

CAROLINE FREEMAN COLLEGE

Resident Handbook



2026

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Welcome to CAROLINE FREEMAN COLLEGE

Kia ora, Kia orana, Bula Vinaka, Malo e Ielie, Namaste, Welcome

It is our pleasure to welcome you to the 2026 Caroline Freeman community.

At the heart of our community are core values that guide how we live and learn: manaakitanga (hospitality), whakawhanaungatanga (relationships), pono (integrity) and kotahitanga (unity). We use these values to help maintain our culture and to keep us together as a warm and vibrant community.

Being part of the Caroline Freeman community means that you will have more than just a place to live and study, You'll find opportunities to grow, explore, and connect in a community that plays a part in supporting you, your learning and your growth.

Residential college communities often adopt a symbol or mascot to represent their identity and values. We've chosen the kea as ours, as we feel it captures our spirit, and the spirit of Caroline Freeman herself. Curious, resilient, and playful, we see the kea as a reflection of Caroline's determination to overcome challenges with courage, creativity, and persistence. And for us, it mirrors the opportunities Caroline opened for others, a legacy we are proud to carry forward.

We know that living with others can sometimes be a little hectic, so we've put together some guidelines and expectations to help us all settle in to living together. This handbook gives you an overview of life at Caroline Freeman and explains the expectations and guidelines that help keep our community inclusive and welcoming. We have also included contact information for support services, so that you have easy access to extra support, or confidential community assistance, if needed.

When you (and your guarantor) sign and return your contract, you (and your guarantor) are confirming that you have read, understood, and agree to the conditions and information in the Contract, General Conditions and Conditions of Residence and this Handbook.

If you are looking for a community where individuality is celebrated, connections are encouraged, and growth and success are recognised in all their forms, then this is the place for you.

We look forward to welcoming you to your 2026 home, and to the Caroline College whānau.

Hei konā mai

Christina, Eric and Elizabeth

OVERVIEW

Ōtākou rohe

Kāi Tahu are the iwi of Ōtākou, named after their tupuna/ancestor, Tahupōtiki. Through migration and inter-marriage, they have strong historical connections to Kāti Māmoe, Waitaha and Rapuwai.

Te Kareti o Caroline Freeman stands on Kāi Tahu occupied land. This area was historically utilised as a mahika kai/food gathering place. The Owheo/Leith was a source of wheo/blue duck, kanakana / lamprey, weka/woodhen and tuna/eels were collected from Taiari and Kaikarae. The tuna was trapped in hīnaki/fish traps woven from kareao/supplejack that grew all through the area. Ko te Awa Ōtākou/Otago Harbour was a wonderful source of seafood that sustained generations of Kāi Tahu.

(Mita is the sound and pronunciation of a language. Some of Ngāi Tahu substitute the 'ng' for 'k'. Ngāi Tahu becomes Kāi Tahu. Ranginui becomes Rakinui).

Caroline Freeman College

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

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

At Caroline Freeman we endeavour to provide a:

- comfortable, secure 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

We anticipate that residents will take responsibility for their conduct and show care, concern and respect for the rights of others to create an inclusive and supportive living space.

Education and Training Act Code of Practice

Caroline Freeman 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/>

Privacy Policy

At the University of Otago Ōtakou 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.

College Staff

Our staff team is known around campus for being friendly, welcoming and dedicated to taura (student) success.

Our connections with university services enable us to assist in supporting your physical, psychological and spiritual wellbeing and health.

The College is staffed by Christina Watson-Mills (Tautiaki/College Warden), Eric Nabalagi, (Tautiaki Piki/College Deputy Warden), Elizabeth Audas (Tautiaki Kaiāwhina/ College Assistant Warden) and together they make up the Caroline Freeman senior college staff team. Supporting them in their roles is Liesl de Jaeger (Administrator) and a team of Kaiāwhina Whare (Sub-Wardens). We are also fortunate to have a dedicated kitchen team, and a Property Services staff member embedded in the college to help us keep things running smoothly.

Tautiaki (College Warden)

Christina has extensive experience in college communities. Her role encompasses the management of all daily college operations, with a primary focus on nurturing a vibrant and supportive community culture. Christina is particularly interested in the well-being of our community and helps support everyone who lives and works here. Christina is available to support you in any aspect of college or academic life, so don't hesitate to let her know if you need anything. Christina lives on site, and you will find her around the college during the day, and on some evenings and weekends.

Tautiaki Piki (College Deputy Warden)

We are incredibly blessed to have Eric as our Tautiaki Piki. Eric brings the warmth, generosity, and spirit of his Fijian heritage into everything he does. Eric supports Christina in the running of the community and looks after our academic programme. There's a quiet magic in the way Eric creates connection and fosters community. He approaches his role, like everything else that he does, with heart and authenticity. Eric lives on site and is around the college in the afternoons, evenings and weekends.

Tautiaki Kaiāwhina (College Assistant Warden)

Elizabeth our Tautiaki Kaiāwhina is vibrant, kind, and full of positive energy. She brings a fresh perspective, is always a joy to talk to, and has a natural way of making people feel seen and heard. Elizabeth's presence adds something really special to the team, and she makes a difference every day. Elizabeth lives on site. You'll find Elizabeth around the college on afternoons, evenings and weekends.

Our **Kaiwhakarite Wharepuni (Administrator)**, Liesl, hailing from South Africa, takes care of the behind-the-scenes magic that keeps our office and administrative systems running smoothly. You'll find her in the office during regular weekday office hours. Feel free to have a chat with Liesl or ask her any college related questions and she'll be more than happy to point you in the right direction to find the answer or find support.

The **Kaiāwhina Whare (Sub Warden team)** are senior students who are key members of our Caroline Freeman staff team. They bring firsthand experience in navigating the challenges of living away from home and adapting to the demands of studying at Otago. Their primary role is to work together with Christina, Eric and Elizabeth to provide support to you and the Caroline Freeman community.

Our Kaiāwhina Whare work on a rotating schedule. They are available to offer support during the early morning, evenings and weekends. You can locate the Duty Kaiāwhina in the office

and around the college between 6.00am – 8.30am and from 5.00 pm - 11.00pm on weekdays. At weekends we have a duty Kaiāwhina is available from 6.00am until 11.00pm.

Our **Kaiwhakahaere Ratoka Kai (Food Services Manager)** Brent Cowie, is responsible for the serving of nutritious meals. Feel free to let us know if you have any questions or dietary needs.

Our **Kaituitui Rauhaka (Property Services Facilities Coordinator)** Robert Strang looks after the buildings. Please let us know, or put a request through Te Puna if any repairs are needed.

To reach a staff member, you will find us around the college, or you can call us on the main office number 479 5590 24/7.

Caroline Freeman Ethos and Values

Our Ethos

Our ethos is rooted in a commitment to belonging, respect, and care. We are guided by the principles of *manaakitanga* and *whanaungatanga*, nurturing kindness, responsibility, and support for ourselves and others. In our community, every resident contributes to a culture where curiosity, connection, and personal growth are valued, and where inclusivity, empathy, and respect shape how we live, learn, and interact together.

Our Values

To bring our ethos to life, we expect everyone in our community to:

- act with kindness and respect toward others and themselves
- take responsibility for their actions and contributions
- play a role in supporting and including others, fostering a sense of belonging
- embrace curiosity and growth, valuing learning in all its forms
- be positive in their connections, contributing to a supportive and inclusive environment

By embracing these values, we all contribute to sustaining the spirit and character of our community.

Caroline Freeman College History

Caroline Freeman College was established in 2000, named as City College, at that time, the college was owned by the University of Otago, the College of Education and the Otago Polytechnic. In 2018 the University purchased the college outright.

It was at this time, the college was renamed as Caroline Freeman College, honouring the University of Otago's first female graduate. Caroline Freeman completed her degree in 1885 after years of part-time study and immense personal perseverance. The renaming marked a shift in identity and vision, with the college embracing a deeper commitment to inclusivity, determination, and empowerment. Shortly afterwards, the university incorporated the former Abbey College buildings (a neighbouring residential community), into Caroline Freeman College to increase capacity and enhance student amenities.

Today, Caroline Freeman College is a vibrant and diverse undergraduate community, known for its welcoming atmosphere, and values-based culture. The Caroline Freeman staff team plays a role in supporting residents in both their academic and personal development. With

our ethos grounded in the legacy of Caroline Freeman herself, we honour her legacy by fostering a community that values education, inclusivity, and personal growth. By upholding these values, we continue to embody the spirit of Caroline Freeman in a modern context.

What to Expect When You Arrive at Caroline Freeman College

When you arrive, our staff team will be waiting to greet you. They will assist you in getting settled into your room and introduce you to fellow residents. Shortly after you arrive, we will arrange an appointment with either Christina (Tautiaki), Eric (Tautiaki Piki) or Elizabeth (Kaiāwhina Tautiaki). These meetings are designed to check in on how you are settling in and the support you might need. Many who take advantage of these meetings find them to be an excellent way to kickstart their journey at Otago.

We recognise that arriving in a new place can bring a mix of emotions, so we've planned a variety of activities throughout the days and evenings to help you connect with others and ease into College and University life. Our aim is to be of support to you in navigating this transition and do our best to help you feel comfortable and settled.

We prefer that residents do not arrive before the College opens at 8.30am on Saturday 14th February 2026. In the event that a resident has circumstances requiring them to arrive one or two days prior to the College opening, if we are able to provide accommodation, the cost to stay at the College is \$75.00 per night including meals.

Life AT Caroline Freeman

Semester Dates

Semester dates for 2026 are as follows

Semester 1	
Event	Date
Preliminary Lectures	Friday, 20 February
Lectures Begin	Monday, 23 February
Mid-Semester Break	Friday 3 April - Sunday 12 April
Lectures Resume	Monday 13 April
Lectures End	Friday 29 May
Examination Period	Wednesday, 3 June - Wednesday 17 June
Semester 2	
Event	Date
Lectures Begin	Monday 13 July
Mid-Semester Break	Saturday 29 August - Sunday 6 September
Lectures Resume	Monday 7 September 2026
Lectures End	Friday 16 October 2026
Examination Period	Monday 19 October - Saturday 7 November

For more key dates please refer to the University of Otago website
<https://www.otago.ac.nz/news/academic-key-dates>

Positive Wellbeing and Selfcare

Success is something we each determine for ourselves. For you, it could be achieving your goals; getting specific grades; giving back; learning something new etc. We recognise that your mental health and wellbeing play an important role in your daily life and also in your path to success. Good mental health, as described by the World Health Organisation, is a state of wellbeing where we can realise our potential, work productively and cope with the normal stresses of life.

At Caroline Freeman our framework of support is built around Sir Mason Durie's Te Whare Tapa Whā model of health and wellbeing. This model encapsulates a Māori view of health and wellness where health and wellbeing are envisaged as a whareniui (meeting house) with four walls.

These four corner stones (walls) represent:

- taha wairua - spiritual wellbeing
- taha hinengaro - mental and emotional wellbeing
- taha tinana - physical wellbeing
- taha whanau - family and social wellbeing.

We understand that when all of these are in balance, we thrive.

We offer the following:

- college staff available for onsite support 24 hours a day
- staff who are professionally trained in pastoral care, with an emphasis on inclusivity in all areas
- guidance, individual check ins, and tools for successful living
- mental health service support through the University and wider community
- healthy and nutritious meals (please note the managing food allergen information)
- staff who are trained as first aiders and fire wardens
- connection with the University's Disability Information and Support services offering support for residents with a disability, impairment, injury or medical condition that affects their ability to study (learning support, advice, advocacy and information)
- opportunity to take part in regular activities both within the college and in the InterCollege cultural, sporting and games competition
- opportunities to volunteer and give back to the community
- onsite security guards over night
- connections with the comprehensive range of support services offered on campus and in the wider community

We encourage all our residents to actively engage in the social aspects of College Life:

- getting to know others
- forming friendships and bonds
- participating in the many regular social activities the College provides
- enrolling in clubs or societies

We are proud of the diversity in our community (ethnic, social, sexual orientation, faith or religious affiliation, spirituality, personality, financial, cognitive styles etc)

The University offers a wide range of support services available to students, that include:

- Māori Centre
- Pacific Island Centre
- Chaplaincy Services,
- OUSA LGBTQIA+ support and guidance.

Providing a secure, inclusive, environment where students have ready access to information and guidance is important to us. As is transparency on residents' rights and responsibilities.

Self-care (looking after yourself) is also an important part of wellbeing.

As well as promoting:

- healthy eating, healthy social choices, good sleep patterns, exercise, time out, connections and creative expression

we encourage sharing and problem-solving to help maintain personal health and well-being.

We understand that everyone's journey is different, and that university can sometimes feel overwhelming. Our role is to provide a welcoming environment with guidance and opportunities for you to connect and grow. It's then up to you to take the steps to engage in what's on offer and build connections.

Academic Support

The Caroline Freeman academic support programme, which starts during your first weeks of lectures is designed to help you enhance your learning skills. In our programme you will find an interactive learning environment where you can share ideas with others and reflect on your own learning. We offer subject-based tutorials and general study skills sessions to compliment your on campus learning. If we're unable to provide a tutorial for a paper you need help with, we'll assist you in accessing a tutorial at another college, if one is available

We can also help you gain access to the services available within the University community, so if you need (or would like) extra academic assistance please come and talk with us.

Blackboard and Student Email

It is important that you login to blackboard and check this and your university email regularly (daily) so you can find your course materials, information, updates and answers to FAQs for your course.

<https://blackboard.otago.ac.nz/>

<https://www.otago.ac.nz/smlanding/>

The University of Otago first year student webpage also hosts some very useful information, and we recommend that you also make yourself familiar with this page

<https://www.otago.ac.nz/first-year-students/index.html>

Study Areas

Your room is well equipped for study. In addition, we also have other areas where you can hit the books or get that assignment completed. You may wish to study in one of our many tutorial rooms, the dining room (outside of meal hours), the Rata lounge, the library, the Loft or one of our many outdoor spaces.

Please note: A condition of residence at Caroline Freeman requires residents to authorise the University of Otago to release their enrolment details and academic results to the Tautiaki for the time they are living at Toroa. Receiving this information enables Caroline Freeman to adequately assist you in your academic progress.

Complaints Procedure

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

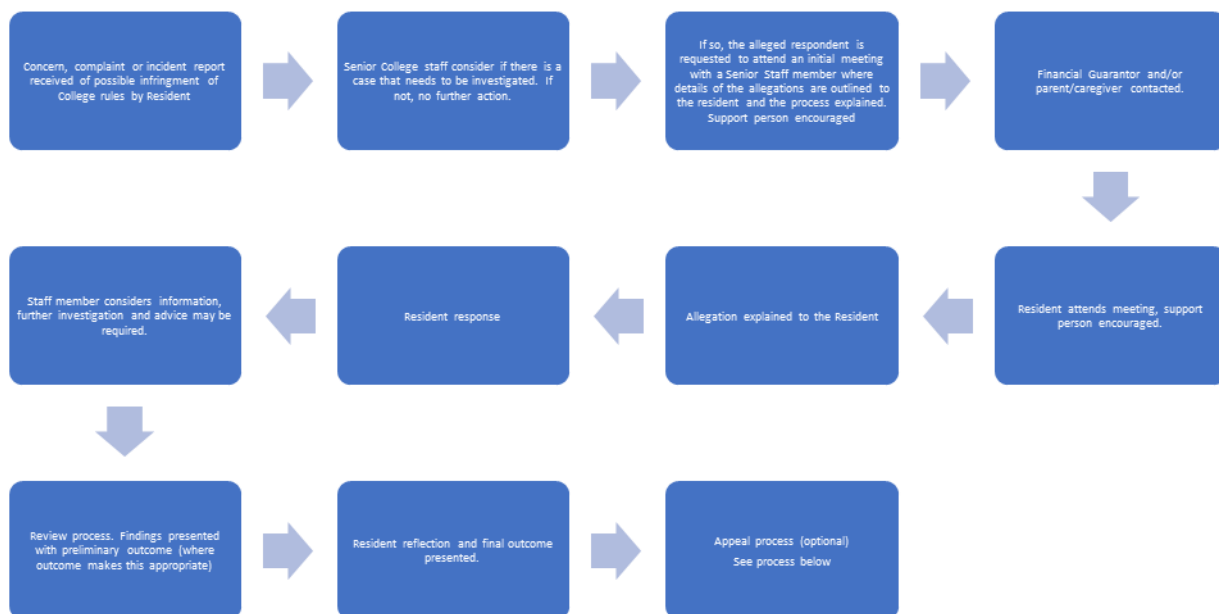
Members of the community are encouraged to talk directly with a staff member when a concern arises. However, if you do not feel this is appropriate or the concern is not resolved, you can approach the Deputy Warden or Warden. Many issues or complaints can be resolved through informal means. All staff 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 Tautiaki (College 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 Tautiaki (College 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 Tautiaki (College 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 Tautiaki (College 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.

Conduct

As Caroline Freeman College will be home to all of us for the year, we expect that you will show consideration for the rights of others and that others will show the same respect to you.



MISCONDUCT

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.

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.

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

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

*If the incident alleges Sexual Misconduct, the College will follow 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.

General Conduct concerns

Generally, Kaiāwhina will be the first staff members you come into contact with regarding any minor matters. Contact with a Kaiāwhina will often take the form of helping you to correct your behaviour, (e.g. a reminder about your obligations.)

Although Kaiāwhina do not have the discretion to follow any of the more serious actions detailed above, it is expected that people will modify behaviour if asked to do so. Failure to comply with these instructions may result in the resident a referral to a senior staff member and any of the consequences or interventions as outlined above may occur.

For more serious matters, senior staff have the discretion to pass down any one, or a combination of, the actions listed above as they see fit.

In all instances due process is used when dealing with matters of misconduct. An appeals process is available.

As good citizens we expect that our residents become familiar with, and make responsible choices, so as not breach the

- University of Otago Code of Student Conduct
<http://www.otago.ac.nz/proctor/codeofconduct/>
<http://www.otago.ac.nz/administration/policies/otago029948.html>

or the

- University of Otago Ethical Behaviour Policy
<http://www.otago.ac.nz/administration/policies/otago003161.html>

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.

Appeals and Grievance Procedure

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").

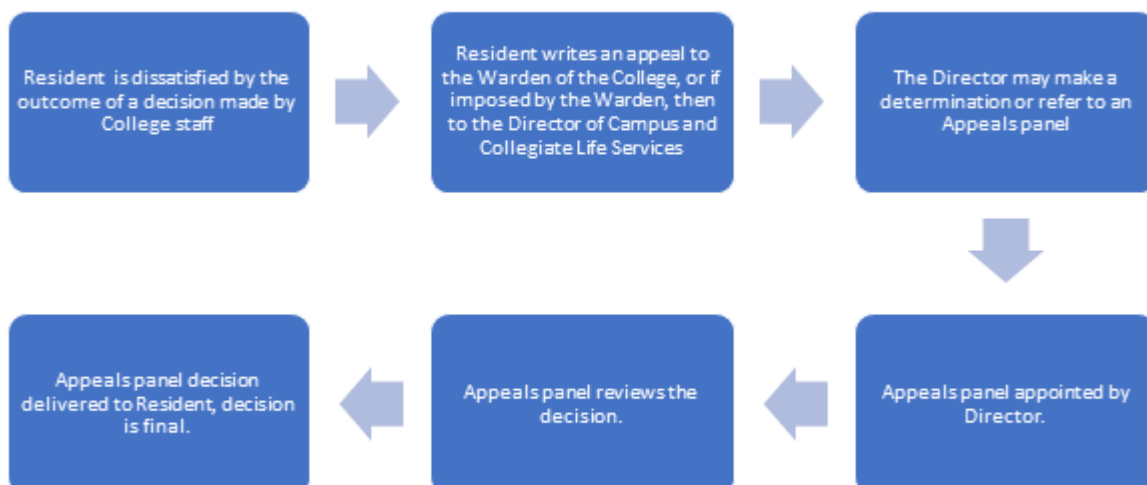
The grounds on which an appeal may be brought under this clause are

- (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 they think 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

Residents 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.

University Policies and Procedures

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

Four of the key policies you need to consider whilst residing at Caroline Freeman are:

- Code of Conduct – The purpose of the Code of Student Conduct is to promote the University's academic aims and a sense of community through the cultivation of mutual respect, tolerance and understanding. To this end, the University expects that students will not engage in behaviours that endanger their own or others' safety and well-being. Students are expected to conform to the standards contained in this Code of Student Conduct off-campus as well as on-campus.
- Ethical behaviour Policy – The purpose of this policy is to promote ethical interactions between all members of the University community and to provide an environment of safety, respect and dignity so we can all 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 will share such matters with the Christina, Eric and or Elizabeth as necessary.

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

Staff, including Kaiāwhina, will treat all residents' concerns and private details with respect and confidentiality.

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. There are occasions when it may be necessary for the Tautiaki (Warden) or

other members of the senior college staff 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
- there have been serious breaches of the University or College guidelines or policies
- payment of accommodation fees is in arrears

Environmental Conscience

We care about our planet, and we do our best to be proactive in taking care of it. Recycling, and careful waste disposal, is a good way of reducing the negative impact our community has on the environment. We believe in refusing, reusing and recycling as much as we can.

You will find a range of recycling, reducing and waste disposal initiatives at Caroline Freeman.

We encourage and provide communal facilities for recycling of paper, cardboard, glass, cans and other products. All residents are expected to recycle appropriately. We also encourage conscious use of electricity and water.

No rubbish is to be left in kitchens or any common area of the College. Dumping rubbish in an area other than the appropriate bins or recycling bins is considered as inappropriate within the Caroline Freeman community.

Food

Caroline Freeman provides three meals a day for all residents. Our food services team have developed menus that are tasty and nutritious.

Managing Food Allergies in College Dining

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

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

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

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

We offer a halal option. The halal service we provide is focused around the food. We provide meat that is halal (lamb, beef, chicken) and our halal dishes do not contain alcohol or pork ingredients. Our meals are prepared in the college kitchen and pork, and alcohol products may be in use for other food preparation, so our kitchen, strictly speaking is not halal.

Meals - Breakfast, Lunch and Dinner

Our fabulous dining room is an integral part of your college experience. To help everyone feel comfortable clothing should be appropriate. For health and safety reasons, footwear is always required. Student ID cards may be required for dining purposes.

To be helpful to dining room staff we are required to clear our crockery, cutlery, glasses and food scraps from our tables, placing them in the appropriate clearing stations. Crockery, cutlery, or any other equipment from the dining room is to remain in the dining room.

You may have a guest dine with you in our dining room. Guests must be registered, through the office, a guest dining charge applies.

Meal Times are advertised around the college and at the dining room and on our social media.

Late meals and sick meals may be ordered through Te Puna. Packed lunches are also available and sign up for these is in the dining room.

ID Card Scanning in the Dining Room

We will scan your University ID card in the dining room as part of our ongoing commitment to your wellbeing.

Why Do We Scan Your ID Card?

Scanning your ID card allows us to:

- monitor dining room attendance
- identify and address concerns
- maintain security
- enhance pastoral care

We appreciate your cooperation in this matter, as it plays a crucial role in maintaining a supportive community for everyone.

Residents - Who Lives Here

Caroline Freeman is a vibrant, diverse and talented community of first year students. Residents come from within New Zealand and around the world, each sharing a drive to succeed.

Under18 International students

In order for us to provide appropriate care for under 18 International students we follow the Special conditions for international students aged under 18 as required by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

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

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

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

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

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

Returning Residents

Whilst we recognise the many opportunities to move into a private flat in second year, we do understand that a small number of residents may need to reside at Caroline Freeman for a second year. Applications to be a returner open in August and the chance to return is not guaranteed, with offers for these few spaces going out in October.

Flatting Reference

Most of our residents head out into private accommodation in their second year of study. It is usual for landlords to require a flatting reference from your previous or current place of accommodation. The Tautiaki will provide references as requested, however, we do not offer or furnish any reference until the second semester of the year. Please be aware that landlords will require information from us in relation to how well you meet your required financial obligations; any damage you may have caused; your levels of tidiness etc.

Social and Events Programme

Our primary purpose is to provide you with a living environment that is supportive of your academic goals, balanced with an environment that allows you to have time to relax and have some fun. We run a diverse social programme throughout the year giving you many opportunities to participate in a variety of social and sporting activities. We participate in the Inter-Collegiate cultural, games and sporting competition. Whether on the field or on the sidelines, we value fairness, respect, and positive engagement.

Volunteering and community service are important to us, and we provide opportunities for you to take part and give back to the wider community. We encourage you to make the most of Caroline Freeman by getting involved.

Residents' Committee

The Caroline Freeman ResCom helps promote the Caroline Freeman community spirit. The Residents' Committee (formed at the beginning of the year) helps plan and organise some of the college's many events and provide us with valuable insight to help us shape our community.

Student Voice

Your experience at Caroline Freeman is important to us. We recognise that you have expertise and knowledge that can offer insight and opportunity. We encourage you to share your ideas, thinking and feedback with us (either through ResCom or directly to the staff team) so that we can better enhance your year. The University conducts an annual resident survey for all members of the residential college system. We encourage you to complete this when it is available.

Whānau Parents Caregivers

The role of parents, caregivers, guardians and whānau remains very important during the years you spend at university. We encourage parents, caregivers, guardians and whānau to reach out to us with any concerns regarding your well-being so we can help provide referrals and support as needed.

Communal Living

Living together with a large number of others may be a new experience for you. We understand that queueing (for food, the bathroom and other resources), noise, early starts or late nights may be something that you have not previously experienced. We are here to help you navigate these new experiences as you progress on your first-year journey. Prior to your arrival we will ask you to provide us with some information about yourself to help us find the best area for you to live in based on your requests.

Alcohol at Caroline Freeman

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

We believe that choosing to not drink alcohol is a valid choice and upon sufficient request we offer alcohol-free units in which you may not store, carry or consume alcohol. As necessary, information regarding the location of these units will be provided at the beginning of the year.

We hold the view that excessive use of alcohol is not acceptable as it can to self-harm, the harm of others and can even be life threatening. Any resident exhibiting concerning alcohol

related behaviour, gross intoxication and/or regular signs of intoxication may be called to meet with one or more of the senior college staff team for the purpose of education, pastoral care intervention and/or misconduct meetings.

It is our view that being under the influence of alcohol does not justify nor excuse unacceptable behaviour, and we do not consider alcohol to be a mitigating factor in matters of poor behaviour. Further, we consider gross intoxication to be anti-social and a breach of our community expectations and anyone found in this condition may face consequences or intervention as outlined in the conduct section.

Residents under the age of 18 years

Any resident under the age of 18 years is not permitted to carry, store or consume alcohol within the Caroline Freeman community.

All residents aged under 18 years at the start of the year will be required to meet with a senior staff member to discuss this alcohol restriction. Any resident found to be in breach of this condition will face a consequence or intervention as outlined in the misconduct section. Any person supplying alcohol to any resident in this category will also face a consequence or intervention as outlined in the misconduct section.

Not permitted within the Caroline Freeman Community:

- spirits, liqueurs, fortified wines
- kegs
- home brewing including beer/wine/spirit making or home brewing equipment
- drinking games as they are designed for high volume drinking
- apparatus and paraphernalia associated with drinking games and/or binge drinking
- drinking in car parks and other Caroline Freeman communal areas
- alcohol deliveries

The items listed above are typically associated with high alcohol volume consumption and present an increased risk of serious harm. Accordingly, such items are deemed inconsistent with the College's expectations of moderate and responsible alcohol use. Residents found in possession of any listed item will be required to remove it from the College.

Failure to do so may result in the item being confiscated. Confiscated items may, at the discretion of the College, be:

- returned to a Parent/Guardian (at the resident's cost)
- returned to the resident at the conclusion of their period of residence, or
- destroyed, following notification, where return is deemed inappropriate

Any items not claimed by December of a given year will be disposed of at the discretion of the College. Disposal may include but is not limited to tipping out open items or donating sealed items to a charity, as deemed appropriate by the College

For health and safety reasons we do not allow

- guests to consume alcohol on our premises
- drinking alcohol in bedrooms
- more than ten people drinking in any one apartment at any given time
- alcohol in glass bottles smaller than 500ml
- storage of alcohol bottles (full or empty) on window ledges, in view of windows or in public areas (e.g. lounge, kitchen, laundry, hallway) within an apartment

- drinking alcohol in communal areas of the college (outside of apartments) e.g. tutorial rooms, the library, the dining room etc

Additional alcohol restrictions will be put in place throughout the year as deemed necessary by senior staff. Prior to exams we have a two week study zone period where we expect minimal noise at all times. Consumption of alcohol after 7.30pm during study zone is not permitted Sunday to Saturday. Guests are not allowed to stay overnight during this time. This restriction will remain in place until the end of each semester.

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.

We ask that you make your guests aware of our policies. Staff may ask any guest whom they believe is not behaving appropriately to leave Caroline Freeman property immediately.

If you want to review your relationship with alcohol or drugs, we encourage you to talk with us so we can assist you in seeking help.

You can find more information on safe alcohol practices at:

<https://www.alcohol.org.nz/>

<https://www.drinkaware.co.uk/advice/staying-safe-while-drinking/how-to-stay-safe-at-uni/>

<https://www.hellosundaymorning.org>

Communal Living

Everyone has individual needs and standards when it comes to having suitable study and living environments. Living harmoniously together at Caroline Freeman requires us all to show respect and consideration for each other.

As well as showing respect and consideration for yourself and others we expect that you will:

- respect Caroline Freeman property and furnishings
- report any damage immediately it occurs

When you accept a place at Caroline Freeman you will be asked to advise us of your living preferences. Whilst we make our placements with the utmost care, we cannot guarantee to place you according to all of your requests or with people whose interests and lifestyle are match yours.

Staff (including Kaiāwhina) will visit the communal areas of your unit as a matter of course to ensure your ongoing wellbeing so feel free to let them know if you need anything.

Communication

We use many media for communicating with you throughout the year. These include but are not limited to personal communication, Instagram, email, text, letters and phone calls.

Email: Please ensure your email address is current and up to date in eVision. Important information will be sent you via your student email address so please ensure you check this regularly (daily).

Instagram: We use Instagram as one of our primary communication channels. Each year, we create a dedicated page for that year's residents. We highly recommend that you have an Instagram account to stay updated and connected.

Calls or Texts: Please ensure you have updated your eVision with your current New Zealand mobile phone number so we can contact you quickly regarding important updates or any matters requiring your immediate attention.

Drugs and other such substances

Illegal Drugs

The University has adopted a zero-tolerance policy in respect of the possession, use or distribution of illegal drugs by members of its colleges while on university property or while attending a college event. Where disciplinary process establishes that the Resident has committed a breach of this policy, the contract will automatically be terminated by the Tautiaki, 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 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, 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 Caroline Freeman 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.

Any resident found in the possession of, or using a legal substance not allowed within the Caroline Freeman community may face a consequence or intervention as outlined in the Misconduct section, which may involve being suspended or excluded (termination of residence) from the Caroline Freeman community. Suspension or termination of residence due to possession, use or distribution of legal substances not allowed within the College, does not affect the resident's ongoing liability for their remaining annual residential fees.

Drug Related 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 Caroline Freeman 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.

Guests and Visitors

Your friends and whānau are most welcome to visit you at Caroline Freeman. We ask that you ensure your visitors and guests are familiar with Caroline Freeman philosophies and policies. There is a charge, per meal, for anyone dining with us.

Please note that guests may not bring alcohol to or consume alcohol at Caroline Freeman. Any guest found to be in breach of this condition will be asked to leave Caroline Freeman immediately.

You must accompany your guest when they are at Caroline Freeman. For the ongoing security of our community please do not give your key or the access codes to our gates to any other person.

Whilst we welcome your guests and visitors, we reserve the right to ask any guest or visitor to leave the property and to withdraw permission for any visitor/guest to be on the premises or within Caroline Freeman property if we deem it necessary to do so.

Overnight Guests

Our facilities are designed to accommodate our residents comfortably and therefore we are not able to accommodate others without impacting on resident comfort. With this in mind, we consider overnight guests to be a privilege. There is a nightly charge of \$10.00 and a meal charge (as applicable) for any guests staying overnight with us.

For everyone's safety, we need to know who is staying on site overnight. If you'd like to have a guest stay, please register your request for an overnight guest at least 24 hours before their visit.

We enjoy welcoming visitors and making sure they feel comfortable and ask that you introduce your overnight guest to Christina, Eric or Elizabeth when they arrive. For health and safety reasons, your guest will need to sleep in your room (not in communal areas). Please note that we are not able to provide mattresses or bedding for guests, so please plan ahead.

We welcome overnight guests who are between 17 and 21 years old, i.e. similar in age to the college cohort. To keep the focus on our resident community, we cannot accommodate parents, guardians, grandparents, or other adult family members overnight. Guests under 17 need permission from their parent, guardian, or caregiver and permission must be sought from the college prior to their planned arrival.

For everyone's comfort a guest may not stay at Caroline Freeman more than three nights within a seven day period. Should anyone be found to have unauthorised guests staying, they (the resident) will incur a charge of \$50.00 per night for the duration of each night's stay.

Please be aware that we do not allow:

- a resident to have more than one overnight guest per night
- your overnight guest to stay with other residents
- overnight guests for the first two weeks of the first semester.
- overnight guests for the first two weeks of the second semester.
- overnight guests during study zone (2 weeks before exams and during exams until the end of each semester.)
- overnight guests during large entertainment, sporting or other such events being held in Dunedin or nearby (including but not limited to - test level sports matches, concerts, Hyde Street party, Southern Sounds festival etc.)
- overnight guests for the night prior to, the night of, and the night after St Patrick's Day
- guests or overnight guests at other times, as deemed necessary and advised by the senior College staff

Plus 1 Pass

Residents may apply for a Plus 1 Pass to host a partner, sibling, or close friend who may wish to stay at the college frequently. Approval is required in advance and is granted at the discretion of senior College staff. Meals must be paid for separately. The cost of a Plus 1 Pass is \$30.00 per semester, please note this does not include meals and bedding is not provided. These guests may not stay more than three nights in a seven day period.

The College reserves the right, at the sole discretion of senior staff, to revoke a Plus 1 Pass at any time. Revocation may occur for any reason, including but not limited to

- breach of college regulations or policies
- conduct deemed disruptive to the College community
- failure to comply with health, safety, or security requirements, or
- a change in relationship to the resident
- any circumstance which, in the opinion of senior staff, renders the continued validity of the Pass inappropriate or unsafe

No compensation or entitlement to a replacement pass, refund, or appeal is implied by the issuance of this Pass. The decision of the Warden, or delegated senior staff member, in relation to revocation shall be final.

Harassment/Bullying/Discrimination/Anti-Social Behaviour

We aspire to be an inclusive community, and we believe that all residents of the community have the right to study and live in an environment that is free from any form of anti-social or malicious behaviour. Unacceptable behaviour may include but is not limited to behaviour that is physical, spoken, virtual, electronic, written or published.

We do not accept any discrimination against or harassment of another resident on the basis of gender, age, ability, nationality, sexual orientation, religious affiliation or any other reason.

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.

Examples of behaviour we deem to be anti-social includes but is not limited to: name calling; disruptive behaviour; abuse; unwanted physical contact; unwanted non-verbal contact; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings; stalking; intimidation; any form of physical violence; sexual violence; sexual assault; sexual harassment; derogatory comments and language

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>

Consent

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

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

The following are very good guidelines.

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

As a collegiate community you are also responsible for each other. Please look after your friends and be 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 Te Whare Tāwharau will come to the College and provide the CommUNItY102 workshop. This is a workshop designed with first year students 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 staff. 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

Harmful Digital Communications

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

Cyber Safety

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

Both Caroline Freeman College and the University of Otago view harassment and anti-social behaviour very seriously. We support the following University policies:

University Ethical Behaviour Policy

<http://www.otago.ac.nz/administration/policies/otago003161.html>

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Caroline Freeman community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

University of Otago Code of Student Conduct

<https://www.otago.ac.nz/proctor/otago670687.pdf>

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Caroline Freeman community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

Sexual Misconduct Policy

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

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Caroline Freeman community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

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 other staff member to decide if you wish to make a complaint; seek advice and get support from a staff member or you can check out the other support services available at the University of Otago at: <http://www.otago.ac.nz/services/>

Health

Your wellbeing is our concern. We do need you to let us know you need assistance, or that you are unwell, so that we are aware that you need some extra care and support. If you become unwell or if you have had an accident, please notify a member of staff as soon as possible. We also ask that you notify us if you know someone else has become unwell or has had an accident.

We encourage open conversations about wellbeing so we can best support you. If you have pre-existing health or wellbeing matters, sharing this information with us, when you feel ready, will help us connect you with the right support and resources. While we can be supportive and offer guidance or referrals, it is expected that you will take an active role and engage in managing your own health and wellbeing.

Illness

It's not unusual to experience bouts of illness while living in a residential college environment. Please remember that college staff are not medical professionals, and cannot diagnose, prescribe, or provide medical treatment.

If you feel unwell, staff may suggest you contact Healthline for expert advice

- if Healthline recommends an ambulance to hospital, staff can help arrange this
- If Healthline advises you to see a doctor within a certain timeframe, staff will encourage you to visit Urgent Doctors, Student Health, or your GP (if local)

Transport & Costs

- you are responsible for arranging your own transport to and from medical appointments, and for covering any costs (including prescriptions)
- staff cannot collect prescriptions on your behalf
- if you are unwell but do not need an ambulance, you must organise and pay for your own transport – if you are not able to please let us know so we can assist you to arrange a taxi or an uber
- please note that in the event an ambulance is called to assist you, any cost for the ambulance callout or service will be on charged to you.

Emergency Department Hospital Visits

- ED is for emergencies and life-threatening health situations. For non-emergency medical needs, the Urgent Doctors provide daytime and after-hours care and support
- staff are not usually able to attend hospital with residents. In serious situations, and where capacity allows, we will do our best to accompany or visit you
- please note that Emergency Department (ED) waiting times are often long
- before leaving for ED, please let staff know you are unwell
- be sure to take essentials with you: wallet (ID and money), phone and charger, water bottle, snacks, and anything else you may need (e.g. laptop)
- staff may not be able to bring forgotten items, but with your consent, we can allow a friend or family member to collect and deliver items from your room

Emergency Fund

Because ED is for emergencies and life threatening health situations, we strongly recommend residents bring an emergency fund of at least \$200 to cover visits to the Urgent Doctor, prescriptions, or transport to and from appointments

Accessing Non-Urgent Care Nearby

If you are unwell, staff can help you make an appointment and/or arrange transport.

- Student Health is a 15-minute walk
- Urgent Doctors is around a 30-minute walk
- a taxi or uber will take around 3 minutes to Student Health and 10 minutes to the Urgent Doctors

If You Have Symptoms That Are Contagious

If you have cold/flu-like symptoms, or any contagious condition, please isolate in your room. Staff will check in with you and arrange meals while you rest.

Being part of a residential community requires an awareness of the health issues which can arise from living in close quarters with others. To minimise the spread of infectious illness or disease, we advise that you do not share drink bottles, and/or eating utensils. We expect that you will be aware of, and practice, healthy hand washing hygiene and cough/sneeze etiquette.

Caroline Freeman staff members may need to discuss your health issues with other University staff if it is believed that there is or has been clear and/or imminent danger to you, your wellbeing, any other resident, staff member or any other person. In this instance we may also

contact your nominated person (as specified by you on your information forms e.g. parent/guardian/guarantor) to notify them of your circumstances.

A dedicated, comprehensive and holistic Student Health service is available for University of Otago students. You can check out their services at www.otago.ac.nz/studenthealth

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/>

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

You can do this by:

- Speaking to the on-call staff member
- Calling our 24/7 duty number: 03 4795590
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing: carolinefreeman.college@otago.ac.nz

(If the matter is urgent or there is an emergency please call or find a staff member immediately)

Lost/Found Property

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

We keep a lost/found property register to record items that are found or go missing. In the event of something going missing we may also direct you to the OUSA lost and found property office and/or the Police.

All found property is kept in a secure location and we make all reasonable efforts to locate and contact the owner. Any item valued at under \$50 will be kept for a minimum of one month, and anything valued at over \$50 will be kept for a minimum of two months. Any item of significant value (over \$500) will be reported to the Police.

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

- returned to the finder (excludes staff members)
- donated to charity
- sold at auction with proceeds going to charity
- destroyed
- recycled into the College for other residents to use, e.g. for items such as DVDS, sports equipment, calculators, pens, textbooks etc.

Clothing items that are of negligible value (e.g. socks, t-shirts etc) will be placed in our 'Found Clothing' bin located in the main laundry. This bin will be cleared at the end of the year, and items will be donated to a local charity or destroyed accordingly.

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

Communal Spaces

Our communal spaces are the hub of the Caroline Freeman community. They are lively, welcoming, and full of possibilities. You can immerse yourself in study in a tutorial room, get lost in the pages of a great book in the library, unleash your creativity in the art studio, rally your friends for a game on the courts, or simply relax and share moments in our games spaces and courtyards. These communal spaces are alcohol free and are yours to explore and enjoy.

Noise

We bring together a large number of residents to live in a shared space. Some bedrooms share internal walls, and our college property has neighbouring student flats, so it is to be expected that there will be a certain level of noise either from within our community or from the neighbourhood.

Quiet time is from 10.00pm – 8.00am daily*. During these hours we ask that you keep all noise to a minimum. We consider that the following are not conducive to Caroline Freeman being a quiet zone after 10.00pm: consuming alcohol or socialising with groups of friends in apartment lounge areas for recreational purposes. If you are not wishing to go out, you can socialise with friends in the dining room or one of our communal lounge areas (all alcohol free) and enjoy the great facilities and equipment we have there.

As part of your growth and development we encourage you to address noise issues directly in the first instance. If your neighbour is noisy and you are not able to study or sleep, politely ask them to be quiet. If this is unsuccessful or if you do not feel comfortable or confident about addressing the matter yourself, you can contact a staff member on (479 5590). If you have been asked to curtail your noise, we expect that you will do your best to help make the environment comfortable for others.

*Additional noise restrictions will be put in place prior to and during exam time and at other times as deemed necessary by the Tautiaki or her delegate.

Pets

Residents are not permitted to keep pets (such as cats, dogs, birds, rabbits, rodents, turtles, stray ducklings, lizards, or any other animals) in college buildings. Animals may not be housed, encouraged, or brought into communal areas. For health and safety reasons, electrical equipment such as filters, heaters, or pumps is not allowed, and aquariums are not permitted.

If you have a service animal, please contact the Student Accommodation Centre before completing your college contract.

Smoking and Vaping

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

Smoking or vaping inside any Caroline Freeman building, or on Caroline Freeman property is strictly prohibited. Anyone found smoking or vaping on Caroline Freeman property may face a consequence or intervention as outlined in the Misconduct section. Please note that we do not allow e-cigarettes, vaporisers or other smoking devices to be used on site.

If you wish to quit smoking or vaping, please speak to a staff member for assistance in finding support.

Social Gatherings

We know that social gatherings and having fun are an important part of college life and of building our community. For health and safety reasons, lounge areas in apartments may host a small number of residents (maximum of 10) who wish to gather and consume alcohol.

Our goal is to help everyone enjoy social activities while maintaining a respectful environment for all residents. Because we care about your well-being, we may occasionally ask you to adjust your behaviour to ensure it aligns with the standards of the Caroline Freeman community.

Our college social events during the year include HOPS (hall only parties) and the ball. Our HOPS are for Caroline Freeman residents only. Residents may invite a guest to the ball, and all guests must purchase a ticket and complete payment for this prior to attending.

Caroline Freeman Property

We accept that within the community there will be normal wear and tear to Caroline Freeman property. You are responsible for the costs incurred through any loss or damage you deliberately, through negligence or careless activity, cause to any item owned or provided by Caroline Freeman College. You may not remove or cause to be removed any of the items provided in your unit, or any other items we provide at Toroa, from the College property.

Vandalism, persistent and/or wilful damage is not acceptable at Caroline Freeman College. While every effort will be made to find those responsible for any damage, unreported and/or any damage that cannot be attributed to an individual will be repaired and may be charged to all residents on a pro rata basis. Therefore, if you see another resident damaging Caroline Freeman property you should ask them to stop, or you should talk with a staff member.

Room Types and Living Spaces

We have a number of room styles across our east and west sites to suit different living preferences.

Caroline Freeman West has 38 comfortable apartment style units each housing 5 or 6 residents. Each apartment includes individual bedrooms, shared lounge and kitchen and two individual use bathrooms.

Caroline Freeman East has a mix of accommodation styles; Single ensuite rooms each have a private bathroom and a queen bed. All apartment rooms, shared en-suite and pod rooms, are furnished with king single beds and shared individual use bathroom(s). Our apartments and pods each have a kitchenette

Area	Room Type	Bathroom	Occupancy
West	Apartments	Shared (2 bathrooms per apartment)	5-6 residents
East	Single ensuite	Private	1 resident
East	Shared ensuite	Shared	2 residents
East	Pod	Shared	2-3 residents

Whatever room type you are assigned, you will find that your room is designed to provide a comfortable living environment.

Your Room

Apartment, Pod and bedroom allocations are the responsibility of the senior college staff team. Room changes are not permitted unless in exceptional circumstances and with the permission of the Tautiaki or her delegate. In the instance of an issue of conflict, staff will work with the residents in an attempt to resolve the issues. The Tautiaki, or her delegate, reserves the right to relocate a resident if required.

Your bedroom has been checked prior to your arrival. When you arrive, you will be given an inventory form to complete and sign. This form must be completed and returned to staff in the office within 24 hours of your arrival. Make sure you check this and complete it to represent the condition of your room and your apartment. When you leave Caroline Freeman, we will use this form to assess any charges for damage or loss that we may associate with your unit and room.

You may put posters on your walls using non-marking materials only. The use of tacks, drawing pins, sticking products and/or cellotape is not allowed due to the damage they cause. Please do not affix anything to doors, ceilings, woodwork or light fittings as these pose a fire hazard.

Power points in your bedrooms are intended for reading lamps, radio, TV, computers, phone chargers and hair dryers only. Check to see if your other appliances are allowed.

Cooking in bedrooms is prohibited.

As we are a fully catered college, we only provide a small amount of crockery and cutlery in the apartments. Residents are responsible for washing dishes. You may wish to bring your own crockery or cutlery to use in your apartment

We recommend you have adequate insurance cover for your personal items.

Please note that we consider entering someone else's bedroom without invitation to be a serious violation of our community standards and conditions. anyone engaging in such behaviour may face disciplinary action under the serious misconduct process.

Room Checks

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

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

Please note that we conduct fire equipment and health and safety checks across our community during semester breaks. This includes checking associated equipment, furniture, fixtures and fittings located in bedrooms.

Housekeeping and bedlinen

Shared areas in your apartment are serviced daily. Your bedroom will be serviced twice a week, with your cleaner vacuuming and/or emptying your rubbish bin. You'll receive the cleaning schedule when you arrive at the college. For health, safety, and hygiene reasons, it is compulsory that cleaners are able to access your room at the scheduled times.

The college provides bed sheets that are professionally laundered, and you can exchange them for fresh sheets once a week, usually on Sunday evening ("sheet change").

Please note that duvets, duvet covers, pillows, and pillowcases are not provided, and any personal linen you bring is your responsibility to care for and launder.

Staff will visit your unit regularly and, if they notice anything of concern regarding tidiness they will point out any areas that need to be rectified.

Check out **Other Important Information** at the end of this document for details on what we provide and what you need or might like to bring.

Music

Music is an integral part of our community, and we encourage you to share your musical talents. We have two pianos; one is outside our main building, and the other is upstairs in our art room where we also have a drum kit. Our electric drum set, and keyboard are located in the Rata lounge area, and we also have guitars and ukeleles for you to use.

Study Rooms

We have a number of study rooms for you to use for personal and group study. These spaces are also utilised for tutorials in the evenings and at some points of the weekend. You are also welcome to use the outside areas and the dining room (outside of dining hours) for your personal or group study purposes.

Recreation Equipment and Spaces

We provide a range of recreation equipment including sports gear, and games to help you stay active and enjoy your downtime. In The Loft we have a table tennis table, foosball, board games and play station to help you relax. The Café has a pool table and foosball table, and the Rata lounge also has a pool table and foosball table. Prefer to relax outside? Our beautiful

open courtyards offer the perfect space to skip, dance, play hacky sack, or just relax with friends in the fresh air. Whether you are shooting hoops solo or enjoying a game with friends, our basketball and volleyball courts are a great place to unwind and stay active.

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 hunting knife, air rifle (including BB guns), crossbows, and spear/snap guns.

Any resident (or guest) who brings any item deemed by the Tautiaki 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.

SAFETY

College Lockdown

- 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

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) *(insert College name)* 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 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 on *(insert phone number)*.

(insert College Name) College will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management.

Early Departure and Liability for Fees

The University Standard withdrawal policy applies should you choose to withdraw from your residential agreement as stated in The Residents Guide to Colleges.

Emergency

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

Minimum requirements:

- Emergency contact details – a written copy as well as NOK listed on your cell phone (if you have one)
- 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 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

Evacuation Procedures

Evacuation notices are posted in your bedroom, in the lounge in your unit and in the community buildings. Please read these and take note of instructions given by staff at the beginning of the year. In the event of a fire, or the activation of a smoke detector alarm or the College emergency alarm:

- You **MUST** leave the building and:
 - Shut window, turn off electrical equipment if it is safe to do so. Do not put yourself at risk to achieve this.
 - Put on shoes and leave your door unlocked but closed
 - Leave the building using either the stairway or the fire exit
 - Assemble in a safe area and await further instructions.
 - Staff and/or Emergency Services will check your room/unit after you have vacated them.
 - Do not re-enter the building until staff advise it is safe to do so
 - If your smoke alarm has activated, you **MUST** contact staff – call 03 479 5590 from a cell phone

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 and that you are at Caroline Freeman College with the following address (and tell them the nature of the event)
- 911 Cumberland Street between Duke St and Howe St for Caroline Freeman West
- 900 Cumberland Street between Duke St and Howe St for Caroline Freeman East
- Leave the building via your designated escape route
- Report to your designated assembly area
- Do not return to the building

All staff are trained fire wardens. At the beginning of the year all residents will be invited to attend a fire and general emergency safety briefing. We expect that you will make yourself familiar with the fire evacuation drills.

Evacuation assembly points are detailed in your unit – it is important that you make yourself familiar with these procedures on the Emergency flipcharts

- Caroline Freeman West – assemble in the Ford carpark
- Caroline Freeman East – assemble in the Rata carpark

Earthquake

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

COVER your head and neck (and your entire body if possible) under a sturdy table or desk. If there is no shelter nearby, only then should you get down near or next to low-lying furniture that won't fall on you 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 on 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.

Epidemic, Pandemic or other Health Emergency

In the event of an epidemic or pandemic outbreak of disease, or any other health emergency, we will be working collaboratively with the wider University and others within the community (e.g. Public Health South, SDHB, emergency management agencies etc) We will notify you, in as timely manner as possible, of changes that need to be made and requirements placed on us within the Caroline Freeman community.

All decisions regarding changes will be made at the direction of, or in consultation with the University and emergency management agencies. You will be required to observe all public health and safety measures implemented at Caroline Freeman in conjunction with nationwide and local requirements.

Safety

In the event of such a matter, all residents are expected to be prepared and adhere to

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

You should have your own medical kit and face masks.

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

Reporting Hazards

Please report any hazards.

Non-emergency hazards can be completed online via your StarRez portal. For urgent or emergency hazards a duty staff member can be contacted on 479 5590.

In extreme emergency situations, dial (1)111 from a Caroline Freeman phone and then notify Caroline Freeman staff by 479 5590.

If you have to call an emergency service, always remain on the line until the emergency operator has adequate information and tells you that it is okay to hang up (if your safety is threatened at the location of the telephone you are using, evacuate the area).

Remember, always notify a staff member immediately by calling 03 479 5590.

Safety and Security Measures

We aim to provide you with a secure environment that for each resident, is a peaceful living environment, conducive to study.

Security is a shared responsibility, and we encourage you to help us achieve such an environment we have put extensive safety and security measures into place.

Caroline Freeman's safety and security features include

- access to our community after hours is via closed gates
- smoke detection systems
- staff who are trained as fire wardens and first aiders
- security onsite overnight
- security cameras at various locations within the College grounds

General safety

Due to Health and Safety reasons and space restrictions, furniture other than that provided by Caroline Freeman may not be used in apartments, in common areas or our outdoor areas. Small bean bags and a small set of drawers (if space permits) are allowed in the lounge area of your apartment or in your bedroom.

All furniture must remain within the room in which it was placed at the time of your arrival. Indoor furniture that Caroline Freeman has provided may not be taken outside and similarly any outdoor furniture Caroline Freeman has provided is not permitted to be taken inside any Caroline Freeman building or removed from the area in which it was placed.

Water-filled indoor or outdoor furniture (or any other similar items) are not permitted in apartments, bedrooms, and common areas because of weight restrictions and possible damage from accidental puncture.

Security, Insurance and Keys

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

All of our external gates run on a timed system. This means at a certain point in the evening and morning they lock and can only be accessed using the magnetic key tag you are issued at the start of the year. Our doors are normally locked from 9.00pm at night until 7.00am the next morning. Our vehicle gate at Rata closes at 6.00pm and opens again at 6.00am.

When you arrive, you will be issued with a sil-key that will open the front door of your apartment and a key that will open your bedroom door. Your student id card will give you access to Rata gates and main entrance.

To help us with our security measures we ask that you do not

- enter any bedroom other than your own without permission
- give any other person your student id card or your key/sil-key

Further, we expect that you will

- close your apartment door and close gates when entering or exiting
- always lock your bedroom doors when out of your room and when you are sleeping
- always keep your key/sil-key and student id card in a secure place

We wish to remind you that propping front doors open or leaving your key in your front door lock or hiding your key outside do not assist in promoting a secure environment.

You are responsible for the contents of your room; the College will not accept responsibility for loss or damage due to theft or accident (including laundry items and the delivery of parcels.) Residents are strongly advised to ensure that their possessions are adequately covered by an all-risk insurance policy.

NB: Insurance policies may require that bedroom doors are locked when you are not in your room.

If you lose your student id, please notify us so we can cancel your card access immediately. The replacement cost of a lost key is \$85.00.

If you are locked out of your room staff can open your door for you. It is our policy to not let another resident into your room without your verbal permission.

Caroline Freeman College operates CCTV security system in various locations around the College, for the safety of all residents

Electrical Fittings

The following are all serious fire hazards and therefore are not permitted at Toroa: modification of electrical light fittings; homemade light fixtures; paper lampshades; combustible decorations on light fixtures; exceeding the maximum wattage acceptable to your ceiling fixture, installing light bulbs not provided by Caroline Freeman college.

Electrical extension cords should be maintained and in good repair. Under no circumstances are frayed or spliced extension cords permitted. Extension cords should be of heavy enough wire to handle the appliance and distance desired. If a cord becomes warm during use, then it is not the correct weight. Cords must not be nailed or pinned in place and must not be covered. If additional outlets are needed, check with a staff member first, special multiple-outlet boxes with built-in circuit breakers can be purchased at a local hardware store.

Fire Safety Equipment and Fire Safety

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 Caroline Freeman 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.

Additional fire precautions at Caroline Freeman

- hair straighteners and hair tongs must only be used in bathrooms
- flammable liquids (e.g. kerosene, gasoline etc.) are not permitted to be stored in the college
- we are happy for you to personalise your room, within good judgment limits and fire hazard prevention regulations. Any combustible items (e.g. posters and pictures etc.) should not be affixed to the doors, ceilings, light fittings or woodwork.
- electric blankets are not permitted at Caroline Freeman
- heaters (including other heating devices e.g. heated towel rails) other than those provided by Caroline Freeman are not permitted
- personal humidifying devices are not permitted at Caroline Freeman
- main controls for heating must not be tampered with
- clothes and/or other items should never be left to dry on a heater, nor should the heaters be sat upon
- clothes and towels etc. are not to be left on stair rails for the purpose of storage and/or drying as these create a hazard in the event of a fire.
- items must not be stored or left in hallways or stairwells and no furniture or other item may block a doorway or exit point as these create a hazard in the event of a fire
- boxes and cartons or other flammable waste must not be stored in common areas or bedrooms as these create a fire hazard
- fireworks of any sort are strictly prohibited on Caroline Freeman property

Electrical items

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. If you do not have your electrical items tested prior to your arrival Technicians will be available at the college on a specified day to test your appliances. The testing will not incur any extra charges. For fire safety purposes, any electrical item found not to be tested may be removed by Caroline Freeman staff.

Tampering with Fire Safety Equipment

We take resident safety seriously and any resident who tampers with or otherwise abuses fire safety equipment, smoke detectors or fire alarms, including false alarms, and/or anyone who causes any activation by a careless or malicious act including, but not limited to:

- tampering with fire extinguishers or fire equipment
- using hairspray
- using hair straighteners
- lighting or having burning incense
- lighting or having burning candles

may face disciplinary action as outlined in the misconduct section.

Because false alarms negate the legitimacy of an actual emergency, and as such can put lives at risk, anyone who carelessly, recklessly, wilfully or maliciously causes a smoke or fire alarm activation may face a consequence or intervention as outlined in the Misconduct section and may be liable for any costs incurred, including the fire call out which is at least \$1,200.00.

Any resident who tampers with fire safety equipment or alarms; and/or any resident who maliciously or carelessly causes an alarm activation may be referred to the Proctor and/or the Police. Further, that resident may face a consequence or intervention as outlined in the Misconduct section, which may include being excluded (have their residency terminated) from the Caroline Freeman community. Termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

Services

General

Staff at Caroline Freeman are here to be supportive and facilitate your stay both at Caroline Freeman and at the University of Otago.

You will, generally, find a staff member available in the office. If staff are not in the office, you can speak with one of them by phoning 479 5590.

There is a Kaiāwhina on duty every evening and at the weekend who you can call on these same numbers. If you need any assistance outside office hours you can call the duty Kaiāwhina on 479 5590.

Christina, Eric and Elizabeth operate on an open-door policy and work to be available to residents as often as is possible. If you want to speak with one of them and they are not in the office, Liesl can help you to contact them or make a suitable time to meet.

Computers

Caroline Freeman has University student network wireless available in all buildings.

Internet access within Caroline Freeman is provided at no additional charge. Connectivity is provided as an extension of the University's Internet services, on a best endeavours basis. Where practicable, access is available by Wireless or via a hard-wired LAN port, but connectivity in bedrooms cannot always be guaranteed. The University is currently undertaking an extensive upgrade of the entire system and, until this is complete, Internet access may also be limited in certain areas of the College, and it is also important to remember that Internet access may slow or become unavailable at times due to heavy demand, or the need to provide upgrades or maintenance. The University makes every attempt to minimise such disruptions to the service. Additionally, the University of Otago provides wireless and wired Internet access around the campus in areas such as libraries, study areas and common spaces. Please feel free to speak with us if you have any questions or need any assistance.

If you wish to have a personal internet provider, please note that broadband access is not permitted due to University restrictions.

Laundry

Caroline Freeman has three communal laundries, each equipped with commercial washing machines and dryers. These facilities are free for all residents to use. Please bring your own laundry powder. **Please do not overload machines**

Mail

Mail sent to our street address will be delivered to the University and then brought to us on weekdays. Your mail will be placed in your mailbox in the main foyer.

Couriers deliver parcels Monday – Friday and these are held in the main office for you to collect.

Maintenance

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

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

By sending a request you understand and agree for someone to attend and enter 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.

If the matter is urgent, please call us or come down to the office to let us know something needs immediate attention.

Parking and Bicycles

We have a limited number of resident car parks on site, at a cost per semester. These parks are available on a 'first to register' basis so please notify us if you would like to park your vehicle within the College grounds. All resident vehicles that park on site must be registered in the office. Resident vehicles that are not registered or any guest vehicles may not park within Caroline Freeman property. Any unauthorised vehicle found within Caroline Freeman property may be towed at the owner's expense.

We ask that all residents with car parks drive with extreme caution on our driveways. Residents use the driveways as footpaths so all due care and attention must be given by residents using our driveways at all times.

While we shall take all reasonable care, we cannot guarantee the security of your vehicle. We accept no liability for any claim by you or any other person, whether for loss or damage to you or any other person or to your vehicle or any other vehicle, whether resulting from using the car park or being unable to use the car park. Further, you are liable for any damage to the car park caused by your vehicle.

We have a small bike rack. If you are bringing a bicycle, or if you purchase one when you arrive, please speak with a staff member regarding safe storage. Bikes may not be stored in hallways as this poses a hazard in preventing a safe exit in the event of an emergency.

Te Puna Student Accommodation Portal

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

Te Puna has on it:

- Accommodation - Apply for accommodation.
- Accounts – View your account and make payments.
- Maintenance – Report maintenance issues.
- Inventory - Sign off on your room inventory.
- Shopping Cart – Purchase items and event tickets.

- Time away – Let us know if you are going to be away from the College by recording your departure and return dates. This includes temporary absence during semester time and semester breaks.
- Self Service
- Check out- to record your leaving date at the end of the year.

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

FINANCIAL INFORMATION

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 an 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.

Your fees cover the cost of your room during the academic year **until 24 hours after your final exam (as per the contract period dates)** and no refund or reduction is available in respect of any period of absence from the College during any of the period of residence. Subletting your room is prohibited, as is having guests stay in your absence.

Fees Arrears

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

Should the problem persist, the Warden is required to notify the University. In this instance any person in arrears may:

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

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

Further, the resident may also have their residency terminated i.e. be asked to leave the College.

A debt collection agency will be engaged, when necessary, with collection costs being on-charged to the resident.

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

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.

Other Charges

Replacement key	\$35.00 Refundable if original key located
Replacement sil-key	\$35.00. Refundable if original sil-key located
Car parking <i>(please let us know if you wish to park at Toroa)</i>	\$782.80 for the contract year in 2025. Please contact us for 2026 costs. As spaces are limited you will need to register your interest as soon as possible
Photocopying/Printing via the University Network	As per University charges. You will need to load funds to your university account in order to print from university printers
Fee if there is no room inspection on departure	\$50.00
Negligent, intentional, or wilful damage	Full reinstatement cost
Damage paintwork and walls, furniture, other college property. <i>(including marks from any fixing agent other than white tack and damage to mattresses etc)</i>	Full reinstatement cost

Other important information

Getting Ready to come to Caroline Freeman

Prior to coming to Caroline Freeman, you will need to give some thought to what you want to bring. To assist you here is an outline of what we provide and some suggestions regarding what you might like to have with you.

At Caroline Freeman we provide:

- Bedroom: *bed, desk, wardrobe, drawers, shelves, wall heater, mattress protector, sheets*

- Apartment communal area: Bench fridge, microwave, toaster, electric jug, lounge furniture, vacuum cleaner, tea towels, dishwashing liquid
- Pod communal area: Bench fridge, toaster, electric jug, dishwashing liquid, tea towels
- Laundry: washing machines and dryers (available for use free of charge)
- East Cafē: microwaves, fridge, coffee machines, toasters

Our facilities include:

- Wireless in each of our units, our main building and study room

You need to bring:

- | |
|---|
| <ul style="list-style-type: none"> • Pillow, pillowcase, duvet, duvet cover • Small personal emergency kit • Personal medications, including an inhaler, epi pen and pain relief items if you use or need them • Towels • Other personal clothing and toiletry items • Personal emergency kit |
|---|

You might like to bring:

- Personal items to make your bedroom feel homely
- An underlay for your bed if you are used to having an electric blanket on your bed or if you live in a climate that is more temperate than Dunedin
- Musical instruments
- Laptop/desktop computer - if you have one
- Suitable clothing for semi-formal and formal occasions
- Personal crockery and utensils to use in your apartment, pod or in the East cafē

Support Services

AskOtago	0800 80 80 90 (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/
Male Survivors Otago	03 425 8018	https://malesurvivorsotago.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 (Māori 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

Caroline Freeman Contact Details

Our street and postal address for parcels is:

Resident Name
Caroline Freeman College
911 Cumberland Street
Dunedin 9016

Our postal address for letters is:

Resident Name
Caroline Freeman College
University of Otago
PO Box 56
Dunedin 9016

Our email address is carolinefreeman.college@otago.ac.nz

Telephone Numbers

College (24-hour number)	(03) 479 5590
Christina (Tautiaki)	(03) 479 5590
Eric (Tautiaki Piki)	(03) 479 5590
Elizabeth (Tautiaki Kaiāwhina)	(03) 479 5590
Liesl (Administrator)	(03) 479 5590

Footnote to this document

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