

RA 101 DUTY & CRISIS RESPONSE

Presented by:

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LEARNING OUTCOMES

- Student staff will be able to describe proper protocol regarding on-call and crisis response.
- Student staff will be able to demonstrate different ways to approach students and incidents.
- Student staff will be able to explain the student conduct process in general terms

PURPOSE OF BEING ON-CALL

- Conversations and interactions with residents that address safety concerns and bring awareness to the community impact of individual choices. These conversations will usually take place during community rounds while serving on duty for your community. Rounds are conducted nightly by the on call person; once at the start of active duty and again after quiet hours with the completion of an On Call Report (available online) after the final round or before dropping the On-Call phone off to the front desk the following morning (between 8 AM and 10 AM).

PRE-ON-CALL CHECK LIST

- ✓ Pick up duty phone (and charger)
- ✓ Pick up key ring
- ✓ Change the On-Call tag

- 8:00 PM: Pick up the binder, 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. Lock Kitchen and Ciminelli.
 - 1:00 AM-2:30 AM (**Friday and Saturday**): Conduct second set of rounds. Quiet Hours begin at 1:00 AM. Lock Kitchen and Ciminelli.
 - 8:00 AM-10:00 AM: Return binder, phone, and keys to the Front Desk. Remove On-Call Sign from the Front Desk Window. 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.

ON-CALL GUIDELINES

START OF ON-CALL AT 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. Lock Kitchen and Ciminelli.
- 1:00 AM-2:30 AM (**Friday and Saturday**): Conduct second set of rounds. Quiet Hours begin at 1:00 AM. Lock Kitchen and Ciminelli.
- Complete On-Call Report prior to 10:00 AM

End of On-Call at 8:00 AM-10:00 AM:

- Complete On-Call Report if have not already
- Return phone, and keys to the Front Desk.
- Remove On-Call Sign from the Front Desk Window.
- 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.

ON-CALL EXPECTATIONS

- 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 online.
- If there is a disruption (noise complaints, vandalism, etc.), include it in the On-Call report as all ResLife staff receive a copy and can do follow up as appropriate
- 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)** for specific procedures.
- Please no open toe shoes to allow for safety and comfort while on rounds

ROUNDS

HOW TO

- Two sets of rounds are conducted each night (see **On-Call Timeline**).
- Bring something for notes with you in order to record your findings.
- Follow a logical route that covers the entire SLC.
- Connect and engage with students. Be observant. Remind residents of Quiet Hours if necessary.
- 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

ROUNDS: HOW TO

- **What to look for:**

- Building Condition
- Vandalism (any SLC property broken or missing)
- 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!

*Don't forget this is also a time to engage with residents that you may not see very often, have fun with it but stay professional

ROUNDS

HOW TO

Locking Up the Kitchen and Ciminelli

- **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.

ROUNDS CONT.

- ✓ Check the following locations and ensure they are secure and appliances in good order: basement doors, laundry room, kitchen, reed room, TV, and game room
- ✓ Check the stairwell and roof doors are closed and locked
- ✓ Check that emergency exits and doors that need to be locked are secure
- ✓ Check to make sure that lights work and all maintenance concerns have been called in as work orders
- ✓ Complete rounds through every floor, seeing every lounge, and I confirm to the best of my ability that all concerns have been addressed

POLICIES & PROCEDURES

POLICIES & PROCEDURES

ALCOHOL

- Call Public Safety only if you need assistance (i.e. very intoxicated student, lack of cooperation)
- If resident is transported, contact the Administrator On-Call
- Compose a report in Advocate

ALCOHOL (IF RESIDENTS ARE COOPERATIVE/ RESPONSIVE)

- *ASK RESIDENTS TO PLACE ALL ALCOHOL IN THE CENTER OF THE ROOM
- At the end of the incident before leaving, ask the resident(s) of the given room to pour the alcohol in the closest location (bathroom/kitchen). They *cannot* simply throw a full bottle of liquor in the trash.
- If the resident refuses, you as an RA can dump the alcohol in the closest location.
- If students wish to keep the empty bottles, they are able to do so.
- Compose a report in Advocate



POLICIES & PROCEDURES

MENTAL HEALTH (HARM TO SELF OR OTHERS)

- Call Public Safety before addressing the incident
- If resident is transported, contact the Administrator On-Call
- Compose a report in Advocate

MENTAL HEALTH (DEPRESSED/ANXIOUS, BUT NO CONCERN FOR HARM TO SELF OR OTHERS)

- Speak with the resident and offer resources
- Email the Area Coordinator for Res Life and submit a CARE report

-OR-

- If during the conversation, you believe there may be concerns regarding harm to self or others, contact Public Safety
- If resident is transported, contact the Administrator On-Call
- Compose a report in Advocate

POLICIES & PROCEDURES

PHYSICAL/VERBAL ALTERCATION

- Call Public Safety before addressing the incident if necessary (do not put yourself in danger)
- If resident is transported, contact the Administrator On-Call
- Compose a report in Advocate

PHYSICAL INJURY/ILLNESS

- Speak with the resident first to assess the severity and/or offer resources
 - If during the conversation, you believe there is a serious medical concern, call Public Safety
 - If the resident's injury is due to a facilities related issue, contact Public Safety
- If resident is transported, contact the Administrator On-Call
- Compose a report in Advocate
- If a resident is involved in an non-university related injury (ie broke their foot skiing) put in a CARE referral so proper follow up can be made for that student and accommodations if necessary.

POLICIES & PROCEDURES

WEAPONS

- Call Public Safety to address the incident
- If resident is transported, contact the Administrator On-Call
- Compose a report in Advocate

DRUGS

- Call Public Safety before addressing the incident
- If room needs to be searched, contact the Administrator On-Call
- If resident is transported, contact the Administrator On-Call
- Compose a report in Advocate

POLICIES & PROCEDURES

SEXUAL ASSAULT/MISCONDUCT

- Do not ask any specifics, but let the student you must notify the Title IX Coordinator
- Contact the Administrator On-Call
- Compose a very basic report in Advocate; mark it as “Sensitive”

STRANGER DANGER Call Public Safety

FIRE ALARM (IF THERE IS AN ACTUAL FIRE)

- Pull the fire alarm then exit the building
- Contact the Administrator On-Call
- Compose a report in Advocate

FIRE ALARM (IF YOU DO NOT WITNESS A FIRE)

- Send an email to the Assistant Dean of Student Affairs and Area Coordinator for Res Life
- Vacate the building

POLICIES & PROCEDURES

MINOR POLICY VIOLATION

- Confront the Resident
- Compose a report in Advocate
 - Practicing
 - Noise
 - Incense/Candles/Smoking
 - Items Not Permitted by Fire Code
 - Pets
 - Guest Policy Violation

POLICIES & PROCEDURES

GENERAL NOTES

- Only the Assistant Dean of Student Affairs may search rooms.
- Videotaping or recording residents during an incident is not permitted for any reason, rely on your notes during incidents (you can include direct quotes in Advocate report)
- If Students refuse to open the door and you have reasonable suspicion that they are present after completing your RA knocks, contact Public Safety to join you. Once a Public Safety Officer has arrived, you may key into the room after completing your RA knocks again.
- For students who are transported to the hospital, try to find a friend to go with them (friend cannot be intoxicated). If a friend cannot be found, they can go alone, **don't feel that you must go with a resident to the hospital** (need to maintain that work/life balance)
- Anytime you contact the Administrator On-Call, please email the Area Coordinator of Residential Life a summary of the incident. You do not need to email me about incidents involving Title IX because they are sensitive.
- If you are unsure what to do, it is safer to ask questions.

THE ON CALL REPORT

[HTTPS://UNIVERSITYROCHESTER.CO1.QUALTRICS.COM](https://universityrochester.co1.qualtrics.com/jfe/form/sv_00apvhjt6ogqrl8)
[/JFE/FORM/SV_00APVHJT6OGQRL8](https://universityrochester.co1.qualtrics.com/jfe/form/sv_00apvhjt6ogqrl8)

YOU MUST APPROACH A
STUDENT, NOW WHAT?

STUDENT HAS BEEN
DOCUMENTED, NOW
WHAT?

KNOW THE CODE

<https://www.rochester.edu/college/cscm/assets/pdf/standards-of-student-conduct.pdf>