

Student Staff Handbook 2013-2014

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STUDENT STAFF HANDBOOK INTRODUCTION

The Student Staff Handbook covers the policies, procedures, and expected staff responses to incidents and circumstances involving students in the residence halls. It is the expectation that every staff member will have read and familiarized themselves with this document in order to ensure effective, efficient and consistent responses to students. The Staff Handbook is one of several references available to paraprofessional staff. Other companion resources available for staff use are:

Terms & Conditions of the Residence Hall License.

Residence Hall Handbook – on line *MyUAlbany Campus Life Tab*

Community Rights and Responsibilities – on line *MyUAlbany Campus Life Tab*

The best way to use the information available in this handbook is to first become familiar with it. READ it before you encounter the situations. REVIEW the information periodically. REMEMBER what you have read so that you can quickly refer back to it. This will be especially important with emergency procedures because you will not have time to page through a handbook when someone is in need of your assistance. However, with the not so urgent situations, you can easily browse the handbook if you are already familiar with the contents of it.

Remember this handbook is a guide. It is to be thought of as a tool that a worker would have on the job; when you need it, use it. If it is not helpful for a particular situation then utilize other tools that you have available to you. If you have any questions, feel free to ask your respective Residence Director, Quad Coordinator, or other Residential Life professional staff members. They are available for you and will do whatever they can to make your experience a rewarding and successful one. Remember that asking for assistance is not a sign of weakness; rather, it indicates your willingness to do the best job possible. A successful student staff member will utilize many different resources over the course of the year.

RESIDENTIAL LIFE MISSION STATEMENT

The Department of Residential Life creates and sustains **INVITING, INTELLECTUAL and INCLUSIVE** living communities which foster students' academic success, personal growth and overall well-being.

GOAL #1: Residential Life provides safe, healthy and INVITING residence halls and apartments.

OBJECTIVE #1. Energetic, friendly, resourceful, and highly trained residential life staff demonstrates exemplary customer service to our students, their families and the University Community.

OBJECTIVE #2. Well-maintained, up to date facilities offer contemporary surroundings that address the growing demands of today's college students.

OBJECTIVE #3. A wide range of creative, innovative and fun programs afford students the opportunity to be participants in a variety of activities outside of the classroom.

GOAL #2: Residential Life sustains living communities that support the INTELLECTUAL culture of the University at Albany.

OBJECTIVE #1. Through modern facilities, well-trained staff and general policies, residence halls and apartments provide an atmosphere conducive to educational pursuits.

OBJECTIVE #2. In association with other University departments, Residential Life supports programmatic efforts that seek to promote and expand students' academic excellence.

OBJECTIVE #3. Residential Life contributes to the retention of students through the use of resources, facilities, programs and services that help residents realize their academic goals and future potential.

GOAL #3: Residential Life recognizes the advantages and challenges of an INCLUSIVE and multicultural society.

OBJECTIVE #1. Residential Life ensures that hiring procedures are equitable, fair and representative of the student body.

OBJECTIVE #2. Through programming efforts, Residential Life works to assist students in embracing, appreciating and understanding the experiences of a diverse society.

OBJECTIVE #3. Residential Life recognizes the need for collaboration with colleagues throughout the University community in addressing the quality of life of students.

STAFF POSTION DESCRIPTIONS

CENTRAL OFFICE

The professional staff in the Central Office provides administrative and resource support to the department's professional and paraprofessional staff. Senior Management Positions include the Director of Residential Life who oversees all departmental operations and supervision as well as a Senior Associate Director who oversees the fiscal, operational and facilities aspects of the department, two Associate Directors and six Assistant Directors. There is an Associate Director and another who oversees quad based operations, Conflict Resolution and Civic Responsibility and professional staff supervision. Another Associate Director oversees Freshmen and Transfer Orientation, New Student and Parent programs.

Assistant Directors manage Facilities, Assignments, Technology, Programming, Staff Development, as well as University Apartments, New Student Programs, and Parent Programs. The Central Office is open Monday through Friday, 8:30 am to 5 pm. The office is not open for business evenings or weekends, with the exception of opening weekends. However, a middle management staff person will provide "Back-up duty" service on a rotational basis and, therefore, can be reached by cell phone for assistance.

QUADRANGLE COORDINATOR (QC)

The Coordinator has overall responsibility for the general operation and management of a residence quadrangle. The Coordinator serves as the chief advocate for students and their development through the successful integration of academic support services, programs, and activities that enhance community development. As the chief educational administrator on the quad, the coordinator is responsible for supervision of the professional and paraprofessional staff that carries out departmental specialty programs and initiatives. This coordinator is the primary quadrangle-based contact for academic faculty involvement and interface with the rest of the University community.

SENIOR APARTMENT COORDINATOR /APARTMENT COORDINATOR (SAC/AC)

University Apartments has one Senior Apartment Coordinator and three full-time Apartment Coordinators (or 12-month Senior Resident Directors / Resident Directors) who are responsible for the sound management and full development of community life within their assigned areas. "SAC" or "AC's" receive training in counseling, communication, conflict resolution and other skills necessary to fulfill such responsibilities. In addition, the SAC or AC's are responsible for the general oversight of different specialty areas consisting of Staff Development, Programming, and Community Relations & Assignments.

APARTMENT COORDINATOR (AC)

University Apartments has three full-time Apartment Coordinators who are responsible for the sound management and full development of community life within their assigned areas.

“AC’s” receive training in counseling, communication, conflict resolution and other skills necessary to fulfill such responsibilities. In addition, AC’s are responsible for the general oversight of different specialty areas consisting of Staff Development & Outreach, Programming, and Community Building Administration & Assignments.

RESIDENT DIRECTOR (RD)

Each quadrangle has full-time professional Resident Directors who have responsibility for the sound management and full development of community life within their assigned buildings. “RDs” receive training in counseling, communication, conflict resolution and other skills necessary to the sound management and full development of a residence community. Each Resident Director has a wide range of duties including student discipline, individual counseling of students, supervision of staff, and advisement of hall and quad activities. In addition, RDs serve on departmental committees and provide support in the different specialty areas.

GRADUATE ASSISTANT (GA)

“GA’s” perform several different functions for the Department of Residential Life. Quad-based GA’s assist with the supervision and operation of quad areas, i.e., wellness centers, recreation areas and quad information centers as well as provide assistance with CHARGE office and Women’s Resource Center. They also assist with program implementation while supporting staff and student development. Apartments GA’s support the general administrative functions of University Apartments and work closely with full-time staff to fulfill the sound management and full development of community life within assigned specialty areas. Specifically, Apartments GA’s are responsible for a specific functional area i.e.: Administrative, Staff Development, Programming, or Community Building Administration. Central Office GA’s provide departmental assistance in the areas of Conflict Resolution and Civic Responsibility, Assignments, Technology, Orientation, and Programming.

STUDENT STAFF

HOUSING MANAGER (HM)

University Apartments Housing Managers report to Apartment Coordinators and assist in the overall management and daily operations of their assigned cluster. Housing Managers will be expected to staff their respective office (Empire Commons or Freedom Apartments) on a weekly basis as deemed appropriate, for approximately 3-6 hours per week. Housing Managers will participate in weeknight and weekend duty rotation for the apartment complex serving as Director on Duty. Additional duties include but are not limited to administrative and operational functions of the apartment complex, check-in and checkout procedures, continuing student housing sign-up, staff selection, programming, facilities related functions in conjunction with Apartments Maintenance personnel, and other duties as assigned. Housing Managers will serve as a resource to residents and external clients when called upon.

SENIOR RESIDENT ASSISTANT (SRA)

Each quadrangle has 1 – 2 Senior Resident Assistants depending on the need of the quadrangle. The SRA serve as a critical communication and development link between student staff and professional staff. Assist with the general functions in training and supervising student staff, quad-base social media, newsletters, large scale programs, and other duties as deemed appropriate and assigned by the Quadrangle Coordinator.

RESIDENT ASSISTANT (RA)

Resident Assistants live in the sections with their students and serve as a critical communication and development link between students and professional staff. RAs are expected to develop a one-on-one relationship with their residents. They receive intensive training in helping skills, communication, leadership, team building skills and administrative procedures. All Resident Assistants are required to take and successfully complete two two-hour credit-bearing courses as part of their condition of employment in the department.

STUDENT ASSISTANT (SA)

Each quad and Freedom Apartments has Student Assistants who work 12-15 hours a week. Their responsibilities include maintaining the Information office desk and assisting professional staff members in various tasks. The SAs are central to the smooth operation of residence hall services and are excellent resources for information about quad procedures.

WELLNESS ASSISTANT (WA)

Wellness Assistants are required to work approximately 15 hours/week. This includes weekday, weeknight, and weekend duty shifts. Division of hours is at the discretion of the Quad Information Center supervisor (typically a Graduate Assistant) with the consent of the Quad Coordinator. The primary role of the WA is to manage the Wellness Center and any associated spaces, systems, and processes. Wellness Assistants are key peer educators not only in the proper use of the center, but are also hubs of information for resources for nutrition, health, and fitness concerns.

COMMUNITY SERVICE ASSISTANT (CSA)

Community Service Assistants provide assistance and support for students and staff to facilitate a living and learning community founded on community service, citizenship, civic engagement, and leadership development intend to benefit the on campus and local Albany community.

C.H.A.R.G.E. ASSISTANT (CA)

Charge Assistants provide input, assistance and support in the areas of multicultural student development, support in the area of enhancing multicultural student understanding, programming, community, and leadership development. As members of

the paraprofessional staff, Charge Assistants receive training in areas of conflict resolution, cross cultural communication, and student development.

CLERICAL STAFF

Each quadrangle office is staffed during the day by part-time/full time Administrative Assistants. The Administrative Assistants perform typing, word processing and other clerical duties that assist in the overall operation and smooth management of the quadrangle. As well, the quad administrative assistant is a valuable source of information and knowledge about the quadrangle.

Student Assistants and the Quad Secretary are the primary staff working in the Information Offices. They can provide you with information on a wide variety of activities, repair request information and forms and equipment check out (with a valid SUNY Card) and general information on reserving rooms or space on the quadrangle.

Quadrangle/Apartments office hours vary. Check with individual Quad/Apartments Offices for specific hours.

Refer students to the Quad information center for a list of equipment, resource and recreational rooms.

ORIENTATION COORDINATORS (OC)

Two professional staff members are selected each year to assist with the summer Orientation program. This includes the selection of the student Orientation Assistants, development of training program, supervision of that staff, and service as on-site coordinator of program events.

UNIVERSITY APARTMENTS

University Apartments houses about 2100 sophomore, junior and senior students across both Empire Commons, Freedom Apartments, and Liberty Terrace has four full-time Apartment Coordinators, four Graduate Assistants, 21 Housing Managers, 4 Freedom Student Assistants, two full-time Secretaries and an apartment-specific Maintenance Operation.

Empire Commons consists of 26 buildings located on 25 acres at the intersection of Washington Avenue and Fuller. Most of the buildings have been designed with 12 four-bedroom, two-bath apartments for undergraduates — 48 occupants to a building. All bedrooms are single occupancy. Two buildings in a single cluster include four bedrooms/four baths. All apartments feature a kitchen and living room and include a washer and dryer, garbage disposal, microwave, and dishwasher. In addition, the Community Building is complete with exercise and mail facilities, a cafe, staff offices, and meeting areas. Empire Commons houses approximately 1,200 students.

Freedom Apartments consist of four clusters, each containing six residential buildings and one common building, located off of Fuller Road across from the University's CESTM complex. Each residence building contains four apartments. Apartments range from one bedroom to three bedroom apartments, containing single and double occupancy bedrooms. Apartments feature a kitchen and living room. Each cluster's common building contains lounge space, washers, dryers, mail room and vending services. The Freedom Office is located in D3, and houses staff offices and meeting space. Freedom Apartments house approximately 400 students.

Liberty Terrace a brand-new 500 bed apartment style living complex overlooking the pond behind Indian Quad. All of the apartments are fully furnished have 4 single bedrooms, 2 bathrooms and comes with a full kitchen. Liberty Terrace has a wide range of environmentally sustainable features and is LEED Gold certified. In addition, the complex has a Community center with a fitness center, study lounge on each floor, laundry facilities on each floor, and meeting/conference space.

CUSTOMER SERVICE

The Student Assistant interacts with many people at the University, including students, parents, academic and administrative departments, and outside organizations. The Quad Information Center becomes a central point for the dissemination of information. These contacts may be in person or over the telephone. Regardless, it is important that the Student Assistants provide good customer service by communicating clearly and effectively, demonstrating a willingness to help, modeling positive body language, and practicing reflective listening skills. Remember that you may be their first impression of the University at Albany and the Department of Residential Life.

Positive Attitude

One of the most important assets you can bring to this position is a positive attitude. This entails treating students and others as you would like to be treated—with courtesy, friendliness and respect. Always try to demonstrate a willingness to help. Become an advocate for students in their search to find a solution to a problem.

Body Language

Strong communication skills are essential to customer service, and this position will allow you many opportunities to enhance these skills. When interacting with a student, it is important to speak clearly in order to provide accurate information. Be mindful of your body language, recognizing that although you may verbalize to a student, “How can I help you?” if you are slouched down in your seat, with arms crossed or a frown on your face, that sends a message that you are disinterested or non-approachable. Small gestures of interest, like “please” and “thank you”, a smile, and “have a nice day” can go a long way.

Listening Skills

At several points during an interaction, listening skills are critical. First, in order to determine the nature of the problem, or the specific request, Student Assistants must listen carefully to what is being expressed by the individual. Often, it may be necessary to reiterate the concern or ask clarifying questions to ensure understanding. Examples of reflective statements include: “If I understand you correctly ...” and “What I hear you saying is...” Finally, it may be necessary to create a space conducive to listening by eliminating distractions—putting a call on hold, lowering the volume on the radio, or asking other students to step outside the Quad Office.

Accuracy

When responding to requests for information, be honest and resourceful. If you can answer a question directly with confidence, do so. If you are unsure of the correct response, feel free to take the person's name and number, and contact another staff member or the Director on Duty for assistance. Never feel pressured to provide an answer to temporarily appease a customer, at the risk providing a response that may not be feasible to accommodate—answer the question as honestly as you can, and do not feel obligated to add additional information.

Follow Up

An essential part of customer service, when appropriate, is that a customer receives a follow-up call. If the concern or question can only be answered by a professional staff member, be sure to relay the information to them in a timely manner. If you discover that the professional staff member will not be in for the remainder of the day, call the individual back and update them of the status of their concern by via E-MAIL or VOICEMAIL. If you are at the end of your shift, you are responsible for updating the next Student Assistant or staff member on duty of the situation.

Personal Challenges

Understandably, there may be personal challenges, which arise in your life. As difficult as it may be, you will be required to perform your duties as a Student Assistant. If the situation you are encountering prohibits you from functioning on an interpersonal level, contact your immediate supervisor as soon as possible. However, it is the expectation that as a paraprofessional you will deal with your personal challenges, while efficiently carrying out your role. Therefore, it is important that you maintain a positive attitude. This includes a smile on your face and being polite via the telephone. Be careful not to displace your anger or frustration by being short-tempered and rude.

QUAD INFORMATION CENTER ETIQUETTE

Each Quad Information Center is a professional place of business, and therefore, certain behaviors are unacceptable. While the position is one that requires Student Assistants to be friendly and outgoing, a professional atmosphere must be maintained at all times. Each Quad Info Center may have specific guidelines for what kinds of behaviors are acceptable; however, the following framework constitutes the common expectations for all Student Assistants in the Department of Residential Life.

Entertaining Guests: The Quad Office is not an extension of your room or suite. If friends should visit you, it may put you in the awkward position of having to choose between entertaining your guests or providing good customer service. Providing good customer service is your responsibility, and your friends should understand.

Loud Music/Television Viewing: While listening to either of these is not strictly prohibited, the volume should be kept at a moderate level. Once someone enters the office, your complete attention should be given to that person.

Sports: All recreational activities are prohibited on the Quads, and this extends to the Quad Info Centers. Tossing a football or frisbee is dangerous to the customers and does not reflect a tone of professionalism.

Social Telephone Calls/Forwarding Your Phone: Under no circumstances are personal phone lines to be forwarded to the Quad Info Center. In the event of a personal emergency, calls should be kept to a minimum, so as not to intrude with the business of the Quad Info Center. Otherwise, personal phone calls are not permitted.

Appropriate Dress: Casual dress is acceptable; however refrain from wearing attire that may distract from your professional image and your ability to assist customers.

Timeliness: Arrive at least 5 minutes prior to the start of your shift. Failure to be punctual compromises the effectiveness of the Quad operation and puts an unnecessary burden on your fellow co-workers.

Profanity/Obscenities/Shouting: Communication of this nature should be avoided. It is offensive and inappropriate for professional work. (It must not be utilized in the work place at all.)

Cleanliness: Be mindful of maintaining a clean and aesthetically pleasing work environment. Excessive clutter, garbage, and personal belongings detract from an efficient workspace.

Computer Use: UNDER NO CIRCUMSTANCES IS ANYONE ALLOWED TO USE THE COMPUTER FOR PERSONAL WORK. THIS INCLUDES SCHOOL WORK.

DEPARTMENT AND CAMPUS WIDE TERMINOLOGY

Residential Life Abbreviations:

Alpha:	The alphabetical listing of students on campus
AC:	Apartment Coordinator
Advocate:	On-line Incident Reporting system
CA:	CHARGE Assistant
CSA:	Community Service Assistant
Central Office:	The Department of Res. Life located in the basement of Eastman Tower on State Quad
DOD:	Director-On-Duty
Five Quad:	Five Quad Ambulance. Contact UPD at 911 to dispatch 5 Quad
GA:	Graduate Assistant
Geo:	The Geographical listing for the Campus or Quad of all residents (facility availability list)
HM:	Housing Manager
KR:	Key Receipt
IR:	Incident Report
MA:	Managerial Assistant
OA:	Orientation Assistant
QC:	Quad Coordinator
QIC:	Quad Information Center
RA:	Resident Assistant
SRA:	Senior Resident Assistant
RCR:	Room Condition Report
RD:	Residence Hall Director
SA:	Student Assistant (could also signify Student Association)
SPC:	Summer Planning Conference (Orientation)
SRA:	Senior Resident Assistant
SSA:	Security Services Assistant (Public Safety Officers)
WO:	Work Order

Campus Wide / University Abbreviations:

ASC/US:	Academic Support Center/Undergraduate Services
CC:	Campus Center
EOP:	Educational Opportunities Program
LC:	Lecture Center
PAC:	Performing Arts Center
UPD:	University Police Department
SA:	Student Association
GSO:	Graduate Student Organization
SEFCU Arena:	Athletic Complex
SHED:	Student Help Desk (Computer Problems)

MAKING APPOINTMENTS

You will find that fairly often the RD's will request that SAs assist them in making appointments with their residents. Speak to your supervisor concerning the specific protocol for scheduling appointments, as some minor details may vary from quad to quad. For your information, a general guideline is presented below for scheduling appointments:

1. Call the students on the list. Have the "Professional Staff Outlook Calendar" ready. Here's a sample of what you might say: "Hi, this is Billy Lentsch from the Indian Quad Information Center. You need to schedule an appointment to see your Residence Hall Director."
If you get their voice mail, say that they have to call back within the next 24 hours to make the appointment, or have them come down to the Quad Info Center.
If you talk to them personally, try to get them to make the appointment right then, without being overbearing. Be firm!
2. If you have made a scheduled appointment, leave a message (e-mail) for the RD, or person you are making the appointment for. Do not forget to initial the appointment notice.
Write in the appointment information (first and last name of student and telephone number) in the Outlook Calendar.
Make a note to other SAs that the appointment was made so that the student will not receive further phone calls.
3. If you get the student's voice mail or machine, keep calling. These appointments are important. Do not worry about being persistent in contacting them; you are just doing your job. Make a note on the appointment sheet every time you call the person. (Date, initials, etc.)
4. If contact has not been made with the resident within 48 hours of the request from the R.D., inform the professional staff member so that they may pursue further action.

TAKING MESSAGES

When a call comes in for a professional staff member and they are not available, explain that you will be happy to take a message. Be sure to get the person's first and last name, telephone number, and the reason for calling. Other pertinent information may include when is the best time to return the call, or the name of the department or organization that the person represents. Be sure to note the time and date of the call, and initial the telephone message slip before placing it in their message holder.

Outside of normal business hours (9-5pm) or the office hours of a particular professional staff member, calls should not be transferred. Most professional staff members' home telephone numbers are the same as their office numbers. For this reason, you should take a message if the caller telephones "after-hours." Exceptions to this policy may be made by individual professional staff members who choose to work late or speak to students on their duty evenings.

TELEPHONE INFORMATION

Phones may ring frequently or even simultaneously. While initially, it may be easy to become overwhelmed, you will gain telephone skills quickly in this position. To help you navigate the first several weeks, here are some pointers. First, stay calm. Assess the overall situation in the Quad Info Center. Determine whether you are able to help the person(s) on the telephone immediately, or if you need to take a name and number and call them back. Some questions will be simple and straightforward, like "What time does the cafeteria open on Sundays?" and others may be more complex, such as, "I believe my roommate has been stealing my personal property...what should I do?" The most important advice is that you stay focused, calm, and rely on your training, judgment, and resourcefulness. When in doubt about a situation, do not hesitate to call the Director on Duty (DOD). With experience, you will soon become adept at handling a busy telephone and The Quad Info Center.

One of the primary functions of the SA staff is to answer the Quad Info Center telephone line. Given that the office is a place of university business, all calls must be handled in a professional and courteous manner. This phone should be answered as quickly as possible. Most calls made to this line are general requests for information and staff messages. However, many calls are also of emergency nature. As a result, it is imperative that staff be prepared to answer calls in a professional manner.

Ex. "Indian Quad Information Center, (your name) speaking. How may I help you?"

COMMONLY USED PHONE NUMBERS:

Alumni Quad- 2-5870
Colonial Quad- 2-5911
Dutch Quad- 2-5900
Empire Commons- 6-6250
Freedom Apartments- 2-5830
Liberty Terrace 6-8300
Indian Quad- 2-5940
State Quad- 2-5920
Central Office- 2-5875

UPD- 2-3131
5 Quad- 911
Key Shop-2-5843
Physical Plant-2-3444
Customer Service-2-3480
CHARGE Office- 2-5840
Counseling Center- 2-5800
Health Center- 2-5454

The University directory can be utilized to respond to requests for further phone # information. **AT NO TIME SHOULD YOU DISCLOSE PERSONAL INFORMATION AVAILABLE IN THE ALPHA LIST. If you are unsure of what information can be disclosed, consult with a professional staff member.**

If you are unable to help a resident and no one else is available, take his or her name, phone number and detailed description of the situation. Place the message in the folder of a professional staff member, who later may be able to assist the resident. In the event of an emergency situation, call the Director on Duty. Always be polite, and never sound exasperated or impatient. You may have had the same call and question several times, but it may be this person's first call to the University. Remember, you could be the first impression they have of the University.

When making a call always give your name, and where and why you are calling. (Ex. "Hi, my name is Jen and I'm calling from the Indian Quad Information Center at the University at Albany. I'm calling because . . .")

Managing Multiple Phone Lines

If the person who has been called is on another line, explain this to the caller and also ask them if they will wait. If you consider the call more important, write on a slip of paper the name of the caller and the fact that they are on hold and show it to the person being called.

Do not put the call on hold and leave it there. Keep the waiting caller informed. You can say "Mayra is still on the other line, but she is just about finished with the call." Or you may want to suggest that Mayra will return the call, if the conversation is still going on. It is discourteous to keep a caller waiting unnecessarily. As soon as the person is free, put the waiting call through: don't make the caller wait while you file papers or ask questions in between calls.

Remember: Some callers call long distance. If you are unable to assist them quickly, it may be better service to tell them you will call them back as soon as you have the answer. Then,

it is up to you to make every effort to return their call ASAP.

Performing Basic Telephone Operations:

I. TO TRANSFER A CALL:

1. Take down the person's name and why they are calling.
2. Press "TRF" (right next to the "HOLD" button).
3. Dial the number, which you are transferring the call to.
4. Say, "Hi, _____, I'm transferring a call from _____ to you, OK?"
5. If they would like to take they call, Hang up. If they do not want to take the call, press the "TRF" call to cancel the transfer and take a message.

II. TO FORWARD THE PHONE (i.e., at the end of the night):

1. Pick up the receiver, get dial tone.
2. Press the * button, followed by "1." there will be a staccato "beep-beep-beep" sound.
3. Enter the number of the Director on Duty (**See Staff List**) or whoever you are forwarding the Quad telephone to then you will hear a solid tone.
4. Hang up.

III. TO CANCEL THE FORWARD:

1. Pick up the receiver, get dial tone.
2. Press the # button, followed by "1." (There should be a solid tone.)
3. Hang up.

Handling Complaint Calls

A complaint call can be challenging to deal with. Never interrupt a complaining caller and do not give in to the urge to be defensive because they are complaining. Do not challenge or argue with the person. Instead, listen sympathetically and reassure the caller that you will help in whatever way you can. Take down notes of what they have to tell you, be sure to get details such as names and numbers. If you cannot answer the problem yourself, tell the caller what you plan to do and why. Be clear and concise. If you have to investigate before you can give the caller a reply, tell them so. Give them a specific time for your return call--say tomorrow morning or in an hour. Be sure the call is made, even if someone else (whom you should specify by name if possible) will handle it.

If you must put someone else on the line after listening to the caller's situation, do not just hand the telephone over to a fellow worker. Fill them in first, as much as you are able to. This will save the complainant the additional aggravation of having to tell their story all over again. At the conclusion of your conversation reassure them that their situation will be handled as thoughtfully and expediently as possible.

CHECK-INS AND CHECK-OUTS

This section contains information on how to handle student moves. In the beginning of the year when everyone is moving in, the following steps may be different so check with a Professional Staff Member on your quad for the exact procedures although the following is a general guideline.

CHECK-INS

Look in the 'Move Log' located on the Skydrive to make sure the move is authorized. If it is not listed, call the DOD to make sure the move has been approved.

If a student is transferring from another quad, be sure that they have a key receipt from their old room. Students moving to another room on the quad **MUST** complete a Dual Key Form. All keys can be found in the Blue Key Monster. If it is a new student, skip this part. Staff Members should be the only ones handling keys. If it is a new student, skip this part. Be sure to ask the student to see his/her SUNYCard.

You may need to call the Director on Duty and/or a designated RA to expedite the move smoothly.

If the student is moving to a different room on the quad, you will need to pull out the student's Room Condition Report (RCR) and Key Receipt (KR) from their respective hall binder.

Find and give the student their keys, explaining what each key is for. On the key receipt write the key code for each key given to the student then have the student initial next to each key code. The student staff member signs and dates the key receipt and gives the student the bottom copy of the key receipt.

Rip off the bottom (gold) copy of the RCR and give it to the student. If there is anything different about the room that is not on the RCR, the student should notify should bring back their RCR within 48 hours to avoid being billed for it. The SA on duty should note the change on the student's respective RCR. The RA on Duty may be needed to verify the damage. That completes the student's involvement in the check-in process. Welcome them!

Place the RCR and KR in the respective Hall's Binder in the file cabinet

Initial that the "room change" has been completed in the 'Move Log.'

CHECK-OUTS

Look in the 'Move Log' located on the Skydrive to make sure the move is authorized. If it is not listed, call the DOD to make sure the move has been approved.

Ask the student if all their belongings have been removed from the room or if there is any damage they want to take responsibility for. (Have the student complete a damage responsibility form and attach it to the RCR). If all the students' belongings have been removed follow the next step.

Pull the student's RCR and KR from the respective hall binder. You will also need a blank key envelope.

Collect the student's keys and verify that the keys match the codes and quantity of keys on the Key Receipt.

Once the keys have been verified have the student initial next to the keys that were returned then you date and sign the Key Receipt. If the student is missing any keys write KEY NOT RETURNED in the appropriate column.

The SA should copy the information from the old RCR on to a blank RCR. If your quad has a RCR binder, file the new RCR in the binder. If your quad has a file cabinet, place the new RCR into a labeled folder (by building and room) and place it in the file cabinet. The reason for doing this is when the next student goes to check into the vacated space, there is an already filled-out RCR.

Give the student the **YELLOW COPY**/Bottom copy of the key receipt.

The SA should then write the hall, room #, mailbox #, room and mailbox key codes on a blank key envelope (i.e. DA 204-2, Suite Key Code: FA13, Room Key Code: EA59, Mailbox# 5123, Mailbox key code: 5443 PO) place the key's in the key packet, and file the key packet in the appropriate blue bin location. Bathroom keys can be returned to the Female or Male key envelope in the storage closet.

Staple the RCR and Key Receipt together and place them in the QC's box.

Initial the Move Log that the move has been completed.

Initial that the "room change" has been completed in the 'Move Log.'

GUEST REGISTRATION

If a student would like to register an overnight guest, they will need to do so in the Quad Info Center.

The guest will need to keep a copy of the guest registration on them for the duration of their stay in the residence hall.

If a student's guest is of the opposite gender and the residence area they are assigned to has community restrooms and showers, they will need to be issued a bathroom key by the Quad office upon completion of the Guest Registration form.

The HOST within 24 hours of the GUEST departing the residence halls must return the bathroom key.

If the key is not returned the host will be billed for the replacement of the key issued.

*Guests may be housed for up to 72 hours in a 30 day period. All roommates and suitemates should be consulted about the guest.

RECREATIONAL SPACE

Individuals or small groups of students may use the study lounges in their section for academic purposes or socialization without obtaining advance permission. For other common areas on the Quad, as long as the guidelines for the use of these spaces are followed, no special permission is needed.

However, for programs of any kind (academic, social, cultural), a Special Function Form must be filled out correctly and completely, at least 10 days in advance of the event. This does not guarantee the approval of the request. A professional staff member (**Quad Secretary**) on the Quad will review the request and make decisions regarding the availability of space. Depending on a number of factors, the original space required may be approved, another available or more appropriate space may be offered, or it may be impossible to accommodate the program or group.

If an outside group—defined as any member of the University or larger community that is not a staff member on that particular Quad—wishes to use one of the department’s recreational spaces, they must be **co-sponsored** by a professional or student staff member. In order to be listed as a co-sponsor, the staff member must agree to be present for the duration of the event, and should understand the nature of the program being presented. Their primary capacity is to act as a liaison between the group and the regulations outlined on the Special Function Form and the general protocol for the use of recreational spaces on the quads. It is common to receive requests from SA (Student Association) groups, fraternities and sororities, academic departments, and individuals who live both on and off of that particular quadrangle.

When filling out Special Function Forms, the following details are essential:

- ❖ Include any and all special needs (ie: tables, chairs, TV/DVD). Microphones and other sophisticated equipment is not available on the quad, and therefore, individuals should make independent arrangements for these items.
- ❖ Fill out the form thoroughly and accurately.
- ❖ Turn in the request as soon as possible. Some spaces are reserved as much as 1-2 months in advance.
- ❖ Be flexible—suggest two spaces or two possible dates to increase the likelihood of approval.

MISCELLANEOUS PROBLEMS AND SOLUTIONS

EMERGENCIES:

During business hours—check with your Quad Coordinator, Resident Director or direct supervisor to determine what these are, as they vary from quad to quad—call the DOD (day duty) to inform them of the situation. They may elect to call maintenance themselves, or may ask you to place the call. These calls relate to all plumbing and electrical emergencies. Night and weekend emergencies: call the DOD, and they will tell you that they will call Customer Service or will ask you to place the call to 2-3480.

BROKEN WINDOWS:

These have to be documented on an IR in advocate <https://albany-suny-advocate.symplicity.com/index.php/pid947442?> Have the person reporting fill out a repair slip, too. If it's being reported during the night or on a weekend, call the DOD to get permission to call Plant 2-3444 for temporary repair. If a student is responsible for the broken window, it has to be noted on the IR.

CRACKED SINKS/BROKEN DOORS:

These require the Assistant Director for Facilities & Operations to fill out a WO (Work Order). Your responsibility is to inform the Director on Duty, and they will initiate the process for repairing either the sink or the door. If a student is responsible, they should fill out a Damage Responsibility Form. An IR may also be required—ask DOD.

HEAT AND HOT WATER:

Call the DOD to get permission to call Customer Service 2-3480 after 4pm call the Power Plant at 2-3444. Only Staff can make these calls—**NEVER** give the number to students directly.

KEYS AND LOCKS:

All suite, bedroom, and mailbox keys and doors are handled by the Key Shop. Students who have lost keys need to fill out a Key Request form located in the Key Request Binder. Consult the binder for Key Request Procedures. A lock change will need to be done on any suite door where a suite key has been lost. **Never give a student an extra set of keys!!!!** Remember to ask the student if he/she has searched for their keys thoroughly once key requests are made they cannot be canceled. Front door access is through SUNYCard swipe. All lost or stolen cards should be reported directly to SUNY card office. If a student needs elevator access in order to get down to the dining hall due to injury contact the Director on Duty.

TOILET PAPER:

One roll per suite/bathroom at a time. Toilet paper is placed in the backroom near the copier.

OFFICE LOGS:

There are several Office logs on the Skydrive, which are designed to facilitate the administrative operations of the quad. It will be your responsibility to make sure that all log entries are clear and complete. Some logs will be used several times a day; others only a few times a week.

OFFICE COMPUTER

Only the professional and paraprofessional staff may use the office computer for Residential Life matters or concerns (ie: AIM, advocate, outlook calendar, making appointments, etc.) Residents and others may not use the computer to print out academic work, check their E-mail, or search the Internet. A Professional Staff may grant you access to use the office computer, however during urgent situation you will be asked to get off the computer so if you have class work due the QIC would not be the best place to do it.

LOCKOUTS:

- ❖ Lockouts are done at 1pm, 5pm, 7pm, 10pm, and 12am "only." There are a couple of exceptions-emergencies, medical problems, or, say, if someone was locked out during their shower and are standing half-naked in the hall, or whatever. Be strict about the policy, but have some compassion.
- ❖ Verify that the Student lives in the room he/she is locked out of.
- ❖ When someone needs a lockout, have them go to their room (the room they're locked out of).
- ❖ If the lockout is at 7pm, tell the DOD that there is a lockout. They will get the Master keys for the RA to let the person into their room.
- ❖ If the lockout is between 9pm - 12am, ask the student to wait in the quad office while you call the DOD. The DOD may designate one of the R.A.s going on rounds to do the lockout, or they may call another RA.
- ❖ If a student has been locked out numerous times please consult with the DOD or the student's RD to follow-up with them because the student may have lost their keys, which is safety issue for the student and/or his/her suitemates or roommates.

WORK ORDERS

1. Work Order are processed through the University's work order system AIM https://sunyaimapp.assetworks.com/fmax/login? t=https%3A%2F%2Fsunyaimapp.assetworks.com%2Ffmax%2Fscreen%2FCRQ_VIEW

2. Ask student what he/she needs repaired and to be descriptive about the damage. If the damage seems like an emergency consult with the DOD. Make sure to ask the student when he/she or their roommate may be available for the repair. Maintenance and Custodial staff will only do repairs when the student is present in the work.
3. **STUDENTS WITH REPAIR REQUEST FOR DATA BOXES, ACC JACKS OR CABLE JACKS MUST CALL TELECOMM 442-4588 DIRECTLY FOR AN APPOINTMENT TO REPAIR THE BOX. DO NOT FILL OUT A REPAIR SLIP.**

CLOSING OF THE QUAD INFORMATION CENTER

When the quad office closes for the evening, there are a number of things that you should do in order to make sure that operations are smooth during the evening and the following day:

- ◆ Log any problems or unresolved situations so that the quad secretary or an SA on duty the following morning/afternoon can continue to work toward a solution.
- ◆ Call the Director on Duty and let them know that you are ready to forward the phone (see instructions under “Telephone Information” to forward the phone).
- ◆ Shut down the computer.

Close shades/blinds and windows and turn off all lights.

STUDENT STAFF EXPRESSION

We understand that it is a constant balancing act in being a student as well as a Student Staff member. It is also very important to remember that what we say and how we say it means different things to different people, especially according to their backgrounds and experiences. That's why Student Staff members need to express themselves in the most professional manner possible.

As a student employee you must be conscious of two things: 1) Your status as an employee of the university and 2) The potential effect that expression may have over your job as a Student Staff Member. The intent of this statement is to communicate to you, how you will be able to fully, conscientiously, and carefully express yourself while maintaining the professionalism required as part of your position within the Department of Residential Life.

1. You are a Role Model

Your positions in this organization as well as your actions are a reflection on the organization itself. Outside of your job responsibilities, people will continue to view you as a Residential Life Staff Member. Therefore, you must continue to conduct yourself in a professional manner regardless of the situation you are in.

2. You are a Student

You are allowed to express your beliefs and opinions about certain topics as a University member. However, you should refrain from identifying yourself as a Residential Life Staff member when expressing opinions that are solely your own and not reflective of the Department of Residential Life's mission. It is important to remember whenever you are expressing opinions; you cannot control how others will perceive those opinions or react to them. You never know who you may inadvertently offend.

3. You are a "Public Figure"

As a Student Staff member, you are a representative of the University and if you are approached by the media or see the media present on the Quadrangle, you are not allowed to speak directly with them. Any questions or requests for information by the media should be directed to the Office of Media Relations at (518)956-8150. Media personnel are not permitted in any residential buildings. They are not permitted access to student's rooms. Contact the Director on Duty if the media is present.

Outside Employment

Intentions to seek ongoing employment outside the department should first be discussed with a supervisor. Approval for outside employment must be given prior to initiating the employment.

DUTY PROTOCOL

RA Duty

Duty is a crucial part of the Resident Assistant's role at the University. All RAs are required to be on duty for the Quad on a rotating schedule. RAs on duty are available at ALL TIMES; show up for duty prepared and on-time. Do NOT drink any alcohol while on duty. Report serious incidents to the Director on Duty such as alcohol, drugs, physical fights, mental and suicide crisis. RAs are on duty from 6:45 PM through 9 AM on weekdays, and weekends from 6:45 PM through 6:45 PM. RAs on duty MUST remain on the quad.

Professional Staff Duty

Residence Directors and Graduate Assistants act as Directors on Duty (DOD) and cover weekend and weekday duty on a rotating basis. The DOD takes the emergency line after the Quad Information Center closes and is the primary person responsible for the Quad. The DOD should be contacted regarding all incidents and will respond to emergencies as needed.

Going on Duty

At 6:45 PM, the RAs on duty meet the Director on Duty in the Quad Information Center. They may get special instructions about the night from the Director on Duty. They pick up the duty keys, and phones. RAs on Duty should eat dinner before arriving for Duty. Duty keys and phone MUST be kept on your person or secured in the Quad Information Center at all times. They are **NEVER** to be left unattended or given to anyone but another staff member. They are **NEVER** to leave the quad. You are responsible for loss or abuse of duty keys and phone. This also applies to the Director on Duty/Master Keys. If you are doing a lock out, the keys must be kept in your possession until you return them to the Director on Duty. These keys must be maintained in the possession of the Professional Staff person or in the **Locked Key Box** in the Quad Information Center.

Rounds

Rounds are completed randomly at the discretion of the Director on Duty during the evenings and on the weekends. There will be 2-3 sets of rounds that occur throughout the evening with more rounds requested at the discretion of the Director on Duty. When on rounds, the Resident Assistants on Duty should meet in the Quad Information Center. You should call the Director on Duty to inform him/her that you are leaving for rounds. Do not forget to grab the RA duty binder. You should then go through the buildings with your co-RA walking every floor including the basement areas and lounges spaces. **DO NOT SEPARATE.** While walking the buildings, you need to watch for excessive noise, vandalism, drugs or alcohol, trash, tampering with fire safety equipment, outside doors and bathrooms propped, the game room, gym, and vending area and anything out of the ordinary. When you are finished walking the buildings, you should then return to the Quad Information Center, and call the Director on Duty to inform them that you have returned. You should then relay to them anything that you found on rounds. After rounds RAs on duty are

restricted to stay in his/her room or as instructed by the DOD, unless directed otherwise by DOD to sit the office or report to an incident.

Incidents and Emergencies

The possibility of being called to an emergency situation is part of being a Resident Assistant. The most important skills that a staff member must bring when responding to an emergency situation is the ability to remain calm, think clearly and logically, and respond in ways that optimize the interests of the students involved. There is a network of resources within the Department and the University at your disposal, and you will be taught what your resources are as well as when and how to access them. When responding to any incident, be sure to bring your Student Identification, your keys, duty phone, and a pad and paper or the duty binder.

HOW TO RESPOND ON DUTY

Alcohol

As a Resident Assistant you are expected to respond to violations of the Alcohol policy. Your response is not contingent on any personal feelings or beliefs but rather on your responsibility to enforce State Law and University Policy.

When you as a staff member are confronting a student, *under the age of 21 or in a freshman area*, in the possession of alcohol (open or unopened), or a student (regardless of age) with an open container in a public area, you will:

Establish the student's identification by requiring a Photo ID, i.e. SunyCard.

Ask the student to pour out the alcohol in your presence (taking note of the amount and kind of alcohol) and dispose of empty containers.

Determine if Bulk Containers are present. **Bulk containers** are defined as more than one unit of alcohol per student. A "unit" of alcohol is equivalent to a 12 pack of beer, a liter of wine, or a liter of hard liquor. Each student of age residing in the suite or room is allowed one of the three units, NOT ALL THREE UNITS.

Notify the student that a behavioral interview will take place with their Residence Hall Director of the area the incident took place.

Residential Life Staff is prohibited from touching any alcohol; Students must dispose of the alcohol in the presence of the RAs or University official.

Call the Director on Duty for all major alcohol/party incidents.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

If the student asks "What's going to happen to me?" let them know that they will need to discuss that with their RD.

**Any student 21 years of age or older must comply with the Bulk Container Policy as previously defined.*

Drugs

When the scent of marijuana is present or drugs and /or drug paraphernalia are present, as a Resident Assistant, the protocol you must follow is:

Call the Director on Duty. (They should be present at any incidents involving drugs).

The DOD will verify the scent and Call University Police.

Make sure all those in the room or suite are within view at all times and that they are not touching any drugs or paraphernalia. (Under no circumstance should staff members touch any drugs that are present).

Establish the Student(s) identity through photo IDs. If the student does not have an ID ask to see their Room key. The 3-digit key code in the key binder/log by the DOD or SA on Duty to see where the student lives.

When the Director on Duty or University Police arrives, they are in charge. You are there to help them gather information.

Write down any pertinent information about what was found in the room and who it belongs to.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Bias Related Incidents (e.g., harassing acts directed towards individuals, cultures, racial groups.)

Response you should take as a Resident Assistant:

To Graffiti

- Call the Director on duty (DOD will notify University Police to photograph the graffiti and Physical Plant to have it removed.
- Staff members should stay within view of the graffiti until both UPD and Plant have left. (Do not let the Plant department clean off the graffiti until UPD has photographed it).

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

To Derogatory Language

- You should confront those responsible immediately.
- Call and inform the Director on Duty.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that

the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Derogatory Language toward an (a) individual(s)

- If the target is known, be supportive.
- If those responsible are known, confront them.
 - Notify the Director on Duty of the building the incident occurred in.
 - Call **UPD IF** harassment persists or if behaviors escalate, become hostile, or aggressive.
 - Inform both parties that they will meet with their Residence Hall Director.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

SEXUAL ASSAULT PROTOCOL (SEE CHECKLIST BELOW)

The University at Albany is committed to the maintenance of an educational environment which is supportive of its primary educational mission and free from all exploitation and intimidation. The University will not tolerate sexual assault, including rape and any other form of non-consensual sexual activity.

It is essential that students who are the victim, henceforth referred to as survivors, of sexual assault receive medical treatment and support as soon as possible. These students are often traumatized by the incident and concerned about confidentiality. Use care and consideration.

Definitions:

As defined by the University at Albany Community Rights and Responsibilities, sexual assault is engaging in sexual intercourse with or inflicting other sexual invasion upon any person without that person's consent. An invasion is "without consent" when inflicted through force or upon a person who is unconscious or otherwise without capacity to consent. This would include the inability to consent freely due to excessive alcohol or drug use.

Incidents which do not constitute sexual assault might nonetheless be considered sexual harassment and as such violate Community Rights and Responsibilities. Students who require assistance with a sexual harassment complaint should be referred to the Director of Conflict Resolution and Civic Responsibility if the harasser is a student and the Office of Affirmative Action in all other situations.

SEXUAL ASSAULT PROTOCOL (CONT.)

Procedures:

Immediate Report of an Incident

1. Insure the Survivor's Safety

If the survivor is in danger call 442-3131 or 911 (**from a campus phone**) for the University Police or 438-4000 for the Albany City Police. It is important that you and the survivor be safe and that you not place yourselves in a dangerous situation.

2. Seek Immediate Medical Treatment

Note: It is important to encourage the survivor not to bathe, wash or change clothes before seeking medical attention in order to protect valuable evidence should the survivor decide to report the assault and prosecute the assailant. A medical exam does not commit her/him to pressing charges. Evidence collected at the emergency room will be held for 72 hours and then discarded.

Help arrange to transport the survivor to the hospital as soon as possible. Not all injuries are immediately apparent. A medical evaluation is necessary to evaluate internal injuries, sexually transmitted disease and pregnancy, and to gather medical information for the police. The mode of transportation depends on the survivor's condition and preference. The following can help if desired: University Health Center/Five Quad Ambulance (442-5151), and/or University Police (442-3131).

3. An Alternative: Call/go to the University Health Center

University Health Center offers confidential 24-hour a day service (during the academic year) for information, medical care, and referral including:

- a. With the survivor's consent, referral to the Albany Medical Center Hospital or if the survivor requests, St. Peter's or Memorial Emergency Room, for care and a rape examination.
- b. With the survivor's consent, contacting Albany Rape Crisis to be present to assist and support the student at Albany Medical Center, St. Peter's or Memorial Emergency Room, for care and a rape examination.
- c. If a student refuses referral to an area hospital emergency room, the University Health Center will offer medical care and follow up, including sexually transmitted diseases and pregnancy testing.
- d. Referral for services at the University Counseling Center, the Sexual Assault Resource Center (SARC), or **Crime Victim and Sexual Violence Center (CVSVC)** (CVSVC Hotline: 518-447-7716). It is normal to go through a process of feeling traumatized, helpless, and frustrated even guilty. It can be helpful to talk to a psychologist or counselor.

e. Referral to the University Police Department for legal action. (UPD will make every effort to offer female survivors an opportunity to have a female officer present during all interviews).

NOTE: CONFIDENTIALITY

Services in the Department of Health and Counseling Services are strictly confidential. However, with a student's written consent and at his/her request, the department will notify the Office of the Vice President for Student Success for a coordinated response as in number 4 below.

4. Inform the University

Students are encouraged to report all incidents of sexual assault to the University in order to receive help in accessing support services and in prosecuting the next offender. However, this decision must be made by the survivor and respected by all members of the University.

When University personnel are informed of a sexual assault incident each will seek the survivor's consent to notify the Vice President for Student Success or a representative. All University personnel (except as in number 3 above) will notify the Vice President for Student Success of each incident by date, time and location. Neither the name nor other identifying information will be disclosed without the survivor's consent.

University personnel are encouraged to consult their supervisors when they have concerns or doubts regarding the safety or well-being of a survivor or another person, in order to take steps to assure the safety of the survivor and others. In rare cases, this consultation may need to occur even without the survivor's consent. Remember, the University Counseling Center can provide a psychological consultation (442-5800).

With a survivor's consent, the Vice President for Student Success or his designee will provide a coordinated response. The following is a list of available services to provide support to the survivor. It will be up to the survivor to choose.

a. External Judicial Process - The University Police Department will help to file a complaint or legal charges against the alleged sex offender for on campus incidents.

b. Internal Judicial Process - The Director of Conflict Resolution and Civic Responsibilities and/or the Associate Director of Residential Life for Conflict Resolution and Civic Responsibilities will assist in filing a complaint for possible university disciplinary action against the alleged sex offender.

c. Other University Resources for help and support:

1. A student's friend and family; while a student will be encouraged to call her/his family

for support the decision to do so will remain with the student.

2. Other University administrative/executive staff and teaching faculty to facilitate academic accommodations.
 3. Sexual Assault Resource Center (SARC) 518-956-8641
 4. The Director of Residential Life, if the student lives in University housing 518-442-5875.
 5. The Directors of Disability Resource Center 518-442-5490, Multicultural Student Services 518-442-5566, International Student Services as appropriate 518-591-8189.
 6. The Affirmative Action Office 518-956-8110.
 7. CHARGE, Fuerza Latina, ASUBA, International Student Services, Women's Resource Center, Student Association Women's Issues Coordinator if it is a student of color or international or at the request of any student, so that they can provide support through their networks.
 8. Interfaith Center Staff for additional support to the student 518-489-8573.
- d.** Materials describing all campus resources and providing additional information will be distributed to any sexual assault survivor who is seen in the offices or departments mentioned in this protocol.

DELAYED REPORT OF AN INCIDENT

In the event of a delay in the report of an incident, insure safety, medical care and support as above. After 72 hours, an official rape exam is no longer necessary since the evidence would most likely not exist. Medical care continues to be important, please refer the survivor to the University Health Center. Police reporting is an option no matter how much time has elapsed.

LEGAL REPORTING REQUIREMENTS

The University Police Department will maintain coordinated records about reported incidents by date, time and place. However, information about incidents reported by date, time, and place that are otherwise anonymous and which cannot be confirmed by further investigation will be maintained only for internal campus use. Such reports will not be part of the sexual assault reporting system required by New York State and federal law.

INCIDENT REPORT WRITTEN BY "ENTRY POINT" STAFF MEMBER:

If survivor wishes to have name suppressed then the IR should be entered without the student's name or any other identifying information. The Director of Residential Life

and/or one of the Associate Directors should be notified. If survivor gives permission to have name released, it is important that the staff member explains the reporting structure and identifies who may need to have access to this information.

Reporting Responsibility of Res Life Staff in the Case(s) of Interpersonal Violence and Stalking (see checklist below)

Notify DOD who will notify Res Life back-up.

Ensure that the following procedure is followed.

Procedure

Safety

If the student or others in the community are in imminent danger, call police immediately.

University Police: call 911 from a campus phone OR 518-442-3131.

Local Police at: Albany Police 518-438-4000, Colonie Police 518-783-2811; Guilderland Police 518-356-1501 or East Greenbush Police 518-479-1212.

Call the Director on Duty who should respond to the scene as soon as possible. (They will call Physical Plant for any clean-up of blood or other bodily fluids present at the scene).

Call University Police at 2-3131 and they will inform 5 Quad Ambulance service.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Complete an Injury Report Form and attach it to the IR.

Residential Life Student Staff Checklist:
“SMAART” Response: Assisting Students Reporting Sexual Assault, Intimate Partner Abuse and Stalking Incidents

Please see the **“Coordinated Response to the Sexual Assault of Students and the Coordinated Response to Stalking and Intimate Partner Abuse”**
www.albany.edu/counseling_center/sarc/docs.

1. **SAFETY** – Ensure safety. Call 911; Univ. Police, 518-442-3131; Albany Police, 518-462-8000 if imminent safety of self/other in question.
2. **MEDICAL TREATMENT**
 Intimate Partner Abuse – Students who have been subjected to intimate partner violence could benefit from medical attention regardless of whether there are visible physical injuries. Physical injuries range from cuts, bruises, broken bones, head trauma, and internal bleeding.

The medical evaluation can also help to document abuse for possible use in an investigation or for criminal or judicial proceedings. Medical attention can be provided through emergency rooms, the University Health Center (518-442-5454) or a primary care provider, depending on imminent need.

Sexual Assault- With the student’s consent, refer preferably to Albany Medical Center’s Sexual Assault Examiner Program at 518-262-3131; University Health Center (518-442-5454) as an alternative for medical exam and treatment but note, a forensic evidence exam is NOT available at UHC. **ASAP but up to 96 hours after the incident.**

- Does the student want to seek medical treatment? If yes, then:
- Instruct **not** to wash, bathe, douche, or change clothes if student intends to complete a rape kit exam; bring a change of clothes to the hospital as clothes will likely be taken into evidence.
- Instruct **not** to take fluids or urinate before the exam (if possible).
- Inform that having a rape kit exam preserves the option to prosecute but that having the exam does NOT commit an individual to press charges.
- Inform of the importance of medical care to screen/treat for injuries, sexually transmitted diseases (STD’s) and pregnancy.
- If the student goes to Albany Med’s ER, a victim’s advocate from the Crime Victim & Sexual Violence Center (CVSVC) will be offered. However, if the student would like to discuss resource and police reporting options with the CVSVC prior to deciding on whether to go to the hospital for the rape kit, the CVSVC can be contacted directly

24/7 at (518-447-7716).

3. ___ **ADVOCACY and COUNSELING** - Offer the student referrals to:
- ___ Sexual Assault Prevention Program (518-442-5800) **On campus**
 Consultation, Advocacy, and Referrals
 - ___ University Counseling Center (518-442-5800) **On campus**
 Counseling, Consultation, and Referrals
 - ___ Crime Victim & Sexual Violence Center (518-447-7716)
 Advocacy, Counseling
 - ___ New York State Domestic and Sexual Violence Hotline
 (1-800-942-6906)
 - ___ “What You Can Do If You or A Friend Is Raped or Sexually
 Assaulted” pamphlet (Available on line at:
 www.albany.edu/counseling_center/sarc
 - ___ In Our Own Voices (518-432-4188)
 - ___ Equinox Domestic Violence Center (518-432-7865)
4. ___ **ACCOMMODATIONS- ACADEMIC AND/OR RESIDENTIAL**
- ___ Dean’s Office, Undergraduate Studies (518-442-3950)
 - ___ Residential Life (518-442-5875)
 - ___ Equinox Domestic Violence Center (518-432-7865) Can Assist with
 Emergency or “Safe House” needs
5. ___ **REPORTING OPTIONS-** Students should be informed of their options
 to pursue a criminal complaint, the University’s disciplinary process, or to
 pursue both processes simultaneously.
- ___ University Police (518-442-3131)/Albany Police (518-462-8000)
 - ___ Office of Conflict Resolution & Civic Responsibility (518-442-5501)
 - ___ Office of the Vice President for Student Success (518-956-8461) for
 Coordinated Response (e.g., assistance with academic and/or
 residential accommodations; liaison with other University depts.)
 - ___ Office of Diversity and Inclusion- Title IX Coordinator (518-956-8110)
 can assist with any complaint about sexual harassment which
 includes sex discrimination, sexual assault, and intimate partner
 abuse.
 - ___ Students should be advised to save evidence (e.g., e-mails, phone and
 text messages, letters, or notes from the assailant). In instances of
 stalking, it is also helpful to document the date, time, and location of
 incidents as they occur.

_____ **TIMELY WRITTEN INCIDENT REPORT-**

_____ Inform the student that you are obligated to make a timely time, date and approximate location **(TDL)** report of the incident **to your supervisor**. However, their name will not be released unless they give permission.

_____ The Office of the Vice President for Student Success is available to assist with the coordination of resources/accommodations. **Would they like their name released?** (Should the student wish to contact the VP's office directly, they can call 956-8140 and ask for Cynthia Riggi). **If the student does not want their name released, they can still receive resources/accommodations. Refer the student to the Coordinator for Sexual Assault Prevention-Joyce DeWitt-Parker at (442-5800).**

_____ **Complete "Incident Report Form," immediately,** noting in particular whether student wants her/his name released to the Vice President's Office **and forward to your supervisor. Laurie Garafola or her designee will inform the Office of the Vice President for Student Success of approximate time, date, location information and release name as appropriate.**

_____ In instances of risk of danger to the broader community (e.g. assault by strangers in parking lot areas), the Vice President for Student Success will evaluate the need to issue a community notification. The student is informed of the community notification as soon as reasonably possible, and all efforts are taken to safeguard the students' privacy.

7. _____ **INCIDENT FOLLOW-UP-** Within a few days of incident, consult with student to determine any further needs for support and accommodation, and inform student again of services. Contact the Coordinator for Sexual Assault Prevention (Joyce DeWitt-Parker) or the Counseling Center for continuing consultation and recommendations.

Assault / Battery

If a student has been assaulted, whether on or off duty as a Resident Assistant, it is important that you take the following steps:

Call the Director on Duty who should respond to the scene as soon as possible. (They will call Physical Plant for any clean-up of blood or other bodily fluids present at the scene).

Call University Police at 2-3131 and they will inform 5 Quad Ambulance service.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Complete an Injury Report Form and attach it to the IR.

Arrests

If University Police or any other arresting officers come into the residence halls for an arrest and you are present, as a Resident Assistant you need to:

Make sure the Director on Duty is informed of what is happening.

Identify yourself at the scene.

Do not interfere with the officers.

Be as helpful as possible in clearing the area of spectators.

Make certain you have the names of the students being arrested, and if possible, the infraction for which they are being charged. If the UPD cannot answer your questions at that time inform the DOD and he/she will contact UPD non-emergency for the information at 2-3130.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Accident and Sudden Illness

If a student is injured or sick, please do the following:

Call the Director on Duty.

The DOD will call UPD or ask you to call UPD since you are at the scene and can answer any questions that UPD may have more thoroughly in order to see if 5 Quad is needed.

Stay with the student until after they have been treated by the ambulance and / or transported to the hospital. **Staff members are not to transport ill or injured students in personal vehicles. This applies to professional staff members as well.**

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Complete an Injury Report Form and attach it to the IR.

Alcohol and/or Drug Overdose

If a student is found in an incoherent state due to alcohol and/or substance use or abuse, as a Resident Assistant, you must do the following:

Call UPD immediately at 2-3131 for 5 Quad Ambulance service.

Call the Director on Duty (they should respond as soon as possible).

Do not leave the person unattended ever. Try to keep them talking. If they are not conscious, turn them on their side.

Stay with student until 5 Quad has treated them or transported them to the hospital.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to

answer questions about the incident to the RD, UPD or the QC.

Death in a Student's Family

Most often, the family will call the student directly. If the student cannot be reached, the family may speak with a roommate, suitemates, RA, or RD. Staff should never assume the responsibility of informing a student of a death in the family. If you are told of a death in a student's family, you should:

Contact the Director on Duty.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Suicide Attempt

If you are informed of a student that has or is attempting suicide, please do the following: Call University Police immediately at 2-3131 for 5 Quad Ambulance service.

Notify the Director on Duty (and they will respond to the scene as soon as possible).

Do not leave student unattended. Try to talk to student regarding what happened if they are somewhat coherent. Try to gather information from suitemates or friends that may be present as to what the student may have done.

Do not leave the scene until the student has been treated or transported to the hospital or Capital District Psychiatric Center (CDPC).

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Follow-up with suitemates and friends as to how they are doing. The RD will also be following up with everyone regarding further action.

Death of a Student

If a student dies in the residence halls call UPD immediately. Notify the Director on Duty and they will respond as soon as possible. Keep the area clear of students and onlookers (close area off, if you can close the suite or room doors).

Do not touch anything in the immediate area of the deceased. Do not allow anyone to remove anything from the area until police authorities have arrived. Put roommates, suitemates, etc., in a room to themselves. Tell students that the Office of the Vice President for Student Success is responsible for contacting the family.

Follow University Police's or the DOD's instructions:

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to

answer questions about the incident to the RD, UPD or the QC.

Mechanical / Utility Failures

(Electrical shutdowns, floods, burst of water pipes, heat shut off, alarm system malfunctions, etc.)

Contact the Director on Duty who will call Physical Plant regarding the situation.

You should remain at the scene of the problem until Physical Plant has corrected the problem.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Elevators

If anyone is trapped in an elevator, please do the following:

Notify the Director on Duty who will call Physical Plant to get the students out.

Keep talking to those that are trapped and reassure them. Remain with them until they are free.

Tell those trapped not to try to free themselves or crawl out of the elevator. Elevators may turn on suddenly and cause serious injury to someone crawling out of them.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Trash

When you encounter trash in the hallways, bathrooms, lounges, etc., as a Resident Assistant you should:

Try to identify the student(s) responsible by looking for delivery slips (i.e. pizza, Chinese food), receipts or other identifying information.

Confront identified student(s) about excessive trash and ask them to remove it properly.

Write an Incident Report Form (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Glass or Broken Windows

If you are on rounds or happen to be confronted by broken glass you are not to handle it or pick it up. As a Resident Assistant, you should:

Notify the Director on Duty about the glass and they will call Physical Plant to have it cleaned up.

Remain on the scene until it is cleaned up keeping students from going near where the glass is.

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Foreign Substances

When you, as a staff member, encounter foreign substances (*i.e. blood, urine, vomit, feces, and potentially harmful spills*) you should:

Notify the Director on Duty and they will call Physical Plant to have the substances cleaned up immediately.

Remain on the scene until the substance is cleaned up while keeping students away from it.

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Theft

When a student reports to you that there has been a theft, you should:

Inform the Director on Duty.

Take down any pertinent information regarding what was stolen (with serial numbers if available) and the approximate time it was stolen.

Have the student call University Police to fill out a police report. (*The UPD Officer's Report is a legal document and is often requested by insurance companies for the processing of loss claims.*)

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Group Disturbances

When dealing with large groups of people outside or in lobbies/ lounges where there is a potential for problems, you should:

Notify the Director on Duty (he/she may respond to the scene or call all available staff to be on the scene).

Establish the students' identity by asking for identification such as a SunyCard. *(In the case of a suite party, try to establish who the hosts are.)*

Talk with students, observe what is going on, and look for "potential trouble spots."

Ask students to disperse the group if it quiet hours are in affect and/or problems are occurring.

If there is any resistance, notify University Police and assist them in calming and dispersing the crowd.

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Firearms / Weapons

Dangerous weapons are forbidden on University premises. If you come across someone with a weapon:

Contact University Police immediately.

Notify the Director on Duty (they will come to the scene as soon as possible).

Move to a safe distance.

DO NOT attempt to confiscate the weapon.

Keep the area clear of student on-lookers.

Make notes as to the person's condition, appearance, etc.

Advise University Police of the circumstance upon arrival at the scene.

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

If a weapon is reported to be in a student's possession or in their room:

Call and advise University Police.

Notify the Director on Duty.

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Fire / Evacuation

As a Resident Assistant or student staff member, if there is a fire in your building or a fire alarm goes off (whether you are on duty or not), you must react accordingly:

Pull the alarm (if not already going off).

Notify the Director on Duty to respond to the scene. He/she will also call Physical Plant to come to the scene, Albany Fire Department or Guilderland Fire Department responds to all fire alarms at the University. All staff members (this includes staff members not on duty) should meet the DOD at the main entrance of the residence hall for further instructions.

Evacuate all buildings affected and keep people away from the fire department equipment and from the path of falling debris. Students should be instructed to go to the grassy area of the quad.

Follow the Directions of Fire Department Officers, University Police, and the Director on Duty.

No one is allowed to re-enter a building until the Director on Duty gives the go ahead. Staff member should wait inside the building unless instructed by the DOD. If the weather is cold instruct students to go over to the next building to stay warm.

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

False Alarms and Misuse of Fire Safety Equipment

Pulling a false alarm and tampering with fire safety equipment is a serious criminal offense that endangers the safety of residents, police, and fire department personnel. If you see anyone pulling a false alarm or tampering with fire extinguishers, heat sensors, and smoke detectors, you should:

Establish the student(s) identity by asking for identification such as a SUNYCard.

Call University Police to respond.

Notify the Director on Duty.

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Bomb Threats

If you, as a staff member, become aware of a bomb threat call University Police Immediately. They will advise on evacuation. If instructed to evacuate, follow fire evacuation procedures; pull alarm, evacuate building. Notify the Director on Duty who will respond as soon as possible. University Police will take over the incident, assist them with crowd control. Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

Mental Health

If you are confronted with a student presenting problems dealing with mental health, you should:

Keep the student calm.

Inform the student that you need to call your supervisor for assistance.

Notify the Director on Duty (who will respond as soon as possible).

Do not leave the student unattended while you are making the phone call.

Assess the situation and attempt to determine if the student is a danger to themselves or others.

Write an Incident Report (IR) immediately after the incident. The IR should be written by the staff member(s) first to reach the scene of the incident. Due to that fact that the staff member(s) has firsthand knowledge of what has occurred and may need to answer questions about the incident to the RD, UPD or the QC.

If student was injured, fill out an Injury Report Form and attach it to the IRF.

Emergency Numbers:

University Police: (518) 442-3131 or 911

5 Quad Ambulance: 911 on campus

Back-up Duty Phone (if DOD is Unavailable): (518) 708-0425

Physical Plant: 442-3444

Mobile Crisis: 447-9650

Residential Life (9am – 5pm, M-F): 442-5875

University Counseling Center: 442-5800

Incident Report Writing

What is an IR?

An IR (Incident Report) is a written internal communication intended to provide professional staff with information about incidents, violations of policy and other situations in the residence hall to which staff members have responded. Incident reports are written in *Advocate*, an online database that not only collects reports but also allows pro-staff to track and make notes on follow-up and adjudication of policy violations. All professional and student staff members have access to *Advocate* to create incident reports. Different forms exist within *Advocate* for different types of incidents; staff members should follow the on-screen instructions as well as in the User Guide to complete IRs properly.

Once an incident report is submitted by a staff member, an automatic email is sent to the professional staff members responsible for the area in which the incident occurred, telling those individuals to review the report. All incident reports, whether saved as “drafts” or fully submitted, are readable and actionable by pro-staff of the residential areas as well as the central office. Since they are the primary means of communicating information concerning incidents between the residence quadrangles and the central office, precise, detailed and timely reporting of incidents is critical.

Who should write an IR?

The IR should be written by the staff member most directly involved in the incident or to whom the incident was reported. All IRs are written on our online IR system Advocate an IR in advocate <https://albany-suny-advocate.symplicity.com/index.php/pid066609?>

Some general guidelines for completing an IR:

- Write the IR immediately following the incident. For IRs that do not involve policy violations, transports to the hospital, arrests, mental health issues, and other serious incidents, the completed IR is to be submitted no later than 8 AM the morning following the incident. This guideline does NOT supersede the expectations set by individual supervisors.
- Review the demographic information in the incident report before submitting. Student locations are updated once per week; if students changed rooms within the last week their room assignment and contact information may not be up to date. Include corrections in the incident narrative.
- Provide full names of all persons involved in the incident narrative. If a nickname is known, place it in quotation marks.

Example: Sydney S. Sophomore, "Syd."

- Student ID Numbers of all persons involved in the incident, as well as witnesses, are in *Advocate*. Use the ID number to look up students to populate the "students involved" and "witnesses" fields. If for some reason an ID number does not work, staff can search by last name. If neither search works, use "Other Individuals Involved".

Example: 000454236 or 001004580

- Obtain student's residence hall/apartment address: Quad, Hall, Room Number, Mailbox Number, and Cell Phone Number. Compare these to what comes up in *Advocate*.

Example: State Quad, Eastman Tower, 1305-1, Box 1398, 347-629-5365.

If students involved do not live in residence, obtain their off campus addresses. *Example: 1302 Any Street, Here, New York, 12222.*

For students living in residence, identification information can be verified by checking your Campus Alpha.

Information on off campus students must be obtained from the student using a student ID.

If any student has no ID card, the staff member should seek to obtain any form of identification or use a student's key codes to identify the student later. If individuals fail to produce identification or keys at a staff members' request, contact University Police immediately to compel production of a driver license or photo ID, as otherwise the individual is assumed to be a trespasser and will be escorted off of the campus by officers or arrested.

- Age and class year of students involved or witnesses to an incident can be obtained from the Quad Alpha listing.
- Provide exact location of the incident.

Example: Eastman Tower 1704-1

- Check Incident Type(s).

Example: (Alcohol), Fire, Domestic Violence, False Alarm, and Mental Health Noise Theft.

If the incident about which you are reporting does not readily fit the identifiers provided, circle other and **INDICATE THE TYPE OF INCIDENT!**

Example: Alcohol, Fire, False Alarm, Mental Health, Noise, Theft, (Other:) Domestic Violence.

- If UPD was notified list name(s) of officer(s).

Example: Officer Joe Smith.

Include date and time UPD was notified of the situation, and also indicate if an arrest was made.

Example: August 21, 2013, 12:15 am.

- If Student Success was notified, indicate who was notified (or on the scene) in the incident narrative. Sometimes the Vice President for Student Success will be notified of a situation in the residence halls by University police or other administrators and will be on the scene when you arrive.

When filing your report, include who was present from Student Success

Example: Doe, John, if the person is not a student at the University ask for Identification if the person does not have ID give a description of the individual.

- Indicate whether back-up was notified and who the back-up staff member was. The DOD will do this.
- If the situation involved a student or students being transported by 5-Quad to the University Health Center or an area hospital, fill in the appropriate responses.

Example: Transported by 5-Quad Yes No Unknown

Suffice it to say, the descriptive portion of the IR must be precise. Begin your report by indicating what brought you to the scene, e.g., "I received a call from "X" requesting my assistance. . . "

Next, describe what you saw as you entered the situation. For example, "At approximately 2:30pm on August 29th, 2008 *Director on Duty (DOD) Kimberly Carmen encountered four white males and three Latina females engaged in a heated discussion in the hallway by suite 1704. There was no evidence of physical altercation. Several students had come out into the hallway and were observing this interaction.*"

"Ms. Kimberly Carmen identified herself as the DOD and asked if she could be of assistance. All five individuals (listed above) began explaining their version of the circumstances. DOD Ms. Carmen asked if anyone lived in a room nearby and suggested that we move out of the hallway and into a suite area or lounge to discuss the situation. She explained to them that she was there as a result of a noise complaint. Once inside the suite of one of the individuals involved, Ms. Kimberly Carmen asked for everyone's identification (two of the students were resistant to show ID but later complied--DOD Ms. Carmen recorded same--see above demographic information)."

The students apologized for the excessive noise and assured her that there was no cause for concern that they would keep their voices at an acceptable level. Because this was not my first interaction with these individuals about excessive noise, she indicated that she would be documenting this encounter but did not anticipate any further action if they would control their noise levels."

"Ms. Kimberly Carmen thanked them for their support and cooperation and exited the suite. The hallway had cleared of on-lookers by the time she finished speaking with the five students directly involved in the incident."

IRs are internal reporting documents only. Accuracy, objectivity, clarity and timeliness of information are essential to this process.

RESIDENTIAL LIFE POLICIES AND PROCEDURES

Cohabitation/Guests in Rooms

A guest is defined as any individual, regardless of relationships, that is not legally assigned to the resident space. All guests in student rooms after 11 PM must be registered in the Quad Information Center. Guests wishing to stay after 11 PM may be housed for up to 72 hours in a 30 day period provided the guest is housed in a suite/ bedroom and that the student host has informed the quadrangle residence staff prior to the stay. Guests are permitted in the residence halls as long as their presence does not infringe on the rights of others assigned to that living area. **Cohabitation** is defined as the sharing of a residence hall space by individuals who have not both been assigned to that space under a license agreement with the University. Cohabitation is prohibited.

Guest/Host Responsibility

A student host assumes responsibility for the behavior and activities of their guest(s). Guests are subject to the same rules, regulations, and expectations as their host, and the host is responsible for informing the guest of the rules, regulations, and expectations in advance. In addition to any disciplinary action taken against the host, the University reserves the right to require the immediate departure of any guest where violations of University regulations or individual or group rights have occurred.

Respect for Individuals and Groups

Individuals are expected to maintain respect for individual and group rights and responsibilities.

Alcohol

Use, possession, or distribution of alcoholic beverages is prohibited except as expressly permitted by the law and University regulations governing the use of alcoholic beverages. All bulk containers are strictly prohibited. Individuals are expected to abide by all state laws and University policies governing the use of alcohol. Please refer to *Community Rights and Responsibilities* for detailed policy. Some important points for a Resident Assistant to know are:

Only persons twenty-one (21) or older are able to purchase, be sold, given, or served alcohol.

No person is to purchase for, procure for, or give alcohol to anyone under twenty-one (21). No person under twenty-one (21) years of age may possess or consume alcoholic beverages.

Anyone under 21 is not to use fraudulent proof of age to obtain alcohol.

Anyone who is apparently intoxicated or is behaving in an intoxicated manner is not to be served alcohol.

Drugs and Paraphernalia

Possessing, using, or distributing a controlled substance or dangerous drug, or any drug unlawful to possess, e.g. marijuana, except as expressly permitted by law. Paraphernalia, such as bong or pipes, are not perceived as decorations and should not be brought to the University.

Damages

Students are responsible for the condition of their room and suite areas upon taking occupancy of their assigned spaces. The use of such materials as paint, tape, paste, glue, nails, tacks, and screws on walls, ceilings, furniture, and woodwork (including inside and outside doors) is expressly prohibited. Any and all damages as a result of student negligence or vandalism will be assessed to the students residing in the space.

Quiet Hours and Courtesy Hours

Formal Quiet hours are 9:00 pm – 7:00 am Sunday - Thursday and 2:00 am – 7:00 am Friday and Saturday. During the final examination period, beginning the night of the first reading day and extending daily through the last examination, formal quiet hours are in effect 24 hours a day. Formal quiet hours are defined as a time during which all sound must be contained within a room/ suite. Courtesy hours exist 24 hours every day, therefore are always in effect, and are defined as a time in which general consideration for others is maintained.

Fire Safety

All residents must evacuate the building when a fire alarm sounds. Failure to cooperate or to evacuate during a fire alarm; causing of a false fire alarm; inappropriate behavior which results in the activation of a fire alarm; interfering with the proper functioning of a fire alarm system; tampering with, damaging, or removing fire hoses, extinguishers, exit lights, heat/ smoke sensors, extinguisher boxes or alarm covers, or any other fire safety apparatus is strictly prohibited.

The use of **any open-flamed devices such as candles, sternos, incense, and kerosene lamps is prohibited.** The following are also prohibited: natural trees, wreaths, paneling, wallpaper or similar coverings, open-element or liquid fueled (kerosene, propane, gas) space heaters, and **hazardous trash accumulation.**

Dangerous Objects

The possession or use of firecrackers, explosives, dangerous chemicals, flammable liquids, charcoal lighter fluid, items which constitute a fire hazard, **firearms or other weapons**, ammunition, knives, chukka sticks, Chinese stars, and other dangerous objects or chemicals is prohibited. Use and storage of helium and propane tanks in rooms, suites, and lounges is prohibited.

Cooking

Cooking is permitted only in residence hall kitchenette areas. Minimal snack preparation is permitted in student rooms. Any open flame cooking equipment, including charcoal barbecue grills, and hibachis must be used outside and at least 30 feet from any building.

Appliances

Air conditioners, ceiling fans, microwave ovens, George Foreman grills, and all other cooking appliances are prohibited. For snack preparation, the following appliances, UL Approved only, are permitted: pop-up toaster, closed element popcorn popper, thermostatically controlled hot pots and rice cookers, and percolator/ coffeemaker.

**Please note:* Microfridge units are approved for use in the Residence Halls.

Refrigerators

Students are permitted to have a refrigerator in their room/ suite. These may be student-provided, in which case it must be in good working condition, capacity of 6 cubic feet or less, electrical requirements and use rated at 110 volts, 1.75 amperes or below, UL approved or it may be a leased unit meeting the same requirements.

Radio and Television Equipment

Television aerials, masts, and other radio-transmitting/ receiving equipment are prohibited.

Pets

Pets, other than tropical fish, are prohibited.

Waterbeds and Lofts

Only University supplied loft configurations and University approved risers are acceptable. **Cinder Blocks and Bricks of any composition are prohibited in the residence halls.** Waterbeds are prohibited.

Room Decorations

Combustible materials such as posters, pictures, etc., shall be limited to 20% of available wall space in each room. No combustible material shall be allowed in ceilings or on the inside of any door. Fabrics, including sheets, fishnet, tapestry, etc., used as decorations are prohibited. Ceiling decorations of all types are prohibited. ***Ceilings may not be disturbed in any way. This means you may not attach any items to the ceiling (such as stickers, nails, hooks, bottle caps, etc.), or bounce balls off them. The ceilings in some rooms contain a low percentage of chrysotile asbestos.***

Windows and Screens

Throwing or hanging anything out windows is prohibited. Removal of existing window screens is prohibited.

Recreation / Other Activity

Recreational activity within the center portion of each quadrangle is governed by the Department of Residential Life. Activities potentially injurious to facilities or grounds are prohibited in common areas, including lounges and hallways.

Solicitations

Solicitations and sales by residents and others are limited to those activities authorized by the designated campus authority.

All forms of solicitation must be approved by the Business Operations Administrator of Student Association. Address any questions to the Student Association Office, Campus Center 116, or by calling 2-5640.

Solicitations by or for charities and/or other non-profit organizations by recognized campus groups may be approved for a predetermined length of time for a designated area of University property.

All door-to-door solicitations is prohibited, Solicitation in the form of sales shall be prohibited generally because State Law prohibits the use of University facilities for private financial gain. Certain solicitations which violate University policy and/or Civil Law or which are clearly illegal (i.e., lotteries, raffles) are forbidden. The only exception to this policy is for Student Association candidates, who may go door to door to advertise their candidacy for executive positions. Times and dates will be determined by Residential Life.

Posters and Bulletin Boards

This Posting Policy applies to students and staff alike. Student Association / Campus Center approval does not guarantee posting privileges on the quadrangles. Signs may be posted only on wrap around bulletin boards located on outside columns.

Tunnel Area

Entering tunnel areas is prohibited.

Vehicles

Vehicles are not permitted within the quadrangles. Storage of motorcycles or mopeds in buildings is prohibited.

Smoking

State law prohibits smoking in all public areas including lobbies, hallways, and lounges. All residence halls are smoke free.

Building Entrances

Propping of any building access/ entrance door is strictly prohibited.

Recycling

Students are required to utilize suite/ room issued recycling bins for recyclable materials.

Halogen Lamps

Halogen lamps/ bulbs are prohibited in the residence halls for health and safety reasons.

ADDITIONAL RA RESPONSIBILITIES

In addition to what is listed below, Resident Assistants may be asked to take on added responsibilities at the discretion of their supervisor, other professional staff members on the quad, the Department of Residential Life, or the Division of Student Success.

Community Development

Resident Assistants are expected to build a community in their hall and floor. They are to get to know the names of all of their residents and to visit them on a constant basis. RAs should be visible and well known on their floor (s). Programming is an important part of building a community.

Bulletin Boards

As a Resident Assistant, you are responsible for the bulletin boards on your floor(s). These should serve as resource boards and an information center for your residents. These boards should be updated periodically throughout the school year and expired postings should be removed.

Openings and Closings

Resident Assistants are required to assist with the opening and closing of the halls before and after intercessions. **The Resident Assistant Appointment term is from the first day of fall training until the halls have officially closed for the summer session after commencement.**

Opening responsibilities consist of making sure the rooms are ready for move-in, possibly helping with Room Condition Reports (RCRs), checking students into their rooms, and answering any questions the student may have.

During the fall opening, Resident Assistants are responsible for having opening section meetings with their residents. An agenda should be provided to you by your supervisor for this meeting. RAs are also responsible for helping out with University sponsored events as asked.

Resident Assistants are required to participate in closing the halls before an intersession. Resident Assistants should have section meetings before the halls close to inform the residents of the following:

Unplug all appliances. (Winter Closing)

Take out all trash –including recyclables.

Turn off all lights.

Please report any window problems to the quad office immediately.

Close and lock all windows by 9:00 AM the day of closing.

Take your keys home with you.

Lock all your doors.

Drapes and blinds need to be opened unless you live on the first floor.

The last person to leave should sign the checklist on their door and sign-out on the RA's door.

State that all violations of University policy (i.e. lounge furniture, alcohol, trash, illegal pets or appliances) will be documented by Residential Life Staff.

It is the responsibility of the Resident Assistant to find out who the last person leaving each suite or bedroom is and when. A sign-out sheet is placed on the RA's door.

Staff Development

Resident Assistants are required to participate in ongoing training throughout the academic year. This training orients the Resident Assistant to the available resources for the residents and the policies and procedures of the college and the Department of Residential Life.

Spring Training usually takes place during a weekend in January after the student staff has been hired for the following semester. Spring Training provides the opportunity for the entire staff to get to know one another and begin to work together.

Fall training usually begins approximately one week before classes begin. Resident Assistants receive notification when they are hired regarding the date it will begin. This training involves teambuilding and covers resources, administrative tasks, policies and procedures, etc.

Resident Assistants are expected to register for and successfully complete **ECPY 301** with a grade of C or better for the Spring Semester prior to their employment. RA's must also register for and successfully complete **ECPY 302** with a grade of C or better for the Fall Semester in order to maintain their appointment. These classes are each two academic credits. Students are evaluated through a letter grade. ECPY classes are taught by Residential Life Professional Staff Members.

Resident Assistants should attend all required quadrangle **All-Staff** meetings, weekly **Staff Meetings** and **One on One Meetings** with their immediate supervisor.

During the spring semester, Resident Assistants are to assist in **Student Staff Selection** (RA, SA & WS) for the following academic year. This would include interviewing prospective candidates with a group and evaluating them.

RA Requirements

The Resident Assistant must maintain an acceptable scholastic record each semester. If his/her scholastic performance falls below expectations (2.5 cumulative and semester average or better), the individual's continuation as a Resident Assistant may be subject to review. Resident Assistants must be FULL-TIME students; **12 credits** for undergraduate students and **9 credits** graduate students and cannot be on academic or terminal probation.

The Resident Assistant must be in good disciplinary standing prior to and throughout their employment. Resident Assistants found in violation of University Rules and Regulations are subject to termination.