



Residence Handbook

2012-2013

THE UNIVERSITY OF
WARWICK

RESIDENTIAL LIFE TEAM

All students who have accommodation on campus are provided with an excellent network of support staff called the Residential Life Team. There are over 100 members of residential staff who live alongside students.

The campus community is divided into residential areas, which are managed by a Warden, who is assisted by Deputy Wardens, Sub-Wardens and Resident Tutors.

During your first few days your Resident Tutor will ask you to complete an Emergency Contact Form which should be returned to them, along with two passport sized photos of yourself, within the first week. Also in the first few weeks you will be invited to attend a kitchen meeting by your Resident Tutor. It is vital that you attend this meeting to receive practical information about your block and most importantly, get together with all your new flatmates to get to know each other.

Due to the student/staff ratio, it may take tutors a little while to get to know the students in their own area, so do not hesitate to go along and make yourself known to them.

Approved Code of Practice

The University has signed up to the Universities UK Code of Practice for University Managed Student Accommodation, approved by Parliament in April 2006. All campus accommodation is now included in the Code.

The Code has been prepared primarily to assist managers of student accommodation by setting out the main elements of good management practice. It covers, among other matters, health and safety, maintenance and repair, and relationships between managers and student tenants. It also should assist students in understanding both the standards and procedures and their obligations as tenants.

Further details of the code can be found at www.warwick.ac.uk/accommodation

THIS DOCUMENT, THE CONTRACT AND THE STUDENT FINANCE GUIDE CREATE LEGALLY BINDING OBLIGATIONS BETWEEN THE STUDENT AND THE UNIVERSITY WHICH YOU HAVE AGREED TO AND SIGNED WHEN ACCEPTING YOUR ACCOMMODATION OFFER

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Residential Information

Arrival Room Inventory

Your room should be of a satisfactory standard when you arrive at the beginning of each term. You will be charged for any damage to it including burns, spillage, breakages, marks on the paintwork, etc, so it is your responsibility to draw attention to any defect you think dates from before your arrival. If in doubt, always mention it to your Resident Tutor and complete the inventory which is online as part of your contract. If you are in a 30 week let, please also report immediately any damage you notice on your return to halls after the Christmas and Easter vacation.

Duty Tutor

Two members of the Residential Life Team will be on duty, day and night, throughout the term and will be available in their rooms, or at the end of a telephone on campus, from 18.00 to 08.00 the next morning (10.00 Saturdays and Sundays). The Duty Tutor should be called in the event of any problem that you cannot cope with when your local Resident tutor is unavailable. The names and telephone numbers of the Duty Tutors are available from the Reception Desk in the Rootes Social Building (024 7652 2280).

In an emergency ANY member of Residential Staff or Security Staff should be called on for help. Do not hesitate to contact them, even if in doubt.

Hall Committees

Each Hall is responsible for electing a Hall Committee made up of a student representative from each kitchen community, together with Residential Staff. This group meets as often as it likes, normally at least once per term. Residential Staff action items as appropriate and a formal record of these meetings is provided for the Warden.



Hall Committees are the main means of liaison between students, residential staff and the University. This is the principal democratic voice residents have and kitchen representatives fulfil a very useful function for students. Representatives are elected at the beginning of the year and your Tutor will ask for the kitchen representative's names early in the Autumn Term.

Kitchens and Communal Areas Each residential area has a kitchen which is provided with a sink, cooker, microwave, kettle, toaster, fridges and freezers. You will need to provide your own crockery, cutlery and cooking utensils.

You are responsible for cleaning after cooking. When you finish eating, please wash, dry and put away *all* of your pans, crockery, etc. Dirty implements left lying around may be removed by the accommodation service staff. Those abandoned at the end of the letting period will be disposed of.

As a group, you should ensure that the kitchens and lounges are tidy every day. Do not leave crockery, food packets, magazines, coats etc. lying around – they merely increase the workload on the domestic assistants who are trying to ensure you live in a clean and hygienic environment. If your kitchen is not deemed to be tidy enough to be cleaned, they may be left and you will be required to tidy them sufficiently for the next day. If this occurs often, your group may be charged for extra cleaning. In the worst situations the kitchen/lounge may be locked off at nights to prevent damage being done or residents may be asked to leave.

Cleaning of the communal areas is undertaken by the University; a detailed schedule is available in your kitchen area. If you are in when the domestic assistant arrives, please be prepared to vacate the area for a short period of time.

Refrigerators must be defrosted and cleaned weekly if they are to be effective. Please co-operate with the domestic assistants who are responsible for cleaning. Refrigerators and freezers work most effectively if not overfilled and not allowed to ice up. When a rubbish bag becomes full, take it to the refuse area for your residence. Replacement rubbish bags are normally left for you by your domestic, but ask your Tutor for some if there are none available. Please do not place anything on the tops of the kitchen cupboards – accidents have occurred

in the past where items have been pulled down from the cupboards by mistake.

All broken glass, broken crockery and sharp objects should be put in the box provided. Bicycles and shopping trolleys must not be taken into the residences. If found they will be removed.

Please note that the University Safety Officer has stated that, with respect to festivals such as Christmas and Diwali, as long as decorations are not obstructive or an obvious fire hazard and that electric lights are not left unattended or left on overnight, they are acceptable. Please make sure that any decorations are removed after the end of the festival (or at the end of term).

Spray snow is banned because of the difficulties inherent in its removal and the danger posed by the undue pressure that sometimes has to be applied to windows to effect such removal.

Candles, oil burners, fireworks, joss sticks, live coals, shishas, hookahs, flammable liquids and gases etc are a potential source of damage as well as a fire hazard and must not be used in residences.

Use the pin board in your room for notices, timetables, pictures and such. Please use Blu-Tack to affix posters etc to walls. DO NOT use sticky tapes of any sort on the walls or doors, eg to fix coat-hooks, air fresheners etc. Do not stick stars or posters on the ceilings; they damage the paintwork and any such damage will be charged to you. All posters including Blu-Tack must be removed at the end of each letting period.

Please note, in order that the Residences retain a pleasant and harmonious appearance for all, except when events of sufficient importance are taking place: eg. Student elections and international competitions such as the World Cup, nothing should be displayed in or from the window of your room.

Household cooking and other domestic appliances such as microwaves, toasters, rice cookers, kettles, beverage makers, fridges and freezers are not allowed in study bedrooms without medical certification. Rooms must not be connected using either internal or external wiring (including computer cabling). The practice is potentially dangerous, prevents windows being securely closed and is unsightly.

The University continues to do its best to keep rents as low as possible and residents are urged



to help by *turning off unwanted lights and other electrical appliances* and carrying out any other measures to reduce running costs.

External television aerials are not permitted. There is an external aerial socket in each kitchen/common room for shared viewing. Residents must obtain individual T.V. Licences for rooms.

Mail

Below is an example of a student address on main campus:

Mr A Smith
Room and Flat number
Block number/name
Residence
University of Warwick,
COVENTRY
CV4 7ES

University Postcodes
CV4 7ES All main campus
residences
CV4 7AL All departments and
Westwood
residences
CV4 8UW University House

Restricted Areas

Please do not go into linen rooms or domestic assistants' rooms.

Gaining access to the roof areas will be treated as a disciplinary matter.

Study Bedrooms

All rooms are centrally heated to achieve a room temperature of 21°C, and therefore the use of heating apparatus other than that provided by the University is forbidden.

Please note that health regulations now require

that water from a hot water supply should be a minimum temperature of 60°C. Please be careful when using hot water.

Bedding, linen and pillow cases are supplied by the University. You are expected to provide and launder your own towels and provide your own washing powder. You are requested to make your own bed. Mattresses should not be laid on the floor. Do not use the bedding or furniture from the halls for sunbathing outside the residences. If you wish to use your own duvet or pillows, please store the University bedding neatly in your cupboards: clear bags can be provided for storage and are available from your domestic assistant.

Please do not remove University property from either your room or your residence: you will be deemed responsible for consequent loss or damage. Please do not bring additional furniture into the residence. Do not de-activate the safety restrictors on your windows. Please do not go in or out of the windows. If bedroom furniture is rearranged, please allow access for cleaning the window area and return the room to the original position at the end of the letting period.

The lamps and ceiling lights will be damaged if anything is placed on them which prevents heat from escaping. Burns, spillages and other damage to the carpet or to fittings will incur a charge for cleaning or replacement.

You are not permitted to run any form of a business from your campus accommodation.

Vacation Residence

In order that the University can maximise its income from the residences and continue to keep students' rents as low as possible, University facilities are let to outside bodies for conferences and meetings during the vacations. Students who wish to remain in residence during any vacation not covered by their contract may do so (subject to availability) although they will not be able to retain their term-time rooms and will probably be transferred to other residences.

Vacation accommodation must be booked in advance which can be done online, via the website www.warwick.ac.uk/accommodation



Trunk Rooms and Warwick Accommodation Left Luggage Policy

All boxes/cases stored in the trunk rooms must show, clearly and securely:

Name and address
Contact phone number
Student I.D number
Date the items will be collected.

Warwick

Accommodation staff have access to the trunk rooms. At the end of the contract residents must normally remove ALL belongings as the trunk rooms will be cleared for incoming students and the remaining contents will be removed and disposed of unless prior arrangements have been made.

Trunk rooms can never be fully secure and it is advisable NOT to store valuable property in them. The University does not accept responsibility for the security of the Trunk Rooms. It is the individual's responsibility to label all belongings clearly.

Accommodation Information and Residential Regulations

Departure before the end of your contract If you wish to leave your accommodation, please read sections 9 and 10 of the University Residential Regulations (found in this booklet) and section 4 of the Contract. Please note that:

- Rooms are offered for the academic year.
- If you decide to move out during the year without permission and a suitable replacement cannot be found, you will continue to be responsible for the rent.

If you are moving off campus another person must come on to campus to replace you, even if they do not come into your specific room. If you intend to leave campus accommodation you should talk it over with a member of Warwick Accommodation before finalising your plans so that you are sure of your commitments.

Insurance

Rent for campus accommodation will include a level of personal possessions insurance. Full details of the insurance cover can be found at: www.warwick.ac.uk/accommodation

Paying Your Fees

Details of how to pay your accommodation fees can be found in your Student Induction information. This should have been sent to your home address at the end of August. If you have not received a copy of this information please visit go.warwick.ac.uk/welcome

Please note, the University does not send invoices to students for accommodation fees.

Accommodation fees are due in full at the start of each term. All students living in University accommodation, on or off campus are required to pay their accommodation fees by direct debit.

Please note that late payment penalties for accommodation fees are levied each term. Details of the level of late payment penalties can be found in the Student Finance information.

Failure to pay your fees in accordance with the instructions laid out in the Student Finance information may result in your enrolment at the University being suspended under the terms of University Ordinance 17, Payment of Annual Fees, Residential Charges and other Debts.

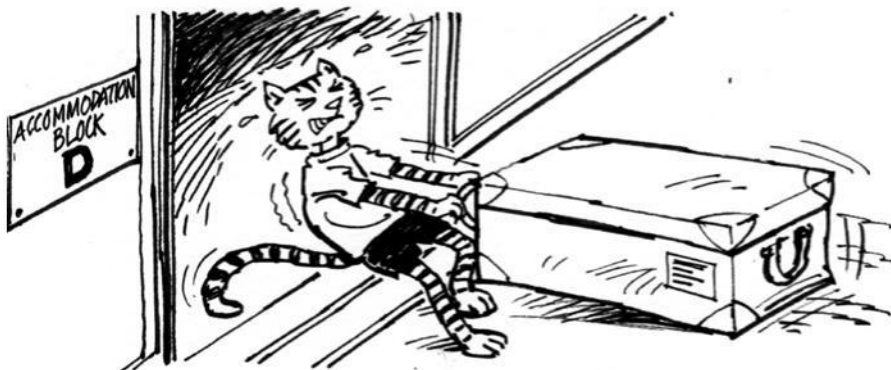
Period of Residence

Your fee for your accommodation entitles you to occupy your room from the first day of the contract until 10am on the last day of the letting period. Please co-operate with the domestic staff by vacating your room promptly and leaving it in a clean and tidy condition. Ensure that you remove all your cooking utensils from the kitchen, disposing of old and unwanted food and other debris in the plastic bin bags provided. Any items left behind at the end of a letting period will be disposed of.

Room Allocation and Changes

All room changes must be approved by the Warden and will be subject to an administrative fee of £35.

If you wish to transfer within your current hall, the first person you should see is your Resident Tutor. If there is nothing they can do, but they believe you should be permitted to move if possible, they will contact the Warden to see if other vacancies exist.



If you wish to transfer to other University accommodation (i.e. to any residence other than your contracted one) you must apply to Warwick Accommodation. Illegal transfers will incur financial penalty. A transfer list will be available on the Warwick Accommodation website www.warwick.ac.uk/accommodation from Monday of week 3 term 1.

Residential Accommodation

Regulations The following provisions shall be read in conjunction with, and are intended to supplement, the University's Disciplinary Regulations. In the event of any inconsistency the Disciplinary Regulations shall prevail. In addition to these Regulations, each place of accommodation also has a set of Rules, which students are also required to observe. It should be noted that membership of the University or residence in any University accommodation offers no special protection against the law of the land. The University has been, and is, prepared to use the normal procedures of the law in the event of offences such as theft or drug abuse.

A General Regulations

- (1) First year undergraduates who wish to make their own accommodation arrangements may do so provided that they notify the Accommodation Officer of the accommodation before entering into a definite arrangement with the landlord/landlady.
- (2) All undergraduates are required to notify the Accommodation Officer of changes of address during term-time.
- (3) All full-time students must live within a reasonable distance of the University.

B Lodgings Regulations

- (4) If undergraduates in lodgings intend to be absent for one night or longer, they must indicate to their landlord/landlady where they can be found, in case of emergency.

C University Accommodation Regulations

- (5) The persons responsible for the proper management of residences, and the enforcement of the Accommodation Regulations are the Wardens, the Deputy Wardens, Subwardens and Resident Tutors.
- (6) **Allocation of Rooms**
 - (a) Accommodation shall be allocated by the Warden in terms of a specified room in a residence. Students must

comply with the decision of the Warden regarding the allocation of rooms.

- (b) Any student failing to take up a place he/she has accepted is liable to an administrative levy of a sum equal in amount to two full weeks' rent for the room allocated, subject to the discretion of the Accommodation Manager in the case of exceptional or extenuating circumstances to reduce or cancel the levy.
- (c) Any student failing to take up a place he/she has accepted within four days from the start of any letting period, or failing to inform the Accommodation Manager in writing beforehand of their late arrival, shall be liable to forfeit their place in University accommodation.

(7) Period of Residence

- (a) Accommodation in halls of residence will normally be offered for a period of 30 weeks, 39 weeks or 50 weeks. This letting period cannot be amended after its commencement.
- (b) Students shall be liable to pay accommodation charges on the first day of each term or on the date when occupation of accommodation commences if this begins on a date later than the beginning of term.

(8) Changing of Rooms and Transfers

- (a) Residents may not change rooms or accommodation except by application to and with the subsequent permission of the Warden.
- (b) Any student wishing to change rooms or transfer to other University accommodation will be required to pay an administrative levy subject to the discretion of the Accommodation Manager in the case of exceptional or extenuating circumstances to reduce or cancel the levy.
- (c) The Warden shall have the right to change the room allocation at any time as he/she in his/her discretion thinks fit.
- (d) All requests to change accommodation (except in the case of transfers from one unit of accommodation to another, where both are under the control of the same Warden) must be referred to

the Accommodation Manager in the first instance.

(9) Leaving University Accommodation

Any student who wishes to leave University accommodation, except in the case of transfer as provided for under paragraph (8)(b) above:

- (a) must give two full term-time weeks' notice;
- (b) shall not normally be entitled to any reduction in fees payable in respect of the period following the expiry of notice given by him/her; during which the period of notice expires.
- (c) Shall normally be liable for rent until the end of the letting period during which the period notice expires.

Note: The date of leaving University accommodation shall be defined as the date on which the key is returned to the issuing office.

(10) Requirement to Leave University Accommodation

- (a) A student whose continued presence in the place of residence is felt to be detrimental to the well-being of the community or who has significantly or repeatedly breached the Disciplinary Regulations under paragraph (20) below may be required to leave the accommodation. Students found to be using, in possession of or allowing their room to be used for the consumption of any illegal substance in campus residences will be required to leave the accommodation.
- (b) A student required to vacate his/her accommodation shall be given four weeks' notice, except that:
 - (i) if the end of the letting period is less than four weeks away the student shall be required to leave at the end of that period;
 - (ii) a student whose registration as a student of the University is for any reason terminated may be required to leave with effect from the date of the termination.
 - (iii) in exceptional circumstances, and only with the approval of the Registrar, a shorter notice period may be applied.
- (c) Any student required to vacate their

accommodation shall be informed that he/she may appeal against such a decision by writing to the Registrar or, if a shorter notice period was applied under

- (b) (iii) above, the Vice-Chancellor, who will if it is determined that there are grounds for appeal, appoint an Appeals Committee to examine the case. The Residential Appeals Committee shall be empowered to confirm, set aside or vary the decision made under Regulation (b) above.

(11) Use of Rooms

Rooms may be used only as private living accommodation and for purposes of study.

(12) Visitors

- (a) No person may occupy or share the occupation or live in any room or premises unless specifically authorised by the University.
- (b) No residents may have extra people living in their rooms, nor may they sub-let.
- (c) Visitors are only permitted during the hours laid down in the handbook of the relevant Hall of Residence.
- (d) Students are responsible for the behaviour of their guests or visitors, who are not students of the University.

(13) Parties in Halls of Residence

- (a) Written permission must be obtained from the Resident Tutor or Sub Warden responsible for the area before any party is held.
- (b) Parties may usually be held only at weekends and must end by midnight.

(14) Pets

No pets or any other animals may be kept in any University residential accommodation.



(15) Vehicles

- (a) Students wishing to keep vehicles must register them and must comply with the University Ordinance and Regulations on Parking and Traffic.
- (b) Students in residence who do not have authority for a motor vehicle on campus must not keep their vehicles on public roads within one mile of the University. Students who break this rule will be required to vacate their campus accommodation.

(16) Wiring and Aerials etc.

- (a) Electrical appliances may be operated only from the fixed power points provided. Students may not install any additional electrical wiring, computer cabling or telephones.
- (b) No additional space heating appliance may be used without permission of the Warden.
- (c) Students must not erect television or radio aerials on the roofs or in the lofts of University residential buildings.

(17) Door Locks

No door lock may be changed or added except by authority of the Warden.

**(18) Infectious and Contagious**

Diseases Notice shall be given to the Warden of any resident or visitor who is suffering from an infectious or contagious disease in order that the risk to the health and safety of other residents may be assessed by the University.

(19) Damage

- (a) A student shall immediately report to the Resident Tutor responsible for the area any damage to or loss of property, fixtures, fittings or furnishings. Where such damage is



attributable to or the responsibility of a student he/she shall repay to the University the cost or a proportion of the cost of renewing or replacing the same. Where damage cannot be attributed to an individual student the group of students living in the area in which the damage or loss has occurred.

- (b) Wardens, Sub Wardens and Resident Tutors are empowered to require a student to make good the cost of damage not exceeding £25 in respect of (a) above. Where the appropriate charge exceeds £25, the power to require payment resides with the Warden.

(20) Discipline in Halls of Residence (a)

The following types of misdemeanour will require disciplinary action:

- (i) Anti-social behaviour such as drunkenness; disorderly conduct; unnecessary noise; selfish use of noise emitting equipment including radios, music centres, CD players, televisions, computers, musical instruments; playing games in close proximity to residences; disregard of such hours of silence and visiting hours as may be laid down in the handbook for the relevant Hall of Residence, and any behaviour causing a nuisance, inconvenience, or annoyance to other residents.
- (ii) Non-compliance with any of the University Accommodation Regulations (as set out above), or with any rule in the

- handbook for the relevant Hall of Residence.
- (iii) Wilful or negligent damage, including flyposting, to the premises, or its fixtures, fittings and furnishings.
- (b) (i) Resident tutorial staff are empowered to fine up to £25 for anti-social conduct as defined in paragraph 20 (a)(i) above or for any other plainly anti-social actions not specifically mentioned, or for non-compliance with the Regulations as defined in paragraph 20 (a)(ii) above, or for wilful or negligent damage as defined in paragraph 20 (a)(iii) above.
 - (ii) Wardens are empowered to raise fines not exceeding £100 for anti-social conduct as defined in paragraph (20) (a)(i) above or for any other plainly anti-social action not specifically mentioned, or for non-compliance with the Regulations as defined in paragraph (20)(a)(ii) above, or for wilful or negligent damage as defined in paragraph (20)(a) (iii) above.
 - (iii) In the absence of the Warden, the Deputy Warden or any other member of the resident tutorial staff nominated by the Warden shall exercise his/her powers under paragraph (20)(b)(ii) above.
 - (iv) The Warden or any member of the resident tutorial staff is additionally empowered to exact a written apology in respect of anti-social behaviour, to be communicated through him/her to any person or persons named.
- (c) (i) The Warden is empowered to sit with two students normally chosen by local student committees and two resident tutors to hear appeals against decisions made or in mitigation of penalties imposed by resident tutorial staff under paragraph (20)(b) above, it being understood that the member of the resident tutorial staff who took the initial decision may not sit on the appeals panel. Where disciplinary action was taken by the Warden alone, the appeal shall be referred to the Registrar in the first instance, who shall determine whether to deal with the matter himself/herself or to report it to the Residential Appeals Committee under the recognised procedure.
 - (ii) In the absence of the Warden, the Deputy/Sub Warden or any member of the resident tutorial staff nominated by the Warden shall exercise his/her powers under paragraph (20) (c)(i) above, except that he/she may not so act in the case of an appeal against one of his/her own decisions.
- (d) (i) Any fines levied will be used to purchase books for the University Library.
 - (ii) The Finance Director will be responsible for the collection of fines.
 - (iii) The penalty for non-payment of fines shall be exclusion from University accommodation. (Students who fail to pay fines shall also be subject to any other sanctions normally applied to debtors to the University.)
- (e) A student shall not normally be allocated a room in campus residences for any future years of study at the University where there have been significant or repeated breaches of the disciplinary regulations.
 - (f) If a student who is not a resident of the Hall concerned causes a disturbance or breaks a Regulation whilst on the premises this will be dealt with under paragraphs (20) (b)-(d) above, unless the offence is sufficiently serious to warrant action by the University Discipline Committee. In cases of doubt or difficulty the Registrar will determine which authority takes disciplinary measures.

Living as a community

Drugs

The University takes all reasonable measures within its powers to discourage the use of illegal drugs amongst its students. We remind students that possession of illegal substances is a criminal offence and that possession with intent to supply is a more serious offence.

It is the University's policy not to tolerate the use of illegal substances on its land or in its buildings. To do so would constitute a criminal offence. Students found to be using or in possession of or knowingly allowing any illegal substance, including cannabis, to be used in contravention of this policy, will be required to leave campus accommodation with four weeks' notice and will not be permitted to live on campus for the remainder of their time at University.

Food Thefts

Residents should be on their guard against thefts from kitchens in general and refrigerators and freezers in particular. Thefts of this nature can seriously and permanently damage community relationships. Kitchen security is the responsibility of each kitchen community. In the past food thieves have been removed from the University residences.

Visitors

"Visiting hours" are nominally 10.00 to 24.00 hours and, although not rigidly enforced, visitors who are being a nuisance will be required to leave, as well as being subject to the normal regulations of the University.

No other person is allowed to occupy your room overnight, whether you are present or absent, without explicit permission of a member of the Residential Life Team. Domestic assistants are required to report cases of doubtful occupancies and extended absences.

Visitors may be allowed to stay for two nights over a weekend, provided the following guidelines are adhered to:

- All cases of overnight guests must be reported to the Residential Life Team.
- Students are only allowed ONE guest at a time. That is NO MORE THAN TWO persons should occupy a room overnight.
- There is a STRICT TWO NIGHT LIMIT for guest occupancies.
- The lending of rooms ('subletting') or room

keys is strictly prohibited.

- Children may not stay at anytime.

May we remind you that failure to comply with **ANY** of these guidelines will result in disciplinary action against the offending residents.

Note: You are personally responsible for the conduct of your guests and visitors, members of the University or others, and for any damage they cause.

Harassment

The University and the Students' Union regards all forms of harassment, including bullying, as unacceptable and are prepared to take disciplinary action against offenders.

Both the University and the Students' Union are committed to creating a community that is free from harassment and discrimination. Harassment is unlawful. It can affect your living and working conditions, and your physical and mental health.

The University has a comprehensive Dignity at Study and Work Policy, the full details of which can be found at go.warwick.ac.uk/dignity.

Am I being harassed?

The nature of harassment may make it difficult to define and it may be some time before you realise that you are being harassed.

Harassment is unwanted, unsolicited or unwelcome behaviour or language that is offensive or intimidating to the recipient. Harassers can be other students, University or Union staff, or anyone formally linked to the University. Harassment can include:

- unnecessary or unwanted physical contact
- sexually suggestive behaviour, or compromising sexual invitations or demands
- verbal or written abuse including non-communication and deliberate and/or inappropriate exclusion from social events or day to day activities
- derogatory name-calling and insults
- threats of a physical or psychological nature
- victimisation because of someone's gender, race, disability, sexual orientation, age, religion or other beliefs
- bullying behaviour or language that causes fear or distress to others
- abuse of power by someone in authority
- use of social networking sites to post derogatory messages about someone

- inappropriate and derogatory remarks in connection with performance

What can I do?

If the way you are being treated either by an individual or by a group makes you feel uncomfortable, unhappy or disempowered then you should talk it over with a view to changing things.

Being subjected to harassment can be a devastating experience. You may feel that what is happening is your fault, that you are powerless and alone. You aren't. There are a number of places you can go for advice, support and encouragement. Talking to someone will make you feel less alone and more able to deal with your experience. You should not feel reluctant to complain, in fact you are encouraged to do so.

How can I deal with it informally?

The following list identifies places on Campus where you can talk to someone and where everything you say will be treated confidentially:

The Student Support Office:

Ground Floor, University House.

024 7657 5570

Open Monday to Friday during office hours.

Web: go.warwick.ac.uk/supportservices

Email: studentsupport@warwick.ac.uk

Student Advice Centre:

First floor Students' Union Building.

024 7657 2824

A professional advice service, open Monday to Friday during office hours.

Web: www.warwicksu.com/advice/

Email: advice@warwicksu.com

Nightline:

between 9pm - 9am.

024 7641 7668

A confidential listening service, run by students for students, during term time.

Email: nightline@warwick.ac.uk

SU Welfare Officer:

024 765 72778

An elected student who is available to listen and may be able to direct you to other sources of support provided by the Union such as the Anti Racism Campaign, Women's Group and appropriate societies.

Web: www.warwicksu.com/officers/welfare

Email: welfare@warwicksu.com

Chaplaincy:

024 7652 3519

The Chaplaincy is home to the Christian (Catholic, Anglican, Free Church), Jewish and Muslim chaplains, who are always glad to meet students and staff socially and pastorally. As a valued part of the University's Welfare network, the chaplains offer everyone a sympathetic ear in total confidence. Web: go.warwick.ac.uk/chaplaincy

Information about these and other services is available from the Student Support Services website at: go.warwick.ac.uk/supportservices

The above agencies will provide nonjudgmental advice and information on the options available to you. You will also be able to get information about outside organisations which offer help and support. No action will be taken without your permission and cooperation. However if you decide to make a formal complaint then they may also help you to do this. It is always a good idea to talk things over before you make a formal complaint.

How can I deal with it formally?

After you have talked things through with one of the people listed above you may decide to report it. It is important that you recognise that many people other than those listed above will feel that they have a duty to pass on any incident you report to the University authorities, who in turn may have to report serious incidents such as assault or rape to the police. Decisions may be taken out of your hands. Don't let this put you off taking action to stop harassment.

Appropriate people to whom incidents of harassment may be formally reported include: residential staff, wardens, personal tutors, departmental Chairs, senior members of the Registrar's staff, University security staff.

If the incident takes place in the Students' Union you can report it to any member of staff, stewards, the house manager or a sabbatical officer.

What happens next?

The report will be forwarded to the Registrar who will ensure that the matter is investigated. The Registrar (or his/her nominated representative) will then decide upon the next steps, which might include referral to the police, action under the Disciplinary Regulations (for students), action under the staff disciplinary procedures, or no further action.

Students may expect to continue to receive help and advice from the Student Support Services and the Students' Union after a formal complaint has been made.

Should I report it to the police?

The University and the Students' Union encourage the reporting of serious incidents to the police and will support any individual who does this. However we do recognise that this can be a difficult thing to do and you may wish to discuss your options and any likely consequences with someone from Student Support Services or the Student Advice Centre first.

Contact Numbers:

Campus Security (24 hour emergency)

024 7652 2222

Coventry Police **024 7653 9010**

Leamington Police **01926 451111**

Kenilworth Police **01926 851111**

Noise and Quiet Areas

The most common complaint about campus accommodation is noise. One antisocial person can keep the whole residence awake. Small things like slamming doors, talking and laughing can be extremely irritating to someone trying to work or sleep. Major disturbances – persistently turning up your radio or musical equipment, shouting or playing games in the area immediately outside – are much worse.

Games must therefore be confined to the playing fields or grassed areas away from the halls.

If you are being annoyed by noise and the offender does not respond positively to your request for quiet, you should raise the matter with the Residential Life Team. Disciplinary action will be taken against persistent offenders.

The volume of radios and music equipment etc must be kept down at all times, and should not be audible outside your room. There are practice rooms available for musical instruments within the Arts Centre and Westwood because the residences themselves are unsuitable.

An increasing number of students each year ask to live in quiet areas. Although there is no general definition of a quiet area, the concept is not a difficult one to grasp. Anyone living in a quiet area who does not co-operate with the concept of quiet and respect the needs of others will be moved elsewhere by the Warden.

The concept and establishment of quiet areas does not mean that the remaining parts of the residences are licensed for making excessive noise. Persistently noisy individuals or groups will not be tolerated. If you are being bothered by noise it is important to contact your Resident Tutor at the time the noise is occurring and action will be taken.

Overnight Absence

If you intend to be away for one night or more you should, if possible, inform the Residential Life Team for your area and, either with them or a friend, leave a phone number where you can be contacted. Please co-operate in this as emergencies (fire, family problems etc) do occur and it then becomes essential that your Residential Life Team can either relay a message to you or account for your absence.

Pets

No pets or any other animals may be kept in any University residential accommodation unless it is an aid for a disabled person.

Prohibited Weapons

It is a disciplinary offence for any student, without approval from the Warden, or other authority, to have in their possession or control on campus an offensive weapon or any article capable of causing injury or being adapted for that purpose. This includes an air weapon, firearm, imitation or anything that has the appearance of being a firearm. Laser pens, or similar items, are also banned from residences.

Where a weapon or an article capable of causing injury or being adapted for that purpose is required to be kept in a student's room within a University owned or managed residence for the purpose of engaging within a recognised sporting activity it will be the responsibility of the student concerned to make this known in writing to the Warden of the residence concerned, clarifying how the item(s) will be secured when not in legitimate use, and ensuring that written permission is received in return; a copy of such permission being forwarded to the Security Manager.

Shopping Trolleys

Please do not bring shopping trolleys on to campus. Students found in possession of a trolley will be issued with a fine.

Smoking

You are not permitted to smoke in any University building. This includes your study bedroom.

safety and security

Electrical Safety

Always follow the manufacturers' instructions. Do not use unfused plugs or unfused adapters. Do not overload electrical sockets. Wiring more than one appliance into one plug is prohibited as being extremely dangerous. Overloading trips a master circuit breaker and blacks out not only your own room but also several others. If a power failure is caused by overloading, you may be charged for the repair. Do not leave unattended electrical equipment switched on. Disconnect equipment when not in use. Do not run cables under rugs or carpets and do not put combustible materials on or near electrical equipment. Extension leads to the power sockets in the corridors are forbidden. Switch off and disconnect faulty equipment immediately.

Fire Safety

Fire Alarms

Each residential premises has a fire alarm system including detectors, break glass call points and sounders. When activated, the alarm sounds in the building and at the Security Gatehouse. Security officers will attend. For the safety of all it is essential that all residents co-operate with Security Staff, Residential Tutors, other University staff, and Fire Brigade Officers who may be involved in fire emergency response or fire drills.

It is a disciplinary offence not to vacate a building when the fire alarm sounds. Anyone setting off a false alarm or who tampers with smoke detectors or other fire equipment will be fined and may be required to leave the Residences.

Fire Action

Instructions as to the course of action to be taken in the event of fire or a fire alarm are set out below and posted within individual rooms and kitchens. Please make certain that you are familiar with the advice given. Familiarise yourself also with the locations of fire detectors and red break glass points within your block and inform yourself of the alternative means of escape in the event of a fire.

If you discover a fire:-

1. Raise the alarm.
2. Leave the building immediately, closing any room doors behind you.
3. Actuate a red break glass if you pass one as you leave.

4. Move away from the building to a place of safety.
5. Report the fire and its location to the Security Gatehouse on 024765 22222.
6. Stay in a place of safety for the attending Security Officers and inform them that you discovered the fire and of any related concerns.
7. Unless instructed otherwise by the attending Security Officers, proceed to the designated assembly point.
8. You must not return to the building until instructed to do so by a University Security Officer.

Note: Dialling 999 on a mobile or external phone bypasses Security Gatehouse and may lead to delay in the arrival of emergency services.

If you hear the fire alarm sounding:

1. Leave the building immediately, closing the door of your room behind you.
2. Move away from the building to a place of safety and if you have any concerns report them to the attending Security Officers
3. Unless instructed otherwise by the attending Security Officers, proceed to the designated assembly point.
4. You must not return to the building until instructed to do so by a University Security Officer.

In the unlikely event that the exit be blocked, or you encounter thick smoke:

1. Do not panic but return to your room and close the door.
2. Open the bedroom window and attract someone's attention.
3. If fumes begin to enter, place wet clothes around the cracks and remember that air is fresher closer to the floor.
4. Remain calm at all times.

Fire Drills

Fire drills are a legal requirement and part of the University's fire safety measures. The University may hold fire drills at any time. A fire drill is normally held for each individual residence in the autumn term without prior warning. The objectives of the fire drill are:

1. To ensure that residents demonstrate how to leave the building in an orderly fashion, thus avoiding the possibility of panic in an emergency.
2. To ensure awareness of the relevant assembly points in the event of a fire.

Minimising the Risk of Fire

General

- Smoking is not allowed in University residences. This also includes the use of electronic cigarettes.
- Lamps and ceiling lights may cause a fire if anything is placed on them.
- Candles, oil burners, joss sticks, flammable liquids and gases etc are fire hazards and must not be used.
- Household heating appliances, cooking and other domestic appliances such as microwaves, toasters, kettles, beverage makers, fridges and freezers may constitute fire hazards and as such are not allowed in study bedrooms without medical certification.
- Fire doors must not be wedged open.

Kitchens and Cooking

Fires are most common in kitchens and are almost always caused by carelessness and/or inappropriate behaviour, and overheated and dirty grill pans are the most frequent cause of fire.

Familiarise yourself with correct cooking procedures, especially when frying food. Always use the correct utensils and do not leave food cooking on hot plates or under grills unattended. Switch off the cooker after use. Doors should be kept shut during cooking to avoid setting off smoke alarms unnecessarily. The use of personal electrical grooming appliances within the kitchen and indeed other areas, such as hair straighteners will be allowed. However, it will be the responsibility of the student to ensure that they are maintained in an efficient state; in efficient working order and in good repair, do not present a risk of harm to others and/or compromise fire safety.

Please remove the power lead from the kettle base before filling with water. Once boiled, unplug the power lead from the kettle before pouring.

The University of Warwick reserves the right to remove any appliances that do not meet safety standards.

If your residence has a gas cooker in the kitchen it will also have a carbon monoxide detector. In the event of an alarm, follow the instructions posted on the notice board to avoid unnecessary alarms. Grill and oven burners should be kept clean at all times.

All incidents of fire must be reported to the nearest Tutor, Security or the Rootes Reception Desk.

Preventing False Alarms

The number of false alarms can be limited by following some simple guidelines:-

1. Do not touch any of the ceiling mounted fire alarm detectors or sounders. Remember: removing a device from its housing will activate the alarm.
2. When using the shower do ensure the ventilation fan is running. Do keep the bathroom door closed as steam may activate the fire alarm.
3. Report immediately all ventilation fans that are not working.
4. Be aware that steam from a steam iron may set off fire detectors.
5. Do ensure extractor fans are running when cooking in the kitchen.
6. Do not leave food cooking unattended, e.g. toast.
7. Do be aware that large amounts of deodorant spray or aerosol spray near a detector can activate the alarm.

Remember: the fire alarm system is there to protect you!

By following the above guidelines the number of false alarms will be reduced (this means less inconvenience to yourself and other building users). Moreover, the demand on the resources of the Fire Brigade will also decrease, which could prove vital in the event of a genuine fire alarm.

Hazards

For the safety of all, any potential hazard that is identified should be reported immediately to the Accommodation Services Manager, Rootes Reception Desk or to a member of the Residential Life Team.

Repairs and Damage

If you need to report a fault within your accommodation, please log on to www.warwick.ac.uk/accommodation and browse to "Student Accommodation"

Please do not report power failures online, either speak to your Accommodation Services Manager (not the domestic assistant) or contact Rootes Reception on (024765) 22280, 8.00 am until 8.00 pm. In the case of an emergency outside these times please contact Security on (024765) 22083. The preferred method of fault reporting is the online form. In the event of an emergency which is likely to endanger life or cause structural damage to property you should immediately contact

Security on extension 22083 or 999 on an internal phone.

Damage to the public areas in your residence should be reported immediately, both to the Accommodation Services Manager and to the Residential Life Team.

Where damage or loss occurs of the residence and it is not possible for the University to ascertain who is at fault, residents will be required to pay a fair and reasonable proportion of the cost of repairing the damage or reinstating the loss including a £20 administration fee per student.

Security in Residences

Keep the front door locked at all times. Do not open the front door for anyone you do not know.

Try not to lose your key. If you do lose it, report the loss to Rootes Reception immediately. You will be charged for a replacement key upon proof of identity; refundable if you find your key and return the replacement to Rootes Reception within seven days. You may have to pay for a replacement lock unless a crime report number is provided.

The University does its best to discourage insurance and other salesmen and to keep them off campus; please report any such activity within the residences to Residential Life Team.

Money and valuables should never be left unattended in public areas. Always keep your room locked when you are not in it and close and secure the window. Every year significant amounts of property and money are stolen in Residences. Not only could you suffer considerable personal loss but loss or damage to the University property in your room will be charged to you if your room was left unoccupied and unlocked.

If you have a laptop computer or other expensive, easily portable equipment, make sure it is kept secure.

The domestic assistants and members of staff are instructed to lock your room in your absence, even if the room was open when they entered, so keep your key with you at all times. The Residential Life Team have master keys for access to storage areas and to unlock rooms in cases of emergencies. Duplicate and master keys are also held at Rootes Reception Desk.

Access to your Room

University staff may require access to your room for viewing, inspection, maintenance and repairs and emergencies. All holders of pass keys are authorised to enter a room if, having knocked on the door, there is no reply.

Personal Safety and Security

Personal Safety Guidelines can be found on the University intranet – just search “personal safety”

- When walking to and from the residences do not take short cuts through unlit areas. After darkness, students or staff who are travelling alone on Campus can contact Security at the Gatehouse who will assist in ensuring that they arrive safely at their destination.
- A shuttle bus service is provided seven days a week in term time. Further details are available at www.warwick.ac.uk/go/ancillary/shuttlebus/
- Broken glass is, unfortunately, an ever present hazard in the vicinity of the bars.
- Bear in mind the dangers of excessive exposure to sunlight.

Campus Security Service

The University Security Officers are available on a 24 hour basis for the safety and well being of members of the University.

There are trained first aiders on duty during every shift and it is from them that assistance should be sought when first aid is required and not from the Health Centre. Their base is the lodge by the main gate. Their telephone number is 22083 but, in an emergency, you should dial 999 on an internal phone (024 7652 2222 from a mobile phone).

Laptop Computers – Security Measures

Never leave or use your laptop near an open ground floor window unless it is secured by:

- A cable security device securely attached.
- Incorporation into a more substantial enclosure device.

Should your laptop be stolen, the possibility of recovery will be increased if the computer is visibly and indelibly marked with your home postcode or the ‘Stop Track’ security plate. Further information is available from visiting the web site www.bossuk.com.

General information

Barbecues

Barbecues are only permitted on those sites designated by the Estates Office. Permission to hold an outdoor event must be obtained from the Facilities Manager in University House. The principal organiser of a party or event is required to sign a form accepting complete responsibility for the event. The form can be downloaded from the Ancillary Services webpage.

Car Parking

Students are strongly advised not to bring cars onto campus. There are severe pressures on car parking, not only on the University campus but also in the surrounding residential and commercial areas, and there is no dedicated parking for students. Only in exceptional circumstances will resident students be allowed to apply for permission to park on campus, for example, if they have a disability. Details of the application process can be found on the car parking website: www.warwick.ac.uk/go/carparks.

Electoral Roll

The University is required to provide local authorities with student addresses for the purpose of constructing the Electoral Roll. It is an individual's responsibility to check whether or not they have been included.

Lost and Found

Loss of personal property should be reported to the Rootes Reception Desk and any articles found should be handed in there. Although all Residences' lost and found property should be left at that Desk, it might be wise to check Reception at the Students' Union as well if you are looking for something you have lost. Unclaimed items will be donated to local charities.

YOU ARE STRONGLY RECOMMENDED TO MARK YOUR ACADEMIC BOOKS AND FILES WITH YOUR NAME AND STUDENT ID NUMBER.

Residential Network - RESNET All

bedrooms in University on-campus accommodation are provided with a network (ethernet) outlet. Further information can be found at www.warwick.ac.uk/resnet The Acceptable Use Policy can be found at www.warwick.ac.uk/go/resnetaup

If you intend to use your own computer at Warwick we recommend that it has at least the following specification:

- Microsoft Windows XP or above with the latest updates
- Microsoft Internet Explorer V7 or higher
- Up-to-date Anti-Virus Software
- Up-to-date Anti-Spyware Software

If you use a PC running Linux, a Macintosh running MacOS, or another type of device (games console, etc) then support for connecting to the ResNet may be limited.

It is NOT possible to connect PCs with older versions of Windows (95, 98, 2000, ME) to the ResNet.

Desktops and laptops can be used to connect in the residences, but residents should note that servers and other equipment like wireless routers are NOT allowed.

A System Support Service is available from Xenon via the campus Service Point. This is available free of charge to all students who live on the campus. Other students may purchase the service from the Service Point. System Support gives you:

- Help getting your computer connected to the network and the Internet
- Help installing Ethernet cards
- Help configuring operating system settings
- Help recovering your computer following a virus attack
- Help installing antivirus software. (see <http://go.warwick.ac.uk/safecomputing>)
- Advice on good PC practice
- Help installing printers and other peripheral devices
- Help reinstalling your operating system from system disks (if you have them)

To book an appointment with a Xenon Engineer phone the Help Desk on 024 7657 5000.



If you want to purchase comprehensive hardware maintenance cover for your computer the University has negotiated a special student rate with Xenon, you won't need this service if your computer is already covered by warranty. This service is available from the Service Point and for further information go to:

go.warwick.ac.uk/hardwaremaintenance/

To avoid delays in connection when you arrive please ensure that your computer has the latest security patches applied; Anti-Virus and Anti-Spyware Software are installed and updated. Failure to do so may present difficulties.

You will need an RJ45 or Ethernet cable to connect to the port in the room (not a modem cable.)

It is essential that all residential students comply with the Acceptable Use Policy (AUP) which is published at: www2.warwick.ac.uk/services/its/servicessupport/resnet/rules/aup/

For enquiries relating to the residential network students should contact the Help Desk on 024 765 75000. Opening times are Monday to Friday 08:00 to 18:00. Alternatively you can contact them via email to helpdesk@warwick.ac.uk.

For all other enquiries relating to services supported by IT Services contact the Help Desk on 024 765 73737. Opening times are Monday to Friday 08:00 to 18:00. For more information please visit: go.warwick.ac.uk/helpdesk.

Student Support Services

The University of Warwick is committed to providing a supportive and positive environment for all members of its community. However, we recognise that there will be times in everybody's University life when things do not go as well as you would wish. In times like these, there is a comprehensive support and welfare structure available to help with all kinds of different problems. There may be more than one option available to you, so if in doubt, you can contact the Student Support Office to ask for advice (024 7657 5570).

Student Support Services can help you access:

- Director of Student Support
- University Senior Tutor
- Residential Life Team
- Counselling Service
- Disability Services

- Mental Health Team
- Multifaith Chaplaincy
- Security
- External Services

Visit the website: go.warwick.ac.uk/supportservices

Useful Contacts

EMERGENCY 999 on an internal phone
Main Gate Emergency 024 7652 2222
Main Gate (Gatehouse) Enquiries 024 7652 2083

University of Warwick:
Main Exchange 024 7652 3523
Fax 024 7646 1606
Rootes Reception 024 7652 2280
Warwick Accommodation 024 7652 2507
Student Reception 024 7657 5508
(University House)
Student Support Office 024 7657 5570
University Senior Tutor 024 7652 2761
University Mental Health Team 024 7615 0226
Disability Services 024 7615 0641
Students' Union Reception 024 7657 3155
Student Advice Centre 024 7657 2791
(Students' Union)
Nightline 024 7652 2199
Health Centre Reception 024 7652 4888
Dr Cowan and partners 024 7667 4123
(Pink practice)
Dr Darr and partners 024 7622 8606
(Blue practice)
Chaplaincy Coordinator 024 7652 3519
Anglican Chaplain 024 7652 3519
Jewish Chaplain 024 7652 2521/
0121-440-1359
Free Church Chaplain 024 7652 3522
Catholic Chaplain 024 7652 3520
Muslim Chaplain 024 7515 0667
Sports Centre 024 7652 3011/
024 7652 3039
Arts Centre Box Office 024 7652 4524

Advice

Citizens Advice Bureau:
Coventry: 024 7622 7474
Leamington: 0844 855 2322

Samaritans
Tel: 024 7667 8678

Email: jo@samaritans.org

Write: Chris, PO Box 90 90, Stirling, FK8 2SA

Alcohol and Drugs

Alcohol Advisory Service 024 7622 6619
Community Drugs Team 0800 783 0447

FRANK (Drugs advice and information)
 Tel: 0800 77 66 00
 Text: 82111
 Web: www.talktofrank.com
 Release - General Drugs Advice
 Tel: 0845 4500 215
 Email: ask@release.org.uk

Health and well being

Avert.org (AIDS) 0800 567 123
 The Sexual Health Line
 British Pregnancy Advisory Service 0845 730 4030
 Coventry Rape and 024 7627 7777
 Sexual Abuse Centre
 Emergency Mental 0800 616 171
 Health Helpline (24h)
 GUM Clinic 024 7624 6507
 Saneline 0845 767 8000

B-EAT Beating Eating Disorders
 Tel: 0845 634 1414
 Youth line (under 25): 0845 634 7650
 Text: 07786 20 18 20
 Email: fyp@b-eat.co.uk

NHS Direct
 Tel: 0845 4647
 Web: www.nhsdirect.nhs.uk

NHS Walk-in Centre
 Tel: 0300 200 0060
 Stoney Stanton Road
 Coventry CV1 4FH
 Open 8am – 10pm Mon - Sun

University Hospital Casualty
 Tel: 024 7666 2020



Warwick and the Environment

The University of Warwick prides itself on the environment within which it is set – this is a great place to live, work and play. However, with ever-increasing pressures relating to sustainability, it is paramount for each of us to “do our bit” to preserve the environment.

Use of Resources

We are determined to reduce the consumption of primary raw materials, such as energy and water. This will also serve to reduce our carbon emissions. Simple individual measures can help to reduce our environmental impact. These include:

- Do not leave electrical items (lights, stereos, computer, TV etc) on when you are not in your room.
- Avoid the use of the standby option – there is still an energy demand.
- Unplug electrical chargers (for example mobile phones etc) when they are not being used.
- Do not have the heating on with windows open.
- Please report any faulty lights, heaters or dripping taps.

Recycling

Warwick is currently implementing long-term waste management strategies to reduce overall waste production and increase the recycled component of the waste stream. You can help by:

- Maximising the materials that you place in the mixed recycling bins in your kitchen. These recycling facilities accept almost all non-food materials, so please use them responsibly to avoid cross-contamination.
- Keeping the waste bins as tidy as possible and disposing of your own waste responsibly.
- Using the campus and off-site recycling points for specific items of waste – bulky cardboard, glass, batteries, CDs etc. For more information on the location of these please go to www2.warwick.ac.uk/about/environment/recycling/

Green Travel

The University is committed to encouraging modes of transport which minimise environmental impact. Warwick's Green Travel Plan requires the University to develop and implement long-term strategies to reduce car

use and offer students (and staff) alternative modes of transport to travel to and from its campus locations.

Warwick has invested in many alternative modes of transport in recent years including cycling, walking, car sharing and bus services. For details of green travel including information on local bus services, the University's dedicated car share schemes, cycling, walking and special offers, please go to: <http://www2.warwick.ac.uk/about/environment/transport/>

Biodiversity

We all have a responsibility to protect the environment at Warwick, so make sure you don't harm animals, birds, plants or trees. Do not drop litter around the campus and please enjoy yourselves responsibly.

For further information or suggestions relating to Warwick and the Environment, please visit: www.warwick.ac.uk/go/environment or e-mail nick.hillard@warwick.ac.uk



My contacts

Personal Tutor/Supervisor:

Department Senior Tutor:

Module Tutors:

My Resident Tutor:

Number:

My Subwarden:

Number:

Notes

Notes



WHAT IF YOU FIND SOMEONE UNCONSCIOUS AFTER A NIGHT OUT?

THIS IS SERIOUS, THEY MAY HAVE ALCOHOL POISONING.

Alcohol poisoning is the result of drinking dangerous amounts of alcohol. It can be deadly and those who survive can be left with irreversible brain damage.

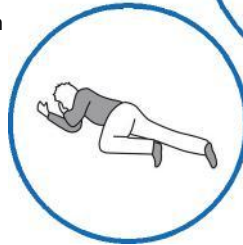
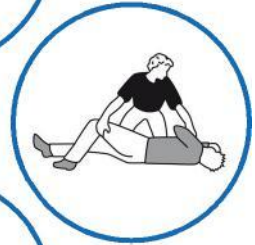
Sleeping it off is not a cure.

PLEASE – Don't hesitate, get help immediately, you could save a life, read on...

If you find someone unconscious make sure you put them in the recovery position.

This position helps to stop them from choking on their own vomit and could be the difference between life and death.

- Place casualty on their back.
- Place the arm closest to you above their head in an L shape.
- Place the other arm across their body and under their chin.
- Holding the arms in position, take the leg furthest away from you, bend it, and gently pull the person towards you placing them on their side.
- Raise the chin to make sure their breathing is not restricted.
- Check the casualty cannot roll forwards or backwards.



If they vomit...

- **try to keep them sitting up.**
- **lie them in the recovery position if they must lie down.**
- **get help immediately if they begin to**

choke. And finally...

if you know they have taken something else, tell the paramedic. You could be saving their life.

EMERGENCY CONTACT NUMBERS

On Campus Emergencies
(including police, fire and ambulance) **024 7652 2222**

On Campus Security **024 7652 2083**

Student Support

The University of Warwick is committed to providing a supportive and positive environment for all members of its community. There is a comprehensive support and welfare structure available to help with all kinds of different problems.

Please contact us on:

E studentsupport@warwick.ac.uk W

go.warwick.ac.uk/supportservices

0 +44 (0)24 7657 5570

Student Support
University House
The University of Warwick
Coventry
CV4 8UW

THE UNIVERSITY OF
WARWICK