



SALMOND COLLEGE

Residents'
Handbook
2022



SALMOND COLLEGE

*19 Knox Street
North East Valley
Dunedin 9010*

Key Contact Details

Reception, Monday - Friday, 8:30am -5.00pm	03 473 0750
Head of College	03 473 0751
Deputy Head	03 473 0755
Residential Leader (evenings, and weekends)	022 011 2725
Night Security Staff (evenings from 10.00pm)	022 011 2725

Email admin@salmondcollege.ac.nz
College Website www.salmondcollege.ac.nz

This Residents' Handbook outlines rules and expectations which govern life in the College and is to be read in conjunction with the Agreement for Admission which every Salmond resident must sign as a condition of acceptance into the College.

Hard copies of the Handbook may be obtained from the College's Reception.

The information contained in this Handbook is correct at the time of publication, but the content may be revised or updated from time to time without notice.

This edition updated September 2021

Contents

WELCOME	7
---------------	---

SALMOND MOTTO AND WHAKATAUKI	8
ABOUT THIS HANDBOOK.....	9
OWNERSHIP.....	9
ACCEPTANCE AND ARRIVAL TO SALMOND.....	13
Withdrawals	13
Key Dates for 2022.....	13
Access and Security	13
Absence from College.....	13
COMMUNICATIONS AND SERVICES	14
Pastoral Care of Tertiary and International Learners, Code of Practice.....	14
In-House Communication	14
Salmond Portal	14
Residential Leaders (RLs).....	14
Academic Support.....	15
Reception	15
Night Staff.....	15
Maintenance and Repairs.....	15
Free Campus Transport – Monday to Friday	16
Internet Access	16
Sheet Change	16
FACILITIES	16
Computer Facilities.....	16
Laundry	17
Tennis Courts	17
Common Room	17
“The Dungeon”	17
TV Room.....	17
Gymnasium/Exercise Room	17
The Waddell Chapel.....	18
Kitchenettes	18
Postage and Pigeonholes.....	18
Musical Instruments.....	18
Newspapers	18
Bicycle Storage.....	18
Luggage Storage.....	18

Vehicles and Parking:.....	19
YOUR ROOM	19
Room Security and Insurance	20
Room General Information:.....	20
Room Cleaning and Bed linen.....	20
Room Entry and Room Checks.....	20
GUESTS, VISITORS AND PARTNERS.....	21
Overnight Guests	21
Unregistered Overnight Guests	21
Partner Passes	21
NOISE, QUIET TIMES AND STUDY ZONE	22
Fire Safety Equipment.....	22
WHAT TO BRING AND WHAT NOT TO BRING	22
Bedding:.....	22
Kitchen Appliances:	23
Medical and Emergency Kits:	23
Personal Electrical Appliances:	23
Potted Plants:	23
Pets:.....	23
Weapons:	23
Water pistols:	24
DINING AT SALMOND.....	24
Dining Etiquette	24
Meal Times	24
Dietary Requirements	24
Guests	25
Late Dinners.....	25
Packed Lunches – Monday to Friday	25
Sick Meals	25
SALMOND COLLEGIATE LIFE (ACTIVITIES AND EVENTS)	25
Salmond College Student Association (SCSA).....	25
Social, Sporting and Cultural.....	25
Volunteering.....	26
Sustainable Salmond ‘Doing the Right Thing’ and ‘Green Your Scene’	26
<i>Re-think, Refuse, Reduce, Reuse, Recycle</i>	26

FINANCIAL OBLIGATIONS.....	26
Payment of Fees	27
Damages	27
Financial Assistance	27
Student Employment	27
Semester Breaks and End of Year	27
College Bank Account	27
HEALTH, SAFETY AND WELLBEING	28
Confidentiality	28
Mental Health.....	29
Diversity.....	29
LGBTQIA+ and Rainbow Support	29
Positive Well-being and Self-care	29
<i>Taha Hinengaro. Mental and Emotional Well-being.....</i>	<i>30</i>
<i>Taha Whānau, Social Wellbeing.....</i>	<i>30</i>
<i>Taha Tinana, Physical Well-being</i>	<i>30</i>
<i>Taha wairua, spiritual well-being.....</i>	<i>30</i>
Concern for Others.....	30
Support Service Contacts	31
CONSENT AND RELATIONSHIPS.....	32
<i>What Does Consent Involve?</i>	<i>32</i>
Reporting an Incident.....	32
PERSONAL SAFETY.....	33
HARMFUL DIGITAL COMMUNICATIONS	34
Cyber Safety	34
HARASSMENT/BULLYING/DISCRIMINATION/ANTI-SOCIAL BEHAVIOUR	34
DRUGS, ALCOHOL, SMOKING & VAPING	35
Alcohol	35
<i>Residents Under the Age of 18.....</i>	<i>35</i>
<i>Safe Practices</i>	<i>35</i>
<i>Consumption Times and Alcohol-Free Periods</i>	<i>36</i>
<i>Alcohol-Free Floors.....</i>	<i>36</i>
Drugs.....	36
<i>Illegal Substances.....</i>	<i>36</i>
<i>Legal Substances.....</i>	<i>37</i>
Smoking and Vaping.....	37
EMERGENCY PROCEDURES	37
General Emergency Preparedness	37
Evacuation.....	38

Fire.....	38
<i>Evacuating from the main building block (Fulton, Page, and Gray Wings).....</i>	<i>38</i>
<i>Evacuating from the Library or Macalister Wings</i>	<i>39</i>
<i>Evacuating from public areas of the college.....</i>	<i>39</i>
Earthquake	39
College Lockdown	39
<i>Threat to life on Campus.....</i>	<i>39</i>
<i>Threat to life in College.....</i>	<i>40</i>
Pandemic Safety.....	40
Covid 19.....	40
Medical Assistance.....	41
<i>University Student Health</i>	<i>41</i>
<i>Otago Polytechnic Student Health Centre</i>	<i>41</i>
<i>The Dunedin Hospital Emergency Department.....</i>	<i>41</i>
<i>After Hours and Urgent Doctors Service.....</i>	<i>41</i>
UNIVERSITY/POLYTECHNIC POLICIES AND PROCEDURES.....	42
DISCIPLINARY PROCESS.....	43
The Discipline Process:	43
<i>Appeals.....</i>	<i>44</i>
The Appeal Process.....	44
<i>Making a complaint.....</i>	<i>44</i>
<i>Procedures for concerns.....</i>	<i>44</i>
<i>Confidentiality</i>	<i>45</i>

Welcome

We are pleased to welcome you to Dunedin and to the Salmond College family.

Salmond is run by the Board of Knox College and Salmond College for the Presbyterian Church of Aotearoa New Zealand and is affiliated to the University of Otago. It is named after Miss Mary Salmond and Rev James Salmond who were leaders in the Presbyterian Church in the mid1900's.

The College has 261 single rooms and accommodates students from all parts of New Zealand and overseas who are studying at Otago tertiary institutions. Whilst most residents are first year students, a significant number of students return for a second or third year at Salmond. The ensuite rooms in the Macalister Wing, and the larger rooms spaced around the main accommodation wings are allocated to these senior residents.

Salmond aims to provide a caring home with a strong family atmosphere, excellent food, and friendly company in an environment where academic achievement is valued and supported.

This Handbook, which forms part of the Admission Agreement, has been compiled to assist residents coming to Salmond College. The guidelines are based on courtesy, consideration, and respect for others - for our neighbours as well as staff and residents in the College - and to ensure the safety and security of all the people and property in the College. *Please read it in its entirety.*

We look forward to working with you during the year, and hope that your time at Salmond College is successful academically as well as being an enjoyable experience of life in a community.

Salmond Motto and Whakatauki



Our Crest bears the Latin phrase, 'Gratia et Veritas' translating to 'Grace and Truth', which communicates dual aspects of Salmond's special character.

Our whakatauki is 'Ko te toa i a tini, i a mano o te takata', which translates to 'It is the bravery of a multitude, of thousands of people'.

This Ngāi Tahu whakatauki, attributed to Tū Whakauika & Te Oreorehua, refers to the strength of collectivity. As Salmond enters its 50th year in 2021, it reminds us of the power of a living community stretching back several generations, and fosters hope as the Salmond family continues to grow with each new intake of residents.

About this Handbook

When you sign your Agreement for Admission you are formally accepting a place at Salmond, and you are agreeing to abide by the rules and conditions set out in this Handbook, together with the University of Otago policies that are incorporated and expect to be upheld by all Salmond Residents, whether studying at the University of Otago or Otago Polytechnic. These include the Student Charter, Code of Student Conduct, Ethical Behaviour Policy, and Sexual Misconduct Policy. Information of these policies can be found on the University of Otago website (www.otago.ac.nz/policies). In the event of any conflict between Salmond policy and University policy the Salmond policy will apply.

Ownership

Salmond College is owned by *Knox College and Salmond College Incorporated* which is both an incorporated society and registered charity within Aotearoa New Zealand. The College is governed by the *Board of Knox College and Salmond College*, and the Head of Salmond College reports to the Board.

At Salmond College we endeavour to provide:

- *A comfortable, safe environment*
- *A quiet place for effective study*
- *A home where discrimination against students on the grounds of gender, religion, ethnicity, or sexual orientation is unacceptable; as is any form of bullying, either physically, electronically, or verbally.*

Concern for others, care and support are important to us. We expect our residents to take responsibility for their own behaviour and cooperate with the guidelines so that the College will be a happy, inclusive and supportive community for all.

Expectations

The rules and regulations in this Handbook provide a framework for Salmond College life. But they cannot give the College its wairua, its spirit. That can only come from you and your fellow residents as you make Salmond College your home, learn to live in a community, and actively contribute to the living tradition that is Salmond.

When you come to live at Salmond you become part of a residential community. This requires tolerance, consideration of others, and commitment to the common good. The rules and expectations are set out in this Handbook. Some of the rules are to do with personal health and safety, and others are to do with creating a college environment that is conducive to study and fostering strong collegiate life.

- *Treat each other, all staff members, other Colleges, and members of the public with courtesy and respect.*
- *Inhabit the grounds and buildings with care and respect.*
- *Abide by the rules and regulations of the College, as set out in this Handbook, and comply with NZ Law, including health and safety requirements.*
- *Comply with the University of Otago's Student Charter and Code of Student Conduct, or where relevant, the policies of or Otago Polytechnic, and not do anything that might bring the College into disrepute.*

Failure to do these things may result in disciplinary consequences being imposed by the Head or Deputy Head of College. They have several disciplinary avenues open to them, including suspension or permanent exclusion. Should residents be permanently excluded from the College they remain liable for all debts, including accommodation fees through to the end of the academic year.

In its investigation of alleged breaches of the rules and expectations of residency, as outlined in this Handbook and the Agreement for Admission, the College will uphold principles of natural justice, including transparency and fairness of the investigative procedure. The respondent to an allegation will be informed about the nature of the allegation in a timely manner and be given an opportunity to respond. For serious cases of alleged misconduct, the respondent may be suspended from the College for the duration of the investigation. Any disciplinary action that may ensue from the outcome of the investigation will be proportionate to the behavioural breach.

Important Contacts

Salmond College

College Reception	(03) 473 0750
Head of College	(03) 473 0751 / 021 497 603
Deputy Head of College	(03) 473 0755 / 022 674 3647
Assistant Head of College	
Operations Manager	021 473 078
Kitchen	(03) 473 0758
Duty Residential Leader	022 011 2725
Security	022 011 2725
College Website	www.salmondcollege.ac.nz

University of Otago

Information	0800 80 80 98 / (03) 479 7000
Student Health	0800 479 821 / (03) 479 8212
Campus Watch	0800 479 5000 / (03) 479 5000
IT Service Desk	0800 479 8888 / (03) 479 8888

OUSA	(03) 479 5332
Pathway Studies Information	(03) 479 5250
Student Support	(03) 479 5253/ (03) 479 5711

Otago Polytechnic

Information	0800 762 786 / (03) 477 3014
Student Health	(03) 479 6082

Other

Urgent Doctors	(03) 479 2900
Urgent Pharmacy	(03) 477 6344
Dunedin Hospital	(03) 474 0999
Dunedin Central Police	(03) 471 4800
Dunedin North Police	(03) 473 0730
StudyLink	0800 88 99 00

Map of Salmond College



Acceptance and Arrival to Salmond

When you receive an offer of a place at Salmond, you must confirm your acceptance of that place via the Salmond College Portal link on our website no later than 14 days after the date of the formal letter of offer you have received. Please complete the Portal process in its entirety, including the guarantor's confirmation. Your acceptance must be accompanied by full payment of the Entry Fee specified in the Agreement for Admission. Your place will be confirmed when payment has been received. The Bank account number for Knox College and Salmond College Incorporated is 02-09000060690-000. All fee invoices have an individual reference, which you should use with your deposit.

The College is open from the weekend of Saturday the 19th of February 2022 for all residents; in special cases, in agreement in advance with the Head of College or Deputy Head of College, residents may arrive before the 19th of February. There is a daily accommodation charge which those arriving early will be required to pay. Enquiries should be sent to admin@salmondcollege.ac.nz.

Withdrawals

If you accept an offer of a place, and then withdraw before the 27th of January 2022, half of your Entry Fee will be refunded.

Key Dates for 2022

The College is open for the duration of the University, Foundation and Polytechnic academic year, which comprises two semesters, with a short break in the middle of each semester and a longer break between them.

<i>Saturday 19 & Sunday 20 February</i>	College opens/Welcome Weekend
<i>Monday 21 February</i>	Welcome/Orientation Week and classes for some courses.
<i>Friday 25 February</i>	Preliminary lectures are held
<i>Monday 28 February</i>	Classes begin for all University & Foundation courses.

Access and Security

Each resident is issued with an electronic key card which gives access through the front door of the College and to their room. There is an option for an electronic wrist key band to be issued for a small charge. A limited number of rooms also require a standard key which will be issued along with the key card. Any lost or damaged key cards should be reported immediately to Reception or your Residential Leader and there will be a charge for a replacement of \$25.00.

Absence from College

Residents are asked to fill in their contact details in the Leave Book on the desk outside the Reception before they go away overnight and at weekends etc. This information is required for catering or cleaning arrangements or if you need to be contacted in the event of an emergency.

Communications and Services

Pastoral Care of Tertiary and International Learners, Code of Practice.

Salmond College adheres to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and seeks to provide appropriate pastoral care to all students. Staffing and support systems have been put in place to ensure the wellbeing of all residents, according to the Code of Practice.

<https://www.education.govt.nz/further-education/information-for-tertiary-students/code-ofpractice-pastoral-care-domestic-tertiary/>

In-House Communication

The main means of in-house communication is the **Salmond Facebook group**. You will be invited to join the main Facebook group on accepting a place in the College, along with other sub-groups for floors, tutorials, sports teams, and other activities. The main Facebook group provides information on activities and events, as well as important notices. Announcements and other items of interest also appear on the noticeboards in the foyer.

Salmond Portal

The Salmond Portal is where Residents can enter their initial arrival date, book shuttles, lodge maintenance requests, order late meals, enter holiday/leave dates. The portal can be accessed with the email and password Residents use to accept their offer of accommodation, via the Salmond College website, or here:

<https://otagoks.starrezhousing.com/StarRezPortal/4EF7EED1/2/2/Home-Home>

Residential Leaders (RLs)

The College employs Residential Leaders (RLs), senior students who live throughout the College. The RLs assist with resident welfare and pastoral care, including your safety and well-being. They are here to help you with your transition to tertiary studies and College life; providing support to help you achieve success in your academic endeavours and personal growth. Developing our strong Salmond community and College pride is also a large part of what they do. You will have an RL on your floor who you will interact with most frequently, but you will also get to know the wider team. Your RL will, among other things:

- Discuss with you how to get the most out of your academic year and living in the College.
- Help you to understand and adhere to the College rules, regulations, and expectations.
- Provide advice and guidance to you. They may also refer you to the Head/Deputy Head, or outside agencies if you require support beyond their role.
- Be your 'go to' person for the numerous questions that you are likely to have.
- Encourage your neighbourhood to get to know each other by arranging activities and events.
- Set up neighbourhood protocols e.g., recycling and kitchen rosters, that will help your neighbourhood to function well.
- Coordinate meals and appropriate care e.g., Student Health, if you are unwell.

Your RL is the person in the College who you should feel free to approach in the first instance for any pastoral care matter. You should feel free to communicate with your RL re how you are going and

any support that you might require. The College is a busy, vibrant environment and your tertiary studies will be demanding. Your working relationship with your RL is an essential part of your life at the College, and it will develop and grow throughout your time at Salmond.

Security staff are employed by the College each evening from the end of the Residential Leader's shift. Regular rounds of the College and property are carried out by the Security staff and Residential Staff. Security cameras are located throughout the College for the protection of residents and their property.

Academic Support

Salmond College provides tutorials for many papers. You are also able to attend the Knox College tutorials. Tutorials are usually held in the Salmond Tutorial Rooms, and will be advertised on notice boards, Facebook, and digital screens. Tutorials can be organised for papers, subject to availability of suitable tutors, and a minimum number of residents requesting them. Contact the Deputy Head of College for any questions you have regarding the academic support available in the College.

Residents are urged to make the best use possible of this service. Through P.A.S.S and Student Learning Development Centre, students can also access general study skills sessions and examination techniques workshops. Residents should contact the Head or Deputy Head to discuss these issues.

The Head or Deputy Head monitor the academic progress of residents and receive examination results from the University post-examinations. They conduct interviews as needed to discuss academic results and progress. Information relating to tutorial and other academic matters is posted on noticeboards and on Facebook.

Reception

For any general queries and payments, the Reception is staffed from 8:30am to 5.00pm Monday to Friday by administration staff. RLs are based in Reception in the evening and are available to help with all resident enquiries from 5.00pm to 10.30pm.

Night Staff

Each night an RL is on duty and is based at Reception from 5.00pm to 10.00/10.30 pm. From 10.00pm each night a Security Staff member takes over supervision of the College for the evening and into the early morning. The Duty RL and Security staff can be contacted in the evenings and weekends on the following number by College residents: 022 011 2725.

Maintenance and Repairs

All maintenance requests should be logged through the online system in the Salmond Portal. If a matter is urgent or an emergency, please contact the Reception, your RL or the Head/Deputy/Assistant Head. The Maintenance Staff work weekdays but can be called out by College Staff at weekends or evenings for emergencies.

If an item is broken, please report the damage a Staff member. A charge for repairing the damage may be imposed if the damage is deemed to have been caused by careless or irresponsible behaviour.

Free Campus Transport – Monday to Friday

For students' safety and convenience, a free evening shuttle bus service operates during term time to bring students back from the University, Polytechnic and UniPol. The shuttles run at 6.00pm and 10.00pm. There is also a 7.30am shuttle to the University for students who have an 8.00am lecture and 8.30am for Foundation Studies students.

Shuttles must be booked before 4.00pm each day using the online booking system via the StarRez Portal. The shuttles will not run during University mid-semester breaks, the break between semesters and examinations during which time residents have no classes scheduled. If a shuttle which has been booked does not arrive, residents can call 0800 477 800 to enquire.

Internet Access

All bedrooms have wired connection to the University of Otago's WiFi network (**UO_WIFI**) and there is extensive wireless capability throughout the College buildings. Polytechnic students also share the University's Student Network. The wireless system is provided for the purpose of supporting academic development and appropriate personal online activities. The University's internet usage policy can be found online at www.otago.ac.nz/its/services/network.

To log on to the University's WiFi use your Student ID number and password. Polytechnic students will need to apply for a University of Otago log-on and password before they can access the University of Otago WiFi, and will be sent application forms prior to their arrival at Salmond. Residents who are experiencing problems with their WiFi connectivity should contact the office in the first instance.

Sheet Change

Sheet change takes place weekly on Mondays, Wednesdays, and Fridays from approximately 6.30-7.00pm. Residents may change their sheets and one pillowcase at this time once a week. You are expected to use this service to ensure high levels of hygiene within the College.

Facilities

Computer Facilities

A small number of computers are available to residents in the Salmond Library.

- Computing and network resources are to be used for educational and appropriate personal purposes.
- There is a printer in the foyer which is available for Residents to use.
- Unauthorised access or damage to any data or deliberate interference with other users' work is subject to disciplinary measures.
- Importation or distribution of offensive material (including, but not limited to, racist material, hate literature or sexually explicit material) is not permitted.

- Harassing or defamatory material may not be sent by electronic means, including email and voice mail, or posting to news groups/social media forums. Students should be aware that breaches of the Harmful Digital Communication Act may lead to referral to the Proctor and/or Police. We recommend students become informed regarding their rights and responsibilities with respect to this legislation to keep themselves and others safe. Helpful information regarding the Act may be found at <https://www.justice.govt.nz/justice-sectorpolicy/key-initiatives/harmful-digital-communications/>.

Laundry

Washing machines and dryers are available for residents to use. There is no charge for these, but residents need to supply their own washing powder. There is an iron and ironing board available.

Please follow our laundry etiquette:

- Do not remove other people's clothing from a dryer unless it is completely dry.
- Ensure that the washing machine cycle is finished before removing other people's laundry.
- Place laundry removed from washing machines or dryers in the resident-provided laundry baskets.
- Remove clean and dry laundry promptly.

Stealing, or interfering with, other residents' laundry is regarded as a breach of the residential contract and may result in serious disciplinary consequences being imposed.

Tennis Courts

A tennis court for resident use adjoins the Residents' car park. This is shared with Knox College. As the court is privately owned by the Colleges, Salmond and Knox residents have prior rights over any members of the public who might wish to use it. Feel free to bring your own equipment or the College has a limited supply that can be used by residents. This is an alcohol-free area, and any noise should be kept to a minimum.

Common Room

This is equipped with a pool table, air hockey table, darts, video games and table tennis table. It is available for all residents and their guests. Social events are held in the Common Room during the year organised by the SCSA and RLs.

“The Dungeon”

This is a smaller common room, equipped with television, DVD player, hot and cold drinks machine and a dispensing machine for snacks.

TV Room

Sky TV is available on the large screen TV in the TV room. Use the controls on the wall to activate the TV.

Gymnasium/Exercise Room

The gymnasium/exercise room, located in the Quad, has a wide range of equipment for residents to use. Gym access is via the Resident's key card.

The Waddell Chapel

The Waddell Chapel is named after Rutherford Waddell, a well-known and respected Presbyterian minister who had a significant impact on the wider community in Dunedin. The chapel is an important part of the special character of Salmond College.

Chapel services, discussion groups, meetings and community events may be held for residents at various times during the year. There are several churches near Salmond College, and on Campus, who welcome student involvement. Information about these is posted on the noticeboard at the start of the year.

The chapel is available for group or individual use and may be pre-booked at the Reception for meetings. It is available for music practice or other meetings as permitted. The University of Otago and Otago Polytechnic operate a joint interfaith Chaplaincy Service which is available to residents.

Kitchenettes

Each floor has a kitchenette equipped with a fridge, microwave, and kettle. Residents need to keep their kitchenette tidy and do their own dishes. All items in fridges must be named and dated. Personal cooking appliances are not permitted in either bedrooms or kitchenettes.

Milk is supplied daily for hot drinks and should be stored in each kitchenette's refrigerator. Residents are expected to work together to ensure recyclables are properly processed.

Postage and Pigeonholes

Mail is sorted by the Reception staff on weekdays. Letters for residents are put in the pigeonholes at the end of Page Ground corridor. Parcels and registered mail are kept at the Reception for residents to collect with a list posted Facebook each day.

Musical Instruments

Pianos are located in the Dining Room, the Nithvale Lounge and the Waddell Chapel and are available for residents to use. Other musical instruments can be used primarily in the Chapel.

Newspapers

The College receives the Otago Daily Times, Monday to Saturday. These are free and available for students to take from the main foyer.

Bicycle Storage

Bikes can be stored in the locked bike shed, or in the bike stand in the Quad. Bikes should not be parked at the front of the building or brought inside the building. We recommend that residents lock their bikes when not in use.

Luggage Storage

Empty and clearly named luggage may be stored in the locked luggage room on the ground floor. If this room is full, luggage should be stored in residents' rooms. Reception staff can provide access for the luggage room.

Vehicles and Parking:

There will be a charge for car parking in 2022. For more information about car parking contact the office from October 2021. There is limited resident car parking available by the tennis courts. Because the car park is accessible to the public, it is recommended that valuables are not left in cars. Residents may also park their vehicles in surrounding streets such as Knox Street and Opoho Road, but please be considerate of our neighbours always. Please do not park across driveways or on footpaths/grass verges or reserved areas or drive at excessive speed. Any student who registered for a car park will receive a permit sticker to be placed on the windscreen of their vehicle.

Residents' cars may not be parked in the Staff and Visitors' parks in front of the main building or at the rear of the building. Any residents who park their cars in these areas may have them towed away or clamped at their own expense. All vehicles are parked at residents' own risk and the College accepts no responsibility for any theft, loss or damage to vehicles, whether on or offsite.

Your Room

The allocation of rooms is at the Head of College's discretion and may be changed by College management if there is a need to do so. If you would like to have a room in an alcohol-free, and/or female-only part of the College, please let the Head know by adding this to the 'Miscellaneous Details' field on your Portal application. We cannot make any guarantees that we will be able to fulfil your request.

Your residential contract with the College is personal to you, which means the use of your room by any other person is not permitted except under the terms of you having guests and visitors, as outlined in this Handbook. You may not grant permission for somebody with whom the College does not have a current residential contract to use your room in your stead.

Bedrooms are furnished with a bed and bedding, notice board, desk, desk chair, wardrobe, wastepaper bin, recycling bin, and a laundry basket. A room check must be completed by each resident returned to the office on the day of your arrival. Furniture and other College property should not be moved from the room in which it belongs.

You are responsible for your room and for the behaviour of any guests that you might host in your room. You will incur the cost of any damages or items of furniture that go missing, and of any remedial cleaning work. We advise you to lock your room when you are not there and when you are sleeping so that others do not gain access to it in your absence or when you are asleep. Room security and insurance

By logging a maintenance request, you understand and agree for someone to attend your bedroom/area of the building to begin remedying the issue in a timely manner. You are responsible for any deliberate or avoidable damage to your room whether this damage was caused by you or by your guests.

Room Security and Insurance

We recommend that your bedroom door is locked when you are out and when you are asleep. You are responsible for the contents of your room the College will not accept responsibility for loss or damage due to theft or accident. Residents are strongly advised to ensure that their possessions are adequately covered by an all-risk insurance policy.

Room General Information:

You may decorate and enhance your rooms with posters and other objects of personal choice. However, please note that Sellotape, self-adhesive labels, and hooks, drawing pins, tacks, nails, etc. may not be used because of the damage they do to paintwork, plaster, and woodwork. You are asked to use only genuine Blu-Tac when affixing items/posters to walls. At the end of the year the room is to be left in the condition in which it was found. A charge is made for all damaged or missing items. Any accidental damage during the year should be reported immediately.

Room Cleaning and Bed linen

Only bed linen supplied by the College is laundered by the College. Clean sheets and pillowcase are available on a weekly basis. Linen exchange days are listed on your cleaner's schedule.

Your cleaner will enter your bedroom at least once weekly to vacuum and/or empty your rubbish bin. Please help the domestic staff by making sure your floor is cleared early that day – their role is to clean, not to tidy. A vacuum cleaner is available for the students to use at other times. Ask at the office. This should be returned immediately after use so that other residents are able to use it. The bathrooms and other common areas are cleaned daily.

You will be advised by your Residential Leader (RL) which day of the week your room will be serviced. Rubbish bins will be emptied on the days that rooms are serviced. Salmond is committed to recycling. Use the recycling bins on floors as per the signage:

Yellow	Plastic/Cans
Blue	Glass
Black	Cardboard
Red	General Waste

Room Entry and 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. Authorised staff members have right of entry to rooms for cleaning and maintenance, disciplinary matters, suspected breaches of rules, health and safety concerns, or emergencies.

Routine checks are carried out during the year for maintenance, or other reason but you will be given 24 hours' notice before the room is entered.

A request for maintenance to a resident's room, either logged on the College Portal, or given verbally to a staff member, implies that the resident is aware that his or her room will be entered by College staff or contractors as soon as is practicable.

Guests, Visitors and Partners

You are responsible for the conduct of your guests and will be accountable for their actions should they fail to abide by the rules and regulations of the College or give cause for concern regarding their behaviour.

- Guests may only drink alcohol with the permission of the Head or Deputy Head.
- Day guests are welcome in the College from breakfast until 9.30pm each night.
- Guests are not allowed to bring alcohol or non-prescription drugs into the College.

Overnight Guests

Parents or friends visiting from out-of-town, are welcome to stay in a Resident's room for an overnight charge of \$15.00 per person.

- No overnight guests allowed during Welcome/Orientation Week, Study Zone (end of each semester and including exam periods) or at other times as deemed by the Head of College.
- Guest Accommodation Forms must be completed at least 24 hours prior to your guest arriving (copies can be obtained from reception).
- The completed form must be approved by the Head/Deputy/Assistant Head and returned to Reception.
- Mattresses, bed linen and a pillow are available for guests. Residents may not:
 - Allow guests to be in the College unaccompanied.
 - Give guest a room key.
 - Give guests permission to sleep in a room without Resident being present.

Guests are not able to attend formal dinners or special events, without permission from the Head or Deputy Head.

Unregistered Overnight Guests

Residents who are found to have had overnight guests but not completed a Guest Accommodation Form may be charged \$30.00 per night and may be subject to disciplinary action.

Partner Passes

Residents may apply for a Partner Pass. The cost of this is \$25.00 per Semester, or part thereof. This entitles the Partner to bed and breakfast at the College. Other meals are charged (Lunch \$8.00, Dinner \$10.00). Residents are required to note their details on the Guest Sign-in sheet at the entry to the servery and will be invoiced. Meals should be paid for within 7 days.

Noise, Quiet Times and Study Zone

All Residents have the right to study in a quiet environment. After 9:30pm it is essential that the accommodation areas of the College are quiet. At any time of the day or night, residents may be asked to turn down the volume of music, televisions, computer games, etc. that are causing a disturbance.

As exams approach, the College enters Study Zone, which includes the observance of study hours. This involves keeping noise levels to a minimum day and night, 7 days a week. Study hours apply not only inside the College buildings but also in their immediate surrounds.

Fire Safety Equipment

As each room in Salmond is an individual fire cell, door closers must be fixed at all times. There must be not be any obstruction to doors being able to fully close and automatically lock.

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 Salmond 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.

Fireworks and other explosive devices are a fire and safety risk and are not permitted anywhere in the College buildings or on College grounds.

What to Bring and What Not to Bring

Bedding:

The College provides each resident with bedding (mattress protector, sheets, pillow, pillowcase, and duvet inner and cover) and can provide an extra blanket if required. College sheets and pillowcases are laundered weekly. You must bring your own towels.

Kitchen Appliances:

The College provides toasters, jugs, microwave ovens and refrigerators in resident kitchenettes. Personal kitchen appliances are not permitted in resident rooms or kitchenettes unless required for medical reasons. In this case you will be required to provide supporting documentation from a medical specialist.

Medical and Emergency Kits:

Residents are advised to bring their own supply of face masks, Band-Aids, antiseptic cream, and paracetamol. The College First Aid Kit is equipped with first-response items such as bandages, but it does not contain regular dispensary items. Residents are also encouraged to put together their own Emergency Kit containing plastic rubbish bags, antiseptic wipes, toilet paper, 1.5L of water, torch and batteries, light stick, whistle and toiletries. The Emergency Kit should be kept in your bedroom in case of an emergency, such as an earthquake.

Personal Electrical Appliances:

It is a health and safety requirement that all of 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. All electrical items should be tested and tagged prior to arrival. Do not bring items such as electric blankets, cooking appliances, heated towel rails or irons. The building is centrally heated. The College provides an iron and ironing board.

Potted Plants:

Residents are welcome to have potted plants in their rooms.

Pets:

Cats, dogs, birds, rabbits, rodents, turtles, stray ducklings, lizards and any other animals may not be kept by residents as pets, nor may they be housed, encouraged or taken into buildings. Well behaved goldfish (of the cold-water variety) may be kept in a small fishbowl. For Health and Safety reasons electrical equipment and attachments (including but not limited to filters, heaters, pumps) to the fishbowl are not permitted. Aquaria are not permitted.

If you have a service animal, please contact the Student Accommodation Centre upon completing your Accommodation Application to discuss your requirements

Weapons:

Firearms, archery equipment, weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored, or used at the College under any circumstances. This includes any type of air rifle, including BB guns. Any resident (or guest) who brings any item deemed by the Head 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 are able to 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.

Dining at Salmond

Dining Etiquette

Residents and Guests are asked not to sit on tables or to place feet, clothing, or hats on them, as this can be culturally offensive and unhygienic. As a courtesy, hats are not to be worn in the Dining Room. Residents can come to breakfast in respectable night attire provided they are also wearing slippers and a dressing gown. Footwear must be worn in the dining room at all times. Enjoy getting to know the food service staff and show your appreciation to them for the work they do for us all.

Meal Times

College fees cover three meals a day. Menus for lunch and dinner each week are posted.

<i>Breakfast</i>	7:00am – 9:00am	<i>Weekdays</i>
	8:00am – 10:00am	<i>Weekends and public holidays</i>
<i>Lunch</i>	12:00 noon – 1:25pm	<i>Weekdays</i>
	12:30pm – 1:25pm	<i>Weekends and public holidays</i>
<i>Dinner</i>	5:00pm – 6:25pm	<i>Daily</i>

After each meal, please take your crockery, glassware, and cutlery back to the kitchen. Crockery and cutlery should not be removed from the Dining Room.

Dietary Requirements

Vegetarian, gluten-free and dairy-free options are available. Residents who require gluten or dairyfree meals can advise the Head Chef by adding this to their Salmond Portal. All food is prepared under Halal conditions. Within the College's menu cycle there are options that are suitable for a vegan diet.

Those with food allergies or intolerances are required to inform the Head Chef of the allergy, as well as its symptoms and effects, before arriving at College. This information should be added to your College Portal and supported by medical documentation, such as a letter from your doctor or allergy specialist. Please also inform friends as to what they should do in the case of an allergic reaction. A Toast Station operates in the Dining Room from 7.30pm in the evening.

Guests

Guests are required to be signed in by their Host in the Guest Register Clipboard near the plates at the start of the food service. Your account will be charged for the cost of the meal: Lunches \$8.00; Dinners \$10.00, which is due for payment within 7 days of being invoiced.

Late Dinners

Late dinners are provided for residents who have work, sport, course, or College commitments. If you require a late dinner, you can request this on the College Portal before 4:00pm on the day. You may not collect a late dinner during normal service times as the staff are fully occupied serving and then cleaning. Meals can be picked up from the dining room from 7.00pm or from the Duty RL after 8.00pm. Residents may use the microwave on their floor or in the dining room to reheat their late meals. Residents can arrange for someone to pick up their late meal from duty staff.

Packed Lunches – Monday to Friday

On those days when you have lectures you can make up a packed lunch from a selection during breakfast of breads, buns, fillings, fruit, muffins, biscuits, etc., which are laid out in the servery. If you take a packed lunch, it is expected that you will not return to normal lunch-time service that day.

Sick Meals

Sick students should not go to the kitchen to get their own meals. Either contact your RL or ask a neighbour to liaise with your RL to inform the kitchen that you are unwell and arrange for 'sick meals' to be taken to you.

Salmond Collegiate Life (Activities and Events)

Salmond College Student Association (SCSA)

Salmond College has an active Student Association which helps with organising the social, cultural and sports events in the College. The funding for the Association's activities comes from the 'Activities Fee' levied on residents. This covers the cost of (or subsidises) the Welcome/Orientation Week programme, t-shirt, hoodie, College photo; as well as sporting and cultural competitions, social events such as the Ball, Mid-Winter Christmas and Birthday Day, and the purchase of new equipment.

Social, Sporting and Cultural

Salmond College participates in the University-wide Inter-College sporting, cultural and games competitions. This has become very popular, and Salmond has high levels of participation and has achieved some memorable victories in recent years. Residents should follow the information communicated via Facebook and widely promoted around the College to join teams and activities and represent the College.

Volunteering

Giving back to the wider Dunedin community is a key aspect of the life of the College. All residents will be expected to participate in the volunteering day during welcome week. Throughout the year opportunities will be available for students to volunteer in the community. Some such activities include supporting the Cancer Society's Daffodil Day, Blood Service, Relay 4 Life, SPCA, tree plantings, working at local Op-shops, visiting rest homes etc. Most years will see Salmond residents running the Daffodil Day table at the Garden's New World supermarket.

Sustainable Salmond 'Doing the Right Thing' and 'Green Your Scene'

The College is committed to reducing our impact on our environment; and is continually looking for ways to be part of the solution for a more sustainable future. This means that as an organisation, and as individuals, we need to consider the effects of the decisions that we make. At an everyday level, it is helpful to think about the products that you purchase (provenance and packaging), your energy use, transport choices and any waste that you produce including food waste. Reducing the amount of uneaten food that goes into the bin is a quick way of reducing your carbon footprint. During meals, take what you need, but eat what you take.

Salmond College participates in the 'Green your Scene' initiative, run by the University's Sustainability Office. The initiative aims to make the colleges and campus increasingly sustainable environments. The programme runs year-round, and there are regular opportunities to become involved and be a student leader in the cause.

Re-think, Refuse, Reduce, Reuse, Recycle

Some simple practical measures that you can take:

- Use your keep-cups for drinks at Salmond and on campus.
- Bring 2-3 old coffee cups down to the college to donate to the 'cup library' by our coffee machine, to contribute to sustainability.
- Purchase your own reusable shopping bag or take advantage of shopping bags which may be available in the foyer.
- Bring a lunchbox for packed lunches.
- Recycle your waste responsibly, sorting it correctly.
- Keep showers to about 6 minutes.
- Inform maintenance promptly when there are issues, particularly with heating.

Financial Obligations

You are charged fees from the beginning of your residential contract until the end of the second semester. You take up residence on the condition that you (and your guarantor) are liable for the whole academic year's fees, even if you choose to withdraw from the College or leave early. Fees are not refunded for early departure or for absence during holiday periods.

The Head of College does, however, have limited discretion to provide a partial exemption in cases of withdrawal which have resulted from circumstances outside the your control, and which have

prevented you from attending University or where your continued attendance would be seriously damaging to the your health and or wellbeing. In these sorts of cases documentary evidence (e.g., medical opinion) will usually be required to support a request for a fee exemption.

Payment of Fees

Please refer to the Fee Payment Schedule sent with the Offer documentation. The College will email fee invoices to you at least two weeks prior to the due date of fees, not to guarantors or any other person/s. It is the your responsibility to forward invoices on if these are to be paid by anyone other than yourself.

Unless prior arrangements have been made with the Head of College or Operations Manager for late payment, a penalty of 1% per week will be charged on overdue fees. Those who do not pay their fees will be listed as debtors to the University or Polytechnic. This means they will not be able to access their examination results, or course materials, and they will be unable to enrol for the following semester. Residents should note that they are liable for the payment of all reasonable costs incurred in the collection of overdue accounts.

Damages

Damage attributable to individuals throughout the year, or during the final Room Check, will be charged against their accounts.

Financial Assistance

Salmond College may have funds available to assist residents experiencing genuine financial hardship. If you are in this position then you should first visit the Head of College. The University may also be able to provide financial support if you are experiencing hardship through the Putea Tautoko Fund.

Student Employment

During the year, casual employment opportunities may become available in the College. These are generally in the kitchen.

Semester Breaks and End of Year

During Semester Breaks the College remains open, though mealtimes may be shortened. Depending upon the number of Residents remaining during a break, the Heads of Salmond College and Knox College may decide to combine College communities during meals

After their final examination, most Residents vacate the College within 48 hours. If circumstances require you to stay longer, please talk with the Head of College.

College Bank Account

Payments must include the student's reference number that is printed on the letter of offer.

Account Name:
Bank:

Knox College and Salmond College Incorporated
Bank of New Zealand

Branch:	Dunedin
Branch Address:	98 George Street, Dunedin
Account Number:	02-0900-0060690-00
Swift/ISN Number:	BKNZLNZ22

Health, Safety and Wellbeing

Living in a community requires each resident to accept a duty of care towards others. This means being considerate of others and looking out for one another, including those whom you might not count among your immediate circle of friends.

Salmond College staff can support you throughout your year at the College. If you need help, are not sure where to get it, or just want to talk about something that you are worried about, feel free to talk with any of the RLs or Head/Deputy/Assistant Head. For specialised help, the University of Otago's Student Health Service has a confidential counselling service. Appointments can be made by contacting University Student Health 03 479 8212, Otago Polytechnic 03 479 6082, and through Student Support at Pathways on 03 479 5253 or 03 479 5711.

It is Salmond College's priority to provide a safe living environment for our residents to enable a healthy community to thrive. To do this, we require all residents be vaccinated against COVID-19. Furthermore, residents are required to get any subsequent recommended boosters. The Board of Knox College and Salmond College has made this decision to reduce the risk and impact of Covid 19 in the College. By completing your portal process and your agreement for admission, you agree that you are or will be fully vaccinated against Covid-19 prior to arriving at the College.

By completing your portal process and your agreement for admission, you agree that you are or will be fully vaccinated against Covid-19 prior to arriving at the College. If you wish to discuss this please contact our administration team as soon as possible.

Confidentiality

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 Leaders will share such matters with the College management team as necessary.

The Head of the College has concern and responsibility for the whole College, and therefore all staff members consult with the Head over issues with Residents. The Head only shares personal or sensitive information on a "need to know basis" with other staff.

Staff may suggest to Residents that it would be more appropriate if some matters were shared with a professional from the Student Health Mental Health and Wellbeing team or with other outside agencies. Staff and Residential Leaders will treat all Residents' concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Head or other

members of the management team to contact or disclose information to relevant parties (e.g., parents/caregivers, health professionals, financial guarantors). This may occur when:

- We have concerns regarding the health or wellbeing of a resident
- There is a clear or imminent danger to a resident, Residential Leader, or staff member
- There have been serious breaches of the University College guidelines or policies
- Payment of accommodation fees are in arrears.

Mental Health

If you have experienced mental health issues previously or have had a diagnosed mental health disorder, including self-harm, you must disclose this to senior staff. This information will be kept confidential to the Head of College and appropriate Salmond College staff. We will want to know if you have received, or are receiving, help from a health professional. We will also want to discuss whether a safety management plan, is appropriate for you, and what professional help and other transitional or permanent support you may need now you are in Dunedin and at Salmond College. Under the terms of your residential contract, the College may terminate your contract if you are found to have withheld relevant health information, or if the Head of College concludes that your state of health, mental or physical, makes termination of your contract appropriate, having regard to your interests and/or the interests of the College community.

Diversity

The Salmond 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.

LGBTQIA+ and Rainbow Support

Salmond College supports students who identify as any of the many variations of sexual attraction and sex/gender identity, including intersex, transgender, transsexual, genderqueer, asexual, fa'afafine, takatapui, lesbian, bisexual and gay. The College Rainbow Support Group is open to all residents supportive of LGBTQIA+ students. If you would like support beyond the College, we can help you to access various networks, including OUSA student support. All residents are expected to respect one another at all times.

Positive Well-being and Self-care

Great emphasis is put on providing a safe, inclusive, and transparent environment where students have ready access to information and guidance on their rights and responsibilities. Comprehensive services and avenues for sharing and problem-solving provide the opportunity for self-care, to maintain personal health and well-being and to ensure that their safety is maintained during their stay at Salmond College.

Support and guidance can best be described using the four dimensions of Māori well-being.

Taha Hinengaro. Mental and Emotional Well-being.

College staff are available for onsite support 24 hours a day through RUs and the Head/Deputy Head, who are professionally trained in pastoral care, with an emphasis on inclusivity in all areas. Guidance, individual check ins, and tools for successful living are provided. Mental health services are readily available, backed up by support networks and structures, whether they be in person, by phone, or online.

Taha Whānau, Social Wellbeing.

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

Taha Tinana, Physical Well-being.

Physical well-being starts in the kitchen, with the College providing healthy and nutritious meals, working with those students with dietary requirements to create meal plans for everyone. Healthcare for everyday bumps, bruises and colds are provided by first aid trained pastoral staff at the colleges, with further professional health care provided through Student Health and associated University and Community Health Care providers. Great provision is also made for assisting those with physical or mental disabilities, from providing wheelchair access to a location, through to study notes from Disability Information and Support and beyond. Physical wellbeing also encompasses the provision of opportunities for physical activity, with college staff actively providing regular sporting, recreational, and cultural activities to promote a healthy, active lifestyle. These activities are typically run within and between the colleges, and through University teams, clubs, societies and groups. Physical security is also available 24 hours a day at colleges and on campus through Campus Watch, the Proctor, and through security and staffing provided directly at the college.

Taha wairua, spiritual well-being

Colleges are multicultural, and socially and religiously diverse, and as such there are a range of support services and guidance available to students, from the Māori and Pacific Island Centres, through Chaplaincy Services, to LGBTQIA+ support and guidance.

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:

- Ask R U OK?
- Listen
- Encourage action
- Check in
- *Taken from <https://www.ruok.org.au/>

We encourage you to contact any staff member if you are worried about anyone, or if you have not seen anyone for a while. You can do this by:

- Speaking to the on-call staff member

- Speaking to the staff member at reception
- Speaking to any staff member
- Calling our duty number: 0220112725
- Emailing: deputyhead@salmondcollege.ac.nz

Support Service Contacts

<i>AskOtago</i>	0800 80 80 90 (03) 479 7000	www.otago.custhelp.com/
<i>Campus Watch</i>	(03) 479 5000 0800 479 5000	www.otago.ac.nz/proctor/campuswatch/
<i>Career Development Centre</i>	(03) 479 8244	www.otago.ac.nz/careers/
<i>Chaplains</i>	(03 479 8497	www.otago.ac.nz/chaplain
<i>Disability Information and Support</i>	03 479 8235	www.otago.ac.nz/disabilities
<i>Dunedin Public Hospital</i>	03 474 0999	
<i>Dunedin Urgent Doctor and Accident Centre</i>	03 479 2900	www.dunedinurgentdoctors.co.nz/
<i>Healthline</i>	0800 611 116	
<i>International Office</i>	03 479 7000	www.otago.ac.nz/international
<i>Lifeline Aotearoa</i>	0800 54 33 54 Text 4357	www.lifeline.org.nz/
<i>OCASA Dunedin</i>	03 479 5332	www.ocasa.org.nz/
<i>OUSA- Support OUSA Club and Socs</i>	0800 12 10 23 03 479 5960	www.ousa.org.nz www.ousa.org.nz/clubsandsocs
<i>Pacific Island Centre</i>	03 479 8278	www.otago.ac.nz/pacific
<i>Social Impact Studio</i>	03 479 8631	www.otago.ac.nz/social-impact-studio
<i>Suicide Crisis Helpline</i>	0508 82 88 65	
<i>Student Health</i>	(03) 479 8212 0800 479 821	www.otago.ac.nz/studenthealth
<i>Otago Polytechnic Services</i>	0800 762 786	info@op.ac.nz
<i>Student Learning Development</i>	03 479 8801	www.otago.ac.nz/hedc/students/
<i>Te Huka Mātauraka (Maori Centre)</i>	03 479 8490	www.otago.ac.nz/maoricentre
<i>Te Whare Tāwharau Sexual Violence Support and Prevention Centre</i>	0800 479 379 03 479 3790	www.otago.ac.nz/te-whare-tawharau/
<i>Unipol/ Recreation Services</i>	(03) 479 5888	www.otago.ac.nz/recreation/
<i>1737</i>	Text or call 1737	1737.org.nz

Consent and Relationships

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. 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>

What Does Consent Involve?

- Consent must be **CLEAR**. The absence of a no does not mean yes. Silence is not consent. And 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.

Sexual misconduct takes many forms, including unwelcome sexual advances, requests for sexual favours, making somebody the subject of sexual innuendo, and other unwelcome verbal or physical conduct of a sexual nature. No College resident should be made to feel unsafe or physically demeaned or threatened.

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.

During the first weeks of the College year *Te Whare Tawharau* will come to the college and provide the Community 102 workshop. This is a workshop designed with first years in mind, to explore ideas about relationships and to learn skills to create a community that looks out for everyone. By taking the time to learn about consent and to consider your values, you are saying that you value having a community that everyone thrives in.

You may find these of use for further information about consent:

<https://www.youtube.com/watch?v=oQbei5JGiT8> <http://www.areyouok.org.nz/resources/free-resources/you-me-us-booklet/> [Male Survivors \(toah-nnest.org.nz\)](http://www.malesurvivors.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 an Incident

The University of Otago's sexual violence support and prevention centre is called *Te Whare Tāwharau*. They offer free, confidential support for any student who needs assistance and are available for walk-ins and phone support. <https://www.otago.ac.nz/te-whare-tawharau>

If you have had an encounter or incident that leaves you feeling uncomfortable or uncertain you are encouraged to seek help and support. You can approach any member of College staff who will treat

you with respect and care. A staff member may encourage you to seek additional assistance from the College management. You may also wish to contact a support agency. In responding to disclosures or allegations of sexual misconduct, Salmond College follows the procedures and guidelines contained in the University of Otago's Sexual Misconduct Policy:

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

<i>Te Whare Tāwharau</i>	0800 479 379
<i>NZ Police</i>	111
<i>OUSA</i>	03 479 5332
<i>Student Health</i>	03 479 8212
<i>Healthline</i>	0800 611 116
<i>OCASA Dunedin</i>	03 474 1592
<i>Youthline</i>	03 477 2461
<i>Male Survivors Otago</i>	03 425 8018

Salmond College works closely with the University's sexual violence support and prevention centre, *Te Whare Tawharau*. At the start of the year residents will learn about consent, safety, supporting one another, being an effective bystander through workshops provided by *Te Whare Tawharau* during Orientation Week.

Personal Safety

In addition to observing protocols around consent, ensuring another person's personal safety also involves the following:

- Not entering a person's room uninvited, or expecting you can just walk in, or refusing to leave when asked.
- Not taking anything that belongs to another person. Stealing somebody else's personal belongings constitutes a major violation of trust.
- Not "flipping" or interfering with a person's room in their absence or without their permission. The fact that these sorts of things might be done as part of a prank is no excuse.
- Not initiating any form of physical contact with a person that could be misconstrued or be regarded as unwelcome or invading their personal space. Bear in mind that another person's sense of personal boundary, and therefore view of what constitutes appropriate behaviour, might be different to your own. Respect that difference.
- Not threatening, abusing, or intimidating somebody else (physically or verbally), or using social media to embarrass and shame them. Bullying takes many forms, including hazing activities, physical violence, verbal abuse, and cyber bullying. Whichever form it takes, it is unacceptable. Regarding cyber bullying, no unofficial Salmond Facebook pages and other equivalent social media platforms may be established or used for the purpose of spreading gossip about Salmond residents. Care must be taken not to breach the *Harmful Digital Communications Act* (2015).
- Not taking compromising photos or videos of somebody else and sharing those photos or video clips on social media.

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 is likely to 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.

Harassment/Bullying/Discrimination/Anti-Social Behaviour

The Salmond community aspires to be an inclusive community and we believe that all members of the community have the right to study and live in an environment that is free from any form of antisocial or malicious behaviour.

Bullying is any repeated unreasonable behaviour that is directed toward a person, or a group of people, that can lead to physical or psychological harm. This includes cyber bullying.

We do not tolerate any form of harassment, abuse (including via written or electronic media, physical, spoken or published), assault or anti-social behaviour. Examples of behaviour we deem to be anti-social includes but is not limited to: name calling; disruptive behaviour; abusive language or behaviour; any form of physical violence; unwanted physical contact; unwanted non-verbal contact; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings; stalking; sexual assault; sexual harassment, exclusion and/or derogatory comments and language. We will not accept any form of behaviour that harms, causes concern or violates a person's dignity through bullying; harassment; abuse; coercion; intimidation; assault; or behaviour that may be deemed to be anti-social or malicious in nature.

Any proven incident of harassment may result in the offending Resident being excluded (termination of residency) from the College.

If you feel you have been subjected to any of the behaviour listed above, we recommend you take the following steps:

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

Drugs, Alcohol, Smoking & Vaping

Alcohol

If you choose to drink alcohol, you are expected to be moderate and responsible in your use of it. You are also expected to abide by this country's alcohol laws, including those set out in the *Sale and Supply of Alcohol Act 2012*, any Local Alcohol Policy implemented by the Dunedin City Council, and any other relevant legislation.

The following restrictions on alcohol-related glassware apply. Regular sized wine and beer glasses are permitted. Drinking bongs, yard glasses, beer funnels, beer jugs, oversize glasses, and shot glasses are not permitted. Any such paraphernalia will be confiscated. Home brewing is not permitted on College premises.

Residents Under the Age of 18

If you are under 18 years of age you are prohibited possessing or consuming alcohol at the College. Residents under the age of 18 may be allowed to consume alcohol at Formal College functions with the consent of a Parent/Guardian. Residents of Salmond must not supply alcohol to anyone under the age of 18.

Safe Practices

The College requires students to drink responsibly. There is both support and consequences in place for those students who make mistakes.

Gross intoxication is not acceptable and is a fundamental breach of the conditions of living at Salmond. Disciplinary action may be taken, parents or guardians may be notified and referrals to health professionals may be required. Serious drinking issues will be regarded as major disciplinary matters. A review of residency and termination of contract are always possible outcomes in any disciplinary matter.

- We encourage residents not to purchase alcohol in glass bottles (except wine). This is to avoid breakage and minimize the effects of glass in the College.
- The Head of College reserves the right to ban all glass bottles should that be considered necessary.
- Casks and kegs are forbidden in the College and its grounds.
- Alcohol is permitted in bedrooms if people are moderate in its use and considerate of others

- Parties are not permitted in bedrooms; more than six people with alcohol in a bedroom is deemed to be a party.
- No alcohol is permitted in any public area without permission from the Head or Deputy.
- College social functions will be held on occasion where Residents may consume alcohol in the Common Room. These events will be advertised by College Staff with clear guidelines.
- Alcoholic beverages being carried in open vessels (e.g., bottles, cups, and glasses) through any public area or alcohol-free area of the College and may be confiscated if not.

Consumption Times and Alcohol-Free Periods

- No alcohol is permitted in the College during Study Zone and examination periods.
- No consumption of alcohol is permitted prior to 5.00pm, unless special permission is given by the Head of College.
- After 9.30pm residents who wish to continue to drink alcohol are expected to go elsewhere to do so.
- At Formal Dinners and some special occasions, limited quantities of alcohol may be served.
- Casual visitors must have permission of College staff to consume alcohol at the College.

Alcohol-Free Floors

Alcohol may not be consumed in alcohol-free areas of the College. Usually, Fulton 3 and the Library Wings are considered alcohol-free. Residents who reside in these areas are allowed to consume alcohol elsewhere, in accordance with the above.

At all times residents and their guests are required to behave with moderation and to have respect for the requirements of other residents, staff, and the College. Excessive noise and disturbance to other residents may lead to disciplinary action by the Residential Staff. The Head and Deputy Head of College have the right to impose fines.

The Head of College reserves the right to: (a) set and vary the limits on the amount of alcohol that students may bring into the College or keep in their rooms; and (b) vary any of the above rules in response to legislative changes around alcohol or particular circumstances within the College.

Drugs

The possession, supply or use of any recreational drugs, legal or illegal, is not permitted on Salmond College grounds, including buildings, gardens car park. This includes substances such as, but not limited to designer drugs such as MDMA and herbals such as Cannabis. Contravening this rule may result in a formal investigation and, in the case of alleged illegal activity, the involvement of the University Proctor and/or Police. If it is suspected that College residents are using, or are in possession of, illicit drugs then College staff may enter residents' bedrooms to check.

Illegal Substances

Salmond College adheres to the University of Otago's zero-tolerance policy with respect to the possession, use or distribution of illegal drugs by members of its Colleges while on Salmond College property or while attending a College event. Where disciplinary process establishes that the Resident has committed a breach of this policy, the contract may be terminated by the Head. This sanction may be reviewed through the appeals section stated in this Handbook.

When 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 Head 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.

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.

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 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 non-prescription legal substance that we allow to be used at Salmond 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.

Smoking and Vaping

The University of Otago is a smoke-free and vape-free campus. This includes all Salmond College buildings and grounds, except the Salmond College "Bike Shed". Please ensure that you follow the regulations related to smoking and vaping both at the College and in the wider University area.

The "Bike Shed" is situated behind the College kitchen. Smoking and vaping are allowed there between the hours of 9.00am and 10:00pm. Smoking and vaping are not permitted inside College buildings or elsewhere on site.

Emergency Procedures

General Emergency Preparedness

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

Minimum requirements:

- Emergency contact details – a written copy as well as next of kin listed on your cell phone
- Torch and spare batteries
- Strong outdoor shoes

- Supply of personal medications
- Hand gel or antiseptic wipes
- Survival blanket
- Bottle of water
- Muesli bars or similar energy food

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

- 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

Evacuation notices are posted in various locations around the College. Please read these and take note of instructions given by the staff at the beginning of the year.

In the event of a fire or if the fire alarm sounds, You MUST leave the building and:

- Shut windows, 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.
- Do not use the lift
- Assemble with other members of your floor at the Student Carpark beyond the large oak tree and clear of driveways to the college
- Staff and/or Emergency Services will check your rooms after you have vacated them.
- Do not re-enter the building until staff advise it is safe to do so.

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

Fire

If you discover a Fire:

- Operate the nearest fire alarm call point
- Ensure the Fire Service is called on 111, tell them:
 - Your name and (Salmond College 19 Knox Street, Dunedin 9010)
 - The nature of the emergency
- Leave the building via your designated escape route.
- Report to your designated assembly area.
- Do not return to the building

Evacuating from the main building block (Fulton, Page, and Gray Wings).

Fire exits are located at the end of all Fulton and Gray Wings. The exit doors on the ground floor open automatically when alarms are activated. The main stairwell is also an evacuation route and if clear the main front door is designated exit. **Evacuation Meeting Point** is in the Student Carpark beyond the large oak tree and clear of driveways to the college.

Evacuating from the Library or Macalister Wings.

Fire exits are located at the base of the stairs from Macalister Wing. The exit doors on the ground floor open automatically when alarms are activated. If clear the main front door is also a designated exit. **Evacuation Meeting Point** is in the Student Carpark beyond the large oak tree and clear of driveways to the college.

Evacuating from public areas of the college

Including Tutorial Rooms, Dining Room, Office etc. Fire exits are located in all these areas and open automatically when alarms are activated. If clear the main front door is also a designated exit. **Evacuation Meeting Point** is in the Student Carpark beyond the large oak tree and clear of driveways to the college.

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 within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. The shorter the distance to your safe place, the less likely it is that you will be injured by furnishings that become flying debris during the shaking.

Practice drop, cover, and hold in each safe place. Drop to the floor, take cover under a sturdy piece of furniture, and hold on to a leg of the furniture. If suitable furniture is not nearby, sit on the floor next to an interior wall and cover your head and neck with your arms. Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury. **Practice drop, cover, and hold at least twice a year.** If you are inside, you should remain inside, if you are outside, you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards. If you are instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from staff or emergency service personnel.

College Lockdown

Threat to life on Campus

- The College will be locked down
- All curtains will be closed
- Switch your mobile phone to silent so you can make and receive communications. Switch off other electronic devices such as laptops.
- Move away from all windows and/or doors
- Move to higher floor where practicable
- Remain quiet
- Follow the instructions of Senior staff
- Await instructions from Emergency Service

Threat to life in College

In the unlikely event of an active shooter appearing on College premises, the survival code is **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.

For more information see: <https://www.otago.ac.nz/humanresources/otago636574.pdf>

All residents must stay in the building in their bedrooms, lock their doors, keep out of sight and close curtains if possible. Follow the instructions of the College staff. Check your cellphone for a broadcast text message from the University of Otago.

Pandemic Safety

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

- Ministry of Health directives and guidelines
- Ministry of Education directives and guidelines
- University of Otago guidelines
- Instructions from College and University staff
- Social distancing guidelines and restrictions
- Sanitising and mask wearing requirements

You should have your own medical kit and masks.

Covid 19

Salmond College is considered an essential service and will remain open unless directed otherwise by the government. Salmond College will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up-to-date COVID-19 information from the University of Otago visit: <https://www.otago.ac.nz/coronavirus/>

The College has plans and procedures in place in the event of government announcements regarding the implementation of COVID Alert Levels. These include but are not limited to safety precautions, restrictions regarding visitors, alterations to dining procedures, possible introduction of bubbles within the college bubble, changes to rooming and other college wide procedures. College management will liaise closely with the University with respect to announcements and management

of COVID developments. Residents are required to comply with all Covid-related guidelines communicated by College management.

At all Covid Alert Levels residents must advise a staff member if feeling unwell with COVID-19 symptoms and have a COVID-19 test. Residents should follow the medical advice and isolate in their room until a negative test result is returned. While isolating, a staff member will deliver meals and check on residents. Contact the Duty Phone on 0220112725 or main office (03) 473 0750 as required. Salmond College will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up-to-date COVID-19 information from the University of Otago visit: <https://www.otago.ac.nz/coronavirus/>

If, acting on Government advice, you vacate Salmond College to return home in response to a COVID19 Alert Level 4 situation, the Salmond College and Knox College Board will determine the level of rebate on weekly fees.

Medical Assistance

The medical staff at Student Health can write medical certificates for residents applying for special consideration and exemptions, in relation to University study, on medical grounds. They are also able to refer residents to specialists when necessary.

University Student Health

Located on the corners of Walsh Street and Albany Street and is open weekdays from 8.45am-8.30pm. Students can access medical and mental wellbeing services from Student Health. The contact number is 0800 479 821 or 03 479 8212. The Head or Deputy Head can help arrange appointments at Student Health if the need is urgent. We recommend that residents enrol at Student Health upon arrival in Dunedin. The cost for a consultation is \$10.00 if you have a current Community Services card.

Otago Polytechnic Student Health Centre

Located on Harbour Terrace, M Block, is open Monday to Friday, 8.30am-5.00pm. The contact number is 03 479 6082. The Student Health Centre provides the same services offered by your family doctor. It also promotes health education, and offers health screening tests, nutrition advice, vaccinations, and some minor surgery options. For students who have paid the Student Health Levy as part of their fees, the cost for a consultation is \$15.00, or is free if you have a current Community Services card.

The Dunedin Hospital Emergency Department

Located at 201 Great King St (phone 03 474 0999).

After Hours and Urgent Doctors Service

Open seven days a week, 8.00am to 10.00pm, at 18 Filleul St (phone 03 479 2900). No appointment is necessary. This service will usually attend to you more quickly than the Hospital's Emergency Department, but there is a cost which is significantly higher than Student Health.

For transport to and from the Hospital's Emergency Department or Urgent Doctor's Service in an emergency, a taxi chit may be obtained from Reception. The College may cover the cost of the taxi

for the first emergency visit, but thereafter, if additional health professional appointments are required, then the resident is responsible for their own transport.

A **first-aid kit** is in Reception, and contains the usual array of bandages, Band-Aids, and gauze strips. It does not include antiseptic creams and paracetamol. *Residents are encouraged to purchase their own supply of these and to keep them in their room for when they might be needed.*

All Residential Leaders, and some staff members are trained in first aid and hold current first aid certificates.

University/Polytechnic Policies and Procedures

Four key documents for consideration while staying at Salmond College:

- ***University of Otago 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 wellbeing. Students are expected to conform to the standards contained in this Code of Student Conduct off-campus as well as on-campus.
- ***University of Otago Ethical behaviour Policy*** – The purpose of this policy is to promote ethical interactions between members of the University community and to provide an environment of safety, respect and dignity so members can participate fully in all aspects of University life.
- ***University of Otago 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.
- ***University of Otago 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:

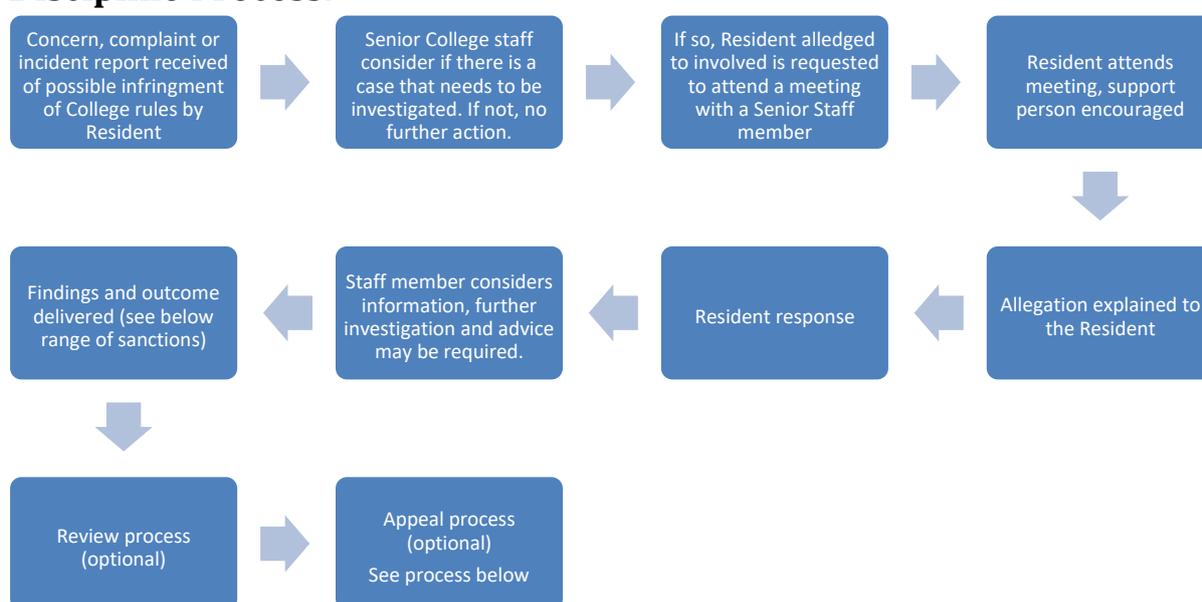
- <https://www.otago.ac.nz/proctor/otago670687.pdf>
- <https://www.otago.ac.nz/administration/%20policies/otago003161.html>
- <https://www.otago.ac.nz/about/otago005275.html>
- <https://www.otago.ac.nz/administration/policies/otago711781.html>

Disciplinary Process

In our community, Residents are expected to respect one other. Living away from home can take some adjustment and Staff are here to ensure Residents learn the benefits of taking responsibility for their actions. The expectations, guidelines, and policies 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.

In its investigation of alleged breaches of the rules and expectations of residency, as outlined in this Handbook and the Agreement for Admission, the College will uphold principles of natural justice, including transparency and fairness of the investigative procedure. The respondent to an allegation will be informed about the nature of the allegation in a timely manner and be given an opportunity to respond.

The Discipline Process:



A Resident is entitled to a Support Person and to seek advice from other agencies prior, during and after the disciplinary process. Information of 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:

- In some cases, there will be no sanction.
- Formal and informal warnings.
- Requirements to undertake work and/or attend programmes or counselling.
- Donations to charity and directions to make reparation to third parties.
- Restrictions on activities, including alcohol bans and non-association or non-attendance requirements.
- Suspension of the right of residence, or termination of this contract neither of which shall affect a resident's ongoing liability for fees.

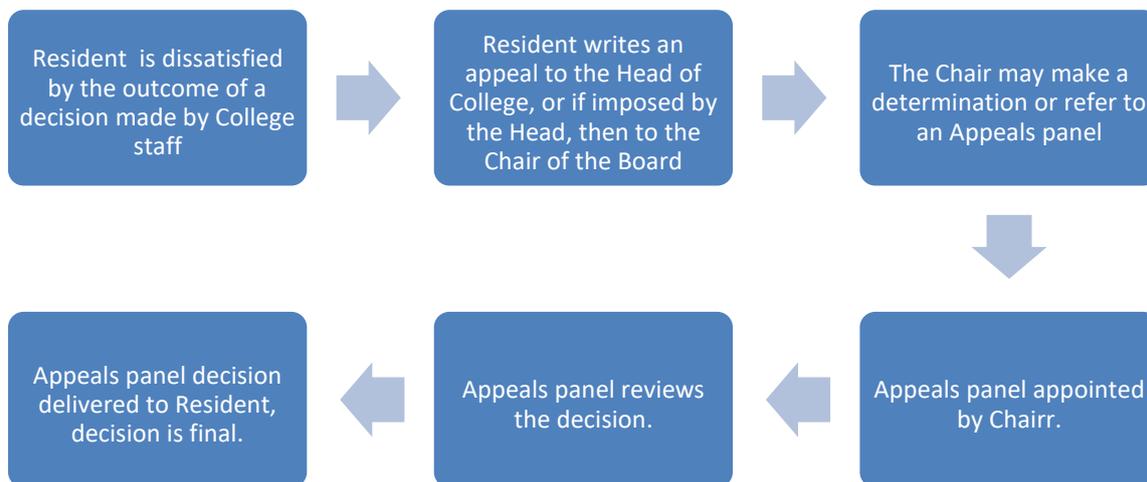
Appeals

You have the right to appeal disciplinary decisions or sanctions. Where any decision is imposed by a person other than the Head of the College, the Resident shall be entitled to have that decision reviewed by the Head of College.

Where a disciplinary decision or sanction is imposed by the Head, a Resident may appeal the decision within seven calendar days. The appeal should be made in writing to the Chair of the *Board of Knox College and Salmond College* who may be contacted via this email address: board.secretary@knoxandsalmondcollege.org. Factors that will be considered in making a final ruling are: (1) Whether or not the decision was manifestly unfair; (2) Whether or not the correct procedure was followed in making the decision; and/or (3) Whether the decision would cause serious financial hardship.

The *Board of Knox College and Salmond College* shall regulate their own procedure, and their decision on any matter shall be final. Residents may approach OUSA Student Support or seek independent advice and support through this process.

The Appeal Process



Making a complaint

It is important that concerns or complaints by members of the residential community are addressed and resolved as quickly as possible. 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 Head or Head of College. Many issues or complaints can be resolved through informal means. 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.

Sometimes matters are of such significance that informal resolution is not appropriate. In such instances a formal complaint is necessary, and the following procedure will occur.

- Any formal complaint should be addressed to or raised with the Head of College.
- When a complaint is received, the Head or their nominee will discuss the matter with the complainant to seek clarification before deciding what action should be taken. The complainant may have a support person with them during this meeting if desired.
- The Head 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 Head (or nominee) may refer the complaint and or any investigation to the Chairman of the Board, Proctor, or any other person as necessary.
- The complaint will be treated in confidence as far as possible. However, in the interests of natural justice, any persons included in a complaint must have the opportunity to respond to the complaint and present their point of view. They are also welcome to have a support person during any discussion of the complaint.
- The Head, 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 Chairman of the Board for a review of the process within seven working days.

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 Residential Leaders will share such matters with the College management team as necessary. The Head of the College has concern and responsibility for the whole College, and therefore all staff members consult with the Head over issues with Residents. The Head only shares personal or sensitive information on a “need to know basis” with other staff.

Senior Staff may suggest to Residents that it would be more appropriate if some matters were shared with a professional from the Student Health, Mental Health and Wellbeing team or with other outside agencies. Staff, including Residential Leaders will treat all Residents’ concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Head or other members of the management team to contact or disclose information to relevant parties (e.g., parents/caregivers, health professionals, financial guarantors).

This may occur when:

- There are concerns regarding the health or wellbeing of a Resident.
- There is a clear or imminent danger to a Resident or staff member.
- There have been serious breaches of the University College guidelines or policies.
- Payment of accommodation fees is in arrears.

Footnote to the document

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.

