



ELIZABETH HOUSE HANDBOOK 2024



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Welcome to Elizabeth House

Tēnā koutou katoa

A very special welcome to Elizabeth House. It is a real privilege to care for your children. Staff enjoy and love the many opportunities to engage with each girl as she journeys through Sacred Heart Girls College.

At Elizabeth House, we can have 84 girls from Year 9 to 13. Our hostel wings enable the girls to interact and make friends easily whilst feeling safe and secure. Boarding can be overwhelming and requires a period of adjustment for new boarders and whanau, but as we work together Elizabeth House will become a warm and friendly environment where your child can find her safe place.

This handbook is a tool to help with this transition and to understand what life at Elizabeth House is like. Homesickness is not uncommon especially during the first couple of terms as a new boarder. Once friendships are made and each girl finds their sense of belonging within our community, this tends to ease.

Staff at Elizabeth House are here to support each boarder in all that they do. We enjoy developing strong relationships with the girls ensuring their wellbeing is looked after and they feel loved, accepted, and listened too. The founding principles of the Mission Sisters and our Special Catholic Character are fundamental elements in all we do within Elizabeth House.

If you would like any further information or have any questions, I would be more than happy to chat.



Ngā mihi

Marina Walsh
Hostel Manager

Mission Statement

Elizabeth House shall be a community with an atmosphere of welcome and love where girls are given the opportunity to open their minds to the awareness of God in their lives and where the Catholic faith is fostered.

Elizabeth House is based on Christian principles, which respect the dignity of each person and recognised them as valued members of our community. It shall be a place where mutual respect is given, self-esteem is developed, learning takes place, spiritual guidance is provided and where girls aim for personal excellence in all things. Elizabeth House is a loving and caring community where young women are safe and nurtured.



Special Character/ History

Elizabeth House provides a Catholic community which is an extension of the home, a caring environment, fostering learning and personal growth by living the values of Jesus Christ.

Sacred Heart Girls' College New Plymouth was established by the Sisters of Our Lady of the Missions in 1884. Boarding has been part of the school since the very beginning. In 1972 the hostel and convent (now Adele Senior Living) moved from Powderham Street to our current site following the move of the College nine years earlier. In 2000 Sacred Heart Hostel was renamed Elizabeth House in honour of Sister Elizabeth Molloy the last Sister to be Principal of Sacred Heart Girls' College New Plymouth.

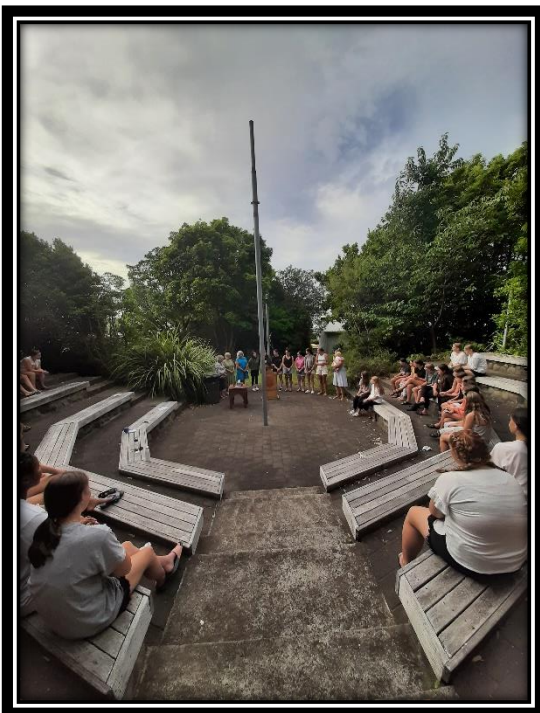
The Sisters of Our Lady of the Missions founded by Euphrasie Barbier have always had education and the empowerment of women as a priority of their work. Students receive a strong spiritual foundation and values formation.

Mission school students strive for personal excellence, learn respect for others, have a heart for the world, respect for creation and the environment and a strong awareness of mission with a global consciousness.



Chapel

A short chapel service is held weekly usually before school. This is a reflective time for us all as a community. Each topic is carefully chosen. It may reflect the time of year on the Catholic calendar or a certain season of life for our boarders. Chapel can be held in the Adele Senior Living chapel next door, our school chapel, or the sacred space on the Sacred Heart Girls College grounds depending on the time of the year.



Elizabeth House Feast

Elizabeth House celebrates the Feast of the Visitation in honour of our Patron Saint, Saint Elizabeth. The hostel is not named after Saint Elizabeth; however, we celebrate her as our Patron Saint due to her hospitality and compassion shown towards Mary during the Visitation.

During the Visitation, Elizabeth welcomed Mary into her home with open arms, which is what we aim to do here at Elizabeth House. Like her cousin Mary, Elizabeth showed courage and compassion in her life and trusted in what God had planned for her. As a hostel we aim to live our lives with courage as Elizabeth did and have faith in what God has planned for each of us.

We celebrate the Elizabeth House Feast following King's birthday each year. Not only do we reflect on this time, but we also share a special meal together and enjoy some fun activities and competitions.

This is one of two days in our calendar (the other being the end of year dinner) where the boarders are expected to be in the hostel for the whole evening. Any necessary leaves to be discussed with the hostel manager.



Manawa Mission

At Sacred Heart Girls' College New Plymouth and Elizabeth House, we live the Mission through Ako, Manaakitanga and Wahine Toa. These three core expectations are the heart of who we are at Sacred Heart Girls' College and Elizabeth House

A K O

– We take every opportunity to learn.

M A N A A K I T A N G A

– We respect and love one another

W A H I N E T O A

– We respect and love ourselves



Code of Conduct

We are/show	Each student has a responsibility to	Each student has the right to
Manaakitanga	Accept personal, individual and cultural differences. Treat others with understanding. Treat others with respect. Respect the authority of the staff. Respect Elizabeth House property. Not take or damage property that does not belong to them. Use appropriate language. Listen attentively and cooperate with staff.	Be treated as an individual. Be treated with understanding and kindness. Be treated with respect and courtesy.
Wahine Toa	Report assault or harassment of anyone in the Hostel. Report theft and hand in lost property. Listen attentively and cooperate with staff. Observe safety rules and expectations.	Be treated with understanding and kindness. Be treated with respect and courtesy. Be safe, secure, and listened to. Expect their property to be safe and not touched by others.
Ako	Be prepared for study with everything that is needed. Respect those who wish to study.	Be able to study.

Hostel Staff

Manager	Mrs Marina Walsh
Hostel Administrator / Pastoral Care	Mrs Anne Lyttelton
Supervisors	Mrs Kay Death Miss Donna Cowie Mrs Jo Martin Mrs Jessie Haylock
Casual Supervisors	Mrs Marcia Cadle Mrs Kathrine Crowley
Plus Fixed term / Winter	Mrs Jessie Haylock Miss Donna Cowie
Night Supervisors	Mrs Michelle Shoemark Mrs Jean Valentine Mrs Kate Long
Supervisor/Van Driver	Mrs Lyn Crossan
Property & Grounds	Mr Heta Smith



Hostel Management Board

The H.M.B represent our boarders, staff, and hostel community. Together we ensure the wellbeing of the boarders in terms of accommodation, food, physical environment, health and safety, structure, discipline, Special character, religious and pastoral care. Feel free to chat with any of our members if you have any queries.

Name	Phone	Email Address
Helen Stokes (Chair)	027 336 4219	stokesfarm2@gmail.com
Barb Costelloe (Principal)	027 461 6844	bco@shgcnps.school.nz
Marina Walsh (Hostel Manager)	027 555 0955	mwa@shgcnps.school.nz
Kathrine Crowley (Staff Rep)	027 480 7023	k.crowley@xtra.co.nz
Marie Appert (MCNPTB rep)	027 303 2344	p.m.appert@gmail.com
Parent Representatives		
Abbie Edwards	027 358 0333	abbiewhittington@hotmail.com
Claire Hunn	027 254 9548	claire.hunn@rabobank.com
Kirsten Midgley	027 464 4067	paul-kirsten@xtra.co.nz
Megan Gardner	027 419 3044	Jmgardner40148@gmail.com
Rachael Hokopaura	021 110 3307	rachael.hokopaura@npbhs.school.nz
Sharon Beckett	021 069 8812	sm.jmbeckett@gmail.com
Wendy Vanner	027 227 7659	spenceview@farmside.co.nz

Catering & Cleaning Services

Provided through Compass Group NZ

Site Manager	Ms Christine Bollond
Catering Assistants	Ms Stephanie Moss
Domestic Services	Mrs Lisa Macdonald



Above: Bungalow End of Year dinner



Above: Feast Night Buffet

Contact Details

The table below outlines who you should contact in the first instance.

Duty Supervisor 027 555 3697 hostel@shgcnp.school.nz	Marina Walsh 027 555 0955 mwa@shgcnp.school.nz
<ul style="list-style-type: none"> • Update details • Leave request/permission • Extra-curricular activities • Basic pastoral concerns and needs • Absences from the hostel • Overnight on call • General information regarding your daughter <p>Please note: if your daughter is unwell and at home with you, please let school and the hostel know.</p>	<ul style="list-style-type: none"> • Confidential/sensitive information regarding your daughter • Pastoral concerns • Discipline • Complaints • Enrolment • Policy and Procedures • Human Resources

Parent Details

Please notify us if there is any change to your residential, postal and/or email addresses, telephone numbers or marital relationship status. Please confirm in writing any changes including emergency contact. If you have distressing news please let staff know before your daughter so we can be ready to assist and support her.



Above: Dancing with the Borders is an annual tradition!

Dates and Times

The Hostel is open from 6.00pm on Sundays, girls are to be in the hostel by 8pm (NB: no evening meal is provided). Weekends, we close at 5pm on Friday. During the winter sport months, the Hostel may be open Friday nights for students who have a game the following day, closing at **10am on Saturday**. Minimum number to stay open is three.

Term 1	Wed – 31 st Jan	‘Move In Day’ all girls - in by 4:00pm followed by Elizabeth House Opening Mass. Whānau may attend
	Thurs – 1 st Feb	First day of Term 1 2024. Assemble outside the events centre – 8.40am for pōwhiri to welcome new students, whānau and staff
	5 – 6 February	NO SCHOOL – Hostel CLOSED Waitangi Day Observed (Hostel OPENS 6pm)
	11 March	Taranaki Anniversary (Hostel OPENS 6pm)
	28 March – 2 April	Hostel CLOSSES Thursday 28 th March – 5pm GOOD Friday - EASTER Monday and 2 April ‘a school holiday also’
	12 April	Last day of Term 1, hostel closes at 5pm (no Boarders bus service)
	25 April	Anzac Day – in school holidays
Term 2	28 th April	Hostel OPENS for Term 2 – 6pm. Refreshments until 7pm
	29 th April	First day of Term 2 (no Boarders bus service)
	3 June	King’s Birthday (Hostel OPENS 6pm)
	28 th June	Matariki (Hostel CLOSSES Thursday 27 th June – 5pm)
	11 June	Hostel Feast Day
	5 th July	Last day of Term 2, Hostel CLOSSES at 5pm (no Boarders bus service)
Term 3	21 st July	Hostel OPENS for Term 3. Refreshments until 7pm
	22 nd July	First day of Term 3
	16 th August	Founders Day Mass – Full school (Boarders expected to attend)
	13 th September TBC	Y13 Hostel Leavers Graduation Dinner
	19 th -20 th September	GEMS conference Thursday (PM – Hostel CLOSSES 8pm) & Friday all day (No School – Hostel CLOSED); Hostel OPENS Sunday 22 nd - 6pm as per usual
	27 September	Last day of Term 3, Hostel CLOSSES at 5pm (no Boarders bus service)
Term 4	13 th October	Hostel OPENS for Term 4. Refreshments until 7pm
	14 th October	First day of Term 4 (no boarders bus service)
	24 th October TBC	Hostel Christmas Dinner – all boarders expected to attend; Hostel prize giving
	28 th October	Labour Day – (Hostel OPENS 6pm)
	30 th October TBC	SHGC Senior Prizegiving
	31 st October TBC	Senior Graduation dinner
	24 th – 25 th November TBC	2025 – Year 9 2025 Sleepover followed the SHGC Orientation the day after
	13 th December TBC	Last day of Term 2024

Daily Routines

	Year 9	Year 10	Year 11	Year 12	Year 13
6.45 – 7.45am	Breakfast				
8:00am	Collect electronics				
8:15am	Chapel (weekly – boarder led)				
8:30am	Depart for school				
1:20pm	Return to collect lunch – Hot lunch twice a week				
3.10pm	Return from school; afternoon tea				
3:10-5:00pm	Free time				
5:00-6:00pm	Free time but - back in hostel by 5pm				
6:00pm	Dinner time – mobiles on charge				
6:30pm	Device free social time – outside in summer months		Study Time		
7:00 – 8:00pm	Study Time – no mobiles				
8:00-8:30pm	Free time, downstairs – supper time		Additional study time – supper break		
8:30pm	Hand in electronics. Get ready for bed				
8:45pm	Prayer time	Get ready for bed			
8:55pm	In bed reading, quiet time	Hand in electronics. Prayer Time			
9:15pm	Lights out	In bed reading, quiet time	Hand in mobile phones		
9:30pm		Lights out	In bed reading, quiet time		
9:45pm			Lights out	In bed reading, quiet	
10:00pm				Lights out	Upstairs and in own room



Health, Safety and Wellbeing

Illness

If your daughter becomes ill during school time the school office will contact the hostel. If unwell she will return to the hostel, to her room or sickbay. Depending on her level of illness and what support she may need, parents may be asked to collect her. Heavy cold and flu symptoms require caregivers / emergency contacts to collect as soon as possible please.

Any diarrhoea or vomiting requires quarantine from the hostel as soon as practicable and returning 48hours after the diarrhoea or vomiting has finished.

If your daughter is unwell over the weekend, please ensure that she is fit for school on Monday before sending her back to the hostel. If your daughter is absent from school for any reason, you need to notify both the hostel and school. Boarders with contagious illnesses must be kept at home until cleared by their doctor.

At least one staff member on shift will hold a current First Aid certificate and can deal with health concerns outside of the day-to-day health care of boarders.

Medication

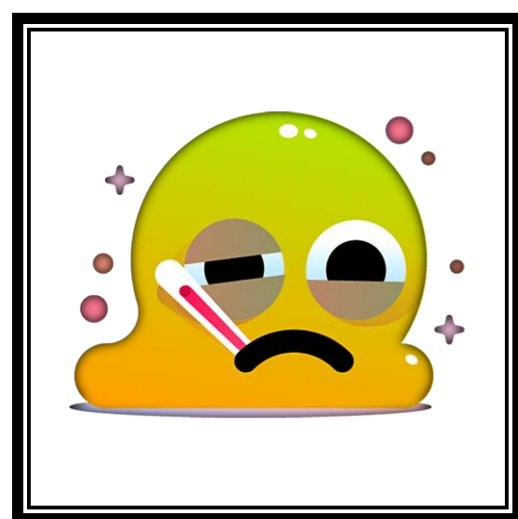
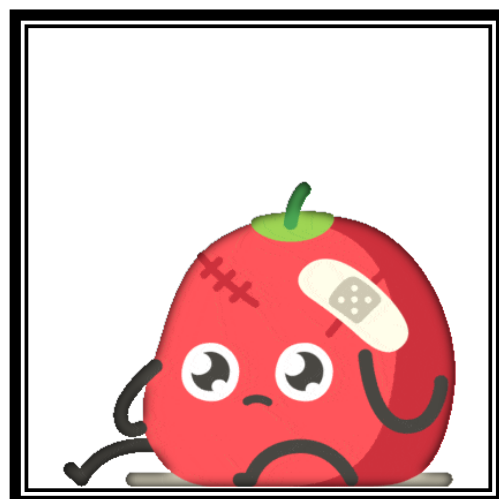
Provided medication – the hostel has a supply of panadol, ibuprofen, antihistamines and cough medicine for minor ailments and treatment. These are administered by staff and recorded under boarders' medical history on Orah.

Personal medication including prescription, over the counter, panadol and ibuprofen must be handed in and always kept secure. Boarders can access their personal supplies at any time upon request to a duty supervisor. All medication administered is recorded through Orah to provide an accurate medical history and to prevent over administration. All prescription medication needs to have a prescription label accompanying it.

Visiting the Doctor and Organised Appointments

We can transport boarders to visit Phoenix or Medi Cross after 3.30pm Mon - Thurs. Both organisations require under 16-year-olds to be accompanied by someone over 16 years. In this case we ask parents, caregivers, or an emergency contact to assist if the visit is needed immediately. If otherwise, staff will do their best to assist. Other organised medical, dentist and/or orthodontist appointments where possible, these are to be made outside school hours unless you are taking your daughter/s. Please notify hostel staff with time, location and other relevant information as soon as the appointment is made. If we are unable to transport your daughter a taxi may have to be organised for which the cost will be charged back to parents. Any medical charges will also be charged back to parents.

In the case of a medical emergency, your daughter will be transported to Accident and Emergency by staff or ambulance. Caregivers will be contacted and asked to meet the supervising staff member at A and E to assist with medical information and child's comfort and needs.



Orah

Orah is Boarding Management software. This is used by boarders, staff, and parents. Boarders use Orah for leave from the hostel, this allows staff to easily see the location of all boarders at any time. Parents have an Orah login where they can accept or decline overnight / special leave requests for their child(ren). See the leave section of this handbook for more information on leave procedures.

For hostel staff, Orah is a one stop, secure location where all information regarding the health, safety and wellbeing of each girl is kept. It allows us to record health care, boarder activity, study attendance and leave records etc. It also allows basic communications with whanau. This information is required under Hostel Regulations and is kept secure to conform with the Privacy Act.



ABOVE: a warm summer outing with our neighbouring girls' hostel – Scotlands' NPGHS and Elizabeth House SHGC 2023

Personal Electrical Appliances

All electrical equipment (including charging cables) brought into the hostel need to be in excellent working order. Please, no electric blankets, however hot water bottles and wheat bags are allowed.

Fairy lights are permitted but only battery operated please. No candles or incense, matches or lighters are allowed.

Security

The safety of our boarders and staff onsite is important. All exit and entry points have an access control system, double lock or alarmed. As well as security cameras operating in internal corridors and external entries and exits.

Boarders must always adhere to the leave procedure. All visitors to Elizabeth House need to sign in and out accordingly.



Emergencies

The Elizabeth House Emergency Management Plan has been developed along best practice and industry standard guidelines. We will ensure to keep parents/guardians fully informed during any emergency. Regular evacuation and lock down drills ensure the girls and staff are familiar with emergency procedures.

Boarders who set off a false fire alarm may be liable for the costs associated with a false alarm and resetting of the control panel.

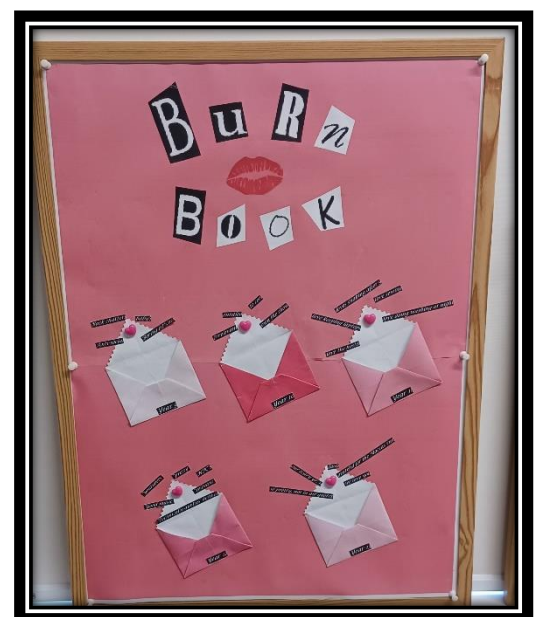
In the case of a civil defense emergency, all boarders will remain at the Hostel until their parents/guardians can be contacted to arrange to have them transported home safely. In the case of a medical emergency, such as a pandemic, Hostel Management will follow advice from the Ministry of Education, Ministry of Health, and the New Zealand Boarding Schools Association to base their assessment of the danger to the physical wellbeing of the hostel and school community.



Damage to Hostel and Property

Boarders who damage Hostel property will incur the cost to repair or replace. The Hostel's insurance does not cover incidental damage caused by boarders. Parents should investigate their own policies to see if this covers their child whilst at the Hostel.

There is zero tolerance to boarders who willingly damage hostel property and fittings. Intentional damage to hostel property or another boarders' belongings, will be dealt with through the hostel's behavior management system.



Banned items

The following items are not welcome at Elizabeth House:

- Chewing gum
- Cigarettes, e-cigarettes and vaporizers
- Lighters, matches or fire lighting equipment
- Fireworks or any form of explosives
- Any form of weapon
- Alcohol and / or drugs
- Offensive, inappropriate, or pornographic material (physical or digital)

Bikes, scooters or similar are not permitted at Elizabeth House unless authorized by the Hostel Manager.

Elizabeth House reserves the right to search and seize items which may cause harm to boarders under the Elizabeth House Search and Seizure Policy. Police may be called in for serious incidents related to drugs and assault.

Boarders are not to access inappropriate sites, bring inappropriate material on digital devices or send inappropriate emails, texts, or messages. Inappropriate use of the internet and digital technology could result in restricted access and confiscation of personal devices.



Bullying/Harassment

Every boarder at Elizabeth House has the right to live in a positive and safe environment. Elizabeth House has zero tolerance for bullying as outlined in the Student Wellbeing Procedure.

Elizabeth House and Sacred Heart Girls College promotes positive relationship building and working together as a group which aligns closely with the Manawa Mission and Restorative Practices. If a breakdown occurs staff can follow a plan that encourages boarders to have a voice and take part in restoring the breakdown.

Personal Property/Theft

All rooms have a lockable cupboard, it is recommended that all girls bring a combination lock and keep valuables and money securely in these. Please make sure all personal items are clearly named. Failure to ask permission to use another boarders' belongings is regarded as theft. Borrowing/swapping of personal belongings is discouraged. Any suspected theft should be reported to the supervisor on duty as soon as practicable. The hostel has security cameras in common corridors for safety and security. Elizabeth House takes no responsibility for money or valuable property left in rooms. Boarder's personal belongings are not covered by the hostels insurance policy. Theft is a serious matter and will be dealt with in accordance with the hostel discipline procedures.



Alcohol, Drugs, tobacco, vaping

No boarder will possess, consume or be under the influence of alcohol, tobacco, volatile substances, or drugs prohibited under the Misuse of Drugs Act 1975 or otherwise, except for drugs prescribed for personal medical use only, whilst at the boarding hostel. Any violation of this rule is regarded as a very serious offence. The Health Procedure and Alcohol, Tobacco and Drugs Policy are available for whānau on the boarding tab of the College website.



End of Term expectations

We ask our boarders to clean out their rooms at the end of each term. A cleaning check list is signed off by a supervisor prior to departure. Failure to leave the room in an appropriate state will result in a \$50 cleaning fee being charged.

During term breaks we can have groups staying with us and we like to use this time to take care of any maintenance. At the end of the year, we have a major clean of carpets, mattresses, and windows also.



Academic Studies

Evening Study

Study takes place every evening between 7 - 8pm for Year 9 and 10's and between 7-8:30pm for Year 11, 12 and 13. This is compulsory for all, if extra-curricular activities happen during study time, then the individual is required to complete her study during free time slots.

If boarders do not have homework, they are required to bring a book or something to actively engage in eg: artwork etc. Social media and tv – movie watching is not acceptable.

When online resources are available, boarders are encouraged to take part. Those that do will be part of a reward system.

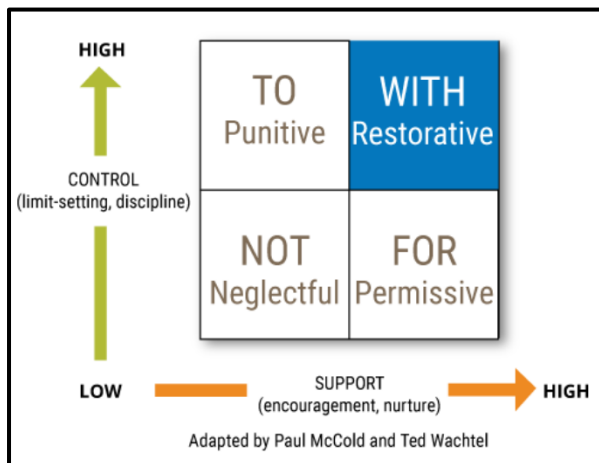
Tutoring and Academic Support

Some girls choose to seek additional tutoring and academic support, this is arranged independently by parents. If your daughter requires transport, please ensure tutoring in between 3.45 – 5.45pm. We have spaces available in the hostel for external tutors to work from, before booking this please contact the hostel directly to check availability and so we can ensure any necessary safety checks have been completed.



Pastoral Care

Restorative Practice



Elizabeth House along with Sacred Heart Girls' College New Plymouth is a PB4L environment (Positive Behaviour for Learning), we use Restorative Practice when conflict arises within the hostel and school.

Restorative Practice is based on the relational approach, which recognises that we exist in a world of relationships and that character is developed through relationships with others. The fundamental principle of the relational approach is that all people are equally entitled to enjoy respect, care and dignity.

The Social Discipline Window (above) is a useful model to better understand restorative practices. We aim to work 'with' our boarders as this is how we can build respectful communities, self-responsibility, and connected relationships. Rather than doing things 'to' or 'for' them.

Restorative practices and a relational approach is at the centre of everything we do including managing discipline and when the girls 'get it wrong'. It is important to us that when things do go wrong that the relationships between parties is repaired and that growth and understanding occurs for everyone involved.

In some cases, our policy for 'Stand-down's, Suspension and Exclusions' policies, will need to be implemented. This policy and all others can be found on the school website under 'Boarding'.



Hapu Groups

Hapu Groups help to support and strengthen culture here at Elizabeth House. Fun is the name of the game.

There are four Hapu groups Mokau, Opunake, Kaupokonui and Waiinu. Hapu Groups also act as hostel houses and there is a competition run by the Head Boarders. This runs separately to the College houses and house competition.

OPUNAKE



WAIINU



KAUPOKONUI



MOKAU



Above: A blast from the past – some of these boarders have since left the nest and out in the big wide world

Expectations of boarders

M A N A A K I T A N G A We respect and love one another		W A H I N E T O A We respect and love ourselves	A K O We take every opportunity to learn
In All settings...		We are part of the Elizabeth House community. We are proud of this. We assist and offer help to others	We teach each other how to be good learners.
In the dining room and during notices	<ul style="list-style-type: none"> Keep our hands and feet to ourselves Listen to the person speaking Clean up after yourself Keep the dining room clean and tidy Remember to use your manners Take care of equipment Listen attentively and cooperate with staff Sit in whanau groups Line up for food safely and respectfully Greet and thank staff Use appropriate language Wait patiently for your turn Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Walk not run Keep hands and feet to yourself Be a role model Sit still and don't fiddle Participate in prayer in a prayerful manner Remember to use manners Cell-phone is turned off and is away Make sure you eat a balanced diet Line up for food correctly, safely and respectfully. Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Focus attention on person speaking Receive recognition with grace Give new foods a try Listen to and follow instructions
	<ul style="list-style-type: none"> Be on time Help others to learn Respect others learning space Remember to use your manners Take care of equipment/resources Listen attentively and cooperate with staff Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Be ready for study Be open to learning Be a role model Work independently Deal with conflict in a restorative manner Seek and act on advice Hand in phone 	<ul style="list-style-type: none"> Allow learning to happen Use technology appropriately Be prepared Give everything a go Be ready to learn Complete homework to the best of your ability Keep social talk for other times
		<ul style="list-style-type: none"> Put rubbish in bins – recycle appropriately Handle and take care of any hostel equipment or resources 	<ul style="list-style-type: none"> Hand in phone
On the wings	<ul style="list-style-type: none"> Smile Greet others Use appropriate language Respect others private space Clean up after yourself Respect Elizabeth House property Use your manners Keep our hands and feet to yourself Listen to the person speaking Respect others quiet time Be quiet after lights out and if awake early 	<ul style="list-style-type: none"> Walk not run Hands to yourself Be a role model Look after your belongings Keep your room tidy Get enough sleep Stay off technology after lights out 	<ul style="list-style-type: none"> Know what safe behaviour looks like and we remind others to keep safe Lead by example Learn and get to know the others on your wing
	<ul style="list-style-type: none"> Allow privacy for others Leave the area clean and tidy Leave other people's property alone Use the sanitary disposal units to dispose of sanitary items Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Wash our hands with soap and water Use soap, paper towels/driers and toilet paper appropriately Report any problems or mess to a Supervisor Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Know what safe behaviour looks like and we remind others to keep safe
In the bathrooms			
In common areas/rooms	<ul style="list-style-type: none"> Smile Greet other Thank staff Use appropriate language Wait patiently for our turn Leave areas clean and tidy Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Follow instructions Leave areas clean and tidy Put rubbish in bins – recycle appropriately Handle and take care with any hostel equipment or resources 	<ul style="list-style-type: none"> Ask permission to use items in office Listen to and follow instructions

When moving around the hostel (eg halls, stairs)	<ul style="list-style-type: none"> • Use a quiet voice • Keep our hands and feet to ourselves • Only touch our own property • Use polite and appropriate language • Open doors for others • Allow others to walk past • Put rubbish in bins – recycle appropriately • Keep doorways clear • Stay on the left of the stairs • Don't play on the stairs 	<ul style="list-style-type: none"> • Walk not run • Stay on left of stairs • Use the stairs properly and safely • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Know what safe behaviour looks like and we remind others to keep safe
On the bus/van	<ul style="list-style-type: none"> • Greet and thank the bus/van driver with a smile • Speak quietly and politely • Use appropriate language • Step up and support someone in need • Keep the bus/van clean and tidy • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Stay in your seat and face forward • Let the driver know if your transport plans change • Keep the aisle clear • Take care of your belongings • Use seat belt if provided • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Be on time and wait in the appropriate place for the bus/van • Get on and off safely at the correct stop • Listen to and follow the bus/van drivers rules and instructions • Cross the road safely and carefully
In chapel	<ul style="list-style-type: none"> • Understand that we are in a sacred place • Be respectful to allow others to reflect in their own space • We remain quiet and reflective throughout the service. • Listen to the person speaking • Leave the chapel as we found it • Invite your whanau to be part of Elizabeth House and school Mass's 	<ul style="list-style-type: none"> • Understand that I am in a sacred place • Use the opportunity for deep reflection • Turn off and put away cell phones • Site still don't fiddle 	<ul style="list-style-type: none"> • Know what it means to be in a sacred place • Learn as much as we can about the customs and traditions. We know when to stand, sit, greet, pray • Learn and participate in prayer and singing • Participate fully
When using technology	<ul style="list-style-type: none"> • Always consider how others would feel • Use appropriate and respectful language • Face to face conversations are always preferred • Support others in this environment • Be a good friend 	<ul style="list-style-type: none"> • Take a moment before posting to consider how others would feel • Remember to have face to face conversations 	<ul style="list-style-type: none"> • Learn about SHGC cyber safety agreement • Become responsible users of technology • Use internet in a positive way • Understand that anything that we post can be used by others • Seek help and advice from an adult when needed or unsure
On school site	<ul style="list-style-type: none"> • Keep our hands and feet to ourselves • Take turns and share equipment • Wait your turn • Look out for others • Include others • Show good sportswoman ship and follow the rules if playing organised games or sport • Use appropriate language • Step up and support those in need • Ask permission before leaving the hostel • Sign out and back in • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Stay in the correct area • Use equipment sensibly and as instructed • Put rubbish in bins – recycle appropriately • Use appropriate language 	<ul style="list-style-type: none"> • Lead by example • Return to the hostel on time • Learn how to play safely
When off site	<ul style="list-style-type: none"> • Respect the public • Keep doorways, footpaths etc clear • Wear full uniform with pride or fully mufti • Remember to use your manners • Use appropriate language • Include others • Look out for others needs • Ask permission before leaving the hostel • Sign out and back in • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Stay in the correct area • Stay with other boarders • Be a role model • Present yourself with pride • Report to an adult if anything goes wrong • Leave area visiting clean and tidy • Look after your belongings • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Lead by example • Return to the hostel on time • Be on time for van pick ups • Cross the road safely and carefully

Leave



Orah is used by all girls to sign in and out of the Hostel. This software assists staff, boarders, and families to streamline leave, share pastoral notes and keep track of the boarders' whereabouts, academic behaviour, and wellbeing.

Staff have a duty of care responsibility to know where all boarders are while in care. Each outing

must have approval from staff prior to the boarder leaving the hostel. Leaves are customised to reflect the need. Boarders are responsible for signing themselves in and out so an accurate account of who is onsite and offsite can be achieved at any given time eg: in an emergency.

Parents and caregivers will be sent an invitation to connect to the Orah APP so that overnight leaves and special leaves can be approved prior to staff approval.

After school Leaves

During free time 3:30-5:00pm the girls are permitted to leave the school site and visit nearby areas. Parent permission for this is given on the form '[Approved Travel, Leave, and Contact & Permissions](#)'. Boarders apply for these leaves by 2pm each day and these will be approved prior to each boarder signing out.

Year 9 and 10	<ul style="list-style-type: none">• Once a week for Year 9; twice a week for year 10• Visit to the local Fitzroy shops or The Valley• Walks or runs in the surrounding neighbourhood is also allowed – 1 hour• Gym visits only if within the Fitzroy/Valley area• There must be at least 2 Elizabeth House boarders together at all times
Year 11	<ul style="list-style-type: none">• Twice a week• Visit to the local Fitzroy shops, The Valley, town/Center City and gyms• Walks or runs in surrounding neighbourhood are also allowed – 1 hour• There must be at least 2 Elizabeth House boarders together at all times
Year 12	<ul style="list-style-type: none">• Twice a week• Visit to the local Fitzroy shops, The Valley, town/Center City and gyms• Walks or runs in surrounding neighbourhood are also allowed• They may go by themselves or with friend
Year 13	<ul style="list-style-type: none">• Freedom to come and go after school until 10pm• Orah APP used appropriately to indicate where boarders are at all times• Communication with staff prior and on return• Vehicle expectations followed – keys in at the end of the night

Swimming

Boarders are allowed to swim at the beach when there are lifeguards (external to the hostel) on duty. No-one is to swim at the river off Rimu St. Trips to the Aquatic Centre can be organised on request providing availability of the van.

Overnight / including Weekend Leave

Elizabeth House is open Monday-Thursday nights term 1 and 4. Term 2 – 3 during winter sport season, we are also open on a Friday night until Saturday 10am.

Overnight and Weekend leaves must be accepted by parents and caregivers (an email will be sent by Orah) prior to boarders signing out. What day, time, and transport eg: boarders' bus etc, must be completed before staff approval can take place. Boarders must let us know if details change so that their leave can be updated.

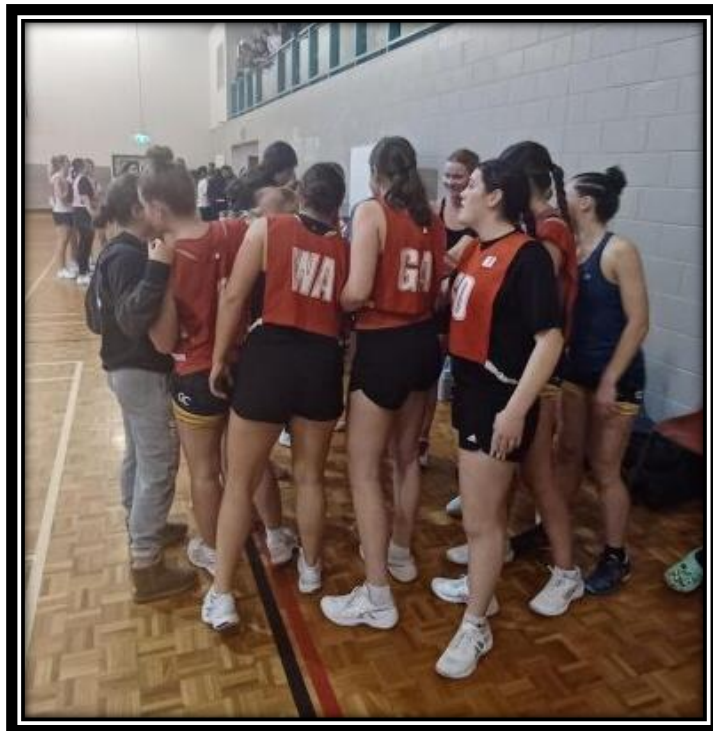
Hosts, other than contacts on Orah already, may receive an email if their address is known.

Special Leave

When your daughter wants to go somewhere outside of the parameters of the permission given in the 'Approved Travel, Leave, Contact & Permissions form' eg. a birthday dinner at a local restaurant, visiting a day girls house then a Special Leave request needs to be submitted on Orah, the process for this and approval is the same as Overnight Leave.

Sports and Extra-curricular Activities

We value the importance for your daughter to be involved in sport and other extracurricular activities. When signing up for activities please consider the need for her to also have time in the hostel for building friendships, as well as time for homework. We ask that before committing to activities you speak with staff, especially if it will require transport via the hostel van. The hostel van can assist when activities are between 3.30 – 8.30pm and within the New Plymouth city boundary.



Visitors

To protect the girls' privacy and, as a matter of courtesy, we ask that all parents/ caregivers /whānau check in with staff when arriving at the Hostel. Female relatives can go upstairs, when necessary, but we ask that all guests and siblings remain downstairs in the foyer. Male relatives may only go upstairs at the beginning and end of term to help moving in and out.

Student Leadership

Head Boarder Team

Student leadership at Elizabeth House is led by our Head Boarder who works with the Deputy Head Boarder – Special Character and the Deputy Head Boarder – Events, to ensure that student voice is heard and acted upon along with running the hapu competition, organizing events and activities at the hostel and with other boarding schools. **Left to right: Head Boarder team 2024** are (Deputy Head Boarder) Events – Kaitlyn Haigh, (Deputy Head Boarder) Special Character – Alikia Hunn, Kate Beckett (Head Boarder).



Councils

There are opportunities for leadership at each year level. Elizabeth House has year group representatives, except year 13's and meetings are led by the head boarder team.

The year 13's work together as a year group and the head boarder team bring their opinions and thoughts to the table.

Big Sister Little Sister



Every new Y9 boarder is assigned a Big Sister either in Year 12 or 13. The Big Sister's role is to support the Little Sister as she adapts to life at Elizabeth House and Sacred Heart Girls' College New Plymouth.

All new students to SHGC are given a school buddy to help with the school transition also.

Left: 2023 Big Sisters & Little Sisters

Transport

Hostel Van

The Hostel van is available after school for local journeys between **3.30 – 8.30pm**. All regular extra-curricular activities that require transport are applied for through Orah. All additional casual trips and appointments must be booked in advance ie: prior to the day. Seniors wishing to go to town may book a place in the van prior to school on the day they wish to go, this ride is subject to the availability of the van and drivers' plan. Please note if girls need to attend an activity which finishes after 8.15pm (last pick up), they will need to arrange alternative transport to return them back to the Hostel.

Taxis

Where possible we try to transport the girls via the hostel vehicles. Where this is not possible a taxi may be required for transport. Boarders will need to pay for these rides as we are unable to transfer costs to their accounts.

Boarders Bus Service - South

Elizabeth House runs a boarders bus service between the hostel and Hawera on Monday morning and Friday afternoon. The cost is invoiced per term and charged to families wanting to use the service prior to the beginning of the term.

Weekend departure from Elizabeth House

Return to Elizabeth House

<i>Stop</i>	<i>Time</i>	<i>Stop</i>	<i>Time</i>
Hawera – The Hub	7:00am	Elizabeth House	3.45pm
Normanby - Toilets		Stratford – Northern Dairy	4.15pm
Eltham – Opposite to Library		Eltham – Opposite to Library	
Stratford – Northern Dairy	7.30am	Normanby - Toilets	
Elizabeth House	8.10am	Hawera – The Hub	4:40pm

Coastal Bus Service

This service is proved by Pickering Transport and bookings are made directly through them. Phone: 0800 221 120

Please email Pickering's for costs. Email: pickeringsmotors@xtra.co.nz.

The bus departs Elizabeth House on Friday after school, making stops when needed along the main road through to Opunake. Returning either Sunday night or Monday morning depending on the company.

Year 13 Cars

Y13's may bring personal cars to the hostel. A contract is agreed between the manager and the student / caregivers. All keys must be held in the office upon return to the hostel or by 10pm each night. **Only those with FULL licenses may carry passengers.**

Girls are to park their cars at the rear of the building in allocated carparks. If there are more boarders than parks, a roster system will be put in place. Please do not park in hostel staff parks or Adele Senior Living parks. If a boarder returns to the hostel after dark and is not rostered to park at the hostel, they may park outside the events centre but their cars must be moved by 7.30am the next day as these are for Sacred Heart Girls College staff and visitors.

Elizabeth House accepts no responsibility for any damage incurred while on school property. Any misuse of cars or unmet expectations will result in a loss of car privileges.



General

Year 12 Cars / usage

It is a year 13 privilege to have vehicles. However, any year 12's needing to bring their vehicles for the following reasons, must have a conversation with the hostel manager prior. **The following reasons are considered:**

Chosen rep team practises outside of NPLY city; specialised training programmes set by representative teams; TOPEC or WITT programmes – **all of these must be outside of hostel van drop off and pick up times to be eligible for private car use.**

A vehicle form must be completed once permission is given, vehicles must not be parked on school / hostel grounds and keys must be handed in to the hostel office. **Year 12 cars must not be used for social, gym or general outings.**

Outings and Charges

Throughout the term hostel events and outings occur. Parent permission for these is not required however we do ask that families support us when these are scheduled so that we have full attendance. The purpose of these events is to build a strong hostel culture for everyone.

There are two events that are compulsory for all boarders to attend:

- FEAST DAY chapel, dinner, activities (term 2)
- END OF YEAR Hostel Christmas function (term 4)



Laundry



The girls are expected to do their own washing. The laundry is open from 7am until 8.30pm. Please make sure all personal clothing items and linen is clearly named. Laundry bags are recommended for underwear and smaller items. Girls are expected to hang their washing outside or in the drying room and use the dryers sparingly.

We wash bed sheets every two weeks.

Dining room

The dining is open between breakfast until the end of supper. Boarders gather their morning tea at breakfast time before heading to school. At lunch boarders return to collect their food. They may sit and eat at the hostel or return to school. Afternoon tea is served straight after school and dinner is later in the evening at 6pm. Supper is between 8 – 8.30pm. The dining room is then closed except for late dinners that have been plated and ready to heat and eat. Food must be eaten in the dining room – including boarders returning with takeaways etc. Snacks and treats are okay to be consumed in rooms.

There is a fridge in the dining area available for boarders to store their food – please name your supplies. There is also a common room for our year 13's where they can store, heat, and eat food. The space has a kitchenette with basic food supplies and plates / cutlery, fridge, microwave, toaster, and sandwich machine for their use. Year 13's are responsible for keeping this clean and tidy. On a Friday it is sanitized by our cleaner.

Cleaning

Elizabeth House employs a commercial cleaner who covers the bulk of the cleaning, including bathrooms. The girls are responsible for keeping their own rooms tidying and vacuuming wings once per week. At the end of the term girls clean down their rooms. They are required to do some duties on a rotational roster basis to help with the running of the house.

Bedding / Room accessories / Electronic devices

All bedding is to be provided by the students, this also allows for the girls to add a personal touch to their rooms and comforts of home. Please do not bring electric blankets. Wheaties and hot water bottles are allowed.

Battery operated fairy lights etc. are allowed but no plug-in lights or other room accessories that require power. Other plug-in devices such as hair straighteners and dryers must be tested and safe before being used at the hostel.



Wifi and Internet

Elizabeth House uses the same wifi as the College. Each SHGC student is issued with a school email address and is required to sign an internet usage agreement before being allowed access to the school Wi-Fi. This agreement also covers use within the Hostel. Any misuse of devices and the internet (policy) may result in confiscation of these privileges at Elizabeth House.

Personal Computers and Electronic Devices

Having any kind of electronic device including a mobile phone is a privilege. The rules around the definition of and the use of are clearly set out in the Electronic Device Contract. Years 9 and 10 are required to hand in their phones before dinner (6pm) and during study time (7pm – 8pm). Any other internet capable device must be handed in overnight. Year 11 phones must be handed in during study and at bedtime.

The dining room is always a mobile phone free zone. Devices may be confiscated if any part of the contract is broken. At all times students have access to our hostel office phone should they not have their phone. Parents can contact students via the Hostel cell phone at any time also.

What You Need to Bring

- School uniform
- Warm coat/jacket /raincoat
- Sleepwear, dressing gown
- Underwear
- Bedding-pillow, sheets, duvet, towels
- Personal toiletries-soap, toothbrush, toothpaste, shampoo, sanitary requirements, nail polish remover
- Drink bottle – lunchbox/ leak proof plastic container
- Bedroom décor -photos, soft toys etc.
- Casual Clothing
- Umbrella
- Slippers
- Swimwear, sunhat & sunblock
- Clothes hangers
- Medical kit – plasters, Panadol, cough lozenges etc.-these will be kept in the office
No medication is to be kept in bedrooms
- Padlock for your wardrobe, a combination lock is recommended
- Laundry basket & laundry powder

Please note you are responsible for everything you bring to the Hostel. We recommend that anything particularly precious to you is left at home. **Please make sure everything is clearly named.**



Above: Elizabeth House entertaining the audience during the SHGC House singing competition 2023

We look forward to having you join us at Elizabeth House. We can guarantee you will make a lot of new friends whilst on this boarding journey. There will be many highs, some challenges but you will have a community to help, support and guide you along the way. If you have any questions please call 0275553697 – hostel office.