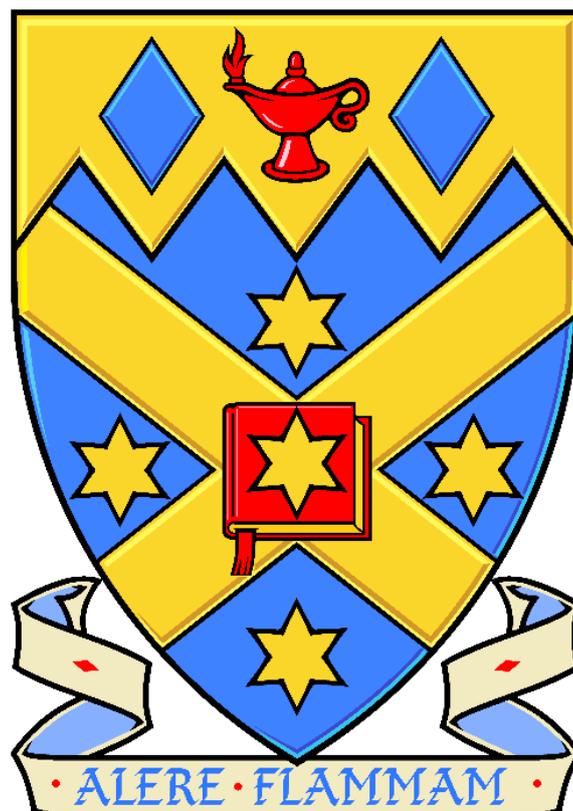


**CAROLINE FREEMAN
COLLEGE
RESIDENT HANDBOOK
2019**





Caroline Freeman College

911 Cumberland Street

Dunedin

9016

Head of College

Andy Walne

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WELCOME TO CAROLINE FREEMAN COLLEGE

Welcome to Caroline Freeman College for 2019. We hope that the coming year is a special experience for you and that Caroline Freeman College plays a part in supporting achievement of your goals: academic, social, sporting or cultural.

In coming to Dunedin, the University of Otago and Caroline Freeman College, you may be living away from home for the first time. While this may have its attractions, it may also be a source of trepidation for some of you. Others will be having the same feelings and there will be challenges in getting used to a different place to live with over 200 different young people in a new vibrant environment. The team at Caroline Freeman College, many of whom live-in, are here to help you navigate your journey through this rewarding first year experience and achieve academic success.



As with any group, making the Caroline Freeman College community function well requires all of us to show respect for each other and to appreciate the privilege that we have been awarded in belonging to the community.

I encourage you to make the most of the many opportunities available: use the academic support provided; get involved in College activities; meet new people and make lasting friendships; support others in achievement of their goals; and find yourself during your transition from school to greater independence.

This handbook is full of useful information to help you get the best from your first year experience. Please read it before you arrive in February and we look forward to having you join the Caroline Freeman College community.

Welcome!

Andy Walne

About Caroline Freeman College

Caroline Freeman enrolled at the University of Otago in 1878 and graduated with a Bachelor of Arts degree on 27 August 1885. She also won the Bowen essay prize, which was open to all New Zealand undergraduates.

Caroline Freeman was a strong, pioneering woman. She walked to and from Green Island to attend her lectures while she also supported herself by teaching and tutoring,

She went on to found her own private secondary schools in Dunedin and Christchurch - both named Girton College.

As the Vice-Chancellor of the University, Professor Harlene Hayne commented “The University of Otago was the first university in this part of the world where women could study. This is a part of our history that brings us great pride. I am very pleased to recognise that proud history by renaming our College after our first female graduate”.

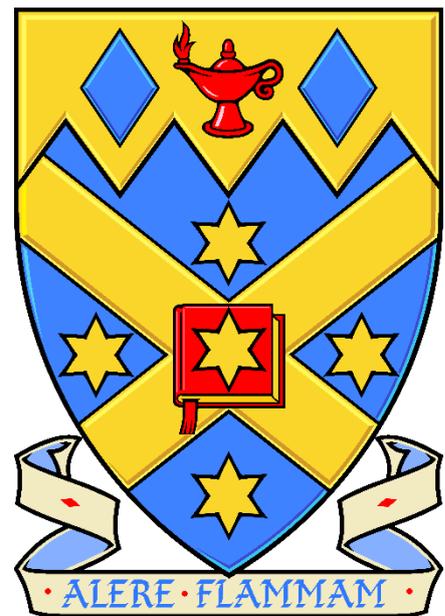
The original name City College was chosen to reflect the involvement of the Dunedin City Council in setting up the College in collaboration with the University of Otago, Otago Polytechnic and, at the time, the Independent College of Education. The residential blocks of Caroline Freeman College are named after the owners of the Original Crown Land Grants of Block 34 North Dunedin in 1858.

The coat of arms has been designed for the college. The lower edge of the chief is made up of two Ms – MM is the Roman equivalent of 2000, the year that City College opened – and hints at the roofline of the College’s buildings.

A lamp is a conventional symbol of learning and was also the symbol of Girton College, a private school founded by Caroline Freeman (it was a precursor of Columba College)

Caroline Freeman is not known to have had a coat of arms herself, but most Freeman arms contain lozenges (diamond shapes), so two are included as a reference to her name. The lozenge is the shape of shield normally used for women’s arms, and so can also allude to Caroline Freeman’s status as the first female graduate of the University.

The motto ALERE FLAMMAM (nourish the flame) was used by Girton College and is engraved on their lamp badge.



Staff at Caroline Freeman College

Andy Walne	andy.walne@otago.ac.nz	Head of College
Amber Robertson	amber.robertson@otago.ac.nz	Senior Tutor
Brent Cowie	brent.cowie@otago.ac.nz	Food Services Manager
Fiona Russell	carolinefreeman.college@otago.ac.nz	Administration
Robert Strang	robert.strang@otago.ac.nz	Property Manager

Residential Assistants

Residential Assistants (RAs) help with College life and are here to make your transition to tertiary study a lot easier. Their prime function is to encourage and support you to have a great experience at Caroline Freeman College, the University of Otago and Dunedin. They do this by managing many of the day-to-day aspects of College life such as organising activities, and keeping you informed of upcoming events and by being around to chat, support and guide.

Our RAs are resourceful people and successful students in their own right. Get to know them and learn from them.

All staff are here to help and make your stay as worthwhile as possible so come forward and ask if you have any questions on life at Caroline Freeman College.



Confidentiality to Team

Residents 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 Residential Assistants will share such matters with the College management team as necessary.

The Head of College has concern and responsibility for the whole College, and therefore all staff members consult with the Head of College over issues with residents. The Head of College only shares personal or sensitive information on a “need to know basis” with other staff. Staff may suggest to residents that it would be more appropriate if some matters were shared with a counsellor from the Student Health Counselling Service or with other outside agencies.

An Introduction to life at Caroline Freeman College

The Caroline Freeman College Way

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

It is a privilege for residents and staff to be at Caroline Freeman College with members expected to take an active part in the College community and all are strongly encouraged to attend College events whether it is as participant or supporter. This builds a strong community and also supports you in gaining as much as possible from your time as a member of the Caroline Freeman College community.

We embrace the richness that diversity brings and the College is an environment where all members of the community can be themselves. The exciting art collection on the walls of the College is one way in which, over the years, residents have expressed their creativity and identity.

If you or another member of the community are unwell, it is important this be communicated to a resident staff member. This is part of being a responsible and caring community member.

General Behaviour Expectations

You are going to be living, eating, studying and experiencing all of residential college life with over 200 other young adults. All residents are likely to go through a period of adjustment to adapt to College life. This is an important part of the College experience and you will achieve significant personal growth through embracing this time enthusiastically and with an open mind.

Probably the largest adjustment to make is learning that your behaviour has an impact on those living around you. Most people will not have experienced another living situation in which you have such a high level of contact with people who may or may not have different interests and who will present you with such a large number of differing viewpoints on life.

As an adult and member of the College community, we expect you to recognize that boundaries and policies are essential for the smooth operation of the College. It is also expected that you willingly accept these boundaries and treat both the people in the College community and the buildings with respect.

As Caroline Freeman College will be home to you and your fellow residents for the year, we expect that you will recognise and understand that you are bound by: our policies; the University of Otago Ethical Behaviour Policy (<http://www.otago.ac.nz/administration/policies/otago003161.html>) the University of Otago Code of Student Conduct (<http://www.otago.ac.nz/proctor/codeofconduct/>) and the Student Charter (<http://www.otago.ac.nz/about/otago005275.html>)

Success in academic programmes of study is unashamedly the top priority and residents are expected to respect and show consideration for the rights of others and their need for study time and rest.

If a student's behaviour is bothering others, then that student is expected to respond to requests from staff and fellow students.

Diversity

The Caroline Freeman College community consists of a wide range of people and we respect all members of that community. Discrimination against any other human being because of age, physical disability, national origin, sexual orientation, race, gender or religious affiliation is not tolerated within our multicultural community.

Verbal or written abuse, abuse by imagery, threats, intimidation, violence or other forms of harassment against any member of our community will not be accepted.



Arrival

The year starts on Monday 19 February and therefore you are asked to arrive from 10.00am on 17 February.

Caroline Freeman College 'check in' is at reception, 911 Cumberland Street, Dunedin.

Staff from Caroline Freeman College will be waiting to greet you, give you your key, and show you to your room and help you settle in.

If you are flying to Dunedin, we recommend you book your flights early. Airport shuttle buses leave from outside the front of the terminal building after most flights and are an economical option.

StarRez portal

StarRez is our college and student management system. Through your personal portal you will be able to purchase goods and services as well as provide information. Once you are in your room, you need to check it carefully. It is extremely important that you complete the room check requirements via the StarRez portal by the end of your first week in the College. College staff will be available to help you to log in and do this. If room checks are not submitted by the end of Orientation week, it is assumed you have accepted the room has no issues.

Maintenance requests should be submitted through your StarRez portal. Please make sure you tell us if there are any problems in your room so we can fix them accordingly.

Communication

As a student, you will have a lot of information being sent to you from the University and from us. We use a variety of methods to pass on information that you need to know, including:

- Personal communication
- This handbook
- Caroline Freeman College Facebook page
- Facebook Messenger
- Email or txt
- Posters and notices
- Table-top notices
- Newsletters
- College meetings
- Reception, TV Lounge and Dining Room Information Screens
- Whiteboards and Noticeboards

If you have any questions, feel free to ask any member of staff.

Your Apartment and Bedroom

Caroline Freeman College comprises 38 apartments, mostly with 6 bedrooms and a few with 4 or 5 bedrooms. Our apartments and bedrooms are safe, warm and comfortable. Each apartment also has a kitchen/lounge area where residents socialise, relax and may prepare snack meals. The furniture in each lounge area is for the enjoyment of all occupants and therefore should therefore remain in the lounge area.

You will need to supply any food, crockery and cutlery for use in your apartment as these are not provided by Caroline Freeman College.



Keys

You will be issued with a key and a sil'key that enables access to all public areas accessible to Residents. For security reasons only the Residents of an apartment have access to that apartment. Replacement keys cost \$25.00 each. We recommend that bedrooms remain locked when the Resident is away from College or asleep. Loss or theft of keys must be reported immediately as this can compromise the security of the entire complex and everyone in it. Please do not give your key or sil'key to another person.

Kitchenette/lounge

The kitchenette/lounge is equipped with couches, table, chairs, kettle, toaster & microwave. Please make sure these items remain in the kitchenette/lounge so they are available to all residents in the apartment. It is the responsibility of residents to provide their own tea, coffee, bread etc. for consumption in the apartment. Caroline Freeman College provides food and drinks for consumption in the communal dining areas only.

Bedroom

Bedrooms are equipped with a bed, wardrobe, desk and chair, desk lamp and waste paper bin. It is expected that you will keep your room tidy throughout the year. During the year please let us know quickly if any repairs are needed so they can be fixed as soon as possible.

Your room is private to you. It is your personal space and your responsibility. However, to ensure that bedrooms are being maintained and that health and safety requirements are being met, periodic room checks may occur. These visits will normally take place during each of the holiday periods and we will put out general notices to advise you this will occur. We reserve the right to conduct checks at other times as required. Please note that College staff have the authority to enter your room at any time should this be needed for health, discipline, maintenance or College management reasons.



Linen Service

The College launders bed linen provided by Caroline Freeman College only. A supply of clean linen is available and opening hours will be 6.30pm – 7.00pm on Sunday.

Decorating your Room

Residents often like to personalise their room. While we encourage and support you in making your room feel like home, we expect that residents will take care in doing this. This means that residents must observe fire and life safety standards for the safety of all residents. Please keep in mind that you should leave your room in the same condition it was in when you arrived.

Please use blu-tack or similar products when sticking items if sticking items to walls.

Fire Safety

All apartments and 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 your apartment or bedroom. Fire regulations require hallways and shared spaces to be kept clear. Obstruction of the bedroom thermostats, 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 call-outs. Each false alarm call-out costs approximately \$1,350 and this will be charged to the Resident, whether malicious or accidental.

Room Allocation/Changes

Room and apartment allocation is the responsibility of the Head of College. Room changes are only permitted in exceptional circumstances and with the permission of the Head of College

Living with new people may sometime be difficult and staff will work with you to make your transition to College life as easy as possible. If you have any concerns or need any assistance in adjusting to life in your apartment, please talk with a staff member.

Maintenance

Your room and apartment will be in good condition when you arrive and it will be checked before you leave at the end of the year to ensure it is in a similar condition. During the year, please notify us of any repairs required by reporting them via the maintenance section of your StarRez portal, so that they may be investigated and fixed as soon as possible.

All apartment members will be jointly responsible for the cost of any damage or loss in their apartment if the person responsible cannot be identified. Any damage and losses, including damage to the exterior of a bedroom door, will be charged to the resident assigned to that room.

Cleaning

All of our apartments are cleaned on Monday, Wednesday and Friday each week.

You are responsible for keeping your bedroom clean and tidy. Our cleaners will collect the rubbish from your room if you leave it outside your bedroom door from 8.00am on cleaning days provided it is in a bag or the bin supplied. A vacuum cleaner is provided in each apartment for use in your bedroom.

The kitchen/lounge area of each apartment is cleaned and vacuumed. Therefore, residents are expected to wash and dry dishes and keep the area tidy to help the cleaners in their work. The cleaners work hard to keep the facilities at Caroline Freeman College clean and fit for purpose. Please show them respect and help them by making sure that communal areas are tidy. This means that empty bottles, cans, pizza boxes and other rubbish is put into the bins supplied. It is the responsibility of residents to make sure that the communal areas are in a state that they can be cleaned. Extra cleaning charges (if required) may be distributed amongst the apartment residents if the person responsible is not identified.

Bathrooms are also cleaned three times a week. Residents are supplied with a basket to hold toiletries, (shampoo/soap etc.); please keep your items in these containers as this makes it easier for cleaning staff to work within the bathrooms.

At the end of the first semester all bedrooms are cleaned and checked for maintenance. Therefore, it is important that your bedroom is tidy if you leave for the break at the end of the semester. A cleaning charge may be incurred if the room requires extra cleaning.

Insurance

The College cannot accept responsibility for damage or loss due to theft or accident within the College. Residents are strongly advised to ensure that their possessions are adequately covered by an all risk insurance policy.

Noise

Noise from your neighbour's room or lounge, while you are trying to sleep or study, is probably the most common problem within a Residential College. Please be considerate of others and act upon request to moderate noise levels from your room. Residents must always respect their neighbour's right to sleep or study.

We expect that the noise will be limited during the day and quiet by 10.00pm every night. This also includes minimising noise if you return to your room late at night.

If you wish to use any device (television, computer etc.) please keep the volume at a level that does not disturb others. Using headphones late at night is recommended.

Where a resident has not complied with the above requirement, the equipment may be removed.

Pets

Residents are not allowed to keep pets at Caroline Freeman College (this includes fish and caged animals). Please do not encourage stray cats to visit apartments.

Food Service

The Caroline Freeman College dining room is centrally located and provides a healthy, interesting and varied menu prepared on site by our kitchen staff. For breakfast there is a choice of cereals, breads, fruit and at least one hot dish every day. For lunch and dinner, there is a choice of mains with a vegetarian option always available. Fruit, vegetables, self-serve salads, desserts and a variety of drinks help to make mealtimes enjoyable, social occasions. Sunday brunch is a firm favourite with our residents and in winter, homemade soups are available.



Formal meals, themed dinners and other treats also make a break from routine dining.

Meal Times & Visitor Prices

Breakfast	Monday - Sunday	7.00am – 9.15am	\$5
Brunch	Selected Sundays	12.00pm-1.15pm	\$12
Lunch	Monday – Sunday	12.00pm – 1.15 pm	\$7
Dinner	Monday-Sunday	5.15pm – 6.30pm	\$10



General Expectations of Dining Room Behaviour

- All bags to be left neatly outside the dining room.
- Residents will join the end of the queue and put phones away while being served.
- Remove your tray and dishes from the table after every meal and return to the dishwashing area.
- Crockery and cutlery provided are to remain in the dining room.
- Use tongs and servers supplied to serve food at all times.
- Guests may only use the dining room at meal times if they have purchased a meal.
- Inappropriate use of food, including throwing of food, is unacceptable and may result in disciplinary action.
- Please let us know immediately about any spills or broken crockery.
- The Dining room may be used as a study area outside of mealtimes. If you do use the dining hall for study please remove all books, laptops etc. before meal times.
- Residents must not sit on the tables in the dining room or café area.
- Food provided in the dining room (including bread, tea and coffee) is for consumption in the dining room and café area only. Please do not remove any food items from the dining room.

Dress in the Dining Room

A clean and tidy standard of dress is expected in the dining room/café area. For health and safety reasons footwear must be worn in the dining room. Dirty sports gear such as muddy rugby jerseys is not acceptable.

Special occasions and themed dinners

On special occasions, we may expect a semi-formal dress code. On such occasions residents may be asked not to wear hats into the dining room.

There will also be a number of themed dinners through the year when costumes and fancy dress are encouraged with prizes! Please give the RAs suggestions for themed dinners.

Vegetarian and Special Dietary Requirements

If you have a special dietary requirement such as a religious or cultural food preference, allergies, intolerances or similar you must contact Caroline Freeman College to discuss your needs before accepting a place at the College. The kitchen team are experienced in catering for special dietary requirements and will make every reasonable effort to manage a special diet. However, it may not be possible to cater for all needs.

Caroline Freeman College does cater for vegan diets. Please discuss with our Food Services Manager.

Portions & Seconds

The protein portion of each meal will be served to you. You will normally help yourself to the other dishes. Serving sizes are generous and based on healthy nutritional guidelines; there is always plenty of bread, vegetables and salads available. Second servings may be available at dinner after all residents have had their first serving. If you would like seconds, watch for the flag outside the servery door.

Packed Lunches

If you are unable to return to Caroline Freeman College for lunch, you may make a packed lunch from the special food available in the servery at breakfast time. Please note a resident may not have both a packed lunch and a College lunch.

Late Meals

Late meals are available for collection between 7.00 and 10.00 pm and must be ordered via your StarRez portal by 4.30 pm on the day the meal is required. The duty RA is responsible for the issue of late meals.

Toast Time

Toast, spreads and drinks are available 24 hours a day at the toast-time bench in the dining room. We ask that you keep this area clean and tidy for the benefit of all residents. Residents should provide their own mugs for beverages when the kitchen is closed.

Academic Support

Success in your chosen programme of study is the primary goal of tertiary education. The goals you have set for yourself and the commitment you have made to your tertiary study indicate that you wish to succeed in your first year of study. Caroline Freeman College staff will support you as you work to achieve your goals and realise your academic potential.

Students new to tertiary study are often surprised by the jump in level of teaching and learning. There are a wide range of services available to help residents at Caroline Freeman College to adjust to this level of study.

Tutorials

Regular tutorials are organised where there are sufficient numbers of residents enrolled on the same paper. Extra tutorials are often offered in the run up to examinations or tests.

Where tutorial support is requested without sufficient numbers, alternative arrangements will be made, for example by arranging for a resident to attend a tutorial at another nearby college.

Tutorials will also be provided on aspects of study skills as necessary.

Study Rooms and Study Groups

Caroline Freeman College has a number of study spaces including specialist tutorial rooms which residents are encouraged to use for group or individual study. The dining room may also double as a study space as required.

Residents are encouraged to create study groups and Caroline Freeman College staff can assist as required.

Library

The Caroline Freeman College library is well-stocked with a selection of books and magazines; both academic and general interest. The library issue system works on trust with the expectation that residents will return borrowed items.

The library is also a popular study area for residents and is available for use by Caroline Freeman College residents only. The library is quiet study area for individual study. Please use tutorial rooms or the dining room for group study.

Caroline Freeman College has a small number of computers in the library which are networked to the University of Otago's LAN, and a printer is available to residents. Print credits can be purchased at the office.

Study hours

From 7.00pm to 9.00pm Monday to Friday are designated as study hours. This means that academic activities take priority at these times. The dining room is available for study and residents are encouraged to come to the dining room to study and discuss their work with others. A member of staff will also be available during these times. The Attic common room is available for those residents who wish to socialise at these times.

Internet Connectivity

Wi-Fi is available throughout Caroline Freeman College. The Wi-Fi access at Caroline Freeman College is provided by the University of Otago for residents enrolled at the University. The University attempts to maintain a high level of service, however occasional disruptions to service may occur.

Wireless access is available in bedrooms but connectivity cannot be guaranteed in every bedroom.

Please read the University internet policy which can be found at:

<http://www.otago.ac.nz/administration/policies/otago018522.html>

Advice and Guidance

Staff at Caroline Freeman College will provide advice and guidance on academic issues. Where necessary staff will work with the faculties and support services at the University to access the appropriate support for residents.

As a condition of residence, Caroline Freeman College requires residents to authorise the University to supply the Head of College with academic grades for the time they are in residence. This enables the College to more adequately assist residents with their academic programme and tutorial service.

Useful links (click on links)

[Student Services Directory](#)

[Student Learning Development](#)

[Disability Support & Information](#)

[Student Health Centre](#)

[Academic & Course Enquiries](#)



Services

Office Hours

The Caroline Freeman College office is open from Monday to Friday, from 9am to 5pm.

All resident enquiries are welcome at the office during these times. There are also some stationery items and services available for purchase at the office.

After Hours

For urgent matters outside of office hours, residents can contact a duty staff member by coming down to the office or via telephone on 03 479 5590, or 5590 from the phone in your apartment.

You can also text the duty RA on 021 2716313 between 5pm and 7am weekdays and 24 hours over the weekend.

Printing Funds

You can purchase University printing funds at the Caroline Freeman College office during office hours.

EFTPOS

EFTPOS facilities are available at the office for the payment of Caroline Freeman College accounts, purchase of University printing funds, or any of the services offered at the office.

We do not provide cash out transactions. There are ATM machines available at various sites within a short walk of the College.

Telephones

Each apartment has a telephone for making local calls and 0800 numbers. Dial 1 for an outside line, then the number. To call elsewhere in the College or other University numbers, dial the four-digit extension.

To call Caroline Freeman College from your cell phone or an outside-line, dial (03) 479 5590 for reception and out of hours calls.

Mail/Postal Address/Photocopying/Scanning

Mail is received at the College and collected from our post box in reception Monday to Friday.

Outgoing mail (other than parcels) can be posted at the post box in reception

For efficient post please use the following address:

(Your name)
Caroline Freeman College
PO Box 56
Dunedin 9054

Larger parcels or courier packages should be sent to:

(Your name)
Caroline Freeman College
911 Cumberland Street
Dunedin 9016

Documents can be scanned or laminated from reception during office hours.

Lost and Found

In the event that you lose something at the College please talk with a staff member. Similarly, if you find an item please bring it to the office as soon as possible.

All found property is kept in a secure location and we make all reasonable efforts to locate and contact the owner.

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
- Destroyed
- Recycled into the College for other residents to use e.g. for items such as DVDs, sports equipment, drying racks, calculators, pens, text books etc.

Facilities

Laundry

There is a central laundry for the use of residents. The laundry is open 7.00am – 10.00pm daily. If you are in one of the small number of apartments with full laundry facilities, please respect the sleep and study needs of other residents in using the facilities.

- The laundry is free to use; however you will need to provide your own washing powder.
- For the benefit of other residents, please deal with your washing in a timely manner.
- Bed linen provided by the College will be laundered by the College
- Residents are required to provide and wash their own personal towels.
- A small clothes rack is permissible in your room. Washing lines and clothes are not to be hung out of windows.
- For fire and safety reasons corridors and fire exits must be kept clear at all times – do not leave clothes racks in hallways.
- Caroline Freeman College is not responsible for the security of property left in the laundry.

The Attic

The Attic is a large, multi-purpose space designed to accommodate student activities. There is a large DVD collection, Sky TV, table tennis, gaming equipment and group games available for use.

The Café

The Café is a social area situated alongside the Dining Room. It has casual seating, a pool table and Sky TV.

Arts and Music Room

The arts and music room has various art supplies and art classes during the year. This space is also used for music production. A stock of themed costumes are also available for events.

Bicycles

Caroline Freeman College has three bike sheds for use by residents. Please keep bikes in the bike sheds and not in apartments or bedrooms. We take no responsibility for the security of resident bicycles and recommend that you lock your bike when placing it within our bike shed. Due to the nature of our grounds we ask that residents do not ride bikes or skateboards inside the College property.

Car Parks

Caroline Freeman College has a limited number of car parks available for \$304 per semester (non-transferable or refundable & subject to change) paid in advance. Parks are allocated on a first-in basis. Residents are allocated a numbered parking place.

The gates of the car park reserved for residents who have purchased a parking space are closed between 10.00pm and 7.00am each day so as not to disturb other residents.

Residents' visitors must park on the street. Any unauthorised vehicle found on College, or any vehicle parked outside of the designated car park property may be clamped or towed. We ask that residents using our car parks observe a speed limit of 5km per hour within the College grounds.

Welfare and Wellbeing

A robust pastoral care provision is central to creating a strong Caroline Freeman College community. All members of staff have responsibility for the welfare and well-being of residents at Caroline Freeman College.

Health and Safety

We take our obligations seriously and as such we do not expect our residents to take part in any behaviour which could be dangerous or cause harm to individuals or other residents. If you notice a dangerous or hazardous situation within College apartments please report these to a staff member urgently.

All members of staff have basic first aid skills and first aid kits are available in the college.

Confidentiality

Staff and RAs will treat all residents' concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Head of College 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, RA or staff member
- there have been serious breaches of the Caroline Freeman College guidelines or policies
- payment of accommodation fees are in arrears.

Illness

If you are unwell please let us know so that we can care for you, arrange medical appointments and arrange for appropriate food to be delivered to your room if required. We also ask that you keep an eye on others in your apartment and that you notify us if someone else is unwell or if you have concerns about another resident.

Contact reception or the duty RA, on 5590, to let us know you are unable to come to the dining room, or txt the RA number on 021 2716313 between 5pm and 7am weekdays and 24 hours over the weekend.

Student Health

The University Student Health Centre is on the corner of Walsh and Albany Streets (across the road from the Otago Museum) and provides a comprehensive health service for residents enrolled at the University of Otago from Monday-Friday from 9.00 am to 5.00 pm. To contact the Health Centre, dial 03 479 8212 or 8212 from the phone in your apartment.

Residents are encouraged to apply for a Community Services Card to reduce the cost of Health Services.



There is an After Hours Doctors at 95 Hanover Street on 03 479 2900.

In the case of severe illness or accident, residents are encouraged to dial 1-111 for ambulance services.

Smoking

Smoking (including vaping) is a health hazard it is not permitted anywhere on the Caroline Freeman College site.

Chaplains

Caroline Freeman College has a close relationship with the chaplains for the University of Otago. Support or assistance from a chaplain can be arranged should you require it.

Churches

Most denominations are available locally and will make you very welcome. Caroline Freeman College is happy to assist you in finding a church that suits you, as are the chaplains.

Alcohol

The sensible use of alcohol is acceptable at Caroline Freeman College, and any departure from moderation will be regarded as unacceptable. Residents who live outside of the designated alcohol free areas are permitted to drink alcohol in Caroline Freeman College from 5.30pm until 9.30pm at night. This is at the discretion of duty staff and permission may be withdrawn at any time.

Those residents who wish to consume alcohol are expected to drink sensibly and safely. This means that residents do not endanger themselves or other people and are at all times respectful of the needs of others. This means that noise should be kept to acceptable limits at all times. It is often the case that noise levels rise when groups of people are consuming alcohol. If noise disrupts the ability of other residents to study then residents may be asked to socialise in other areas.

To ensure a suitable environment is maintained within Caroline Freeman College staff will ask residents who wish to continue to consume alcohol outside of the hours stated above to socialise somewhere away from Caroline Freeman College.

Residents under the age of 18 years

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

All residents aged under 18 years at the start of the year will be required to meet with the Head of College to discuss this alcohol restriction. Any resident found to be in breach of this condition will face disciplinary action. Any person supplying alcohol to any resident in this category will also face disciplinary action.

Safe Practices

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

The following are not permitted within the Caroline Freeman College Community:

- Spirits, liqueurs, fortified wines & premade shots
- Kegs, casks or goon sacks
- Large bottles or crates of beer
- Home brewing including beer/wine/spirit making or home brewing equipment
- Any bottle or container, vessel etc. containing more than 8 standard drinks
- Drinking games or apparatus and paraphernalia associated with drinking games and/or binge drinking (including shot glasses)
- Drinking in Caroline Freeman College communal areas, such as dining hall, TV lounge, or car parks
- Storage of alcohol bottles (full or empty) on window ledges, in view of windows or in public areas within the apartment
- Alcohol deliveries

As the items listed above are not considered consistent with moderate behaviour involving alcohol, any such items located within the College property will be confiscated.

A maximum of 10 people can consume alcohol in an apartment lounge, with the exception of a pre-planned event that has been approved by senior staff.

Alcohol Free Periods

The Head of College has the right to impose an alcohol free period or an alcohol restriction or modify the alcohol rules for any individual, group or the whole College at any time without warning and at his discretion. Noise, offensive behaviour and damage to property are the most likely reasons that an alcohol restriction would be imposed.

Additional alcohol restrictions will be put in place prior to and during the exam period, and may be put in place at other times throughout the year as deemed necessary by the Head of College.

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.

Drugs

Illegal Drugs

Caroline Freeman College has adopted a "zero tolerance" policy, consistent with the University. This policy is as follows:

Caroline Freeman College has adopted a "zero tolerance" policy consistent in respect of the possession, use or distribution of illegal drugs by members of its College. Under this policy, all suspected incidents will be fully and formally investigated. Where possession, use or distribution of illegal substances is proved to have occurred the Resident's right of residence in the College will be terminated unless he or she can establish special reasons why that step should not be taken and an alternative penalty imposed. A resident who has been found to have breached the zero tolerance policy can expect to be suspended from the College until such time as his or her claim for special reasons can be considered.

A finding of special reasons can only be made after the matter has been considered by a panel established for that purpose by the chair of the Dunedin Caroline Freeman Tertiary Accommodation Trust. The panel may include Heads of College (other than the Head of Caroline Freeman College), members selected from the Advisory Councils to the Colleges and such other persons as the Trust may determine. Each panel shall include a Student representative appointed by the Chair this appointment may be made in consultation with OUSA. The panel may seek the advice of the University Proctor at any time.

A Resident wishing to make a claim of special reasons must lodge a written application with the Secretary of the Dunedin Caroline Freeman Tertiary Accommodation Trust no later than three days after a finding by the College that they have breached the zero tolerance policy. The panel shall meet and consider the application within seven days of it being received. The panel shall determine its own procedure but in the usual course shall determine matters solely on the basis of written material placed before it including the application and a report from the Head of the applicant's College detailing the circumstances as he or she has found them to be. The panel will consider only the claim for special reasons and will not review the finding that there has been a breach which can only be challenged by an appeal.

Once the panel has considered the application for special reasons, it shall report its determination to the Head of Caroline Freeman College. If the panel has found special reasons to exist the Head of College may allow an alternative penalty to be imposed, but shall otherwise forthwith terminate the Resident's accommodation contract.

Termination of residence due to possession, use or distribution of illegal drugs does not affect the Resident's ongoing liability for their remaining annual residential fees.

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 normal medication. 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.

Drug Paraphernalia

As we do not condone the use of illegal drugs, or legal substances, the presence of drug utensils and/or drug related paraphernalia within our community or grounds is not 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.

Emergencies

We take our health and safety responsibilities seriously and we have a number of measures in place that allow us to maintain a safe living environment.

- In the event of fire or other emergency where you are directed to leave, vacate the College as detailed in the Evacuation Plan.
- Close all windows, turn off all electrical equipment and leave doors closed and unlocked.
- Put on warm clothes and sensible footwear.

There will be regular fire drills to prepare for emergencies. The front doors on each apartment are fire doors and must remain closed at all times.

We treat Resident safety very seriously and anyone misusing the fire alarm system, fire hoses or other fire equipment will face disciplinary action.

The fire brigade has a minimum call out rate for a false alarm of around \$1,350.00. This cost of the fire appliance and subsequent alarm checks will be on-charged to anyone responsible for a false alarm or unnecessary fire appliance call out.

For fire safety reasons we do not allow candles, incense, burners or any other item that has or requires a naked flame to operate on site.

Similarly, we do not allow fireworks on Caroline Freeman College property. Anyone found bringing fireworks onto Caroline Freeman College property may face disciplinary action.

Evacuation Information

If you discover a Fire:

1. Operate the nearest fire alarm call point
2. Ensure the Fire Service is called on **1-111**, tell them:
 - Name and address: **Your name and Caroline Freeman College, 911 Cumberland Street**
 - Nearest cross street: **Howe Street**
 - The nature of the emergency
3. Leave the building via your designated escape route.
4. Report to your designated assembly area.
5. Do not return to the building.

In the event of an Earthquake:

- Immediately take cover under a desk, table or in an internal doorway.
- Stay away from windows and wardrobes.
- Remain in the sheltered position for at least 60 seconds
- Do not go outside; remain inside until the “all clear is given.
- Wait for instructions.
- If outdoors, move away from buildings, trees and overhead wires.

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.

You must follow the instructions of the fire warden, staff or emergency service personnel in the event of an emergency.

Emergency Preparedness

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

Minimal requirements:

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

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

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

Additional extras that would be useful:

- Personal toiletry items
- Supermarket bags/rubbish bags
- Whistle and light sticks
- Copies of important documents

Absence from Caroline Freeman College

Temporary Absence

Permission to leave is not required for overnight or weekend absences. Refunds are not available or any residents who are away from College for any reason during the year. If you intend to be away from College for a short period, you must sign the leave book at reception. If there is a serious incident College staff need to know which residents are away from College and how to contact them urgently should the need arise.

Semester Breaks

Caroline Freeman College remains open for residents who wish to stay during breaks during or between semesters. If you are going to be away from Caroline Freeman College for a semester break it is recommended that you leave your keys at reception.

End of Year

At the end of the academic year, all residents are expected to leave Caroline Freeman College by the day following their final examination or last day of study. This is to allow other residents to complete their examinations / programmes of study without noise and/or disruption. Residents wishing to may remain in residence beyond this day require permission from the Head of College.

Withdrawal

When you accept a place at Caroline Freeman College, you acknowledge that the privilege of residence at the College is afforded only to full-time students of the University of Otago. The accommodation contract is for the full academic year.

Where it is necessary, as a result of exceptional or unforeseen circumstances, to withdraw from Caroline Freeman College during the academic year, you must immediately give written notice of intention to withdraw to the Head of College.

Residents who are considering withdrawal from their programme of study, their Institution or from Caroline Freeman College are advised to meet with the Head of College to discuss the situation.

If a resident leaves their course for any reason, they are not able to remain in the College as a resident. A resident who withdraws will be liable for the fees payable in respect of the full term of the contract.

Where a resident is required to withdraw from the College during the year as a result of serious misconduct or repeated breaches of the Caroline Freeman College Conditions of Residence for 2018, the departing resident will be liable for the fees payable in respect of the full term of the contract.

Visitors and Overnight Guests

Your visitors and guests are welcome at Caroline Freeman College. As the host, it is expected that you will make sure that your guests are made aware of the standards of behaviour at Caroline Freeman College and it is your responsibility to look after guests while they are here.

Residents may entertain their visitors within the College until 10.00pm. After this time, residents are not permitted to have visitors on Caroline Freeman College premises without the prior permission of the Head of College or Senior Tutor.

Visitors are welcome to join you for meals in the College, which must be paid for in advance.

Meal Prices and meal times are available on p.15.

Overnight Guests

- Permission must be sought prior to your visitor's arrival from the Head of College or Senior Tutor.
- Residents may only have one overnight guest at any time for up to 3 nights in a 7-day period.
- Guest charge is \$5.00 per person per night. Visitors who stay without prior permission will automatically be charged \$53.00 per night.
- There are a small number of mattresses which may be booked in advance and must be returned when your visitor leaves. Linen and bedding is not provided by the college.
- As a courtesy to the other residents in your apartment, please inform them that you are intending to have an overnight guest.
- A visitor pass application must be filled out with at least 24 hours-notice. Please do not book flights until a pass is approved to avoid disappointment. Pre-booked flights do not impact a decision about guest approvals.

Partner Pass

Residents may apply for a partner pass enabling a partner to stay at the College for up to 3 nights in a seven day period. Partner passes cost \$30 per semester and can be purchased from reception with the agreement of the Head, or Senior Tutor.

Additional information on visitors

- Please remember that visitors and overnight guests:
 - Must vacate the building if asked to do so.
 - Should at all times be accompanied by their host when moving around the College.
- There are periods of the year when overnight guests will not be permitted to stay at Caroline Freeman College. These periods include: the start of each semester; study zone; exam periods; when there are major events taking place in Dunedin (e.g. major sporting fixtures or concerts); or at any time as advised by the Head of College.
- It is recommended that you consult with a member of the management team prior to confirming a guest's travel arrangements as arrangements made prior to notification of the ban will not be considered as an exception.
- We reserve the right to ask any visitor or guest to leave Caroline Freeman College as and when necessary.
- Parents/caregivers are only permitted to stay at Caroline Freeman College under exceptional circumstances which is at the discretion of the Head of College.
- Children under 16 are not permitted to stay at Caroline Freeman College.

The College Community

Conduct

As a member of the Caroline Freeman College community, you are expected to uphold the residential policies that govern residence and to willingly assist staff in the resolution of any issues that arise.

Whilst you are a member of our community, you are also a representative of it. The standards of behaviour expected of you inside of the community are also expected of you when you are away from it.

Please note that legislative changes by the New Zealand Government, Dunedin Caroline Freeman Council or University of Otago may result in the modification of any rule or guideline at Caroline Freeman College.

The Caroline Freeman College community is an inclusive community and any discrimination against another resident because of gender, age, ability, nationality, sexual orientation, religious affiliation or any other reason is considered as unacceptable behaviour.

We do not tolerate any form of harassment, abuse (including via written or electronic media), assault or anti-social behaviour. Examples of behaviour we deem to be anti-social includes but is not limited to: name-calling; disruptive behaviour; abusive language or behaviour; any form of physical violence; sexual assault; sexual harassment, exclusion and/or derogatory comments and language.

Any proven incident of harassment may result in the offending resident being excluded (termination of residency) from the Caroline Freeman College community.

Discipline

We aim to have a community where Residents respect themselves and each other where healthy social interactions and academic pursuits are the norm. Living away from home can take some adjustment and we are here to assist our residents learn the benefits of taking responsibility for themselves and their actions. The expectations, guidelines and policies we have outlined in this handbook have been developed to help everyone have a productive and safe year.

The Residential Assistants deal with most day-to-day incidents. With your cooperation, the matter usually ends there. If residents are unwilling to cooperate or the breaches are repeated, then the resident is likely to meet with the Head of College or Senior Tutor. The Head of College and Senior Tutor have the discretion to pass down any one or a combination of the disciplinary actions listed above as they see fit.

Any resident who breaches any of our conditions, guidelines or expectations as outlined may face disciplinary action that includes:

- A verbal warning
- A fine by way of financial donation to a local charity
- Immediate restitution for damages or expenses incurred
- Confiscation of goods or items that are not permitted to be within the community (these may be returned to your parents/guardian/next of kin at your expense, or to

you at the end of the year. Items may be destroyed accordingly if deemed inappropriate to return.)

- Requirement to undertake support through counselling or an educative programme
- Requirement for written explanation or apology
- Community service within the Caroline Freeman College community
- A written warning
- Being placed on a good behaviour contract
- Being placed on a curfew
- Parent/guardian/next of kin/guarantor being contacted
- Being placed in another room within the College
- Referral to the Proctor of the University of Otago where disciplinary action under the University guidelines may occur
- Referral to the Police if it is believed you may have committed an offence or crime under NZ Law
- Suspension from Caroline Freeman College*
- Exclusion from Caroline Freeman College (having residency terminated)*

*suspension or exclusion does not affect the Resident's ongoing liability for their remaining annual residential fees

Potential serious breaches of College policies or guidelines are investigated through a thorough serious incident process.

In all instances, due process is used when dealing with residents and an appeals process is available (see Appendix 1A.)

Security

Caroline Freeman College is a gated community. Residents have access through the Cumberland Street pedestrian gate 24 hours a day. Access to the gates of the car park are reserved for residents who have purchased a parking space and lock at 10.00pm each night. All other gates lock at 7.00pm. We reserve the right to close the gates at any time if we are concerned about security.

For your added safety, we have security cameras operating in the College at all times. Extensive security measures like timed electronic access are in place to keep Caroline Freeman College more secure. Staff are on duty every night with a Night Manager or Security Guard working from 10.00pm – 7.00am.

We recommend that bedroom doors should remain locked if you leave your room, and when you are sleeping; and that personal belongings are not left unattended in communal areas.

College Property

It is expected that residents will respect all College property. Caroline Freeman College property may not be removed from your room or from the College. You are responsible for maintaining the condition of your own room and you may be charged for missing equipment or damages that occur.

In the instance where there is missing property or damage in communal areas (where the person responsible cannot be identified) reparation or restitution may be charged across the respective community.

Damage

Please let us know promptly of any damage you notice to any part of the building or facilities by reporting this via your StarRez portal. If you break something, talk with a staff member or drop by the office to let us know immediately. Swiftly reported incidents have a higher chance of a good outcome and we encourage you feel comfortable telling us. Wilful damage however, is a breach of our conditions and any resident involved in such behaviour will face disciplinary action.

Rubbish and Recycling

Please be considerate of others and keep your apartment and the College clean and free of rubbish.

Please inform a member of staff member if there is any damage so it can be repaired.

You are responsible for emptying the rubbish bin in your room. We have a strong recycling attitude and we expect that all our residents will recycle all glass, cans, plastic and cardboard in the bins provided.

We will be asking for volunteers to be part of our Sustainability Committee to look at ways to improve sustainability within the College.

Recreational

Successful tertiary study requires a balance of work and rest. Caroline Freeman College provides a range of options for recreation within the College.

These include:

- Communal lounges with Sky, Netflix, piano, pool table, table tennis table, PS4, Xbox and a wide range of board games.
- Exercise room has a range of fitness equipment including a cross trainer, treadmill, and rowing machine and resistance bands. This room is available only to residents of Caroline Freeman College.
- Courtyards and gardens
- Library
- Range of sports equipment for use by residents.

Caroline Freeman College is fortunate to be close to both the Botanic Gardens and Woodhaugh Gardens for walks and mountain bike trails.

There are also a wide range of sporting and cultural activities arranged as part of the Inter-College competitions. You will hear much more about these during the year.

Campus Map

