



# RESIDENTIAL HANDBOOK

2014 - 2015

THE UNIVERSITY OF  
**WARWICK**

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# WELCOME TO CAMPUS

On behalf of the Residential Life Team, welcome to your campus accommodation.

This guide will provide you with some basic information about the organisation and operation of campus residences. Please use it as a source of reference throughout the year.

Each hall of residence has a member of the Residential Life Team who is responsible for wellbeing and discipline. The Residential Life Team have considerable university experience and are a key part of the Student Support Team, do not hesitate to contact a member of the team if you experience any difficulties.

Due to the student/staff ratio, it may take the Residential Life Team a little while to get to know you but they are available most evenings.

The Residential Life Team work closely with the Hall Committee to ensure that community life is enjoyable, comfortable and harmonious for all residents.

We would like to wish you every success for the 2014-2015 academic year.

Matthew Scott & Tracey Grant  
Senior Wardens

### Arrival Inventory

Your room should be of a satisfactory standard when you arrive. Please take time to complete your room inventory online and draw attention to any defects, spillages, marks etc. that date back to before your arrival. Please note that you will be charged for any damages that occur after you have moved in.

### Duty Tutor

Two members of the Residential Life Team will be on duty, day and night, throughout each 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 Residential Life Team are unavailable. The names and telephone numbers of the Duty Tutors are available from the Reception Desk in Senate House (next to the Arts Centre) (024 7652 2280). In an emergency ANY member of the Residential Life Team or Security Staff should be called on for help. Do not hesitate to contact them, even if in doubt on 22222 from an internal phone or 024 7652 2222 from a mobile. Store this number in your phone.

### Hall Committees

Each residence is responsible for electing a Hall Committee - made up of the Residential Life Team and a student representative from each kitchen community. The group should meet at

least once a term and are the main means of liaison between students, residential staff and the University. The Residential Life Team will action items as appropriate and also keep a formal record of meetings for the Warden.

### Kitchens & Communal Areas

#### Kitchen Facilities

All students have access to a kitchen which is provided with the following as standard:

- Sink
- Cooker
- Microwave
- Kettle
- Toaster
- Fridges
- Freezers

You will have to provide your own crockery, cutlery and cooking utensils.

#### Cooking & Cleaning

You are responsible for your own cooking and cleaning up after yourself. Please wash, dry and put away all cooking implements. If dirty implements are left lying around, they may be removed by the accommodation services staff. Anything abandoned at the end of your letting period will be disposed of.

As a group, please ensure that common areas are left tidy every day. If kitchens are not deemed tidy enough to be cleaned, they may be left for students to tidy. If this continues to occur, you may be charged for extra cleaning or the kitchen will be locked at night to prevent damage being done.

A schedule relating to cleaning of communal areas is available in your kitchen. Please be prepared to vacate communal areas to enable domestic assistants to clean.

Please do not overfill fridges and freezers, they work most effectively if not overfilled. Fridges will be cleaned on a weekly basis by the domestic assistants.

### Refuse & Recycling

When the kitchen bin becomes full, please tie the top of the bag to prevent spillages and take it to the refuse area, remember to put a replacement bag in the bin. Replacement rubbish bags should be left by domestic assistants but you can ask a member of the Residential Life Team if there are none available. All broken glass, broken crockery and sharp objects should be placed into the box provided.

### Safety

Please do not place anything on the tops of kitchen cupboards, fridges and freezers to avoid accidents.

### Bicycles

Bicycles must not be taken into the residences; bicycles found inside residences will be removed. Please secure bicycles outside using anchor points. Bicycle D-locks can be obtained from the main gate or the Campus Police Officer.

### Decorations

With regard to festivals and

celebrations: students are allowed to decorate residences as long as the decorations are not obstructive to the general function of the residences, do not obstruct fire safety equipment and exits and are not readily combustible i.e. paper chains across kitchen ceilings.

Please use LED type lights and ensure that they are not left unattended or left on overnight. Please remove decorations at the end of the celebration or at the end of term. Please do not use spray snow in residences.

### Candles & Flames

Please do not use candles, oil burners, fireworks, joss sticks, live coals, shishas, hookahs, flammable liquids and gases etc. as they are a potential source of fire, can cause damage, and present a hazard to emergency responders.

The University does not permit the use (or storage) of fireworks or similar pyrotechnics in the University residences or grounds (unless part of a centrally organised event where appropriate permission has been obtained), or the release of sky lanterns.

### Walls, Doors & Ceilings

Do not affix any items such as posters, timetables etc. to walls doors or ceilings within your residence (other than on notice boards provided) any damage to paintwork will be charged to you.

### Windows

In order for the residences to retain a pleasant and harmonious appearance for

all students, please do not display flags, posters etc. in or from the window of your room. Exceptions can be made during events of significant importance such as student elections and international events such as the World Cup.

### Lights

In order to help the University to keep rents as low as possible and to help the environment, please turn off unwanted lights and other electrical appliances.

### Study Bedrooms

#### Heating

All rooms are centrally heated to achieve a room temperature of 21°C. Please do not use heating appliances other than those provided by the University.

#### Hot water

The hot water supply is heated to a minimum of 60°C. Please be careful when using hot water.

#### Bedding

The University supplies duvets, pillows and bed linen but you will be responsible for making your own bed. Do not remove mattresses from the beds. If you prefer to use your own bedding, please place University bedding in clear bags (available from Domestic Assistants) and store in your cupboards. Please do not take University bedding and furniture outside of the residences e.g. for sunbathing.

### Furniture & Fittings

Please do not remove furniture or any other University property from your room or residence - you will be responsible and subsequently charged for loss or damage. Also, please do not bring additional furniture into campus residences. If bedroom furniture is rearranged, please allow access for cleaning of the window area and return the room to the original position at the end of the letting period.

Please do not place anything on ceiling lights; this will prevent heat from escaping, potentially causing a fire and the consequent damage.

Please do not de-activate the safety restrictors on your windows and do not exit or enter your room from the windows.

Burns, spillages and other damage to carpets or fittings will incur a charge for cleaning or replacement.

### Laundry

You will need to do your own laundry and provide your own washing powder. There are a number of laundrettes provided for student use around the campus.

### Domestic Appliances

Household cooking and other domestic appliances such as microwaves, toasters, rice cookers, kettles, beverage makers, humidifiers, fridges and freezers are not allowed in study bedrooms without medical certification.

### Televisions

If you want to bring a television to University or watch live television on a laptop/computer, tablet or mobile phone you will need to purchase a TV licence. For more information visit [www.warwick.ac.uk/welcome/gettingstarted/guide/#tv](http://www.warwick.ac.uk/welcome/gettingstarted/guide/#tv).

### Other

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

### Mail

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

Mr A Smith  
Room & 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

If you have any post it will be delivered to your residences on the day that it arrives. Parcels are not delivered to residences, instead you will receive a notification card and will need to take this to the Student Post Room to collect your parcel.

### Restricted Areas

Please do not go into linen rooms or the Accommodation Service Team's rooms. Gaining access to the roof voids and roof areas is prohibited and disciplinary action will be taken.

### Vacation Accommodation

#### Booking Vacation Accommodation

University facilities (including accommodation) are used for conferences and events during vacations, this helps the University to maximise income and continue to keep students' rent as low as possible. Students who wish to remain on campus during a vacation period, that is not covered by their contract, may move to another room for that time (subject to availability). If you require vacation accommodation it must be booked in advance online at [www.warwick.ac.uk/accommodation/reception](http://www.warwick.ac.uk/accommodation/reception).

### Trunk Rooms & Left Luggage Policy

If you have items that you want to store at the University during vacation periods (Christmas and Easter only), the University has a limited number of trunk rooms.

Please label boxes and cases as follows:  
Name and address  
Contact phone number  
Student ID number  
Date that items will be collected

It is the individual's responsibility to label all belongings clearly. Trunk rooms are not guaranteed to 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. Warwick Accommodation staff have access to the trunk rooms. At the end of your accommodation contract, residents must remove ALL belongings. Any contents not collected from the trunk rooms will be disposed of, unless prior arrangements have been made.

### Departure Before End of Contract

If you want to leave your accommodation before the end of your contract, please read sections 9 and 10 of the University Residential Regulations (in this booklet) and section 4 of your contract.

Please note:

- Campus rooms are offered for the academic year.
- If you 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 intend to leave campus before the end of your contract, please talk to a member of Warwick Accommodation staff or the Residential Life Team.

### Insurance

Basic personal property insurance is included in your rent. Full details of the insurance cover can be found at [www.warwick.ac.uk/accommodation](http://www.warwick.ac.uk/accommodation).

### Paying Your Fees

Details of how to pay your accommodation fees can be found in your student induction information (sent to your home address prior to coming to University). If you have not received a copy of this information please visit [go.warwick.ac.uk/welcome](http://go.warwick.ac.uk/welcome).

Please note that the University does not send invoices to students for accommodation fees. Accommodation fees are due at the start of each term and all students living in University managed accommodation (on or off-campus) are required to pay fees via

direct debit, see details here - [www.warwick.ac.uk/services/academicoffice/finance/pay/](http://www.warwick.ac.uk/services/academicoffice/finance/pay/).

Please note that late payment penalties 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 10.00 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. Please remove all cooking utensils from the kitchen and dispose of old/unwanted food and other debris in the plastic bin bags provided, ensuring that you recycle where you can. 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 Residential Life Team and will be subject to an administrative fee of £35. If you want to transfer within your current hall you should contact a member of the Residential Life Team.

If there is nothing they can do but believe you should be permitted to move if possible, they will contact the Warden to see if vacancies exist.

If you wish to transfer to another University residence you must apply to Warwick Accommodation. A transfer list will be available at [www.warwick.ac.uk/accommodation](http://www.warwick.ac.uk/accommodation) from Monday of week 3 (term 1). Illegal transfers will incur financial penalty.

### **Residential Accommodation Regulations**

The full Residential Accommodation Regulations can be found at [www.warwick.ac.uk/accommodation/studentaccommodation/usefulinfo/regs1](http://www.warwick.ac.uk/accommodation/studentaccommodation/usefulinfo/regs1) (see also the Governance section of the University's website under Regulation 27) and detail the general regulations, lodgings regulations, as well as university accommodation regulations.

The following gives you an idea of the areas covered and is just by way of a summary and is not intended to be an exhaustive list:

- Allocation of rooms
- Period of residence
- Changing of rooms and transfers
- Leaving university accommodation
- Requirement to leave university accommodation
- Use of rooms
- Visitors
- Parties in Halls of Residence
- Pets
- Vehicles
- Wiring and aerials

- Door locks
- Infectious and contagious diseases
- Damage
- Discipline in Halls of Residence

Please take the time to read through regulation 27. They should be read in conjunction with the University's Disciplinary Regulations (Regulation 23). The University reserves the right to periodically update these regulations. 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 use.

The University expects all members of the University to recognise their responsibilities and:

- Behave in a way that respects the rights and dignity of others.
- Treat others fairly.
- Use each social interaction to display courtesy and good manners.
- Value differences in others and the contribution they make.
- Study within the University on a cooperative basis.
- Demonstrate commitment to upholding the University's policy on equality and diversity.

### **Zero Tolerance Drugs Policy**

There is a zero tolerance policy regarding the possession and use of illegal drugs at the University, on its land and in its buildings. We remind students that possession of illegal substances is a criminal offence and possession with intent to supply is a more serious offence. 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, are in contravention of this policy: students 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. Additionally, they may face further disciplinary action. The Security Services team have been trained in identifying different types of drugs and they may enter your room and search it, following an agreed search procedure, if they believe you

may be in possession of, or using illegal drugs.

### **Food Thefts**

Residents should be on their guard against theft from kitchens, particularly fridges and freezers. 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 in residences are nominally 10.00 to 00.00 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 from 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:

- Overnight guests must be reported to the Residential Life Team.
- Students are only allowed one guest at a time. Therefore, no more than two persons should occupy a room overnight.
- Strict two night limit for guest occupancies.

- The lending/subletting of rooms or room keys is strictly prohibited.
- Children may not stay at any time.
- Make guests aware of emergency evacuation arrangements.

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](http://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 dis-empowered 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:

#### Student Support Services:

Ground Floor, University House.

024 7657 5570

Open Monday to Friday during office hours.

[go.warwick.ac.uk/support\\_services](http://go.warwick.ac.uk/support_services)  
[studentsupport@warwick.ac.uk](mailto:studentsupport@warwick.ac.uk)

#### Student Advice Centre:

Second floor Students' Union Building.

024 7657 2824

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

[www.warwick.ac.uk/advice/](http://www.warwick.ac.uk/advice/)  
[advice@warwick.ac.uk](mailto:advice@warwick.ac.uk)

#### Nightline:

Between 9pm - 9am.

024 7641 7668

A confidential listening service, run by students for students, during term time.  
[nightline@warwick.ac.uk](mailto: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.

[www.warwick.ac.uk/officers/welfare](http://www.warwick.ac.uk/officers/welfare)  
[welfare@warwick.ac.uk](mailto:welfare@warwick.ac.uk)

#### Chaplaincy:

024 7652 3519

The Chaplaincy is the focus of spiritual life on campus and provides a meeting place for Christian (Catholic, Anglican, Free Church), Jewish and Muslim prayer and worship. Students of all faiths and none can come and find a friendly place to chat and eat. As a valued part of the University's support network, the chaplain offers everyone a sympathetic ear in total confidence.

[go.warwick.ac.uk/chaplaincy](http://go.warwick.ac.uk/chaplaincy)

Information about these and other services is available from the Student Support Services website at: [go.warwick.ac.uk/support\\_services](http://go.warwick.ac.uk/support_services)

The above agencies will provide non-judgemental 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, 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: the Residential Life Team, 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](tel:0247652222)

Coventry Police [024 7653 9010](tel:02476539010)

Leamington Police [01926 451111](tel:01926451111)

Kenilworth Police [01926 851111](tel:01926851111)

### Noise and Quiet Areas

The most common complaint when staying in campus accommodation is noise. One antisocial person can disturb the whole residence. Slamming doors, talking and laughing can be extremely irritating to someone trying to work or sleep. Major disturbances such as persistently turning up your music, 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 residences.

### Music & TV Volume

Please keep the volume of computers, televisions and music equipment down at all times, it should not be audible from outside your room.

### Musical Instruments

If you play a musical instrument, please use the practice rooms available in the Arts Centre and Westwood, as the residences are not a suitable place to

play instruments.

### Quiet Areas

An increasing number of students each year ask to live in quiet areas. Anyone living within a quiet area who does not cooperate with the concept of being quiet and respecting the needs of others, will be moved elsewhere. The concept of quiet areas does not mean that it is acceptable to make excessive noise in the remaining parts of the residences. Persistently noisy individuals or groups will not be tolerated. If you are being annoyed by noise, firstly speak to the offender politely, if they do not respond positively you should raise the matter with the Residential Life Team. Disciplinary action will be taken against persistent offenders.

### Overnight Absence

If you intend to be away for one night or more, please inform the Residential Life Team for your area and leave a phone number where you can be contacted in case of an emergency. It is important to co-operate with this as emergencies (i.e. fire, family problems etc.) do occur and it becomes essential that the Residential Life Team can either relay a message to you or account for your absence.

### Pets

Pets or other animals are not allowed in University residences, unless used to assist a person with disabilities.

### Prohibited Items

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 firearm 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

Smoking, including electronic cigarettes is not permitted in any University building. In line with the University's commitment to provide a safe and healthy environment for staff and students there is a total ban on smoking in all student residences. This includes study bedrooms.



When smoking outside your residence, you should be more than three metres away from building entrances or windows where smoke may drift in. Some residences have a smoking area outside away from the block. The use of electronic cigarettes is prohibited wherever smoking is prohibited.

Cigarette waste should be disposed of properly and considerately in a safe manner. Students found smoking in residences will be fined.

### 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.

If you have any concerns about the safety of electrical equipment it must be reported immediately to the Accommodation Services Manager, Senate House Reception Desk or to a member of the Residential Life Team.

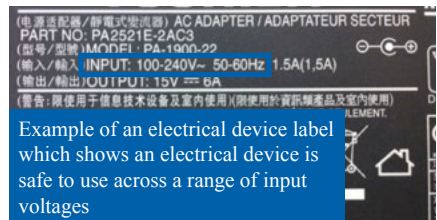
Residents should be aware that the UK mains electricity is supplied at  $\approx 230\text{V AC}$  at a frequency of  $\approx 50\text{Hz}$ . **Simple plug adapters may not be sufficient to ensure the safe operation of electrical equipment.** This is particularly important if you are bringing equipment to the UK which has been purchased from countries where the mains voltage

is less than  $\approx 230\text{V AC}$ ; In particular, electrical equipment purchased in continental North and South America. Information on the maximum input voltages is displayed on an electrical devices information label. The image below shows a typical label displayed on the transformer for a laptop computer charger.

Example of an appliance label



A lot of modern electrical devices have been designed to operate safely across a range of input voltages and can be used safely in the UK by using a suitable plug adaptor. The image below shows the information you should look for to be certain that your device can be used safely without a voltage converter.



Example of an electrical device label which shows an electrical device is safe to use across a range of input voltages

Note: In the example above the “-” between the 100-240V means the device is safe to use across a range of input voltages. A “/” between the 100/240V means that the device can be switched to accept different local input voltages. This is often the case with desktop PC's, which if fitted, will have

a specific switch near the mains power input. However, some electrical devices purchased outside the UK will only be capable of operating on a specific input voltage. The image below shows an example of an electronic device label for a device which is only capable of operating on a specific input voltage. If the indicated input voltage is less than  $\approx 230\text{V AC}$ , then the device should not be used without a voltage converter.



Example of an electrical device label which shows an electrical device is safe to use at a specific input voltage

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

### Fire Safety

#### Fire Alarms

Each hall of residence has a variety of fire protection measures including an automatic fire detection and alarm system comprised of heat and smoke detectors, break glass call points and sounders. The fire detection and alarm system and other fire protection measures are installed to protect you, your fellow residents, and your property.

Should the fire alarm be activated, then the alarm sounds throughout the block.

You must respond to this by evacuating

the building immediately. Security Services will receive an automatic notification of the activation and they will then investigate the cause of the alarm and take appropriate action to ensure the building is safe and re-set the alarm before allowing it to be re-occupied.

For the safety of all, it is essential that you cooperate with the University's Security Services, Residential Life Team, other University staff, and the responding Fire and Rescue Service who may be involved in the response to an incident or drill.

Please follow the guidance within the rest of this section to ensure you minimise the likelihood of a fire and false alarms occurring.

It is a disciplinary offence not to vacate a building when the fire alarm sounds. Anyone setting off a fire alarm deliberately or who tampers with smoke detectors or other fire equipment will be fined, may be required to leave the residences and could face criminal proceedings.

#### Fire Action

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 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 by shouting fire.
2. Leave the building immediately, closing any room doors behind you.
3. Activate 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 **024 7652 2222**.
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.

### DO NOT USE WATER TO EXTINGUISH FIRES IN A KITCHEN

Note: Dialling **999/112** on a mobile or external phone bypasses Security Services 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 is 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 (if you have a sink in your room) and remember that air is fresher closer to the floor.
4. Remain calm at all times.

### Emergency Escape from Buildings for Disabled Persons

The University has procedures and supporting guidance for students, members of staff, tenants, and visitors, who because of a permanent or temporary disability may require assistance to leave a University building, whether residential or academic. The procedures and guidance can be accessed here: [www.warwick.ac.uk/services/healthsafetywellbeing/guidance/fire/assistedevacuation/](http://www.warwick.ac.uk/services/healthsafetywellbeing/guidance/fire/assistedevacuation/).

Please use the Independence Assessment Tool to identify the specific guidance which is available for a range of disabilities. You can apply the guidance across the campus. The

University encourages anyone with a disability to declare it at the earliest possible opportunity to the University's Disability Services Team. This is to ensure that you can realise the highest level of independence and take advantage of the network of support available from within your department and centrally. If you have chosen not to declare a disability which may affect your ability to evacuate, then all of the above is available to you without having to make a disclosure. We strongly advise you access the procedures and guidance, so that you are aware of how to respond to an emergency. This does not result in a disclosure. If you have sustained an injury or illness, which has resulted in temporary mobility impairment, then you are strongly advised to use the Independence Assessment Tool.

### General Guidance

The Independence Assessment Tool will highlight specific guidance you should follow, but as a minimum please familiarise yourself with the following general guidance:

- Store the University's emergency number in your mobile phone – [024 7652 2222](tel:02476522222);
- Always be prepared to move away from immediate danger – for example visible smoke and flames.
- If you think that the speed at which you are able to leave the building may have the potential to cause you injury, as other people pass you more quickly in corridors and on

stairways, or that you do not want to feel pressured to move more quickly, then give consideration to waiting until those moving at a quicker speed have passed before continuing your evacuation.

- Make your first objective to get a fire door between you and the incident.
- If on the ground floor of a building evacuate using the nearest available exit. There is no need to use refuges on the ground floor of any of the University's buildings.
- When on the upper floors of a building, move into a stairwell enclosure remote from the incident or horizontally into an adjoining building where the fire alarm isn't sounding.
- You will only be evacuated if it is judged to be necessary by Security Services, in consultation with the Fire and Rescue Service.

### 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 demonstrate that you understand 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

- All forms of smoking are banned in the University's 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 or stored in residences.
- 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 prior approval of the Residential Life Team.
- 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.

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 the fire alarm accidentally .
- The use of personal electrical grooming appliances within the kitchen and indeed other areas,

such as hair straighteners are allowed. However, it will be the responsibility of the student to ensure that they are maintained in good repair, do not present a risk of harm to others and/or compromise fire safety.

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

All incidents of fire must be reported to the nearest member of the Residential Life Team, Security or Senate House Reception.

### Preventing False Alarms

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

1. Keep the kitchen door closed when cooking.
2. Do not touch any of the ceiling mounted fire alarm detectors or sounders. Remember: removing a device from its housing will activate the alarm.
3. When using the shower ensure the ventilation fan is running. Keep the bathroom door closed as steam may activate the fire alarm.
4. Report immediately all ventilation fans that are not working.
5. Be aware that steam from a steam iron may set off fire detectors.
6. Ensure extractor fans are running when cooking in the kitchen.
7. Do not leave food cooking unattended, e.g. toast.
8. 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 Security Services and the Fire and Rescue Service will also decrease, which could prove vital in the event of a genuine fire alarm.

### Carbon Monoxide Detectors

If your residence has a gas cooker or gas boiler, it will also have a carbon monoxide detector. The carbon monoxide detector looks similar to a domestic type smoke alarm. If triggered, the alarm sounds locally only (not across the whole building like the fire alarm). If the alarm activates:

1. Switch off the gas cooker immediately (the boiler will be isolated by the responding Estates' Building Services Technicians).
2. Ventilate the kitchen immediately by opening the windows and/or turning on the extractor hood and leave the room closing the door behind you.
3. Report the activation immediately to the Accommodation Services Manager, Senate House Reception Desk or to a member of the Residential Life Team.

### Hazards

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

The University recognizes that given the range of ages of its premises, there are locations where asbestos containing materials will be present. Any materials containing asbestos are sealed and are in a safe condition and the University has an obligation to ensure that they remain so.

The University Asbestos Management Policy provides the core principles for achieving this, see [www.warwick.ac.uk/services/healthsafetywellbeing/guidance/asbestos](http://www.warwick.ac.uk/services/healthsafetywellbeing/guidance/asbestos).

Students are reminded that they should report any kind of damage to their room or other areas of the residency whereby the University will ensure that appropriate measures are taken to rectify the damage promptly.

### Repairs and Damage

If you need to report a fault within your accommodation, please go to [www.warwick.ac.uk/services/accommodation/studentaccommodation/faults](http://www.warwick.ac.uk/services/accommodation/studentaccommodation/faults). This is the preferred method of reporting faults.

Please do not report power failures online, either speak to your Accommodation Services Manager (not

the domestic assistant) or contact Senate House Reception on (024 765) 22280, 8.00 until 20.00. In the case of an emergency outside these times please contact Security on (024 765) 22083.

**In the event of an emergency, which is likely to endanger life or cause structural damage to property, you should immediately contact Security Services on an internal phone on 22222 or via mobile on 024 765 22222.**

Note: Dialling 999 on a mobile or external phone bypasses Security Services and may lead to delay in the emergency services attending the correct location and the immediate support of Security Services.

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.

If you wish to submit a compliment, raise a concern or make a complaint, you can do so at the following link - [www.warwick.ac.uk/accommodation/contact/](http://www.warwick.ac.uk/accommodation/contact/).

### 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 Senate House 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 Senate House 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 salesmen and flyer distributors and to keep them off campus; please report any such activity within the residences to the Residential Life Team or Security Services.

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 Accommodation Services Team and members of the Residential Life Team 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 Senate House Reception.

### Access to your Room

University staff may require access to your room for viewing, inspection, maintenance and repairs and emergencies. Additionally, Security Services and the Residential Life Team may enter your room to search for illegal drugs and/or prohibited items. 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

The campus is a really safe place and enjoys low crime levels; however, there are a few simple precautions you should take. Personal Safety Guidelines can be found at [www.warwick.ac.uk/insite/topic/healthsafety/welfare/personalsafety](http://www.warwick.ac.uk/insite/topic/healthsafety/welfare/personalsafety).

- When walking to and from the residences do not take short cuts through unlit areas. After dark, 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/estates/services/postport/postroom/students/shuttle\\_bus](http://www.warwick.ac.uk/estates/services/postport/postroom/students/shuttle_bus).

- Bear in mind the dangers of excessive exposure to sunlight.

### Road Safety

#### Pedestrian Safety

- When crossing the road, always look both ways, ensuring the road is clear and safe to cross before proceeding.
- Do not run across the road.
- Please concentrate whilst you are crossing the road, and give traffic your full attention. Do not use your mobile phone when crossing, remove headphones and turn off music devices.
- Always use designated crossings where one is available. At a crossing with traffic lights, press the button, wait for the traffic to stop and the signal to appear (a green man) before crossing.

#### Cyclist Safety

- Wear a cycle helmet and bright, florescent clothing.
- Use white front and red rear lights and red reflector whilst riding on the road.
- Cycle on the left hand side of the road.
- Use cycle paths/routes where available.
- Give way to traffic from the right on roundabouts.
- Don't wear dark clothing.
- Don't talk on your mobile phone whilst riding and remove headphones.
- Don't cycle on the pavement.

### Motorist Safety

- Please be aware of areas where there is likely to be increased pedestrians, such as schools, business parks, shopping areas, roads with pedestrian crossings.
- Familiarise yourself with your route, leaving enough time for your journey, to enable you to arrive at your destination safely.
- Always adhere to road speed limits particularly in areas you are not familiar with.
- The speed limit on campus is 20mph and 5mph in the residential areas.
- Do not use your mobile phone whilst driving.

### Campus Security Service

The Security Service is available 24 hours a day, 365 days a year to provide a safe and secure environment for the campus community.

There are trained first aiders on duty at all times and you should contact Security Services, not the Health Centre, if you or someone else needs first aid treatment. If you do call for first aid assistance, you should, for health and safety reasons, declare any pre-existing medical conditions or disability to Security Services, which will be treated in complete confidence. The Security Control Room is located within The Gatehouse at the junction of University Road and Gibbet Hill Road. The contact number for non-emergencies is **024 7652 2083** (or ext. **22083** from an internal phone).

The contact number for emergencies is **024 7652 2222** (or ext. **22222** from an internal phone). Please save these numbers to your mobile phone.

### Laptops – Security Measures

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

- A cable security device securely attached.
- Incorporated 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.

### Barbeques

Each campus residence has a designated barbecue area that can be used by small groups of students from that residence. The site must be booked online, through the Student Support intranet site, at least 48 hours in advance. Please contact your Residential Life Team for further information and the guidelines to using the barbecue.

### Car Parking

Students are strongly advised not to bring cars onto campus. There is extremely limited parking both on the campus and in the surrounding 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, e.g. if they have a disability. Details of the application process can be found on the car parking website: [www.warwick.ac.uk/go/carparks](http://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 & Found

Loss of personal property should be reported to Senate House Reception. Although lost and found property will be held in Senate House, it is also advisable to check reception at the Students' Union if looking for something you have lost.

Any unclaimed items will be donated to charity.

There is also a Facebook group for Warwick lost & found so it is advisable to check here in case another student has picked up your item [www.facebook.com/groups/373153256036179/](http://www.facebook.com/groups/373153256036179/).

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 and most areas now have wireless coverage on the resnet-secure wireless network. An Ethernet cable is provided in each bedroom. Further information can be found at [www.warwick.ac.uk/services/its/servicessupport/networkservices/resnet/](http://www.warwick.ac.uk/services/its/servicessupport/networkservices/resnet/). The Acceptable Use Policy can be found at [go.warwick.ac.uk/resnetaup](http://go.warwick.ac.uk/resnetaup). For details of minimum specification for computers to connect to resnet, please see [www.warwick.ac.uk/services/its/servicessupport/networkservices/resnet/requirements/](http://www.warwick.ac.uk/services/its/servicessupport/networkservices/resnet/requirements/).

Desktops and laptops can be used to connect in the residences, also most tablets and mobile devices can connect to the wireless network. However, residents should note that servers and other equipment such as wireless routers or hubs are NOT allowed.

A Systems Support Service is available at the Service Point on main campus.

This is free of charge to all students who live on the campus. Other students may purchase this service from the Service Point. Details can be found at [www.warwick.ac.uk/services/its/servicesupport/deskside/systemsupport/](http://www.warwick.ac.uk/services/its/servicesupport/deskside/systemsupport/). To book an appointment at ServicePoint please phone the Help Desk on **024 7657 5000** or visit the ITS Drop in Centre, 1st floor in the Library.

For enquiries relating to RESNET please contact the ResNet Help Desk on **024 765 75000** or email [helpdesk@warwick.ac.uk](mailto:helpdesk@warwick.ac.uk). Opening times are Monday to Friday 08.30 to 17.30. The IT Services Help Desk Drop in Centre is also open on the first floor in the Library Monday to Friday 09.00 to 17.30.

For all other enquiries relating to services supported by IT Services contact the IT Services Help Desk on **024 765 73737**. Opening times are Monday to Friday 08.30 to 17.30. For more information please visit: [go.warwick.ac.uk/helpdesk](http://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 Student Support Services to ask for advice (**024 7657 5570**).

Student Support Services can help you access:

- Student Support
- University Senior Tutor
- Residential Life Team
- Counselling Service
- Disability Services
- Mental Health Team
- Multi-faith Chaplaincy
- Security
- External Services

Visit the website: [go.warwick.ac.uk/supportservices](http://go.warwick.ac.uk/supportservices).

For useful contacts within the university and externally, see page 36.

### **Health & Safety**

Details of the University's Health, Safety and Wellbeing Policy can be found at [www.warwick.ac.uk/services/healthsafetywellbeing](http://www.warwick.ac.uk/services/healthsafetywellbeing).

### **Warwick & 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 – this 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 committed to 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 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 [www.warwick.ac.uk/about/environment/recycling/](http://www.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: [www.warwick.ac.uk/about/environment/transport/](http://www.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](http://www.warwick.ac.uk/go/environment).



If you're starting to think about where you might live in your second year then Warwick Accommodation can help. The majority of students move off-campus in their second year and live in student properties in the surrounding areas of Coventry, Leamington Spa and Kenilworth. Warwick Accommodation manage over 2,000 bedrooms in these areas and can assist you with finding the perfect place to live.

Take a look at just a few of the benefits of living off-campus with Warwick Accommodation:

- No deposit, no hidden fees, no signing fees.
- A wide range of property types and sizes.
- Basic personal property insurance included.
- Dedicated property manager.
- 24 hour emergency line.
- Office based on central campus.

Warwick Accommodation will be taking part in a housing day during term 1 where students can chat to the staff and find out a little more information about their options. Off-campus properties are available to book for the academic year 2015/2016 from November 2014, but there is no rush to secure a house. It is important to consider your options before making a decision.

For more information on Warwick Accommodation and its services, visit [www.warwick.ac.uk/studentaccom](http://www.warwick.ac.uk/studentaccom).

Keep up to date with Warwick Accommodation's services, events and off-campus properties on:



[facebook.com/WarwickAccomm](https://facebook.com/WarwickAccomm)



[@WarwickAccomm](https://twitter.com/WarwickAccomm)



[browser.co.uk/warwick](http://browser.co.uk/warwick)

### 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 & ambulance)  
**024 7652 2222**

On Campus Security for general enquiries  
**024 7652 2083**

1



2



3



## USEFUL CONTACTS

### EMERGENCY CONTACT NUMBERS

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

On Campus Security for general enquiries 024 7652 2083

### UNIVERSITY OF WARWICK

Main Telephone Exchange 024 7652 3523  
Fax 024 7646 1606  
Senate House Reception 024 7652 2280  
Warwick Accommodation 024 7652 3772  
Student Support Office 024 7657 5570  
Senior Tutor 024 7652 2761  
Mental Health Team 024 7657 5570  
Disability Services 024 7615 0641  
Students' Union Reception 024 7657 2777  
SU Advice Centre 024 7657 2824  
Nightline 024 7641 7668  
Health Centre Reception 024 7652 4888  
Chaplaincy Coordinator 024 7652 3519  
Sports Centre 024 7652 3011  
024 7652 3039  
Arts Centre Box Office 024 7652 4524

### ADVICE

Citizens Advice Bureau  
Coventry 024 7622 3284  
Leamington Spa 0844 855 2322

### Samaritans

Telephone 024 7667 8678  
Email [jo@samaritans.org](mailto:jo@samaritans.org)

### Alcohol & Drugs

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

### FRANK (Drugs advice & information)

Telephone 0300 123 6600  
Text 82111  
Website [www.talktofrank.com](http://www.talktofrank.com)

### Release (General drugs advice)

Telephone 020 7324 2989  
Email [ask@release.org.uk](mailto:ask@release.org.uk)

### HEALTH & WELL-BEING

Avert.org (AIDS) 0800 567 123

The Sexual Health Line 0300 123 7123

British Pregnancy Advisory Service  
03457 30 40 30

Coventry Rape & Sexual Abuse Centre  
024 7627 7777

Emergency Mental Health Helpline (24h)  
0800 616 171

Coventry Single Point of Entry Team  
(referrals for students experiencing mental health difficulties) 0845 6044 000

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](mailto:fyp@b-eat.co.uk)

NHS Advice 111  
Web: [www.nhs.uk](http://www.nhs.uk)  
Emergency Services: 999  
(024 7652 2222 if on campus)

### NHS Walk-in Centre

Tel: 0300 200 0060  
Stoney Stanton Road, Coventry, CV1 4FS  
Open 8.00 - 22.00 Monday - Sunday



## 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:

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

E: [studentsupport@warwick.ac.uk](mailto:studentsupport@warwick.ac.uk)  
W: [go.warwick.ac.uk/supportservices](http://go.warwick.ac.uk/supportservices)  
T: +44 (0)24 7657 5570