Active Duty:
When an RA is at the desk, conducting rounds, monitoring traffic and the area’s condition.

Sunday thru Wednesday: 7:00pm to Midnight
Thursday thru Saturday: 7:00pm to 1:00am

Passive Duty:
When an RA is in their room, after the front desk has been closed for the night.

Starts when the desk is closed and ends at 7:00am

When on duty, an RA must stay in their building until 7:00am.
Duty Rounds and Procedures...

Rounds:

* Conducted Hourly and logged into FileMaker.

* Start at the top floor of your building, covering all floors and areas.

  * External rounds

  * The Broken Window Theory

Duty Log:

* Anything out of the ordinary.

* Condition of the building.

* Traffic in the hallways.

* Interactions or incidents

* Visitors: HDs, Police, or Anyone else

* End of day Office Data
Duty Rounds and Procedures...

**Duty Phone:**

- Should be on and charged during Active and Passive Duty.
- RA going on the round should always have the Duty Phone with them.
- Bring it back to the office in the morning.
- Features to avoid using.

**RA Guest Policy:**

- Guests should never be behind the desk.
- Guests can stay for no more that 20 minutes.
- When on passive duty, RAs should not have overnight guests.
When To ALWAYS Contact the ProStaff (HD) On Duty:

- Medical Transports
- Physical/Verbal Assault
- Stalking
- Harassment
- Alcohol Incidents
- Fire Alarms
- Attempted suicide
- Student Death

Whenever University Police or 911 is called
Contacting the University Police...

You can reach University Police by calling: 860-465-5310
from your personal phone or the duty phone

or you can reach the University police by dialing: 55310
from any on-campus phone.

When you call, a recording with options will present itself.
Dial “3” to skip this recording and reach the dispatcher.
Contacting the University Police...

When to call the University Police:

- Alcohol Incidents
- Marijuana Incidents
- Physical Altercations
- Wellness Checks

When to call the Willimantic Police (911):

- Extreme Medical emergencies
- Broken Bones
- Excessive Bleeding
- Non-Responsive Person
When Speaking to a Dispatcher
You will need to clearly and calmly give them the following information:

1. Your Full Name and Location
   (Building, Floor, Room Number)

2. That you are an RA responding to an emergency

3. The Nature of the incident.
After you have made the call:

1. Call the ProStaff On Duty.

2. Follow and directions the dispatcher or ProStaff gave you.

3. Address the incident as appropriate.

4. Do not leave the area unless your are in danger.
Quiet Hours...

Why do we have Quiet Hours?

When are they?

Sunday to Thursday: 10:00pm to 8:00am
Friday and Saturday: Midnight to 8:00am

When Quiet Hours are Violated:

1. Knock on their door and announce yourself
2. Notify residents that Quiet Hours started
3. Issue a verbal or written warning.
4. DOCUMENTATION: Warning Letter
The following Items are prohibited:

(list can be found on PG. 37 of RA Manual)

- Alcohol
- Alcohol Containers
- Alcohol Paraphernalia
- Drugs/Narcotics
- Drug Paraphernalia
- Air, Paint or Actual Guns
- Fireworks
- Combustible Liquids
- Tapestries
- Flags
- Wicker Furniture
- Halgoen Lamps
- Plastic Shade Lamps
- Candles
- Hookahs
- Incense
- Air Conditioners
- Electric Heaters/Blankets
- Wooden Futons
- Weight Lifting Equipment
- Cinder Blocks
- Official/Public St. Signs
- Wireless Routers
- Pets
Prohibited Items...

If any of the following are discovered, they must be documented as an INCIDENT REPORT:

Air, Paint, and Actual Guns
Fireworks
Alcohol/Alcohol containers

Drugs/Narcotics
Drug Paraphernalia
Pets

All other items are documented as a warning letter, unless otherwise dictated by a ProStaff member.
Guest Policies...

While first-year residents are expected to follow guest sign-in procedures, all residents are to abide by the following procedures:

1. All residents are allowed NO MORE THAN 2 guests at a time, at any point in the day.

2. All guest MUST be escorted at all times.

3. All overnight guests must be at least 18 years old.
Should you find any violation of the guest policy:

1. Remind the resident of the guest policy and how they violated it.

2. If guest(s) is well and sober, ask them to leave.

3. If resident(s) or guest(s) is non-cooperative, call the ProStaff on duty and the University Police if necessary.

4. DOCUMENTATION: Document the resident-host with a WARNING LETTER. If additional, more severe violations are also present, include violation in and INCIDENT REPORT.
Roommate Issues

1. Establish a safe and neutral space for both or more parties to meet and speak.

2. Establish ground rules for conversation, emphasizing respect and the use of language that is sensitive to the situation.

3. Hear both/all parties to get all information about the situation before deciding what action to take.

DO NOT PROMISE A ROOM CHANGE!

4. DOCUMENTATION: As an FYI in FileMaker.
FIRE DRILLS AND ALARMS...

YOUR SAFETY IS A PRIORITY.
EVACUATE THE BUILDING IMMEDIATELY!

1. Evacuate the building immediately.

2. One RA on the staff must call University Police and the ProStaff on Duty.

3. All other RAs must report to a predetermined location and assist with the following:

   Keeping residents in a safe location away from fire lanes and exits.
   Being attentive to any information that could be shared with ProStaff.
4. Assist Police, Fire Dept, and ProStaff as asked.

5. DOCUMENTATION: As an FYI in FileMaker unless instructed otherwise by a ProStaff member.

DO NOT LET RESIDENTS RE-ENTER THE BUILDING UNTIL THE FIRE DEPT. GIVES THE ALL CLEAR!
ECSU has a dry residence hall policy. WHAT DOES THAT MEAN?! 

Ways you can discover alcohol in your halls:

- Obvious sounds of partying/Drinking
- Smell Alcohol coming from room/resident
- Hear clinking and clanging of bottles/cans
- Seeing bottles, containers, or drinking game materials
Alcohol Incidents...

Should you discover alcohol:

1. Before addressing the incident, call the other RA on duty to assist. If in a first-year hall, have the IDs of that room held until the incident is over.

2. Knock on the door and announce yourself.
   *Make note of how long it takes for them to answer and what you hear on the other side of the door.

3. When someone answers, explain why you are there and notify them that you need to enter the room.

If the resident or guest does not allow you in the room:
   A. Call the ProStaff on duty and University Police
   B. Do not leave the door until help arrives

5. When you enter, ask all students and guests to gather in one area of the room and to produce IDs.
Alcohol Incidents...

5. Visually scan the room/area to look for the following:
   Safety concerns including injured/ill persons or
   Covered smoke detectors, Prohibited items, Damages to room

6. If you find prohibited items, DO NOT TOUCH THEM.
   DO NOT HAVE RESIDENTS DUMP ALCOHOL UNTIL UNIVERSITY POLICE OR PROSTAFF ARRIVE.

7. Inform all students and guests present that they will be included in the documentation.

8. If alcohol is present and there are residents or guests that are under the age of 21, call University Police.

9. Call the ProStaff on Duty.

10. Wait for University Police and/or the ProStaff on duty. Take note of any behaviors that should be documented later.

11. Assist ProStaff and Police as asked.

12. DOCUMENTATION: Incident Report
Marijuana and paraphernalia is strictly prohibited from any college campus despite “decriminalization” or any other doctor approved medical need.

Ways you may discover marijuana in your halls:

- The smell will be the most obvious
- Paraphernalia left out during room inspections or visits
- May see someone smoking during external rounds
Marijuana Incidents...

If you are able to pinpoint suspicion of marijuana use to a single room:

1. Call University Police immediately

2. Wait for the police officer to arrive and call the ProStaff on duty.

DO NOT ADDRESS MARIJUANA SITUATIONS WITHOUT THE PRESENCE OF A POLICE OFFICER.

3. Once you are in the room, do not touch any surface.

REMEMBER:

You are not permitted to open drawers, go into cabinets, or personal storage containers.
Marijuana Incidents...

4. Visually scan the area for evidence of smoking such as:

- Open windows on a bad weather day
- Fans propped strategically to keep smoke away from doors or smoke detectors
- Towels rolled up behind doors
- Toilet paper rolls with paper/dryer sheets stuffed inside

5. Assist ProStaff and University Police as asked.

6. **DOCUMENTATION**: Incident Report in FileMaker
If A Resident Claims That Their Belongings Have Been Stolen:

1. Ask them what has gone missing and when it was noticed to be missing.
2. Ask them if they have called the police. If they have not, encourage them to do so.
   DO NOT CALL THE POLICE FOR THEM.
3. Notify the ProStaff on duty.
4. Documentation: As an FYI in FileMaker

IF THE RESIDENT DOES NOT WANT TO MOVE FORWARD WITH POLICE INVOLVEMENT, FILL OUT A CLERY REPORT.
When you learn of a Physical Altercation:

1. Remember that your safety comes first.
DO NOT PHYSICALLY INTERVENE OR PUT YOUR SAFETY AT RISK!

2. Do your best to determine the following:
   a. Number of people involved
   b. Location of incident
   C. What is actually going on
   D. If weapons are present

3. Call the University Police and ProStaff on Duty Immediately.

4. Keep others away from the situation.
5. Encourage those involved to stop and notify them that the police have been called.

6. When police and ProStaff arrive, assist as necessary.

Medical Concerns and Emergencies...

If it becomes necessary to transport an injured or ill resident(s) to Health Services or to Windham Hospital, CALL UNIVERSITY POLICE

Or

in EXTREME or LIFE THREATENING EMERGENCIES, 911.

Extreme cases of Medical Emergencies Include:

If the resident has broken a bone, is bleeding excessively, unconscious, not responsive or is not breathing.

AT NO TIME SHOULD A HOUSING STAFF MEMBER TRANSPORT A STUDENT REQUIRING MED. ASSISTANCE
If an RA, either on or off duty, learns of a person that is clearly intoxicated, marked by the following symptoms...:

- Belligerent Behavior
- Can’t answer simple questions
- Slurred Speech
- Unable to walk unassisted
- Vomiting
- Behavior out of character

... They should respond as follows:

1. If it is not an immediate emergency, call the ProStaff on duty. They will decide if UPD should be called.
2. If an immediate emergency presents itself, call 911.
3. Do not leave the person in need of medical attention.
4. Assist University Police, EMS, and ProStaff as asked.

5. Ambulance personnel will determine if the person should be taken to the hospital.

6. DOCUMENTATION: Incident Report in FileMaker
If a Resident notifies you that they have not seen their roommate for a long time or are worried about their whereabouts:

1. Immediately go to your ProStaff or the ProStaff on duty and report to them who informed you the student was missing at the time.

2. **DOCUMENTATION:** The responding ProStaff member will take care of further investigation and documentation.
Suicide or Self Harming...

Should a student express suicidal or self-harming ideation...

1. Determine if the student has such ideation by being direct.

2. Call the ProStaff on Duty immediately.

3. Evaluate the room.

4. Do not promise confidentiality and call Emergency Medical Services if necessary.

5. DOCUMENTATION: FYI in FileMaker
Should an RA learn of a Sexual Assault against a student, they must:

1. Ensure the immediate safety of the victim-survivor.

2. Make it clear to the victim-survivor that you, as an RA, CANNOT KEEP CONFIDENTIALITY and that you must report this to a ProStaff member.
An example of what you can say:

“I want you to know that I’m here to support you and make sure that you’re safe, however I cannot keep this confidential. I know someone that can help you more than I can right now, his/her name is ____. They have more specialized knowledge in how to support you through this. I’m going to call them so that they can help you and see what options we have from here.”
3. Do not leave the victim-survivor until you have been instructed to do so.

4. Assist responding ProStaff and support staff as asked.

5. DOCUMENTATION: As an FYI into FileMaker without using any identifying information.
Extreme Emergencies...

- Lockdowns
- Intruder
- Power Outages
- Active Shooter
- Bomb Threat
- Evacuation
- Extreme Weather Closing
Modified Behind Closed Doors...
Modified Behind Closed Doors...
Modified Behind Closed Doors...
Modified Behind Closed Doors...