



HAYWARD 192 COLLEGES

192 CASTLE COLLEGE STUDENT HANDBOOK 2027

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Warden Introduction



Two years ago, Hayward and 192 Castle Colleges were combined to function under one team of highly experienced support staff. While each College retains its unique identity, residents connect across both colleges as 'HAYWARD 192' by sharing facilities and participating in events such as Sports Day, the Inter-College Competition (ICC), Formal Dinners, the Ball and a wide variety of Hayward 192 community run activities (there should be something to suit everyone). We recommend residents get involved as these moments provide an opportunity to build friendships, a sense of belonging and lasting memories.

Hayward 192 Staff have a wealth of experience and training to support your transition from school and home life to independent academic living at Ōtākou 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, as our Kaiāwhina, Senior Staff 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 your college life by joining the SCOs – the 192 Student Committee and Hayward Student Committee (192SCO & HAYSCO). Positions available are: President, Vice President plus Floor, Cultural and Sustainability representatives. Together, these leaders will listen to resident views and with the support from Kaimahi make changes and run events tailored to the residents of 2027.

Please read this handbook carefully. There are some big changes for 2027 and we want you to be informed, not surprised. This is your first step to familiarising yourself to your new home. I am thrilled that you have chosen us to guide you through your first year at Otago and look forward to meeting all of you throughout the year.

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

Senior Staff

Collectively, the Tautiaki, Tautiaki-Piki and Tautiaki Kaiāwhina are known as Senior Staff. All Senior Staff live on site and at least one of the three will be available from 9am through to 10pm at night and there will always be a Senior on-call overnight night in case of emergency.

Tautiaki / Warden

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

Tautiaki-Piki / Deputy Warden

Abby Spronken - 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

Easterlin Fa'amausili - Our Tautiaki-Kaiāwhina is responsible for planning community events, sporting and cultural activities as well as assisting with pastoral care and a range of other tasks.

Kaiāwhina-Whare / Sub-Wardens

Hayward 192 has 10 Kaiāwhina, student college leaders who have successfully navigated the same trials you are about to face. We would like you to use them as your first point of contact for all questions you may have about college and university living.

Before they start work in the college Kaiāwhina go through three weeks of training so that they are well prepared to support you in your first year. You will most definitely benefit from getting to know them as many first-year transitional challenges can be easily surmounted with a short conversation.

Most of the Kaiāwhina team will live in the College and we are aiming to have one on every floor in each building.

In both Hayward and 192, there will be a Kaiāwhina on duty in the evenings from 5.00pm until 10.30pm on weekdays and from 6am through to 10.30pm over the weekend.

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Staff Weekly Roster

Tautiaki	9.00am – 5.30pm	Mon – Fri
Tautiaki-Piki	2.30pm -10.30pm	Thu – Mon
Tautiaki-Kaiāwhina	2.30pm -10.30pm	Mon – Fri
Kaiāwhina	5pm – 10.30pm	Mon – Fri

Hayward College Duty Phone Number:

021 279 5522

192 Castle College Duty Phone Number:

021 279 4330

Our Wider Team

Supporting this team are our administrator, Kitchen Staff, Facilities Co-Ordinator, cleaning Staff, and Overnight Security Guards.

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 both colleges will be a happy, inclusive and supportive community for all.

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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 – students (including prospective students and students visiting from other institutions), alumni, donors, and users of our websites and applications – to meet our purposes. However, we know that we have a duty to care for that information and use it lawfully, fairly and respectfully.

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. For further information regarding our AI Governance Policy and a full list of recommended AI tools, please see here: [AI Governance Policy](#)

Please refer to the University's Privacy Statement for information about the collection and use of information about students.

Arrival

Arriving at the College

Hayward and 192 will open on Saturday 20th February 2027 to residents starting Semester 1 of the academic year.

We prefer that Residents do not arrive before Saturday 20th February as Staff are in training, the kitchens are closed and we cannot provide the care required of our residents during this time.

If a resident has circumstances requiring them to arrive one or two days prior to the College opening, any additional night will be subject to the rate applicable to the room type selected which also includes meals.

Please note that parking is limited.

Parking at Hayward 192 is limited. We ask that you first find a place to park away from the college before checking in. When you have your key and have been seen your room, collect your car and unload your belongings at the college as quickly as possible. We have trolleys to help you with this. Once you have unloaded, we ask that you move your car straight away so that others can unload.

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

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Access Cards and Keys

We have different systems depending on which building you are in

At Hayward

Residents will receive a key for their room and a temporary access card which will allow access to the college at night when the doors are locked. The temporary cards will need to be handed in once the University Student IDs are loaded with Hayward's address and can take over swipe access to the college. The temporary card has a number attached to your name. If you lose your card, there is a \$20 replacement charge.

At 192

Residents will receive a college access card on arrival. This card is yours for the year allowing access to the College when the front doors are locked and allows access to your assigned room. If you lose your card, there is a \$20 replacement charge.

Academic Term Dates

First Semester 2027		Second Semester 2027	
Summer School Classes begin.	11/01/2027	Second semester lectures begin.	12/07/2027
Summer School exams end	25/02/2027	Mid-Semester break begins.	28/08/2027
Pre-Lim Lectures held.	26/02/2027	Second semester resumes.	13/09/2027
Formal Lectures begin	01/03/2027	Second semester lectures cease.	15/10/2027
Mid-Semester break begins.	26/03/2027	Second semester exams begin.	20/10/2027
First semester resumes	12/04/2027	Second semester exams end.	13/11/2027
First semester lectures cease	04/06/2027		
First semester Exams begin	09/06/2027		
First semester Exams end	23/06/2027		

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:

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- **Accommodation** - Apply for accommodation (in your second year)
 - **Accounts** – View your account and make payments.
 - **Maintenance** – Report maintenance issues.
 - **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

Bedrooms across both colleges come in a variety of sizes and depending on the location may contain different amenities.

At Hayward

- Main building – Floor space ranges from 11m² – 17.5m².
- South Wing – Floor space ranges from 9m² – 11m².
- All beds are king single.

At 192

- Main building – Floor space ranges from 12m² – 17.5m²
 - All beds are queen
- West Wing – Floor space ranges from 10m² – 15m².
 - All beds are king single

The area measurements for 192 do not account for space taken up by the ensuite.

All bedrooms have the following:

Bed and Bedding

Bed base, mattress, mattress protector, two sheets, pillowcases (pillows not provided).
Residents need to bring their own duvet and duvet cover.

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Furniture

Wardrobe, drawers, desk and chair, mirror, noticeboard. Heater. Lamp, rubbish bin and laundry bucket.

Bring	Don't Bring
Study • Computer • Headphones • Chargers • Stationery Personal • Personal first aid kit • Mug, keep cup, cutlery, drink bottle etc • Coat hangers • Umbrella • Flashlight • Storage bins • Blu tack • Personal clothes, rain jacket, etc • Additional personal items (hair dryer, personal electronic devices etc) Washing & Hygiene • Facecloths, towels and bathmats • Personal toiletries • Laundry Powder	• Candles or Incense sticks • Heaters • Oil burners • Air diffusers/purifiers • Hot plates or cooking appliances • Fridges • Fans that are also Heaters

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 help us 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 year if it is deemed necessary.

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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.

Fridges

For both Hayward and 192, we have a limited number of fridges which residents can rent at \$100 for the year. We will issue them on a first come first serve basis. You cannot bring your own fridge.

The cleanliness of the allocated fridge is the resident's responsibility.

Room inspections

Your room will be inspected:

- **Prior to your arrival**
- **Regularly throughout the year**
- **Prior to your departure**

For all routine checks, residents will be notified at least 24 hours in advance.

Please note: The Warden or delegated authority has the right of access, without prior notification, to any room at any time if the health and safety of a resident or visitor is considered at risk.

Room Cleaning

Information about bedroom cleaning schedules will be posted on floor notice boards. The cleaning team are not housemaids and will not tidy. Residents should keep their rooms reasonably tidy throughout the year.

Cleaners will enter bedrooms at least twice a week. Bedrooms will be vacuumed once a week if the floor is free of obstruction and bins will be emptied twice a week.

Cleaners will lock bedroom doors after they have entered. Residents should carry their room key to avoid being locked out.

Common areas of Hayward 192 will be cleaned regularly.

At 192

Ensuite bathrooms will be cleaned weekly

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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. 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 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 can also trigger the alarm: aerosol sprays, dust, water, hair straighteners, vapes and steam.

Please use aerosols and hair curlers/straighteners in the bathrooms. There is a cost associated with re-setting the fire alarm. This cost may be passed on to the residents who caused the activation or to the person responsible for the room where the alarm was activated.

Food Service

For 2027 all food preparation and service will be managed by the Hayward College Kitchen. What this means for residents.

At Hayward

The dining room will provide three meals a day.

At 192

Breakfast will be served at 192.

Lunch and Dinner will be served in the Hayward College Dining Room.

Please note: all our dining rooms and kitchen areas are nut-free

	Monday - Friday	Saturday	Sunday
Breakfast	7.00am – 10.00am	8:00am – 10:00am	8:00am – 11:00am

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Lunch	11:30am – 1:00pm	11:30am – 1:00pm	11:00am – 1:00pm (Brunch)
Dinner	5:00pm – 6:30pm	5:00pm – 6:30pm	5:00pm – 6:30pm

Dietary requirements

If you have a special dietary need, religious or cultural food preference, allergies or intolerances you should contact Hayward College to discuss your needs by contacting hayward.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. While our food preparation standards adhere to strict allergen and faith based practices, we cannot guarantee our dining room and kitchen areas are allergen free or conform to strict faith-based practices.

All lamb, beef and chicken at Hayward 192 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 mandatory and essential that prior to arrival at the college, students with food allergies need to complete and sign the Student Allergen Declaration Form.

On arrival at the college an individual meeting with our Food Service Head will be organised to discuss individual students' specific requirements around allergen management. This open dialogue with impacted students will continue 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 and fill out the required meal request form. Special non-allergen specific meals will be provided and are prepared separately to help reduce the risk of exposure to allergens.

While our catering team follows strict food safety protocols, food prepared and served within a dining environment carries risk we cannot completely eliminate. This can occur through shared serving utensils, cross contamination, human error, accidental contact with allergens, and the potential presence of trace allergens from suppliers or during the actual food preparation.

Therefore, we cannot guarantee that any food item served from the dining room server is completely free of allergens. For this reason, students with known allergies should avoid consuming food directly from the dining room server.

For students with severe allergies, it is extremely important to work closely with the college catering team to carefully plan and manage meals. This proactive and shared responsibility 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.

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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.

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 10:30 am for lunch and 3.30pm 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

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 College Duty Phone
At 192: 021 279 4330. At Hayward: 021 279 5522

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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.

Parents/Caregivers as visitors

Parents and Caregivers are welcome as day visitors. However, the College is an environment which specifically caters to young adults with ages ranging between 17-19. With this in mind, we ask that parents/caregivers find alternative accommodation and do not expect to share their young person's bedroom when visiting.

Guests at mealtimes

Overnight guest charges include breakfast only.

If a visitor wishes to have a meal, the visitor's meal must be paid for in advance at reception. If no admin is at reception a staff member should be informed before the visitor enters the dining room. Guests found eating who have not paid in advance will be charged \$10 on top of the charge for the meal they are eating.

Guest Free Periods

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

In 2027, overnight guests will not be permitted on the following dates:

20 February – 7th March	O Week and first week of lectures
17 March	St Patrick's Day
10 July – 18 July	Re O' Week

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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.

Alcohol and Drugs in the College

As noted in the Student Code of Conduct, during your time at university, you must understand the consequences of the risks you take, including drinking and drug use. Excessive use can have serious consequences, including increased vulnerability to physical harm, poor decision-making, and in some cases, involvement in behaviour that may impact others or result in legal consequences.

Please know that being intoxicated does not excuse offensive or unlawful actions. Respect for yourself and others is expected at all times.

If you are feeling uneasy about your alcohol or drug use—or are simply unsure—confidential support is available. The University's Student Health Service offers medical advice and counselling in a safe and non-judgmental environment. Reaching out early can make a meaningful difference.

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.

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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 – drinks must be sealed/covered when moving between rooms (spills ruin our carpets and make your home shabby)
- If others are drinking alcohol in your room, the host is responsible for their behaviour.

Alcohol Free Floors/Areas

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.

College Life

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.

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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.

There are three (3) swipe card access points at Hayward through the main entrance off Frederick Street, the Car park side entrance and the rear entrance into the main Dining Room apart from emergencies, the only access into and out of Hayward is the main front door. All three entrances are locked daily from 5pm to 8.30am (weekdays) and 5pm to 9:30am (weekends). During these times, you can access the college by swiping your Student ID card.

If you need assistance, please call the Hayward 192 duty phone number 021 279 5522

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

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consistent manner in the resolution of issues raised. For further information on the complaints procedure, please refer to the Residents' Guide to Colleges.

Harassment/Discrimination/Anti-Social Behaviour

The Hayward 192 community aspires to be an inclusive community and 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.
- Social Media: Instagram Hayward192-2027 Cohort

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.

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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. For further information, see here: [Digital Communications Policy](#)

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 110 Frederick 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.

Evacuation Assembly point for Hayward : The East Carpark at the Lift end of the College

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Evacuation Assembly point for 192: the car park at the side of the college close to the Hanover Cumberland junction.

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 Preparedness

For emergency preparedness you should 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: • Warm clothing (jacket or similar) • Your mobile phone
	Additional extras that would be useful: • Personal toiletry items • Small plastic bags • Whistle and light sticks • Copies of important documents

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Pandemic Safety/Alerts

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.

Health and Safety

As part of The University of Otago, residential Colleges are committed to providing a safe and healthy place for all those that work, use, visit and, more importantly, live in our colleges. In matters of Health and Safety, it is important any concern(s) or potential concern(s) with our residential colleges is reported to college staff as soon as you are able. For more information around Health and Safety at Otago, please visit the following link: <https://www.otago.ac.nz/health-safety>

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 student contacts college Staff to say they are unwell, Staff may recommend they contact Healthline for an expert opinion. If Healthline advises that the student needs to attend hospital via ambulance, college Staff can help to arrange this. If Healthline advise that the situation is not critical but

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the student 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).

Students 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 student 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.

Students 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. Students 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 students 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.

Vaccinations

We strongly encourage you to be fully vaccinated.

Most primary schedule vaccinations are fully subsidised for NZ residents. Some vaccines are also fully subsidised for International students.

When you are over 18 years of age, to be classified as fully vaccinated, the minimum recommendations are as follows:

3 x Tetanus/Diphtheria/Pertussis

3 x Polio

2 x MMR (Measles, mumps rubella)

3 x HPV

3 x Hep B – [\(there is a charge for this\)](#)

Meningitis B and ACWY vaccines are fully funded for NZ residents aged 13–25 years entering college accommodation.

We strongly recommend all students, particularly those living in residential colleges, be vaccinated against meningococcal disease before coming to Dunedin. Historically, there are at least one or two cases among students at the University of Otago annually. Vaccination will provide very good levels of protection but unfortunately there is not a single vaccine that covers all meningitis strains. For further information regarding vaccinations, see here: [Vaccination information](#)

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Support Services

AskOtago	0800 80 80 98 (03) 479 7000	https://ask.otago.ac.nz/smfgeneralenquirypublic/
Campus Watch	(03) 479 5000 0800 479 5000	www.otago.ac.nz/proctor/campuswatch/
Career Development Centre	(03) 479 8244	www.otago.ac.nz/careers/
Chaplains	(03) 479 8497	www.otago.ac.nz/chaplain
Disability Information and Support	03 479 8235	www.otago.ac.nz/disabilities
Dunedin Public Hospital	03 474 0999	
Dunedin Urgent Doctor and Accident Centre	03 479 2900	www.dunedinurgentdoctors.co.nz/
Healthline	0800 611 116	
International Office	03 479 7000	www.otago.ac.nz/international
Lifeline Aotearoa	0800 54 33 54 Text 4357	www.lifeline.org.nz/
OCASA Dunedin	03 474 1592	www.ocasa.org.nz/
OUSA- Support	0800 12 10 23	www.ousa.org.nz
OUSA Club and Socs	03 479 5960	www.ousa.org.nz/clubsandsocs
Pacific Island Centre	03 479 8278	www.otago.ac.nz/pacific
Social Impact Studio	03 479 8631	www.otago.ac.nz/social-impact-studio
Suicide Crisis Helpline	0508 82 88 65	https://www.lifeline.org.nz/services/suicide-crisis-helpline
Student Health	(03) 479 8212 0800 479 821	www.otago.ac.nz/studenthealth
Student Learning Development	03 479 8801	https://www.otago.ac.nz/educational-design-innovation/students
Te Huka Mātauraka (Maori Centre)	03 479 8490	www.otago.ac.nz/maoricentre
Te Whare Tāwharau Sexual Violence Support and Prevention Centre	0800 479 379 03 479 3790	www.otago.ac.nz/te-whare-tawharau/
Unipol/ Recreation Services	(03) 479 5888	www.otago.ac.nz/recreation/

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