of, or using such items will face disciplinary action, which may involve being suspended or excluded (termination of residence) from the Aquinas College community. Suspension or termination of residence due to possession, use or distribution of drug utensils and/or drug related paraphernalia does not affect the Resident's ongoing liability for their remaining annual Residential fees.

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## **SMOKING AND VAPING**

The University of Otago is a smoke-free and vape-free campus. This includes all (*insert College name*) College buildings and grounds. Please ensure that you follow the regulations related to smoking and vaping both at the College and in the wider University area.

## EMERGENCY PROCEDURES

### EVACUATION

Evacuation notices are posted in building foyers. Please read these and take note of instructions given by the Staff at the beginning of the year. In the event of a fire or if the fire alarm sounds, You MUST leave the building and:

- ✓ Shut window, turn off electrical equipment if it is safe to do so. Do not put yourself at risk to achieve this.
- ✓ Put on shoes and leave your door unlocked but closed
- ✓ Leave the building using either the stairway or the fire exit.
- ✓ Assemble with other members of your floor/house/ stairwell at the designated meeting area.
- ✓ Staff and/or Emergency Services will check your rooms/ houses after you have vacated them.
- ✓ Do not re-enter the building until Staff advice it is safe to do so.

Staff are trained fire Wardens and it is important that you follow their direction.

### FIRE

If you discover a Fire:

- Operate the nearest fire alarm call point;
- Ensure the Fire Service is called on 111, tell them:
- Name and address: Your name and Aquinas College, 74 Gladstone Road, Dalmore, Dunedin.
- The nature of the emergency
- Leave the building via your designated escape route.
- Report to your designated assembly area.
- Do not return to the building

### EVACUATING FROM THE MAIN BUILDING ~ DALMORE HOUSE

On floors 1 to 3, evacuation is via the North end of the Building. Once out of the building, take the safest path to the assembly area on the orange lines at the top of the car park.

On the Administration and Dining Room levels, exit the building via the closest available exit and then move to the assembly area on the orange lines at the top of the car park.

### EVACUATING FROM THE PRIORY

Exit through the main entrance, or if you cannot reach there, the Priory Kitchen, then take the safest path to the assembly area on the orange lines at the top of the car park.

### EVACUATING FROM TE KŌHAKA

Exit through the reception area then take the safest path to the orange lines at the top of the car park. Do not use the lift.

### FIRE SAFETY EQUIPMENT

All bedrooms are fitted with smoke alarms. For fire safety reasons additional **kitchen appliances, dehumidifiers, heaters or electric blankets or any other homeware appliances are not permitted within Aquinas College. For the same reason candles, incense, burners or any other item that has or requires a naked flame are not be used within any College bedroom, common space or corridor.** The smoke alarm sensors are sensitive for your protection in the event of a fire. Covering smoke detectors or sprinkler heads, tampering with the detection system or any misuse of fire equipment are all breaches of Fire and Emergency NZ regulations and will be treated as serious misconduct by the College. The sensors can be activated by hair dryers, hair straighteners and aerosol sprays. Therefore, to prevent accidental activation of the alarms, hair dryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom

areas and are not permitted to be used in bedrooms. Fire regulations require hallways and shared spaces to be kept clear. Obstruction of smoke alarms and sprinklers by clothing and personal effects is dangerous and can result in damage and/or false alarms. False alarms form the bulk of Fire and Emergency Service callouts. There is a cost for each false alarm call-out and this may be charged to the Resident, whether malicious or accidental.

## EARTHQUAKES

**DROP** down onto your hands and knees (before the earthquake knocks you down). This position protects you from falling but allows you to still move if necessary.

**COVER** your head and neck (and your entire body if possible) under a sturdy table or desk (if within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

**HOLD ON** to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. The shorter the distance to your safe place, the less likely it is that you will be injured by furnishings that become flying debris during the shaking.

Practice drop, cover, and hold in each safe place. Drop to the floor, take cover under a sturdy piece of furniture, and hold on to a leg of the furniture. If suitable furniture is not nearby, sit on the floor next to an interior wall and cover your head and neck with your arms. Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury. Practice drop, cover, and hold at least twice a year. If you are inside you should remain inside, if you are outside you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards. If you are instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from Staff or emergency service personnel.

## COLLEGE LOCKDOWN

### THREAT TO LIFE ON CAMPUS.

- The College will be locked down.
- All curtains will be closed.
- Switch your mobile phone to silent so you can make and receive communications. Switch off other electronic devices such as laptops.
- Move away from all windows and/or doors.
- Move to higher floor where practicable.
- Remain quiet.
- Follow the instructions of Senior Staff.
- Await instructions from Emergency Service.

## THREAT TO LIFE IN COLLEGE. RUN – HIDE – FIGHT

**RUN** – to a place of safety

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.

**HIDE** – if unable to run from the area, hide

- Hide in an area out of the shooters view.
- Block entry to your hiding place and lock the doors.
- Silence your cell phone.
- Turn off lights, radios, computer monitors.

**FIGHT** - As a last resort and only when your life is in imminent danger

- Attempt to incapacitate the shooter.
- Act with physical aggression using whatever items you can, throw items at active shooter or try and overpower them.

## EMERGENCY PREPAREDNESS

For emergency preparedness you must have a small personal emergency kit (grab bag) that is kept in your room as per the following recommendations:

### Minimum requirements:

- Emergency contact details – a written copy as well as next of kin listed on your cell phone
- Torch and spare batteries
- Strong outdoor shoes

### Supply of personal medications.

- Hand gel or antiseptic wipes.
- Survival blanket.
- Bottle of water.
- Muesli bars or similar energy food.
- Ministry of Education Directives and Guidelines.
- University of Otago Guidelines.

### Have close at hand and bring with you in case of an evacuation:

- Warm clothing (jacket or similar)
- Your cell phone if you have one

### Additional items that may be useful include:

- Personal toiletry items.
- Small plastic bags.
- Whistle and light sticks.
- Copies of important documents.

## PANDEMIC SAFETY

In the event of a Pandemic all Residents are expected to be prepared and adhere to:

- Ministry of Health Directives and Guidelines
- Instructions from College and University Staff
- Social Distancing Guidelines and Restrictions
- Sanitising Requirements

You should have your own medical kit and masks.

## REPORTING HAZARDS

Report non-emergency hazards to Staff. The information will be passed to the appropriate Staff member for correction. In emergency situations call 111. Always remain on the line until the emergency dispatcher has adequate information and tells you that it is OK to hang up. If your safety is threatened at the location of the telephone you are using, evacuate the area.



## FINANCIAL INFORMATION

Te Puna Student Accommodation Portal.

Te Puna is our online tool to assist you while you are living in the College.

Te Puna has on it:

- Accommodation - Apply for accommodation.
- Accounts – View your account and make payments.
- Maintenance – Report maintenance issues.
- Inventory - Sign off on your room inventory.
- Shopping Cart – Purchase items and event tickets.
- Time away – Let us know if you are going to be away from the College by recording your departure and return dates. This includes temporary absence during semester time and semester breaks.
- Self Service – Request a late dinner
- Check out- to record your leaving date at the end of the year.

Please bookmark the following URL to Te Puna: <https://College-accommodation.otago.ac.nz/StarRezPortalX>

Your fees cover the cost of your room during the academic year as per the contract period dates and no refund or reduction is available in respect of any period of absence from the College during any of the period of residence. Subletting your room is prohibited, as is having guests stay in your absence.

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### ACCOMMODATION FEES

You have a contract with the College. On acceptance to the College, an account will be established for you and your account will be charged for the full accommodation fees in January. Depending on the Payment Option chosen, all upfront instalments are due by 1 February and remaining payments payable in line with the contract payment schedule for the chosen payment option. Those who have selected Option 3 to pay for these accommodation fees which is an upfront instalment due on 1 February, followed by 36 consecutive **weekly automatic payments** from your bank account to the university in accordance with the Contract Payment Schedule for Option 3, where bank account information and payee narrative details needed to make these weekly payments to are included on the January accommodation fees invoice. Residents choosing a weekly payment option must have an automatic payment for the first payment. Payments for Option 1 and Option 2 should be made via the Te Puna Portal, where for all options, your accommodation fees account balance can be accessed via this portal, or an account statement can be requested. Messages will be sent regarding upcoming and overdue payments. College administration Staff will assist with any queries you have about your accommodation fees account.

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### EARLY DEPARTURE AND LIABILITY FOR FEES.

In the event that you leave the College prior to the end of the academic year, you are still liable for payment of your fees as per the conditions of your contract found at <https://www.otago.ac.nz/accommodation/apply-for-accommodation/terms-and-conditions/index.html>

Please read the General Conditions of Residence in a University Managed Residential College for further information about fee liability and a \$500 penalty fee that may be applied in the instance of early termination of the contact. Please note that should several residents leave the College prior to the end of their contact, a replacement resident is deemed to fill the place of the first, or next person to have vacated the College, regardless of which room this replacement resident moves into.

Where it is necessary, as a result of exceptional or unforeseen circumstances, to withdraw from College during the academic year, you must immediately give written notice of intention to withdraw to the Warden. You may be asked for any relevant supporting documentation that confirms your situation. Residents who are considering withdrawal from their programme of study are advised to meet with the Warden to discuss the situation. The Warden has discretion to apply for a waiver in cases of severe health problems, bereavement or other serious challenges. Academic failure or a desire to change your living situation are not normally grounds for release from your contract obligations. If you are thinking about leaving the College

you must see the Warden as soon as possible to discuss the situation. Any and all decisions related to contract release are decided by the Campus and Collegiate Life Services divisional office.

Reasons for possible release consideration are:

- Serious physical or mental health and well-being
- Bereavement
- Serious family crisis or emergency
- Other serious and unforeseen circumstances which prevent study continuation

Where a contract is terminated by the University, the account will be finalised and any refunds due to the resident will be actioned in a timely manner following University policy and procedures.

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## PERIOD COVERED BY COLLEGE FEES

Residential fees cover the period **Saturday, 17 February 2024 through to Sunday 10 November**, or as agreed by the Warden. If you arrive before opening day or leave after the final day of your contract, you will be charged for extra days. No refund or reduction is available in respect of any period of absence from the College during any of the period of residence, unless specially mandated by the University with regards to specific events. Subletting your room is prohibited, as is having guests stay in your absence.

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## FEES ARREARS

The University Fees Statute 2011 applies in respect of amounts due under this contract. The failure to make payment of any amounts due may have the consequences described in section 6.1 of the Statute. Any student who is in arrears with their fees, or fails to make a due payment, will be contacted (as will their guarantor). Should the problem persist, the Warden is required to notify the University. In this instance any person in arrears may:

- incur additional fees as prescribed by the University Council;
- be excluded from classes, and/or from re-enrolling until the debt is cleared;
- have the final award of qualification withheld by the Council;
- have any official record or results withheld and may not be issued with an official transcript;
- have access to the means of changing course withheld;
- have access to course materials, including materials provided electronically and other University resources and services, withheld.

Please refer to <https://www.otago.ac.nz/administration/policies/otago003199.html>

Further, the resident may also have their residency terminated i.e. be asked to leave the College. A debt collection agency will be engaged, when necessary, with collection costs being on-charged to the resident.

Please raise payment issues with administration Staff or the Warden as early as possible, this enables time to investigate the support options available to you before your study is impacted.

## EVENTS AND SOCIAL PROGRAMME


Our primary purpose is to provide you with an environment that helps you achieve your academic goals, balanced with having fun and time to relax. We run a diverse social programme throughout the year, giving you the opportunity to participate in a variety of social, cultural and sporting activities both within the College and against other Colleges.

Aquinas also has a range of common facilities available for student use including televisions, pool and table tennis tables, foosball, common rooms, pianos, and study spaces.

Issues with administration Staff or the Warden as early as possible, this enables time to investigate the support options available to you before your study is impacted.

## DINING FACILITIES & FOOD

### MEAL TIMES

	Breakfast	Lunch	Dinner
MON	7.00 - 10.00	12.00 - 1.30	5.00 - 6.30
TUE	7.00 - 10.00	12.00 - 1.30	5.00 - 6.30
WED	7.00 - 10.00	12.00 - 1.30	5.00 - 6.30
THU	7.00 - 10.00	12.00 - 1.30	5.00 - 6.30
FRI	7.00 - 10.00	12.00 - 1.30	5.00 - 6.30
SAT	8.00 - 10.00	12.00 - 1.30	5.00 - 6.30
SUN	8.00 - 10.00	11.30 - 1.00	5.00 - 6.30

**Toast:** Toast and spreads are until 10pm.

**Fruit:** Fruit is available daily

**Packed lunches:** Monday to Friday, available to be packed from 7:00 am – 9.30 am

**Late Dinners:** Available, meals must be ordered through Te Puna **before 4pm on the day of the requested meal.**

“Seconds” are available at the end of the meal service. This is at the discretion of the Kitchen Manager who will determine the amount of food left and the number of people still needing to be fed.

We offer vegan, vegetarian, gluten free, dairy free and Halal foods.

Other dietary requirements can be catered for upon request.

**PLEASE NOTE:** Packed lunches are not offered during the weekends and holiday periods.

### DINING ROOM ETIQUETTE

- Our food service is peanut free, which includes spreads such as peanut butter. We ask that peanut products are not brought into the dining room.
- An appropriate standard of dress and conduct is expected in the Dining Room at all times.
- Footwear must be worn at all times when in the dining room.
- Sitting on tables is not permitted. Please also remember that it is culturally insensitive to put clothing (including hats) on dining tables.
- The College expects residents to converse with each other in an acceptable manner.
- Residents are required to return used dishes and scrape their plates into the bins provided. All meals are to be eaten in the Dining Room unless permission has been granted by Staff.
- **The removal of crockery and cutlery from the Dining Room or Kitchen is not permitted.**

## GUESTS (VISITORS AND OVERNIGHT GUESTS)

- Overnight guests are welcome however you are personally responsible for your guest's behaviour and for ensuring they adhere to the Aquinas College regulations.
- A guest may stay a maximum of three nights and there is a charge of \$5 per night. Your guest must be signed in at Reception before 10.00 pm. If you do not sign in your guest, then they may be asked to leave.
- Any requests for guests to stay longer than three nights require prior approval from a senior Staff member. Having the guest signed in by a different resident after three days does not remove the need to seek approval.
- At certain times, particularly around exam time and on weekends where large events are happening in Dunedin, the College may not allow overnight guests, or may limit overnight guests to those given prior approval by a senior Staff member.
- If you need to borrow a mattress, you can do so free of charge. Please return the mattress when your guest leaves. Please do not leave the mattress in the bedroom or corridor as this is a fire risk.
- Guests are not permitted during certain periods of the academic year such as Study Zone, examination periods and the first week of each Semester. We also reserve the right to ban any non-resident from Aquinas College property.

Overnight guests and visitors are welcome to come for meals at the College but they must pay in advance at the reception. The following charges apply:

Breakfast.....	\$6.00
Brunch/Lunch .....	\$8.00
Dinner .....	\$10.00

## PARTNER PASSES

Residents may apply for a partner pass enabling a partner to stay at the College for up to 3 nights per week. Partner passes cost \$40 for semester and can be purchased from reception with the agreement of the Deputy Warden. The partner pass does not cover the cost of food but the partner is welcome to purchase meals as above. **The partner will sign a contract stating they will abide by the rules and regulations of the College.**

## HARASSMENT/DISCRIMINATION/ANTI-SOCIAL BEHAVIOUR

Aquinas aspires to be an inclusive community and we believe that all members of the community have the right to study and live in an environment that is free from any form of anti-social or malicious behaviour.

Bullying is any repeated unreasonable behaviour that is directed toward a person, or a group of people, that can lead to physical or psychological harm. This includes cyber bullying.

**We do not tolerate any form of harassment, abuse (including via written or electronic media, physical, spoken or published),** assault or anti-social behaviour. Examples of behaviour we deem to be anti-social includes but is not limited to: name calling; disruptive behaviour; abusive language or behaviour; any form of physical violence; unwanted physical contact; unwanted non-verbal contact; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings; stalking; sexual assault; sexual harassment, exclusion and/or derogatory comments and language. We will not accept any form of behaviour that harms, causes concern or violates a person's dignity through: bullying; harassment; abuse; coercion; intimidation; assault; or behaviour that may be deemed to be anti-social or malicious in nature.

Any proven incident of harassment may result in the offending Resident being excluded (termination of residency) from the College.

If you feel you have been subjected to any of the behaviour listed above, we recommend you take the following steps:

- ✚ make sure you are safe
- ✚ talk with a Staff member to decide if you wish to make a complaint
- ✚ seek advice and get support from a Staff member
- ✚ or you can check out the other support services available at the University of Otago at: <http://www.otago.ac.nz/services>

## HEALTH

### POSITIVE WELL-BEING AND SELF-CARE

When we think of success in a University setting, we often think of academic success alone, without pondering the individual life success stories that help lay the groundwork for wider academic success. These personal success stories are set against the background support provided by the College, and its Staff. This support and guidance can best be described using Te Whare Tapa Whā the four cornerstones of Māori well-being.

Taha hinengaro, mental and emotional well-being. College Staff are available for onsite support 24 hours a day through floor Kaiāwhina whare (Sub-Wardens) and Wardens who are professionally trained in pastoral care, with an emphasis on inclusivity in all areas. Guidance, individual check ins, and tools for successful living are provided. Mental health services are readily available, backed up by support networks and structures, whether they be in person, by phone, or online.

Taha whānau, social wellbeing. Encouraging those who attend the College to actively engage in the social aspects of College Life, getting to know others, forming friendships and bonds and participating in the many regular social activities the College provides.

Taha tinana, physical well-being. Physical well-being starts in the kitchen, with the College providing healthy and nutritious meals, working with those students with dietary requirements to create meal plans for everyone. Healthcare for everyday bumps, bruises and colds are provided by first aid trained pastoral Staff at the Colleges, with further professional health care provided through Student Health and associated University and Community Health Care providers. Provision is also made for assisting those with physical or mental disabilities, from providing wheelchair access to a location, through to study notes from Disability Information and Support and beyond. Physical wellbeing also encompasses the provision of opportunities for physical activity, with College Staff actively providing regular sporting, recreational, and cultural activities to promote a healthy, active lifestyle. These activities are typically run within and between the Colleges, and through University teams, clubs, societies and groups. Physical security is also available 24 hours a day at Colleges and on campus through Campus Watch, the Proctor, and through security and staffing provided directly at the College.

Taha wairua, spiritual well-being. Colleges are multicultural, and socially and religiously diverse, and as such there are a range of support services and guidance available to students, from the Māori and Pacific Island Centres, through Chaplaincy Services, to OUSA LGBTQIIA+ support and guidance.

From the moment students first walk through the College doors they are made to feel welcome and included in daily life at the University of Otago. Great emphasis is put on providing a safe, inclusive, and transparent environment where students have ready access to information and guidance on their rights and responsibilities. Comprehensive services and avenues for sharing and problem-solving provide the opportunity for self-care, to maintain personal health and well-being and to ensure that their safety is maintained during their stay at Aquinas College.

- If anyone is ill or has an accident, please notify Staff immediately.
- If you haven't seen your neighbour or a mate for a while, let Staff know as this resident may be ill and not willing/able to leave their room.
- Staff members are trained in first aid and all SWs have first aid kits in their rooms. First Aid supplies are also held in Reception.
- We recommend you also bring your own first aid kit with you at the start of the year.
- Parents of residents will normally be contacted in the eventuality of any serious medical emergency.

## INFECTIOUS ILLNESSES

To minimise the spread of infectious illnesses, we advise that you do not share any drinks.

If you have an infectious illness, e.g. cold or flu type symptoms, we ask that you advise a Staff member and avoid close contact with other residents. In this situation Staff may bring meals to your room and allocate an individual bathroom.

The College has sanitiser available throughout the College including in bathrooms and at the entrance to the dining room. To limit the spread of infectious illnesses, residents are strongly encouraged to regularly wash their hands and to use sanitiser.

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## COVID

During the COVID-19 pandemic Aquinas College will remain open unless closed by the Ministry of Education.

It is imperative at all levels that you advise a Staff member when you are feeling unwell and if you have COVID-19 symptoms we strongly encourage you to seek a COVID-19 test. You should follow the medical advice you receive and isolate in your room until your negative test result is returned to you. When you are isolating a Staff member will deliver your meals and check on you. Should you need anything whilst in isolation contact the Duty Phone on (*insert phone number*).

Aquinas College will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up-to-date COVID-19 information from the University of Otago visit: <https://www.otago.ac.nz/coronavirus/>

### Emergency Preparedness

For emergency preparedness you must have a small personal emergency kit (grab bag) that is kept in your room as per the following recommendations:

Minimum requirements:

- Emergency contact details – a written copy as well as next of kin listed on your cell phone
- Torch and spare batteries
- Strong outdoor shoes
- Supply of personal medications
- Hand gel or antiseptic wipes
- Survival blanket
- Bottle of water
- Muesli bars or similar energy food

Have close at hand ready to grab in case of an evacuation:

- o Warm clothing (jacket or similar)
- o Your cell phone if you have one

Additional extras that would be useful:

- Personal toiletry items
  - Small plastic bags
- Whistle and light sticks
- Copies of important documents

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## INTERNATIONAL STUDENTS UNDER 18 YEARS

In order for us to provide appropriate care for under 18 International students we follow the Special conditions for international students aged under 18 as required by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

The Code of Practice requires the University of Otago to document any transfer of care from your Residential College to any other person. Care can only be transferred to someone from whom we have approval from your parents/legal guardian.



It is also illegal under New Zealand law for those under 18 to consume alcohol.

By accepting a place in the College you agree to the following conditions until the date of your 18<sup>th</sup> birthday:

- Return to the College by 11.00 pm each evening. If you anticipate being slightly late, the College should be informed.
- If planning to stay elsewhere, you must give us sufficient notice to obtain approval from your parents. You must not stay overnight away from the College until you have approval from the College.
- No guests are to stay overnight in your room.
- No consumption of alcohol, regardless of whether consumed at the College or elsewhere.

Any under 18 international student who breaches these conditions may face a consequence as outlined in our Misconduct section or as outlined in clause 7 of the General Conditions of Residence of the accommodation contract.

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## RESIDENT WELLBEING

All Staff are responsible for your welfare during your residence at Aquinas, and you can approach any Staff member at any time with questions. Aquinas College promotes and encourages residents to address issues independently in the first instance. For example, it is expected residents will attempt to deal with noise disruptions independently before approaching Senior Staff or a SW for assistance.

- If an issue cannot be resolved among residents, the Deputy Warden, Assistant Warden and SWs are available to assist.
- In circumstances when resident behaviour or action has significantly impacted on other residents or the wider community, the Deputy Warden and/or Warden will become involved.
- This includes situations when instructions provided by Staff (including SWs) are ignored by residents. Incidents that are serious in nature may result in disciplinary action.

## ROOMS

The rooms at Aquinas College are single rooms. Room allocation is the responsibility of the Warden and room changes must have permission, and a \$50 cleaning fee will be charged. There must be a very sound reason for this permission to be granted. You will be notified of your room allocation when you arrive at the College.

In the eventuality that several residents have left the College and a new resident arrives, the replacement resident is deemed to have replaced the first person who vacated the College whether the replacement resident has moved into that particular room or not.

Your contract period extends from your date of arrival until 24 hours after your final exam. Subletting your room is prohibited, as is having guests stay in your absence. A maximum of five people (including yourself) are allowed in a bedroom at one time.

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## ROOM CHECKS

If a Staff member has serious concerns about your wellbeing and safety or that of other individuals likely to be in your bedroom, a Welfare Check will be done whereby a Staff member will visit and enter your room.

Routine checks are carried out during the year for maintenance, or other reasons but you will be given at least 24 hours' notice before the room is entered.

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## ROOM SECURITY AND INSURANCE

We recommend that your bedroom door is locked when you are out and when you are asleep. You are responsible for the contents of your room, the College will not accept responsibility for loss or damage due to theft or accident. Residents are strongly advised to ensure that their possessions are adequately covered by an all risk insurance policy.

- All residents are issued with a bedroom key, and your student ID card will provide swipe access after-hours to our premises.



- We strongly advise you to lock your room at all times and take care of your key (e.g., don't give your key to a friend). Note: insurance policies may require that bedroom doors are locked when you are not in your room.
- The replacement key cost is \$30. Lost keys compromise the College security so you must inform us immediately in this instance.
- If you are locked out of your room, a member of Staff on duty will let you in.
- The College is locked each evening at 9:00 pm. Please take your key/dot with you if you are intending to return after this time.
- Key areas are monitored by security cameras.
- Staff will not let anyone else into your room without your permission.

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## **FIRE SAFETY EQUIPMENT**

All bedrooms are fitted with smoke alarms. For fire safety reasons additional kitchen appliances, dehumidifiers, heaters or electric blankets or any other homeware appliances are not permitted within (*insert College name here*) College. For the same reason candles, incense, burners or any other item that has or requires a naked flame are not be used within any College bedroom, common space or corridor. The smoke alarm sensors are sensitive for your protection in the event of a fire. Covering smoke detectors or sprinkler heads, tampering with the detection system or any misuse of fire equipment are all breaches of Fire and Emergency NZ regulations and will be treated as serious misconduct by the College. The sensors can be activated by hair dryers, hair straighteners and aerosol sprays. Therefore, to prevent accidental activation of the alarms, hair dryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom areas and are not permitted to be used in bedrooms. Fire regulations require hallways and shared spaces to be kept clear. Obstruction of smoke alarms and sprinklers by clothing and personal effects is dangerous and can result in damage and/or false alarms. False alarms form the bulk of Fire and Emergency Service callouts. There is a cost for each false alarm call-out and this may be charged to the Resident, whether malicious or accidental.

## **ROOM CLEANING AND BED LINEN**

The bathrooms and other common areas are cleaned daily. Your cleaner will enter your bedroom at least twice weekly to vacuum and/or empty your rubbish bin. Staff at the College will give you information about the cleaners' schedule relevant to where your room is. Please help the domestic Staff by making sure you are out of bed and the room is tidy – their role is to clean, not to tidy. Cleaners are not responsible for emptying your yellow recycling buckets.

Sheets supplied by the College are laundered by the College. Clean sheets are available on a weekly basis on Sheet Change Day.

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## **PETS**

Cats, dogs, birds, rabbits, rodents, turtles, stray ducklings, lizards and any other animals may not be kept by Residents as pets, nor may they be housed, encouraged or taken into buildings. Well behaved goldfish (of the cold-water variety) may be kept in a small fish bowl. For Health and Safety reasons electrical equipment and attachments (including but not limited to filters, heaters, pumps) to the fishbowl are not permitted. Aquaria are not permitted.

If you have a service animal, please contact the Student Accommodation Centre upon completing your Accommodation Application to discuss your requirements.

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## **RUBBISH AND RECYCLING**

All rubbish is to be disposed of in the green rubbish bins at the back of the main building. Recycled material must be placed in the appropriate containers in the same area. No rubbish is to be left in the kitchens or any other common area of the College. If a resident is found to be dumping their rubbish in an area other than the green bins or recycle bins, then the resident will face disciplinary action. We encourage and expect residents to recycle all appropriate rubbish.

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## LUGGAGE STORAGE

There is room available where suitcases only can be stored. Please label them carefully before putting them in the storage area. Aquinas College is not responsible for any damage or loss to luggage that is being stored on behalf of the residents.

## MAINTENANCE

During the year, please let us know quickly if any repairs are needed so they can be fixed as soon as possible. If your room or floor needs something fixed, file a maintenance request through Te Puna.

<https://College-accommodation.otago.ac.nz/StarRezPortalX>

By sending a request you understand and agree for someone to attend your bedroom/ area of the building to begin remedying the issue in a timely manner. You are responsible for any deliberate or avoidable damage to your room whether this damage was caused by you or by your guests.

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## ELECTRICAL APPLIANCES

It is a health and safety requirement that all your electrical appliances are checked and registered as safe by a certified electrical contractor. Appliances are considered any items that are plugged into a wall outlet. **You must have all items tested prior to or once you arrive at the College. Technicians will be available at the College on a specified day to test your appliances.**

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## SMOKING AND VAPING

The University of Otago is a smoke-free and vape-free campus. This includes all Aquinas College buildings and grounds. Please ensure that you follow the regulations related to smoking and vaping both at the College and in the wider University area.

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## WEAPONS

Firearms, archery equipment, weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored, or used at the College under any circumstances. This includes any type of air rifle, including BB guns and spear/snap guns.

Any Resident (or guest) who brings any item deemed by the Tautiaki (Warden) to fall under this category will be required to relinquish the item for the duration of residence, or to permanently remove the item from College property.

The Proctor's Office has a Police approved firearm storage facility. This is for "A" category firearms only. Firearms must be personally brought into the Campus Watch office for storage. Courier delivery will not be accepted. Students are required to produce their firearms licence when dropping off or uplifting their firearms. There is no cost for this service and students can uplift their stored firearms 24/7, provided 24 hour prior notification is received.

Water pistols, if kept, must be brightly coloured plastic. These may not be used near or inside buildings and we reserve the right to remove permission for use at any time. Lost/Found Property

In the event you lose something at the College please talk with a Staff member. Similarly, if you find an item that is not yours please bring it to Staff, in Reception, as soon as possible.

We keep a lost/found property register to record items that are found or go missing. All found property is kept in a secure location and we make all reasonable efforts to locate and contact the owner. In the event of something going missing we may also direct you to the OUSA lost and found property office and/or the Police.

Any other items determined in value as being under \$50 will be kept for a minimum of one month; anything determined in value as being over \$50 will be kept for a minimum of two months. Any item of significant value (i.e. over \$500) will be reported to the police.

Clothing items that are of negligible value (e.g. socks, t-shirts etc.) will be placed in our 'Found Clothing' bin located in the main laundry. The College will advise when the bin is to be cleared and any remaining items will be donated to a local charity or destroyed accordingly.

At the end of the allotted time the property may be disposed of by one of the following methods:

- Returned to the finder (excludes Staff members)
- Donated to charity
- Recycled into the College for other residents to use, e.g. for items such as sports equipment, calculators, pens, text books etc.
- Destroyed

Any items found in your room or at the College after your departure will be treated in the above manner.

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## NOISE

Aquinas College is first and foremost a place of study and learning. Although it is to be expected that there will be a certain level of noise in an environment such as Aquinas, we expect our residents to show consideration to each other. Excessive noise is disruptive to a study environment and will not be tolerated. If a resident or Staff member asks you to minimise noise, then you must do so immediately. Disciplinary action may be taken for incidents of noise disruption and we reserve the right to confiscate alarm clocks and/or speakers/boom boxes if ongoing alarms/music is a continued cause of disturbance.

**Quiet Hours are:**      **Sunday to Thursday    From 9.30 pm**  
   **Friday & Saturday      from 10.00 pm**

We are a community built on respect and consideration for fellow residents. **The expectation is that residents will be considerate with their noise levels at all times in the College.** During quiet hours residents shouldn't disturb others (such as music, loud conversations, and noisy movement around the College). **Also, no alcohol is permitted to be consumed during these hours.** Additional noise restrictions are in place prior to and during exams.

**Breaches of these noise regulations results in:**

- 1) Community Service (Length and type to be determined by Senior Staff) and meeting with Senior Staff.**
- 2) Second infraction sees an increase in donation commensurate with offence at Staff discretion and a meeting with the Senior Staff.**
- 3) Further offences result in disciplinary action commensurate with offence at discretion of the Warden.**

**The Warden reserves the right to amend these noise regulations at their discretion.**

## STUDY AREAS

Your room is well set up for study, but you may also study in other spaces in the College:

- Tutorial rooms.
- Main Common Room.
- Dining Room (when it is not in use for dining).
- We encourage you to support each other with your academic studies. Group study can be conducted in any of the above areas.
- The University Library, Marsh Study Centre and St David Lecture Complex are other superb study facilities on campus.

## RULES AND REGS – THE BASICS EXPLAINED

- Drinking games: Are they ok? Beer Pong? Circle of death? **No, none.**
- Fines: **Community Service (Length and type to be determined by Senior Staff) and meeting with Senior Staff.**
- How many warnings are given before a fine? **None. But, we can take a ‘learning’ approach during Orientation Week.**
- Drinking in TV Room? **Yes. Thurs, Fri, Sat till quiet hours, or at Wardens discretion.**
- Moving from one room to another with open vessel ok? **No, fine of Community Service. Fines commensurate with offence and decided by the Senior Staff.**
- If caught loitering, or ball games in Hallways etc, is there a fine? **Yes, Community Service, if with open vessel, after quiet hours or above expected levels.**
- Is moving between floors or to Priory with an open vessel ok or banned? **No, fine of Community Service.**
- Is moving from own room to TV Room or Dining room during drinking hours with open vessel ok? **Same as above**
- Are there fines for vaping? How many warnings? **No warnings, vaping on premises same as smoking. \$50 for offence with increasing in fine commensurate with offence. Vape is confiscated.**
- **If seen with cover of smoke alarm \$50 fine and meeting with Warden.**
- Incense, diffuser, or similar etc. **First offence is a warning and must be packed away. Happens again? Confiscated and \$25 fine.**
- No Spirits during O Week, but allowed after O Week, Encourage responsible drinking.
- **Noise.** Quiet after 9:30pm Monday – Thursday, 10 pm Friday - Saturday and during Study Zone. After 9:30pm/10 pm or Study Zone, Rules and Regs apply. **Only five to a room**, clear hallways and no loitering, low level noise voices, speakers, etc. Fine of Community Service if breached. **With each additional offence Staff reserve the right raise the level of fine to be applied for each additional breach. Confiscation of speakers at any time.**
- **Rude to security/Staff instant fine and warden’s discretion as to punishment.**
- Damage to furniture or fittings (intentional or not). Meeting with Senior Staff, restoration and/or fine or further disciplinary action.

## STUDENT SERVICES

Our office administrator is available at Reception from 8.30 am to 5.00 pm Monday to Friday. The Deputy Warden/Assistant Warden office is staffed from 2:30 p.m. onwards and Reception may be staffed in the evenings by SWs or security Staff. SWs are also available on the weekends. If you need any assistance you can call the duty phone at any time (24 hours). The Warden, Deputy Warden and Assistant Warden operate open door policies, but are not always present in their offices and you may need to make an appointment to see them.

## WI-FI

Wireless internet access is provided throughout the College at no extra charge. The University has worked hard to ensure services are robust but the quality of internet access can be variable at times due to heavy demand.

## MAIL

Please use our postal address for all letters and our street address for parcels. Mail is delivered to the College Monday – Friday. The mail is sorted alphabetically by surname and is placed into the appropriate pigeon holes in the Foyer adjacent to Reception. Couriers deliver parcels throughout the day and these are held at Reception for security reasons. If you have a parcel you will be notified either by text message or through

Facebook. Details of the addresses are at the end of this handbook. *Please ensure you include the Suburb "Dalmore" on any online purchases and correspondence as the good folk in Mosgiel can get overwhelmed with Aquinas resident mail.*

## TRANSPORT

### FREE SHUTTLE

A free shuttle which runs to and from campus on a regular basis is available to all residents. The shuttle timetable ensures you arrive on campus for lectures on the hour. Evening transport to and from campus is also provided at set times. The timetable is displayed in the Dining Room.

### PARKING

We have approximately 20 parking spaces available onsite. Carparks cost \$22.70 per week. Carparks will be allocated on a first in first served basis. Residents wishing to park a vehicle at the College will be issued a parking permit. Vehicles not displaying a permit will be towed at the owner's expense.

## SUPPORT SERVICES

AskOtago	0800 80 80 90 (03) 479 7000	<a href="http://www.otago.custhelp.com/">www.otago.custhelp.com/</a>
Campus Watch	(03) 479 5000 0800 479 5000	<a href="http://www.otago.ac.nz/proctor/campuswatch/">www.otago.ac.nz/proctor/campuswatch/</a>
Career Development Centre	(03) 479 8244	<a href="http://www.otago.ac.nz/careers/">www.otago.ac.nz/careers/</a>
Chaplains	(03) 479 8497	<a href="http://www.otago.ac.nz/chaplain">www.otago.ac.nz/chaplain</a>
Disability Information and Support	03 479 8235	<a href="http://www.otago.ac.nz/disabilities">www.otago.ac.nz/disabilities</a>
Dunedin Public Hospital	03 474 0999	
Dunedin Urgent Doctor and Accident Centre	03 479 2900	<a href="http://www.dunedinurgentdoctors.co.nz/">www.dunedinurgentdoctors.co.nz/</a>
Healthline	0800 611 116	
International Office	03 479 7000	<a href="http://www.otago.ac.nz/international">www.otago.ac.nz/international</a>
Lifeline Aotearoa	0800 54 33 54 Text 4357	<a href="http://www.lifeline.org.nz/">www.lifeline.org.nz/</a>
OCASA Dunedin	03 474 1592	<a href="http://www.ocasa.org.nz/">www.ocasa.org.nz/</a>
OUSA- Support	0800 12 10 23	<a href="http://www.ousa.org.nz">www.ousa.org.nz</a>
OUSA Club and Socs	03 479 5960	<a href="http://www.ousa.org.nz/clubsandsocs">www.ousa.org.nz/clubsandsocs</a>
Pacific Island Centre	03 479 8278	<a href="http://www.otago.ac.nz/pacific">www.otago.ac.nz/pacific</a>
Social Impact Studio	03 479 8631	<a href="http://www.otago.ac.nz/social-impact-studio">www.otago.ac.nz/social-impact-studio</a>
Suicide Crisis Helpline	0508 82 88 65	
Student Health	(03) 479 8212 0800 479 821	<a href="http://www.otago.ac.nz/studenthealth">www.otago.ac.nz/studenthealth</a>
Student Learning Development	03 479 8801	<a href="http://www.otago.ac.nz/hedc/students/">www.otago.ac.nz/hedc/students/</a>
Te Huka Mātauraka (Maori Centre)	03 479 8490	<a href="http://www.otago.ac.nz/maoricentre">www.otago.ac.nz/maoricentre</a>
Te Whare Tāwharau Sexual Violence Support and Prevention Centre	0800 479 379 03 479 3790	<a href="http://www.otago.ac.nz/te-whare-tawharau/">www.otago.ac.nz/te-whare-tawharau/</a>
Unipol/ Recreation Services	(03) 479 5888	<a href="http://www.otago.ac.nz/recreation/">www.otago.ac.nz/recreation/</a>
1737	Text or call 1737	1737.org.nz

## OTHER IMPORTANT INFORMATION

### GETTING READY TO COME TO AQUINAS

Prior to coming to Aquinas you will need to give some thought to what you need to bring. To assist you here is an outline of what we provide and some suggestions regarding what to bring.

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#### THE COLLEGE PROVIDES:

- **Room:** King Single bed, desk, wardrobe, drawers, shelves, wall heater, mattress protector, sheets, duvet, rubbish bin and recycle bin (yellow).
- **Floor:** toilets, wash basins and showers (unisex, unless on a single-sex floor)
- **Laundry:** washing machines and dryers, irons and ironing board, clothes lines. (free but provide your own washing powder)
- The Dining Room, first floor common room, and Priory kitchenette are left open 24 hours a day and can be used for making snacks and/or hot drinks at any time. A fridge is located for residents in the first floor common room of the Main Building and in the Priory kitchenette.

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#### YOU NEED TO BRING:

- Pillow and pillowcase
- Towels, bathmats
- Washing powder
- White tack for posters and pins for pin-board
- Age ID and Community Services Card (apply online before you come!)
- Personal health and hygiene requirements
- Coat-hangers
- Personal first aid kits

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#### WE SUGGEST YOU BRING:

- Extra bedding (we supply one light duvet and cover)
- Coffee mug and small amount of crockery and cutlery
- Clothes pegs and washing basket or bucket

### 2024 OPENING WEEK

The College opens on Saturday, 17 February with the first scheduled meal being lunch. Residents will be able to move into the College between 9.00 am – 5.00 pm on each of Saturday 19th and Sunday 20th February. Any residents arriving at the College outside of these times are asked to contact the Staff to confirm arrangements.

On Sunday, 20 February there will be a welcome dinner followed by separate floor meetings, which are expected to be attended by all residents. Please keep this evening free (if you are unable to attend you will need to discuss this with College Staff).

If you are flying to Dunedin we suggest you arrange flights early to avoid disappointment. Airport shuttle buses leave from outside the front of the terminal building after most flights. Alternatively you can book ahead (bookings can be made online for most airport shuttle companies). The approximate cost is \$15 pp for a shuttle and \$100 for a taxi fare.

If parents are accompanying you, we suggest they book accommodation in the city early as well, as we do not allow family to stay in the College. Opening weekend is extremely busy for Dunedin accommodation.

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The College reserves the right to institute additional rules or regulations or change the current rules and regulations as necessary for the safety and security of the College, the Residents and the Staff. All Residents accept this fact and agree to abide by any such regulations which are changed or implemented.

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### WE LOOK FORWARD TO YOUR PRESENCE IN 2024!