

Te Kāreti o Carrington

Carrington College



Resident Handbook 2024

IMPORTANT CONTACTS

AskOtago	0800 80 80 98 (03) 479 7000	www.otago.custhelp.com/
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/
OUSAs- Support	0800 12 10 23	www.ousa.org.nz
OUSAs 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	
Student Health	(03) 479 8212 0800 479 821	www.otago.ac.nz/studenthealth
Student Learning Development	03 479 8801	www.otago.ac.nz/hedc/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/
1737	Text or call 1737	1737.org.nz

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WELCOME TO CARRINGTON COLLEGE

Nau mai haere mai, tēnā koutou katoa

It is my great pleasure to welcome you into the Carrington community. This year is going to be an incredible journey of learning and we can't wait to embark on it with you. Carrington is not just a place to study; it's a place to connect, challenge yourself, and discover your true potential, and we're here to support you every step of the way.

Your culture and your unique strengths, talents, and experiences are not just welcome; they are celebrated here. We are more than just a step to your future career; we are a space in which you can see the world from diverse perspectives, think critically, lead with humility, and care about the world around you.

Our core values of relationships (whanaungataka), kindness (manaakitaka,) integrity (pono), and compassion (aroha) will be our guiding stars throughout the year. This handbook is a valuable resource containing crucial information about our expectations, policies, and services. These are all designed to empower you while fostering an environment that nurtures both growth and achievement.

We anticipate your Carrington adventure will be filled with new friendships and limitless opportunities for personal and academic growth and development. We know that sometimes life has unexpected challenges that can be confusing and unsettling, and we will do our best to help you find a way through any difficulty you may experience.

Please know that we are all here for you, so do not hesitate to reach out if you have any questions or need support; your well-being and success are our top priorities.

Again, a very warm welcome to the Carrington community – your second home and your path to an exciting future.

Noho ora mai

Christina



ABOUT CARRINGTON COLLEGE

Carrington 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.

At Carrington College, we endeavour to provide:

- A comfortable, safe environment;
- A quiet place for effective study;
- A home where discrimination 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.

EDUCATION AND TRAINING ACT CODE OF PRACTICE.

Carrington 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/>

A BRIEF HISTORY

Carrington College was established by a group of Dunedin stalwarts with strong links to the church and education, as a response to the increased demand for university residential accommodation at the end of World War II.

It was the very first co-educational student residence in Australasia and was officially opened in February 1945.

In 1946, the College moved from Stuart House at 638 Cumberland Street (now occupied by the University Union) to the present site. As we've evolved, new buildings have been added and named after notable Dunedinites. We now cater for 243 residents (including our student staff).



The name Carrington was chosen to acknowledge a key player in the establishment of the institution, George William Carrington, a local administrator, accountant, and educator.

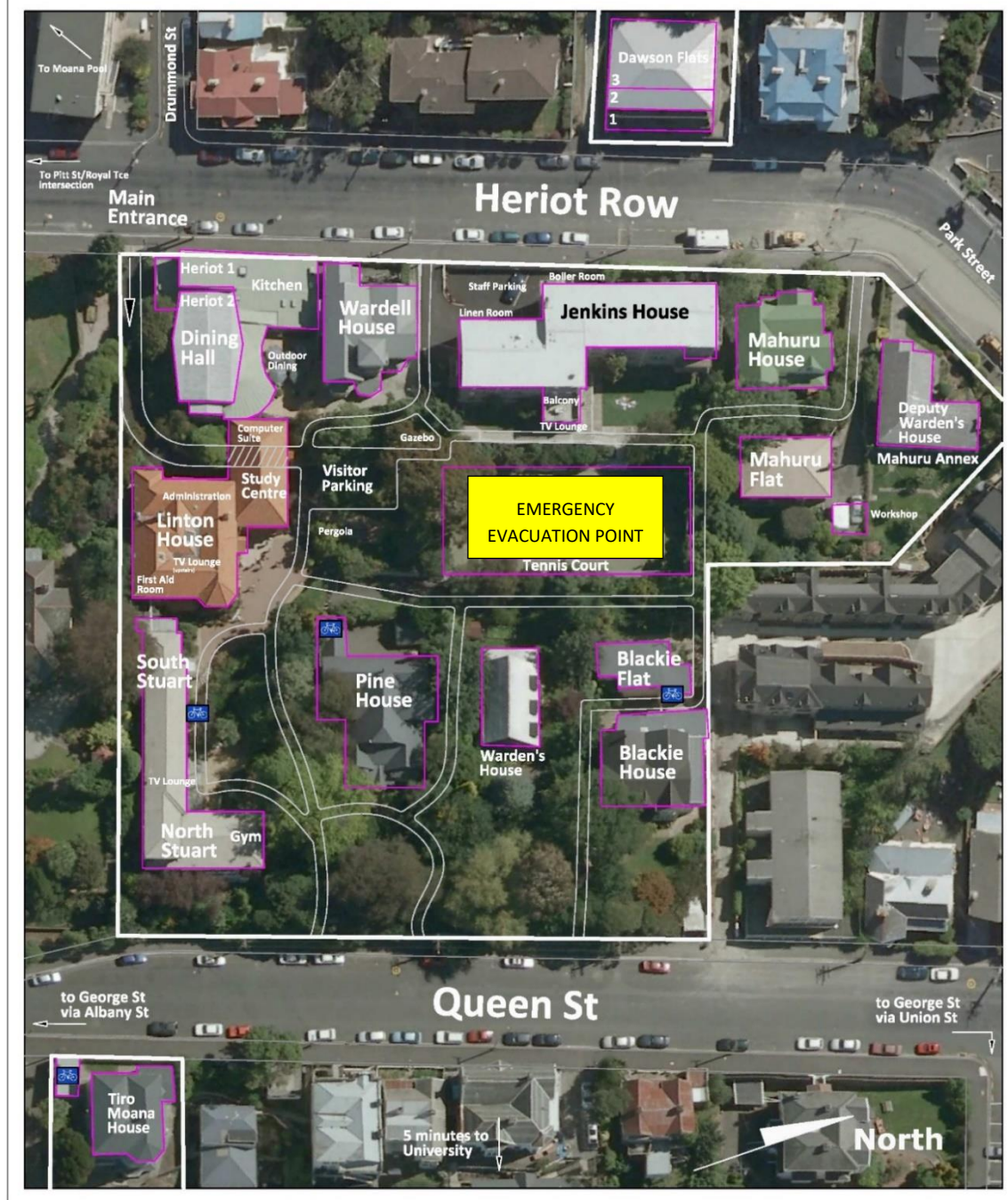
OUR MOTTO

The Carrington motto is: *Neque sapientiae neque fidei immemores* (unmindful of neither wisdom nor faith). Wisdom may refer to the knowledge and critical thinking that underpins our purpose at the University of Otago where we “dare to be wise”. No matter where you hail from, we might interpret faith as a trust in the unknown. As we take our first steps at Otago, we ought not to let scepticism inhibit our ability to form new bonds, and so we have faith in those around us that they are good people. Mindful of wisdom and faith, we step into our waka together and pick up our oars.

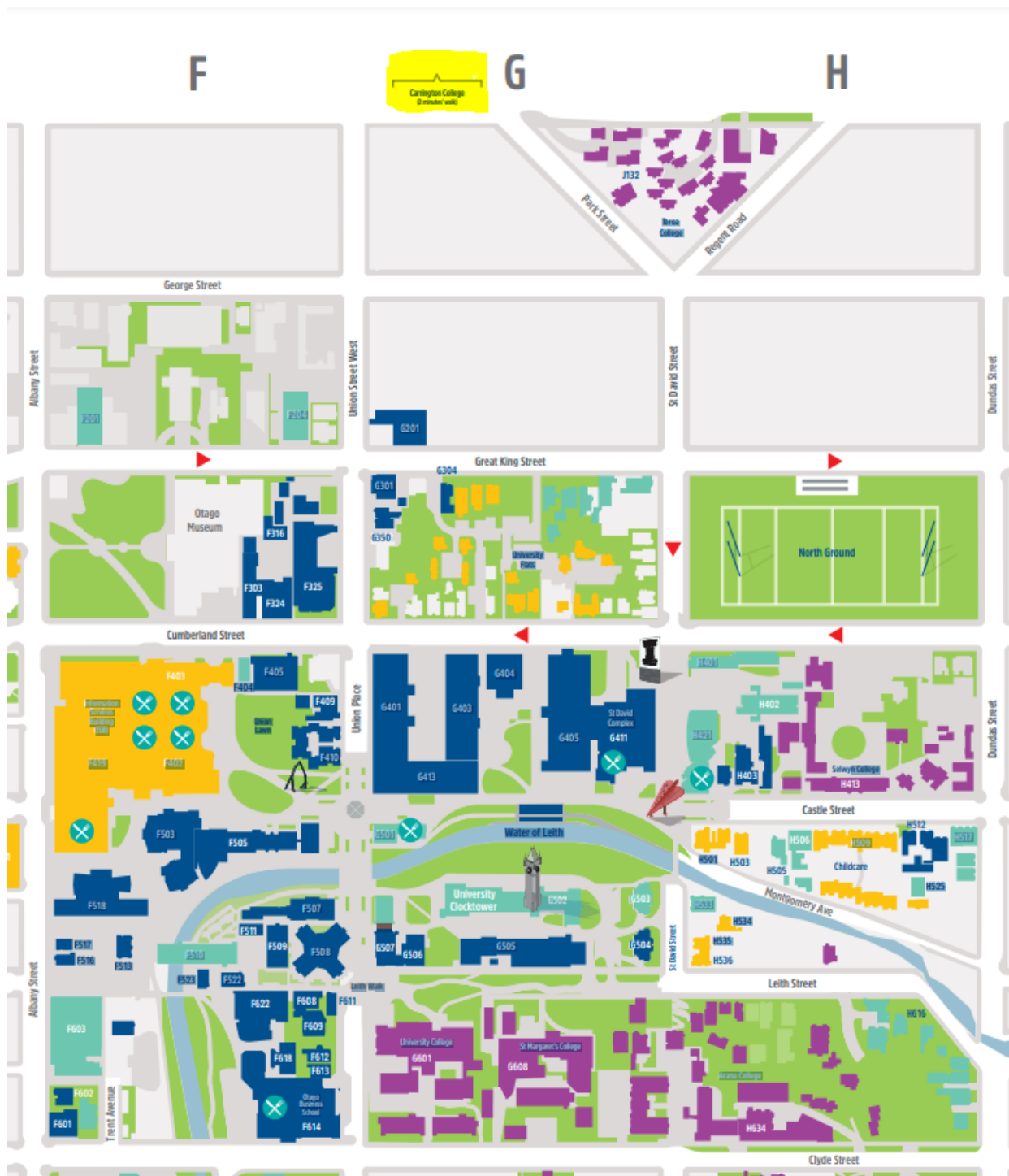


Carrington College

Site Map



CARRINGTON & OTAGO CAMPUS



MEET THE STAFF

SENIOR MANAGEMENT

TAUTIAKI (WARDEN) OF THE COLLEGE

Christina Watson-Mills | BA (Psychology)

Waea: 479 5537 or 479 5533

Īmerā: christina.watson-mills@otago.ac.nz



Christina is delighted to be joining the Carrington community during Ali's parental leave. Her role is to look after the day to day running of the college and support Carrington taura, and staff in their mahi. With her extensive background in collegiate life, she's no stranger to vibrant college atmospheres like Carrington's. Christina lives nearby, at one of our sister colleges, with her husband Craig and their daughter, Rose. You may often find Everest, their friendly spoodle, accompanying Christina - Everest loves people so don't hesitate to drop by to spend some time with her. Outside of work, Christina and her family share a love for the great outdoors, enjoying camping and remote adventures. Feel free to come and see Christina if there's anything she can assist you with, she's here to help make your time at Carrington a great one.

KAITIRIWĀ (DEPUTY WARDEN)

Hails Te Whaiti | BEd(Tchg)

Waea: 03 479 5536 | Cell: 021 279 5536

Īmerā: hails.tewhaiti@otago.ac.nz



Hails comes from the windy town of Palmerston North. After a 12 year stint on our cousin island (Australia), Hails returned home to pursue a career of health and wellness. Have worked in a number of industries from hospitality to heavy haulage. Faithful supporter of the New Zealand Warriors, loves the beach, baking, music, having a sing-a-long and random roady's. Hails helps the Tautiaki oversee all aspects of the College. She collaborates with the Kaiāwhina Whare/Sub-Warden team, provides academic support, and assists with all aspects of taura hauora. Hails lives on-site & her office is next to Ali's in Linton House. Don't be shy to pop in and have a korero or hit her up roaming around the college.

TAUTIAKI KAIĀWHINA (ASSISTANT WARDEN)

Chloe Banks | BA (Hons), MA

Waea: 03 471 4700 | Cell: 021 279 4700

Īmerā: chloe.banks@otago.ac.nz



Chloe moved from the small South Canterbury town of Waimate to the big smoke (Dunedin) for uni and never left! She is always up for a yarn about books, TV shows or where to get the best coffee on campus. Chloe lives on-site and her office is in-between Reception and the Pool Room in Linton House pop by for a catch up! Chloe runs the Humanities Helpdesk, social/sporting events and leads the Student Rep Committee, so if you have an idea of something fun you want to do (or need a hand with your essay), let her know!

CATERING STAFF

EXECUTIVE CHEF

Keeping our College well-nourished and happy is the goal of our Executive Chef Kevin Strange and his talented catering team. If you have any questions about our food or need to register a dietary concern, the catering team is here to help! Just pop into the kitchen and ask to speak with one of our chefs.

Phone: 03 479 5531 | Email: carrington.foodservice@otago.ac.nz

CLEANING

Our experienced and professional cleaners keep our College beautifully clean...with your help! Our cleaners will enter your rooms twice per week – once for an all-over-clean and vacuum, and a second time to empty your rubbish bin. You are responsible for keeping your room tidy and removing items from the floor and desktop to enable their work. You are also responsible for taking out your own recycling. Please follow this approach in our common spaces as well to ensure our cleaners can work quickly and efficiently.

FACILITIES AND MAINTENANCE

MAINTENANCE

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](#). (If it's an emergency – like a shower flooding – please call 03 479 5533.)

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.

RECEPTION



Reception is a hub of life at the College – parcel collection, accommodation fee payments, friendly and helpful assistance with all manner of questions...a little bit of everything! Monday through Friday, 8:30am – 4:30pm, Reception is staffed by our administrator. At night and on weekends, Reception is where you'll find the Duty Kaiāwhina Whare (Sub-Wardens) and/or Pastoral Care Officers (Security) when they're not on rounds, supervising the dining room, or assisting residents elsewhere in the College. You can reach Reception via email (carrington-college@otago.ac.nz) or by calling 03 479 5533.

KAIĀWHINA WHARE (SUB-WARDENS)

The Kaiāwhina Whare are our valued, live-in student staff team who are employed to help you navigate your first year at the University of Otago.

All members of the KW team are current, upper-level students at the University of Otago. They have a wealth of knowledge about university life!

Our Kaiāwhina Whare/Sub-Wardens are placed around the college so that in an emergency there is always one close by. Every Kaiāwhina Whare is the leader of a Whānau Group. Your Whānau Group will be made up of residents from every house/floor so that you will get to meet not just the people living near you, but at least one person from every house/floor. We encourage all our residents to get to know all the Kaiāwhina Whare and chat to any of them about anything. You will meet all of the Kaiāwhina Whare on your first day at Carrington.

The Kaiāwhina Whare help manage day-to-day aspects of College life through pastoral care and event planning and management.



THE CARRINGTON COLLEGE WAY

Members of Carrington College are treated as adults and are expected to act as such. As a College community, we are part of a family that supports and helps each other. Students at Carrington College are expected to be responsible, accountable, respectful, caring, enthusiastic and loyal to the College and each other.

It is a privilege for residents and staff to be at Carrington, with all members expected to take an active part in our community. Participation is key – to help build our community and ensure you gain as much as possible from your collegiate experience, we strongly encourage you to attend College events, whether as a participant or supporter.

We embrace the richness that diversity brings; our College is a place where all members of the community can be themselves.

If you or another member of the community is ever unwell, it is important that this be communicated to a College staff member; this is part of being a responsible and caring community member.

DIVERSITY

The Carrington College community consists of a wide range of people, and we respect all members of our 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.



UNIVERSITY POLICIES AND PROCEDURES

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

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 the 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>

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 over issues with residents. The Tautiaki 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 resident concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Tautiaki

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 or College guidelines or policies;
- accommodation fees payments are in arrears.

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 staff member will visit and enter your room for a Welfare Check.

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.

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

*Taken from <https://www.ruok.org.au/>

If you are worried about someone, or you haven't seen someone for a while, we encourage you to contact a staff member.

You can do this by:

- Speaking to the on-call staff member
- Calling our 24/7 duty number: (03) 4795533
- Speaking to the staff member at Reception
- Speaking to any staff member
- Emailing anyone in senior management

TE PUNA STUDENT ACCOMMODATION PORTAL

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

- 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, including temporary absences during semester time and semester breaks
- Self Service – Request a late dinner
- Check out – Record the date you are leaving at the end of the year.

Please bookmark the following URL to Te Puna:

<https://Collegeaccommodation.otago.ac.nz/StarRezPortalX>

STUDENT REPRESENTATIVE COMMITTEE

The Student Representative Committee is selected at the beginning of each year to assist in organising social events such as volunteer opportunities, team sports, the College Ball, musical jams and cultural performances. They work closely with the Senior Management team and help to amplify the student voice. Information about how to apply and what you can expect from your Student Representative will be provided to you in the lead-up to Opening.

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 Kaiāwhina Whare (Sub-Wardens) and Wardens 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.

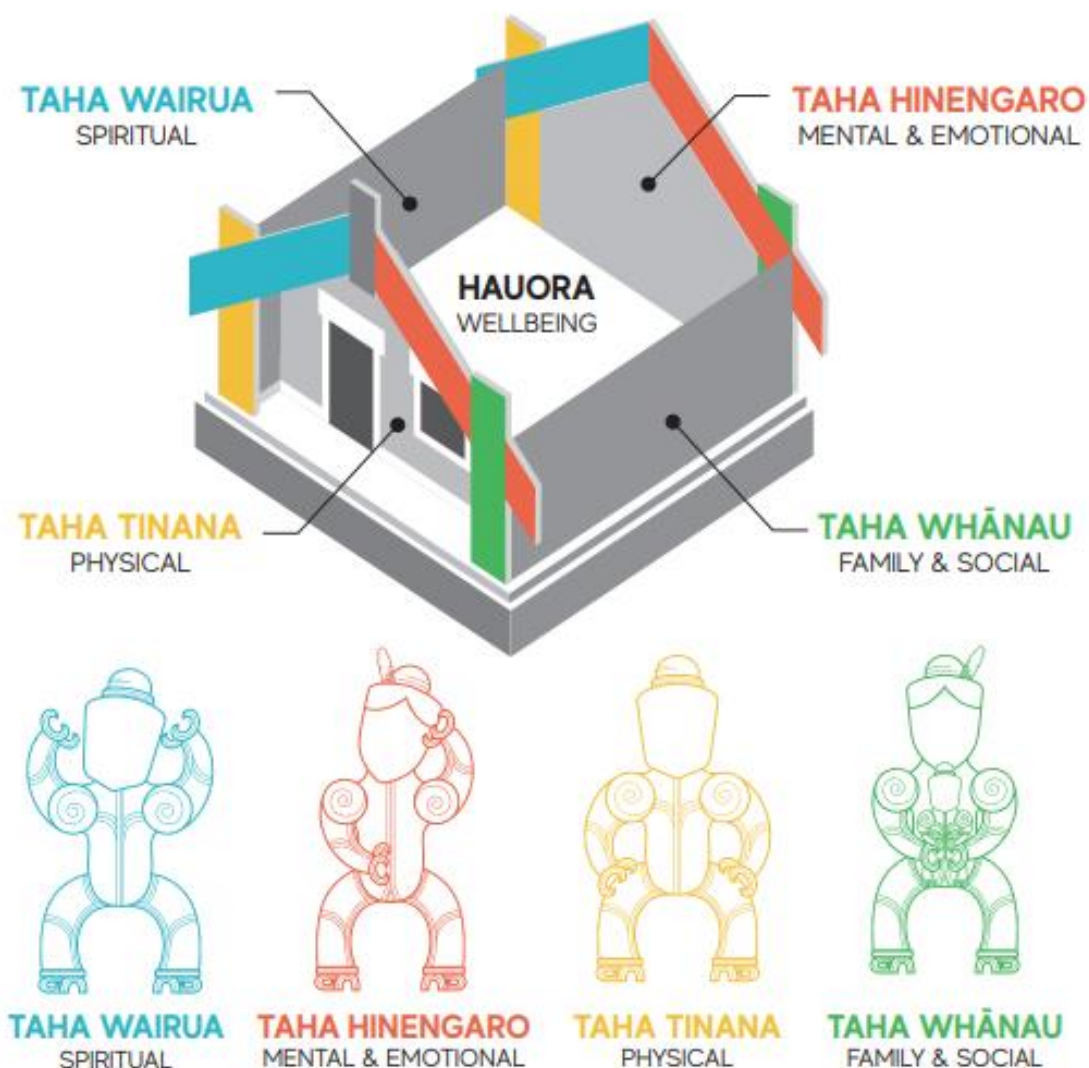
Taha whānau, social wellbeing. Encouraging those who attend the College to actively engage in the social aspects of college life, getting to know others, forming friendships and bonds and participating in the many regular social activities the College provides.

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 LGBTQIA+ 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 any one of the University of Otago Colleges.



COLLEGE FACILITIES

CONTACT DETAILS

POSTAL ADDRESS

Carrington College
57 Heriot Row
North Dunedin 9016
Dunedin

Should you wish to receive mail at Carrington College, please ensure whānau and friends include your first and last name on the letter or parcel.

Letters received are sorted alphabetically into the shared mailbox area opposite Reception. Outgoing mail can be posted from Reception. Parcels received that are signed for will be held in Reception and you will be notified either by text message or a tagged post in our private Facebook group.

COMMUNICATION

Phone: 03 479 5533

The phone is answered 24/7 when the College is open (February to November).

Email: carrington-College@otago.ac.nz

Instagram: You will be sent a link to the Carrington College 2024 Instagram account. This is a key communication line for the College and is frequently updated. Please ensure to check regularly.

Text: The Senior Management team may text you from time to time to pass on important messages, or to ask you to drop by for a chat. Please ensure the mobile number we have on file for you is up-to-date (as it can be a bit awkward if we end up texting your parents!). Please also ensure you are checking your student email on a regular basis.

As with all forms of communication, the College expects that you will take an active role in informing yourself about what is happening in our community.

PHONE NUMBERS

While we appreciate that many of you will use your own devices for personal communication, the College does supply landlines in residential areas if needed.

- To dial outside of the University network, you must dial 1 first to get an outside line, followed by the desired number.
- Please be noise aware when making calls.

SAFETY AND SECURITY IN RESIDENTIAL AREAS

You will be provided with a personalised bedroom key and a sil key. The sil key gives you 24/7 access to the outside doors of your house, the front door of Linton, and the Study Centre. You should carry your keys with you at all times. Access to other buildings is outlined below:

- Linton: Open 8.30 am – 7 pm weekdays, locked on the weekends (but still accessible with your silkey).
- Dining Room: Open 7 am – 10:30 pm everyday
- Sil key access is needed for the Study Centre, Heriot Rooms, Jenkins TV Room, and Stuart Lounge.
- Other residential areas require sil key access from 7 am – 10 pm (no entry from 10 pm – 7 am).

YOUR KEYS

- Do not lend your keys to other people.
- Lost your key? Report it to your Sub-Warden or Reception staff immediately. Replacements are \$50. You can borrow a temporary key for short-term use to allow you time to try and find the original.
- Please do not give any other person – especially non-Carringtonians – entry into buildings unless they are your registered guest, as this is a security risk.

OTHER NOTES REGARDING SAFETY/SECURITY AT CARRINGTON

- For everyone's safety, please ensure external doors shut behind you after you come in.
- Please shut gates behind you as you leave and re-enter the college (on Queen St, and Heriot Row)
- To protect your belongings, lock your door whenever you are away from your room (even if just for a short time), and while sleeping.
- Cleaners will lock your room once they have cleaned it, regardless of whether it was locked when they entered it.
- The University of Otago operates a CCTV security system at Carrington 24/7 for the safety of all residents.
- Campus Watch can assist students anytime on campus. You can phone them on 03 479 5000.
- The College employs security guards to work at the College from 10:30pm to 6:30am daily. These dedicated staff work in collaboration with live-in staff to facilitate the management and safety of the College community. When Security leaves on weekday mornings, the phone is forwarded to a sub-warden until Reception opens at 8:30am. On weekends, sub-wardens are on call between 6:30am and 10:30pm and hand over to Security.
- Check whether your parents/guardians have an 'extended cover' insurance policy which will cover you whilst in residence. If not, please consider obtaining your own personal effects policy. **The College is not responsible for any loss or damage to personal property.**

BEDROOM FACILITIES

Carrington provides well-maintained rooms for its residents. We expect that when you leave at the end of year, the room will be in the same condition in which it was found at the start.

Rooms are allocated by Senior Management and may not be changed without their authority. (Please note – room changes are permitted in extremely rare circumstances and may incur additional fees.)

Your room will be provided with:

- A bed, sheets, blanket and duvet and duvet cover (no pillows or pillow cases from 2024)
- Desk, lamp and desk chair
- Wardrobe and drawers
- Heater
- Mirror
- Rubbish bin and recycling basket
- Pin board.



PLEASE KEEP IN MIND

- You are encouraged to personalise your room, but do not affix anything to the walls, ceiling or woodwork with **any** adhesive other than White Tac.
- The cost for repairing damage (other than wear and tear) will be invoiced to your account.
- You are fully responsible for your room and the behaviour of visitors and happenings within, whether you are present or not.
- Your room and its contents are your responsibility. Make it a habit to lock your room when you are absent.
- Be noise aware at all times.
- There will be no room swaps without approval from Senior Management.
- Please do not move furniture out of your bedroom or communal spaces.
- To ensure your room is adequately ventilated, please open windows for an hour each day.

- Personal heaters, refrigerators, electric jugs/coffee machines, toasters, irons and any bed other than the one supplied by the College are not permitted in bedrooms. (Fridges may be supplied to students with a legitimate medical need – please speak to Senior Management.)
- **All electrical gear must be certified.** There will be a session during O' Week where this can be done by a certified electrician. Any items purchased during the year must be compliant.
- Sustainability is a key part of our mission at Carrington. Please use the recycling bins located in your rooms whenever possible. These can be emptied in your house/floor's recycling bin for weekly collection. Winters in Dunedin are cold: please consider using a hot water bottle or a wheat bag.

LINEN

The College will provide you with a duvet, duvet cover, mattress (and protector) and sheets (no pillows or pillowcases from 2024). If you wish to use some of your own bed linen, you must store the College gear carefully in your room and be able to account for it in the end-of-year inventory check. You will be charged for any items that go missing or are damaged (beyond wear and tear) during the year.

A linen change service is provided twice every Thursday night typically between 6:45pm and 7:15pm and again at 9:15pm. (Any changes will be posted to 2024 Instagram story.) Linen change is held in the Linen Room on Ground Floor Jenkins. You can access the door via the parking lot behind Jenkins. Bring your used, College-provided sheets and pillowcases to swap for clean items. Personal linen cannot be sent out as part of the linen exchange service.

ROOM CLEANING SERVICES

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 the room is tidy – their role is to clean, not to tidy.

KITCHEN AND DINING FACILITIES

MEAL TIMES

Breakfast:	Daily	7:00 am - 10:00 am (hot items available until 9am)
Lunch:	Weekdays	12:00 pm - 1:30 pm
Brunch:	Weekends	11:00 am - 1:00 pm
Dinner:	Daily	5:00 pm - 6:30 pm
Packed lunches:	Weekdays	Available from 7:00 am – 10:00 am
Late dinners:	Daily (during semester)	Order before 2 pm on the day
Sick meals:	Daily	Ring 03 479 5533 if you are unwell

There is a choice of meals offered at all meal times, including dietary restricted options. Special dietary requirements can be catered for at the College. Please contact us to discuss your needs before accepting your place. The catering team will make every reasonable attempt to manage a special diet, however due to the large number of residents it may not always be possible to cater for all needs.

Appropriate behaviour and a reasonable standard of dress while queuing and dining is expected.

- Footwear must be worn in the Dining Room.
- No sleepwear is to be worn in the Dining Room – except at Brunch or during theme meals
- No using headphones or electronic devices (including mobile phones) while seated – the Dining Room is a social place, and an important part of the collegiate experience!
- Please do not remove plates, cups or cutlery from the Dining Room.
- The Dining Room only open between 6:30am – 10:30pm each day.

LATE MEALS AND PACKED MEALS

You can choose to dine-in or have a late meal/packed lunch, **not both**.

Packed lunches are self-made in the Dining Room at breakfast. Late dinner is a service strictly for residents who are unable to make dinner due to a scheduled academic commitment, extra-curricular activity, or employment. Please note – trying to squeeze in more study time is not a legitimate reason to request a late meal. Late meal requests must be received in Te Puna (student portal) by 2 pm the day of.

KITCHENETTES

- Each house/floor is equipped with a kitchen space which includes basic appliances to refrigerate perishable foods and prepare hot drinks and snacks.
- Some houses have full cooking facilities which you are welcome to use, as long as you clean up after yourself. **Please wash, dry and properly store all dishes used, whether personal or communal. Dishes left on benches may be confiscated if they impede the ability of the cleaning team to sanitise benchtops.**
- Everyone has a responsibility to clean and look after shared spaces: consideration is an essential part of communal living.

BATHROOM FACILITIES

Bathrooms are serviced daily. If the bathroom closest to your room is being serviced, please use another bathroom nearby.

- Please do not flush paper hand towels down the toilets, as this results in blockages. Instead, place used paper towels carefully in the rubbish bins provided.
- Please do not flush sanitary pads. Special bins are provided in bathrooms for this purpose.
- Please do not leave personal toiletries in bathrooms, as this makes cleaning difficult.
- You are encouraged to BYO bath mat and hang it to dry in your room (not on the heater, please!) after use.

STUDY FACILITIES

STUDY AREAS

We have a range of study areas around the College.

Our 24/7 quiet study spaces (which are also used for tutorials) include:

- Study Centre (with access to University computers and printing);
- Heriot Rooms 1 and 2 (above the Dining Room, accessed via the stairs by the coffee machines).

Informal study areas include Linton Lounge, the Dining Room, and Stuart Lounge.

Please refrain from 'setting up camp' in a specific study space. Use the cubbies provided to store your gear and leave tables free in between study sessions. Use will be monitored and gear will be shifted if necessary.

An excellent study atmosphere at Carrington is a top priority, and every resident has a responsibility to make this work.



WIRELESS INTERNET

Wireless internet access is provided at no additional charge as an extension of the University's network.

The University works hard to ensure services are robust and reliable. The quality of internet access can be variable because of heavy demand. The University makes every attempt to minimise disruptions and offer access everywhere. If you're experiencing connectivity issues, please lodge a request via AskOtago.

SPORTS FACILITIES

GYM

Carrington has a small cardio gym located on the ground level of North Stuart, available for use 8am - 8pm weekdays and 9am – 8pm weekends. Please be mindful of noise, as there are resident bedrooms above. You will need your sil key to access this facility. Please note, music should be listened to using headphones only and good hygiene practices (such as wiping down machines) should be enacted.

TENNIS COURT

Situated in the centre of the College, we are lucky to have a turf facility for outdoor recreation. We have a collection of sports gear that you are able to borrow at no additional cost. The court has soccer goals, netball and basketball hoops, and nets for tennis and volleyball.



RECREATIONAL FACILITIES

POOL ROOM

We have a pool table located next to Reception in Linton. This is open from 9am – 10:30pm. It is a strictly 'no food or drink' area and users should be noise aware due to proximity to office spaces.

TV LOUNGES – JENKINS AND STUART

These spaces are for the use and enjoyment of *all* residents, with everyone having sil key access until 10pm. Reasonable noise levels are expected in consideration of nearby bedrooms (especially after 10pm).

Please be aware that the viewing of pornographic material is strictly prohibited.

The TV rooms and adjoining kitchens must be left in a tidy condition with rubbish cleared and seats/furniture returned to their original position.

Responsible consumption of alcohol is permitted in these areas so long as noise and behaviour is community-minded.

Stuart Lounge is also home to the College's table tennis/foosball tables and arcade.



LINTON LOUNGE & LIBRARY

This is a multi-purpose area for student use. It is available as a chill out space, study space, place to play board games/cards, for musical instrument practice (including use of the baby grand piano) and for movie nights (a drop down projector with streaming capabilities is available). You are welcome to borrow any of the books on the shelves, just please be sure to scan the QR code and register what you've taken. (Books should be returned to Reception rather than being reshelfed.)

You can use the Linton Lounge & Library at any time. If you wish to book out the use of the room, you can do so through Reception or the Duty Kaiāwhina Whare. As with all the common areas around the College, please tidy up after use.

LINTON ART ROOM (UPSTAIRS)

This is a multi-purpose area for student use. Please be mindful that there are student bedrooms surrounding this space, so you may be asked to leave if you are making too much noise.

If you wish to book this room for a specific purpose, you can do so via Reception or the Duty Kaiāwhina Whare. As with all the common areas around the College, please tidy up after use.

SPORTS, BAKING AND SEWING EQUIPMENT

The College has a collection of sports, baking and sewing equipment that can be requested by contacting the Duty Kaiāwhina Whare or Reception (during the day).

MUSIC

The College has three pianos available to use throughout the day, as well as a dedicated music room in the basement of the Study Centre. The Music Room has an electric piano (with headphones), electric drum kit (with headphones), drum kit, a box drum and array of guitars and ukuleles.



LAUNDRY FACILITIES

All houses/floors have a laundry facility attached. When using laundry facilities, it's important to be considerate of others sharing the space. Please note:

- Laundries cannot be used after 10:00pm.
- Do not turn off dryers or washing machines being used by others before cycles have been completed.
- It is recommended that you purchase a laundry basket to help keep your gear together.
- Avoid long time lapses between washing and drying to help prevent clothes going astray and the hogging of equipment.
- Each resident supplies their own laundry detergents and pegs. Please take note of whether your washing machine is a top-loader or front-loader before purchasing washing powder.
- Please do not OVERLOAD machines and take care to clear lint from dryers after use.
- It pays to separate lights from darks, and lint-givers from lint-takers!!
- You can manage muddy sports gear by rinsing the clothing in tubs before washing, however, please be sure to clean up thoroughly afterwards.
- Use outside drying spaces whenever practical.
- Clothes racks are to be used for AIRING only, not drying soaking wet clothes – this is to avoid condensation issues. Clothes racks are not allowed in communal areas/hallway.
- Remember to switch off irons and allow them to cool where they will not accidentally injure someone or be a fire risk.
- Please call the Duty Phone if a washing machine or dryer is not working.

TRANSPORT FACILITIES

BIKE STORAGE

We have several storage spaces for bikes, both indoor (locked and secure) and outdoor. Indoor storage is provided on a first-come, first-served basis by visiting Reception.

CAR PARKING

We are unable to offer any parking here at the College. On-street parking is available, but this is at your own risk and can be competitive at certain times of the day.

RECYCLING AND RUBBISH FACILITIES

We are committed to sustainable practices, and residents of the College commit to recycling in their rooms and in shared spaces. Residents are issued with a personal recycling bin, and every kitchenette will have a recycling bin to be sorted into glass, cans, plastic and cardboard. Residents play an important role in ensuring the right materials go into the right bins, and in helping staff take bins out for kerbside collection.

ACADEMIC SUPPORT PROGRAM 2024

We offer a wide-range of academic support at the College to assist your transition to tertiary study, including in-house tutorials, 'tips and tricks' sessions, and the knowledge and experience of the staff team. The Kaitiriwā (Deputy Warden) is the first port of call for assistance with academic issues, including special consideration and accessing further support

Please note that the Senior Management will have access to your grades and may make contact with you to assist with problems.

WHEN YOU ARRIVE

- Course advice and planning
- UNIO101 - Transition to University
- Preliminary Lectures

WEEKS 1 - 2

- Initial Academic Meetings
- Identify Academic Goals and Challenges
- Identify support mechanism and processes
- Study Skills

SEMESTER 1 ONGOING

- Paper specific tutorials
- Academic support drop in sessions
- Assessment preparation

START OF SEMESTER 2

- Academic meetings
- Semester 1 results review/semester 2 goals
- "Back on track" support if necessary
- Course advice and planning

SEMESTER 2 ONGOING

- Paper specific tutorials/study support
- Academic support drop-in sessions
- Assessment preparation

ACADEMIC SUPPORT SERVICES AT THE UNIVERSITY

Course Advice - www.otago.ac.nz/course-advice

Planning in your first year sets you up for your second, third, fourth, fifth...get one-on-one advice that's tailored to you.

Disability Information and Support - <https://www.otago.ac.nz/disabilities/index.html>

If you have a disability, impairment, injury, or medical condition that affects your ability to study, Disability Information and Support can help you.

Student Learning Development - <https://www.otago.ac.nz/hedc/students/index.html>

HEDC Student Learning Development provides free and confidential academic development to students studying at the University of Otago. Whether you are working hard to get a pass mark or seeking to gain a top result, all students can benefit from their services.

CARRINGTON EVENTS & ACTIVITIES

WHĀNAU GROUP COMPETITION

Carrington College is famous for its intensely contested Whānau Group competition. Dodgeball, Carryvision, chess, The Great Carrington Bake Off, sock wars – you name it and we'll make it a competition!



INTERCOLLEGE SPORTS, GAMING & CULTURAL COMPETITION



An extensive and comprehensive programme of competitions against the other Colleges is held throughout the year. Carrington College competes in various sports and gaming comps, as well as in cultural events such as debating, film-making, singing, dancing, etc. Competition is fierce and fun!

SUSTAINABILITY & VOLUNTEERING

Carrington College is committed to sustainability and runs a Sustainability Panel who meet regularly to plan and promote sustainable events and activities within the College as part of *Green Your Scene*. Carringtonians often give back to their new community by volunteering and fundraising for various charities.



COLLEGE BALL



Each year the College holds a formal ball, the highlight of the annual social calendar. The Ball is held at the College – it completely transforms for one night only!

CARRY RAVES

Each semester Carrington holds a themed 'Rave'. These events give residents a chance to get creative with costumes and dance the night away!



STUART SHIELD & KING CUP

In honour of Carrington and Arana's shared history with the Stuart Residence Halls Council, each year we do battle across sports and games in pursuit of the Stuart Shield, and in debating for the prized King's Cup. (Not happening in 2024 due to Arana College's closure)

GUIDELINES AND REGULATIONS

ALCOHOL

Drinking in the College must be in a controlled, civilized manner so the rights of others are not compromised and personal health and safety is ensured. The following guidelines have been set to keep our community safe and respectful.

- Carrington College abides by all laws which pertain to underage drinking.
- Self-regulatory behaviour is expected around consumption and quantities purchased.
- Kegs, crates, casks/goons, home-brewing kits, funnels, drinking games and use of alcohol delivery services are strictly prohibited.
- Alcohol must only be consumed in lounges designated as alcohol friendly (this does not include kitchenettes). These spaces will be outlined at Carry101.
- Open vessels are prohibited in hallways, bedrooms, the Jenkins balcony/kitchens and on the outdoor grounds of the College.
- You must be mindful of noise and any issues relating to health and safety. Duty staff may ask people to return to their rooms or take activities off-site if any issues arise.
- As a general rule, alcohol cannot be consumed at the College past 10:30 pm; duty staff reserve the right to enforce an earlier curfew based on noise and behaviour.
- Empty vessels must be placed in recycling bins or taken to the bins at Jenkins car park, **not** stored as trophies on your windowsill.
- Guests are not permitted to bring alcohol into the College.
- Gross intoxication whilst on site is a breach of contract with severe consequences.
- Duty staff and/or Senior Management reserve the right to confiscate alcohol. Senior Management may impose a penalty if alcohol has been confiscated.
- Return of confiscated alcohol must be negotiated with the Kaitiriwā (Deputy Warden).
- Residents breaching these guidelines can expect to be brought to the attention of the Kaitiriwā (Deputy Warden) and followed up.

ALCOHOL FREE PERIODS

The Tautiaki or Kaitiriwā 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 without warning and at their discretion. Noise, offensive behaviour and damage to property are the most likely reasons that an alcohol restriction would be imposed. Additional alcohol restrictions will be put in place prior to and during the exam period, and may be put in place at other times throughout the year as deemed necessary by the Warden. Please note that should there be any change in Government legislation regarding alcohol we may review and/or change our alcohol policy and guidelines if and when we deem it necessary to do so.

RESIDENTS UNDER THE AGE OF 18

Anyone under the age of 18 years is not permitted to carry, store or consume alcohol within the Carrington 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.

INFO ABOUT SAFE DRINKING

The Standard Drinks measure is a simple way to work out how much alcohol you are drinking. It measures the amount of pure alcohol in a drink. One standard drink equals 10 grams of pure alcohol. If you drink a 330ml can of beer or a 100ml glass of table wine you are drinking approximately 10 grams of alcohol (one standard drink), depending on the alcohol percentage. However, a 335ml bottle of RTD spirits at 8 percent is equivalent to 2.1 standard drinks. Further advice on safe drinking will be provided at the College.

<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>

HARASSMENT/BULLYING/DISCRIMINATION/ANTI-SOCIAL BEHAVIOUR

Carrington College aspires to be an inclusive community; we believe that all members 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 include 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>

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.

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 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 pro-active in supporting anyone who is in potential danger or harm.

FOR MORE INFO ABOUT CONSENT

During the first weeks of the College year, all Carrington residents will participate in the University of Otago's sexual violence support and prevention centre (Te Whare Tāwharau)'s 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/>

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

GUESTS

MEALS

A meal voucher can be obtained from Reception during working hours or from the Duty KW, which will be charged to the resident's account. The guest **must present the voucher** to kitchen staff as they move through the servery.

The cost for guest meals at all Residential Colleges is:

- Breakfast: \$5.25
- Lunch/brunch: \$8.00
- Dinner: \$13.25

OVERNIGHT GUESTS

- Overnight guests must be recorded in the Guest Book and paid for at Reception before the guest stays. Please note – meals are charged separately as above.
- The cost of an overnight guest stay at any Residential College is \$5.00, regardless of whether a mattress or bedding is required. (Please ask the Duty KW to give you access to a mattress and bedding for the evening if required – this can only be done after dinner)
- There is a limit of one guest per resident, as well as periods where students are unable to have guests stay at the College. (These dates are displayed on your College calendar, and include the first week of each semester – O Week and Re-O Week, Hyde Street Weekend, St Patrick's Weekend – and during "exam zone" periods.)
- If a guest wishes to stay 3 nights or more, permission from a member of Senior Management is needed.

- Overnight guests are not permitted to bring alcohol into the College.
- We cannot stress enough that the host resident has total responsibility for their guest, including making them aware of our expectations, and being present with their guest at all times. (For example, if you need to leave the College for work or other purposes, your guest should not be left behind.)
- Failure to inform the College that you have a guest staying will result in a nightly charge of \$50.
- The staff team have authority to ask guests to leave the premises at any time.



NON-OVERNIGHT GUESTS

Students are more than welcome to have non-overnight guests at the College, unless otherwise stated.

These guests must leave the College no later than 10:30pm and may be asked leave at the discretion of duty staff.

Please note that guests are not permitted to bring alcohol into the College.

There are times during the year where guests must depart by 7pm, including during O Week and Re-O Week, and during “exam zone”.

PARTNER PASSES

Where a resident has a partner who lives in another University of Otago College, they may apply to the Tautiaki (Warden) for permission to register their partner as an overnight guest without seeking permission on each occasion. The Partner Pass costs \$30 per semester at all Residential Colleges.

Partner Pass guests will be charged for any meals they have at the College and are limited to a maximum of three nights stay per week.

Any breach of the rules and regulations by these guests will lead to the immediate removal of their permission to stay. Other conditions may apply.

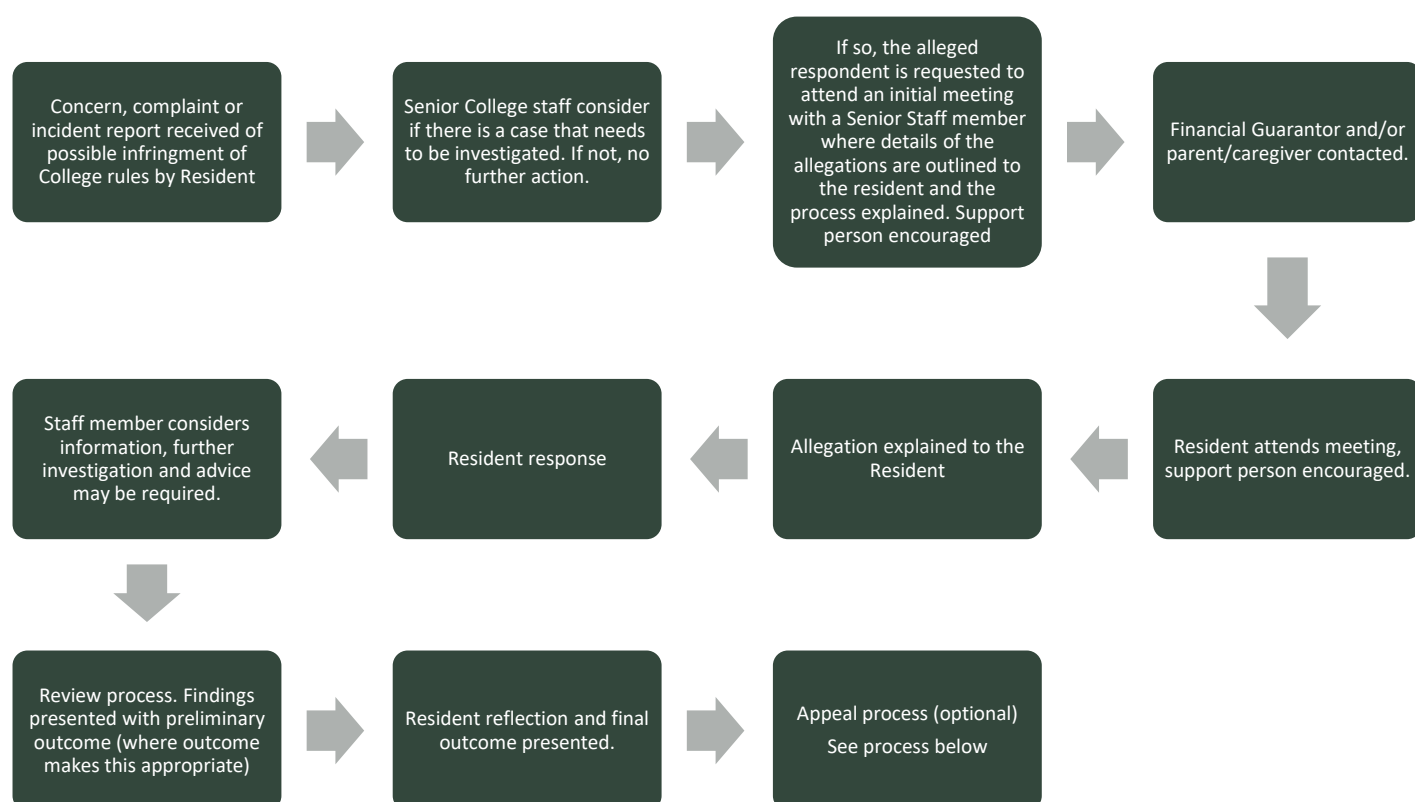
Partner Pass

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 PROCESS



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 pg 15-16.

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

- no sanction.
- formal and informal warnings;
- requirements to undertake work and/or attend programmes, counselling, or medical appointments; movement restrictions; referrals to Police or to the University Proctor.
- 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 the procedures and guidelines contained in the University of Otago's Sexual Misconduct Policy: <https://www.otago.ac.nz/administration/policies/otago711781.html>.

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.

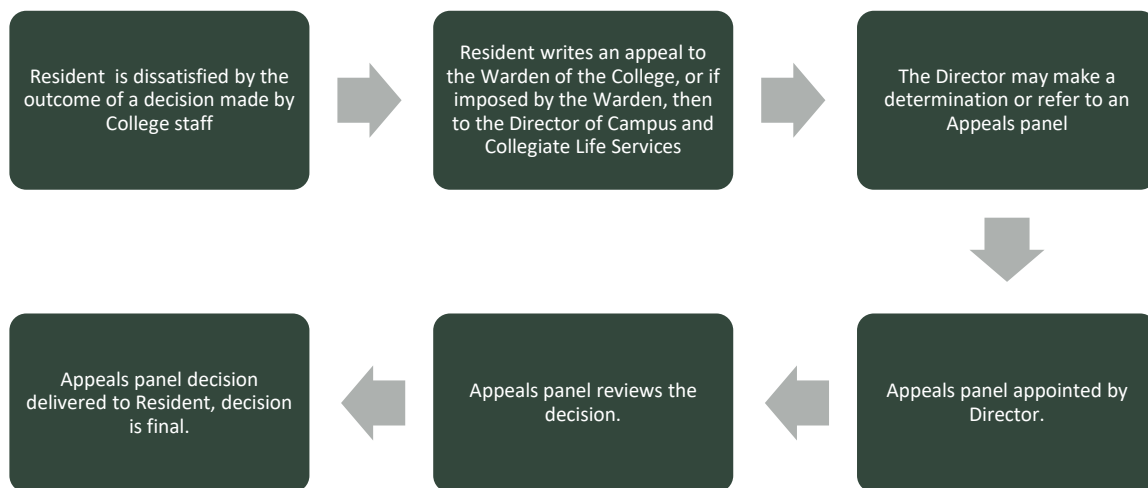
Where a Member faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for the Member to remain in the College while the matter is considered, the Head of College may suspend the Member from the College until such time as it may be appropriate 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.

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) 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 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.

APPEAL PROCESS



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.

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.

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 according to the payment option you have selected. Invoices will be sent for accounts with upfront or quarterly instalments. Residents choosing a weekly payment option must have a automatic payment set up in time for the first payment. Your account balance can be accessed via Te Puna, an account statement can be requested, and messages will be sent regarding upcoming and overdue payments. College administration staff will assist with any queries you have about your account.

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.

PERIOD COVERED BY COLLEGE FEES

Residential fees cover the period **Saturday 17th February 2024 through to 24 hours after your final second semester examination**, 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.

FEE 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.

DRUGS

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). For further information on how to appeal any sanction please refer to the appeals process.

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 any drugs apart from your prescribed medication or over the counter products in your possession.*** The only 'legal substance' that we allow to be used at Carrington 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.

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 (*insert College name*) 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.

SMOKING AND VAPING

The University of Otago is a smoke-free and vape-free campus. This includes all Carrington 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.

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 (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 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.



SAFETY

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.

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.

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 Carrington 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.

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 fishbowl. 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.

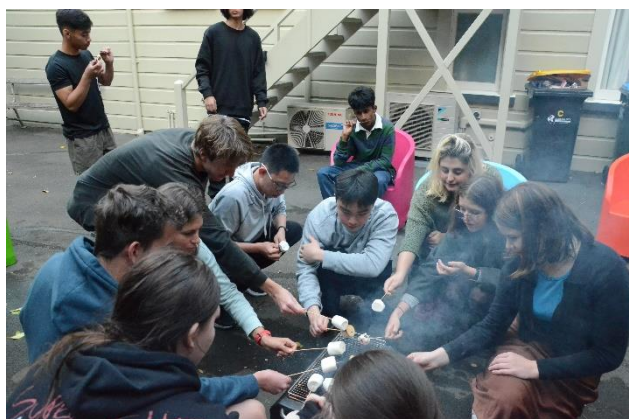
WEAPONS

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.



EMERGENCY PROCEDURES

EVACUATION

Evacuation notices are posted by front doors of buildings and at the top of stairwells, 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!
- Leave your door unlocked but closed with your pillow in front of it (not propping it open) to indicate you have evacuated.
- Leave the building using either the stairway or the fire exit.
- Assemble with other members of your house/floor at the tennis court.
- Staff and/or Emergency Services will check your rooms/houses after you have vacated them.
- Do not re-enter the building until staff advise 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:
 - Your name
 - The name of your building at Carrington College
 - The nature of the emergency
- Leave the building via your designated escape route.
- Report to your designated assembly area (tennis court).
- Do not return to the building

EARTHQUAKE

DROP down onto your hands and knees (before the 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.

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.

PANDEMIC SAFETY

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.

COVID

During the COVID-19 pandemic Carrington 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 03 479 5533

Carrington 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/>

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.

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

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.

Te Kāreti o Carrington

Carrington College



@carrington.college