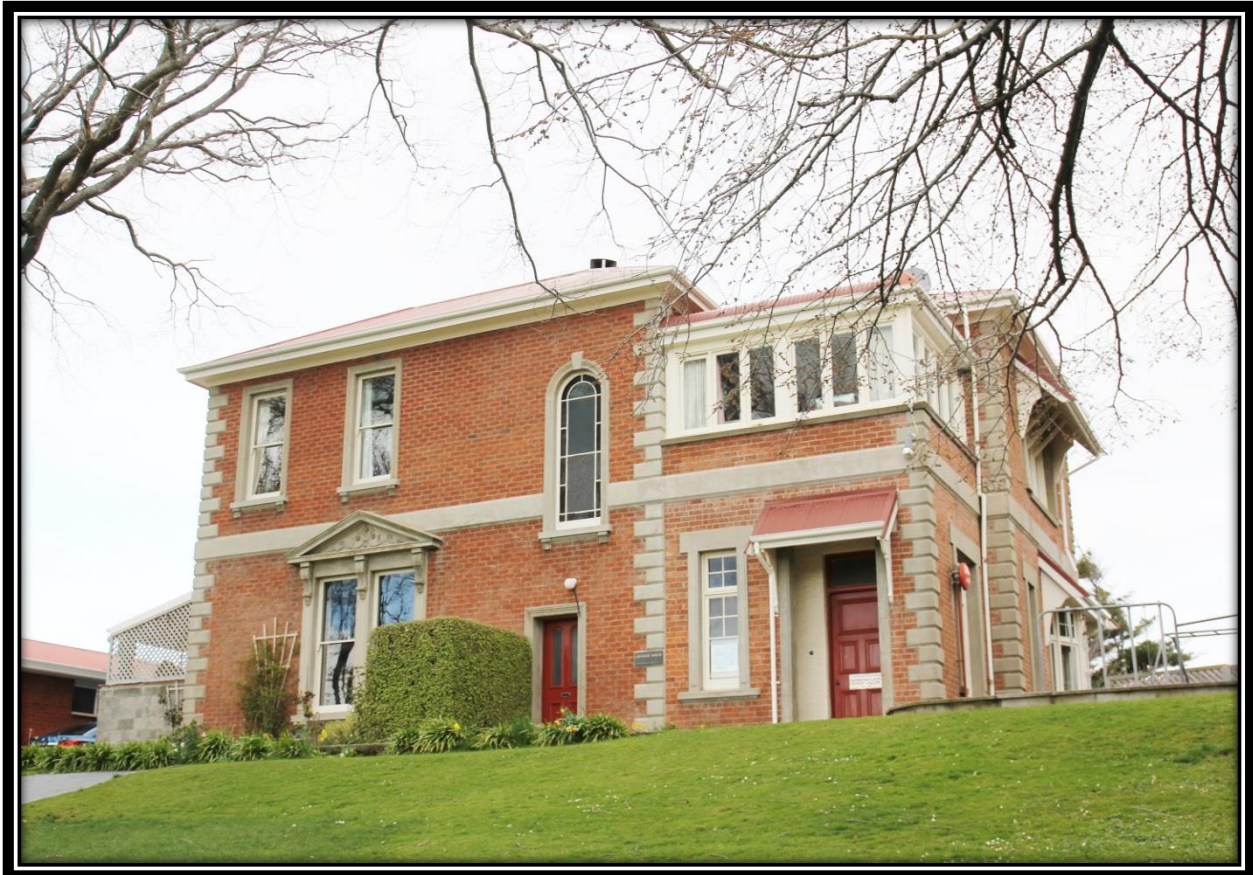




GILMOUR HOUSE BOOKLET

Updated March 2017



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MISSION STATEMENT

Gilmour House will provide a safe, structured, caring environment for boarders whilst they pursue academic excellence at St John's Girls' School.

Welcome to the St John's Girls' School Community

Starting a new school or going boarding is an exciting time. You may feel a bit anxious in the beginning. This is normal. As you get to know the routines and people in the hostel and the school, this will diminish.

At St John's you will be encouraged to be involved in a wide range of sporting and cultural activities. If you want to do a particular activity but do not know whom to contact, ask Mrs Paterson, the manager, the hostel manager who may be able to help or your teacher.

GILMOUR HOUSE

Gilmour House, a lovely old double storied house, and home to the boarders, was originally the Gilmour family home where they lived for many years. The building is centrally situated in the school grounds and is surrounded by lovely gardens and many large trees. The boarding house was formally named Gilmour House in 1979 by Mrs Joyce Colton (nee Gilmour) in memory of her family.

Up to fourteen girls can board at Gilmour House, Monday to Friday, supervised by the hostel manager and two live in house mistresses. The house mistresses commence their duties at 5.30pm each evening and are on duty until 8.30am the next morning.

The girls are very busy after school. Many play sport in school teams as well as pursuing other interests such as swimming lessons/club, music, speech or tennis lessons. When they are not involved in activities, they amuse themselves. They play games together either inside or in the grounds.



Management Structure of Gilmour House

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PRINCIPAL

Has overall responsibility for the students and the running of the hostel

Supports manager and house mistresses as needed

Responsible for:

- employing and overall appraisal of staff
- work contracts, police vets



GILMOUR HOUSE MANAGER

Responsible to: the principal

Responsible for:

- the day to day running of the hostel
- ensuring the girls are safe, physically and emotionally
- overseeing the housemistresses
- may be involved in employing staff and/or staff appraisal
- most communications between the hostel parents and the boarders



HOUSEMISTRESSES

Responsible to: In the first instance, the hostel manager, then the principal

Responsible for:

- ensuring that boarders are safe between 5.30pm – 8.30am Monday through to Friday
- carry out duties as outlined in their job description



GIRLS

Responsible to: the hostel manager and the house mistresses

Follow procedures as set out in Gilmour House Handbook

GILMOUR HOUSE PARENT REPRESENTATIVE

Volunteers or elected each year, by parents prior to the Annual General Meeting of BOP in March.

Is a full member of the board. Has regular, informal discussions with the Gilmour Mrs Paterson, the manager

GOVERNANCE

BOARD OF PROPRIETORS

Responsible for setting appropriate budgets

Has input into policies and procedures set by BOT

Delegates responsibility to Principal and Gilmour House manager for the day to day management of the hostel.

May be involved in employing staff

Familiarisation Day

In November the year prior to starting, the new girls and their parents/grandparents will receive an invitation to visit the school.

The programme may include:

- Existing year 8 St John's girls presenting information on areas of interest, eg uniforms, sport, canteen etc.
- spending some time in morning classes
- be allocated a "house" and attend assembly
- have lunch with existing boarders and other new boarders
- meet the Gilmour House manager, Mrs Paterson
- buy school uniform

First Night of the School Year

- Girls and immediate families are invited to a meal at Gilmour House with the manager, principal and house mistresses the night before school starts.
- Arrive 4.30pm – 5pm in time to make your bed and have a look around before dinner.
- Dinner is provided at 5.30 pm.
- Parents are asked to leave by 7pm.

You will be reminded of arrangements by letter/email.

When you arrive on this night, Mrs Paterson, the manager will show you which dormitory you are in and where your bed is. You and your parents/siblings can unpack your clothes, make your bed and put your photos/posters up on the notice board. You will be allocated a chest of drawers and wardrobe space. Your school bag, PE bag and swimming bag (if you need one) get hung up in the downstairs cloakroom. Sporting equipment is also stored in the cloakroom.

When everyone is unpacked, there will be a light meal. The parents will leave about 7pm giving the staff time to go over the hostel routines and rules and to settle the girls for their first night at Gilmour House.

Dormitories

Mrs Paterson, the manager assigns each girl to a dormitory. There are four dormitories named Oreti, Waiau, Aparima and Clutha.

The number of dormitories used depends on the number of boarders. Mrs Paterson reorganises who is in each dormitory at the end of each term so girls get to know each other and develop tolerance towards others.



Practical Preparation

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It will help your daughter settle in if she can:

- make her bed properly from a stripped state
- keep her room tidy
- keep her belongings in one place
- make toast
- set and clear a table
- wash and dry dishes
- sweep the floor
- use and empty a vacuum cleaner
- make her own lunch using the food supplied
- maintain good personal hygiene standards
- sort out her laundry
- peg out washing
- fold her clothes neatly
- use an 0800 home telephone number
- be familiar with her cell phone
- send an email

WHAT SHOULD EACH GIRL BRING?

- two sets of casual clothes and shoes
- two nighties or pyjamas, dressing gown, slippers
- hot water bottle with cover
- swimming togs (*if required)
- two bath towels and facecloths
- sponge bag with personal requirements
- laundry bag
- lunch box, drink bottle
- two sets of sheets and pillowcases
- her own choice of duvet and cover
- woolrest (if wanted)
- extra pillow
- photos, posters etc and soft toy!
- drawing pins

All named please, especially socks.

*You may require swimming togs in term 1 for school swimming. All seniors who cannot swim 200m freestyle attend swimming.

WHAT WE WILL PROVIDE:

- mattress protector
- pillow case protector
- shoe polish

A DAY IN THE LIFE OF A BOARDER

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Morning

7:30 am Wake up call, lights on

7:35 Showers for two dorms while the others have breakfast.
The girls, who have had showers, have breakfast while the others make their beds and tidy their rooms.

Chores for everyone e.g. kitchen and bathroom duties

8:20 Off to school

After School

3:00 pm Home from school, change out of uniform

3:15pm Afternoon tea followed by sports & extra activities e.g. swimming, hockey, touch rugby, athletics, volleyball, netball, basketball, badminton, gymnastics, squash, music, dance etc.

Dorm duties and make school lunch

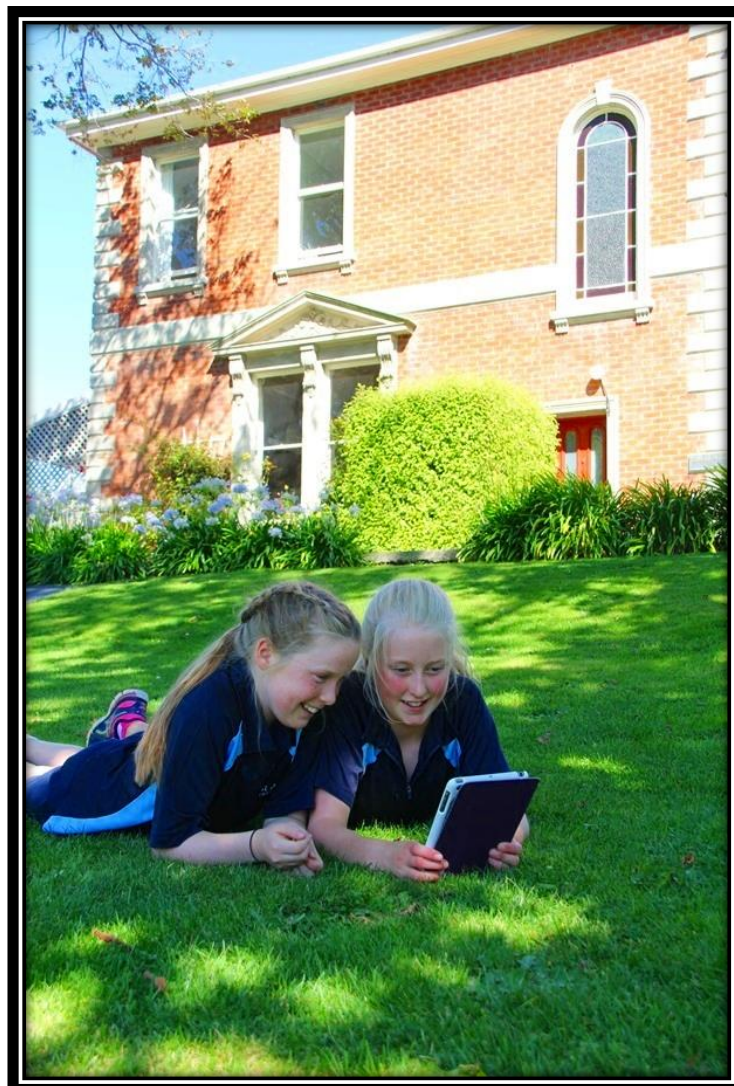
5.30 Evening meal then chores e.g. tidy up and dishes

6.15 Prep in dining room.

7.30 Supper

8.00 Upstairs and into P. Js, night showers for the remaining two dorms, in bed, reading.

8:30 Lights out



General

- Treat others as you would like to be treated – be considerate and kind
- Be tidy
- Follow the rules.
- Try to deal with problems yourself but seek help when you are unable to solve them
- Ask if you are unsure about something
- Be organised.
- Keep track of your own property.

Dining Room Etiquette

- Grace is said before each meal.
- Correct dining etiquette is expected:
 - Sit up straight and keep your elbows off the table.
 - Do not speak with your mouth full.
 - Do not eat off or lick your knife.
- Ask politely for whatever it is that you require on the table.
- Remain seated and wait patiently between courses.
- Wait to be excused from the table.
- Thank Mrs Paterson for dinner and wait to be excused.

Prep

This is otherwise known as homework time. One hour supervised time daily

- 15 minutes reading
- 45 minutes doing other homework.

If you don't have homework, spend time reading or revising.

Prep is frequently worked around the extra-curricular activities.



DORMITORY RESPONSIBILITIES

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As a team, the girls will be expected to help and look after each other and be tolerant of each individual. They will be in charge of the cleaning and tidiness of their dormitory and their dormitories allotted space in the cloakroom.

The following tasks are part of the dormitory teams' responsibilities – bedroom rubbish tins to be emptied, weekly vacuum and dust, hanging up coats, sports gear and putting away shoes in the cloakroom, closing of windows, closing curtains and hanging up uniform items. Each dormitory decides how they will perform their duties.

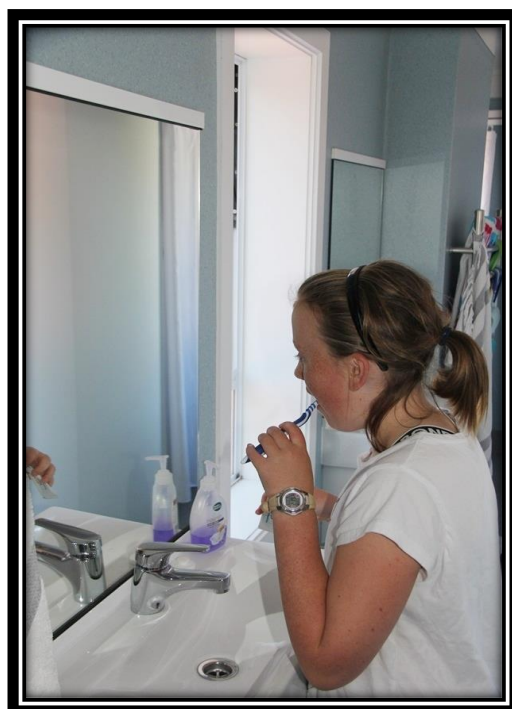
When rules are broken the following procedure applies:

Step 1: The girl will be spoken to by herself and asked to do what is required of her. If this does not happen go to Step 2.

Step 2: The girl is removed from the situation (Time out) and given time to think about her behaviour. When she is ready, she may leave time out and apologise to the appropriate person. Should the behaviour recur, the girl is again sent to time out.

Step 3: If a house mistress is dealing with the girl and the problem is not resolved, Mrs Paterson, the manager shall be called in. If Mrs Paterson, the manager is dealing with the problem and it is not resolved, the Principal will be called in. Depending on the severity of the problem, parents will be contacted by either the house manager or the Principal.

All issues are recorded in an Incidents Book.



Girls can communicate by:

Fax: (03) 218 7789 anytime

Telephone: (03) 218 7759

All girls, for whom phoning home is a toll call, must have an 0800 number to call home or a cell phone. Cell phones are handed in to Mrs Paterson, the manager on Monday and the girls ask to use them. It is a good idea for a girl to have a cell phone if she is going to an event on her own.

Please avoid phone calls from 3 – 4pm as the lines are shared with the school and during meal times. Within reason, phone calls are not limited.

E mail: Each girl has her own email address

Eg: initialsurname@stjohnsgirls.school.nz

Visitors

Visitors are welcome, however, sporting commitments and after school activities must always take priority. Visitors must respect that the girls and boarding house staff have daily routines which cannot be continuously interrupted however we like you to pop in for a casual cup of coffee and a chat.

All visitors, including parents, must check in with the staff on duty before entering Gilmour House. The study is available to provide visiting parents and their daughters some privacy. After the first night, visitors are not to go upstairs.

Girls are not permitted to wait at the gates, but are to be collected from Gilmour House.

Parents are most welcome to have dinner at Gilmour House. Please advise Mrs Paterson, the manager in advance.

School Information

A school handbook relating to the daily expectations of school life will be issued at the beginning of the school year.



Leave:

- After School Leave: From 3.00pm -5.30pm – dinner time
- Dinner Leave: From 3.00pm – 7.45pm
- Overnight Leave: From 3.00pm – 8.30am

Leave Slip

It is extremely important that the Gilmour House staff know your daughter's whereabouts at all times.

If your daughter is to be away from Gilmour House during the week for any reason, other than organised after school activities, Mrs Paterson must have your written permission, stating when she is going, when she will return, where she is going, how and with whom. This can be done by filling in a prepared Leave Slip or writing a note and emailing it through.

No girl may leave the school grounds without a signed permission slip being placed in the Leave Folder. If she is taken out by someone other than her parents Mrs Paterson, the manager must still have verbal permission from the parents and the person who is taking her out, must sign a leave slip when they collect her from Gilmour House. When the girl returns to Gilmour House she must immediately check in with Mrs Paterson, the manager and staff.

Taxis

Girls use taxis for transport to and from their activities. Taxi fares are divided by the number of girls travelling and charged accordingly. Girls using a taxi will be given a taxi chit to give to the driver. We encourage the parents of other girls at St John's to take the boarders to after school activities as this reduces your costs.

Taxis in Invercargill are expensive, approximately \$16 each way to the stadium, if travelling alone.



Food

The menus are based on healthy eating guidelines.

On Mondays the girls **need to** bring their morning tea and lunch from home in a lunch box.

Tuck Box

On Mondays the girls can bring special goodies from home for snacks for lunch boxes. No sweets, thanks. This is the only extra food that the girls need to bring into Gilmour House. Each girl will be provided with a named tuck box to store these goodies in. These stay at Gilmour House.

There is to be no food stored upstairs or anywhere else in Gilmour House as it attracts rodents.

Dietary Allergies

If a child has a dietary allergy that requires special treatment, please notify Mrs Paterson, the manager in writing.

First Aid

The First Aid Kit is well-stocked with the basics eg Panadol, plasters, throat lozenges, cough lozenges, nail scissors, emery board, sterile pads, bandages, ice pack. Any problems that require more than these basic remedies will result in calling the parents of the child concerned.

In addition to medical supplies Mrs Paterson, the manager keeps a small stock of personal requirements ie toothbrushes, toothpaste, combs, shampoo, nail polish remover, sun block and sanitary items. In an emergency the girls may purchase these from Mrs Paterson, the manager using their float money.

Gilmour House provides: soap
shoe cleaning kit
laundry powder for emergencies
a hair dryer.

The girls are not allowed to go to bed with wet hair.

Sick Child – Out of School Hours

If a child is unwell parents shall be notified by Mrs Paterson, the manager regardless of the time of day. If Mrs Paterson, the manager feels a visit to the doctor is necessary and she is unable to contact the parents, the following will happen:

- 1 Mrs Paterson, the manager will contact Dr Kevin Tyree at the Victoria Street Medical Centre, 60 Victoria Street, Phone 2183282. (There is an additional charge of an 'On Call' visit which will be passed on to the parents).
- 2 If the Medical Centre is unavailable Mrs Paterson, the manager will call the Invercargill Urgent Doctor After Hours and Minor A & E Service, phone 2188821.

Gilmour House staff shall notify parents in cases of sickness or any injury causing serious discomfort or requiring further attention and at other times when acting as a cautious parent.

In the case of contagious infections, Mrs Paterson, the manager retains the right of the child's removal and re-admittance to Gilmour House.

Sick Child – During School Hours

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If a boarder is sick between 8.30am and 3.00pm she is classed as a day girl and the school staff are responsible for her. There is a sick bay at school where your child will be cared for. Mrs McEntyre (Office Manager) will phone you to make arrangements for collecting your daughter.

For any other type of emergency an ambulance will be called immediately.

Medication

No drugs or medicines are to be in the possession of the girls. Any necessary medications must be handed to Mrs Paterson, the manager. This is a requirement of our operating licence. Asthma inhalers are an exception, but Mrs Paterson, the manager must be notified by the parents if their daughter has an inhaler.

If medication is to be taken during school hours, take it to the office accompanied by written permission advising the dosage and frequency. Office staff will administer it.

Dentist

Dental treatments are arranged through the school with the Waihopai School Dental Clinic, unless otherwise specified by parents. Outside dentist and orthodontist appointments must be pre-arranged by parents. It is preferable that these appointments are made for outside school hours.

Emergency Evacuation Procedures

Procedures are clearly displayed in the halls upstairs and downstairs. Mrs Paterson, the manager and the house mistresses go through this with the girls on the first night back at school each and every term, so that everyone understands the steps to be taken in case of fire.

A fire drill is organised each term by Mrs Paterson, the manager. The girls must be aware of fire and earthquake procedures.



Float

At the beginning of each term you will be asked to give \$40.00 to Mrs Paterson, the manager for your daughter's float. This is kept by Mrs Paterson, the manager and is given out as required for urgent matters. Eg. shampoo, toothpaste, sanitary requirements, birthday presents, school stationery.

Taxi Reimbursement Account

Mrs Paterson, the manager will send out an account for taxi costs twice a term. It is asked that this be paid promptly online to the BOP clearly labelled taxi and using your daughter's name as reference

Boarding House Fees

These will be sent home at the beginning of each term. Please pay these promptly to School Support Southland, Box 390, Invercargill.

After School Activity Fees

The school pays all school sport fees. Fees for individual activities are your responsibility and are paid directly to the respective club/tutor.



Laundry

Except for the occasional emergency, personal laundry is not done at the boarding house. For personal hygiene reasons, sports tops can be washed on Wednesday night and will be put through the dryer.

Each alternate Thursday night, you change your sheets. These are taken home on Friday along with your towels and clothes that need laundered.

Togs and towels are able to be rinsed.

School Grounds

The school grounds are your back yard during term time so there should be no other people using them. If you see other people using the grounds, let a staff member know so they can deal with it.

Staff Bedrooms

The staff bedrooms are out of bounds. If you are showing someone through the hostel you may not even open the door to these rooms. The only time you may knock on a staff bedroom door is if the staff member is on duty during the night and you need assistance.

Damage to Property

As a school we encourage everyone to be honest and to show initiative. If you damage something or if something breaks while you are using it/or just won't go, let one of the staff know so it can be fixed. Accidents happen.

If you were being silly or the damage was deliberate, still let someone know. Your parents will be billed for the repairs in these instances.

Heat Ups

The school does heat ups every day. There is no cost for heating up a lunch.

Complaints

The complaints procedure is included at the back of this booklet. Problems are usually easy to sort out if we know about them early so we can work together. In the first instance problems should be discussed with Mrs Paterson, the manager.

Concerns/Suggestion Box

If girls are having an ongoing problem with another girl or any other sort of problem that they are unable to resolve, they should approach Mrs Paterson, the manager to discuss it. If they do not feel comfortable doing this, they can write it down and put it in the concerns/suggestion box in the school office. They must put their name. This box is padlocked. Mrs Mackay (the principal) will regularly open the box and follow up on issues. The girls can also put notes in this box if they wish to see the Health Nurse, labelled "Health Nurse" so Mrs Mackay does not open it.

Relationships

Your enjoyment of the boarding experience will depend on the quality of your relationships. Relationships take time and energy but are worth the effort. For the boarding house to function well, everyone must follow the rules and show respect for each other. Things will not always go your way so you will need to be tolerant and think about why things are done in a certain way.

We want you to enjoy your time with us so if there is something we can do to help, please let us know.

Brenda Mackay
Principal

Complaint Procedure

Complaints about:

Non-compliance with these regulations or conditions of the licence

Complaints may be from:

Students, parents, staff members and board members

Complaint needs to be:

In writing

Procedure for resolving complaints

Within 5 working days:

The Principal in the first instance or the chairperson of the Board of Proprietors/Board of Trustees will

- send an acknowledgement letter of receipt to the complainant
- inform the complainant of any relevant internal complaint procedures
- send a copy of all information that is or may be relevant to the complaint

Within 10 working days after acknowledging receipt of the complaint:

The Principal in the first instance or the chairperson of the Board of Proprietors/Board of Trustees will

- Decide that the complaint is or is not justified or
- Decide that additional time is needed to investigate the complaint, determine how much additional time is needed and decide as soon as practicable whether the complaint is justified. If the additional time required to investigate the complaint is more than 20 working days, the Principal in the first instance, or the chairperson of the Board of Proprietors/Board of Trustees must inform the complainant as soon as practicable of the fact of, and reasons for, the determination and that the owner is required to decide as soon as practicable whether the complaint is justified.

After making a decision:

The Principal in the first instance, or the chairperson of the Board of Proprietors/Board of Trustees must inform the complainant of

- The reasons for the decision that the complaint is or is not justified
- Any actions proposed
- Any procedure in place to enable consideration of an appeal by the complainant against the decision on the complaint
- The role of any relevant external agency that may be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant's satisfaction

If after reading this booklet, you have unanswered questions please e mail me at:

bmackay@stjohnsgirls.school.nz or bjmackay@ihug.co.nz or phone me at school 032187759, home, 032174613. If there are things that need added to this booklet, let me know. Like everything in life, it is a work in progress and can always be improved.

Brenda Mackay