

Baptist Student Hostel

Information Booklet



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BAPTIST STUDENT HOSTEL

HISTORY

Baptist Youth Hostel Palmerston North was established in 1972. The Board had the vision to establish a secure Christian home for young men and woman in which the spirit of Christ shall rule. Mr & Mrs Marriott were appointed as the first managers caring for 20 students. The hostel is designed to cater for young students usually leaving home for the first time. The hostel's name was changed to Baptist Student Hostel in 2010.



ADMINISTRATION

The Baptist Student Hostel is administered by a non-profit trust. The affairs of the trust are overseen by a board of trustees which can comprise up to 10 Board members. The Board chairman is Geoff Dixon, the Pastor of Hokowhitu Baptist Church. The current Board members are affiliated with either the Hokowhitu Baptist Church or the Central Baptist Church in Palmerston North.

Students have an opportunity to meet the Board members at the annual BBQ held at the end of February each year.

MANAGERS

Graeme and Sharon Roff are the managers of the hostel. They started in the role in January 2014.

Graeme and Sharon have 5 grown children and 7 grandchildren. They have been married for 36 years and followers of Jesus for over 33 years.

They have a wide range of experience from banking and accountancy to running their own businesses and in youth ministry.

They are here to serve you and help you make the most of your first year away from home. They are always available to talk with you and discuss any issues that might arise during your time at the hostel.



SENIOR STUDENTS

There are up to three senior students (Residential Assistant, RA) here to help you have a wonderful year. They undertake a role of helping in the hostel and you are to listen to them, respect them and appreciate the role they are doing on our behalf. Part of the role they undertake is to be available to students on the manager's rostered days off and each day between 7 am till 10.00 am and 8 pm till 10.00 pm. They are normally the student's first port of call if they have locked themselves out of their room. If they are not available, come find a manager, ring, or push the front or side door bell, if you need help.

WEEKEND COOK

On the weekend a chef caters for the students with meals at lunch time and dinner. Robbie has taken up the role in February 2017 and is highly qualified. He is studying at Massey so he can easily engage with students about university life. He adds a great deal to the life of the hostel, not only in the meals he creates but also in the way he engages with residents.

If a senior student is not available on the weekend please ask the weekend Cook for assistance.

APPLYING TO LIVE AT THE BAPTIST STUDENT HOSTEL

The Baptist Student Hostel provides accommodation primarily for students between the ages of 18 and 21 who have recently left school or undertaken a GAP year. For this reason, the hostel reserves the right to refuse accommodation to a person outside of this group.

Priority for accommodation at the Baptist Student Hostel is given to:

- Students in their first year of study at Massey University or UCOL.
- A small number of returning students.

The hostel caters for a maximum of 33 students with all meals provided and up to 4 students in a self-catering flat. The flat is primarily reserved for students who may have dietary issues that we cannot cater for in the hostel such as gluten or lactose intolerance or vegetarian needs.

We do accept applications from international students. They must meet all the requirements of a domestic student and pay all fees in advance.

To apply to stay at the hostel simply complete an online application. This can be found at www.baptiststudenthostel.co.nz Once the application is received along with the two written referee reports required, students are advised whether they have been accepted.

Please note:

The hostel normally only accepts applications from people choosing to reside at the hostel for the full tertiary year. We do sometimes accept students for either semester one or two only if we have rooms available.

PHOTOGRAPHS

For identification and safety reasons, all residents are required to supply a recent digital colour passport quality photo. This is requested after they have been accepted.

CONFIRMING A PLACE AT THE BAPTIST STUDENT HOSTEL

Once a student has been advised they have been accepted into the hostel they are required to pay a placement fee within 7 days of receiving their letter of acceptance. The placement fee is currently \$100.00 and this covers administration costs and is non-refundable.

A deposit representing approximately 9% of their total fees is also required to be paid. This is normally due on the 20th of October of each year. Once the placement fee and deposit have been paid a student's placement in the hostel is confirmed.

A full disclosure of the fees and the available payment options are advised to a student in their letter of acceptance.

A copy of the current fees is available on the website www.baptiststudenthostel.co.nz

A guarantor form is also required to be completed by a suitable guarantor, usually the student's parents. The guarantee covers payment of fees and includes an indemnity for damages to the hostel property.

If a student is unable to take up their residency at the hostel the deposit and any upfront payments are fully refundable until the 27th of January. After this date, a payment of up to four weeks board may be charged.

PAYMENT OF FEES

The hostel offers four payment options for the payment of fees.

They are:

1. Annual Payment
2. Quarterly Payment
3. Monthly Payment
4. Weekly Payment

All fees are expected to be paid on time in accordance with the payment option selected by a student.

ARRIVAL

Students have the option to arrive at the hostel the weekend of Orientation week if they wish to attend events held by Massey or UCOL or a couple of days before their course begins. They are required to advise the managers of their expected arrival date.

SEMESTER BREAKS

Please note that your fees cover your tertiary year. You are expected to go home in your semester breaks and to leave a couple of days after your course finishes at the end of the year. Please come and speak to us if you have any difficulty in returning home during these times. **An additional cost above the board payment of \$300.00 per week will be charged to cover the time you are here if you are granted permission to stay during any semester break.**

UNPAID ACCOUNTS

The following actions will be taken when the board payment is overdue:

- 2 weeks overdue - Student will be notified and requested to pay arrears within 7 days.
- 3 weeks overdue - A 10% administration fee will be applied to arrears.
- 4 weeks overdue – Next of kin or financial guarantor will be contacted.
- 5 weeks overdue - resident may be expelled from the Hostel.

CANCELLING YOUR CONTRACT

Please note your acceptance at the hostel is based on the condition that you will reside at the Hostel for the full tertiary year and you are responsible for paying the total fees set out in the letter of acceptance. If you decide to leave early you or the guarantor are liable to meet any outstanding payments that become due.

If another suitable person can be found to take over a student's room then a student will be released from their financial obligation.

Exceptional Circumstances

The board is willing to consider waiving this requirement in exceptional circumstances. This is taken on a case by case basis. A written request needs to be made to the board outlining the circumstances involved before a waiver is considered. A student may still be required to pay up to four weeks board if a waiver is granted on compassionate grounds.

CONDITIONS OF RESIDENCY

1. All fees are current and up to date
2. Residents are expected to keep their rooms clean and tidy and be available for inspection or maintenance as required
3. Insurance of personal effects is the responsibility of the individual residents
4. All damage to hostel property must be reported promptly to the management. The board may require those responsible or the guarantors to meet the cost of repairs
5. Residents shall observe a quiet period from 10 pm until 8.00 am each day
6. Each visitor is required to log into the visitors' portal on arrival and departure
7. Residents are required to ensure visitors adhere to hostel rules at all times and accept responsibilities for their actions
8. Private electrical equipment such as heaters are prohibited, other electrical equipment must be approved before use in residents' rooms
9. Residents must refrain from any behaviour, which brings the name or reputation of the hostel into disrepute. The board reserves the right to require any resident to leave if this rule is not observed
10. No person other than the current hostel residents may stay overnight without the express permission of the Hostel Managers
11. Firearms of any kind, BB guns, Spud guns, knives, nunchaku, lighted candles or flammable liquids are prohibited
12. ALL ALCOHOLIC LIQUOR, DRUGS AND SMOKING ARE ABSOLUTELY PROHIBITED ON HOSTEL PROPERTY PREMISES. THE BREAKING OF THIS RULE WILL RESULT IN IMMEDIATE EVICTION
13. Management will contact the emergency person in any situation where they have concerns about your safety or wellbeing.

WELCOME TO THE BAPTIST STUDENT HOSTEL

We are expecting to have a great year and we want to help you make it the best year of your life. It is the first time (for most of you) that you have moved away from home and the first time that you are independent and in charge of your own life. Let us know if there is anything we can do to help you settle into hostel life.

We strive to ensure the hostel is a welcoming and inviting place that you feel at home in. We understand that sometimes you can be homesick. Please come find us or a senior student to help you feel at home here.

We seek to make the Hostel a welcoming place by:

- Ensuring this is a safe place for you to live.
- Providing good quality accommodation.
- Providing a wide variety of nutritional meals.
- Encouraging a community feeling amongst students with fun events held throughout the year.
- Providing care and support when it is needed, from the practical through to the personal.

Each year we allow up to four residents to return to the hostel as 2nd-year students. These residents are a great source of advice about Massey/UCOL and hostel life. We are thankful for the support they give to first-year students and in fostering the community within the hostel.



The hostel is founded on Christian principals and we believe God has each one of you here for a purpose. It is a time in your life when you are finding your own faith, not just living out the faith that was modelled at home. It is the time to seek the truth for yourself and find the plans God has for you. For those who do not have a faith in God, it's a time to make great friends and interact with those that do.

BEDROOMS

Your room is three metres square, with a built in desk and wardrobe space along one wall.

The bed will be made up ready for you but you can bring your own bedding if you wish. Fresh sheets, pillow slip and two towels are provided each week. If you choose to use your own linen you will need to launder it yourself.

Each room has heating, a chair, a chest of drawers and a multi-plug. Your room is heated with a night store heater, you are not permitted to use your own heater in your room.



We expect all our residents to keep their bedrooms clean and tidy. Please remember to put away your clothes, make your bed, put your rubbish in the bins provided, and vacuum on a regular basis.

You will be expected to pay the costs involved in cleaning, repairing or repainting your room if it has not been maintained in the condition it was in at the beginning of the year.

WHAT TO BRING

You need to bring your own coat hangers, soap powder, laundry basket, pegs, lunchbox. Bring your own personal toilet gear, extra towels and a coffee mug if you think that you want to make a drink after the kitchen is closed at 10 pm.

You can also bring your own electric blanket, free standing lamp, radio, TV and computer. **It is highly recommended that these items be electrical tested and certified.**

DECORATING BEDROOMS

Residents can personalise their bedrooms with personal effects such as posters and pot plants (with adequate water catch tray) but are not permitted to use any form of adhesive, such as tape, nails, screws or blu-tack on the bedroom walls. Only small map pins which are supplied may be used to affix pictures or drawings to the wall. Drawing pins and staples may only be used on notice boards. Blu-Tack can be used on the wooden panels around the built in desk.

Residents may personalise their bedrooms with small items of furniture appropriate for the size of the bedroom i.e. bean bags, bookcase, small table etc.

Painting or writing on surfaces is not permitted under any circumstances. Any bedroom walls which are defaced will need to be repainted and the resident responsible will be charged for this work.

Pornographic or sexually explicit photos or posters are not permitted in bedrooms.

BEDROOM INSPECTIONS

During each semester an inspection will be carried out as a standard routine. Residents will be informed about this with a minimum of 24 hours prior to inspections being carried out.

PERSONAL FRIDGES

Residents are able to have a small fridge in their bedrooms (no larger than a 45L) and it is highly recommended they have been electrically safety certified (see “Electrical Safety”). All personal fridges must be in good condition and in good working order to ensure that they do not cause damage to furnishings or present an electrical safety hazard. All fridges must be placed on a waterproof tray or mat to protect the carpet and must be positioned in the bedroom so that it does not obstruct access

BEDROOM DESK LIGHTS

There is a stock of light bulbs so if yours goes out just ask for a replacement.

ROOM KEY AND FOB KEY

Each resident is issued with a key to his / her room, and a FOB Key that you are expected to return at the end of the year. Loss of your room key will result in a \$150 fee to replace your key and door lock and \$20 for each FOB key lost.

Returning a broken key will cost \$20 for a replacement.

IMPORTANT HOSTEL INFORMATION

RESIDENTS SHALL OBSERVE A QUIET PERIOD FROM 10 PM UNTIL 8.00AM EACH DAY

All students are expected to respect this condition of residency.

We do have rules, they were listed in “Conditions of Residency” and we will uphold those rules so that we can make this a safe and happy place to live in. Most of the rules can be summed up by “using common sense and consideration towards others”. The biggest problem in the hostel is always noisy students after 10 pm. Not everyone wants to stay up late so you have to always consider that someone else may be sleeping. If you feel like making a noise, or just socializing go into the recreation rooms, out for a walk or to a café. Don’t stand talking in the corridor as voices travel.

To ensure everyone is able to get a good night’s rest or study late without disturbance a quiet time is observed after 10 pm each night.

The following procedure is in place should students ignore this requirement.

1. A general warning is issued to all students.
2. A student is individually asked to observe this condition of residency.
3. If a student fails to listen to this advice the student is verbally warned they have breached the condition of residency and their parents are advised.
4. If this is ignored the student is formally advised in writing they have breached this condition of residency and their parents are notified. This is their final warning.
5. The student is asked to leave the hostel.

SECURITY

Be security conscious. During the day it pays to shut your windows when you leave your room. It is always best to lock your bedroom door, we do have visitors and people walking through.

ASKING A FRIEND TO THE HOSTEL

Your friends are welcome to visit you at the hostel. The only requirements we have is that you are responsible for them and they observe the hostel conditions of residency. You will be held responsible for the behaviour of your guests in or around the hostel, and for any noise or damage caused by them.

All guest must leave the hostel premises by 10.00pm.

You are welcome to ask someone to come for an **occasional meal**. Please ask first, then record a plus 1 on the board in the kitchen.

If you want someone to stay overnight you must ask the managers. Their name must be logged into the visitor's portal for fire and safety reasons. If your friends live in Palmerston North it is not necessary for them to stay overnight.

Under **no circumstances** will a person of the opposite sex sleep in your room.

INTERNET ACCESS

The internet is free and unlimited.

Connection to the internet is via wireless network or cable which is supplied. To connect to the wireless network select "BapHostel". Then login to the network using the password provided when you arrive.

Please refer to our Internet Access and Usage Policy, on pages 29-32, for full details. No personal modem is allowed.

MEAL TIMES

Dinner is 6 pm each night. We also provide lunch on Saturday and Sunday at 1 pm. Meals are to be eaten in the dining room.



KITCHEN HOURS AND DUTIES

The kitchen opens at 7 am and closes at 10 pm.

We have a duty roster that runs for a week starting on Monday. Check the notice board to see if you are on. If you are unavailable to do your duties on any day either swap with the person who is doing the duty the following week or ask someone else.

LINEN DAY - TUESDAY

Tuesday is linen day. Please put the hostel linen and/or towels that need to be washed outside your door by 11 am. Clean linen will be placed in your room after it has been collected.

WASHING CLOTHES

Two washing machines are supplied for students to use and there are two clothes dryers which cost \$1.00 to per hour to use. There are clothes lines behind the car park for your use.

CAR PARKING

The car parking at the rear of the hostel is for students only. You must ask your visitors to park on the street. We will allocate parking spaces for each student with a car if parking becomes an issue.

BICYCLE

You may bring a bicycle. This can be locked up in the bike shed at the rear of the hostel.

CONFISCATION OF ITEMS

The managers or senior students have the right to confiscate any non-permitted items at any time. This also applies to any items that are causing noise or disturbance that are deemed unsafe. Confiscated items will be returned to students at the end of the tertiary year.

DAMAGE

If you have broken anything or if anything needs to be fixed please speak to one of the managers. If you are responsible for the damage you will be charged for the cost of repair or replacement.

PERSONAL HEALTH AND SAFETY

CONTACT INFORMATION

All residents have a responsibility to keep their contact information up to date, and must notify the managers immediately if any of their personal information changes, such as email address and mobile number.

ILLNESS OR ACCIDENT

Residents must contact the managers or a senior student if they become ill or are injured as the result of an accident or have ongoing medical issues. This is to ensure that your general welfare is being looked after and we can help and support you.

In the event a resident having been involved in an accident or required to go to A&E for any reason, please contact the managers, as they may be required to act as next of kin for the purposes of identification and approving minor medical decisions on behalf of the residents' caregivers.

Please ensure that you have provided up to date medical information including any medications currently taking, disorders (mental or physical) allergies and conditions.

COMMUNICABLE ILLNESS AND DISEASES

Some diseases are contagious and have serious ramifications in a close living environment. We encourage you all to be vigilant about your health and the health of those around you. We request that you seek professional help immediately if you suspect that you may have a contagious or communicable disease.

We will do all it can to respect and maintain your privacy, but there may be instances where we will need to warn other residents about specific illnesses so that they can take steps to protect themselves – the focus will be on the illness, not the resident.

In cases such as meningitis, the Public Health Service may become involved and we ask that you cooperate with them to contain any illnesses as requested.

MENTAL HEALTH

We are aware that the changes associated with university/UCOL, study and life may trigger feelings of depression, anxiety, frustration or distress. Some of these feelings are normal and will probably subside as you settle into your life here. Some feelings may be, or become more intense and require additional support to manage or resolve.

We encourage all residents who have any concerns about their health and wellbeing, or that of a fellow resident or friend, to seek help and support by discussing the matter with the Managers.

Any resident found with a diagnosed condition should notify the managers so that short term or long term support can be provided if required.

NOTICE, SUSPENSION, EXPULSION

If a resident repeatedly breaks hostel rules or is having a detrimental effect on the lives of other residents in the Hostel, the managers in consultation with the board, may at any time require the immediate withdrawal of a resident from living in the Hostel.

The student or their guarantor will be held financially responsible to cover any outstanding board payments that may be due.

Please note, one serious offence such as causing harm or injury to another resident intentionally can result in suspension and or expulsion from the hostel, regardless of prior offences.



GENERAL HEALTH AND SAFETY

All residents must abide by all Hostel Health and Safety regulations.

FIRE SAFETY

If the alarm sounds everyone must evacuate all buildings immediately. Leave the building by the nearest exit and meet in the car park, or at the front of the hostel. The fire wardens will check you off once you are out of the building. Let your fire warden know if you are aware of people who are away from the Hostel. Do not return to any buildings until the Fire Service or building wardens have given the all clear.

We are required to have fire drills each year. Treating these seriously by getting out of buildings as quickly as possible, and checking in with your fire warden will limit the number of fire drills we need, and may save lives in the event of a real emergency.

Cigarette smoke, incense, lighted candles, use of hair straighteners in rooms, aerosols may set off automatic smoke detectors. In order to have a building Warrant of Fitness and meet Fire Service regulations, all hallways must be clear of gear at all times. This includes rubbish bags, boxes, furniture, clothes drying frames or any other gear. Gear left in hallways will be moved if it is blocking the hallways.

ELECTRICAL SAFETY

The safety of our residents is important to us. We highly recommend that all your electrical appliances are electrical tested and safe to use. If you are in any doubt about the safety of your appliance please ask the Managers to arrange a test to be carried out.

Please report any damage promptly to the managers particularly exposed wires, and avoid using appliances where safety is in doubt. Do not overload power points or multi boxes and always use surge protectors where possible.

Please do not drape clothing or other objects over any heaters and ensure all flammable items, including photographic film and nail polish remover, are kept in a safe place.

KITCHEN HYGIENE

With many people using the same facilities every day, hygiene becomes an important issue for all residents. Clean up any mess you make when making breakfast or lunch, this includes bench areas, around gas hobs, microwaves and ovens. Wipe down kitchen benches and chopping boards with detergent if you use them.

BATHROOM AND TOILETS

Residents share bathrooms with others, so it is important to maintain good levels of personal hygiene at all times. When you are using the shower, please ensure that you have closed the shower curtain to avoid wetting the floor outside the shower. The floor in the bathrooms can be slippery if you wear jandals, so please be careful.

Please ensure that after using the bathroom and toilets, you have:

- Flushed the toilet
- Placed used toilet rolls in the waste bin provided
- Rinsed out the hand basin
- Placed used hand towels in the waste bin provided
- Placed sanitary and personal hygiene items in the sanitary disposal bins provided
- Taken all your personal belongings with you

Please report any damage or maintenance issues immediately to the Managers.

HALLWAYS

No bikes, balls, water or skateboards in the corridor. Clothes racks can be used in the alcoves. Please don't put shoes outside your bedroom doors, this looks very untidy and is an obstacle. No dinner plates or cutlery are to be left outside rooms.



HOSTEL SELF-CATERING FLAT

The flat has been established to cater for students who have special dietary requirements that we cannot cater for in the hostel, such as lactose intolerance, gluten free or vegetarian requirements. The flat is a four bedroom unit with two bathrooms and a kitchen, dining/lounge. It is fully furnished. Including table and chairs, couch, TV, kitchen utensils, fridge and washing machine, bedroom furniture, comprising a bed, desk and chair.



MEALS

All meals are made by the students at their own cost. No meals or food will be provided by the Hostel.



BEDROOMS

Please refer to pages 8 and 9 for details.



RESIDENTS SHALL OBSERVE A QUIET PERIOD FROM 10 PM UNTIL 8.00AM EACH DAY

All students are expected to respect this condition of residency.

The same terms and conditions regarding noise levels apply to the flat students as they do for hostel students. Please refer to page 10 for full details.

SEMESTER BREAKS

During semester breaks you are allowed to remain in the flat.

However, facilities within the hostel building may not be available.

ASKING A FRIEND TO THE FLAT/HOSTEL

Please refer to page 11 for full details. The only difference is that no meals will be available at the hostel.

FLAT INSPECTION

Quarterly flat inspections will be carried out to ensure the flat is kept clean and tidy.

WASHING CLOTHES

A washing machine is supplied and there are two clothes dryers which cost \$1.00 to use in the hostel. There are clothes lines in the backyard.

CLEANING

Students in residence are required to keep the flat clean and tidy. This involves:

- Cleaning the kitchen after each meal.
- Mopping kitchen and hallway floors weekly.
- Cleaning bathrooms and toilets at least once weekly.
- Vacuuming weekly in lounge area and hallways.
- Vacuuming bedroom once a week.
- Cleaning laundry once a week.
- Cleaning all interior windows quarterly.

All cleaning products and toilet paper are supplied.

LINEN DAY - TUESDAY

Tuesday is linen day. Please put the hostel linen and/or towels that need to be washed outside the back laundry door by 11 am. Clean linen will be placed in the laundry after it has been collected.

INTERNET ACCESS

The internet is free and unlimited.

Connection to the internet is via wireless network or cable which is supplied. To connect to the wireless network select "BapHostel". Then login to the network using the password provided when you arrive.

Please refer to our Internet Access and Usage Policy, on pages 29-32, for full details. No personal modem is allowed.

FIRE AND SMOKE ALARMS / FLAT BURGLAR ALARM

Smoke alarms are supplied. Should a fire occur exit the building immediately and contact the fire department by dialling 111. The appointed fire warden is to ensure by way of a head count that all residents have vacated the flat.

The warden is to immediately advise the hostel managers of a fire. You must **NOT** smoke, use candles, incense or fireworks in or around the building.

The flat burglary alarm code will be given to you upon arrival.

CAR PARKING

The car parking at the side of flat 6A is for hostel self-catering students only. You must ask your visitors to park on the street.

OTHER THINGS

If you have broken anything or if anything needs to be fixed please speak to one of the managers. We hold a stock of light bulbs at the hostel so if yours goes out please come and ask for a replacement.

HEALTH AND SAFETY

The same terms and conditions regarding personal health and safety and general health and safety apply to the self-catering flat residence as they do for hostel students. Please refer to the appropriate pages for details.

HOSTEL FLATS

The hostel has two flats available each year for students to rent on a 12-month contract. Tenancy starts in the first week of November. The flats are normally made available to second and third-year students. Please enquire about availability and rates.

Flat 8A is a five bedroomed villa with separate lounge, dining and kitchen, one bathroom and laundry, each with a toilet.

Flat 8B is a unit with 4 bedrooms, two bathrooms, with open plan kitchen, dining and lounge.



(Flat 8B)

HARASSMENT POLICY

Last updated October 2016; review date: October 2017

Rationale

Baptist Student Hostel is committed to the principle that every person is entitled to be safe from sexual harassment, bullying or abuse.

Guidelines

It is important that the person making a complaint of harassment perceives the complaint will be taken seriously.

Definition of Harassment

Any unwelcome comment, conduct or gesture that is insulting, intimidating, humiliating, malicious, degrading or offensive. It might be repeated or an isolated incident, but it is so significant that it adversely affects the recipient. It can include physical, degrading or threatening behaviour, abuse of power, isolation, discrimination, sexual and/or racial harassment. Harassment is behaviour that is unwanted by the recipient even if the recipient does not tell the harasser that the behaviour is unwanted.

Harassment can be said to occur when:

- One person subjects another person to repeated unsolicited, or unwelcome, sexual or abusive conduct.
- There is verbal or physical conduct, including misuse of written and or visual material, of a sexual or abusive nature by one person toward another.
- A person's conduct is unwelcome and offensive and might reasonably be seen as unwelcome and offensive, or a threat is made if the other person does not accept the conduct.
- The conduct is of such a nature, or is persistent, to the extent that it impacts on the individual's participation in the life of the Hostel or their health.

Some of the common reactions to having been harassed are anxiety, fear, embarrassment, vulnerability, guilt, and anger.

PROTOCOLS FOR HARASSMENT GRIEVANCES

The Baptist Student Hostel has appointed two harassment contact persons (HCP) to receive accusations or reports of harassment against any person/s associated with the Hostel. One contact person will support the affected person while the other contact person will be available to represent the person to whom the accusation has been made against if they choose them or they may choose an alternative support person.

The harassment contact person is able to:

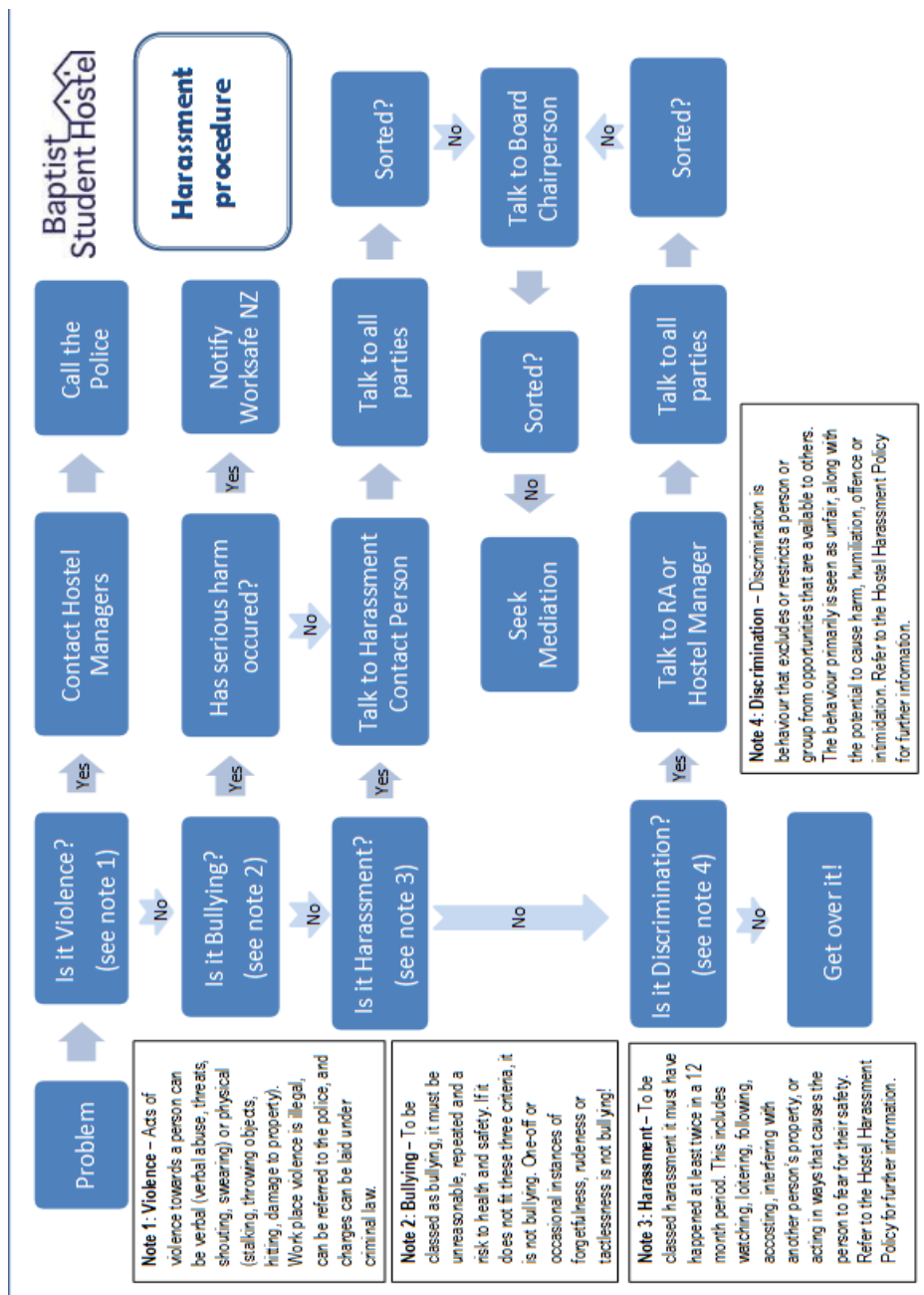
- Keep your details confidential, and not disclose these unless authorised by you.
- Assist you to identify the type/s of complaint (e.g. racial harassment).
- Outline the various complaint options and resolution procedures available to you.
- Support you when meeting with, or writing to the other party (as required).
- Explain the need for you (and friends and family) to keep the allegation confidential.
- You may choose to resolve the complaint in the following ways:
- You may meet privately with, or write in confidence to the Respondent to describe the alleged harassment and to ask that the behaviour cease. An HCP or another support person can accompany you to a meeting if required.
- You may request that the complaint is mediated.
- At any stage, you may choose to complain to an appropriate external agency such as the Human Rights Commission, the Race Relations Office, or the Police.

The contact people are Board member for the affected person and the Hostel Board Chairman for the person whom the accusation is made against.

Contact details: Mrs May Dabb, Ph. 06 353 0298 or 027 4336 420
(Board Chairman) Mr Geoff Dixon, Ph. 06 5600 610 or 021 607 454.

Failure by the Respondent, in the case of fellow-students and associates, to cease and desist in the harassing behaviour is likely to result in their immediate exclusion from the Hostel. If the harassing behaviour is enacted by an employee of the Hostel it will be dealt with under the terms of the employment contract.

HARASSMENT PROCEDURE



HARASSMENT PROCEDURE

1. It is our responsibility to provide a safe environment for all students. We regard harassment as a serious offence and it will not be tolerated. Given the sensitive nature of harassment complaints, we have established specific procedures to assist in dealing with harassment (see Schedule 3). We encourage you to acquaint yourself with the procedures for complaint. Full support will be provided for complainants.

WHAT IS HARASSMENT?

2. Harassment is language, or visual material, or physical behaviour: - Of a sexual, racial, bullying or discriminatory nature (which is) - unwelcome/offensive/hurtful (and is) - repeated or significant enough to cause detriment.

3. Harassment is any unwanted comment, conduct or gesture directed toward an individual or a group of individuals, which is insulting, intimidating, humiliating, malicious, degrading or offensive, and is either a repeated or an isolated incident, which is so significant that it adversely affects someone's performance, contribution or work environment. Harassment is a form of discrimination.

4. Harassment also includes promises or threats, both explicit and implied, in return for sexual favours. It is not necessary for the harassed person to have told the harasser that his/her behaviour was unwelcome or offensive.

COMPLAINTS

5. If you feel that you may have been a victim of harassment you should bring the matter to the immediate attention of the appropriate contact person. The following personnel have been appointed as contact people for any enquiries or complaints concerning harassment.

- Female Contact: May Dabb. Phone Number 027 433 6420
- Male Contact: Geoff Dixon. Phone Number 021 607 454

6. Any discussions with these people will be treated in the strictest confidence unless there are serious concerns for your well-being and/or there is a statutory obligation to take steps. The decision about making a complaint remains with you. The personnel named above have our complete support to perform their duties. Any disputes that cannot be resolved "in house" will be referred to an outside mediator for independent consideration.

7. You may also take complaints to the Human Rights Commission, Union or representative of your choice at any time. However, there may be times when considering whether to take a personal grievance or a complaint to the Human Rights Commission that you may need to make an election of what process to follow. Should you be in this position, you should take your own independent advice.

8. This procedure is designed to protect your rights. We will treat all complaints very seriously. Any person who is found, after an investigation, to have engaged in harassment, may be subject to disciplinary outcomes, which includes but is not limited to summary termination of residency.

Last updated July 2017; review date: June 2018

The Baptist Student Hostel collects and holds information from a range of sources. The following steps will be taken to ensure compliance with the 12 principles of The Privacy Act (1993).

1. Necessity Principle

Only information, which is essential to the efficient and effective running of the Hostel, will be gathered.

2. Collection Principle

Collection of personal information will be from the individual concerned. Where this is not possible, the information collected will be checked, by the individual concerned, at the first practical opportunity.

3. Right to know your rights

Forms for the collection of information will include the following statement:

'The information on this form is being collected by Baptist Student Hostel, for the purpose of XXXXXXXXXX. Its collection complies with the provisions of The Privacy Act (1993). You are entitled to view a copy of this form, and to attach any correction to it.'

4. Means Principle

Personal information will not be collected in a manner that is unlawful, unfair, or which will cause unnecessary intrusion.

5. Security Principle

Personal information will be protected using the following steps:

- a. Resident and staff applications, and signed employment contracts will be stored in a locked room.
- b. Access to the Hostel computer will be restricted to the Managers and staff whom they authorise.
- c. The computer password will be changed every three months.
- d. Employment contracts will include a 'Confidentiality' clause.

6. Access Principle

Baptist Student Hostel will confirm whether it holds personal information about an individual, in response to a request from that individual, and will provide copies of that information if requested, with the exception of evaluative material, e.g. Referee's reports.

7. Correction Principle

Residents and staff will be entitled to request the correction of any of their personal information held and/or and to have a correction attached to the information.

8. Updating Principle

No personal information will be used without it being checked for accuracy, and ensuring that it is up to date, complete, relevant and not misleading.

9. Disposal Principle

Personal information will not be kept longer than necessary.

10. Use Principle

Personal information will be used only for the purpose for which it was gathered.

11. Disclosure Principle

Personal information will not be disclosed to other parties with the exception of:

- a. Guarantors should a resident fail to pay their fees
- b. Parent/Guardian/Next of Kin should we seek medical attention for the resident, have serious concerns about the behaviour/welfare of a resident, issue a formal warning to a resident or terminate the residency of a resident.

12. Unique Identifier Principle

Baptist Student will not assign any unique identifiers, and will only request disclosure of any unique identifier except for the purpose it was assigned.

Privacy Officer

A Board Member will act as Privacy Officer for Baptist Student Hostel.

Last updated July 2017; review date: June 2018

Baptist Student Hostel endeavours to provide a 'Supportive Christian Environment with a Family Atmosphere'. Internet access is provided for residents as an optional service to assist them in achieving 'Encouraging Academic Achievement and Christian Commitment.'

Access

1. Internet usage at Baptist Student Hostel is in keeping with this philosophy. The internet is provided for resident's personal use, and to assist them with their academic study.
2. Maximum of three devices may be connected per account.
3. Prior to internet access being provided, the resident must:
 - Read, understand agree to follow, and sign the Internet Access and Usage Declaration.
4. Access may be removed from residents who do not follow the protocols listed in this policy, and action taken under the terms of the Discipline and Termination of Residency Policy and/or the Harassment Policy.
5. Access will be removed from residents whose device is infected with a virus or other malicious programmes that are affecting other users, or the Baptist Student Hostel network until the problem has been resolved.
6. All reasonable action will be taken to connect your devices to the network. If software/hardware problems on your devices prevent this, we will advise where the appropriate software/hardware could be obtained to correct it.

Logs

1. All internet traffic will be monitored and the information recorded on a log. Refer to clauses 1, 4 and 5 of the Privacy Policy.
2. Internet usage logs will be deleted 12 months after the last day of tenancy at Baptist Student Hostel. This is to fulfil obligations under the Copyright Amendment Act 2011.

Responsibility

1. Users are responsible for devices connected to their account.

Users are responsible for the security of their own devices setting up passwords and firewalls. Users must have a current antivirus programme installed. **Login passwords for internet access must be kept confidential i.e. NOT SHARED**

No unauthorised sharing of the internet connection or sharing of passwords is permitted. Failure to adhere to this may result in the termination of your internet access.

2. Carrying out activities which could adversely affect the network or users of the network is prohibited. This includes, but is not limited to the following:
 - Breaking into, or using another resident's connected device without their express permission.
 - Distributing viruses/worms/Trojans etc. or using them to get into another user's device inside or outside of the LAN (Local area Network) or WLAN (wireless local area network) is prohibited.
 - Sending 'spam' or other inappropriate messages or junk email to users is prohibited.
 - Masquerading as another user (or an outside organisation) on the network.
 - Objectionable/malicious use of a device, or of the network.

Downloading

1. The bandwidth – data transfer and transfer speed – may be restricted at any time. The use of P2P (Peer to Peer) programmes is prohibited!
2. Illegally downloading or sharing copyrighted software over the LAN (Local area Network) or WLAN (Wireless Local Area Network) to any user within or outside is prohibited.
3. Bypassing Baptist Student Hostel security system is prohibited. This includes, but is not limited to the using of tunnelling and/or external proxies.

Connection via cable or wireless

Every device to be connected to the user's account will be Mac addressed.

Any devices that have no web browser or capacity to login cannot be connected i.e. (PlayStation, Xbox). No other devices may be connected to your account whether directly or indirectly.

Copyright (Infringing File Sharing) Amendment Act 2011

The law is called the Copyright (Infringing File Sharing) Amendment Act 2011. It amends the Copyright Act 1994 to provide owners of copyrighted works such as movies, TV shows and music a quicker and easier way to penalise people infringing their copyright via online file sharing. The intention of the law changes is to crack down on peer-to-peer file sharing.

What's covered by the new law?

Online file sharing that infringes copyright. "File sharing" is defined by the new law as:

- material uploaded or downloaded from the Internet (and)
- Using an application or network that enables the simultaneous sharing of material between multiple users.
- The person who owns the Internet account (account holder) is liable, even if he or she wasn't the person who broke the law. Allegations of copyright infringement made against you (the account holder) by the copyright owner are presumed to be correct unless you give evidence or reasons why you aren't guilty

You get 2 notices (warnings) and then, following the 3rd notice, the copyright owner can take you to the Copyright Tribunal.

Depending upon circumstances, generally, the minimum penalty is \$275 and maximum \$15,000, payable to the copyright owner.

How does the three strike system work?

Basically, the account holder receives two notices, or strikes, per rights owner from their Internet Service Provider and then, after the account holder receives the third strike within 9 months, the rights owner can apply to the Copyright Tribunal for a penalty of up to \$15,000 against the account holder.

The first strike is called a Detection Notice, the second a Warning notice, and the third an Enforcement notice. Each detection notice and warning notice will carry a minimum \$25 charge plus any administration charges. The enforcement notice will carry a stipulated fine which will be contested through the court system. If an infringement has happened an infringement notice will be sent Baptist Student Hostel. The information will show the Internet Protocol (IP) address and the copyright violation made including a fine or court action.

Baptist Student Hostel Policy Response and Action

Baptist Student Hostel will search its server database logs and match the IP address to the detection notice, warning notice, or enforcement notice. The offending computer will be identified and matched to the person who signed the policy. They will be fully liable for all costs that come from this, including any administrative costs incurred by Baptist Student Hostel. If any of the above notices come after the person whose IP address has been identified has left Baptist Student Hostel, the past resident will be still liable. This will include any associated costs of finding and delivering infringement notices also any costs relating to court action.

If a court notice/notices are issued by a copyright holder to Baptist Student Hostel the IP address identified will be held fully accountable for breaking the law and the internet policy assigned.

The use of but not limited to peer-to-peer protocols like Gnutella and Bit Torrent with peer-to-peer software like uTorrent, Bit Comet, Frost Wire, Ares, Lime Runner, and Vuze for the purpose of copying or distributing copyrighted material using Baptist Student Hostel Internet connection is prohibited.

No violation of copyrighted material may be placed on the intranet at Baptist Student Hostel; this includes but is not limited to movies, music, ebooks as an example.

Emerging Issues

If unforeseen issues arise, the Baptist Student Hostel reserve the right to issue directives and/or amendments to this policy, which will then be conditions of access and usage.

A condition of using the internet connection at Baptist Student Hostel is full adherence to the conditions of this policy and any subsequent amendments.



Emergency Response Plan

Last updated July 2017; review date: June 2018

Postal Address	163 Fitzherbert Avenue Palmerston North 4410
Contact details	Phone: (06) 3555 107 Email: info@baptiststudenthostel.co.nz Website www.baptiststudenthostel.co.nz
Emergency contacts	Police, Fire, Ambulance 111
Radio	Our local station for emergency information is: Newstalk ZB Manawatū 927 AM or More FM 92.2 FM
Last revised	30 June 2017 (revised annually)

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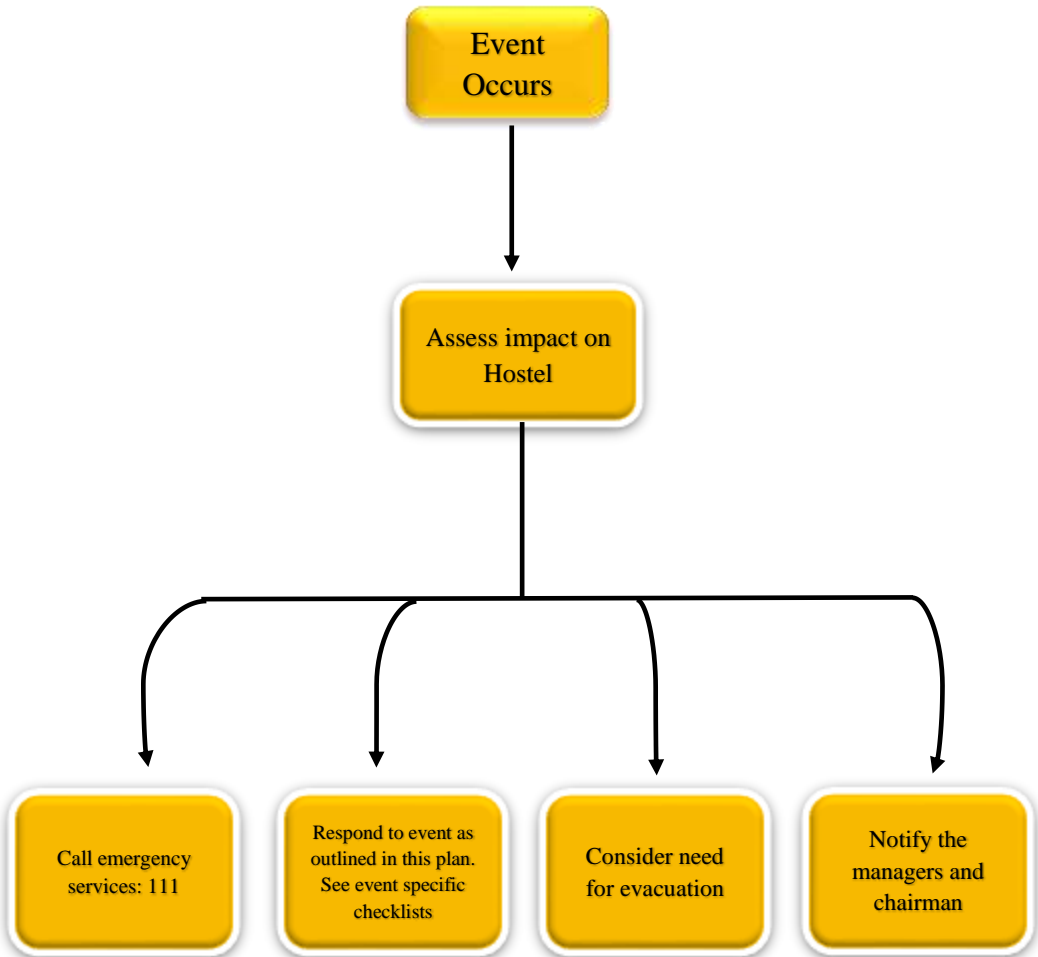
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Emergency response process

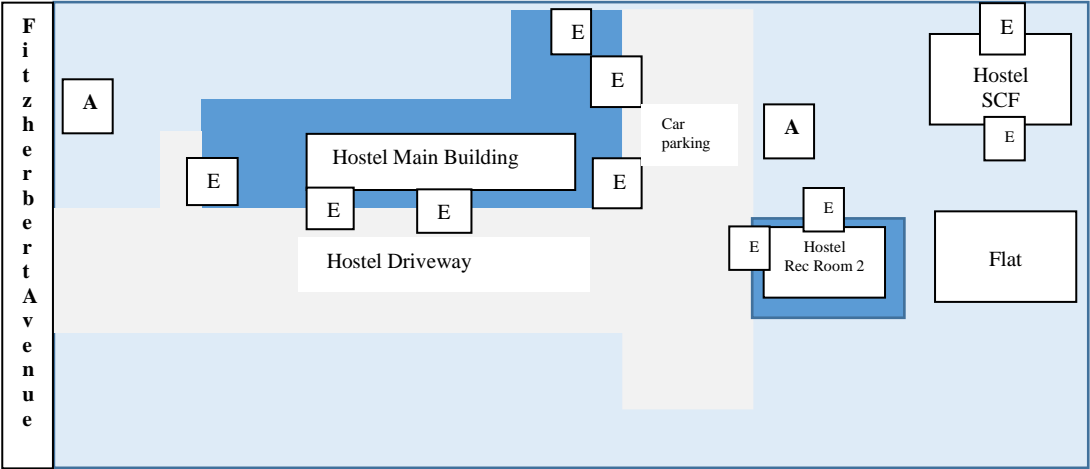
While every event is unique, there are some basic steps to follow when responding to any emergency:



Evacuation

Evacuation may be required to ensure the safety of staff and students in an emergency event. To practice building evacuations, trial evacuations (fire and lockdown drills) are conducted 6 monthly and annually in accordance with the Fire Safety and Evacuation of Buildings Regulations 2006. Evacuation boards with instructions for fire and earthquake are placed around the Hostel.

Hostel building emergency exit and assembly points



Emergency contacts list



Emergency Services contact information

Police, Fire, Ambulance	111
National Poison centre	0800 764 766



Civil Defence contact information

Palmerston North Emergency Management Office	06 356 8199
Manawatu District Council	06 323 0000

Fire

	Response actions (as appropriate)
Discovery of a fire	<input type="checkbox"/> Activate the fire alarm
	<input type="checkbox"/> Call 111
	<input type="checkbox"/> If safe to do so extinguish the fire
On hearing the fire alarm	<input type="checkbox"/> Evacuate the building using the nearest fire exit
	<input type="checkbox"/> Fire Wardens to check rest areas, bathrooms and common rooms en route to the designated exit point
	<input type="checkbox"/> Ensure students/visitors with disabilities are assisted by a responsible person
	<input type="checkbox"/> Walk calmly and quickly and avoid panic
	<input type="checkbox"/> Ensure any visitors are included in the evacuation
Returning to the building	Do not return to the building until given the all clear by the NZ Fire Service or the Fire & Emergency Coordinator

Earthquake

	Response actions (as appropriate)
During an earthquake	<input type="checkbox"/> If indoors: <ul style="list-style-type: none"> • Drop to the floor, take cover under a desk or table and hold onto the legs until the shaking stops • Keep away from shelves containing heavy objects and other large items of furniture • Keep away from windows • Stay indoors until the shaking stops
	<input type="checkbox"/> If outside: <ul style="list-style-type: none"> • Move away from buildings, trees, streetlights and power lines, then • Drop, cover and hold
When the shaking stops	<input type="checkbox"/> Ensure your personal safety first
	<input type="checkbox"/> Check on those around you and offer help if necessary
	<input type="checkbox"/> If anyone requires medical assistance, call 111 and/or administer first aid
	<input type="checkbox"/> Keep staff and students away from dangerous areas
	<input type="checkbox"/> Listen to the radio for instructions from Civil Defence.
Ongoing operations following an earthquake	<p>The continuing operation of the Hostel will be determined by the severity of the earthquake and the availability of resources such as buildings, services, equipment, staff and other resources.</p> <p>The responsibility of whether or not to continue Hostel functions rests with the Board of Trustees</p>

Flooding/Storm/Severe Weather Event

	Response actions (as appropriate)
Storm conditions /flooding reported or sighted	<input type="checkbox"/> Ensure all windows and doors are closed
	<input type="checkbox"/> If appropriate and safe pick up any debris around the outside of the Hostel that could become airborne
	<input type="checkbox"/> If you have to move outdoors be aware of flying debris
	<input type="checkbox"/> During heavy rain be mindful of surface flooding caused by overloaded storm water systems or blocked drains
	<input type="checkbox"/> Switch off any electrical equipment that could be affected by floodwaters, and move any valuable documents or equipment to a safe area
	<input type="checkbox"/> Report any damage or flooding to Managers

Gas leak

	Response actions (as appropriate)
If gas leak is suspected	<input type="checkbox"/> Give a verbal warning to those in the immediate area
	<input type="checkbox"/> If possible and safe to do so open windows to allow the gas to dissipate
	<input type="checkbox"/> If possible and safe to do so , turn off ventilation and machinery and ensure that naked flames are extinguished
	<input type="checkbox"/> Do not: <ul style="list-style-type: none"> • operate any electrical switches, including lights or alarms • use cell phones in the area where the leak is occurring • allow anyone to smoke in the vicinity
	<input type="checkbox"/> Evacuate the building avoiding the areas of contamination as best as possible and closing doors behind you
	<input type="checkbox"/> Call emergency services (111) from a safe location
	<input type="checkbox"/> Do not return to the building until the 'All Clear' has been given

Hazardous substance spill

	Response actions (as appropriate)
Become aware of hazardous substance spill	<input type="checkbox"/> All hazardous substance spills must be treated as toxic and dangerous; they can be in liquid, solid, powder or gas form
	<input type="checkbox"/> Do not touch the suspect material; remove everyone from affected area if safe to do so . Consider evacuation of entire Hostel if required
	<input type="checkbox"/> Isolate and contain the hazardous material by closing doors, and turn off isolation switches, ventilation and machinery if safe to do so
	<input type="checkbox"/> Notify others verbally; do not activate building alarms or other electronic equipment
	<input type="checkbox"/> If required, contact emergency services on 111
	<input type="checkbox"/> Give appropriate first aid to anyone in contact with the spill
	<input type="checkbox"/> If available, provide Material Safety Data Sheets to Emergency Services on arrival
	<input type="checkbox"/> Do not return to the building until the 'All Clear' has been given

Suspicious letter or package

	Response actions (as appropriate)
General	<input type="checkbox"/> Note the location of the package and a description of it (markings etc.)
	<input type="checkbox"/> Do not touch, examine, shake or attempt to move the package
	<input type="checkbox"/> Check with the addressee to see if they are expecting the package
	<input type="checkbox"/> Remove everyone from immediate area
	<input type="checkbox"/> From a safe distance call the police (111). Advise them of the circumstances, the description of the package and its location. Note: do not use a cell phone or other radio device anywhere near the package.
	<input type="checkbox"/> As appropriate, position staff at a safe distance to direct people away from the area where package/letter is.
	<input type="checkbox"/> Follow instructions from the NZ Police
If you open a letter/package and discover powder	<input type="checkbox"/> Put on gloves and place opened letter/package in a plastic bag
	<input type="checkbox"/> If hands or any part of the body may have come into contact with the envelope or package then wash with soap and hot water
	<input type="checkbox"/> If contents spilled <ul style="list-style-type: none"> • Do not clean up or wipe spilt contents • Avoid breathing the powder or spores • Clear and isolate the area • Switch off air conditioning • Wash hands with soap and hot water • Call the police (111) as per above
	<input type="checkbox"/> If contents are spilt on clothing <ul style="list-style-type: none"> • Select a nearby unoccupied room for changing • Remove clothing and place in plastic bag • Shower with soap and hot water • Call the police (111) as per above

Bomb threat

Keep calm. Do not hang up. A dialogue with the caller is important as the information that may be gleaned from the caller can help assess the current situation and help police with further inquiries. Let the caller talk, ask the questions as the opportunity arises and avoid being confrontational. **Email threat:** please also complete the applicable sections below

Questions	Answers
When is the bomb going to explode?	
Where is the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What is the explosive type and quantity?	
Why did you place the bomb?	
What is your name?	
Where are you?	
What is your address?	
The exact wording of the threat:	
The Caller	
Sex:	<input type="checkbox"/> Male <input type="checkbox"/> Female
Estimated age:	
Any speech impediment (specify):	
Accent (specify):	
Voice- loud – soft etc.:	
Speech – fast – slow etc.:	
Manner, calm emotional etc.:	
Did you recognise the voice?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If so who do you think it was?	
Was the caller familiar with the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Bomb threat continued

Threat Language			
<input type="checkbox"/> Well spoken <input type="checkbox"/> Incoherent	<input type="checkbox"/> Irrational <input type="checkbox"/> Taped	<input type="checkbox"/> Message read by caller <input type="checkbox"/> Abusive	<input type="checkbox"/> Other: _____
Any background noises?			
<input type="checkbox"/> Street noise <input type="checkbox"/> House noise	<input type="checkbox"/> Aircraft <input type="checkbox"/> Voices	<input type="checkbox"/> Music <input type="checkbox"/> Machinery	<input type="checkbox"/> Vehicle <input type="checkbox"/> Other: _____
Call taken			
Date: __/__/__	Time:	Length of call:	Number called:

Suspicious persons/criminal activity

	Response actions (as appropriate)
Suspicious or criminal activity	<input type="checkbox"/> Ensure personal safety
	<input type="checkbox"/> From a safe location call Hostel Managers giving them as much detail as possible (description, location, direction of travel of offenders)
	<input type="checkbox"/> Alert other RA's to assist as appropriate
	<input type="checkbox"/> Isolate and preserve a crime scene for later forensic examination
	<input type="checkbox"/> Do not engage in conversations with unauthorised visitors or media
	<input type="checkbox"/> Follow instructions from Managers who will take control of the scene in conjunction with the NZ Police
	<input type="checkbox"/> Do not return to the scene or building until the 'All Clear' has been given

Violent intruder

The aftermath of a violent intruder incident will require careful management as even in the 'best case' scenario of no one being killed or injured there will be traumatised staff and students, concerned parents, confusion, disruption and extensive media interest.

	Response actions (as appropriate)
Shots are heard or a violent intruder is active on hotel grounds	<input type="checkbox"/> Call 111 <ul style="list-style-type: none"> • Identify yourself and your Hostel including address • Details of situation • Details of any casualties • Description of weapons used, shots fired etc. • Description, location and identity of offender if known • Identify the 'target' of aggression if known
	<input type="checkbox"/> Remove yourself and others from immediate danger where possible
	<input type="checkbox"/> Alert students using Lockdown alarm system
	<input type="checkbox"/> Move everyone out of hallways/common areas and into rooms
	<input type="checkbox"/> Lock and/or barricade doors/windows, keep quiet and do not leave the rooms until safe to do so
	<input type="checkbox"/> If a hostage situation ensues follow all instructions from the captor, speak only when spoken to and sit down (if possible) to avoid appearing aggressive
	<input type="checkbox"/> If offender leaves the scene note direction of travel or vehicle used
	<input type="checkbox"/> Once police arrive, liaise with them to secure crime scene(s)

Violent intruder continued

Following the incident	<input type="checkbox"/> Board of Trustees Chairman, and Massey or UCOL Student Counselling Services should be contacted to provide support
	<input type="checkbox"/> Liaison with the media should only be undertaken by the Chairman of the Board of Trustees in conjunction with the NZ Police
	<input type="checkbox"/> Decisions to temporarily close or continue operating should be based on health professionals' advice
	<input type="checkbox"/> Continue to monitor the wellbeing of students and staff

Serious Injury or Death

	Response actions (as appropriate)
Death / serious injury occurs at hostel	<input type="checkbox"/> Ensure your own safety. Assess area for danger (e.g. live wires, poisonous substances etc.)
	<input type="checkbox"/> Do not assume death has occurred – give immediate first aid
	<input type="checkbox"/> Call emergency services (dial 111)
	<input type="checkbox"/> Notify Chairman of the Board of Trustees; isolate and contain the area
Action after medical personnel have taken over	<input type="checkbox"/> Consider accompanying police to advise next-of-kin
	<input type="checkbox"/> Complete Accident report form with all known details
	<input type="checkbox"/> Seek advice from Massey or UCOL Student Counselling as required

If the death or serious injury occurs outside of the hostel follow the appropriate steps noted above.

Appendix A – Hostel contact list

Position	Name	Day Contact details	After hours Contact details
		landline and mobile	landline and mobile
Manager	Graeme Roff	(06) 3555 107	021 245 5045
Manager	Sharon Roff	(06) 3555 107	027 819 3000
Board Chairman	Geoff Dixon	(06) 560 0610	021 607 454
Board Member	May Dabb	(06) 353 0298	027 433 6420

USEFUL CONTACT NUMBERS

Massey University

General Inquiries	06 356 9099
Student Counselling	06 350 5533
Student Health Services	06 350 5533
MUSA	06 350 4500
Library	06 350 5670 ext. 2121
Recreation Centre	06 350 5701

UCOL

All Enquiries	0800 GO UCOL
Wellbeing Services	06 952 7010

OTHER

Emergency Services	111
Ambulance / Fire / Police	
Healthline	0800 611 116
Studylink	0800 88 99 00
Gold & Black Taxis	06 351 2345
Taxis Palmerston North	06 355 5333
Airport Super Shuttle	0800 SHUTTLE

Bus Time Table

<http://www.horizons.govt.nz/HRC/media/Media/Bus-Route-Timetable/PNTHbustimetableNOV2013WEB.pdf>