

# Residence and Oppidan Managers Manual



RHODES UNIVERSITY  
*Where leaders learn*

# 2024

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**RHODES UNIVERSITY**  
*Where leaders learn*

# **Residence and Oppidan Managers' manual**

## **2024**



Compiled by: Division of Student Services and Development Office

# Table of Contents

Message from the Director of Student Services and Development .....	5
The residential system.....	6
Structure of the Division of Student Services and Development.....	6
About this manual .....	7
A – Z of Residence Managing .....	7
Academic support .....	7
Extended studies programme .....	7
Accidents, attempted suicides, deaths and serious illness .....	8
Achievements and awards.....	8
Community engagement awards .....	8
Environmental awards.....	9
Alcohol on campus.....	9
Ambulance services .....	9
Animals on campus.....	9
Annual hall reports.....	9
Allocation of students – student bureau placement protocol .....	10
Benefits and allowances.....	11
Board of residences.....	12
Box room protocol .....	12
Campus protection (safety and security).....	14
Career counselling.....	15
Catering services .....	16
Clubs and societies.....	17
Closure of halls during vacations.....	17
Code of conduct for residence managers .....	17
Communication with DSSD.....	17
Community Engagement.....	18
Compulsory service.....	19
Conferences.....	19
Counselling centre.....	21
Crisis communications protocol.....	21
Death of a student .....	22
Disabilities .....	22

Drugs.....	23
Duties .....	25
Early returns / late departures .....	26
Electrical appliances .....	29
Emergency contact details - CPU .....	29
Emergency requisitions.....	30
End of term.....	30
Entertainment allowance.....	30
Event organisation on campus .....	31
Environmental awareness .....	31
Fees .....	32
Fires / fire drill .....	32
Fridges in residence rooms .....	34
Functions.....	34
Funds – hall and house funds.....	34
Hall Fellows .....	35
Harassment.....	36
Health Care Centre.....	37
Hiv/aids .....	38
House committees.....	39
Housekeeping.....	40
Human Resources Division.....	41
International students .....	41
Leave of absence.....	42
Maintenance requisitions .....	43
Master keys .....	43
Mentorship .....	44
Orientation .....	44
Policies of the university.....	48
Pregnancy.....	48
Protocol for emergency telephone calls managed by cpu staff.....	50
Protocol for the inspection and maintenance of residence manager's flats upon resignation of a residence manager .....	51
Psychological distress .....	52
Quality of life survey .....	53

Students protocol on sexual assault .....	53
Refresher training for house committees and residence/ oppidan student assistants.....	54
Registration .....	55
Repairs and requisitions .....	55
Residence allocation policy .....	56
Residence merit scholarship.....	57
Residence system .....	58
Room allocation protocol.....	58
Room checks & room statement forms – procedures .....	59
Room searches by hall and residence managers .....	61
Smoking safety.....	63
Snakes .....	64
Sports at Rhodes.....	64
Student Disciplinary Code .....	65
Student funding .....	69
Students Representative Council (SRC) .....	70
Student Services Council .....	71
Squatting .....	71
Substance abuse .....	71
Residence/oppidan student assistants’ duties.....	72
Suicidal and para-suicidal crises .....	72
Vacuum cleaners .....	73
Vehicles (private).....	73
Visitors to residence.....	73
Residence managers’ duties .....	73
Residence managers’ flats.....	73
Residence managers power of search .....	74
Residence managers’ workshops .....	74
Important contact numbers.....	75

## **DIVISION OF STUDENT SERVICES AND DEVELOPMENT**

### **VISION**

The Division of Student Services and Development's vision is to create an engaging and transformative student experience that promotes holistic development, growth and academic success.

### **MISSION**

- Our mission is to provide student services and support initiatives with maximum impact and outcomes by ensuring:
- Creation of a conducive living and learning, and safe spaces for RU students in both on-campus and off-campus residences.
- Provision of effective psycho-social support to all RU students based on the six (6) Wellness Principles, namely, physical, social, emotional, spiritual, financial and intellectual.
- Promotion of a thriving and enriched campus that supports students' creativity, critical thinking, intellectual and social exchanges and appreciation.
- Enhancement of student leadership potential and preparing students to be social change agents.
- Provision of maximum support that will leverage excellent performance in identified competitive sporting codes
- Support of the development of entrepreneurship capacity amongst RU students that will go beyond campus.

### **VALUES**

- Compassion
- Discipline
- Integrity
- Humility
- Respect

### **MOTTO**

Enhancing student experience

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## Message from the Director of Student Services and Development

The Division of Student Services and Development continues to fulfil its mandate of providing services and developmental interventions intended to enhance student experience. Amongst other things, this is to be realised through intentional living and learning programmes that will seek to create conducive and safe spaces. To ensure that the University realises its vision the Division would lead in ensuring that Rhodes University students are provided services and support with **maximum impact and outcomes**, informed by evidence-based interventions. Furthermore, since all the South African higher education institutions (SAHEIs) are expected to prioritise the higher education transformation agenda, it is obvious that since the Student Affairs Practitioners of Rhodes University, are people who daily deal with student's bread-and-butter issues within a university outside-class or the lecture hall, will be expected to be agents of transformation and play a critical role in this regard. Three Sections in the Division of Student Services and Development are tasked with ensuring the above is achieved namely: Wellness; Sports Administration and Student Services.

The **Wellness Section** consists of the Health Care Centre; Counselling Centre; HIV office and Careers Centre. The Wellness section is responsible to ensure that the holistic development of students is observed through a wellness approach to life. Emphasis is placed on ensuring that each student takes responsibility for their physical, academic, social, emotional, and spiritual wellness. Support services are vitally important in the promotion of learning.

**Sports Administration** consists of competitive Clubs, Residence Sports, Facilities, and the Health Suite. Physical and social wellness are given attention in this administration but the unspoken emotional and academic benefits that sports carry cannot be underestimated. If a student is physically well, their wellness approach to life is often evident in their broader purpose, values, and general character.

The **Student Services Section** consists of the Student Representative Council (which includes the governance of all societies); the Residence System (Residence Managing and leadership structure); Disability support services; and the First Year and First Year Extended Orientation.

The residence system contributes to a personal transformation in the students that is lasting. The principle of social inclusion fosters this transformation. Optimally, the residence system celebrates diversity and respects differences. The living and learning space includes spaces to learn about collaborative leadership, community engagement and social justice. Students are encouraged to engage with the SRC and partake in the residence environment for their own self-reflection and personal holistic growth.

The Division is committed to the establishment and implementation of policies, procedures, programmes, and services which will enhance, enrich, and complement the total educational experience of students at Rhodes University, and which will provide an environment conducive to effective academic learning and holistic development of all students in our community. The Division affirms that quality and a commitment to continuous improvement are essential to the realization of its vision, underpinned by a clear understanding of the needs, aspirations, and expectations of students at the University and the provision of services that aim to meet those expectations.

Dr Pakiso Tondi  
(Director of Student Services and Development)

# The Residential System

The residences at Rhodes are grouped into 14 Halls and a Postgraduate Hall, all in lovely gardens, with different atmospheres and traditions to suit all kinds of people. Nearly all students have single rooms, which provide private space for rest and study, and it was recently confirmed that the ideal size for our future residences is 85 students. The residences are arranged in groups of three to five Houses around a central dining hall and recreation area. Some Halls are for men or women only; others have men's and women's Houses. Each House has its own Residence Manager, usually a member of the University staff, who administers the House with the assistance of two or more and the student selected/elected House Committee. Residence Managers are chosen for their interest in and understanding of young adults. Each Hall is managed and administered by a Hall Manager, who is usually a senior member of the University staff. The Hall Manager, in consultation with the Residence Managing staff and the Hall Committee, is responsible for the effective and efficient management and administration of the Hall.

## What's so special about Rhodes University residences?

They are much smaller than residences on other SA campuses, so students can walk to the library, computer labs and sports fields. Some of the buildings are old and beautiful; all are set in well-tended gardens and add hugely to the aesthetic appeal of the campus.

Most students have their own rooms, with basins and linked computer access, as well as good quality furniture, linen, and appliances. Residence Managers provide a safety net so students can explore their personal boundaries. We have a carefully structured Student Disciplinary Code, which encourages responsible behaviour. New students form instant social groups of friends which tend to last for life. Students are exposed to a wide range of diversity in terms of race, class, religion, and culture; senior students in residence provide useful role models and continuity; each Hall has its own ethos and is democratically run; there is a range of opportunities for students to develop personal skills, take leadership roles and get involved in the host of sporting and cultural activities on offer and annual award ceremonies in Halls recognize these achievements.

Formal Hall events offer students the opportunity to socialise in a formal way and acquire useful social skills.

## Structure of the Division of Student Services and Development

Structure to include all Divisional Sections: Sports, Health Care Centre, Student Counselling & Career Centre.

In terms of the management structure of the University, the Residences fall under two divisions of the University:

- Residence Managing, Residence Student Assistant Managing and general student management fall within the Division of Student Services and Development.
- Food Services and Housekeeping fall within Residential Operations under Director: Ms Jay Pillay.



Facility Services which include aspects of residential infrastructure and building maintenance, which fall under the Director, Mr Dawie van Dyk.

## About this manual

For the first-time House and/or Hall Manager, the job can seem overwhelming and daunting. This Manual provides guidelines, procedures, and advice (in alphabetical order) which, it is hoped, will make your task a little easier and clearer. However, no manual can replace the value of consultation and, should you feel unsure or insecure, you are urged to contact your Residence Managing colleagues, the Director of Student Services and Development, or the Manager: Residence Life, Support and Development at any time.

While each Hall has its own ethos and its own set of Hall Rules with which you, as a Residence Manager, need to be familiar, this manual has been compiled to provide Residence Managing staff with an easily accessible source of more general information about the residential system, the other support services in the Division of Student Services and Development and operational guidelines. The role of Residence Managers is constantly changing and adapting – and so the manual is always a “work in progress”.

## A – Z of Residence Managing

### ACADEMIC SUPPORT

Our academics, administrators and support staff work hard to create an environment that will help students to realize their potential. If you find that a student in your residence is struggling with their academic studies in the first few weeks, encourage them to not keep their problems to themselves, but to seek help! They may:

- First, approach their tutor or lecturer, and speak to them about their difficulties. Most departments offer some guidance for the first assignment, *etc.*
- Speak to you or a Residence/Oppidan Student assistant and to fellow students who can offer support and advice.
- Speak to the Dean of their faculty who may advise them to drop/change subject(s) and adjust their programme.
- Extended Studies Programmes have been specially devised to help students who have been admitted to Rhodes without meeting the usual entrance requirements (see below).

Do not keep your problems to yourself, seek help.

### EXTENDED STUDIES PROGRAMME

Extended Studies Programmes are offered in the faculties of Humanities, Science, and Commerce. Students who do not automatically qualify for direct admission to Rhodes University, are selected and invited to be part of the programme, using a variety of criteria. The programmes help students adapt to the faculties' academic requirements through carefully structured courses in supportive learning environments. All courses in the programmes earn credits that contribute towards achieving a degree, and students can complete their BSc, BCom, BA or BSocSc degrees in four years.

Each faculty programme operates differently. The Science Extended Studies Programme has stand-alone, year-long courses that are separate from the mainstream. In the Humanities Extended Studies Programme students take fewer than normal mainstream courses in their first year of study and are supported during this time with extra classes. For both programmes, the first year is therefore limited in terms of choice of courses, but from second-year students have a wider choice of courses and degrees, which they complete along with mainstream students. In contrast, the Commerce Extended Studies Programme is structured over the first two years and includes a mixture of supported mainstream courses and extended courses. Again, there is more choice in courses that can be taken in the later years of study. Extended Studies students are also provided with computer, information and academic literacy courses, and other faculty-specific courses where necessary. For more information on individual programmes see:

Humanities     Judith Reynolds, New Arts Building

Science         Aviwe Matiwane, New Arts Building

Commerce     Sisonke Mawonga, New Arts Building.

Or visit the website: <https://www.ru.ac.za/teachingandlearning/esu/>

Referral to the Careers Centre if the problem relates to bad subject choices and worries about a future career. The Counselling Centre also runs workshops on Anxiety Management and Study Skills. Also setting up informal volunteer mentoring programmes between successful senior students in your res who have done similar subjects. Regular feedback and sustained interest in the student's progress.

## **ACCIDENTS, ATTEMPTED SUICIDES, DEATHS AND SERIOUS ILLNESS**

See "Suicides" below. The Hall Manager and the Director of Student Services and Development must be notified immediately (whatever time of the day or night it may be) in the event of death, attempted suicide, any serious injury or illness or admissions to a hospital (including Fort England and similar hospitals).

The Counselling Centre must be informed as soon as possible. Where the student is admitted to the Health Care Centre, the Hall Manager should be informed as soon as possible.

## **ACHIEVEMENTS AND AWARDS**

An important aspect of the overall development of each student in the residential system is public recognition of their individual achievements, be they academic, sporting, cultural or community-related. All these aspects contribute to the future leadership qualities of our graduates and need to be nurtured. Different residences and halls have devised their own ways of ensuring such recognition, ranging from simple certificates to trophies. Residence managers must inform the hall manager of all notable achievements by students or teams in their Houses (e.g., special academic awards, prizes and bursaries, selection for provincial, and national sports teams etc.) as soon as they are aware of them.

## **COMMUNITY ENGAGEMENT AWARDS**

Student volunteers are awarded certificates at the end of each year of volunteering. Special awards are made to individuals, residences, halls, sports clubs or societies where exceptional contributions have been made to community engagement including:

- Gold Awards for student volunteers
- Residence/Hall of the year
- Society/Sports Club of the Year
- Student Researcher of the Year

## ENVIRONMENTAL AWARDS

Students who demonstrate consistent and noteworthy efforts to promote sustainability are eligible for Environmental Awards. They can be nominated in an individual or group capacity in two categories:

- RU individual (staff or student)
- RU society or residence.

## ALCOHOL ON CAMPUS

The University's Alcohol Policy and rules on social functions is currently under review.

## AMBULANCE SERVICES

If a student undergoes a medical crisis, the first port of call is the Health Care Centre where staff will make the necessary decisions regarding the need for doctors or an ambulance. All medical expenses (apart from the basic services provided by the Health Care Centre) are the student's responsibility, and if the student does not have any medical aid, they will have to rely on state medical services.

After-hours emergencies: RU ER24 number: 010 205 3068 (from 16h30 until 08h00)

Settlers Hospital: 046 602 5000

Provincial ambulance: 046 622 9102 Or dial: 10177

First aid: St John's Ambulance, 24 Hill Street, 046 636 1650

Ambuvent: [ambuvent@ambuvival.co.za](mailto:ambuvent@ambuvival.co.za) or [ambuvent@gmail.com](mailto:ambuvent@gmail.com) , 071 894 8730

## ANIMALS ON CAMPUS

Rhodes University does not allow students to keep pets in any residence, or to bring their pets onto campus. The only exception to this rule is where written permission has been granted to have a companion animal for medical reasons. Application for such permission must be made to the Registrar/DSSD.

## ANNUAL HALL REPORTS

Each hall is required to submit a report on their activities by the end of *November* each year. The format for reporting is on the highlights, challenges, addressing challenges and suggestions, including **any additional information for the DSSD office to consider** based on the values of the DSSD, which are the following:

- Encourage potential and cultivate academic success and excellence
- Develop ethical leaders and responsible citizens
- Value and celebrate diversity
- Promote personal growth and resilience
- Cultivate sporting participation and excellence
- Promote a wellness approach to life
- Overall managing of lower disciplinary cases

Please could halls submit these in an electronic format. The DSSD office posts relevant portions of Hall reports on its websites. Please first make sure that sensitive personal details are not included. Photographs are always welcome.

## **ALLOCATION OF STUDENTS – STUDENT BUREAU PLACEMENT PROTOCOL**

- No student may be admitted into your residence at the beginning of the year unless their name appears on the residence system/computer printout provided by the Manager: Student Bureau. Only students who registered will be allowed into the residence. Students who have not registered will be referred to the Student Bureau at the Registrar's Office.
- In the event of a student's name not appearing on the computer printout or where a student arrives after receipt of the printout, such student must not be admitted into your residence unless you have written authority from the Student Bureau.
- Only those returning students whose names appear on the Residence System/computer list at the beginning of the year and who have registration clearance may be readmitted to the residence concerned. If a returning student arrives whose name is not on the list, you must contact the Hall Manager immediately.
- Do not discuss vacancies in the residence with any students. Please refer all enquiries to the Student Bureau.
- You are required to see and meet all new students and any parents/guardians who wish to see you in your residence on the official day of arrival at the beginning of Orientation Week.
- All students must complete the following forms when they first arrive in residence:
  - Room/linen statements.
  - Student Emergency Details form and Student Information form to be updated each semester. These forms contain a full "history" of each student and vary in format from Hall to Hall. It must be properly filled in. This information (including room numbers, medical details etc.) must be updated in the Residence System by the Hall Administrator as soon as possible each year.
  - A motor vehicle/cycle registration form, if applicable.

### **Dining hall arrangements**

The dining halls will have easily accessible hand sanitiser dispensers, are regularly cleaned and have open doors and windows to ensure proper ventilation.

- A maximum of 50% capacity including the dining hall staff will be allowed in the facility at any given time.
- A staggered mealtimes system will be observed, at any given time to allow students to keep to social distancing protocol.
- Only students, Residence Managers, Residence Managers' dependents and authorised guests who booked meals can access the dining hall. No student or Residence Manager will be permitted to book meals for guests until further notice.

### **Mental health support for students**

Students are encouraged to seek help if they are feeling overwhelmed with emotions such as sadness, depression, or anxiety, or feel like wanting to harm themselves or others, by contacting the Counselling Centre at 046 603 7070 or emailing [counsellingcentre@ru.ac.za](mailto:counsellingcentre@ru.ac.za)

The Centre will also assist with information on the national helplines, such as the South African Depression and Anxiety Group 24-hour helpline 0800 456 789 and the suicide line 0800 567 567.

## BENEFITS AND ALLOWANCES

1. ***Dependents:*** all Residence Managers are entitled to have kin/dependents (restricted to a spouse, children, long-term partner, siblings, parents, or in-laws) living with them if the number of such dependents does not exceed the accommodation available in their flat, at a rate of 2 persons per room. (i.e., 3 dependents for a 2-bedroom flat, 5 dependents for a 3-bedroomed flat etc.).
2. ***Meals:*** (this dispensation does not apply to the GRPGV Hall Manager) To encourage interaction between Residence Managers and students, free meals for Hall and Residence Managers and their dependents are provided in the dining Halls throughout the year except those times (such as Christmas) when all dining rooms are closed. All such dependents must be living with the Residence Manager on a permanent basis (except children who are home from boarding school or university for holidays) and should be accompanied at meals by the Residence Manager. In the event of the closure of a kitchen due to industrial action or Worker's Day where students are reimbursed for meals missed, Residence Managers and dependents will receive the same reimbursement.
  - Hall and Residence Managers and their families are entitled to free meals in the Dining Hall during vacations for as long as one of the Dining Halls is open.
  - All such meals must be booked in advance, and all meals not taken must be un-booked in advance.
  - If the Residence Manager is acting as a Vacation Residence Manager, normal meal privileges apply.
  - Residence Managers and their families cannot accrue credit for meals not eaten.
  - Residence Managers may bring occasional guests to meals but will need to pay for the meals and to accompany the guest. Please contact the Systems Administrator in Res Ops about charges for meals. - Residence Managers are expected to attend at least two meals each day in the Dining Hall and to attend all Hall functions (e.g., Formal Dinners, Braai's, Champagne Breakfasts, and Hall Ball). You are also expected to attend "business" meals in the Dining Hall as required by your Hall Manager.
  - Residence Managers and Residence Managers' family members are subject to the same Dining Hall rules as the students and may not take out any items other than 4 slices of bread at supper, and the fruit allocation.
3. ***Accommodation and furniture:*** Accommodation will be provided for Residence Managers for the full period of their appointment. Your flat is your home, and you are entitled to accommodate guests, family, friends, etc., but under no circumstances may you sublet your flat or charge for accommodation. Except for curtains and carpets and a stove, no other furniture and fittings will be provided. Refrigerators may be loaned for up to one year.
4. Water and Electricity will be provided free of charge
5. ***Servicing of accommodation:*** During term time all Hall Managers will be provided with cleaning services up to two hours per weekday. Services include vacuuming, dusting, and cleaning the ablution areas. Support staff are not required to carry out the garbage, wash dishes, etc. House and Assistant Residence Managers will be provided with cleaning services for up to one hour per weekday. Those not wishing to make use of the cleaning services will not be eligible for any



reimbursement. During vacations when a Residence Manager is involved in Conference Residence Managing, he/she is eligible for the same cleaning service as outlined above. Residence Managers who require additional service will be expected to make private arrangements at their own expense.

6. **Telephone:** Residence Managers' telephones are blocked from making international calls. If you need to contact parents/guardians outside South Africa, go through the Rhodes Exchange (dial 29) during business hours, or arrange to make the call from the Hall Manager's office after hours. Rhodes will cover 40% of the phone bill – 60% is to be paid by the Residence Manager. Telephone requests or problems should be made via e-mail to [support@ru.ac.za](mailto:support@ru.ac.za)
7. **Access to Facilities:** Rhodes staff and their dependents have access to certain facilities on campus, at a small fee. A Family Swimming card can be purchased from Sports Admin, which allows a staff member plus 5 guests to use the pool for December and January. A minimal fee is charged for a Facilities Card and permits access to tennis and squash courts etc. all year.
8. **Garden:** Grounds & Gardens will mow the lawns and trim the hedges of Residence Managers' gardens. They are not responsible for maintaining or planting flower beds.
9. **Fee remissions:** Consult the Rhodes University Comprehensive Guide for Members of Staff which is available from the Human Resources Division.
10. **Entertainment allowances:** see the section on "Entertainment".

## BOARD OF RESIDENCES

The current membership includes (among others):

- all the Hall Managers, including the Oppidan Hall Manager.
- one Residence Manager from each Hall.
- all the Hall Senior Students.
- all the Hall SRC Representatives.
- A student representative from each Hall is to be elected by the Hall Committee, including the Oppidan Hall.

The aims and objectives of the Board are:

- To formulate policies and procedures regarding residential accommodation for full-time students.
- to provide a healthy, clean, safe, and educationally supportive environment that complements the academic mission of Rhodes University.
- to encourage research and evaluation programmes, services, and the assessment of emerging needs of students and staff.
- to facilitate and encourage the training and development of residence staff and students.
- to encourage, enhance and monitor quality assurance within the residence system.
- to encourage the development of student responsibility, character, leadership, scholarship, and citizenship.
- to promote diversity, gender equality, and transformation within the residence system.

## BOX ROOM PROTOCOL

The University uses its residences for conferences and has the right to require the students in any residence to vacate their rooms for vacation periods during the year. This protocol aims to ensure that there are provisions in place to ensure reasonable security for students' possessions during this time.

- All future residences must have sufficient box room space to accommodate the possessions of the number of students in the residence who live far away and cannot reasonably be expected to take their belongings home during the vacation. (Estimated at eight packed apple-carton boxes per student). Existing residents may allocate specific rooms for use as temporary box rooms as long as these are supplied with secure locking facilities.
- If possible, box rooms must be provided with secure locking facilities, including a metal security gate and at least two different locks. A large notice must be permanently displayed on the outside of the box room, alerting all students to the need to ensure all their personal belongings, and reminding them that, although the University takes all reasonable precautions to ensure the safety of the contents of the box room, the risk ultimately rests with the student. The notice should advise students that any items of value such as laptop computers and other electronic equipment should be stored in the central box room. The office of the Director of Student Services and Development will supply copies of this notice to each residence.
- Hall websites and rule books must contain this information as well.
- Keys to the box rooms should be handled only by hall manager, residence manager, and residence/oppidan student assistants of each residence
- During term time, the keys must be locked in the residence manager's key cabinet or a hall safe.
- No box room keys must ever be made available to conference residence managing staff.
- Only a hall manager, residence manager, or residence student assistant may open a box room.
- No items should be placed in the box room unless they are boxed, sealed, and labelled by the student.
- A complete record must be kept of all boxes stored in the box rooms for each vacation period, signed in by the student concerned, and countersigned by the residence student assistant or residence manager in attendance.
- The student signs so that s/he can certify s/he placed the items in the box room and the person on duty signs as a record of who was on duty and verifying that particular boxes were placed in the box room.
- Students may only place their goods in the box room at the times agreed on by the residence manager in consultation with residence/oppidan student assistants. these should be made widely known well in advance of the vacation.
- No goods whatsoever will be returned to students during vacations on request. Specified times will be advertised on two or three consecutive days for the box rooms to be opened and on such occasions, BOTH key-holders will be present to unlock the room.
- Students will then sign their boxes out of the box room on the list, countersigned by the residence student assistant or residence manager.
- If a student arrives later than the agreed dates, advance arrangements must be made to open the room at a later stage.
- The box rooms should then be locked for the rest of the term. Empty boxes stored there may be removed by prearrangement with the residence manager before the end of the term.
- Box rooms are not to be used to store items belonging to anyone who does not currently reside in that particular Residence.
- Students who are moving from residence into digs may store their goods in the usual way over the December/January holidays, as long as they conform to the time frame.
- If this procedure is not closely followed, students would have reasonable grounds for complaint.

## CAMPUS PROTECTION (SAFETY AND SECURITY)

The Campus Protection Unit Office and Control Room is situated on Rhodes Avenue next to Hobson House. The 24-hour Control Room operates 365 days a year and is the nerve centre of the security operations and the after-hours help desk on campus. It has radio communication with the guards, monitors burglar, panic, and fire alarms, is the after-hours switchboard and call centre for the University, responds to first information of crime reports, calls out University standby technicians, and deals with lost and found property. It employs campus protection guards, supervisors, and contract guards from a local security company, Hi-Tec. All work on a shift cycle to provide a security service throughout the year. Rhodes CPU guards wear blue uniforms, while Hi-Tec guards wear black uniforms with yellow badges. These guards are highly “visible” and patrol campus 24 hours a day, both on foot and on bicycles.

Traffic management falls under CPU and they have jurisdiction to clamp any vehicle whereby the driver contravenes The National Road Traffic Act or Rhodes University Policy. The CPU Manager performs various tasks under safety and security for the University and works closely with all department committees in the university. The supervisors are responsible for the day-to-day running of the shifts, posting of the CPU and Hi-Tec guards, and running of the control room and Help Desk. They are the first point of contact for any issue on campus and to call out any of the standby support personnel, or emergency services be that the fire, ambulance, police, etc. In addition to their patrol work, guards also open and close lecture venues, administrative buildings, and after-hours function venues, escort students and staff on campus perform traffic and parking duties and report defunct lights on campus. They also operate a ‘lost and found’ service.

All emergencies must be reported immediately to the Control Room on telephone number: 046 6038146 / 7 or alternate the Emergency Number: 046 603 8999. Residence Managers can phone the Control Room for assistance with any matter at any time of the day or night. Upon receipt of a call, a guard will be dispatched immediately to assist the Residence Manager.

### Safety hints on campus

Guards will accompany students on campus at night for protection, if requested and students are encouraged to make use of this facility. Students can approach the nearest CPU guard or visit the CPU offices on Rhodes Avenue and request an escort.

All incidents should be reported immediately to CPU for assistance. Students should make use of the Blue Route, a well-lit, clearly demarcated, patrolled route that runs from the bottom of Prince Alfred Street (across the road from the Drama Department), all the way to the top of the hill, past Nelson Mandela Hall. It also runs along St Peter's Campus and up to Winchester House on Beaufort Street. Forty- eight SOS panic buttons are installed at various places around campus. They are identifiable with a yellow chevron backing board and red button. A student in trouble can push this and CPU will pick up the signal at their headquarters. Students are also encouraged to remember that common sense is their best defence.

Students should be always aware of their surroundings and of the people in their environment. It is also not advisable for students to walk around Makhanda alone, particularly at night. Students should always walk-in groups, stick to well-lit areas, or try to arrange a lift home. Students should also note that CPU is not allowed to transport any student to a destination on or off campus.

Other hints to pass on to students include the following:

- Take out personal insurance.
- Lock your doors and windows when leaving your room and when going to sleep.
- Keep items such as laptop computers, cell phones, iPods, cameras, etc. away from the window and out of sight, preferably in a locked cupboard.
- Report the presence of strange people in your residence to someone in authority immediately.
- Do not keep large sums of money in your room.
- Keep serial numbers of your valuables, and take them with you during vacations;
- Do not leave any messages on your door to indicate that you will be away for any length of time.
- Do not leave bags unsupervised in public areas such as cafeterias, computer labs and the library.
- Always keep your cell phone on you (preferably out of sight).
- If you have a car, invest in a gear-lock and anti-theft wheel nuts.
- Never leave items on display, i.e., jackets and valuables inside your car.
- Report the theft of items immediately.

### **Safety for oppidan students**

The CPU has neither the resources nor the mandate to patrol the whole of Makhanda. The greater Makhanda area is monitored by the South African Police Service, which works closely with Rhodes to keep us up to date about criminal activity and crime prevention for oppidan students. Unfortunately, oppidan students are quite vulnerable to petty crime because they are seen as soft targets. Many Students forget to set house alarms, leave windows open or do not lock doors when they go out. It is very important that oppidan students remember to take basic precautions: setting alarms, closing windows and locking doors all make a big difference to your personal safety. It is also not advisable for students to walk around Makhanda alone, particularly at night. Students should always walk in groups, stick to well-lit areas or try to arrange a lift home.

The oppidan residence manager and five oppidan residence/oppidan student assistants are available to help students after a theft or break-in. Oppidans need to be proactive in ensuring their safety, by selecting digs that are secure, and attending the monthly Police Forum for their area. If they are Victims of a crime, they should:

- Report the matter to the police
- Report the matter to the Oppidan Office

### **CAREER COUNSELLING**

The Rhodes University Career Centre is in the Bantu Stephen Biko Building (first floor) and is open Monday to Friday from 08h00 –16h30 except lunchtime. All appointments and queries can be directed to the administrative assistant at [careercentre@ru.ac.za](mailto:careercentre@ru.ac.za) or 046 603 7070.

The following services are provided:

- Pre-university study and career guidance counselling
- Career assessment/psychometric assessment – to assist with study choice and career development
- Individual (one-on-one) career counselling – by appointment
- Walk-in queries daily 11h00 to 15h00 - no appointment required – this is designed for students with a quick question or specific information that only requires a brief 5-10-minute discussion.
- Assistance with developing a CV (from first year) and preparing for job interviews.

- Seminars (CV writing, interview skills, finding vac work, career planning, etc.)
- Career resources and publications, pamphlets from companies offering graduate programmes and job search information – available 24/7.
- A Job portal on our website advertising jobs available to graduates [www.ru.ac.za/careercentre](http://www.ru.ac.za/careercentre)
- Graduate Recruitment Programme including career fairs and company presentations throughout the third term.
- Computers are available for career-related research and job search during office hours.

## CATERING SERVICES

On a daily basis, catering provides convenient and flexible access to a variety of value-for-money, nutritious meals in the Hall dining rooms. Students who are unhappy with the service provided should channel their complaints through the elected food rep on their house committee, who will take the matter forward on their behalf to the caterer in the relevant dining hall.

**Meal times:** Mealtimes for all Dining Halls are the same and are provided in the table below. During the exams, breakfast time on Saturdays will be the same as during the weekdays (07h00 - 08h15.)

### Weekdays (Monday – Friday)

Breakfast	Lunch	Supper
07h00 – 08h15	12h00 – 14h00	17h00 – 18h30

### Saturdays and Sundays

Breakfast	Lunch	Supper
08h00 – 09h15	12h00 – 13h30	17h00 – 18h30

**The Meal-booking system:** Rhodes uses a computerized Meal Booking System that allows each student to choose the meals that they want and to select the diet they prefer. The fingerprint access system is used to identify the student and their meal of choice, to the computer at the dining Hall. Students may only eat at the Hall with which their residence is associated.

**Making a booking:** To book meals, users must log onto ‘ROSS’ with their access number and pin and follow the options under “meal booking”. There they can:

- Print their meal list.
- Un-book meals (single or blocks).
- Book extra meals (provided a positive balance is available).
- Change their preferred diet and all meals forward to this diet.

All these options may only take place 2 days in advance of a particular meal. If a student does not take a meal and has not un-booked 2 days in advance, the meal is regarded as taken and no credit will be given for that missed meal.

**Refunds:** This system allows students to un-book meals when they go away for weekends or if they are going out to dinner etc. The value of the meals that they un-book is credited to their accounts at the end of each semester. Meal refunds will only be credited to the student’s fees account at the end of June and at the end of November. Meal refunds are limited to the maximum refundable amount, as stipulated in the Student Fees booklet each year.



**Menu Choices:** Menu choices available are posted on the notice boards of the various Halls so that students can see what their options are (they do change from time to time, depending on the availability of ingredients). Choices are as follows:

- Default
- Fast-food Normal
- Fast-food Halaal
- Fast-food Vegetarian
- Vegetarian
- Health Platter
- Halaal/Hindu
- African

Menus, which cover four-week periods, are also available online. All students are automatically booked for all meals according to the diet they specified if they pre-register online. After this, any changes which they would like to make can be done online.

**Packed meal:** When a student is sick on the day and booked a meal but can't get to the Dining Hall, the relevant Residence Manager informs the Food Services Manager that he/she authorized a packed meal.

## CLUBS AND SOCIETIES

The SRC oversees the operation of nearly 80 different Clubs and Societies that operate under their auspices. Each society has its own elected leadership committee (chair, treasurer, secretary, etc.) and is responsible for organising its own functions and monitoring its budgets. These societies include cultural interest groups (e.g., debating, drumming, and poetry), religious societies, political, awareness-raising groups, and environmental clubs. Students are encouraged to attend the SRC's Societies Extravaganza Evening during Orientation week to get more information about what is on offer. All societies are charged an annual membership fee.

## CLOSURE OF HALLS DURING VACATIONS

Please note that no Residence Manager or Residence Student Assistant may leave residence at the end of the second and fourth terms (and possibly the first and third terms if conferences etc. are to be held in their Houses in these short vacations) until all the closing procedures have been completed. (See "End of term" in the manual and Residence Closure Procedures and Certificate of Closure on the Res ops website).

## CODE OF CONDUCT FOR RESIDENCE MANAGERS

All Residence Managers and Hall Managers are subject to the usual guidelines for university staff, and the same Disciplinary rules apply in the event of breaches or offences. Residence Managers need to remember that they are role models to the students in their residences.

## COMMUNICATION WITH DSSD

It is important to report all critical incidents to the Division of Student Services and Development when they happen. The office of the Director of the Division of Student Services and Development is always open to all Residence Managers in times of crisis. In addition, there are meetings twice a

term with the Hall Managers, at Residence Managers Discussion groups as well as a meeting of the Board of Residences once a term. These are all opportunities to raise concerns and discuss mutual problems.

## COMMUNITY ENGAGEMENT

Community Engagement (CE) is one of the key areas of a student's experience in university (alongside research and teaching & learning). Engagement with our community offers students opportunities to engage in real-world learning and collaborate with communities in contributing to the social and economic development of our community. This engagement fosters mutually beneficial relationships- moving away from deficit models of engagement that create dependency (e.g., charity and donations). Students are requested to NOT give money or food to beggars in town. There are many more effective ways to help that are meaningful and sustainable. The RU Community Engagement (RUCE) division seeks to contribute to the nexus between engaged teaching and learning: engaged research and engaged citizenship through:

- Community-engaged learning (volunteer opportunities)
- Engaged research (research that is responsive to societal challenges, uses deeply participatory methods and ultimately leads to impact)
- Service learning (The credit-bearing form of CE, linked to various courses)

Community Engaged Learning (CEL), which involves several popular programmes as well as initiatives by halls, residence, clubs, and societies, give hundreds of students an opportunity to go beyond their academic environment and use their capabilities to work jointly with residents of our community.

There are four volunteer programmes for students to choose from:

- Engaged Citizen Programme (ECP) - you can choose from 26 different sites
- BuddingQ - an early literacy programme where you will be placed in a school
- Siyakhana@Makana (S@M) - this is the residence programme
- 9/10ths Mentoring Programme - mentoring Grade 12 pupils in local schools

These have proved to be a valuable resource to many of the local NGO's, schools, and CBO's in our community. Over 1000 students of the 8000-strong student body participate annually, and their specific skills, Strengths and interests are matched to the needs of organisations. Volunteer training prepares students for their volunteer activities and is followed up by reflection sessions throughout the year.

Leadership opportunities are available for students within the respective CEL programmes so that they are equipped to carry out their roles with training and mentoring support.

A year-end function and certificate ceremony recognise student volunteers, student researchers, sports clubs, student societies, community partners, halls, and residents for their contributions.

The four volunteer programmes are based in the Community Engagement Office working with over 76 community partner organisations in Makhanda. The opportunities to volunteer are wide and varied. Transport is provided for all students registered on the respective volunteer programmes. For more information, contact the coordinator: [a.tallbot@ru.ac.za](mailto:a.tallbot@ru.ac.za)

## COMPULSORY SERVICE

Punishments for offences at Rhodes are served in terms of hours of compulsory service (see the Student Discipline Code section for a list of admission of guilt penalties). The underlying idea behind these punishments is restorative justice: we want the student to learn something positive from the experience. The following lists provide some options for compulsory service:

- doing supervised service in your Hall kitchens.
- cleaning of the residence, bathrooms etc., especially when the offence caused a mess in the residence: supervised by housekeepers.
- cleaning the fridges: supervised by Residence/Oppidan Student Assistants.
- working at the Student Bureau, doing filing and other menial clerical work.
- cleaning the outside of your residence buildings (e.g., removing cobwebs, dust).
- washing cars: Facilities Services.
- digging and weeding: Grounds & Gardens or Residence Manager.
- service at the SPCA (for volunteers only, with their own transport).
- work at the CPU (e.g., accompany guards on patrol and record all lights that are out of order).
- work in the library, e.g., cleaning keyboards and rubbing out pencilled marks in books.
- working in the Health Care Centre.
- policy notice boards on campus to remove old notices: contact CPU.

Please do not assign punishments of the following kind:

- anything which endangers the student in any way e.g., climbing on ladders or handling of toxic substances.
- anything which could be perceived as working for the Residence Manager personally, e.g., cleaning the Residence Manager's flat or attending to the Residence Manager's children.
- As part of Community Engagement activities of the House.

## CONFERENCES

From time to time Hall and Residence Managers of the university residences host Internal and external conferences, festivals, graduation and similar. Arrangements for these are made in the Conference Office under Residential Operations and comprise:

- A roster that allows a break in the demand on any one residence and in any one year. Relevant Residence Manager(s) are advised as to when they are required to be available.
- Collating bookings from the event organizer or guest and processing these accordingly.
- Sourcing and appointing conference Residence Managers, where required.
- Each conference Residence Manager is provided with a set of guidelines relating to pre-conference, during the conference, and post-conference.
- The required number of temporary Residence/Oppidan Student Assistants is scheduled to work in each House at the appropriate times.
- Each Residence Student Assistant is provided with a document titled 'Conditions of Service'.

### **Temporary Residence/Oppidan Student Assistants:**

- Rhodes students apply for the position of temporary Residence Student Assistant during conferences.

- application forms are presented to the Residence Manager, who makes recommendations accordingly
- The Conference Office informs any unsuccessful applicant and keeps records of these in the event of cancellations.

#### **Temporary Residence/Oppidan Student Assistants are:**

- Generally expected to take up their appointment one day before guests are due to arrive.
- Permitted to stay in a designated residence free of charge 48 hours or 2 days prior to the conference/festival guests' arrival and prior to point (6.4.1) above. No meals are provided.
- Permitted to stay free of charge should there be a short gap between conferences to which they have been appointed Residence Student Assistant. No meals are provided.
- Permitted to stay after a conference ends if the timing is such that it is near the commencement of the next term. The application should be submitted to the Director of Residential Operations. The student is charged the stipulated daily rate, inclusive of meals.
- Should a conference be cancelled after the appointment of temporary Residence/Oppidan Student Assistants? A notice period of 48 hours is given. No compensation is paid out.
- Each House is provided with guest registers and alpha lists.
- A code of conduct as set out by the university should be utilized for visitors to the residences.

Contact details for further information: Conference Manager: Tel. 046 603 8138 (ext. 8138); cell speed dial: 5132; E-mail: [conference@ru.ac.za](mailto:conference@ru.ac.za)

#### **CONFIRMATION OF APPOINTMENTS OF RESIDENCE MANAGERING STAFF**

- Hall and Residence Managers are appointed for one year in the first instance, at which point reports are called for to support reappointment for up to four years.
- Hall and Residence Managers who have served one plus four years may be reappointed for five-year contract periods thereafter.
- In the case of Residence Managers, reports are requested from the Hall Manager, the Senior Student of the residence and a designated Student Assistant from the residence, i.e., the same Hall complement applicable to the Residence Manager selection. The Hall Manager must discuss these reports with the Residence Manager (while keeping sources confidential) and allow the Residence Manager to respond and give input, with a view to ongoing improvements. The Hall Manager submits a written recommendation to the Director of Division of Student Services and Development. If reappointment is not recommended, the way forward must be discussed in a meeting with all parties.
- In the case of Hall Managers, the Director of Division of Student Services and Development interviews the Hall Manager concerned and obtains reports from all the Residence Managers in the Hall and from the Senior Student and a designated Residence Student Assistant of the residence of which the staff member is the Residence Manager. If necessary, the Director of Division of Student Services and Development will discuss any negatives with the Hall Manager and/or recommend reappointment.

## COUNSELLING CENTRE

(see also “Psychological Counselling”)

The Student Counselling Centre (top floor of the Bantu Stephen Biko Building) provides a professional, free service to all Rhodes Students experiencing psychological problems. The Counselling Centre operates from a holistic Wellness model and supports students in terms of their physical, academic, social, emotional, and spiritual functioning. The psychologist will take your concerns seriously and will maintain the strictest level of confidentiality.

The following services are offered:

- Confidential Individual counselling
- Relationship counselling
- Group therapy for students with similar interests and goals
- An after-hours line for psychological emergencies: 010 205 3068. (during office hours students experiencing a psychological emergency will be assisted immediately by the psychologist on call)
- Study Skills Workshops on issues pertinent to students such as time management, stress management and exam preparation
- Self-help material and information pamphlets covering various topics.
- Provision of referral information. If we are unable to help you, we can tell you about other services that may also be able to help.

The Student Counselling Centre is located on the top floor of the Steve Biko Building in Prince Alfred Street and is open Monday to Friday from 08h00 – 16h30, or by telephone (046) 603 7070 during Office Hours.

The Psychological Emergency Number for students who are experiencing psychological emergencies which cannot wait until the next working day is 010 205 3068.

## CRISIS COMMUNICATIONS PROTOCOL

### Who to call in a crisis?

To streamline the process and ensure that a crisis can be quickly and efficiently managed, only two phone calls need to be made by the person reporting a crisis. The first phone call is to the Campus Protection Unit. The second phone call is to the Director of Division of Student Services and Development, who will liaise with the other people on this list to ensure that information is swiftly and appropriately disseminated. In the case of a physical emergency – a rape, injury, assault, or any other situation in which a person or people needs immediate medical assistance – you should contact the SAPS or ambulance services before making internal calls. Remember, the safety of people is your number one priority. Please remember not to make statements to the press.

### Chain of contact

Respondent    South African Police Services and/or Ambulance service Campus Protection Unit  
Respondent    Director of Division of Student Services and Development  
Vice-Chancellor  
Deputy Vice-Chancellor  
Director of Residential Operations



## DEATH OF A STUDENT

While one always hopes that disaster will not strike, it sometimes does, and Residence Managers do occasionally have to deal with suicide attempts (see the section on “Suicide” below), fatal car accidents and severe injury due to a wide range of factors. It is worth spending a moment to consider how you would handle the death of a student in your residence:

- If you are informed that a student has died outside of residence because of an accident or a violent incident contact the Director of Division of Student Services and Development and the Hall Manager immediately, who will inform the next-of-kin as soon as possible, as well as informing members of the University’s senior management team and Communications Division.
- If a violent incident of a life-threatening nature occurs in your residence, call Campus Security and the police immediately. It is a criminal matter and due process must be followed.
- Contact counselling services and alert them to the crisis so that they can help you in providing support for fellow students, who will be very upset.
- Inform members of your House as soon as possible. Call a full House meeting for this purpose, rather than using word of mouth.
- Discuss with your House Comm. the various options to allow students to express their feelings, such as a “memory” book in the common room, photos, and an informal memorial service in the common room.
- Parents and/or family will come to the residence to collect their child’s belongings. This can be distressing for all concerned, but you are advised, if possible, to leave all belongings as they are and allow the family to do as they see fit.
- The Division of Student Services and Development office will arrange a memorial service in the Chapel later.
- Helping a student cope with the news of death.
- Provide a good listening ear and give as much support and comfort as you can.
- If the student is in a state of shock, with severe physical symptoms like shaking, get him/her into bed and offer a warm drink with sugar or ‘Rescue Remedy’.
- After the shock (which can last a few days), a range of confusing emotions can follow, often including anger, guilt as well as sadness. It is best to allow the student to express themselves without trying to clarify this confusion. Simply listen and reflect, without trying to judge or reassure.
- Depending on the circumstances surrounding the death, it may be advisable for the student to see a Psychologist.

## DISABILITIES

If you have a student with a disability of any kind, please make sure that the Division of Student Services and Development is made aware of this. Every effort will be made to ensure that the necessary support and assistance is provided for you. Some of the services and facilities that are available to assist students and to provide reasonable accommodation include:

- ***Working with the Student Bureau*** on processing application forms of prospective students who disclose severe disabilities in order to assess and recommend the nature of services and support that Rhodes University should be providing for them.
- ***Making appropriate residential placements***, especially where physical and mobility impairments are involved.

- ***The Exam Concessions Committee considers all applications*** from students who request concessions for exams and tests. The policy and procedure document for concessions applications is available from the Registrar's Division website.
- ***The Office of the Division of Student Services and Development*** works with individual students to assess their needs and assist them to get support or assistive technology and devices within the resource constraints.
- ***Computers with special software*** such as voice recognition, text magnification trackball for ease of motion use, etc. have been installed in the library for the exclusive use of students with disabilities. These computers will greatly assist students with visual and hearing impairments as well as students with learning disabilities.

## DRUGS

(There is a "Protocol on the use of illicit drugs" on the Division of Student Services and Development website). The University undertakes to deal firmly with students who commit such offences and who break the Disciplinary Code and thereby bring the University into dis-repute. However, the University also recognizes that in some cases substance abuse can become a medical problem, rather than solely a disciplinary matter, and we, therefore, supply information about the dangers of illicit drugs and will refer those who need support to the relevant support services. Students who have a substance abuse problem are encouraged to seek treatment in the first instance.

### Psychological and medical support

A range of sources of support is available to students involved in substance abuse. The students must be advised of the help that is available and encouraged to make use of it:

- Students with substance abuse problems must be encouraged to contact the Counselling Centre ([counsellingcentre@ru.ac.za](mailto:counsellingcentre@ru.ac.za)) (046) 603 7070) or the Health Care Centre ([healthcarecentre@ru.ac.za](mailto:healthcarecentre@ru.ac.za)) (046) 603 8523 for information or assistance. Confidentiality will be maintained.
- Students with problems can also attend Narcotics Anonymous (NA) and Alcoholics Anonymous (AA) meetings, which take place twice a week. Please contact the following number to obtain more information - NA/AA: 082 784 7685. Confidentiality will be maintained.
- Lifeline can help: 0861 322 322 or the SADAG 24 hr substance abuse helpline: 08001213 14.

### Disciplinary measures

- Office-bearers of the University may not disregard any substance abuse problem and are required to assist in promoting an environment in which the use of illicit drugs is actively discouraged and to report the matter to the relevant authority.
- The Disciplinary Code must be strictly adhered to in cases of substance abuse *on campus*. Residence Managers must establish a clear sequence of 'boundaries' for students caught committing an offence. Normally the following steps should be followed on campus:
- In all cases, the substances must be confiscated and handed over to CPU.
- In cases where drug abuse is suspected, the matter should be reported to a Residence Manager or Head of Department or some other responsible person.
- The matter must be reported to the University Prosecutors for investigation.

Over and above disciplinary interventions, the student must receive support as follows:

**First offence:** student receives counselling support and education. The student is requested to go for counselling. At this stage, parents could be informed. If not, the student must be warned by the Hall Manager or Director of Division of Student Service and Development that parents will be informed if there is a repeat offence.

**Second offence:** Parents are informed and are involved in the rehabilitation programme. The student is required to sign up for random testing by the HCC.

### Dealing with the discovery of illicit drugs

- **Non-emergency:** If a student is in possession of or using what is believed to be an illicit substance in residence, report the matter to the Residence Manager. The Residence Manager is obliged to adhere to the Disciplinary Code if there has been a serious breach of a rule or law, regardless of whether this is a first or subsequent offence.

If the incident takes place elsewhere on campus, report it to CPU or an academic staff member.

Write down all details of the incident clearly and accurately. This will help those who are involved later.

- **Medical Emergency:** Acute intoxication, physical collapse, loss of consciousness or substance-induced psychosis can result from even one experiment with illicit drugs. In the case of a student displaying signs of acute physical or psychological distress, where there is immediate risk to life or long-term health, the individual must be medically assessed:
- **If the person is unconscious:** Notify a Residence Manager, CPU (046) 603 8146, the Health Care Centre (046 603 8523 or 010 205 3068) or contact the Counselling Centre (046 603 7070 or 010 205 3068). While waiting for help to arrive:
  - do not put the person to bed to sleep it off: death can result from choking on vomit.
  - lie them in the recovery position: on their side, with support.
  - loosen tight clothing around their neck and chest.
  - keep them warm.
  - Keep a careful watch on them until medical help arrives.
  - If a student is conscious and cooperative:
    - Help the person stay calm and give reassurance.
    - Escort the student to the Health Care Centre for evaluation and monitoring. The nurse will then make a recommendation based on the evaluation of the patient, i.e., hospitalization, counselling, or informing significant others.
    - The Health Care Centre may also contact the Counselling Centre for assistance.
- **If the student is conscious but uncooperative** (usually displaying symptoms of a psychotic episode):
  - do not crowd or threaten the person or expect normal behaviour; they could react with uncharacteristic violence.
  - Call ER 24 on 010 205 3068.
  - call CPU (046 603 8146) for extra assistance.
- **If the student refuses to cooperate**, even with CPU assisting, call the South African Police (SAPS) (046 603 9111) to assist with transporting the student to Settlers Hospital.

- CPU or the SAPS must confiscate the substances.
- If a student is admitted to Settlers Hospital, notify the Residence Manager and the Counselling Centre.
- Write down details of the incident clearly and accurately. This will help those who are involved later.
- Once the student is discharged from Settlers Hospital, the student must report to the Counselling Centre for a psychological assessment.
- Recommendations regarding the way forward will be made by the Counselling Centre to the Division of Student Services and Development. Options will include disciplinary intervention, counselling (which may include drug testing at the health care centre) and/or extended Leave of Absence based on psychological or medical grounds).
- **Death:** In the event of accidental death or apparent suicide
  - CPU must be contacted immediately, as well as the Director of Division of Student and Service Development and Hall Manager. (CPU will call the police).
  - The Counselling Centre should be informed (046 603 7070 or 010 205 3068).
  - The student's parents / immediate family should be informed as soon as possible by a university official (usually the Director of Division of Student Services and Development or Hall Manager)
  - The Counselling Centre will be available to offer counselling to students affected by the death.

## DUTIES

### Evening & Weekend Duties

- During house-committee training and during Orientation week, all House Committee members and Residence/Oppidan Student Assistants are expected to sleep in the residence. The Senior Student of each House may share this duty if required.
- During the term, the person on duty must remain in residence from 19.30 onwards.
- If Residence Managers or Residence/Oppidan Student Assistants are on duty over the weekend, they should remain in residence as far as possible during the day. If they go out for a short period elsewhere on the campus, or within Makhanda, they must leave a cell or contact number and details of whereabouts posted on the res door.
- These duties may be scheduled at the discretion of the Hall Managers
- Please let the Hall Manager have a copy of the duty roster in your residence.

### Intervarsity weekend

- ALL Residence Managers must be on duty during Intervarsity Weekend, irrespective of whether it is held in Makhanda or not.
- Visiting restrictions should be in accordance with the rules of your respective Hall.

### Orientation

- In addition to the requirements stipulated in item 5 of the Conditions of Service of Residence Managers, Residence Managers are required to be in Residence seven days (5 working days) before the start of Orientation Week at the beginning of each academic year. (See also "Leave of Absence").

## EARLY RETURNS /LATE DEPARTURES

### PROTOCOL FOR EARLY RETURN TO OR LATE DEPARTURE FROM RESIDENCE

#### 1. EARLY RETURNS

Students are normally permitted to return to residence the day (24 hours) before the start of the term. Approval for returns in advance of this 24-hour period is only granted in exceptional circumstances. This document describes the procedure to be adopted if a student wants to return earlier than that to an **undergraduate residence**.

##### A Student returning 24 hours early:

1. A student who wishes to return to the residence two days before university starts (i.e., on Saturday) must apply to the Hall Manager (with support from the Residence Manager) for permission to return early, using the *Application to Return Early to Residence* form at least SEVEN days before the proposed early return. Students must provide evidence of valid reasons (e.g., limitations of public or Rhodes transport, schedules for long-distance flights). Approval of a request for an early return should be obtained before travel arrangements are made.
2. These completed forms must be forwarded to Residential Operations.
3. All students who return early will be charged a daily rate for such additional accommodation as determined by the Conference Office and the Finance Division.
4. All students who are required to return before the term begins by academic departments will also be liable for this fee. This includes post-graduate students who are in undergraduate residences. Departments requiring students to return early for teaching purposes are requested to inform the Manager, Residential Operations of the date students need to be on campus before the end of the preceding term. Students returning early for academic events must make an application on the *Application to Return Early to Residence* form which should also be submitted to Residential Operations before the end of the preceding term.
5. Payment for the additional day due because of an approved early return, must be made before a booking will be confirmed. Costs can be charged to student accounts with a credit balance sufficient to cover the amount due. Otherwise, advance payment must be made.

##### B Students remaining for the vac or returning more than 24 hours early:

1. Students who wish to remain in residence for the entire vacation or to return to the residence two or more days before the normal opening time of the Residence (this would-be Friday before term, or earlier) will be accommodated in the residence being used for supplementary examination or vacation student accommodation.
2. Approval for a return more than 24 hours before the opening of the residence will require exceptional motivation. Approval will not normally be granted.
3. Applications must be made on the prescribed form at least SEVEN days before the proposed early return
4. All such students will be charged the standard daily rate as determined by Council for such additional accommodation.
5. Such accommodation is not available during the June/July vacation.
6. Such students may return to their own residences at 10.00am on the day before the normal opening time (i.e., on Saturday if the term starts on Monday).
7. If the student's 'home' residence has been used for vacation/conference accommodation, they may have to wait until 4.00pm before they can return.



8. Payments for any additional days approved must be made before a booking will be confirmed. Costs can be charged to student accounts with a credit balance sufficient to cover the amount due. Otherwise, advance payment must be made

C Special provisions for Residence/Oppidan Student Assistants:

1. Residence/Oppidan Student Assistants must normally return by 10am on the Saturday before the start of term.
2. Residence/Oppidan Student Assistants are provided with lunch and supper on Saturday, and breakfast and lunch on Sunday (to be taken in the vacation Dining Hall).
3. All Residence/Oppidan Student Assistants are automatically provided with access and meals, based on the information on the Residence System. This information must be kept up to date on the Residence System, by the Hall.

D Special provisions for the first term:

1. Residence/Oppidan Student Assistants must usually return for leadership training by the Friday, and House Leadership teams must usually return for leadership training by the Monday before first-year registration begins (usually on a Saturday).
2. All costs for the meals and accommodation of Residence/Oppidan Student Assistants are covered by the University, as well as the costs for the early return of EIGHT House Committee members per residence. A NINTH member will be sponsored for residences with more than 100 students. In addition, the costs of the Hall Senior Student; the Hall SRC Rep, and the Hall Wellness Rep, will be paid for.
3. Halls must ensure that their leadership data on the Residence System is up to date, no later than the Wednesday after the Registration Fee cut-off date. The program that is used to provide leadership students with access and meals, is run based on the information herein.
4. Each Hall may make its own arrangements for informal leadership training during the previous weekend. The Office of the DSSD will make a per-head contribution towards the costs of this training. Res Ops contributes towards meal costs.
5. Formal training for Residence/Oppidan Student Assistants commences on the Monday before registration.
6. Formal training for House Committees commences on the Wednesday before registration.
7. SRC:
  - 7.1 Members of the *SRC executive* normally arrive by the second Monday of the year and are accommodated in vacation residences, as selected by the Conference Office. The cost of meals is covered by the SRC.
  - 7.2 The rest of the *SRC council* normally arrives on the 3<sup>rd</sup> Monday of the year and is accommodated in vacation residences, as selected by the Conference Office. The cost of meals is covered by the SRC.
  - 7.3 55 Project Team Leaders (O-week helpers) are permitted to return on the Thursday before registration, and there is no charge for their meal costs. Their first meal will be supper. The cost is covered by the University.
  - 7.4 All members of the Student Representative Council and O-week helpers move back to their own residences on the day that vacation accommodation ends. The Conference Office is responsible for ensuring that the accommodation bookings are correct for moving purposes. The SRC office needs to provide the Conference Office with the residence information of all students involved, at the time of the first booking.

8. Students who are involved in presentations of any workshops and training for first years (e.g., the Amazing Other Show and the SHARC peer educators) will stay in university vacation accommodation until such time as their residences open. The office of the DSSD is to provide the Conference Office with such details, timeously. The office of the DSSD needs to ensure that accurate information, indicating the residences of such students, is provided to the Conference Office.

## 2. LATE DEPARTURES

At the end of term 1, students are required to depart from residence no more than 24 hours after the end of the term (i.e., Saturday, when the term ends on a Friday). In terms 2 and 4, students must depart 48 hours after their last examination.

Student remaining 24 hours late:

1. In exceptional circumstances, a student may be allowed to remain in residence 24 hours longer than the time periods noted above. The student must apply to the Hall Manager (with support from the Residence Manager) for permission to remain late, using the *Application to Remain Late In-Residence* form at least SEVEN days before the proposed prolonged stay. Evidence of valid reasons (e.g., limitations of transport) must be provided.
2. These completed forms must be forwarded to Residential Operations.
3. All students who remain late, will be charged the standard daily rate
4. Students who finish their exams prior to the end of the term, but need to depart later for academic reasons, may request permission to extend their stay in residence. The request must be supported by a member of the academic staff. In this instance, they may take the written permission to their hall administrator and the hall administrator may extend the student's residence access accordingly. The written permission must be kept on file in the hall office, for auditing purposes. This is THE ONLY time that a hall administrator may extend residence access for a student.
5. Should a student finish their exam on the second last or last day of the exams, they may also have their residence access extended in the above manner, as they have 48 hours to leave residence, after their last exam. Hall administrators should inform the hall caterers of all such students who will be requiring meals until their departure date.

### B. Students remaining for longer

Students who wish to depart from residence more than 24 hours later than the 48 hours after their last exam, will be accommodated in a supplementary examination or student vacation accommodation when and if available. (Vacation accommodation is not usually available during the June/July vacation). Permission will only be granted to remain later than 24 hours in exceptional circumstances.

### C. Residence/Oppidan Student Assistants

Residence/Oppidan Student Assistants who, through their conditions of service, must depart late, will be provided with lunch and supper on the Saturday, and breakfast and lunch on the Sunday (to be taken in the vacation dining hall). The hall needs to ensure that the leadership positions are up to date on the Residence System, to facilitate access to residence and meals during this time, for the Residence/Oppidan Student Assistants.

#### D. Students remaining for the vacation:

##### April Vacation

1. Students who wish to remain in residence for the April vacation (i.e., the vacation between the first and second terms) will be accommodated in the residence(s) set aside for student vacation accommodation.
2. All such students will be charged the conference daily rate, for such additional accommodation.
3. Payment for this accommodation must be made before bookings are confirmed.

##### September Vacation

1. Accommodation will be made available free of charge to students who wish to remain in residence during the September vacation (i.e., the vacation between the third and fourth terms).
2. Students wishing to remain in residence during the September vacation, must indicate to Residence Managers that they will do so, by the end of the second week of the third term.
3. Students wishing to remain in residence during the September vacation, must normally *stay for the entire period*. Partial stays will NOT be allowed
4. Students remaining in residence during the September vacation will be accommodated in residences set aside for this purpose. All students must pack up their rooms to allow for this.
5. During the September vacation, meals will only be provided, if they are booked on the system. A limited meal selection will be available.
6. Students who fail to eat a meal booked during the September vacation will be charged for the meal.

##### June/July Vacation

1. Vacation accommodation is not usually available during the June/July vacation.

##### Return to residences

- Students who make use of student vacation accommodation must return to their own residences at 10:00am on the day before normal opening time (i.e., on Sunday if the term starts on Monday)
- If the student's "home" residence has been used for vacation/ conference accommodation, they may have to wait until 14:00 before they can return

Approved by Council in 2017

## ELECTRICAL APPLIANCES

No fridges, microwave ovens, hot plates, immersion heaters or any cooking appliances (other than kettles) may be kept in student rooms. Fridges may be kept if authorized by the Director of Division of Student Services and Development on receipt of a doctor's certificate.

## EMERGENCY CONTACT DETAILS - CPU

The CPU EMERGENCY NUMBER IS 046 603 8999. When this number is dialled, it takes precedence over all other calls and is logged as an emergency, and records all the caller's details. The Campus Protection **MANAGER** - 046 603 8146/7 or speed dial #5070 or email [cpu@ru.ac.za](mailto:cpu@ru.ac.za)

Please download the **UPDATED** [RU Emergency contact numbers](#) and update your building Emergency Evacuation Plans accordingly.

## EMERGENCY REQUISITIONS

In the case of after-hour emergencies of a technical nature, telephone Campus Protection who will call out the relevant technician.

## END OF TERM

- Students must leave residence 24 hours after the end of the first and third terms, and 48 hours after completing the June and November examinations.
- A list setting out the details below must be completed in each residence two weeks before the exams begin in June and October/November and submitted to the Director of Residential Operations:
  - Name (alphabetical order).
  - Room Number.
  - Date of Last Exam.
  - Date of Last Meal (e.g., 24/11 - lunch).
  - Date Leaving Residence.
- Room/linen statements are to be left in each student's room after their Room and Linen Checks are completed at the end of each semester, or after any vacation during which your residence has been used for a conference, etc. They are collected and checked by Housekeeping and put out at the beginning of the next term when they must again be completed by the students and collected by the Residence/Oppidan Student Assistants. In some halls a certificate, signed by the Residence Manager certifying that the residence has been inspected and all the necessary maintenance and replacement requisitions have been issued, is sent to the Hall Manager / Administrator prior to the Residence Manager and Residence Student Assistant leaving for any vacations.

## ENTERTAINMENT ALLOWANCE

Each Residence Manager is allocated an entertainment allowance at the beginning of the year, and this is administered by the Director of Residential Operations. This allowance is strictly for the entertainment of the students in the House. This allowance is not to be used for presents, flowers, or cards. Residence Manager's Conditions of Service states: "Residence Managers are required to utilize their entertainment allowances to entertain their students. Such functions should normally be held in the Residence Manager's flat".

The allowances are to be used during the academic year only i.e., 1 February to 30 November.

Hall and Residence Managers must submit claims to the Director of Residential Operations once a quarter. The dates by which claims must be submitted are:

- Term 1: by end of April
- Term 2: by end of June
- Term 3: by end of August
- Term 4: by end of November

Submit your cash sale slips, receipts, invoices, credit card payment vouchers, etc. to the Hall Administrator who will then send to the Finance Division who will process the claim for payment, and electronically transfer the money due to you into your bank account.

## EVENT ORGANISATION ON CAMPUS

Student-organised events must follow the correct protocol:

- Any event involving alcohol, during the first term, requires permission from the Registrars Division.
- Any large event must be approved by the Division of Student Services and Development at least six weeks prior to the date.
- Division of Student Services and Development permission: complete a proposal and email it to [studentaffairs@ru.ac.za](mailto:studentaffairs@ru.ac.za);
- Safety/Events Committee pre-approval: If the DSSD pre-approves the proposal, you should submit the proposal to the RU Safety/Events Committee for consideration of safety-related factors. Email to the Chair: [execdirector.iof@ru.ac.za](mailto:execdirector.iof@ru.ac.za);
- The Safety/Events Committee will invite the student organizing committee to a meeting where the proposal will be tabled, and where necessary, refer the organizing committee to the relevant administrative structure to address final logistical concerns.
- Division of Student Services and Development final approval: The DSSD will give final approval for the event to take place, pending approval from the Safety/Events committee. The Director of Student Services and Development's decision is final.

More info: [www.ru.ac.za/safety/resources/majorevents](http://www.ru.ac.za/safety/resources/majorevents)

## ENVIRONMENTAL AWARENESS

Topics you can engage in with your students:

- RU Water Wise
  - Please use water RESPONSIBLY and SPARINGLY – in line with the RU Environmental Sustainability Policy – [www.ru.ac.za/environment/action](http://www.ru.ac.za/environment/action)
  - TIPS FOR SAVING WATER at [www.ru.ac.za/environment/resources/water](http://www.ru.ac.za/environment/resources/water)
  - "[Rainwater Harvesting Info](http://www.ru.ac.za/environment/resources/water/rainwater)" at [www.ru.ac.za/environment/resources/water/rainwater](http://www.ru.ac.za/environment/resources/water/rainwater)

Environmental Awards ceremony are held once a year. Residences are encouraged to take part in these prestigious awards. The following awards are conferred:

- **Good sustainability practice:** The practices are informed by a social-ecological interpretation of sustainability and embrace the principles of the RU Environmental Sustainability Policy.
- **Track record:** The practices have been implemented for the last 18 months, or longer.
- **Participation, inspiration, and empowerment:** The practices are educative and can be replicated, and/or include consistent and effective involvement of peers and/or community members (please state the number of people involved) in planning and making decisions.
- **Innovative:** The practices are doing more than what is required by law or duty, and are promoting new 'green' technologies
- **Continuity:** Strategies and guarantees are in place to ensure that the practices will continue to be implemented.

More info: [www.ru.ac.za/environment/awards](http://www.ru.ac.za/environment/awards)

Safety is as simple as A B C – Always Be Careful – Don't learn safety by accident!

## FEES

A detailed explanation of fees appears in the Rhodes University calendar. You should note that there are fees for different aspects of university life.

- Academic fees to enable you to do the course for which you register
- Subject-specific course charges, which cover the costs of the additional handouts or field trips
- Fees for residence (if you choose to live in residence)
- Fees for voluntary extramural clubs, societies and activities which you choose to sign up for (e.g. debating society or tennis)
- An annual oppidan fee is charged if you live in town, which covers a range of services provided especially for oppidan students and is not refundable, regardless of whether you use the facilities or not.
- An additional levy is charged to international students.

## FIRES / FIRE DRILL

- Fire drills must be held at least once a term (i.e., 4 per year).
- A report on the fire drill, and various other fire safety considerations, must be included in the quarterly “Health and Safety Report”.
- DUE DATES: please see “Health and Safety Reports” below.

### Health and Safety Reports

Hall Managers must ensure that Residence Managers in each of their residences submit quarterly Health and Safety Reports.

- An up-to-date CHECKLIST is at [www.ru.ac.za/safety/checklists](http://www.ru.ac.za/safety/checklists) - use either:
  - the MS Word doc (“Residence ManagerS Health n Safety Checklist”)
  - or Google Form (please create a PDF copy for emailing – see below)

Residence Managers should:

- consult with others in the res to represent any health and safety concerns they have.
- send a copy of the Health and Safety Report to
  - (i) Hall Manager.
  - (ii) Hall Administrator - who must keep it on file for at least 3 years.
  - (iii) SHE Officer on [safety@ru.ac.za](mailto:safety@ru.ac.za)
- DUE DATES for Health and Safety Reports will be communicated by the SHE officer

### GENERAL FIRE SAFETY TIPS:

- Ensure ALL electrical switches are off before leaving the room.
- Do not overload electrical plug sockets.
- Avoid illegal and faulty electrical connections.
- Never place a heater or stove close to furniture or curtains, and never hang anything on or cover a heater.
- Never leave a stove (gas/electric/paraffin), open fire, or braai unattended.
- If you have a braai, don't let the fire get too big and out of control, and put it out if the wind is strong.
- If the power goes off while you are cooking, switch off the appliance – the power might be restored anytime.



- Ensure candles are secure in a candle holder and cannot fall over (cut in half reduces the chance of falling over).
- Extinguish cigarette butts in a container of sand or water.
- Never smoke in bed.
- Plan for safe evacuation – have more than one exit from your house, and do not block passageways and exit doors/windows.
- Do not tamper with fire equipment and never park in front of a fire hydrant (remind your neighbours and visitors about this).
- If you have a garden hose, keep it rolled up and ready for use in case of a fire.
- If you have no extinguisher, keep an empty bucket for water or a bucket of sand.
- Make sure you know how to use your fire extinguisher.
- More info [www.ru.ac.za/safety/fire](http://www.ru.ac.za/safety/fire)

#### IN THE EVENT OF A FIRE

If there is a fire or other emergency, remember **four golden rules**:

- **Alarm**: Raise the alarm to alert others – scream, whistle, push alarm, shout FIRE!
- **Emergency Services**: Call the Fire Department, no matter how small the fire.
- **Extinguish**: Only try to extinguish a fire if safe to do so:
  - The fire is small and not spreading.
  - You know how to use the fire extinguisher.
  - You have your back to a known SAFE EXIT.
- **Evacuate**: Everyone must get out AS SOON AS POSSIBLE. Avoid suffocation by heat/smoke – stay low and crawl if necessary. *Do not take risks*:
  - Do not open a closed door; there may be fire inside the room.
  - Do not go back inside until instructed by the Makana Fire Officer.
  - If your clothing catches fire, “stop, drop, and roll” can save your life:
    - **Stop** where you are.
    - **Drop** to the floor.
    - **Roll** around on the floor to smother the flames.
- If another person catches fire, wrap them in a blanket, carpet or rug to smother the flames.

Operating a fire extinguisher

Remember the word PASS:

**P** – Pull the pin

**A** – Aim nozzle at the base of the fire

**S** – Squeeze the trigger

**S** – Sweep the nozzle from side to side

#### Electrical Safety

- No illegal appliances in students’ rooms (fridges, irons, microwave ovens, hot plates, immersion heaters, gas cookers, etc.)
- Do not tamper with any electrical fittings.
- No faulty electrical appliances (these must be repaired/replaced or discarded).
- Do not hang anything on/cover a heater, and never place a heater close to furniture, curtains, etc.
- Do not overload electrical plug sockets – no more than four plugs on one extension.

- Ensure ALL electrical switches are off at the wall – at night or when leaving the room.
- More info [www.ru.ac.za/safety/resources/electrical](http://www.ru.ac.za/safety/resources/electrical)

Observe Road Safety rules

More info: [www.arrivealive.co.za/Safety-of-Pedestrians](http://www.arrivealive.co.za/Safety-of-Pedestrians)

### **Faulty alarm**

It is important for Residence Managers to run a fire drill regardless of the state of the alarm, as it is wise to be prepared for all eventualities (fires happen at unexpected times, including when a fire alarm is faulty). Please ensure that every residence has a backup alternative method to warn residents to evacuate, e.g., banging pots with spoons, ref's whistles, etc.

## **FRIDGES IN RESIDENCE ROOMS**

The only refrigerators allowed in residence rooms are small medication refrigerators for the storage of insulin or other temperature-sensitive medication (such as ARVs) and they may not be used for food storage. To get permission to have such a fridge, students must present a doctor's note plus a prescription, and authorization may only be given by the Director of Student Services and Development. Students with special dietary requirements must consult the Catering Manager for guidance as to meal choices. They could also store certain special foods in the refrigerators provided for communal use.

## **FUNCTIONS**

Each Hall may have functions amounting to the cost of four formal dinners per Hall. These functions could be converted to more, cheaper functions such as brunches on request. Any additional functions would need to be paid for by the Halls concerned. Please read the "Rules for Social Functions" on the Res Ops website.

Please ensure that these rules are complied with. If the application for a function does not comply with these rules, you should reject it. Do not leave it to the Hall Manager to do so.

- Please read the Alcohol Policy, as there are clear guidelines relating to functions and alcohol
- It is a university rule that student functions, particularly parties, may not be held on campus during the two weeks prior to the June examination or the November examinations. Neither may they be held during the examination period.
- Please note that you are required to be present in your residence whenever the students in your Household have a social function, e.g., a braai, cocktail party etc.
- See that the Entertainment Representative has a copy of the Rules for Social Functions (on the ResOps webpage).
- The form 'Application for Permission to Hold a Social Function in the Hall/House' should be completed.

## **FUNDS – HALL AND HOUSE FUNDS**

- Each Hall is allocated funds for general expenses within the Hall. The Hall Manager (in collaboration with the Hall Administrator) will be responsible for the operation of this account and the submission of a "Statement of Income and Expenditure" to the Director of Residential Operations for audit at the end of the second semester.

- Under NO circumstances are funds to be collected from students in your residence for any purpose, not even for residence projects or gifts to any person.

## HALL FELLOWS

Each Hall should specify their own guidelines for Fellows in their Constitutions.

### Definition

A Fellow is a senior member and adviser of a Rhodes University Hall of Residence. The title “Fellow” refers to all those appointed as Fellows, and the use of other sub-categories of Fellow such as “Dining Fellow” or “Associate Fellow” is discouraged. The title “Honorary Life Fellow” may be bestowed by a Hall on a Fellow who retires after serving the Hall exceptionally well over a period of 10 years or more. (Hall constitutions need to make provision for the use of this title).

### Who is eligible for appointment as a Fellow?

Fellows are normally staff at the University and can be either from the academic, support or administrative areas. Members of Senior Management (e.g., the VC, DVCs, Directors of Finance, Facilities and Residential Operations, Director of Division Of Student Services and Development, etc.) who could favour a particular Hall by virtue of their positions should not be invited to be Fellows, but their partners are not excluded in the same way, if they are also staff at the University.

All support staff are eligible since higher management has oversight and responsibility for mitigating any perceived risk. Halls are advised to seek a balance between academics and administrative and support staff in selecting Fellows. Residence Managing staff and Hall Administrators may not be Fellows of other Halls.

### Number of Fellows per Hall

Halls can determine the ideal number of Fellows they wish to appoint, but normally the number would not be fewer than 2 (for a small Hall such as Courtenay-Latimer, with 200 students) and would not exceed 5 (for a large Hall such as Nelson Mandela or Kimberley, with 460 students).

### Process of appointment

When a vacancy for a Fellow occurs, the Hall usually calls for nominations from the student body of that Hall, giving students some guidance as to the type of person best suited to this role. After a consensus is reached, the Hall Manager should approach the nominee and indicate to him/her what they expect of their Fellows before asking them to accept an invitation. After acceptance, the Hall Manager submits the request for an appointment to the Director of Division of Student Service and Development, who may discuss any concerns s/he may have with the Hall Manager before sending the request through to the Senate for confirmation through the Board of Residences.

### Term of appointment

Hall Fellows are appointed for terms ranging between 2 and 5 years and may be re-appointed. Some Halls restrict service to a maximum of two terms for any individual, but such a restriction must be specified in the Hall Constitution. Senate must ratify each appointment and must also ratify re-appointments.

## Roles and responsibilities

A Fellow is usually expected to play a “hands-off” role in the Hall, acting as a wise counsellor when called upon to do so, but refraining from getting involved in the day-to-day running of the Hall. Fellows typically seek to advise, assist, and support the Residence Managers in enhancing the residential experience in some tangible way. They should also acquire a good understanding of the nature of student life in the Hall. The following are some of the duties and services performed by Fellows in various Halls:

- attendance at all Hall Committee meetings, to keep informed about issues and events, but not to influence policy-making (attendance is generally regarded as mandatory).
- regular attendance at meals on a weekly/monthly basis (at no cost to the Fellow).
- attendance at meetings for Fellows (e.g., once a term).
- attendance at Hall social functions.
- service on some of the Residence Student Assistant selection committees which sit once a year.
- presentation of talks to assist students in developing good study habits (in the case of academics), or advice on lifestyles etc. (depending on the Fellow’s area of expertise).
- participation in orientation (e.g., team building, presentations etc.).
- involvement in solving problems and dealing with unforeseen crises in the Hall.
- providing academic guidance, pastoral support and mentoring in the Hall when called upon to do so.
- lobbying on behalf of the Hall when circumstances demand it.

## HARASSMENT

All Staff and student harassment will be reported to the Manager: Anti-Harassment & Discrimination.

Once the complainant has reported the incident/experience of any form of harassment, three options can be considered. The complainant will be asked to select the option that he/she prefers to resolve and or address the harassment.

The options are as follows:

- **Consultation:** Report the incident for record purposes or for any possible intervention as determined by the complainant’s preferred scenario.
- **Mediation:** The complainant will choose a mediator of his/her choice from the list of RU trained mediators. The Manager: Anti-harassment & Discrimination will arrange the mediation process with all parties concerned. This option can only be selected if both parties agree to mediation.
- **Disciplinary Action:** If the alleged perpetrator is a student, the matter will be referred to the disciplinary office, if the student complainant chooses a disciplinary process. The ultimate decision to prosecute or not is made by the prosecutor and is based on the merits of the complaint, although the wishes of the complainant are considered.

The ultimate decision to prosecute or not is made by the Prosecutor and is based on the merits of the complaint, although the wishes of the complainant are considered.

Note that confidentiality will be highly observed.

If safety is a concern:

- A no-contact order can only be issued by the Vice-Chancellor.

- Alternatively, the complainant can apply for a Protection Order at the Magistrates Court.
- Or contact the Registrar for disciplinary-related matters by email: [registrar@ru.ac.za](mailto:registrar@ru.ac.za)

## HEALTH CARE CENTRE

The Health Care Centre is the building on the right, halfway up Rhodes Avenue, above CPU. Nursing staff in the Health Care Centre are on duty throughout term time to provide a professional and caring service to students and staff (gr 1-5) at Rhodes.

**Doctor:** (by appointment every day from 12 – 1pm): Dr Duma

Opening Hours

During term time:

Monday – Friday: 08:00 – 16:30

Saturday, Sunday, and Public holidays: 08h00-13h00

**After-hours:** A Health Care Centre Sister is available 24 hours for emergencies. Phone: 010 205 3068

University vacations:

**Weekdays:** 09:30 – 12:30

### Free Services

- Treatment of minor ailments such as flu, tonsillitis, etc.
- in-patient care for acute illnesses
- management and care of patients with infectious diseases
- post-operative observations
- emergency assessment and crisis management (e.g., rape)
- voluntary HIV testing, including pre-and post-test counselling
- screening tests e.g., blood pressure
- Family planning advice.

### Services at minimal cost

- Vaccinations (flu etc.)
- Vitamin injections
- Pregnancy tests
- Pap Smears and blood tests as per private laboratory costs
- Doctor's clinic: approximately R300.00 per consultation, the fees rise annually per consultation

### Referral services

Staff at the HCC can make referrals to a range of other medical services in the town, including private doctors and dentists, the Counselling Centre, the psychology clinic 1, the Settlers hospital, social workers, and private counsellors. Students who have undergone surgery recently or who are under private medical care which requires follow-up treatment by the Health Care Centre sisters should provide a letter of consent from their doctors.

### Other useful contact numbers

Settler's Hospital: 046 602 5000 (All Hours)

Settlers Day Hospital: 046 622 3033

## List of admissions at the HCC

- ***Infectious diseases such as*** Tuberculosis, except for Multi-Drug Resistant TB and Extreme Drug Resistant TB the length of stay is (14) days. We admit students who are in residence only, those in digs normally remain there, unless their digs-mates have not had exposure or the infectious illness before Chickenpox, Rubella, Mumps, or any infectious diseases such as meningitis will be treated at a hospital level, the length of stay is (5) days. TB is only infectious prior to diagnosis and for the first two weeks of treatment.
- ***Acute illnesses*** such as dysmenorrhea, abdominal pain, and headache the length of stay necessary is 1-2 days. We may admit acute illnesses where we are concerned for the health of the student and we wish to monitor the progress of the illness. This is at the discretion of the HCC staff. If necessary, the student may be referred to Settlers Hospital.
- ***Post-Operative Care*** - the length of stay is +/- 5 days. Post-operative care may include wound care and pain management where the patient is stable, and admission is at the discretion of the HCC staff.

The nursing staff and Health Care Centre (HCC) Residence/Oppidan Student Assistants work after hours to assist students with emergencies at night. A variety of patients with a range of conditions report to the Health Care Centre. This includes students with

- Gastro Enteritis
- Urinary tract infections
- Migraines
- Allergic reactions
- Abdominal pains
- Wounds and sports injuries
- Sexual assault

The sessional doctor oversees all admitted cases at the HCC, no matter who their personal Doctors are. All psychiatric cases such as suicide ideation and drug overdose are referred to Settlers Hospital. Students are free to consult any doctor of their choice but are responsible for all the related medical costs.

## HIV/AIDS

Free strictly confidential HIV counselling and testing is offered by a partnership between the Counselling Centre and the Health Care Centre. This Voluntary HIV Testing is done along with the necessary pre and post-test counselling, by appointment, at the Health Care Centre every afternoon.

The entire procedure, including the counselling and the test, is relatively brief, usually somewhere within 30 minutes. Rapid HIV tests are employed, and students will be provided with their test result immediately. Students can be assured that the testing and counselling procedure follows strict protocols and that the service provided is confidential, professional, and efficient. Students can obtain their HIV medication from the HCC.

The Counselling Centre is available to provide psychological support while the HCC provides medical support and advice for any student who is HIV positive. It is University Policy that the rights of HIV -positive students are protected.



## HOUSE COMMITTEES

Structure/portfolios (combinations of portfolios are encouraged)

- Senior/Head Student (provides overall leadership, chairs meetings and coordinates activities).
- Academic Rep (arranges informal mentoring partnerships, champions academic excellence).
- Secretary.
- Entertainment Rep (plans and organizes res entertainment and motivates students to participate).
- Sports Rep (plans and organizes sporting events and motivates students to participate).
- Environmental Rep (raises awareness about environmental issues and motivates students to participate in environmental initiatives).
- Treasurer (controls expenditure and prepares financial reports).
- Student Networking Rep (promotes and administers Student Networking rep and liaises with Student Networking technician).
- Community Engagement Rep (plans, leads, and organizes community projects).
- Food Rep (liaises between students and caterers and manages Kitchenettes).
- Transformation & Awareness raising reps

### Key Roles and Responsibilities

- Fulfil portfolio responsibilities (see separate specifications above).
- Participation in residence activities.
- Communication.
- Leadership.
- Teamwork (colleague & Residence Manager assistance).

### Key Performance Measurements

- Attend all Hall Social Functions.
- Support or participate in at least 75% of the inter/intra-res sporting and community activities.
- Spend at least one hour a week in the common room interacting with students.
- Sit at different meal tables frequented by House residents at least once a week.
- Attend all House Meetings and House Committee Meetings.
- Actively encourage students to participate in Residence activities.
- Where problems have been identified, work proactively to identify, and implement solutions.

### House Committee Meetings

- Informal House Committee meetings (students only) should be held weekly.
- Formal House Committee meetings should be held once a month. The Residence Manager is ex officio the Chairperson of the House Committee. While the House Committee is only an advisory committee and cannot bind you or overrule you, you should try to obtain the support of the majority on all issues.
- Minutes of these meetings must be kept and be available for inspection on request by the Director of Division of Student Services and Development.
- The Hall Manager should be informed of any (major) concerns voiced at these meetings.

## HOUSEKEEPING

The Housekeeping Services Department of Rhodes University reports to the Director of Residential Operations and aims to ensure the cleanliness and organization of the Rhodes University Residences. Staff and students are encouraged to approach the Housekeeper of their residence about any problems that they may encounter. Ms. Nondumiso Magodla, the Housekeeping Manager, can be contacted via email at [n.magodla@ru.ac.za](mailto:n.magodla@ru.ac.za) 603 7202 / Speed dial 5067.

Housekeepers supervise and maintain the cleaning and general appearance of the Residences and their contents. They are responsible for linen in each residence, and for overseeing the repair of damaged equipment and general building maintenance. Each residence has an assigned Room Attendant that reports directly to the Housekeeper and is responsible for cleanliness and hygiene.

### Residence rooms:

- Each room comes with a wall or free-standing heater. Posters and notices may be attached only to the poster boards supplied for this purpose. The use of Prestik or other similar substances is forbidden, as such products damage paintwork and furniture. Should any paintwork or furniture be damaged in this fashion, the student's account will be debited to cover the damage. Some student rooms have hand basins, but more extensive ablution facilities are communal in nature and cleaned daily by the service staff. TV rooms, common rooms, corridors, and the ablution areas are cleaned by the service staff.
- Students are required to clean their own rooms and do their own laundry. Each residence is equipped with automatic washing machines, tumble dryers and all other requisite cleaning equipment to make their task easy. However, cleaning materials, soaps and softeners are to be supplied by the students. For more general laundering, the university employs an external laundry service. Soiled laundry is collected from Halls and kitchens by the laundry driver and Assistant. Laundry is then checked in and sorted by the two Laundry Attendants for collection by the external Laundry. Later, it is delivered back to the Halls, usually the following day (maximum of 48 hours).
- Central Cleaning provides a comprehensive cleaning service to many departments within the University. There are staff members responsible for a specific area within the University. S/he must maintain this area every day.

### Hardware and Cleaning Materials Store:

- The store stocks all paper products, cleaning materials, brush ware, and associated paraphernalia for the University. Stocks are issued each week on a Wednesday (cleaning materials are issued one week, and paper products the next week), and delivered to Residences, Kitchens, CCS Offices, and Departments. The two storemen also cart furniture for repairs to and from Building Maintenance three afternoons a week and are responsible for carrying out fumigation and carpet cleaning requests.

### Janitors/porters:

- The Janitors perform numerous duties within the University for Academic Areas: setting up for examinations, graduation, orientation, and other functions, furniture removal for the various departments and kitchens (including collection and delivery of broken furniture to and from Building Maintenance), delivery of cleaning materials to various departments, and transporting recycling paper.
- Bookings for the Janitors can be done via e-mail to [janitors@ru.ac.za](mailto:janitors@ru.ac.za).

#### General:

Although Rhodes University provides all the linen for students, students may bring their own linen if they so wish. All students are required to sign a room statement listing all the contents of their room, and should items be lost or damaged, the student's account is debited with the appropriate amount. During the time of vacation when the student is required to pack up, all linen and items in the room should be placed in the room in the same standard and way the room was allocated to the students at the beginning of the term.

## HUMAN RESOURCES DIVISION

The Human Resources Division oversees all appointments of new staff, leave allocations, and probation requirements. The following documents are available on the web for your information: Job profile for Hall Managers; Job profile for Residence Managers; Job profile for Residence/Oppidan Student Assistants; Conditions of service of Residence Managers; Conditions of service of Residence/Oppidan Student Assistants; Policy & Procedures: Posts of part-time Hall Managers, Residence Managers, and Assistant Residence Managers; Policy and Procedures: Residence Student Assistant Posts in Undergraduate residences; Benefits and allowances of Hall and Residence Managers; Leave of Absence.

## INTERNATIONAL STUDENTS

Each public university in South Africa has its own model for dealing with the internationalization of its Research, Teaching and Learning, Community Engagement, and international student support services. Rhodes University adopted a de-centralized internationalization model which means that most international student services are integrated with the student services of South African students. However, the International Office provides support on aspects that pertain uniquely to International Students and this includes advice on visas and medical aid as outlined below.

### VISAS

- All international students who physically enter South Africa to study, require a valid study visa.
- Study Visas need to be acquired prior to arrival at a Port of Entry in South Africa. Under no circumstances, should you arrive at Rhodes without a study visa.
- Students who arrive with a tourist or visitor's visa will not be able to register at Rhodes University.
- The dates on your visa are determined by your letter of offer from the University. Also known as a Letter of Undertaking issued by the Registrars Division.
- Always check the correct details have been issued at the time you collect your study visa: the visa should stipulate the destination University; the purpose for coming to South Africa/ the degree for which you have been accepted, whether it allows multiple entries and the duration of your intended study period.
- Please note that you are permitted to work for 20 hours a week, while you are studying, without any further endorsement on your visa.
- If you are extending your stay for the purpose of continuing your studies, you may renew your study visa at the nearest VFS centre from within South Africa, providing you do so 60 days before the expiry date of your current visa.
- The International Office also makes arrangements for the VFS Mobile Biometric Service to come to Rhodes University, twice a year.

- The International Office will assist with any visa-related queries or refer you to the nearest VFS Centre.
- For ease of reference, the VFS website is as follows: <https://www.vfsglobal.com/dha/southafrica/>

## **MEDICAL AID**

- Membership of a medical aid scheme is a core requirement to maintain a valid study visa
- The medical aid you purchase must come from a scheme on the list approved by the South African Council for Medical Schemes
- Different medical aid schemes have designated service providers/doctors
- Not all the South African medical schemes have medical practitioners in the locality of every South African
- Rhodes University, through IESA, has therefore appointed Simeka Health Consultants to assist international students coming to Makhandla, with all queries relating to appropriate medical cover, applicants for membership to a medical scheme, and membership renewal
- Simeka Health can be reached via international [.students@simekahealth.co.za](mailto:students@simekahealth.co.za) or by telephone 0860100380
- You will need to submit proof of cover from an acceptable South African Medical Aid before you will be allowed to proceed with pre-registration. This is to be done via email.
- your medical aid needs to remain in place for the same duration as your study visa
- Medical aid is however costed annually and may be purchased for one year at a time, but it needs to be renewed annually
- please ensure that you always keep your medical aid up to date
- When in Makhandla, international students should check to ensure that they are registered with the doctor they make an appointment with, and that the doctor is participating in their medical aid scheme
- Remember if you change the address to please update your information at the provider's rooms
- Students will be responsible for all related medical costs should they not follow above guidelines

It is incumbent on the student to ensure that they comply with immigration regulations. Failure to do so may lead to termination of registration, Studies, and forfeiture of credits.

more info: <https://www.ru.ac.za/internationalisation>

contact details: [internationaloffice@ru.ac.za](mailto:internationaloffice@ru.ac.za) and +27466038217

## **LEAVE OF ABSENCE**

If any student misses a class or cannot hand in an assignment for any reason whatsoever, they must apply for an LOA. Only the academic Head of Department has the power to grant LOA.

To get LOA, a student must obtain an LOA form from the Student Bureau and get it filled in by the appropriate person who can support their claims. Usually, this is a medical doctor or staff at the Health Care Centre or Counselling Centre.

Students are given leave of absence for representing the university at High-level sports events, in which case the Sports Administration must support the LOA request. LOAs will only be supported on the spot to students who display clear evidence of being ill at the time of appointment.

LOA will NOT normally be granted in the following circumstances:

- When a healthy student comes to claim a retrospective LOA for being sick at the time prior to the consultation
- When the student misses a lecture due to waiting on the HCC but proves to be in good health when attended to

Students Who claim to be suffering from severe headache, diarrhea or vomiting will be kept in bed for observation before LOA is supported. If the symptoms do not recur within a few hours, the request for LOA will not be supported.

Students in residence are reminded that their Residence Managers can Support requests for LOAs on the grounds of illness as well and that a subsequent visit to the Health Care Centre is not necessary. Oppidan Students and Students in residence may visit the Health Care Centre if it is not necessary. Oppidan Students and students in residence may visit the Health Care Centre to get a leave of absence form signed, even if they do not wish to receive any medical treatment for their ailment.

## MAINTENANCE REQUISITIONS

Remember: a phone call gives nobody the proof that a job was recorded, so it is ALWAYS better to generate a requisition, as no one can escape from hard evidence. Please seek the assistance of the Hall Administrator of your Hall.

## MASTER KEYS

Because Master Keys are a high-security risk, all Residence/Oppidan Student Assistants issued with a master key must sign to acknowledge their responsibility. Below is an example of a form that you could use:

I ..... Acknowledge that I have received master keys for..... in my capacity as Residence Student Assistant. I undertake that:

I will never allow anyone other than a fellow Residence Student Assistant unsupervised access to the keys

I will never take the keys assigned to me out of the precincts of the residence

I will take appropriate steps to guard against the unauthorized use of the keys

I will not use the master keys to open a student room for any person other than the official occupant of that room without prior permission of the student concerned

I will not behave in any manner with the keys in my care that will be construed as being irresponsible

I further acknowledge that should I lose any of the residence keys or Master keys I will be charged for the entire cost of changing all the locks appropriate for the loss.

I understand that should I be found guilty of a breach of any of the above conditions, my term of office may be summarily terminated, and may be fined or even excluded from the residence.

Signed out: ..... Date: .....

## MENTORSHIP

New Residence Managers are strongly encouraged to request a mentor during their first year. Mentors are experienced Residence Managers, willing to offer advice, support, and guidance on a confidential basis. Arrangements are informal and voluntary.

## ORIENTATION

In addition to the requirements stipulated in item 5 of the Conditions of Service of Residence Managers, Residence Managers are required to be in Residence 5 days (5 working days) before the start of Orientation Week at the beginning of each academic year. (See also “Leave of Absence”)

Leadership camps for Residence/Oppidan Student Assistants, Hall Senior Students, House Senior Students and SRC reps:

Out-of-town camps: Camp food packages will be supplied to all Halls that arrange a leadership camp out of town on Sunday and Monday prior to training. In addition, an allowance (based on student numbers in the Hall) will be made available to each Hall by the DSSD to cover travel or accommodation expenses.

- Leadership training: this runs for the week preceding orientation for 1<sup>st</sup> years and is compulsory for all leadership teams.
- Residence Managers are strongly advised to attend as much of the programme as possible. House Committee / SRC members returning for orientation:
- The maximum number of house comm members for residences with 100 or less students has changed from 7- 8
- The maximum number of houses comm members for residences with more than 100 students, has changed from 8 – 9
- SRC hall reps will now be included and their costs will be covered as well
- Residence Managers have the final discretion as to who these students will be, but the following portfolio holders are recommended: House Senior Student, Secretary, Treasurer, Sports Rep., Entertainment Rep., Community Engagement Rep, Wellness Leaders, Environmental Rep and Student Networking Rep. Hall Managers are requested to provide the personal details of all such students before the end of the previous academic year.
- The programme for new students during Orientation Week runs for the week before the start of lectures and provides the following:
- A range of introductory lectures on every subject offered at Rhodes. These are spread over a few days and arranged in such a way that students in each Faculty can attend those lectures relevant and interesting to them. We advise that students attend as many of these as possible so that they can make an informed decision about their course of study.
- Explicit guidance about career planning, so that the proposed curriculum of study will lead to a career which will give students a competitive edge (the Career lectures which are offered over the weekend are repeated two more times during the week).
- Workshops on a range of important social issues for ALL first-year students, regardless of whether they plan to stay in residence or in town. These workshops have been devised to provide relevant information to help students make responsible choices about their lifestyle at University



and to build the kind of ethos upon which Rhodes prides itself: one in which the respect for the diversity and dignity of all members of our community is highly valued. These workshops must be held within the residences and will explore such issues as sexuality, social diversity, substance abuse, the misuse of alcohol and coping with stress and depression.

- Guided tours of the University campus, so that students can familiarize themselves with the physical surroundings.
- Library tours and literacy workshops, to ensure that all students understand exactly how the library works and encourage them to use this vital resource and make it a part of their daily academic lives. In addition, there will be special exhibitions at this time, and parents and students are most welcome to visit these.
- Computer literacy workshops for those who know very little about computers.
- Information about other support services on campus, including counselling services, transport, and computer facilities.
- There is also a programme of daily social events organized by the Students' Representative Council (SRC).
- On the final day of Orientation Week, students are required to obtain curriculum approval, which means they sign up officially for the courses which they have decided upon for their chosen degree. By this time, they will have had the opportunity to find out about these subjects both by attending the introductory lectures on offer and by talking to fellow students and academic advisers.
- A special "parents' orientation" is also held in the monument on the Sunday before of orientation week, during which parents are introduced to Rhodes. At the end of that day, each Hall hosts a hall function for their first-year students and parents.

Hall Managers must ensure that all the workshops scheduled for their Halls are professionally delivered and well-attended.

Please ensure that you have read the "Guidelines for Social Activities during Orientation" and that it is closely followed.

## **O-WEEK HINTS FOR RESIDENCE MANAGERS**

### **Three weeks before**

- Check your House Committee Members' Registration Fees are paid
- Confirm their attendance and arrival dates
- If there is a problem (and there always is e.g., registration fee not paid, not returning to Rhodes, or failed everything and not returning) consult your Hall Manager and the Hall Constitution and ascertain whether you can select the person who received the 2nd highest number of votes or whether you are obliged to hold new elections once everyone has returned

### **Two weeks Before**

- Submit relevant changes to Hall Administrator
- Collect all relevant training material from the Hall Administrator – i.e., House Committee Training Manual, Residence/Oppidan Student Assistants' Training Manual, O-Week Schedule
- Confirm details of Leadership Weekend – i.e., departure date and time, meal preferences, etc. - with Hall Manager and relevant House Committee members

- Do any res admin that does not require House Committee approval – i.e., print lists, do outstanding filing etc.

### **The week before**

- Ensure that your House Committee has all the relevant training material and make sure that they ALL attend the House Committee training.
- take time one evening to meet with your House Committee and work through the following – their portfolios, identifying key performance areas, agreeing on targets e.g.: 75% participation in res sport, etc.; discuss what you expect from them, individually and as a team.
- set goals with them for the year, making sure that they all buy into them and commit to working towards achieving them.
- work out a roster for O-Week i.e., who will staff the foyer, show 1st years around, etc.

Make sure you check the following:

- all relevant documentation is collected from the Hall Administrator, along with the tea and biscuits for parents (your House Comm. should collect this but check that they do).
- The residence is set up for 1st years, i.e., rooms are in order, and all booklets and paperwork are in the rooms ready for the 1st year.
- The notice boards are up to date.
- room labels are up.
- common room set up for tea.
- foyer decorated.

### **Orientation week for first years:**

- Make sure your House Committee is up and staffing the front door by 7:30 am.
- Don't let anyone into your res unless they are cleared on the list from the Registrar's Division – this includes your House Comm. members.
- Make sure you check the schedule and ensure that your students attend the workshops on the relevant days.
- Try to attend them too, where possible. Your presence ensures that they are run properly.
- Only allow non-House Committee returning students back into res on the Thursday of O-Week unless they are post-grads or have made prior arrangements with you.

## **GUIDELINES FOR SOCIAL ACTIVITIES DURING ORIENTATION WEEK**

Every year Rhodes University welcomes hundreds of new students to campus and into our residences. As part of this warm welcome, residents are encouraged to devise imaginative ways to enable these students to settle down quickly and meet new friends, who come from a variety of backgrounds. These activities should provide a pleasant and relaxing background to the more formal orientation arranged by the University and should help in acclimatizing and 'inducting' new students into their new environment. It is very important that these activities assist with orientation and are not experienced as 'initiation', which is banned at Rhodes University.

### **What is Initiation?**

Initiation (often called 'hazing') is usually compulsory and is targeted at a specific group (e.g., all first years). It involves the performance of an activity or ceremony (often anti-social, humiliating, or

unpleasant, and often involving alcohol) as part of the ‘requirements’ to become socially accepted. Any such activity, which is forced on unwilling participants, and which is in any way degrading or embarrassing is regarded as initiation and is strongly discouraged. When deciding whether an activity might be initiated, careful thought must be given to power differences, peer pressure, and whether new students have a genuine choice not to participate, given the influence of the peer group and the power of House Committees. Any form of ridicule, or implied threat of ostracism for non-participation is regarded as initiation.

### **The principles underpinning orientation**

- To provide each student with sufficient advice and information to enable them to make sound academic choices.
- While keeping the focus on academic induction, to encourage students to balance academic and social activities, and to make lasting friendships.
- To foster a culture which promotes tolerance and respect for human rights and celebrates diversity.
- To create an appropriate environment for living and learning in harmony.
- To enhance equity in respect of race, gender, and sexual orientation.
- To place a high value on the uniqueness, personal dignity, and self-worth of every student
- To emphasize the essential balance between personal freedom and social obligations in residential communities.

### **The requirements**

- A session on ‘orientation’ and initiation must be included in the annual training of House Committees and Residence/Oppidan Student Assistants.
- As part of the first meeting with new students in each Residence, the Residence Manager must discuss the purpose of Orientation and the difference between orientation [and initiation]. Students must be reminded that all participation in any social event in the residence is voluntary.
- While students should be advised of safety precautions, and normal safety talks and fire alarm training should take place, fire alarms and intercom systems may not be used to wake students for any social activities.
- No social activities may commence before 7 a.m.
- No social activities should be scheduled for the Monday morning of the compulsory first-year session.
- House Committees and Residence/Oppidan Student Assistants must be full participants in all such activities.
- If residences wish to arrange inter-residential visits to facilitate ‘meeting and greeting’, then:
- Students should not make undue noise when walking to and from their destinations
- Students should be sober and should not wear revealing clothing on such occasions (jeans / t-shirts / tracksuits are appropriate). No dress code may be compulsory.
- House Committees must base strategies to set up conversations aimed to encourage interaction in threesomes or larger groups (no pairings).
- The conversations that take place should be culturally neutral and ‘above-board’, avoiding topics which have deliberate sexual connotations.
- If residences wish to sing as part of their social engagement:
- the focus should be on fun and enthusiasm

- only students who volunteer should participate
- instrumental accompaniment may not be amplified or excessively loud
- no lewd or lascivious gestures may accompany the songs
- the lyrics of the songs must be approved by the House/Hall Manager.
- participation by any residence or student in any SRC social event (such as RU Jamming) is entirely voluntary, and any such competition should not permit lewd or foul language, or lascivious gyrations and dance moves.
- House Committees and Residence/Oppidan Student Assistants should agree on a mechanism for immediate intervention in the event of any evidence of initiation being noticed or reported. Both Residence Manager and Hall Manager must be informed immediately of all such concerns.

Residence Managers will be held accountable for the clear and effective communication of these guidelines to all role-players. House Committees and Residence/Oppidan Student Assistants will thereafter be held accountable for any contraventions.

## POLICIES OF THE UNIVERSITY

There are many policies and procedures, which are of particular relevance to students. Please visit the Rhodes University website for a complete list at

<https://www.ru.ac.za/institutionalplanningunit/policiessa-z/>

## PREGNANCY

The Pregnancy Protocol is available on the Rhodes University webpage. The University will make every effort to support a pregnant student and ensure that the pregnancy does not disrupt her academic career. Although each case will be considered on its merits, the university cannot take any responsibility for any potential health risks associated with pregnancy, or assume financial responsibility for specific dietary requirements in residence, etc. Please visit the Rhodes University website for the policy documents at <https://www.ru.ac.za/institutionalplanningunit/policiessa-z/>

Counselling and advice (for both parents-to-be) is available through the Counselling Centre, the Health Care Centre or a private practitioner. While we respect a student's right to confidentiality and the usual professional rules regarding this confidentiality will be respected, it is reasonable to expect a pregnant student to inform those parties who might be most immediately affected by their pregnancy. In particular, we strongly encourage the student to inform:

- The Health Care Centre to obtain basic health advice;
- A medical practitioner to obtain expert advice. A student with no medical aid can make an appointment at the Health Care Centre to see the university doctor at the normal reduced rate, who will then refer her to the Makhanda clinic for ongoing treatment during the pregnancy or settlers' Hospital for termination.
- The house/Hall Manager, if the student lives in residence, so that they are aware of the student's condition and can assist her to make the necessary arrangements for the final stages of the pregnancy, when she will have to move out of residence;
- Parents, where appropriate.

In the normal course of events, provided there are no medical complications, a pregnant student may remain in residence until the 36th week of pregnancy. It needs to be kept in mind, however, that she

may not be able to take an international flight after the 30th week or an internal flight after the 34th week (airlines differ in this regard). The student will need to arrange for alternative accommodation during the final weeks of pregnancy, so that the baby is born off the premises. Residence Managers cannot accept any responsibility relating to the final few weeks of pregnancy, or the actual birth of the baby. While the student may return to residence after the birth of the baby, the child will not be permitted to live with her there, and she is responsible for making appropriate child-care arrangements.

There will be no financial penalty to the student if she wishes to have her room kept vacant so that she may return to it after the birth of the baby. It must be emphasized that it is unfair to expect close friends and fellow students to support the student through the final stages of the pregnancy. They need to focus on their own academic studies.

Pharmacy students must inform the Dean or Deputy Dean as soon as they find out they are pregnant. A pregnancy protocol will be developed for the Pharmacy Faculty. There is a need for this because of potential risks associated with practicals.

A pregnant student has the following choices:

- Allow the pregnancy to proceed to term and either keep the baby or have the child adopted.
- Terminate the pregnancy before 9 weeks in Port Elizabeth

Fathers should also ideally be involved. Counselling and advice in this regard is available through the Counselling Centre (at the Steve Biko building), the Health Care Centre or a private practitioner.

### **Confidentiality**

The usual professional rules regarding confidentiality will be respected, but it is reasonable to expect a pregnant student to inform those parties who might be most immediately affected by their pregnancy. We strongly encourage the student to inform:

- The House / Hall Manager, if the student lives in residence, so that she is aware of the student's condition and can assist her to make the necessary arrangements for the final stages of the pregnancy, when she will have to move out of the residence.
- The Health Care Centre, to obtain basic health advice.
- A Medical practitioner, to obtain expert advice (a doctor's fee will be charged for this). If the student does not have medical aid, she may consult the state medical services at the local antenatal clinic or the hospital).
- Parents, where appropriate.

### **Financial aspects:**

If a patient has medical aid / financial means, she may consult any private doctor of her choice. A student with no medical aid can make an appointment at the Health Care Centre to see a doctor at the normal reduced rate, who will then refer her to the Makhanda Clinic for ongoing treatment during the pregnancy. If the student has no financial means for the termination of a pregnancy, she can be referred to a state hospital.

### **Leave of Absence:**

The usual arrangements regarding leave of absence can be made, with medical certification. The student can apply for an extended DP if circumstances qualify for this. If time of birth is close to or

coincides with examinations, the student can obtain permission to write the exams in the Health Care Centre or can apply to write an Aegrotat examination at a later stage.

## **PROTOCOL FOR EMERGENCY TELEPHONE CALLS MANAGED BY CPU STAFF**

### **Objective:**

Ensure effective communication to the Residence Manager Community / Parent or contact person of student where an emergency has affected the student during a power outage or unavailability of telephone access.

### **Scope:**

The purpose of this procedure is for communication via the telephone for after hours, weekends and public holidays where no switchboard operator is available, including power outages.

### **Definition of an Emergency:**

An Emergency is classified as a sudden, urgent, usually unexpected occurrence or occasion requiring immediate action.

- Duties of the Residence Manager:
- Obtain as much information from the student.
- Keep in mind questions relating to: Who? What? When? Why? And How?
- Once the student has been attended to adequately, CPU to be contacted.
- Please ask to speak to the CPU Supervisor on duty.
- Residence Managers to furnish the relevant contact number to the CPU Supervisor on duty with reason (Emergency) for a call to be made.
- CPU Supervisors will contact the relevant parent or service providers, be that of health care or the Ambulance, relating to the type of Emergency
- Residence Managers to standby at telephone and wait for the transfer of the call from CPU.
- Alternatively, the Residence Managers may go directly to the CPU and request that the CPU Supervisor make the emergency call in the Residence Managers' presence.

### **Duties of CPU Supervisor:**

- Upon receiving a call from the Residence Manager, the CPU Supervisor took down the correct information with regards to; the number to call and the name of the person.
- CPU Supervisor to enter Personal Identity Pin Code to make the call.
- Pin code will not be given to any other person outside the supervisor position at CPU.
- When a call is made, the CPU Supervisor will identify himself to the person and notify that the call will be transferred to the relevant Residence Manager.
- CPU Supervisor will not disclose any further information even if he is aware of the nature of the Emergency to the Parent or similar. This will be left up to the relevant Residence Manager.
- CPU Supervisor will ensure that when speaking to the parent or contact person that the correct information has been relayed.
- CPU Supervisor will take note of any information that may be passed on by the parent or contact person as this will be useful to supply to the Residence Manager or relevant personnel.
- All calls made by the CPU Supervisor or Residence Manager MUST be entered in the telephone register, with the relevant necessary information.



- A telephone printout will be verified for emergency calls made, monthly.
- If a call is made more than once due to technical errors, they MUST be recorded.
- If any personal calls are made, the CPU Supervisor on duty will be held responsible.

## PROTOCOL FOR THE INSPECTION AND MAINTENANCE OF RESIDENCE MANAGER'S FLATS UPON RESIGNATION OF A RESIDENCE MANAGER

The HR Division will keep a list of Residence Manager's resignations (at least one term's notice is required). When HR receives this notice, it will send out a reminder to all concerned that the following listed below needs to take place:

The Hall Manager to liaise with the Residence Manager leaving as regards an inspection of the flat. The Hall Manager via the Hall Administrator is to arrange an inspection of the flat to be conducted by the Hall Manager, Manager: Housekeeping Services and Manager: Facilities Services with a view to establishing inter alia:

- Need to repaint
- Any significant renovations to be undertaken
- Need to clean curtains, carpets, walls etc.
- Need to replace curtains, carpets, tiles
- Need to clean any carport/garage and outside areas.
- Check whether the stove is in the flat
- Need to do any cleaning of the garden area.

This inspection should take place no later than two weeks after the notification of resignation is received by the HR Division. A list of work to be carried out before the next Residence Manager takes occupation is to be compiled, along with estimated time frames. Based on this inspection, the necessary requisitions for ongoing maintenance work are to be submitted by the Hall Administrator on instruction from the Hall Manager. In the case of significant renovations, the Manager: Operations to do an approximate costing of this and timing of renovations and submit it to the Director: Residential Operations.

If this can be accommodated within the budget, the Director: Residential Operations will notify the Director of Division of Student Services and Development and Director: HR of any problems or situation which will delay occupation of the flat by the incoming Residence Manager. If the items cannot be accommodated or different Residence Managers' flats require prioritization within the budget, the Director: Residential Operations will liaise with the Director of Division and Student Services and Development to explore alternatives.

The Director: HR to be advised of what changes will take place and the timing of this. These time frames may guide the date of departure of the outgoing Residence Manager and the date of occupation of the incoming Residence Manager. This may require that the incoming Residence Manager be accommodated in alternative accommodation until the flat has been completed or the offer of employment being from the date of the accommodation being available.

When the new person is recruited, they will be advised of what work will take place in the flat and the timeframes associated with this. They will also be assured that the flat will be cleaned and sprayed for bugs etc. before they arrive. This is done before the person is interviewed such that participating

in the interview process implies that the person understands the condition of the flat and is happy to accept the conditions thereof should s/he be offered employment. If a prospective Residence Manager requires any additional changes, these may be requested and will be considered, but the likelihood of these being granted is unlikely given budgetary constraints. This should be subtly communicated in the offer to the person.

Final checks that the accommodation has been cleaned and necessary renovation work taken place will be done by the Manager: Housekeeping Services (or his/her designate). Should there be any reported problems in this regard, the Residence Manager should bring this to the attention of the Director: Residential Operations Division.

## PSYCHOLOGICAL DISTRESS

Emotions and feelings of distress may include, tearfulness, feelings of sadness, irritability, difficulty concentrating on academic work, difficulties in sleeping (either difficulty falling asleep or once asleep, waking up during the night or early in the morning), feelings of worthlessness, loss of interest in previously enjoyable activities, changes in appetite, decreased energy and fatigue, and/or suicidal thoughts. Anxious thoughts and feelings may also be experienced, particularly when academic deadlines are close.

### Tips to student on managing psychological distress:

- Get some exercise: Physical activity can help reduce stress. Spend some time doing enjoyable physical activities.
- Take time out: Give yourself short breaks during times of the day that tend to be stressful. A few moments of quiet time might help you feel better prepared to handle what's ahead without getting overly stressed.
- Use humour to release tension: Lightening up can help manage stress/anxiety. Use humour to help you face what's making you stressed and remember to have realistic expectations for the day.
- Practice relaxation skills: Practice deep-breathing exercises, imagine a relaxing scene, or repeat a calming word or phrase, such as, "Take it easy." You might also listen to music, write in a journal, or do a few yoga poses — whatever it takes to encourage relaxation.
- Talking to friends/ loved ones: Talk to your friends in digs or res to support each other and / talk to your loved ones.
- Know when to seek help: When all the above seems to not be helping do not hesitate to seek professional help.

The Counselling Centre is at the top floor of the Steve Biko Building. You can make an appointment by going to the Counselling Centre or email [counsellingcentre@ru.ac.za](mailto:counsellingcentre@ru.ac.za) or phone 046 603 7070 if professional help is needed. The after-hours number is available from 4.30 pm until 8 am the following morning, and over the weekends 24/7. The contact number is 010 205 3068.

Additional resources are:

- Higher Health toll-free 24-hour helpline: 0800363636
- SADAG (South African Depression and Anxiety Group)
- SADAG Suicide Crisis Line – 0800 567 567
- SADAG 24-hour helpline – 0800 12 13 14
- Lifeline Eastern Cape, Port Elizabeth 041 373 8666

## QUALITY OF LIFE SURVEY

A survey is conducted to elicit students' views on their experiences of residence life. The survey is remedial in spirit, and seeks to identify areas of concern, so that we can address these concerns, and take the opportunity to improve overall service to students. It also aims to reveal areas of satisfaction, so that staff and students can feel affirmed in what they do in contributing to residence life. Summaries of responses for each residence will be sent direct to the relevant Residence Manager and all data will also be made available to the Hall Manager and to the Director of Division of Student Services and Development, except in the case of first-time Residence Managers, who will enjoy one year's 'grace' (when they are not obliged to share responses). Residences are also encouraged to publicize their results and discuss how they plan to respond to them.

## STUDENTS PROTOCOL ON SEXUAL ASSAULT

Rhodes University seeks to provide a consistent, caring, and timely response when sexual assaults occur within the University community. The University will not tolerate any form of sexual violation as it constitutes a serious offence and will result in disciplinary action.

The Protocol aims to:

- facilitate the recovery of a person who has been sexually violated by providing prompt compassionate support services.
- create a campus environment that expedites and encourages the prompt reporting of sexual assaults.
- facilitate the apprehension of alleged perpetrators when such assaults are committed.
- establish and cultivate a climate of Rhodes University community involvement in sexual assault prevention.
- increase the safety of the campus community.

### **Immediate response**

Students are encouraged to report all instances of sexual assault and sexual harassment. Complainants who were under the influence of alcohol or other drugs at the time of the assault will not be subject to disciplinary action for such use. The personal safety of the complainant is most important, and the complainant is advised to:

- Contact the Campus Protection Unit Emergency Number (046- 6038999) if there is immediate danger.
- Seek medical assistance from the Health Care Centre (046-6038523) during the day or call ER 24 (010-2053068) after hours.
- Contact the Manager: Anti-Harassment & Discrimination (Room 337, 2nd Floor, Steve Biko Building, Tel 046-6038187) who can provide support and information related to rights, resources, reporting options and the university Student Disciplinary Process. They can also assist with the referrals to the Rhodes Counselling Centre.

## **Preserve evidence**

The complainant should take care to preserve any evidence, even if uncertain about whether to file a report with the police or the University.

- Preserving evidence will give options to report later.
- It is best for any physical evidence to be collected within the first 24 hours.
- It is preferable to avoid washing the face or hands, showering, brushing teeth, drinking, or eating or changing clothes.
- If clothes are changed, each garment should be wrapped in a separate paper bag or newspaper (not plastic).

## **Support for the complainant**

**Medical Care:** Medical assistance is essential, and the complainant must understand that there is a limited time to preserve medical evidence that they will need if they decide to lay a charge later. The following steps are recommended:

- The safest decision is to undergo an “evidence” examination by a doctor as soon as possible (to ensure that evidence is preserved).
- If the complainant plans to lay a charge with the Police, they must go to the casualty room at Settlers Hospital where they will be examined by a District Surgeon and given medical assistance. Campus Protection Unit at their emergency number (046-603 8999) can arrange for transportation. South African Police Service will be called in by Settlers Hospital to obtain a statement from the complainant.

Regardless of what the choice is, it is crucial that the complainant receive medical assistance.

**Advocacy and crisis counselling:** Seek out the support from the Counselling Centre (2nd Floor, Steve Biko Building) during office hours. After hours contact ER 24 (010-2053068) for telephone counselling.

**Formal reporting options:** Reporting an assault of this nature requires that the complainant give a detailed account of what has occurred. This can be a difficult process and the complainant is encouraged to bring a friend or counsellor for support.

**Filing a Police Report:** If the assault occurred off-campus, call Makhanda South African Police Service on 10111 or 046-6039152. If the assault occurred on campus, contact the Manager: Anti-harassment & Discrimination by calling 046-6038187 (Room 337, 2nd Floor Steve Biko Building) during office hours.

**Filing a University Report:** A University report should be filed with the Manager: Anti-harassment & Discrimination at Room 337, 2nd Floor, Steve Biko Building during office hours. (046-6038187 / z.mkhize@ru.ac.za )

## **REFRESHER TRAINING FOR HOUSE COMMITTEES AND RESIDENCE/OPPIDAN STUDENT ASSISTANTS**

All Residence Managers, House Committee members and Residence/Oppidan Student Assistants are required to attend the refresher session. The date and content of such training is determined by each Hall.

## REGISTRATION

Registration is the process through which you officially become a student at Rhodes university. As a student, you must register each year, so that we have a record of your progress. Your administrative registration ensures that the university has an up-to-date record of your personal details, such as home address, local Makhanda address, medical aid, car registration, etc. We also take a photograph of you for your records, which appears on the student card. Curriculum approval - as distinct from the administrative registration discussed above - is the process through which you choose your subjects for a year ( this is subject to various constraints). This takes place from thursday, 9th february 2023, after you have had a chance to find out about the various courses which are on offer ( see the daily programme for details)

### Curriculum approval

What is it? Our orientation programme offers a wide range of talks about what is on offer. Try to go to as many of these as you can before you finally decide which subjects to take. Keep an open mind, and talk to people about possibilities, so that you have a clear idea of what you want to study by Thursday/Friday and can present these choices for “approval”, you will first consult with senior member of your faculty (e.g., the Dean of Humanities, Science, Commerce) after which the subject (e.g., English 1 or Economics 1) which will form the first-year curriculum of your chosen degree (e.g., a BA, BSc,BCom, etc) will be recorded on the University’s system, and form an official record of your Curriculum for the year.

### Registration and parking of cars on campus

All students who have cars in Makhanda must supply the relevant information when they register. Parking on Campus is limited. Anyone acquiring a car during the year must register it at the Student Bureau within three days. Failure to register a car is an offence in terms of the Student Disciplinary Code. You are requested to take care when driving on campus, observe the speed limit, be wary of pedestrians and park only in designated areas.

Parking spaces with a red dot outlined with a white circle are for staff only. Students will be fined if you park in them. Traffic Management falls under CPU. The National Traffic Act and the Rhodes University Student Disciplinary Code is implemented in the instance of contravention of traffic rules.

## REPAIRS AND REQUISITIONS

- All repair requests for TV / Video / MNet / DSTV must be completed by the Hall Administrator on the correct form and sent to the administrative assistant: Director of Residential Operations
- All items requiring maintenance in your residence should be reported to the Housekeeper or written down in the maintenance book of the Residence. Requisitions may be made to the relevant maintenance departments through the Rhodes intranet by the Administrator or Hall Manager.
- The Housekeeper should be informed of the numbers of any requisitions made through the net.
- When a requisition is submitted for Videotronic Services to repair the Intercom system, mark the requisition clearly with “VIDEOTRONIC”.
- It is your responsibility to ensure that all the necessary requisitions for the maintenance of the residence are issued (e.g., broken windows, doors, hot water geysers not working, lights not working etc.).

- If these requisitions are not met in good time, get your Hall Administrator to follow-up, and let your Hall Manager know in writing.
- Before you and your Residence/Oppidan Student Assistants leave at the end of each term you must ensure that all the necessary requisitions to bring the building up to scratch have been issued (i.e., new keys to replace those not handed in or lost, broken window panes replaced and so on). If students are liable for the loss or damage, it should be noted on the requisition as “charge to: (student name, student number)”.
- Requisitions for master keys must be sent through the Hall Manager.

## RESIDENCE ALLOCATION POLICY

The Student Bureau allocates students to specific residences based on promoting diversity (in respect of race, religion, culture, language, and levels of seniority). While a student may request allocation to a specific residence, such a request cannot necessarily be met, unless the student has been accepted and paid their deposit by July the previous year. Students who have spent a year or more in residence are given precedence over first-time entering students, on condition that they have applied and paid their Registration Fee on time. Similarly, students with physical disability or specific health problems are given precedence.

For all first-time entering students paying their deposit later than July, the computerized lottery system will allocate students to residences and rooms on a random basis, following principles of diversity. A few days before the Registration payment deadline, an email is sent to each student who applied for a place in residence, either confirming that their registration payment has been received and that they have been allocated a room, or that their payment has not been received and that they will lose their place in residence. This reminder is a courtesy only, and the onus still rests with the student to ensure that the Registration payment is paid, regardless of whether the reminder is received or not.

All Residence Managers are **REQUIRED** to contact their Residence/Oppidan Student Assistants and House Committee members before the MIP deadline, to remind them to pay. Those who miss the deadline will not be granted special favours. No changes will be made to these allocations, and no special favours will be granted. After all beds are filled, waiting lists for a place in residence will be opened. These will be updated regularly and posted on the web and displayed in the Student Bureau, so that students can see exactly where they are on the lists.

Residence Managers are kindly requested **NOT** to make any promises to students, even when they become aware of a vacancy in their residence. The order as reflected on the lists in the Student Bureau will be honoured for all allocations. Beds in the fifteen Emergency double rooms will not be allocated at all until after the Registration payment closing date. Only late arrivals, and others who urgently need accommodation will be offered a space in these rooms, and each of them will voluntarily agree to share such a room, to avoid complaints about unfairness, or intolerable living conditions. The first person to be allocated to such a room will be informed that they will stay in the room all year. The second student will be informed that they will have to move out when a space becomes available. The rooms will be undoubled when circumstances permit, but they will no longer receive top priority in this regard. These rooms may not revert to house committee members or to Residence/Oppidan Student Assistants during the year. Acceptance forms include a section explaining how rooms are allocated, and each student must sign acceptance of these terms and conditions.

## RESIDENCE MERIT SCHOLARSHIP

This scholarship is made available by the University to reward a student who has made a considerable contribution and been involved in areas of sport or other extra-mural Hall activities. The value of the scholarship is around R3500.00 per award. The number of awards to be made per Hall each year is based upon funds available and the number of students currently resident in a Hall. Eligible students are those who have spent at least three full terms in the Hall in which s/he is presently residing. Students who held the post of Residence Student Assistant in the year prior to the award of the scholarship are NOT eligible.

### **Application and nomination process**

- Application forms may be obtained from the respective Hall Administrators at the commencement of the third term.
- Nominations may be made by Residence Managers, House Committees, or any other student. Such nominations must be submitted to the respective Hall Manager together with a written motivation giving full details of the student's contribution to the House/Hall.
- Application forms must be submitted to the respective Hall Manager by the last week of September.

### **Criteria**

- The overriding requirement for the award of the scholarship is significant contribution to the applicant's House and Hall in the areas of residence functions and events, residence life and residence sports.
- The applicant should be of sound character.
- An award may not be held for more than two consecutive years. In exceptional circumstances this rule may be waived by the Financial Aid Sub Committee on the submission of a document explaining in full detail and giving strong motivating circumstances.

This scholarship will be awarded based on a satisfactory academic record. Scholarship holders excluded from the University on academic grounds will forfeit the award. Residence Merit Scholarship holders are required to be resident in the Hall for the academic year during which payment of this award is received. Should a scholarship holder withdraw from their Hall during this period, a refund of a pro rata portion of the award may be required. A residence Merit Scholarship may be held concurrently with other scholarships and grants provided no such regulation governs the scholarships/grants.

### **Notification of award**

Applicants will be informed, in writing, of the outcome of the selection process in the second week of the first term.

### **Payment of the award**

The value of the scholarship will be credited to the respective student's fee account after registration when it can be established that the student obtained satisfactory academic results and is in residence in the Hall for which the award was made.



### **Selection Committee and selection process**

Applications will be considered by a Hall Committee consisting of the Hall Manager (Chair), The Residence Managers, The Head Students of each of the Houses (should one of the Head Students have applied for the award of this Scholarship, then the student elected to serve on the Residence Residence/Oppidan Student Assistants' Appointment Committee should serve in their place) and The SRC Hall Representative. Minutes of the Hall Selection Committee, together with the completed application forms and nominations in order of preference plus motivations as mentioned above, must be submitted to the Financial Aid office by the last week of October.

## **RESIDENCE SYSTEM**

Rhodes has information about students in residence on its Residence System which you will need to use as a Residence Manager. You will need to arrange for a 'Log-in' and password with the Data Management Unit (DMU). The system has personal information, medical, academic, and disciplinary reports, etc. on your students.

## **ROOM ALLOCATION PROTOCOL**

### **Allocation to single rooms**

Allocations to specific rooms within the residence are managed by the Residence Manager in consultation with the House Committee and Residence/Oppidan Student Assistants. While returning students can select a room during the readmission process, choice is subject to internal demand, capacity, and diversity considerations. Rooms are not reserved irrevocably at any time.

### **Requests for transfers**

No transfers, either to a different room within a residence or to another residence will be made until the fifth week of term, to allow for settling in and to help avoid confusion in the room allocation process.

### **Transfer to a different Residence within the same Hall**

Students wishing to move to a different residence in their Hall must apply to the Hall Manager. Any intra-hall transfers will normally only be made if the parties concerned mutually agree to such a change and must be approved by the Residence Managers of the two residences concerned. The Student Bureau must be informed of any changes in writing.

### **Transfer to a different residence in a different Hall**

At the start of each year, students who are unhappy with their allocated residence may put their name on a waiting list at the Student Bureau, requesting a transfer to the residence of their choice. No such transfers will be permitted during the first month of the academic year. Requests from returning students for a change of residence in the following year will not normally be considered, since priority must be given to accommodating first years. In all transfers, the "Receiving" Hall Manager must sign consent for the transfer to take place. A student's disciplinary record will be considered. In June some rooms are vacated by international students, and these will be allocated by the Student Bureau in consultation with the relevant Residence Manager.

## **Withdrawal from residence**

Residence Managers must complete the 'Departures and Transfer' form which should be forwarded to the Student Bureau. Students are required to inform the University in writing if they are withdrawing from a residence or from the University. The fees liability of students who withdraw from a residence during the academic year is set out in the University Calendar.

Students who have been allocated or admitted into any House in the Hall may not change Houses within the Hall without the Hall Manager's authority in writing. During the year, when a student transfers from one residence to another, moves from shared to single (or vice versa) accommodation, or moves from town to residence (or vice versa), the form titled 'Residence Accommodation: Admission, Departures and Transfers' must be completed and sent to the Registrar's Division. Hall Managers must check the Disciplinary record of any student requesting a transfer into their Hall and discuss serious concerns with the former Hall Manager before accepting any transfer.

## **ROOM CHECKS & ROOM STATEMENT FORMS – PROCEDURES**

Original signed Room statement forms from previous year must be kept on file with the Hall Administrator – in case any charges to student accounts are queried. This serves as evidence to support student charges and this should be taken seriously. It is recommended that the students are informed prior to signing acceptance of the room, its contents and condition, the consequences of damaged or lost items. By signing the form, they are assuming responsibility for the room for the year. Failure to sign this form timeously could result in compulsory hours being issued.

### **Beginning of year/first term:**

A room statement form is to be filled in and signed by each student, first years and returners 24 hours after the student arrives. Once Residence/Oppidan Student Assistants have collected all completed room statement forms, they are to be handed to the Hall Administrator – forms to be checked in case requisitions need to be sent in, housekeeping issues to be addressed, etc. Filed under room numbers and residences in the Hall.

The file is then handed to the Housekeeper to confirm that the forms reflect their findings in the room and pick up on any maintenance reported by the students. This is signed off as evidence that the Residence/Oppidan Student Assistants and Housekeepers have completed their room checks and agree on the outcomes. Once Housekeeper has finished with the forms the Hall Administrator makes copies so that the Housekeeper has a set of files kept in the Housekeeper's office during the year. This is in case students try to fraudulently change their form during the year, i.e., in order not to be charged for a missing item during the year they claim that the item was missing from the beginning of the year. This can then be checked against the form kept in the Housekeepers Office to see whether this was in fact recorded at the beginning of the year.

The original signed "working" set of forms to be used in res during the year by students and Residence/Oppidan Student Assistants is kept in a file with the Residence Manager, to be handed back to Residence/Oppidan Student Assistants at the end of the term.

### **End of term if student is packing up:**

Hall Administrator to give Housekeeper (end second term and fourth term) a list of students with their possible last exam dates and departure dates (in alpha order and date of departure order) from

what the students filled in on registers. This info is not 100% accurate but can be used as a guideline and for planning. When students leave, they sign out on the departure register (hopefully!). They are instructed to lock their doors when they leave.

When Residence/Oppidan Student Assistants check a room, they use the student's room statement form – fill it in, make any comments and sign it, and they leave it on the desk in the room for the Housekeeper. They are instructed to lock the room once finished.

Once a Residence Student Assistant has checked a room, they sign this on the departure register.

The Housekeeper checks the departure register daily to see which rooms s/he can check once Residence/Oppidan Student Assistants have checked the rooms. The Housekeeper then checks the room/s and fills in and signs the room statement form and then keeps the room statements in the Housekeeper's Office, for requisitions to be sent in, housekeeping issues addressed etc., and until all rooms have been checked and all forms have been collected. Once Housekeeper has finished with the forms s/he is to give them to the Hall Administrator together they will confirm any student's charges, details, and student numbers.

For maintenance charges a requisition is sent through with the student number to charge and the requisition is then emailed through to the building maintenance manager to inform them of the student charge for them to initiate repair thereof and the recovery of costs through student fees office. For all F&E and linen replacements, the student charge spread sheet is filled in and sent to the Housekeeping Manager to initiate the replacement thereof and the recovery of costs through the student fees office. The file is then given back to the Residence Manager before returning students return for the next term.

### **Start of second, third and fourth terms (if students packed up for vac):**

Residence/Oppidan Student Assistants to place each student's room statement form in their room before students start arriving back. Students fill in their room statement form and return to a Residence Student Assistant 24 hours after their return.

Once Residence/Oppidan Student Assistants have collected all completed forms they are to be handed to the Housekeeper or the Hall Administrator (this needs to be done speedily) – forms to be checked in case requisitions need to be sent in, housekeeping issues to be addressed, etc. Once the Housekeeper has finished with the forms, they are to be given to the Hall Administrator to be given back to Residence Manager or Residence/Oppidan Student Assistants to be kept on file in residence.

### **Student movements during term:**

Communication is vital to ensure that room checks are done, rooms prepared and if charges are raised that the correct student is charged.

### **When a student leaves the residence:**

As soon as the student leaves a Residence Student Assistant needs to check the room using the room statement form and they need to fill it in and sign it and leave it on the desk in the room or give it to the Housekeeper. When a student leaves this needs to be communicated to Housekeeper immediately (by Hall Administrator, Residence Student Assistant or Residence Manager) so that this room can be cleaned immediately (once Residence Student Assistant checked it) to be ready for a new student as sometimes Student Bureau allocates a new student to res straight away.

**When a new student arrives:**

Residence Student Assistant must make sure that the new student fills in a room statement form and this form must be handed in to the Hall Administrator for a copy to be made so the Housekeeper has a copy on file and form to be checked in case requisitions need to be sent in, housekeeping issues to be addressed, etc.

**When students move rooms (empty room/s available):**

When a student moves out of a room a Residence Student Assistant needs to check the room using the room statement form and they need to fill it in and sign it and leave it on the desk in the room or give it to the Housekeeper.

This needs to be communicated to the Housekeeper immediately (by Hall Administrator, Residence Student Assistant or Residence Manager) so that this room can be cleaned immediately (once Residence Student Assistant checks it) so this room is ready for a new arrival, whenever that may be.

Residence Student Assistant must make sure that the student fills in a new room statement form for the new room they have moved into and this form must be handed in to the Hall Administrator for a copy to be made so the Housekeeper has a copy on file and form to be checked in case requisitions need to be sent in, housekeeping issues to be addressed, etc.

**When students swop rooms:**

The same procedure should be followed as for “when students move rooms – empty rooms available” but this is very difficult to coordinate especially if there are room charges made, as the two (or more) students move out of their rooms all at the same time and move into their new/swopped rooms all at the same time.

## **ROOM SEARCHES BY HALL AND RESIDENCE MANAGERS**

(See the University “Search and Seizure” Protocol).

**Principles**

The power to search and seize should be undertaken with circumspection and with due regard to the rights of privacy of the individual. The search shall not be more intrusive than is necessary for the purposes of locating evidence. Where possible, any search and seizure should be undertaken with the consent of the student concerned.

**Procedure to be followed by University officials**

The Student Disciplinary Code permits search and seizure by certain officials of the University. These officials are a Hall/Residence Manager (excluding the Oppidan Residence Manager) who is lawfully in charge of any University premises, the Campus Protection Unit, the University Prosecutors: Student Discipline, or the Vice- Chancellor or his/her nominee, who reasonably suspects the breach of any law or any offence in the Student Disciplinary Code.

Where a University official, excluding the Vice-Chancellor or his/her nominee, has a reasonable suspicion that a breach of the law or the Student Disciplinary Code has occurred, and that a search and seizure is necessary to preserve evidence, that official shall consult with a Prosecutor: Student Discipline or if in the residence system, the Hall Manager. If the Hall Manager is uncertain as to

whether the circumstances warrant a search and seizure, he / she should consult with a Prosecutor: Student Discipline.

If the Prosecutor: Student Discipline or Hall Manager concurs that a reasonable suspicion exists, permission will be granted to proceed with the search and seizure as outlined below. At the outset, the student should be told what is being sought and be given an opportunity to produce the goods. If the student does not consent to the search and seizure and/or is not prepared to voluntarily produce the goods, the search and seizure may continue –preferably with the student present.

The search and seizure must be conducted by a minimum of two people. One of these people must be any Hall's Residence Manager or Residence Manager or a Prosecutor: Student Discipline. One of the people conducting the search and seizure must be of the same gender as the student whose room is being searched. A student may only be physically searched by a person of the same gender.

Any evidence seized during the search shall be kept in safe keeping by the Prosecutor/s: Student Discipline or the Hall Manager. At the discretion of the Prosecutors: Student Discipline, evidence may be handed to the South African Police. The student must be given a written receipt at the time of the seizure specifying the goods seized.

A written report signed by the persons conducting the search and seizure should be completed upon concluding the search and seizure. This report shall be sent to the Registrar for his/her records. Should a prosecution in terms of the Student Disciplinary Code not take place, or in the event of an acquittal or there being no valid ground to retain the goods, they must be returned to the student within a reasonable period, unless the goods are in the possession of the South African Police.

Procedure to be followed in summoning the South African Police in student disciplinary matters

If it is the opinion of the Prosecutors: Student Discipline that the matter may more properly be dealt with by the South African Police, they shall consult with the Vice-Chancellor or his/her nominee.

If it is the opinion of the Prosecutor(s): Student Discipline that the assistance of the South African Police and sniffer dogs be sought in dealing with the possession and/or sale of narcotic substances, they shall consult with the Director of Division and Student Services and Development or his/her nominee and the Vice-Chancellor or his/her nominee. The final decision to summon the South African Police and sniffer dogs shall be that of the Vice-Chancellor or his/her nominee.

	Checklist for Search and Seizure	Tick
1.	Does the university official have reasonable suspicion that a breach of the law or the student disciplinary code has occurred?	
2.	Is a search and seizure necessary to preserve evidence?	
3.	Hall or Residence Managers who are uncertain as to whether the circumstances warrant a search and seizure should consult with a prosecutor: student discipline.	
4.	University officials other than hall or Residence Managers must consult a prosecutor: student discipline.	

5.	The student must be told what is being sought and be given an opportunity to produce the evidence. The search may continue regardless.	
6.	There must be a minimum of two people conducting a search.	
7.	One of those conducting the search must be of the same gender as the student.	
8.	Evidence seized during a search must be kept in safe-keeping and the student must be given a receipt.	

There is a need to balance students' right to privacy and the need to enforce the Student Disciplinary Code.

## SMOKING SAFETY

Rhodes University is committed to supporting the health and wellness of its employees, students, and others on campus. RU recognizes that illness and disease is associated with tobacco products, and that breathing in other people's tobacco smoke (second-hand smoke) is a public and workplace hazard, as well as a fire hazard.

The [RU Smoking Policy](#) is guided by the [OHS Act](#) and the [Tobacco Products Control Act](#), and all Rhodes University staff, students and visitors should note:

- **Smoking is not permitted inside any University building or partially enclosed public space** - including walkways, corridors, lobbies, stairwells, elevators, toilets, cafeterias, verandas, courtyards, partially enclosed gardens, covered patios and parking lots, sport stadiums, vehicles controlled by the University, and any other common area frequented by persons during their work or study.
- **Smoking outside** should be at sufficient distance from any window, entrance, or air inlet - *not* closer than 10 metres - and situated **so that no smoke drifts into any building**, or into an area where a non-smoker is present.
- Safely dispose of extinguished cigarettes into designated bins.
- **More info:** [www.ru.ac.za/safety/resources/smoking](http://www.ru.ac.za/safety/resources/smoking)

**Note:** "smoking" means to inhale, exhale, hold or otherwise have control over any smoke-producing device, and that a "tobacco product" refers to any smoke-producing device – including tobacco products, electronic smoking devices, weeds, or plants – intended for use by smoking, inhalation, chewing, sniffing, or sucking. Smokers are required to:

- Respect the rights of non-smokers to not be forced to breathe second-hand smoke – it's the law.
- Do not smoke in or near any building.
- Do not smoke in partially enclosed areas, e.g., walkways, verandas, courtyards, balconies, etc.
- Smoking must be downwind and at least 10 metres away from openings – doors, windows, aircon inlets, etc.
- Smoking is a fire hazard – dispose of extinguished cigarettes in cigarette butt bins.

More info: [www.ru.ac.za/safety/resources/smoking](http://www.ru.ac.za/safety/resources/smoking)

## SNAKES

Please take a moment to familiarise yourself with the information: [www.ru.ac.za/environment/resources/animalcare/snakes](http://www.ru.ac.za/environment/resources/animalcare/snakes). It provides helpful info on **what to do** if you see a snake, **who to contact** for snake removals, and **more info** - useful links providing further detail (and some beautiful photos!) about the snakes in our area, and in SA.

## SPORTS AT RHODES

All students are entitled to make use of the sports facilities and join one or more of the 27 clubs, which are affiliated to the Sports Council. A small annual fee is charged for each sports club a student joins. Each club is a centre of social activities, with meetings, practices, fixtures, and fun events organised by students who are assisted by full-time sports administrators.

Many clubs play in competitive provincial leagues, whilst some also offer internal leagues. Because not all students enjoy playing competitive sports, the residence system offers students the opportunity for a social and less competitive team sport. The Sports rep on each House Committee is charged with organising such events. In addition, the Rhodes Health suite offers weight training, aerobics and spinning classes. The weight training facility consists of cardio-vascular; circuit and free-weight training sections and instructors are available to assist with personal training programmes.

A Student on financial aid may apply for Sports Council via the Manager: Sports Administration for a rebate to join one sports club or one section of the Health Suit.

. Guidelines relating to inter-residence sports:

- Sporting fixtures should be regularly scheduled every second or third weekend (preferably avoiding week- days and evenings), including Saturdays and Sundays.
- On such weekends, events should be scheduled for 2 or 3 sporting codes
- Every effort should be made to include a wide range of sporting codes over the year, and careful consultation should take place before excluding any code (with due consideration for logistical challenges and the availability and commitment of the Sports Club).
- To determine which codes will be selected each semester, Sports Admin will send out a call for interest from all residences (with a deadline) and circulate a schedule of proposed dates to all Clubs, inviting them to select and commit to a slot. They will also use historical data on participation numbers and club efficiency in deciding which codes to include.
- Sports Admin must finalize and publicize the programme for each semester by the start of the semester and will do their best to avoid further changes (weather permitting).
- All communication regarding the competition – including last-minute unavoidable cancellations - must be timeous and conveyed through the medium of RU-Connected.
- Sports Admin must ensure that their staff is skilled in updating the site, and residents must take responsibility for logging on and accessing the information themselves.
- All rules for the competition must be available on the RU connected site.
- The ‘spirit award’ should be held in abeyance for this year, pending clarity as regards the rules and points system being used.
- Any proposed changes to this format must first be approved by the Board of Residences.
- Only currently registered students can participate in the inter residence programme.

- No Oppidan students are allowed in any res team; only people that live in the res may participate, this includes Residence Managers and residence link students.
- There is a maximum of one first team player allowed per team per event.
- Any residence that combines with another res will share the points equally irrespective of the number of the participants from each res in the team.
- Cory-Matthews will compete as a single unit, should they compete in any event as separate teams then all the points they have accumulated will be shared equally and they will not be allowed to rejoin again later in the programme. Winchester and Salisbury will compete as single residences.

***Sports on offer:*** Archery, Athletics, Basketball, Cricket, Canoe, First Aid, Chess, Golf, Dance Sport, Fly Fishing, Hockey, Karate, Mixed Martial Arts, Mountain Climbing, Netball, Pool Rifle Rowing, Rugby, Sailing, Squash, Soccer, Surfing, Taekwondo, Tennis and Underwater Volleyball.

## STUDENT DISCIPLINARY CODE

In an ideal world, there would be no need for disciplinary codes. Disciplinary codes are indispensable. The Rhodes Student Disciplinary Code is available at

[www.ru.ac.za/registrar/discipline/studentdisciplinarycode](http://www.ru.ac.za/registrar/discipline/studentdisciplinarycode) and all students are expected to have read it. There are wide ranges of issues that are covered in the Code, from making excessive noise to the most serious of criminal offences. In addition to the rules contained in the Code, each Hall has its own set of rules that apply to all students in that Hall and to students from other Halls or Oppidans who are visiting your Hall. It is vital that you know these rules, which normally concern such matters as inter-visiting, silence times (in some Hall referred to as “noise hours”), the use of musical instruments, consumption of liquor, smoking in the dining Halls, dress at formal meals, and others.

The students adopt a common-sense approach; they are likely to be all right 95% of the time. Please ask for guidance when you first start; and contact your Hall Manager for assistance or if you have a problem.

The source of the Universities discipline procedures is the Student Disciplinary Code, which is published on the website. The Vice Chancellor is the Chief Disciplinary Officer for the University. He/she may delegate such authority. The Vice Chancellor has appointed two officials called the University Prosecutors. Their duties, functions and powers are set out in the Code. In effect, they act as the prosecutor in all cases that are heard by the Proctors, in higher discipline cases. The most serious disciplinary cases are heard by the Proctors who have the powers to exclude students from the University permanently or for a specified period (e.g., two years) in addition to various other powers that are set out in the Code. The proctors are appointed by the Vice-Chancellor and are usually members of the staff of the faculty of law who has served as judicial officers or practised as advocates or attorneys. (Prosecutors are assisted in investigating and prosecuting by final year law students. The right to a fair hearing is critical and is taken very seriously).

A student who is summoned to appear before a Proctor has the right to elect to be tried by a Disciplinary Board which consists of a Proctor as Chairman, one member of staff, chosen from a panel nominated by the Senate and approved by the Principal after consultation with the Proctors and one member chosen from a panel nominated by the SRC (usually senior students) and approved by the Principal after consultation with the Proctors. The student may, however, elect to be tried by the



Proctor sitting alone and this is what usually happens. The procedure in a trial before a Proctor or Disciplinary Board is very similar to that followed in the ordinary courts of the land.

The Principal has appointed two officials, called the University Prosecutors. Their duties, functions and powers are set out in the Code. They, in effect, act as the prosecutor in all cases that are heard by the Proctors. They have the power to direct any Residence Manager or residence disciplinary committee to take disciplinary action against a student. There are several other disciplinary officers or bodies as well, which includes Hall Managers, Residence Managers, Hall and/or House Disciplinary Committees, Residence/Oppidan Student Assistants and the SRC Disciplinary Board. The Library Information Technology Department, CPU and Sports Council Disciplinary Committee have the power to run cases in their area of jurisdiction.

Normally, sanctions take the form of several hours of 'compulsory service', which must be completed within a given period. Failure to complete these hours results in further charges being laid for the failure to obey a lawful instruction and may result in exam results being withheld. Any disciplinary action taken by a Residence Manager, Residence Student Assistant, SRC etc., must be brought to the Hall Manager's attention within 24 hours. The Hall Administrator is charged with ensuring that all records pertaining to disciplinary offences are fully updated on the residence system. Performance of service hours must be closely monitored, and timeous follow-up action taken for failure to perform these hours. Please note that drunkenness is an aggravating factor

The following breaches of discipline must be referred to the Hall Manager:

- Any breach of any rule by a Residence Student Assistant or the House/Hall Senior Student.
- Any disciplinary offence where property (private or university) is damaged, whether a student is under the influence of alcohol or not.
- Any offence involving drugs.
- Any assaults/rapes/murders etc.
- Any serious thefts.
- Any racial incidents.
- Any second breach of the 'visiting' rules between 12 midnight and 8.30 am.

In addition, the following breaches of discipline must be reported via the Hall Manager to the University Prosecutor and the Registrar's Division:

- Any offence involving drugs.
- Any assaults/rapes/murders etc.
- Any serious thefts.
- Any racial incidents.

It is necessary to bear in mind that the Hall Manager or a Proctor on review can reduce penalties that are too severe. Equally, either the Hall Manager or a Proctor can increase penalties that are too lenient. If you are in doubt, please contact the Hall Manager. A Residence Manager may not vary rules of the University or the Hall. If, for example, a rule requires "strict silence" at certain times, it may not be varied to read "reasonable quietness".

In the event of your deciding to take disciplinary action against a student, it is imperative that you follow the following procedure:

- Tell the student that you are going to act against him/her.

- Tell the student what the charge against him/her is.
- Ask the student if s/he understands the alleged offence.
- Ask the student if s/he wishes to have a further two days to consider the charge, or to proceed immediately.
- Make sure the student is informed of her right to have an observer present and the option to be tried by a Hall/House Disciplinary Committee.
- Make sure the student knows that, if the s/he denies the charge, they are given 24 hours' notice to prepare their defence, and.
- That when they eventually appear before you, they are given every opportunity to present their defence. This includes the calling of witnesses.

Under no circumstances must a student be fined or punished without being told what the charge against him/her is, and without being afforded the opportunity to state what his/her defence is. If you are satisfied after hearing the student that he/she is guilty and decide to impose a penalty, you must ensure that all details are entered onto the residence system.

**Admission of Guilt:** First-time offenders for certain offences may elect to serve an Admission of Guilt penalty instead of having a disciplinary hearing. These are listed below. Note that these are NOT convertible into a monetary value. Residence Managers are responsible for entering the details of all disciplinary matters (charges, sanctions, dates etc.) on the residence System.

PLEASE NOTE: THE ADMISSION OF GUILT PENALTIES FOR RESIDENCE STUDENTS IN TERMS OF RULE 9 OF THE STUDENT DISCIPLINARY CODE MAY NOT BE REDUCED OR INCREASED WITHOUT A DISCIPLINARY HEARING BEING HELD.

The object of this procedure is to do away with disciplinary hearings in certain limited cases. These penalties may only be imposed upon a student where s/he admits guilt. If the student does not admit guilt, then a disciplinary hearing **MUST** be held. The disciplinary authority does not have to utilise the admission of guilt procedure and may decide to hold a hearing. This schedule does not create offences: it only relates to penalties for existing offences.

## RHODES UNIVERSITY

### ADMISSION OF GUILT PENALTIES FOR RESIDENCE STUDENTS IN TERMS OF RULE 9 OF THE STUDENT DISCIPLINARY CODE: 2023

	Offence	Compulsory service
1	Needlessly pushing a panic button	40 hours
2	Parking on the wrong side of the road (facing oncoming traffic)	40 hours
3	Smoking in a prohibited area	30 hours
4	Streaking/indecent exposure	25 hours
5	Vomiting in public while under the influence of alcohol	20 hours
6	Urinating in public	20 hours
9	Using loud, abusive or offensive language in public	20 hours
8	Holding a "boot party" on campus and causing noise and disturbance	20 hours
9	Not registering a motor vehicle with the University	20 hours

10	Disregarding a stop sign	20 hours
11	Breach of water protocol	20 hours
12	First-time visiting offence (receiving a visitor/visiting a residence other one's own outside visiting hours)	15 hours
13	Driving a vehicle on the pavement	12 hours
14	Parking in areas reserved for University staff	12 hours
15	Parking on a red line	12 hours
16	Driving on the wrong side of the road	12 hours
17	Failure to pack up as per formal instruction	10 hours
18	Parking on a yellow line / loading zone or lawn	6 hours
19	Failure to sign a guest in or out	6 hours
20	Failure to evacuate a residence in a fire drill	6 hours
21	Leaving a heater on in a residence room during a period of absence	6 hours
22	Failure to do a scheduled duty	4 hours
23	Failure to sign out for weekend/overnight/end of term	4 hours
24	Not wearing footwear in dining hall	4 hours
25	Prestik on walls	4 hours
26	Any minor noise offence	4 hours
27	General littering within the precincts of the Hall	4 hours
28	Non-attendance at Hall/House meetings	3 hours
29	Removal of food from dining hall (other than permitted) without permission	2 hours
30	Taking more than the allotted fruit or juice portion from the servery	2 hours
31	Boiling a kettle without a tray	2 hours
32	Not handing in forms/keys	2 hours
33	Excessive use of the master key between 00h00 and 07h00	2 hours
34	Contravention of any Hall/ House Rule	Up to 6 hours
35	Bringing unauthorised guests into the Dining Hall	20 hours

A **R35** fine equates to 1 hour of compulsory service. Monetary fines should be imposed only in exceptional circumstances. Please refer to the student disciplinary code on the university website.

**FORMAL DISCIPLINARY HEARING FORMAT** – Please refer to the student disciplinary code on the university website.

Suggestions for how to implement the visiting rule:

- Get a visitors' book, which should be used to note the names of anybody visiting a student in the residence. This book should ideally record visitors during the day as well as at night.
- Require Residence/Oppidan Student Assistants to check the book and ask visitors to leave by 12h00. NB: Residence/Oppidan Student Assistants of women's Residences who are required to implement these additional safety and security measures receive 5% more salary. Men's residences which agree to implement the same security measures can request the same salary adjustment (see 4(g) of *Guidelines of Remuneration of Residence/Oppidan Student Assistants*)
- Encourage students to always self-manage and take responsibility for their guests

- Devise a form for ‘express permission’, which must be submitted to Residence Manager in advance

Sanctions (these apply to BOTH the host and the visitor)

- for visiting:
- first offence 15 hours, adjusted depending on the context: Residence Managers may hear these case
- Second offence 20 hours plus a suspended exclusion from residence
- Third offence. Exclusion
- for failing to escort a guest: 15 hours each

**NB:** A general AMNESTY applies during fire alarms. No student may be prosecuted for visiting during a fire drill, and all students must be informed of this at the start of each year.

Complaints of a disciplinary nature may be lodged with the office of Campus Protection Unit or alternatively with Residence Managers who may refer the matter to Legal and Risk Services for further handling by the prosecutors. The contact details for student discipline related matters are [registrar@ru.ac.za](mailto:registrar@ru.ac.za)

## STUDENT FUNDING

Financial aid at Rhodes is offered to South African citizens who are financially needy and academically deserving. There is also financial aid for students with certain disabilities. A means test is applied, and each case is evaluated on its own merits.

Undergraduate financial aid is predominantly in the form of student bursaries from National Financial Aid Scheme (NSFAS). Applications for financial assistance are only considered if the family income is below a certain level, which is determined annually.

### What is NSFAS?

NSFAS is a government entity under the department of higher education and training established according to the NSFAS Act (Act 56 of 1999) to provide financial support to disadvantaged students who wish to further their studies at public universities or TVET colleges.

Who qualifies for NSFAS funding?

- All South African citizens
- All SASSA grant recipients qualify for funding
- Applicants whose combined household income is not more than R350 000 per month
- Persons with a disability: Combined household income must not exceed R600 000 per annum
- Students who started studying before 2018 whose household income is not more than R122 000 per annum.

NSFAS Residence packages: covers both tuition and residence

### How to apply?

It's as easy as creating a myNSFAS account via this link: <https://my.nsfas.org.za/> . Click on ‘apply’ tab to update your personal information and upload your application supporting documents. Submit your application. [www.nsfas.org.za](http://www.nsfas.org.za)

Some students are expected to make a family contribution towards their studies at Rhodes and the size of the contribution is the size of the family income. The family must pay the family contribution or satisfactory arrangements be made with the student fees office before a student can register. External or internal bursaries cannot be used to pay the family contribution. The Student Funding Office also administers internal bursaries and scholarships, but only students who are on the generic NSFAS funding qualify for these.

NSFAS Residence Package: covers both tuition and residence and excludes the family contribution. NSFAS Home/Oppidan Package covers tuition and makes provision for a monthly allowance to be made to the student for ten months, from February to November.

Please note: The package excludes the family contribution.

Students on Financial Aid are offered either a full or a partial rebate to join two clubs or two sections of the Health Suite, depending on their financial aid category.

For further advice or information: [www.nsfas.org.za](http://www.nsfas.org.za)

## **STUDENTS REPRESENTATIVE COUNCIL (SRC)**

The Rhodes Student Representative Council (SRC) represents students and negotiates with the University authorities on their behalf. When necessary, the SRC calls meetings of the student body. The President of the SRC meets with the Director of Division of Student Services and Development on a weekly basis. The University Council allocates an annual budget to the SRC and they may also raise additional funds for special projects, with the permission of the Senate and Council.

The SRC finances, controls, and coordinates the activities of registered societies and clubs on campus and organises events benefiting students. Grants are also made to various committees, to publications controlled by the SRC and for student social functions. The SRC also arranges seminars and speakers on current social and political issues of particular interest to students.

In terms of the student Disciplinary Code, the Student Disciplinary Board has the power to exclude a student from SRC functions and facilities or impose a fine of up to 10% of the Bachelor of Arts fee. All disciplinary action is reported to the Vice Chancellor who deals with offences that are more serious. The Student Defence Council can represent students in disciplinary cases.

### **SRC Incentives**

The University has an incentive scheme for students elected to the SRC. The SRC President receives a rebate of 50% of the BA tuition fee. The SRC President has the option to either take up the offer of a monthly honorarium or the prestigious leadership bursary. The leadership bursary is calculated at the average tuition and residence fee for one year, regardless of whether the student lives in residence.

The other four members of the executive council (Vice President, Secretary General, Treasurer and two elected executive members), each receive a 35% rebate of the BA tuition fee. The remaining Councillors are awarded a 25% BA tuition fee rebate.

### **SRC Staff**

Three full time employees, who assist the SRC members with the day-to-day running of SRC activities, staff the SRC office. The SRC office is open weekdays from 08h30-16h30.

## STUDENT SERVICES COUNCIL

The Student Services Council (SSC) is a Senate Committee that has been set up to hear the student's voice on campus. In accordance with South African Legislation, half the council is made up of students and the other half of university staff who, by virtue of their position or suitability are elected to the SSC. The committee meets once a term and a Residence Manager representative from each Hall is required to attend the meetings. It discusses issues related to student life in general, such as:

- First year student survey
- Security and lighting on campus
- HIV/AIDS Policy
- Substance abuse
- Student parking
- Supplementary examinations
- Oppidan related matters
- Re-grading of residences
- Postgraduate accommodation
- Security (safe routes)
- Review of Student Discipline Code
- Alcohol related advertising on campus

## SQUATTING

(see also “Visitors to Residences”)

No squatting, no unauthorized visitors or sharing of rooms is allowed.

No unauthorized visitors are to use showers, ablutions, washing machines, tumble driers, microwave, or any other residence appliances.

## SUBSTANCE ABUSE

Possession and supply of any controlled substance or dangerous drug as defined by the South African law is prohibited.

Rhodes University undertakes to deal with students who commit such offenses and who break the disciplinary code and thereby bring the University into disrepute. However, the University also recognises that in some cases, substance abuse can become a medical problem rather than solely a disciplinary matter and we therefore supply information about the dangers of illicit drugs and will refer those who need support to the relevant support services.

Students with substance abuse problems are encouraged to contact:

- the counselling centre ([counsellingcentre@ru.ac.za](mailto:counsellingcentre@ru.ac.za)) or the
- Health Care Centre ([healthcarecentre@ru.ac.za](mailto:healthcarecentre@ru.ac.za)) for information or assistance.

For more information on the protocol for students, using illicit drugs visit [www.ru.ac.za/studentaffairs/documents](http://www.ru.ac.za/studentaffairs/documents) If you are worried about a friend, contact SADAG's Substance Abuse Helpline on 0800 12 13 14 or SMS 32313. Open 7 days a week.

Narcotics Anonymous(NA) Meetings take place twice a week. Tuesday at Fort England Hospital at the substance abuse centre from 19h00-20h00 and thursday in the RA Room of the Steve Biko Building opposite Rhodes Music Radio from: 19h00-20h00 (NA/AA:082 784 7685)

## RESIDENCE/OPPIDAN STUDENT ASSISTANTS' DUTIES

(see Residence Student Assistant job profile on the website).

## SUICIDAL AND PARA-SUICIDAL CRISES

A suicidal crisis is very difficult to deal with. It is usually unanticipated and requires the helper to mobilize a variety of skills and resources. Firstly, call the Rhodes Psychological Emergency Number at 010 205 3068. If the person forbids you to call, is angry about it or upset, you must call anyway.

If the person is under the influence of drugs or alcohol, or if an attempt is imminent, call an ambulance (10177) because the person requires medical and psychological intervention as soon as possible. If the student is behaving in a manner which is difficult to control or which might be placing his or her life or your life in danger, call the police (10111).

If the person has indicated that, they are feeling hopeless or are thinking about suicide or "ending it all" take the person seriously. Many people have taken their lives when people thought their statements about suicide were "manipulative" or the person was being "melodramatic" or it was just "a cry for help" while it is true to say when a person is being manipulative, it is best to err on the side of caution. Do not panic. Keep your voice calm and matter of fact.

- **Encourage the person to discuss what prompted "death" thoughts.** The more the person can talk about the specific details of the experience, the better he or she is able to understand the source of the crisis.
- **Elicit the person's feelings.** Expressing emotions is a way for the person to vent frustrations while securing validation and support. Common probes and statements include "how did you feel when that happened" or "I would have felt hurt if that happened to me".
- **Assist the person in defining alternatives and options.** Those who are contemplating death do not see life as having positive alternative solutions. Alternative solutions are available. With assistance, the person in crisis can have the option to select the best solution for the situation.
- **Involve professionals** who can assist the person in crisis to deal more effectively with the problem and work to instill hope again. The challenge may be cultivating a sense of trust to include an outside person. In many cases, the suicidal person wants the helper to maintain confidentiality. It is important to emphasize that he or she came to you because of trust and confidence that you care to do the right thing. Encourage the person in crisis to value your decision to involve a professional counsellor if needed.
- **Talk with someone after the crisis is over** taking the time to share what it was like to be in a stressful situation is important. Venting your feelings and decision processes is crucial to re-stabilizing after your adrenaline surge. In addition, you may find yourself feeling guilty or inadequate for securing outside help. Remember that by bringing other helpers into the situation your intention was not to betray a confidence, but to save a life.
- **Realise the limits of your responsibility.** There are several ways to help in a crisis. Some include connecting the suicidal person with a counsellor accompanying the person to a counselling centre, making an appointment with a psychologist, notifying his or her parents or calling the

police. If you have taken substantial measures to prevent someone from committing suicide and the suicidal person refuses, there may be nothing more that can be done. Anyone who is determined to end his or her life will find a way. Your responsibility as a friend or associate is to assist, support and possibly refer. Once you have taken care to incorporate all these aspects, your responsibility as a fellow human being ends.

Inform the Division of Student Services and Development of the crisis as soon as you have dealt with immediate concerns. While confidentiality will be maintained, it is obviously important that senior management is kept aware of such extremely serious incidents.

## **VACUUM CLEANERS**

Vacuum cleaners may not be lent to Oppidans or taken out of the residence for the cleaning of motor cars, etc. It is vital to label 'dry' and 'wet' machines very clearly and educate all students about the differences.

## **VEHICLES (PRIVATE)**

A Staff motor vehicle disc for your car should be obtained annually from the Campus Protection Unit.

## **VISITORS TO RESIDENCE**

(see relevant section under "discipline")

## **RESIDENCE MANAGERS' DUTIES**

(also see "Duties" and "Attendance")

In preparing yourself to run your residence, it is useful to refer to the Job Profile (see HR website), which provides a useful overview of the key areas of responsibility and the minimal competencies for the job. You will also need to familiarize yourself with your Hall Rules and Information booklet, since each Hall's rules are slightly different.

## **RESIDENCE MANAGERS' FLATS**

The Residence Manager is responsible for the reasonable up-keep of the accommodation and facilities provided and must maintain them in a reasonable manner (allowing for normal wear and tear). A document which accurately reflects the status of the flat will be signed on the date of commencing duties, countersigned by the Hall Manager and the Manager of Housekeeping. Thereafter, the Residence Manager must ensure that requisitions to Facilities Services are made timeously as regards matters requiring attention and follow up on delays. Annual checks on the state of facilities will be made by the Hall Manager, who must forward a report to the Director: Residential Operations via the Division of Student Services and Development.

If Residence Managers have pets, they must take the necessary steps to ensure that there is no damage to accommodation and facilities, and they must ensure that the animals do not make any noise or cause disturbance. Residence Managers will be required to pay for damages where it is evident that there has been negligence and disregard for the accommodation and facilities.



## **RESIDENCE MANAGERS POWER OF SEARCH**

See protocol on Search & Seizure

## **RÉSIDENCE MANAGERS' WORKSHOPS**

The DSSD office arranges occasional workshops on a range of issues affecting the Residential System. All Residence Managers are expected to attend these relaxed and informal discussions. They are well advertised and are held between 5pm – 6:30pm, accompanied by light snacks. Topics which covered ranges from homophobia, eating disorders, dealing with Suicide, alcohol abuse, racism and xenophobia, rape and sexual assault, student discipline and harassment, student protests. Residence Managers are welcome to approach the Office of the Director of Division of Student Services and Development with further suggestions for topics.

## IMPORTANT CONTACT NUMBERS

Rhodes University Health Care Centre, Rhodes Avenue	046 603 8523
RU ER24 number (from 16h30 until 08h00)	010 205 3068
Settlers Hospital, Milner Street	046 602 5000
Fort England Hospital, York Street	046 602 2300
Settlers Day Hospital, Cobden Street	046 622 3033
<b>Ambulance Services</b>	
Netcare	082 911
St John's Ambulance, 24 Hill Street	046 636 1650
Grahamstown Ambulance/ Provincial Service, Temlett Street	046 622 9102 or 10177
<b>Acupuncturist</b>	
Dr Dwyer, 18 Henry Street	046 622 4846 061 038 2765 a/h
<b>Biokineticists</b>	
Hannah Knott-Craig	083 737 1962
<b>Dentists</b>	
Dr du Toit, 15 Milner Street	046 622 4258
Dr Eichhoff, 6 Allen Street	046 622 3789
Dr Herring, The Colcade, 41 Hill Street	046 622 8503
<b>General Practitioners</b>	
High Street Medical Practice Drs Gainsford, Baart, Meihuizen, Zietsman and Slyper 120 High Street This practice DOES NOT accept the following medical aids: Boncap, Primecure & Beryl, Ruby, Sapphire, Care cross, Renaissance, Africa, Managed Care, Network GP, Network X, Foundation, and Nessess.	046 636 206
Drs Godlonton, Lloyd & Mutesasira, 41 Hill Street This practice DOES NOT ACCEPT the following medical aids: Discovery & Key Care	046 636 1732 082 554 7800 a/h
Dr Santhia 10 High Street This practice DOES NOT ACCEPT the following medical aids: ingwe & Care Cross	046 622 6648 082 555 0799 a/h
<b>Optometrists</b>	

Dr Davies & Associates, 18 Bathurst Street	046 622 6205
Jenny Gopal, 4b Allen Street	046 622 4310/ 082 780 3633
Specsavers, Shop 50, Pepper Grove Mall, African Street	046 622 2295
EyeStore, 8 Allen Street	046 622 2828
Du Raan & Gippert, 41 Hill Street	046 622 3845
<b>Pharmacies</b>	
Alpha Pharm Grahamstown Pharmacy, 117 High Street	046 622 7116
Clicks Pharmacy, 42 High Street	046 636 1268
Clicks Pharmacy, Pepper Grove Mall	021 488 8170
Frontier Pharmacy, Shop 5, 63 New Street	046 004 0032
Meta-Clinic Grahamstown Shop 49, Pepper Grove Mall, African Street	046 622 6362
<b>Physiotherapists</b>	
Jane Holderness	084 800 1577
Daleen Ferreira	074 155 9265
Mark Anderson	046 603 2392
Nicola Brown	072 180 1594
<b>Radiologists</b>	
Drs Visser and Partners, 15 Milner Street	046 622 6464
<b>Clinical Psychologists</b>	
Ms Karen Andrews, 13 George Street E-mail: <a href="mailto:karen@clinpsych.co.za">karen@clinpsych.co.za</a> Adult & Adolescent Psychotherapy, Psychological Assessment	079 880 0832
Ms Ann Ashburner, Colcade Centre, 41 Hill Street E-mail: <a href="mailto:ann@imagnet.co.za">ann@imagnet.co.za</a> Adult & Adolescent Psychotherapy, Couples & Family Therapy, Parent-infant psychotherapy, Mindfulness Based Stress Reduction	046 622 4386 083 632 6350
Mr. Duane Booysen, Rhodes University Psychology Clinic Rhodes Avenue, <a href="mailto:Duaneb85@gmail.com">Duaneb85@gmail.com</a> English and Afrikaans, Adults and Adolescents (Individuals) Cognitive Behaviour Therapy (CBT), Anxiety Disorders; Major Depression, Post-traumatic stress Disorder, Supportive work for severe mental health related disorders, Neuropsychological assessments	046 603 8507 078 167 6607

Dr Lisa Brown, 3 Parry Street email: <a href="mailto:lisajoy@imagnet.co.za">lisajoy@imagnet.co.za</a> Child, Adolescent and Adult Psychotherapy, Attachment related difficulties; Bereavement; Resilience & adjustment; Personal growth	073 230 6331 046 636 1035
Ms Verna Connan, Psychological Care Centre, 5 Donkin Street E-mail: <a href="mailto:verna@psychcarecentre.co.za">verna@psychcarecentre.co.za</a> <a href="http://www.psychcarecentre.co.za">www.psychcarecentre.co.za</a> English and Afrikaans, Adult & Adolescent Psychotherapy, Couples Therapy Special interests: Depression and Anxiety, Trauma, CBT and Person- centered therapy	046 622 8197 084 512 8826
Mrs. Gwenda Euvrard, 8 St Aidens Avenue E-mail: <a href="mailto:gwendaevrard@gmail.com">gwendaevrard@gmail.com</a> Adult and young adult psychodynamic psychotherapy including verbal therapy, dream analysis, art and Jungian sand play therapy (international teaching member of ISST)	046 622 8023 082 773 3985
Mr Conrad Rocher, 29 Somerset Street E-Mail: <a href="mailto:conradrocher@gmail.com">conradrocher@gmail.com</a> English and Afrikaans, Adult, young adult and older adolescent psychotherapy (depth psychotherapy - incorporating psychoanalytic and analytical psychology orientations) Marital/couples' therapy, Expressive arts therapy	046 636 1583
Ms Pumza Sakasa Adult and adolescent psychotherapy, Medico-legal assessment, Marital/Couples Therapy	084 882 6608
Mr Thulani Vazi Email: <a href="mailto:thulanivazi@gmail.com">thulanivazi@gmail.com</a> Adolescent and Adult Psychotherapy, Neuropsychological Assessment, Medico-legal Assessment, Scholastic Assessment Counselling Psychologists	076 377 8449
Ms Nicola Graham, 11 Worcester Street E-mail: <a href="mailto:nicolagraham@telkomsa.net">nicolagraham@telkomsa.net</a> Adult and Adolescent Psychotherapy and Counselling, Psychological Assessments	076 259 2303
Ms Christine Lewis, Prince Alfred Street Steve Biko Building 1st Floor, Rhodes University Email: <a href="mailto:christine.lewis@ru.ac.za">christine.lewis@ru.ac.za</a> English and Afrikaans, Therapy for Children, Adolescents and Adults Couples & Family Therapy, Group Therapy, Career Counselling, Psychological Assessment, Career Assessment	083 969 2129

Ms Chantel Minnie, Psychological Care Centre, 5 Donkin Street E-mail: <a href="mailto:chantel@psychcarecentre.co.za">chantel@psychcarecentre.co.za</a> English and Afrikaans, Psychotherapy, Psychological assessment, Career assessment, Child & adolescent therapy, Relationship therapy.	064 853 6446
Ms Lumka S Qangule, Soyisa Consultancy, 72 High Street 111 Sanlam Building E-mail: <a href="mailto:lumka.qangule@soyisa.co.za">lumka.qangule@soyisa.co.za</a> <a href="http://www.soyisa.co.za">www.soyisa.co.za</a> Child, adolescent and adult psychotherapy, Psychological Assessment	046 622 7899 082 969 0176
Ms Adele van der Merwe, 22 Somerset Street E-mail: psychologist <a href="mailto:avdm@gmail.com">avdm@gmail.com</a> Makhanda: Monday, Tuesday, Wednesday Port Elizabeth, 26 Aragon Road: Thursday, Friday English and Afrikaans, Cognitive Behavioral Therapy (CBT) , Adolescent and Adult Psychotherapy Couples and Relationship Counselling, Psychological Assessment (Child and Adult): Learning Difficulties/ Scholastic Assessment & Neuropsychological Assessment	072 279 7952
Mr Greg Wilmot, 5 Watermeyer Street Email: <a href="mailto:greg@wilmotpsychology.co.za">greg@wilmotpsychology.co.za</a> Adolescent, young adult and adult Psychotherapy, Family Therapy and Couples Therapy, Sport Psychology: Motivation/Mental Skills, High Performance/Injury Rehabilitation, Team-based workshops, Athlete Lifestyle Management & Wellness	072 264 1452
Elaine Verster, 29B Parker Street, Makhanda Email: <a href="mailto:etr@worldonline.co.za">etr@worldonline.co.za</a> Neuro feedback therapy, Adolescent and adult psychotherapy Hypnotherapy, Couples therapy	072 768 8889
<b>Educational Psychologist</b>	
Mr Jan Knoetze, Rhodes Psychology Department E-mail: <a href="mailto:j.knoetze@ru.ac.za">j.knoetze@ru.ac.za</a> Family therapy, Group psychotherapy with adolescents Educational/scholastic assessment	046 603 8344 081 3676 848
<b>Educational Consultant</b>	
Dr Rose Grant, 11 Jacobus Uys Way Email: <a href="mailto:rose.grant@gmail.com">rose.grant@gmail.com</a> Study and life skills for individual learners, Study and life skills courses for groups Consultations for parents of learners, Specialised support for postgraduate writing Professional development of teachers	079 516 5499

Gwendolyn Johnson Email: <a href="mailto:gwen@tutorgap.co.za">gwen@tutorgap.co.za</a> Fort England Hospital, York Street Hospitalisation, Adult and adolescent psychotherapy Group therapy, Marital/couples' therapy, Community work Family therapy, Intellectual and personality assessment, Counselling Occupational Therapists	072 626 9362 046 602 2300
Ghida Bernard, Kingswood College Email: <a href="mailto:bernardghida@gmail.com">bernardghida@gmail.com</a> Medical negligence/ Functional capacity assessments (FCE) Insurance claims	079 697 9750
<b>Pastoral Therapist</b>	
Ms Kim Barker, 41 Oatlands Road Email: <a href="mailto:kimbarker@telkomsa.net">kimbarker@telkomsa.net</a> Narrative therapy, Individuals, couples/families and groups, Workshops and retreats	084 400 6145
Mr Vic Graham Email: <a href="mailto:vicgraham9@gmail.com">vicgraham9@gmail.com</a> Adolescent and adult therapy, Marital/couples' therapy, Special interests: Trauma recovery; Bereavement; Loss and recovery; spiritual meaning; Personal growth and navigating life transitions; Addiction to sex, relationships and/or pornography; Workshops and retreats	076 098 5763
<b>Psychiatrist</b>	
Dr Kiran Sukeri Thursdays @ Netcare, Settlers Hospital For appointments contact: Margaret Cherry, <a href="mailto:margaret.cherry@netcare.co.za">margaret.cherry@netcare.co.za</a>	046 602 5126 046 602 5000
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Rhodes University Career Centre	
Steve Biko Building (Rhodes Union), Prince Alfred Road Career Assessment, Career Counselling	046 603 7070
Rhodes University Psychology Clinic	

Rhodes Avenue Adult and adolescent psychotherapy, Marital/couples' therapy, Group therapy Family therapy, Intellectual and personality assessment, Counselling, Diagnostic assessment	046 603 8502
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<b>Speech and Language Therapists</b>	
Ms Agata Runowicz E-mail: <a href="mailto:agatanatalia57@gmail.com">agatanatalia57@gmail.com</a> Speech and language therapy, Remedial therapy, Psychometrics Speech/language & swallowing therapy, Psychoeducational assessment	073 653 1618
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