



HOUSING AND
RESIDENCE LIFE

Standard Operating Procedure

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******* Disclaimer *******

While the Department of Housing Residence Life attempts to be transparent in the implementation and follow-through of policies and procedures, we cannot accurately forecast every possible scenario that staff members may face. This manual, though not all inclusive, is provided to serve as a resource to assist you with successfully fulfilling the responsibilities of your position. This manual is subject to change at any time at the discretion of the Department of Residential Life. If changes or corrections are made, staff members will be notified and the manual will be updated via the electronic version of the manual.

It is not the right of any staff member to change a departmental policy or procedure. If you have a suggestion for correction or change, please consult with your supervisor. Changes are at the discretion of the Assistant Directors, and the Director of Housing & Residence Life.

CHAPTER 1- MISSION AND VISION

MISSION STATEMENT

It is our mission to provide an affordable, comfortable, and secure living environment that fosters academic success, personal development and community engagement.

Our department strives to be a unit that is student focused, people centered and committed to academic and civic engagement, student and staff development and quality service.

COMMUNICATION EXPECTATIONS

STATEMENT OF OPERATIONS:

1. We must keep our **focus on the students** and families as we work to serve our population with respect to being good stewards of all resources (e.g. money, people, or other aspects of the department). It is essential that we be ahead of the curve in providing people the information and solutions that they seek versus being in a complaint response position only.
2. We must clearly and effectively communicate, in a timely and appropriate manner, to our students, parents and university community important issues regarding all housing processes, policies, and issues. It is VITAL that we provide prompt, thorough, user-friendly communication whether that is via email, voicemail, in person, on our website or in written messages. We should plan to OVERCOMMUNICATE to them when necessary so that their questions can be answered fully so that our constituents feel that they have the information necessary to make appropriate decisions and avoid confrontational interactions with our office and staff.
3. It is the department's responsibility to set internal deadlines, work flow expectations and completion dates and work with great purpose to achieve these deadlines. We must have the ability to accurately evaluate our progress towards our internal deadlines. If we are unable to meet these, we must be proactive in seeking solutions and if necessary providing communication to those who would be affected by this delay. This communication should include housing personnel and other departments who may be affected or contacted by students in relation to the problem/situation.
4. Our department must speak with one unified voice on all issues related to on-campus housing activities. We must have all external communication talking points shared with and understood by staff in our efforts to create one message and not confuse the public on sensitive housing issues. All communication that must be disseminated to the public verbally or in writing must have a script that is vetted by senior housing staff before sent it is utilized in public for students, families, faculty, staff, etc.
5. It is essential that all levels of staff be commit to the principles of serving those who come to us for housing while they attend the university. This means that we must be organized, efficient, and thoughtful in our communications; as well as focused on solving problems as they occur. It is never someone else's problem to solve when a student needs assistance. It is our job to find a way to solve the dilemma and move forward. If you cannot find a solution, check with your supervisor to see if it is possible to meet the specific request within the structure of the organization. Exceptions may need to be made, but these need to be made at the highest levels of the organization so that precedents are not set that create untenable situations throughout the organization

Email Business Practices

Urgency: If an issue is so urgent that it requires action before the end of the day, make a phone call or a visit.

Response Time: Commit to a standard response time, such as 24 hours or next business day

Conflicts: Conflicts are not resolved by email. Schedule a meeting.

Reply to All: Don't abuse. Use only when the reply relates to all. Otherwise, just email the party who needs to know.

Avoid email altogether:

- When you can't risk breach of privacy
- Need to deliver unpleasant news
- There is a chance you might be misunderstood.
- The matter requires more than 3 people in a discussion.

Forwarding: Unless you say otherwise, all messages are subject to forwarding.

Length: Be concise. If your email is longer than the "Gettysburg address," it is not effective. Write a report or schedule a meeting.

Boomeranging: Don't send unnecessary replies. Use NRN ("No Reply Needed") or NTN ("No Thanks Needed") --to nip unnecessary e-mails in the bud.

DRESS CODE

Procedure:

- I. As the Area Coordinator /Graduate Assistant position is a professional position within the university, staff members are expected to dress accordingly. Professional attire is requested for all scheduled office hours and departmental obligations (meetings, conferences, workshops, etc.).
- II. Professional attire can be defined as clothing that exudes the high standards of the profession and that is appropriate to the nature of the work.
- III. Due to the live-in nature of the Area Coordinator/Graduate Assistant position, it cannot be expected that staff members be in professional attire at all times they are functioning within their position. For duty calls, however, everyone should wear their department polo.
- IV. If staff members are preparing for programs or events that require moving around, getting dirty, or running errands, casual attire is permitted.
- V. As consistent with the university, staff members may participate in *Spirit Fridays*. On these days staff members may wear more casual attire, including jeans (no holes or tears). Staff members are encouraged on these days to wear ASU clothing and/or colors to show school spirit and pride. (However, if the staff member has a university commitment that requires more professional attire, the staff member is expected to dress accordingly).

CHAPTER 2- STAFF SUPERVISION

DUTY PROCEDURES

On-Call Coverage

On-Call coverage must be provided for the on-campus residential community 24-hours a day/365 day a year. Coverage is provided during break periods and during holidays when students are residing in our halls. Area Coordinators/Graduate Assistants will be on call each night to provide coverage for the campus. The professional staff member on duty is expected to answer calls within a 5-minute time frame and be able to respond to campus within a 10-minute time frame (inclusive of traffic).

Residence hall staff members are also required to provide coverage during holidays or when the university is closed and the halls remain open, such as Thanksgiving, Winter Break and Spring Break. Even though the residence hall population is very low during these holiday times, it is still necessary for us to provide coverage for the halls

What area of campus am I on call for?

When a professional staff member is on call, he or she will be responsible for the entire campus.

It is imperative that everyone is familiar with all of the residence halls on campus. It is highly probable that at some point you will be called for an area of campus that you do not directly work in on a daily basis.

Hours of “On Call”

In order to best serve the residential population, the on-call staff shall be the primary contact for all duty concerns after business hours at 5pm. If an incident occurs in your residential community, but you are not on call, you are still expected to assist and submit an Incident Report in Maxient. You will also need to inform the on-call staff of the incident so he or she is aware and able to respond to any other concerns behind the incident if necessary.

Special Duty Coverage

There may be time periods during the semester where special duty coverage is required. Examples include home football games, Homecoming, during Pre-dawn events, etc.

24-hour duty coverage is required in all halls during the following events:

- Fall break
- Finals week
- University holidays
- Emergencies such as but not limited to, snow closings, tornadoes, hurricane evacuations, etc.
- During break periods when the University is closed such as Winter Break, and Spring Break (only in communities that remain open).

RA Duty Coverage

Duty coverage for Mon – Fri. is from 8:00pm to 2:00am the next morning. For Saturday and Sunday, duty is from 200pm Friday to 200pm Sunday. 24-hour duty is required on weekends and during break

periods if the residence hall remains open during a break period, and during finals week. Additional staff may be required to be on duty during key points in the semester such as openings, closing, Homecoming, home football games, pre-dawn, etc.

RAs are expected to complete a minimum of three duty rounds per night at the following times – weeknights (Mon – Fri) - 8:00pm, 10:00pm and 1:00am and weekends a minimum of four duty rounds (Fri, Sat, Sun) 8:00pm, 10:00pm, 12:00am and 2:00am. Rounds may be altered depending on the needs of the community.

The initial round includes the perimeter of the building as well as each floor. The preceding rounds will be all floors and hallways of your building. Additionally, the RA's are expected to stop by each building community to listen and look for any concerns/problems.

RAs are expected to cover the front desk as well. Desk duty coverage for Monday-Friday is from 8:00pm-2:00am. For Saturday and Sunday, the RA desk hours are from 2:00pm-2:00am.

NOTE: All RAs across campus should complete duty rounds at about the same time.

Duty Reports

Each on call staff member is expected to submit an email of each event/call that occurred throughout the night (i.e., by 8 am on weekdays and 10:00 am on weekends).

The report is simply a brief summary of the contacts and activities during his/her evening rotation. This email should be completed in its entirety. The purpose of the duty report is to summarize, notify, and communicate to all professional colleagues the events that occurred within that area during the previous duty shift.

Example of an incident report can be found in the forms section of the manual

Duty Cell Phones

When on call, the staff member on call is expected to carry the cell phone at all times and answer the phone at all times. If for some reason a call is missed, the on-call staff member is expected to return the call within 5 minutes.

When on call, the staff member on duty should also be ensuring that they are in an area where he or she is getting cell phone reception. While it is understood that there may be times when the AC/GA will be out of range for a short period of time, please keep in mind that the AC/GA on duty is still expected to be available to respond to campus emergencies and should limit time in out-of-range areas.

Sharing of Pertinent Information.

The Family Educational Rights and Privacy Act of 1974 (FERPA) protect all students' educational records. Student discipline records are considered part of their educational records. Students have a right to this information however it is not permissible to share this information with anyone who does not have ready access to it through their position. Parents are not privy to their student's information either regardless of whether or not the student is still a dependent. It is important for all housing staff to be sensitive to the privacy of all students. If you are unclear about what information you may share or with

whom it is expected that the Area Director of Residence Life will be consulted prior to deciding to disclose information.

ONE-ON-ONE MEETINGS

Purpose:

The purpose of this section is to identify the expectations related to AC/GA and Resident Assistant One-on-One meetings.

Scope:

This applies to all graduate and undergraduate student staff members within DRL.

Procedure:

- I. Resident Assistants
 - a. Due to the independent nature of this position, the RA is required to schedule One-on-One once a month.
 - b. These meetings should be devoted specifically to the RA and should not have interruptions. This is the time for AC/GAs to have developmental conversations with their RA.
 - c. These meetings do not have to occur in the hall.
 - d. Topics should include:
 - i. How the RA is doing with classes and school.
 - ii. How the RA's community is doing: any issues, any congratulations due?
 - iii. How the RA is performing in relation to job responsibilities.
 - iv. Talk about information the RA has submitted in Incident Reports.
 - v. Talk about upcoming programming and community builders.

STAFF MEETINGS

Purpose:

The purpose of this section is to identify the expectations related to weekly staff meetings.

Scope:

This applies to all residence hall/complex staffs.

Procedure:

- I. Resident Assistant Weekly Staff Meeting
 - a. The AC/GA is required to facilitate bi-weekly staff meetings with their RA staff.
 - b. This meeting is used to ensure all staff members are on the same page and to provide weekly updates.
 - c. This also provides an opportunity for the staff to collaborate on building issues and initiatives to meet the mission of the department, division, and university.
 - d. This time should also be used for staff development discussions, presentations, and/or workshops.
 - e. While it can be difficult to schedule a bi-weekly time that meets the needs of your entire staff, it is highly recommended that staff meetings start no later than 9:00 p.m.
 - f. Please be advised that staff meetings should be of an appropriate length to effectively cover and discuss agenda items (suggest staff members set aside at least 1.5 hours for these meetings)

II. Desk Assistants Monthly Staff Meeting

- a. The AC is required to facilitate monthly staff meetings with the DA staff and the GA should attend these meetings.
- b. This meeting is used to ensure all staff members are on the same page and to provide weekly updates.
- c. DAs will need to clock in for these meetings and log it in OneUSG Connect.
- d. This also provides an opportunity for the staff to collaborate on building issues and initiatives to meet the mission of the department, division, and university.
- e. This time should also be used for staff development discussions, presentations, and/or workshops
- f. While it can be difficult to schedule a weekly time that meets the needs of your entire staff, it is highly recommended that staff meetings start no later than 9:00 p.m.
- g. Please be advised that staff meetings should be of an appropriate length to effectively cover and discuss agenda items (suggest staff members set aside at least 1 hour for these meetings)

CHAPTER 3 – POLICIES AND PROCEDURES

KEYS AND KEY POLICY

The following procedure have been outlined for accessing master keys. The Master keys for each building are located in a residence hall offices. These keys are accessible to the Area Coordinator, Graduate Assistants and Resident Assistants. Student employees will be issued a key trap key to gain access to the building submaster key. To ensure the safety and security of all residents and staff. We stress the importance of following the procedure outlined.

Procedure

1. Upon entering the designated location, the Area Coordinator and Graduate Assistant will utilize the safe to gain access to their master key. Resident Assistants will utilize their designated key trap key to access the master for the building.
2. After resolving the situation all employees will return the building master to either the safe or the key trap.

If you should lose or abuse the master key and/or your key trap key, disciplinary action could occur including but not limited to termination and/or restitution.

LOCK CHANGE PROCEDURE

Purpose:

The purpose of this section is to provide guidelines and expectations as they relate to lock changes and lock change charges.

Scope:

This section applies to all Department of Residence Life staff members who are charged with the management of residence hall keys.

Procedure:

- I. If a student reports a lost or stolen key, a lock change should be requested.
- II. Only the Area Coordinator for each hall/complex has been granted authority to request lock changes within their assigned building(s). The Assistant Director of Housing Operations, Director for Facilities, and the Lock Smith have overall authority to request a lock change at any on-campus property.
- III. In order to request a lock change, the authorized staff member should submit a work order via Samanage.
- IV. Depending upon the reason for the lock change, a charge might be appropriate. Please follow these guidelines to assess if a charge is appropriate. The following are finite and no exceptions may be made without the approval of the Assistant Director.

- a. **Stolen Key:** If a student reports that his/her room key has been stolen a charge will not be assessed if the student provides a copy of the corresponding police report. If no police report exists, a charge of \$45.00 per door will be assessed as it is more probable that the key was lost, not stolen.
 - b. **Broken Key:** If a student reports that his/her room key is broken or no longer working, a charge will not be assessed if the student returns the defective key. The broken key should be collected, returned to the locksmith, and requested to be cut. If the student is unable to provide the defective key, a charge of \$45.00 per door will be assessed as it is more probably that the key was lost, not broken.
 - c. **Lost Key:** If a student reports that he/she lost his/her room key, a charge of \$45.00 per door will be assessed.
 - d. **Failure to Return Spare Key:** If a student fails to return his/her spare key within the required time frame, a fee of \$45.00 per door and a lock change request should be submitted. No exceptions should be made to this policy, even if the key is later returned.
- V. If a charge is to be assessed, the Area Coordinator must email the student a copy of the fine sheet to inform him/her that a lock change has been requested and a fee of \$45.00 has been assessed to his/her student account. This email should be sent immediately after the request has been submitted via Samanage as the student should be informed before the charge is assessed to his/her account.
- VI. When the lock change has been completed, the locksmith will provide the Area Coordinator with the new keys and they should place the new keys in the key box. The old keys should be returned to the locksmith to be circulated back in the rotation. The staff member will also have to sign for the keys with the locksmith.

Lock Out Procedures

Lockout (if desk is open)

Front Desk Staff Procedure for LOCKOUT:

- Monday through Friday between 8:00a.m.-5:00p.m Verify the student lives in the space by checking the roster located at the front desk and against the student's ID. (You should never provide entry to a residence hall room/suite/apartment to anybody other than the occupant of the space.)
- Monday through Friday between the hours of 5:00 pm – 8:00 am - The desk staff will contact the RA on duty/AC on call as needed.
- Friday from 5:00 pm through 8:00 am on Monday the desk staff will contact the RA on duty/AC on call as needed

Lockout (if the desk is closed)

- Verify the student lives in the space by checking the roster located at the front desk and against the student's ID. (You should never provide entry to a residence hall room/suite/apartment to anybody other than the occupant of the space.)
- Write the RAM ID, student's name, and room number in the lock out log

- If their keys are completely lost, they need to report their lost key to the front desk the following day so a lock change can be work ordered. The lock change will cost \$45.00.
- Refer to guidelines for Master Key Policy

OPENING PROCEDURES AND EXPECTATIONS

Purpose:

The purpose of this section is to provide an overview of the residence hall opening process.

Scope:

This section applies to all Area Coordinators.

Overview:

Residence hall opening is the arrival of new and returning students to a residential community. Openings occur at various points in the academic year with the largest occurring in August. Opening is the one of the first opportunities to set the tone of a residential community for the academic year by welcoming and beginning traditions.

NOTE: Opening procedures and expectations are subject to some change from year to year, depending on the chosen move-in model.

Expectations:

- I. Each opening, fall, Thanksgiving, winter, and spring break should welcome the new and returning students as the first.
- II. Each staff member should be given a review of the opening process and expectations for opening prior to each scheduled opening.
- III. All setup and preparation should be completed the day before the scheduled check-in times.
- IV. Each staff member should arrive to the scheduled opening appropriately dressed with a welcoming and positive attitude.
- V. Each staff member should be flexible throughout opening day, continually providing the best customer service possible.

Pre-Opening Checklist (Area Coordinator)

- Setup office and desk area.
- Setup office voicemails:
 - You have reached the (Insert Name) Area Coordinator of (Insert Name) Hall. I am currently out of my office or away from my phone. Please leave a brief message with your name and phone number so I can return your call upon my return. If this is a campus emergency, please contact University Police at (229) 430-4711.
- Check RA staff rooms for any damages or repairs that need to be made. Work order using the online work order system.
- Schedule 1:1 with your supervisor.
- Create duty schedule for month/semester.
- Enter all departmental meetings in your email calendar.
- Check master keys to ensure they open all residence hall room doors, staff offices, and exterior doors. Report any problem areas to your Assistant Director of Housing Operations.
- Make door decorations for staff and/or welcome kits. The following should be included:
 - Welcome Letter
 - Training schedule

- RA Manual
- Create check-in packets for your RA's.
 - Room key
 - Registration card
 - Room Condition Report
- Give staff tour of office and desk area. Help them identify where resources are located in the office and desk area.
- Develop and review staff expectations (Graduate Assistant, Resident Assistant,) and any expectations related to opening.
- Collect class schedules from your staff.
- Setup 1:1 appointment with your Graduate Assistant and RA staff.
- Setup weekly staff meetings with your staff. (It is strongly recommended you set aside two hours for your weekly staff meetings.)
- Inventory common areas and submit all maintenance requests.
- Print off resident rosters for each RA and Graduate Assistant rooms
- Check each staff member has completed their assigned opening tasks.
- Select opening theme and decorate lobby/check-in location.
- Print off check-in rosters.

Opening Checklist/Setup

- Make sure all staff is dressed appropriately (in departmental shirts, no holes in pants or clothing, closed-toe shoes, etc.) with name tags on.
- Setup check-in stations

Post Opening Checklist

- Clean-up check in stations.
- Return keys (for residents who did not check in) to key box.
- Prepare for and host 1st building meeting/Returning building meeting.
- Gather feedback from your staff on what worked for opening and what suggestions for future openings. Report your feedback along with your staff's feedback electronically to your AD. (To be completed by the Monday after the first week of classes.)
- Submit list of all no-shows to the Housing Assignment Coordinator and Assistant Director of Housing Operations. (Due by 10am the first day of classes.)

CHECKING A STUDENT IN

Purpose:

The purpose of this section is defining the course of action that should be followed when checking a student in to a residential complex.

Scope:

This applies to Area Coordinators and Graduate Assistants.

Procedure:

When a student checks in to your residential community, several things must be done to ensure that the student is welcomed and is in the appropriate location:

1. Ensure that the student is on your roster assigned to a space:
 - a. If this student is from a hall transfer or room change, you should be aware of their new assignment and the student should have an Approved Room Change Form.

- b. If the student does not have an assignment for your building on your roster, please check with Housing Assignment Coordinator.
2. Once you have identified the student's assignment:
 - a. Have the student complete a *Key Tag* (ensure that all areas are completed on the tag).
 - b. Collect emergency contact information.
 - c. Check the student into the StarRez system as well for verification purposes.
 - d. Notify the RA that he/she has a new resident.

CHECKING A STUDENT OUT

Purpose:

The purpose of this section is to define the course of action that should be followed when checking a student out of a residential complex.

Scope:

This applies to Area Coordinators, Graduate Assistants and student staff

Procedure:

When a student checks out of your residential community, several things must be done to ensure that the student is accurately withdrawn from the building:

1. Completely checking out of university housing:

- a. If this check-out is mid-agreement, discuss with the student:
 - i. The reason for their withdrawal from university housing
 - ii. Ask if they have submitted a housing Cancellation form (if they have not, please direct them to the correct location for the procedures and ensure that they understand that they are still financially obligated to the agreement unless released from the agreement).
- b. If this check-out is at the close of the agreement period, there is no need for discussion
- c. The student will then prepare for his/her Standard check-out:
 - i. Standard Check-Out: A Standard Check-Out provides students the opportunity to check-out of on-campus housing at a pre-scheduled time with a hall staff member.
- d. For the check-out procedure, staff members must adhere to the following procedures:
 - i. *Room Inventory in StarRez* must be completed by a staff member at the time of checkout (for standard, student will be present; for express, student will not be present) by the RA (or Area Coordinator)
 - ii. If damages are to be billed to the student, please indicate the charges on the *Room Inventory form in StarRez*. These charges should also be reported on the roommates *RCR* and split between the two students (unless one student has accepted full responsibility and completed the correct paperwork).
 - iii. If the student's key was returned, ensure it is placed back on the key box in the correct location. If the student's key was not returned, please submit a work order via Samanage and bill the student's account \$45.00. Keys must be returned at the time of check-out, no exceptions (keys cannot be returned later or mailed in).
 - iv. Check them out of the StarRez System

ROOM CHANGES/HALL TRANSFER PROCESS

Purpose:

The purpose of this section is to identify the procedures for granting room changes, hall transfers, and room buy outs.

Scope:

This section applies to all residents requesting a room change or hall transfer.

Procedure:

- I. Room change and hall transfer, will be accepted through the Area Coordinator (AC) office at a time published annually by the Department of Residential Life (DRL) These dates are tentative and may be changed based off of departmental need.
- II. All room changes/hall transfers are coordinated by the Assistant Director of Housing Operations and Housing Assignment Coordinator.
- III. These requests are granted based on availability, the time and date the requests are received, and the type of request (room change or hall transfer).
- IV. Area Coordinators will be given an official date by the Assistant Director of Housing Operations to begin granting room changes and/or hall transfers.
- V. **Room Changes** (defined as a change from one room/suite/apartment to another within the same residential community)
 - a. The ACs Role
 - i. The AC will discuss with the student the purpose/reason for the room change request prior to allowing the student to submit the paperwork. If the AC feels that the room change is justified or that there is no hope to resolve issues in another way, then the AC can proceed with the room change process.
 - ii. The AC will review the student’s request and attempt to find him/her another location within the same building/complex that better suites his/her needs. (if moving the student to another community, approval from the AC of the other community must first be sought)
 - iii. If a space cannot be identified, the student’s form/request will be kept until it can be accommodated

ROOM VACANCIES

Purpose: The following tips are designed to help Residence Life Coordinator s to understand departmental expectations, as it relates to room vacancies

Scope: This section applies to Area Coordinators

Procedure:

If you have a room/or apartment vacancy, The Department of Residential Life plans to fill the vacancy. The resident (s) in a room or apartment with a vacancy, are expected keep common spaces and shared bedroom spaces clean, and free of your personal belongings in a new resident’s space. The vacant space should always be ready and available for the new resident to be able to move in at any time.

Residents in room/ or apartment with a vacancy are expected to be hospitable and welcoming to individuals filling the vacancy in your room/apartment. Should we have reason to believe that you a

resident is being intentionally discouraging to prospective roommates, we will exercise our option to move that resident to a different assignment in order to best meet the needs of students who are waiting for room changes or housing assignments.

Room Entry:

For the safety and security of resident and employees, the following procedures must be followed whenever a Housing employee uses a key to enter an occupied room or apartment.

When it is uncertain if the room is occupied, staff is to assume it is and act accordingly. The staff member must wear their University RAM ID or badge; there must be a legitimate reason to enter a student staff room or apartment. Before entering the unit/room, you must apply the three-knock rule.

Knock on the door, announce yourself as a Housing Staff member, and wait at least 30 seconds for resident to respond.

Knock a little harder, announce yourself as a Housing Staff member and wait at least 30 seconds.

Knock a third time, announce yourself as a Housing Staff member and wait 30 seconds. If no one responds, then use the key to unlock the door and announce your position.

CLOSING PROCEDURES AND EXPECTATIONS

Purpose:

The purpose of this section is to provide an overview of the residence hall closing process.

Scope:

This section applies to all ACs.

Overview:

Residence hall closing is the departure of students from the residential community. Closings occur at various points in the academic year with the largest occurring in May.

Pro Staff Guide to Spring Closing

1 week out

- Do daily building walk-throughs of your area to ensure trash is not being left in hallways. Communicate with students to ensure trash is properly disposed of.
- Organize your office
- Ensure that RA staff is doing check-outs as scheduled. Have RAs scheduled to be around for check-outs between 8am-10pm.
- Put work orders in Samanage all rooms that are now vacant and ready to be cleaned.

Closing Week

- Meet RA staff at 10am.
- Have RAs complete all room check-outs that need to be done (Mostly express check-outs that have not been completed).
- Audit your residents. Ensure all residents have checked-out that need to. Personally speak with students that are remaining in their room that should be moved out. They must be out.
- Do building walk-throughs. Be aware of any common damages that need to be charged. Ensure that all common area furniture is present and accounted for. If not, Contact Assistant Director of Housing Operations.
- Submit any damages via Samanage.
- Audit your key box every day. Ensure all keys are present that should be.

- Enter all rooms with damages noted on the Room Inventory in StarRez. Take pictures of all damages to be charged (including white board with damage, building, room number, location and date). Note charges on the damage charge spreadsheet. Organize all pictures on the office computer. Ensure that you are including any common area damage as well.
- o Keys not turned in should be noted on the spreadsheet as well. Separate work orders for each lock change should be completed.
- o Improper check-outs should be noted on the spreadsheet.

Closing Time

- Meet RA staff at 5pm.
- Have RAs complete all room check-outs that need to be done (Mostly express check-outs that have not been completed).
- Audit your residents. Ensure all residents have checked-out that need to. Personally, speak with students that are remaining in their room that should be moved out.
- Do building walk-throughs. Be aware of any common damages that need to be charged. Ensure that all common area furniture is present and accounted for. If not, those should be common area charges and placed on your damage spreadsheet.
- Note damage work orders through SchoolDude.

Incident Response and Notification Protocol

Many incidents that occur in our residence halls require that hall staff members consult with or notify DRL administrative staff. Timely communication concerning serious incidents assures effective response and appropriate involvement of campus officials and agencies.

How do I report information?

When reporting information to an AD, it is important to have the following information before placing the call:

- Who is involved with the incident (full name, Ram ID, birth date, where the student lives)
- Where the incident is occurring or has occurred.
- Summary – Brief description of what has occurred.

The follow guidelines are offered to assist you in initiating the communication process.

Consulting Tip:

As staff members who deal with a variety of incidents on a daily basis, you may sometimes find it challenging and know when to consult up. An incident that you address, and maybe even resolved, may not require another staff member's direct involvement. However, there are those occasions when information about certain incidents needs to be communicated up the line in the department and/or in a timely fashion.

PRIORITY LEVEL I

These incidents require that the Assistant Director, Associate Director, Director, Dean of Students and staff at the Vice President’s level need to be notified as soon as possible. Additionally, any incident that would draw media attention, you should use the Priority Level I protocol. During regular business hours, you should attempt to contact these individuals in their respective offices. If the incident occurs after hours, you should contact follow the chain of command with the phone tree.

- Death of a Resident
- Suicide-Attempted or Completed
- Fire
- Mold in 4 or more rooms
- Incidents involving the use of a weapon
- Major Drug Intervention
- Rape or Sexual Assault
- Sprinkler Flood
- Assaults involving staff members
- Alcohol Poisoning
- Arrests
- Bomb Threat
- Emotional/Psychological Breakdown
- Fire-Small...such as door decorations or bulletin boards
- Major Vandalism
- Physical Assault
- Student Illness-Transported to Hospital

PRIORITY LEVEL II

These incidents require that the Assistant Director, Associate Director, Director and staff at the Vice President’s level need to be notified as soon as possible. The Assistant Director of Residence Life will contact the Director of Housing and Residential Life. The Director of Housing and Residential Life will determine how/when to communicate this information to the Vice President’s staff.

- Emergency Maintenance Problem
- Reported or confirmed eating disorder
- Solicitation in building
- Terminations-including RA/DA
- Unidentified Packages
- Thefts
- Second violation of underage possession

WORK ORDERS

Purpose:

The purpose of this section is to provide steps to submitting general maintenance and technology work orders in the residence halls.

Overview:

This section provides an overview of the general maintenance and technology work order process.

Scope:

This policy applies to all staff.

General Maintenance Work Orders

It is the resident's responsibility to report lost keys to the front desk or to submit work orders for normal maintenance repair. A new work order system has been established to allow students to submit their own work orders and track the completion of their work orders.

Please refer students to https://helpdesk.asurams.edu/catalog_items/812488-housing-maintenance-request/service_requests/new

Whenever possible, assist the resident in submitting their first work order so they become familiar with the new work order system.

Note: Work orders for lost keys, key repairs, or lock repairs can only be submitted by the Residence Life Coordinator or Assistant Director of Housing Operations.

Emergency Maintenance Procedures

After business hours, it may be necessary to contact maintenance staff to resolve an issue. The following list provides information about when it is appropriate to contact the maintenance supervisor of the building in which an issue has arisen. If you have questions regarding whether or not it is appropriate to contact maintenance staff after hours, please consult with the AC on duty.

1. To exterminate pests and/or rodents if an occupant of the room/community where the pest/rodent is found has documented allergies.
2. To clean up blood (more than the palm of your hand), urine, and/or feces.
3. In the event any toxic substance is expelled. (A toxic substance is any substance that can cause acute or chronic injury to human body, or which is suspected to cause diseases or injure under some conditions. Examples include, bleach, acid, ammonia, gasoline, and other chemicals.) University Police should be notified.
4. Toilets cannot be turned off and are continuously running.
5. Toilet is clogged and the students have no other facility to use.
6. Showers/sinks will not turn off and are leaking a proficent amount of water.
7. Water pipes burst and/or are leaking a significant amount of water.
8. Doors will not close.
9. Glass in windows/doors is broken.
10. Large amounts of glass that cannot be swept up and disposed of easily.
11. Doors will not alarm or alarm is continuously sounding.
12. Unable to reset fire alarm system.
13. Smoke detector will not turn off and/or causes fire alarm system to reset.
14. Major/large graffiti, which is offensive to others and cannot be covered/cleaned until normal business hours.
15. Issues of vandalism that pose potential safety/security risk.
16. No heat/air conditioning to a building.
17. Excessive heat/air conditioning to a building.
18. Residence hall flood due to extreme weather conditions.
19. Discharged sprinklers.
20. Electricity cannot be restored to a student's room/residence hall wing after 3 attempts of resetting the fuse panel.
21. Loss of electricity to entire residence hall.
22. Elevators are not working and there is no alternative way for students to access their rooms. (Take into consideration students/visitors with disabilities before reporting).

23. To gain entrance into a student's room when master keys do not work.
24. Emergency lock changes approved by the Assistant Director on call.

Technology Work Orders

It is the student's responsibility to report problems with the internet service in their room, cable television problems, room phone line problems, and problems with their laptop. Refer students to helpdesk.nccu.edu to submit work orders.

Note: If the residential community is experiencing a mass internet or phone outage, please contact building maintenance supervisor.

HEALTH AND SAFETY INSPECTIONS

Purpose:

Health & Safety Inspections occurs every month during the academic year and during break closings. They are a check of all of the student room/apartment or suite by the Area Coordinators, Resident Assistants and Maintenance Staff members. Health & Safety inspections are done during specified weeks during the semester. All Area Coordinators with the assistant of the graduate assistant resident assistant and/or maintenance staff members must complete the inspections.

Scope:

This section applies to all residents residing in any Residence Hall of the Department of Residential Life at Albany State University.

Procedure:

- I. The Department of Residential Life Area Coordinators with the assistance of either a graduate assistants or paraprofessional staff are scheduled to complete health and safety inspections each semester for their entire residential community. (48-hour notice must be provided to the students that these inspections will be occurring).
- II. The Area Coordinators will schedule these appointments with a member of the above mentioned staff to complete a Health and Safety Inspection for the first inspections of the year to ensure compliance with policy. After the AC is confident staff understands policies and procedures for these inspections, staff members may pair up to complete the inspections.
- III. If the room passes inspection, a copy of the Health and Safety Room Inspection card is filed in the Area Coordinator Office
- IV. If the room does not pass inspection, those inspecting the room/apartment/suite will need to return to the room 24-48 hours later to determine whether or not the situation was rectified. If inspection has been completed over a break period, those inspecting the room/apartment/suite will need to return to the room during the first week of opening to determine whether or not the situation was rectified
- V. After checking the room, a second time the DRL staff members should determine if the room now passes inspection. If the condition was not rectified the staff member will mark "no" the AC should follow up immediately.

- VI. Area Coordinators will follow up with all residents who fail to rectify concerns identified on the Health and Safety Room Inspection form. In writing/email, the ACs will identify specific expectations on how to resolve the matter, a specific date by which the matter should be resolved, identify a date and time for a follow up inspection and indicate consequences of failing to respond.
- VII. The AC will complete the third inspection. Students who fail to pass this third inspection will be referred to the Housing Conduct Hearing Board. The AC should summarize the inspection in an incident report and include copies of the initial inspection, follow up inspection, notifications provided to student regarding follow up inspection, and a copy of the summary from the original follow up safety inspection meeting.
- VIII. A repeat offender is someone who has failed to pass safety inspection on two or more separate occasions or has required three follow up inspections to the original inspection. Repeat offenders should be referred directly to the Housing Conduct Hearing Board after failing to rectify the matter as instructed by the DRL staff member. A summary of the inspection written in an incident report and copies of all documentation referencing the failed inspections should be forwarded to the Assistant Director of Residence Life.
- IX. Any items found to be in violation of the Department of Residential Life prohibited items listed found in the *Guide to Campus Living* should not be confiscated. All items should be noted on the Health and Safety Inspection form and followed up via Area Coordinator.
- X. Below is a list of prohibited items as listed in the *Policy and Guidelines* and listed on the Department's website:

Prohibited Items

- **Decals, Metal Signs and Stickers**
Because of damage to painted walls, windows and other surfaces.
- **Pets**
They constitute a serious disturbance to health and sanitary conditions.
- **Electrical Appliances with Exposed Heating Elements**
If it GLOWS it GOES. Serious fire hazards and sanitation problems; this includes such items as hot plates, ovens, toasters, grills, strings of lights, toaster ovens, grills, deep fryers, and soldering irons.
- **Microwaves Darts, Dart Boards and Liquid-Filled Furniture**
They cause potential damage to the floor, walls, and furnishings.
- **Candles**
Burning candles and incense constitute a fire hazard.
- **Halogen Lamps**
They constitute a fire hazard.
- **Extension Cords**
They constitute a fire hazard.
- **Firearms, Fireworks, and Dangerous Weapons**
They are a potential danger to other residents. This includes but is not limited to, pistols, ROTC firearms, rifles, BB guns, water guns, hand billies, non-chucks, switchblades, explosives, and dangerous chemicals.

Candles/Incense Found in Student Room

If hall staff members are responding to an incident or conducting a routine inspection of a residence hall space, and the staff member notices candles/incense in the room/suite/apartment, staff members should do the following:

1. Ask the students (if present) who owns the candles/incense.
2. If student is not present, leave a *Room Entry Notification Form* under the door indicating a residence hall violation was found during a routine inspection. Make sure to specify the violation and follow up with the resident.
3. In your conversation with the student, indicate candles/incenses are prohibited in the residence halls.
4. Inform the student they have 24 hours to remove the violation. After 24 hours, you will return for a re-inspection of the space for compliance. If a candle/incense violation should occur in the same space or with the same resident, the student will be referred to the Student Conduct system. Additionally, indicate you will be documenting the observance.
5. Additionally, students are generally fined up to \$25 for violating the candle policy.

Fire Equipment Tampering

If you witness a resident and/or guest tampering with fire equipment such as a smoke detector, fire alarm, or fire extinguisher contact ASUPD at (430-4711) immediately.

If you find a smoke detector, fire alarm, and/or fire extinguisher has been tampered with follow the following steps:

1. Inquire if residents in the community observed anybody tampering with the equipment.
2. If clean-up is required, contact the building maintenance supervisor.
3. If repairs are required, submit a work order in the Samanage.
4. Take pictures and document the violation.

Broken Glass/Spills

Should you encounter broken glass or spilled fluids such as soda or laundry detergent, you should access the designated custodial closet in your community for equipment to clean up the spill.

If you encounter broken windows or exposed glass that can create a safety and security concern, contact your maintenance supervisor.

Please see the bodily fluid section for information on addressing bodily fluid incidents.

Empty Alcohol Containers

If empty alcohol containers such as beer bottles, wine bottles, cans, etc. are found in a student's room, follow the following steps:

1. Inquire from the students who the empty containers belong to.
2. If student is not present, leave a *Notice of Entry* form under the door indicating a residence hall violation was found during a routine inspection. Make sure to specify the violation and follow-up with the resident.
3. Ask the students to recycle/remove the containers within 24 hours.
4. If students are under the age of 21, inform the students they are being documented for a violation to the alcohol policy.
5. Re-inspect room after 24 hours for compliance. If student(s) have not complied, document for non-compliance and health and safety violation.

Pets Found In Student Room

If a staff member finds illegal pets in a student's room they should:

1. If student is home, remind them of the pet policy and provide them 24 hours to remove the pet. Indicate you will be documenting the violation.
2. If the student is not home, when student returns, follow up regarding the policy violation.
3. After you have provided the resident 24 hours to remove the pet, re-inspect the space. If a violation still exists, contact your AD for further procedures (which may include notification of animal control for removal).

APARTMENT POLICY

Use of Apartment:

A University furnished apartment is provided for all residential staff members. He/she may have overnight guests for no longer than a week. As living on campus is a condition of employment, the apartment is provided free of charge. Staff apartments are designed to facilitate interaction between staff and students, as well as provide housing for the staff member. Staff apartments may only be occupied by the designated staff member. Only with approval of the Director of Housing and Residence Life and the Vice President for Student Affairs and Success are spouses, children and/or minors under legal guardianship of the staff member, provided that the maximum capacity of the unit is not exceeded, allowable. It may become necessary for the University to shut off water, heat or air conditioning on a limited schedule for repairs. It is the intent of the University to provide normal facilities without interruptions and to attempt to replace, repair, or return service to the unit as soon as the situation permits.

Furniture:

Residential staff may bring additional furniture into his/her apartment as long as safety regulations are not violated; waterbeds and aquariums are not allowed. Existing room furniture may not be removed under any circumstances. Furniture placed in lobbies, activity rooms, and study rooms is for the use of residents and may not be moved into the staff apartments.

Painting/Apartment Improvements:

All apartment painting and improvements are performed by Housing Facilities and/or Facilities Management staff. To request an apartment to be painted or if apartment improvements are desired, the residential staff should discuss these topics with the Housing Facilities Manager and/or Director.

Staff Apartment Policies:

The following policies apply to staff apartments for the academic year.

1. Employees required to live in a specific building as a condition of employment will be provided with a furnished apartment at no expense.
2. Staff apartments are furnished apartments only. Staff members may supplement these furnishings with their personal belongings as desired; however, no apartment furnishings or personal belongings will be stored.
3. Employee are not allowed to have any pets in the apartment at any given time.
4. Employees will be required to submit a vacate plan within 24 hours after their employment ends. The employee has a minimum of 5 days to vacate the apartment. The Director of Housing and Residence may extend the date to vacate or establish a rental rate.

5. The employee will be charged for damages beyond fair wear and tear and will be charged for any unreported damages upon their move in date, and for furniture missing from the apartment.
6. The employee may occupy an apartment during vacation periods within the academic year.
7. At no time should residential staff give or loan apartment keys to anyone.

CHAPTER 4 – EMERGENCY PREPAREDNESS

Elevator Emergencies

- If an elevator breaks down during normal business hours, contact the Workflow Coordinator.
- If an elevator breaks down after normal business hours, please contact the maintenance supervisor.

NOTE: When the elevators are down, it is considered an emergency. The elevator company must be contacted immediately, so immediately contact the Workflow Coordinator

Fire Alarm Procedures

If you see a fire...Pull the fire alarm, and call ASUPD immediately!

You have three main roles in dealing with a fire.

1. **First**, it is your role to ensure the Fire Department is en route so they can put out the fire (call them from outside the building just to confirm they are on their way). Do not try to put out the fire and evacuate the building.
2. **Second**, it is your role to work with the building's residents to keep them informed about the fire, the status of building, and how the problem is being addressed.
3. **Finally**, assist (you and your coworkers) the Emergency Services Personnel as requested while they are on the scene. If students need to be relocated, it is imperative you assist in making their transition as smooth as possible. (The AC in conjunction with the Housing Assignment Coordinator will determine if students need to be relocated.)

In the event of an Audible Fire Alarm:

1. The Resident Assistant will check the fire panel to determine the location of the alarm and phone in this location to Public Safety; if it is after the desk is no longer staffed, the RA on duty will report directly to the desk area to identify the location and call ASUPD
2. Each RA on the floor will make sure traffic in the hall is moving quickly toward the appropriate exit; if one exit is blocked or there is too much congestion at one exit, re-route people to another exit.
3. RAs leaving the floor should yell "FIRE ALARM!" Do not go in the room at this time. If you see an open door where students have evacuated – shut the door. Remember to leave the hall as quickly as possible.
4. Residents are to report to the predetermined locations:
5. RAs will report to the predetermined location outside of the building after he/she has checked the floor.
6. RA on duty will write incident report immediately.
7. Residence Life staff who observed residents who failed to evacuate or were very slow in evacuating the area should write an incident report and submit to Area Coordinator of that particular building/area by 8:00 a.m. the following day.

Disabled Student Evacuation Guidelines and Procedures

HOUSING GUIDELINES – The Department of Residential Life staff (professional and paraprofessional) are requested to assist any permanent or temporarily disabled persons during fire emergencies. A

disabled individual is defined as anyone with a permanent or temporary disability, who for whatever medical reason, is unable to evacuate a building using the stairway.

1. If a permanent or temporarily disabled individual cannot safely evacuate or safely be assisted in evacuation, he/she is to remain in the room, keep the door closed and if possible, open or break out a window. If there is a working telephone in the room, dial 430-4711 or 911 and advise police as to his/her location. A piece of clothing should be hung out the window or a flashlight used at night to signal rescue personnel
2. Rescue of disabled persons is the first priority of Fire and Police Departments. Emergency rescue efforts will be guided by desk lists or staff information relative to disabled evacuation status.

AID TO THE DISABLED – To reduce the risk of personal injury, attempts to carry immobilized persons are to be discouraged. Wherever stairs are a part of the evacuation route, the following procedures are to be applied.

1. **BLIND, BUT MOBILE PERSONS** should first be moved out of the rush of traffic, and then promptly assisted to the nearest exit.
2. **DEAF, BUT MOBILE PERSONS** may be unaware of the need to evacuate, and should be calmly advised and guided to the nearest available exit.
3. **TEMPORARILY IMMOBILIZED PERSONS**, include people wearing casts and/or using canes or crutches. The assistance given to such individuals must be based solely upon their ability to maneuver through doorways and up and down stairs.
4. **PERMANENTLY IMMOBILIZED PERSONS** are those individuals who have either limited or no use of their legs, and must rely on crutches, wheelchairs, or walkers for transport in buildings.

Note: During a power outage the elevators in the buildings are not operative. During a fire the elevator shaft will vent the smoke from the fire. Do not use the elevators in either case. Police Officers can provide an evacuation chair to be used on stairways and assist in evacuation of the disabled persons.

Note: It is suggested the person who uses a wheelchair or the person with mobility impairment prepare for an emergency ahead of time by instructing faculty/staff or classmates on how to assist him/her in an emergency.

Fire Watch Instructions

If the fire alarm system cannot be reset, the Ac on Call will initiate a “Fire Watch” plan until the next morning, or until the system can be restored. When on Fire Watch, it is important to stay alert and attentive to the surrounding environment. Depending on the situation, RAs will make patrols in pairs or as an individual. While on patrol, keep the following instructions in mind:

1. Start patrol at one end of the building (top floor).
2. Keep moving for this is not the time to chat with residents.
3. Listen for smoke detector alarms.
4. Observe for signs of fire.
5. If you smell smoke, observe a fire, or hear a smoke detector contact ASUPD immediately.

False Fire Alarms

Your main job is to identify the cause of the false alarm and begin an investigation if it was not caused by a mechanical problem. You should also be ready to assist emergency personnel as directed. The following guidelines are to be used in response to situations where it is clear that residents are not properly evacuating the building during fire alarms. The Assistant Director may modify these guidelines as circumstances warrant. These guidelines do not represent an expectation of staff, but rather should be seen as an option for consideration.

Severe Weather

Thunderstorms, hurricanes, tropical storms and other severe weather can bring dangerously high winds, hail, flash flooding, icing, and loss of electrical power to our area.

Storm watches -- conditions exist for severe weather to develop Storm warnings -- severe weather has been sighted or is indicated by weather radar

Storm watch or storm warning means you should:

- Remain alert for approaching storms
- Tell your friends and neighbors to be alert
- Stay indoors, and stay away from dining rooms and other buildings with large amounts of glass.
- Monitor your student email and local weather channels for real-time updates.

If a storm approaches campus:

- Save work on your laptop or computer, then shut it down and disconnect it from the wall jack
- Stay in your building, moving to the inner hallway of a lower floor if you feel unsafe
- Listen for campus Early Warning sirens, your cue to seek instructions
- Stay clear of elevators (to avoid possibility of being trapped in the event an electrical outage shuts off the elevators)
- Keep keys, ID, cash and credit cards, a flashlight, battery-operated radio and extra batteries with you
- Unplug radio, appliances, television, etc. to avoid power surge problems
- Close windows, and lock your door as you leave
- Know your roommates' whereabouts and those of as many neighbors as you can

If a tornado warning is indicated by sighting or weather radar:

- Take shelter at once
- Use stairs, not elevators, to move to the lower floor of your building
- Stay away from glass and windows
- Wear protective clothing, including sturdy shoes

For your safety after the storm passes:

- After you know you are safe, alert family and friends - but limit the number and length of calls
- Be aware that cellular phones may not work in some emergency conditions because of high demand
- Stay indoors and stay away from elevators
- Monitor conditions on radio or television news and at University resources
- When you do go outside, be extra careful when walking on wet and slippery surfaces - steps, walks, tile floors, slate patios, etc.
- Students with medical concerns or with temporary or permanent physical disabilities who need assistance during a power outage should report any concerns to 911 or 229 430 4711. Also call to report downed power lines, other dangerous conditions

If electrical power is lost:

- Emergency lights from backup generators will minimally illuminate stairwells and lobbies in your residence hall for a limited time.
- Hallways, bathrooms and student bedrooms will stay dark until power is restored
- Use a flashlight; do not light candles or otherwise cause fire or flame
- Elevators, air conditioning and heating/hot water system will not resume operating until electrical power is restored
- Fire alarms and electronic card access system will not resume operating until electrical power is restored; "firewatch" patrols may be ordered
- Smoke alarms in student rooms will continue to function normally
- Food in refrigerators should be checked for spoilage or thrown away

BEHAVIORAL CRISIS

Confrontation and Intervention

Purpose

This guide provides concrete advice on how to aid emotionally distressed students and offers steps on how to refer them for help. Students learn much more than academics in college; they learn about life and about themselves. Inevitably, some students will face difficulties and may struggle during this process. As housing professionals, we have the opportunity to contribute to their self-development through our willingness to notice and respond to their difficulties in a supportive and helpful fashion. By offering assistance, we teach that problems are best resolved by directly addressing them, and that hiding distress unnecessarily reduces the quality of life.

The Role of the ACs

As AC in the Department of Residential Life at Albany State University, interacting daily with students, you are in an excellent position to recognize behavior changes that characterize the emotionally troubled student. A student's behavior, especially if it is inconsistent with your previous observations, could well constitute an inarticulate attempt to draw attention to his/her plight... "cry for help." A change in an individual's behavior could also be caused by a change in his/her psychological medication or failure to take medication that day. While asking about a student's emotional wellbeing or confronting problematic behavior can be risky or seem intrusive, it is better to risk offending the student through a thoughtful intervention than fail to respond to distressed (and distressing) behavior.

Violence/Domestic Violence

If You Encounter a Violent Scene

1. Do not attempt to intervene physically, you may get hurt.
2. Suggestion - You might get people out into the hall if possible. Often seeing witnesses will cause the abuser to stop.
3. Call ASUPD at 430-4711
4. Notify your AC on call
5. You might try to verbally stop the violence, but do not get in the middle physically.
6. Talk to and support the resident after the incident. Check out the guidelines for "After the Incident".

If You Become Involved After the Violent Incident

1. Offer support and alternatives for the victim - there are agencies both on and off campus, including our own Counseling Center.
2. Offer medical attention.
3. Do not be surprised if the victim refuses help, or even to acknowledge the abuse. People who are in abusive relationships have self-esteem and other issues that often keep them trapped in the relationship.
4. Find out if the student would like to report the incident to ASUPD
5. Urge the student to seek counseling.

Domestic (Relationship) Violence

Anyone who reads a newspaper or watches television cannot help but be aware that relationship violence is a serious problem in our society. Incidents of domestic violence and spouse abuse are always in the headlines. While we do not have married students living together in the halls, we certainly still have

incidents of relationship violence - former spouses, current boyfriends or girlfriends, ex-boyfriends or girlfriends who are involved in violent behaviors in the halls.

Warning Signs of Relationship Violence:

1. A push for a quick relationship
2. Jealous and possessive relationship
3. Tries to control the partner
4. Isolates you from family and friends
5. Blames others for their behavior, problems and mistakes
6. Makes everyone else responsible for their feelings
7. Says their feelings are “easily hurt”
8. Cruelty to animals and/or children
9. “Playful” use of force during sex
10. Yells and calls names
11. Sudden mood swings
12. History of battering behavior
13. Threats of violence

Noise Disturbance

RA Procedures for NOISE DISTURBANCE:

- RA(s) will approach the room and attempt to resolve issue first by knocking on the door to see if anyone is home
- If residents do not answer (or are not present), the RA on duty must:
 - a. Call the AC on call for permission to enter room
 - b. Call another RA on Duty for assistance (RAs may not enter any student’s room alone).
- RA may retrieve the Master Key from the key trap for the space causing the disturbance.
 - RAs will announce themselves prior to keying into the space (i.e. “RAs on Duty”). When the need to key in has arrived then the RAs needs to state that they are keying in (i.e. “RAs on Duty. Keying In”).
 - RAs will enter the space and resolve noise issue (i.e. turn off source of noise)
- RAs will ensure that room door is shut and locked upon departure.

AC Procedure NOISE DISTURBANCE:

- AC will confirm that the RA first approached the room and attempted to resolve issue prior to keying into the room.
- AC on Call will give permission for room entry to resolve noise disturbance if they feel it is warranted.
- If RA is unable to find assistance, the AC on Call must assist the RA with resolving the noise issue.

Suicide Ideation or Attempt

If someone in the building threatens, attempts, or expresses thoughts of suicide:

1. Call University Police immediately (430-4711).
2. Inform the AD.

Confronting a Suicidal Student

Suicide is the second leading cause of death among college students. It is important to view all suicidal comments as serious and make appropriate referrals. Suicidal people are irrational about how bad things are, now and in the future. High-risk indicators include:

1. Feelings of hopelessness, helplessness and futility
2. A severe loss or threat of loss (death, break up of a relationship, flunking out)
3. Talk of ending things (quitting school, work)
4. A detailed suicide plan with specified means (high risk of lethality)
5. A history of a previous attempt
6. Tearfulness, agitation, insomnia
7. Giving away important possessions, taking care of business; saying “thank you for all you’ve done for me”
8. History of alcohol or drug abuse
9. Feelings of alienation and isolation

Do:

- Take the student seriously – 80 percent of suicides give warning of their intent.
- Be direct – ask if the student is suicidal, if he/she has a plan and if he/she has the means to carry out that plan. Exploring this with the student actually decreases the impulse to use it. Access to a gun is highly lethal, refer the student ASAP or call 911 if he/she has a weapon.

Don’t:

- Assure the student that you are his/her best friend; agree that you are a stranger, but even strangers can be concerned.
- Be overly warm and nurturing.
- Flatter or participate in their games; you don’t know their rules.
- Be cute or humorous
- Challenge or agree with any mistaken or illogical beliefs.

Sexual Assault/Rape

Sometimes residents will feel more comfortable disclosing with their AC they have been assaulted. It is important you remain calm and listen to the student.

Please remember that you are a SUPPORT. You should not be making decisions for victims but informing them of services ASU offers.

Confidentiality should be assured to the survivor. Specific information should only be discussed with your supervisor.

Tips to cope with a resident that was assaulted:

- Remain calm and non-judgmental
- Ask permission to approach the person before making an approach
- Tell the student you are obligated to report the information to at least your supervisor. (As a staff member you are required to report any incidents of sexual assault/rape that come to your attention to your supervisor.) If the survivor chooses to remain anonymous, they have that option.
- If the student is insistent on removing their clothing/showering, offer to put their clothes in a brown paper bag or wrap in newspaper (this prevents evidence from being destroyed should they choose to pursue criminal charges)

Reporting Sexual Assaults

- If the incident occurred on campus or off-campus by or to a residential student, the AD should be notified immediately.

- Area Coordinators and/or their supervisor are required to complete the Sexual Assault Reporting Form (Located on the O Drive) titled **Title IX Report Form.**