

# ON-CALL GUIDELINES

## ON-CALL TIMELINE

- 8:00 PM: Pick up the phone, and keys at the Front Desk. Post the On-Call sign in the Front Desk Window.
- 8:00 PM: Conduct first set of rounds.
- 11:00 PM-12:30 AM (**Sunday through Thursday**): Conduct second set of rounds. Quiet Hours begin at 11:00 PM. Ask any/all residents in those spaces to vacate the Kitchen, game room and Ciminelli lounge and lock the rooms. RA's and submit On-Call Report at this time or wait until dropping off the On-Call phone in the morning.
- 1:00 AM-2:30 AM (**Friday and Saturday**): Conduct second set of rounds. Quiet Hours begin at 1:00 AM. Ask any/all residents in those spaces to vacate the Kitchen, game room and Ciminelli lounge and lock the rooms
- 8:00 AM-10:00 AM: Return phone, and keys to the Front Desk. Remove On-Call Sign from the Front Desk Window. On-Call Report deadline to be submitted. All incident reports should be filed in Advocate within 24 hours of the incident, but it is strongly recommended that you file them as soon as possible.

## EXPECTATIONS DURING YOUR SHIFT

- Remain inside the SLC from 8:00 PM until 8:00 AM.
- Answer the RA phone promptly and professionally. You should say "RA On-Call, this is \_\_\_\_\_."
- Record pertinent information, such as lock-outs, missed Office Assistant shifts, or Facilities issues, in your On-Call Report.
- If there is a disruption (noise complaints, vandalism, etc.) on another RA's floor after the On-Call report has been submitted, you may email them to make them aware of it. Copy the Area Coordinator for Residential Life.
- If any incidents occur which require an Incident Report to be filed, complete the report immediately through Advocate. Incident Reports must be completed within 24 hours of the incident. Please reference **Incident Reports (Advocate)** below for specific procedures.
- RA's On-Call may use the RA Lounge to practice but they must not exceed quiet hours

## ROUNDS PROCEDURES

- Two sets of rounds are conducted each night (see **On-Call Timeline** above).
- Bring something to write with you in order to record your findings. If you are using paper please promptly dispose of any notes and if you are using an electronic device, be sure the information is not saved anywhere. No student information should be shared outside the department.

- Follow a logical route that covers the entire SLC. Most tend to start at the top of the Tower and work their way down, ending in the basement
- Connect and engage with students. Be observant. Remind residents of Quiet Hours if necessary, ask them how their week has been etc.
- Check the following areas:
  - Basement: Study Lounge, Kitchen, TV Lounge, Game Room, Reed Room, Laundry Room, Storage Hallway, and Restrooms
  - First Floor: Dining Center, Courtyard, Ciminelli Lounge, and Restrooms
  - Residential Floors: Hallways, Hall Doors, and Floor Lounges
  - General: Stairwells, Roof Doors, and Emergency Exits
- What to look for:
  - Building Condition
    - Vandalism/work orders (any SLC property broken or missing)-don't assume something has already been reported
    - Messy common areas
    - Propped house doors
    - Fire hazards (e.g. furniture blocking egress, excessive decorations, etc.)
    - Personal belongings in hallways or lounges (especially boxes, luggage, or bikes)
  - Residents
    - Noise violations
    - Suspicious odors, signs of parties, etc.
    - Anyone who looks like they may need help
    - Anyone who looks suspicious or out of the ordinary
  - Other
    - Keep your eyes, ears and noses open – you never know what you may find!
- **Locking Up**
  - **Kitchen:** Closes at 11:00 PM. You are responsible for locking it and making sure no students are using it. Lock both doors. Before locking the kitchen, make sure to check that the stove and the oven have been turned off. Also dispose of any food or other items that have been left behind.
  - **Ciminelli:** Closes at 11:00PM. Make sure that the space is empty (including the Green Room). Turn off the lights and lock the door.
    - Often, Public Safety will also lock these areas on their rounds. Regardless, it is your responsibility to make sure that they are closed, cleaned, and locked at night.
  - **Game Room:** Closes at Midnight (12 AM) during your last round be sure to ask any/all residents to vacate the game room.
    - ID's won't unlock the space after midnight.

## **INCIDENT REPORTS (ADVOCATE)**

An incident report is a formal document, describing -- in detail -- the events that led up to the incident, what happened during the incident, and any actions that were taken afterwards. Remember that incident reports may be used in legal situations, so use the third person, avoid opinionated statements, and include as many details as possible.

- **Involved students should be made aware that the report is being issued.** However, it is important to say you are documenting “the situation”--not “them [the student]”. It makes it less personal for the student.
- **Do not forget to inform the Area Coordinator for Residential Life if an incident occurs (except sexual assault and misconduct incidents).** If the incident is serious, make sure to call the Administrator On-Call as well. You may make note in the On-Call log but there is no need to go into detail except to say something to the effect of “Noise complaint-IR submitted”
- **You may need to fill out incident reports even when you are not On-Call.** If you witness or are a part of an event that requires an Incident Report, you must document it.
- If you confiscate an item, fill out the Confiscated Items Form in the “RA Only” section of the Residential Life website and leave a notice that is available in the RA Lounge.

### **How to File a Report**

- Go to: <https://rochester-advocate.symlicity.com/>
- Select Resident Assistant and log into your personal account.
- Go to: “Create Incident Report” on the Home Screen.
- If a report is considered a Title IX Incident (sexual harassment or assault), create the report under “Sexual Misconduct Report” instead of “RA/CA Report”.
- Fill out the details of the report to the best of your knowledge and abilities. It is important to include the names of students, Public Safety Officers, and other persons involved in the incident. Information must be presented in a factual, neutral, and detailed manner. Direct quotes are very useful and important.
- “Submit” the report as soon as possible and within 24 hours of the event.