



HAYWARD 192 COLLEGES

# 192 CASTLE COLLEGE STUDENT HANDBOOK 2026

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# Warden Introduction



**Nau mai, haere mai — a very warm welcome to your new home.**

This year marks an important new chapter for our communities, as Hayward College and 192 Castle College come together under one staffing team, committed to creating a space where every resident feels safe, supported and at home.

While each College retains its unique identity and is led by its own vibrant resident committees (HAYSCO and 192SCO), you will have the chance to connect across both colleges as 'HAYWARD 192' through Sports Day, the Inter-College Competition, Formal Dinners, the Ball, and a variety of community events (there should be something to suit you all). We recommend that you do get involved, as these moments are important

opportunities with which to build friendships, lasting memories and a sense of belonging.

Hayward 192 Staff have a wealth of experience and training to ease your transition from school pupil and home life to independence and academic success at Ōtakou Whakaihu Waka. You are embarking on an exciting journey and, as in all the great adventures, you may find yourself in need of help. No matter the problem, reach out, our Kaiāwhina, Senior Staff team, and Administrators can help guide you towards a solution.

Our Kaimahi are also here to encourage you to become leaders of your first year experience and will support your collective views and ideas to make your time here more meaningful. You have the power to shape how this year works for you by joining your Residential Committee (The SCOs) as the President or Vice President who are informed and supported by Floor Reps as well as Cultural, Sustainability and Events Committees – all run by Residents. Together, these leaders will listen to resident views and with support from Senior Staff, can make the changes you would like to see.

I am excited to be your Warden as we bind these two Sibling Colleges together (twinning is winning) and look forward to sharing your year ahead with great anticipation.

## **He waka eke noa**

*A canoe free for all to embark - We are all in this together.*

Ngā manaakitanga,

**Luke Lovegrove**  
**Warden**  
**Hayward 192**

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# Meet the Staff

## Tautiaki / Warden

The Tautiaki / Warden, Luke Lovegrove, has overall responsibility for Hayward 192, including overseeing the provision of pastoral care for all Residents.

## Tautiaki-Piki / Deputy Warden

Our Tautiaki-Piki / Deputy Warden oversees the College's academic programme, organises the Kaiāwhina / Sub-warden team, and provides pastoral support.

## Tautiaki-Kaiāwhina / Assistant Wardens

We have Tautiaki-Kaiāwhinas / Assistant Wardens that are responsible for event planning for both colleges, such as sporting activities, and cultural activities as well as assisting with pastoral care and a range of other tasks.

Collectively, the Tautiaki / Warden, Tautiaki Piki / Deputy Warden and Tautiaki Kaiāwhina / Assistant Warden are known as the Senior Staff. If you are asked to speak to a Senior Staff member, it is one of the above Staff that you need to talk to. All Senior Staff live on-site either in the Hayward 192 building itself or nearby.

## Kaiāwhina-Whare / Sub-Wardens

Hayward 192 has a team of Kaiāwhina-Whare / Sub-wardens (often just referred to as Kaiāwhina)

- Get to know your Kaiāwhina and the wider team as they are an invaluable source of support and knowledge. The team will be available as your first point of contact for all questions you may have about our College and the University in the first few weeks, and throughout the year.
- Kaiāwhina are involved in a wide range of duties around the College.
- One of the main situations in which you will encounter Kaiāwhina is during their evenings and weekend rounds. Evening rounds have several functions. As well as ensuring an appropriate atmosphere for study and sleep, they will be monitoring noise and checking for health and safety risks throughout the College.
- When they are not on rounds, the rostered duty Kaiāwhina will usually be found at the front desk in the College foyer. Each evening at least one of the team will be on duty from 5:00pm until 10:30pm as well as over the weekend.

## Our Wider Team

Supporting this team are our Administrator, Kitchen Staff, Facilities Co-ordinator, House Keeping Staff, and overnight Security Guards.

**192 Castle College Duty Phone Number: 021 279 4330**

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# Overview

Hayward 192 is owned by the University of Otago / Ōtākou Whakaihu Waka and is operated through the Director of Campus and Collegiate Life Services.

The Tautiaki (Warden) reports to the Kaiurungi (Director) of Campus & Collegiate Life Services and is responsible for the administration of the College and the welfare of the Residents.

At Hayward 192, 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 Hayward 192 Residents to take responsibility for their own behaviour and co-operate with the guidelines so that our colleges will be a happy, inclusive and supportive community for all.

## Diversity

The Hayward 192 communities consist 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.

## Privacy Policy

At the University of Otago / Ōtākou Whakaihu Waka, we care about your privacy. We need to collect and use personal information about the people we deal with to meet our purposes. However, we know that we have a duty to care for that information and use it lawfully, fairly and respectfully.

Please refer to the University's Privacy Statement for information about the collection and use of information about students <https://www.otago.ac.nz/administration/privacy>

## Artificial Intelligence Tools

The University may use artificial intelligence tools to assist with certain administrative tasks. All AI assisted processes are overseen by University Staff.

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# Arrival

## Arriving at the College

Hayward 192 will open on Saturday, 14 February 2026 and Sunday, 15 February 2026

Staff, including Kaiāwhina will greet you, and show you to your room, and help you settle in.

We prefer that Residents do not arrive before the College opens on Saturday 14 February.

If a resident has circumstances requiring them to arrive one or two days prior to the College opening, alternative accommodation will need to be arranged for the days outside of the contract dates otherwise, early arrival will be at the discretion of the Warden. If approved, there will be an additional cost. We cannot provide meals if the kitchen is not open.

Shuttles are available at the Dunedin Airport terminal building and can be booked ahead of time.

There are two P5 parks outside the College, but many more paid parks in close vicinity. If you use the 5-minute parks, we ask that you respect the time limit for the benefit of everyone.

Parking at Hayward 192 is limited.

**No Visitors (including parents/caregivers/whānau) are permitted to stay overnight within the first 2 weeks of the college opening.**

## Access Cards

Residents will receive an access card on arrival. This gives access to your room, and to the front door of the College. If you lose your card, there is a replacement card charge of \$20.00.

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## Academic Term Dates

[https://www.otago.ac.nz/data/assets/pdf\\_file/0030/314994/2025-2026-Timetable-Services-Week-Maps.pdf](https://www.otago.ac.nz/data/assets/pdf_file/0030/314994/2025-2026-Timetable-Services-Week-Maps.pdf)

First Semester 2026		Second Semester 2026	
Summer School Classes begin.	05/01/2026	Second semester lectures begin.	13/07/2026
Summer School exams end	19/02/2026	Mid-Semester break begins.	29/08/2026
Pre-Lim Lectures held.	20/02/2026	Second semester resumes.	07/09/2026
Formal Lectures begin	23/02/2026	Second semester lectures cease.	16/10/2026
Mid-Semester break begins.	03/04/2026	Second semester exams begin.	19/10/2026
First semester resumes	13/04/2026	Second semester exams end.	07/11/2026
First semester lectures cease	29/05/2026		
First semester Exams begin	03/06/2026		
First semester Exams end	17/06/2026		

## Te Puna Student Accommodation Portal

Bookmark the following link: <https://otago.starrezhousing.com/StarRezWeb/dashboard/165>

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


The following can be done via Te Puna:

- **Accommodation** - Apply for accommodation (in your second year)
- **Accounts** – View your account and make payments.
- **Maintenance** – Report maintenance issues.
- **Inventory** - Sign off on your room inventory.
- **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 lunch or late dinner; if you are unwell, you may also request a meal be delivered to your room (only available if you have notified us that you are unwell).
- **Check out** - To record your leaving date at the end of the year.

# Your Room

All bedrooms have the following:

<b>Bed and Bedding</b>	Bed base, mattress, mattress protector, two sheets, pillowcases (pillows not included). You will need to provide your own duvet (most beds are queen, except the female-only area where they are king single).
<b>Furniture</b>	Wardrobe, drawers, desk and chair, mirror, noticeboard, heater, lamp, rubbish bin and laundry bucket.

Bring	Don't Bring
<p><b>Study</b></p> <ul style="list-style-type: none"> <li>Computer</li> <li>Headphones</li> <li>Chargers</li> <li>Stationery</li> </ul> <p><b>Personal</b></p> <ul style="list-style-type: none"> <li>Personal first aid kit</li> <li>Mug, keep cup, cutlery, drink bottle etc</li> <li>Coat hangers</li> <li>Umbrella</li> <li>Flashlight</li> <li>Storage bins</li> <li>Blu tack</li> <li>Personal clothes, rain jacket, etc</li> <li>Additional personal items (hair dryer, personal electronic devices etc)</li> </ul> <p><b>Washing &amp; Hygiene</b></p> <ul style="list-style-type: none"> <li>Facecloths, towels and bathmats</li> <li>Personal toiletries</li> <li>Laundry Powder</li> </ul>	<ul style="list-style-type: none"> <li>Candles or Incense sticks</li> <li>Heaters</li> <li>Oil burners</li> <li>Air diffusers/purifiers</li> <li>Hot plates or cooking appliances</li> <li>Fridges (<i>most rooms contain a small fridge, except the female-only area where there is a communal fridge in the lounge area.</i>)</li> </ul> <div style="text-align: right; margin-top: 20px;">  </div>

## Linen

Residents need to bring their own duvet inners and outers, pillows and towels. The college provides sheets and pillowcases. Only bed linen supplied by the College is laundered by the College. Clean linen is available on a weekly basis, usually on a Sunday evening.

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## Room inspections

We expect that you keep your room reasonably clean and tidy throughout the year. Failure to do so may result in disciplinary action. We will check your room at certain stages throughout the year:

- Prior to your arrival.
- Colleges will conduct regular room inspections and will notify you before this takes place, prior to your departure at the end of the year.

Hayward 192 reserves the right to change room allocations during the course of the year if it is deemed necessary.

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

The Warden or delegated authority has the right of access, without prior approval, to any room at any time if the health and safety of any student at the College is at risk.

## Room Cleaning

Common areas of Hayward 192 are cleaned regularly. Your cleaner will enter your bedroom at least twice weekly to vacuum and/or empty your rubbish bin. They will also clean your bathroom once per week. It is your own responsibility to clean your fridge.

Information will be posted on your floor noticeboard giving you information about the cleaner's schedule for your floor. Please help the House Keeping Staff by making sure your room is tidy – their role is to clean, not to tidy.

## 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. Technicians will be available at the College on a specified day during O'Week to test your appliances. No cooking appliances (air-fryers, rice cookers) and jugs/kettles are allowed in your room.

## Room allocation

Room allocation is the responsibility of the Tautiaki/Warden. Prior to arriving, you will be given the chance to answer a number of questions, which will help them to decide how to allocate rooms.

Room changes are only permitted in exceptional circumstances and with approval from the Tautiaki/Warden. A small room change fee may apply when changing rooms.

The College reserves the right to change room allocations during the course of the year if it is deemed necessary.

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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.

## **Smoke Detectors**

Each room is fitted with a smoke detector which is extremely sensitive. As well as smoke, the following will also set it off: aerosol sprays, dust, water, hair straighteners, vapes and steam. Please use aerosols and hair curlers/straighteners in the bathrooms. There is a cost associated to re-setting the fire alarm. This cost may be passed on to the resident who caused the activation or from whose room was activated.

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# Food Service

Our food service in the dining room provides three meals a day and is the heart of the College and a place where community is built.

	Monday - Friday	Saturday	Sunday
Breakfast	7.00am – 10.00am	8:00am – 10:00am	8:00am – 11:00am
Lunch	12:00pm – 1:30pm	12:00pm – 1:30pm	11:30am – 1:00pm (Brunch)
Dinner	5:30pm – 6:30pm	5:30pm – 6:30pm	5:30pm – 6:30pm

## Dietary requirements

If you have a special dietary need, religious or cultural food preference, allergies or intolerances you should contact 192 Castle College to discuss your needs by contacting [192castle.college@otago.ac.nz](mailto:192castle.college@otago.ac.nz). The Food Service Team will make every reasonable attempt to manage a special diet however due to the large number of Residents it may not be possible to cater for all needs.

All lamb, beef and chicken at 192 Castle College is Halal. Foods with pork or alcohol will be labelled.

## Managing Food Allergies in College Dining

The University's colleges are committed to providing a safe, inclusive, and enjoyable dining experience for all Students. To help us support your needs, it's essential that Students with food allergies notify their College Team before arriving and continue to communicate openly once in residence. If you have a food allergy, please make sure to speak directly with a Staff Member at the dining area counter each mealtime. Special dietary meals can be provided and are prepared separately to help reduce the risk of exposure to allergens.

While our catering team follows strict food safety protocols, shared dining environments do carry some risk of cross-contamination. This can occur through shared serving utensils, accidental contact with allergens, or trace ingredients from suppliers. For this reason, Students with known allergies should avoid consuming food directly from the dining room servery.

For Students with severe allergies, it is extremely important to work closely with the College and Catering Staff to carefully plan and manage meals. This proactive partnership is the best way to reduce risk and ensure that you can fully enjoy the experience of collegiate living in a safe and supported environment.

Our Staff are well trained and here to help. By working together and maintaining open communication, we can create a dining experience that is both safe and welcoming for everyone.

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## General Dining Room Behaviour

- Please queue considerately
- Remove dishes from the table after every meal and dispose of waste considerately
- Cutlery and plates are not to be removed from the Dining Room
- Intoxicated Residents will not be admitted to the Dining Room

## Dining Room Etiquette

A clean and tidy standard of dress is required in the dining room. For health and safety reasons footwear must be worn at all times while in the dining room.

## Late Meals

Late lunches and late dinners are available every day via Te Puna, Self Service.

You can only request a late lunch or late dinner for the current day (not in advance) and need to have your request completed by 11:00am for lunch and 4.00pm for dinner.

## Packed Lunches

If you will be away from the College at lunchtime you are able to make yourself a packed lunch in the morning during breakfast hours Monday to Friday.

## Toast Time

Toast and spreads are provided 24/7

## Visitors at mealtimes

If meals are required for any visitor of Residents, the visitor's meal must be paid for in advance at reception.

Overnight guest charges include meals, the guest should come to the meal with their host resident and have their guest pass ready to show to dining room Staff.

## Sick Meals Illness

Meals can be delivered to Residents who are unwell, on request. If you or a friend is sick, notify a Staff member or call the 192 Castle College Duty Phone 021 279 4330.

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# Visitors and Overnight Guests

## Day visitors

Visitors are welcome to visit Residents in the College. **All visitors must be signed in** at reception by their host resident, and the host resident is responsible for their visitor's behavior and knows their whereabouts at all times. Visitors must depart the College by 10 pm.

There may be occasions during the year when visitor hours are reduced, or where the College does not permit visitors. When this occurs, Residents will be notified in advance.

## Overnight Guests

Permission to have an overnight guest must be obtained from a senior Staff member 24 hours prior to the guest's arrival. Current charges for overnight guests are \$15.00 per night, which includes a mattress and breakfast. The normal maximum length of stay is 3 nights – any stay of more than three nights requires approval of the Tautiaki/Warden.

## Guest Free Periods

Hayward 192 has periods where overnight guests are not allowed in the College.

In 2026, overnight guests will not be permitted on the following dates:

15 February – 23 February	O Week
14 March – 21 March	St Patrick's Day and weekend immediately prior
Other dates as may be advised	Major events or activities taking place in Dunedin (for example, some music festivals, dates still to be announced)

## Partner Pass:

Students may apply for a partner pass enabling a partner or frequent guest to stay at the College up to 3 nights per week. Partner passes cost \$75.00 per semester includes breakfast.

These guests are eligible for breakfast, additional meals will incur a cost - meal vouchers may be purchased at reception.

Any breach of College rules by holders of partner passes will be referred to senior Staff and may result in the partner pass being revoked.

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# Alcohol

Alcohol is permitted at Hayward 192. We respect the right of Residents to use alcohol responsibly within the College's alcohol rules as outlined below. The following are not allowed at Hayward 192 : kegs, drinking implements including funnels, snorkels, etc., drinking games, home brewing.

Anyone under the age of 18 years is not permitted to carry, store or consume alcohol within the College. Any resident found to be in breach of this condition may face disciplinary action. Any Resident supplying alcohol to a resident aged under 18 years may also face disciplinary action.

## Alcohol Free Periods

An alcohol free period (Study Zone) occurs at the end of each semester to aid exam focus. The College enters Study Zone approximately 2 weeks before exams begin in each semester and the College is alcohol free during this time.

The Tautiaki/Warden has the right to impose an alcohol free period on individual Residents, where appropriate, as a result of a disciplinary process.

## Alcohol Consumption Times

Unless otherwise specified, alcohol may only be consumed between 4pm and 10.00pm.

## Alcohol Consumption Locations

- Alcohol may be consumed in bedrooms (apart from on alcohol free floors).
- With prior approval from Senior Staff, alcohol may be consumed in some common spaces.
- There may be occasions where the College will run events which permit drinking in a particular common space.
- Alcohol may not be consumed in the Dining Room.
- The drinking of alcohol is not permitted in hallways, but open alcoholic drinks may be carried in hallways when moving between rooms.
- If others are drinking alcohol in your room, you are responsible for their behaviour.

## Alcohol Free Floors

There may be floors (or parts of floors) within the College that are designated alcohol free. No alcohol is to be consumed on these floors. Residents of these floors are permitted to consume alcohol (so long as they are over 18) in other parts of the College, in accordance with the alcohol rules 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>

Further information on alcohol and drug policies can be found in the Residents' Guide to Colleges.

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# College Life

## Security & After-Hours Access

Our after-hours security service is provided by Allied Security. They work 7 days a week. They will regularly conduct a routine walk-through of the College and attend to any matters that are brought to their attention.

Apart from emergencies, the only access into and out of 192 Castle College is the main front door. This is locked daily from 10pm to 9:00am (weekdays) and 10pm to 9:30am (weekends). During these times, you can access the college by swiping your key card.

**If you need assistance please call the 192 Castle College duty phone number 021 279 4330**

## Academic Support

Hayward 192 runs study sessions and tutorials throughout the year in a range of subjects, and Senior Staff may also have academic meetings with Residents. If you are in need of additional support please contact Senior Staff.

## Vehicle Parking

A small number of parks are available for hire during semesters - the cost is per University rates. Cars parked illegally will be towed away. All Residents agree to operate their vehicle in a safe and responsible manner at all times on College grounds.

## Noise

Noise can be a significant issue in a Residential College. Please be considerate of others and act upon any requests to moderate noise levels from your room to an acceptable level. Residents should always respect their neighbour's right to study and sleep.

The College should be quiet by 10.00pm every night. Quiet means that no noise should be audible in corridors, or through room walls.

Residents using speakers, televisions, computers and other such equipment should ensure that the volume is at a level that does not disturb Residents in neighbouring rooms. Residents may be required by the College to use headphones should noise be a problem. Large speaker systems are not permitted in the College. Where a resident has not complied with the above requirement, the equipment may be removed. Please be considerate of others if you return late at night.

## 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. For further information on the complaints procedure, please refer to the Residents' Guide to Colleges.

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## Harassment/Discrimination/Anti-Social Behaviour

The Hayward 192 community aspires to be inclusive. Any discrimination against another resident on the basis of gender, age, ability, nationality, sexual orientation, religious affiliation or any other reason is considered as unacceptable behaviour. We do not tolerate any form of harassment, abuse (including via written or electronic media), 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; sexual assault; sexual harassment, exclusion and/or derogatory comments and language. Both Hayward 192 along with the University of Otago views harassment and anti-social behaviour very seriously. Any case of such behaviour may be reported to the University Proctor and/or University Mediator through the University Ethical Behaviour Policy <http://www.otago.ac.nz/administration/policies/otago003161.html>

Any proven incident of harassment may result in the offending resident being excluded (termination of residency) from Hayward 192 community. 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 Kaiāwhina or Senior 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/>

We also expect that you will undertake to uphold and maintain a standard of good conduct in or at all other University of Otago residential colleges. You can expect that any behaviour or conduct that raises concern or is deemed inappropriate while present at any other University of Otago college will duly be reported to us. This may initiate a conduct process, as outlined in the Residents' Guide to Colleges.

## Communication

It is important that you check your university e-mails regularly, as this is how the College will notify you of important College information. Notices are also posted on Teams and college noticeboards.

- Email: ensure your email address is current and up to date in eVision. Important information will be sent to you via your student email address so please ensure you check this regularly.
- Phone: Please ensure you have updated your eVision with your current mobile phone number.
- Notices: Notices are posted on each floor noticeboards.

## 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 (eg 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 is likely to result in termination of the Resident's contract with no offer being made to rehouse the resident in another College.

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## Emergency Procedures

### Evacuation

Evacuation notices are posted in hallways throughout the building. Please read these and take note of instructions given by 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 and 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 a pillow outside
- Leave the building using the stairways to the closest fire exit.
- Do not use the lift.
- Assemble with other members of your floor in the carpark beside the College.
- Staff and/or Emergency Services may check your room after you have vacated it.
- Do not re-enter the building until Staff advise that it is safe to do so.

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

### If you discover a Fire

- Operate the nearest fire alarm call point
- Ensure the Fire Service is called 111, tell them:
  - Your name
  - The address is 192 Castle Street, Dunedin
  - The nature of the emergency
  - Answer any questions they may ask
- Leave the building via your designated escape route.
- Go to the assembly area at the carpark beside the College, talk to the Staff Member in charge to let them know that you are the one who triggered the alarm and tell them what you know.
- Do not return to the building until Staff advise that it is safe to do so.

### Earthquake

**DROP** down onto your hands and knees (before earthquakes 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.

## Emergency Procedures

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

<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• Emergency contact details – a written copy as well as next of kin listed on your cell phone</li> <li>• Torch and spare batteries</li> <li>• Strong outdoor shoes</li> <li>• Supply of personal medications</li> <li>• Hand gel or antiseptic wipes</li> <li>• Survival blanket</li> <li>• Bottle of water</li> <li>• Muesli bars or similar energy food</li> </ul>	<p>Have close at hand ready to grab in case of an evacuation:</p> <ul style="list-style-type: none"> <li>• Warm clothing (jacket or similar)</li> <li>• Your phone</li> </ul> <p>Additional extras that would be useful:</p> <ul style="list-style-type: none"> <li>• Personal toiletry items</li> <li>• Small plastic bags</li> <li>• Whistle and light sticks</li> <li>• Copies of important documents</li> </ul>
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## Pandemic Safety

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

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

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

You should have your own medical kit and masks.

During a pandemic (e.g. COVID-19) Hayward 192 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 any symptoms we strongly encourage you to seek medical advice. You should follow the medical advice you receive. If 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 192 Castle College – 021 279 4330

*Hayward 192* will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management.

It is imperative that you advise a Staff Member when you are feeling unwell.

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## Illness

It is not uncommon for Residents to experience bouts of illness whilst in a residential environment. College Staff are not medical professionals and do not have the ability to diagnose Residents or provide them with medical advice or medication of any kind.

When a Resident contacts college Staff to say they are unwell, Staff may recommend they contact Healthline for an expert opinion.

If Healthline advises that the Resident needs to attend hospital via ambulance, college Staff can help to arrange this. If Healthline advise that the situation is not critical but the resident should be seen by a doctor within a particular timeframe, Staff will encourage the student to attend Urgent Doctors or make an appointment with Student Health or their GP (if local).

Residents are responsible for arranging their own transportation to and from medical appointments, and for covering any associated costs for the care they receive (including prescriptions). Staff are not able to collect prescriptions on behalf of Residents.

If a resident elects to attend hospital but does not require an ambulance, they are responsible for arranging their transportation. Staff are not able to attend hospital with Residents.

Residents attending ED should prepare themselves for a minimum wait of 12 hours. Before leaving the college, they should inform Staff of what is happening and ensure they have their wallet (ID and access to money), phone and phone charger with them.

Residents may also wish to bring their laptop and charger, snacks, a water bottle, etc. Staff are not able to bring forgotten items down to hospital but can – with the resident's consent – allow access to their room so that friends/family can collect items and deliver them.

We know that Residents sometimes choose to attend ED rather than Urgent Doctors due to cost. We strongly recommend that students come to college with access to an emergency fund of roughly \$200 which can be used if they need to attend Urgent Doctors or have prescriptions filled at the Urgent Pharmacy. This fund can also be used for transportation to/from medical appointments.

## 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>



### 192 Castle College

University of Otago | Ōtākou Whakaihu Waka

Tel/Waea 021 279 4330

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PO Box 56, Dunedin 9054

New Zealand | Aotearoa

Website/Pae tukutuku <https://www.otago.ac.nz/192castle>