Letter from the Executive Director...

Dear RA and CA Team:

Welcome to the University Housing family! You are about to begin an amazing year filled with learning, relationships, and lasting memories. I truly believe that being a Resident Assistant and being a C.L.A.S.S Advocate are among the most impactful and important student positions on the UGA campus. Your work will transform the experience of 8,300 students living on-campus at UGA this year.

I believe your influence in our halls helps us accomplish our mission for students. Our mission reads, “University Housing provides comfortable, affordable and secure on-campus housing options in residential communities where the academic success and personal growth of residents are encouraged and supported.” I hope you will take some time during training and throughout the year to reflect on the many ways your work supports this mission. As you reflect I hope you discover the significance of your presence in our residents’ lives. The time you invest in your position will shape how students view UGA, and will influence student success at UGA. You’re role modeling, teaching of healthy habits and a desire to get involved will be traits that will last students long after they graduate.

Your residents will come to you with a range of questions, and some may not know when or how to ask for help. Each student deserves your attention, and we are committed to providing a training program that builds a foundation for you to provide the appropriate resources at the right time. Remember that the teams you are working with are support networks, and you are never alone. There is an on-call structure in Housing 24/7, 365 days a year. Consult and reach out to seek guidance and direction.

I still remember my RA from a few years ago (ok... a few decades ago!). She still has “my RA” as her last name when I talk about her, and I credit her with opening possibilities for me and sincerely impacting my experience in college. I know that you will be remembered by your residents for years (decades!) to come and are about to have your last name replaced by “my RA” or “my CA” as well. Enjoy the year!

Go Dawgs!

Linda Kasper
Executive Director for University Housing
University of Georgia
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Mission Statement
University Housing provides comfortable, affordable and secure on-campus housing options in residential communities where the academic success and personal growth of residents are encouraged and supported.

Values and Principles
- Living on campus has intrinsic worth realized through involvement in educational and social programs, self-governance, resident-staff collaboration, student employment and personal responsibility.
- Individual rights and differences are recognized and respected.
- Diversity is valued and appreciated in the residential communities.
- Integrity and dignity guide service to residents and the university community.
- A meaningful work environment is provided that can lead to employee satisfaction and productivity.
- Stakeholders’ interests are considered in decisions that affect them.
- Sound fiscal management is essential.
- Quality of programs and services will improve through ongoing assessment and evaluation.

Culture of Inclusion Statement
University Housing believes an inclusive community is essential to the personal growth of all community members. We strive to create an environment where we recognize, welcome and celebrate all staff, students and stakeholders’ identities. Through our mission, values and principles, we commit to building a department where all can feel a sense of belonging. Our commitment to inclusion for everyone is imperative. Personal awareness of social identities (e.g., gender, race, sexual orientation, ability, socioeconomic status) and an understanding of social structures that affect everyday life are critical. It is in the best interest of staff to enhance their knowledge and personal awareness concerning inclusion. This will lead to personal growth and organizational effectiveness.
- To promote a culture of inclusion University Housing will:
- Ensure practical and work-based learning opportunities are available to staff to educate them about inclusion in the workplace. Formal and informal training options provided by the department, division, and/or institution will accomplish this.
- Train supervisors and managers to be accountable for treating all staff fairly in light of the social identities present in our workplace and in our residence halls.
- Ensure all employees are trained and aware of the University’s Non-Discrimination and Anti-Harassment (NDAH) policy.
- Urge staff to explore their own personal attitudes, biases and beliefs.
- Encourage staff to express beliefs and opinions in the workspace while complying with the NDAH policy.
- Provide time and space for staff to discuss world events and issues affecting staff and students; be proactive in working to resolve issues before they become problems in the workplace.
- Create tangible outcomes representative of University Housing’s commitment to an inclusive community.
The University of Georgia ("the University") is committed to maintaining a fair and respectful environment for living, work and study. To that end, and in accordance with federal and state law, University System of Georgia policy, and University policy, the University prohibits harassment of or discrimination against any person because of race, color, sex (including sexual harassment and pregnancy), sexual orientation, gender identity, ethnicity or national origin, religion, age, genetic information, disability, or veteran status by any member of the University Community (as defined below) on campus, in connection with a University program or activity, or in a manner that creates a hostile environment for any member of the University Community. Incidents of harassment and discrimination will be met with appropriate disciplinary action, up to and including dismissal or expulsion from the University.

Bias based on the protected categories of race, color, sex (including sexual harassment and pregnancy), sexual orientation, gender identity, ethnicity or national origin, religion, age, genetic information, disability, or veteran status will not hinder employment, study or institutional services, programs or activities. Bias factors will not be permitted to have an adverse influence upon decisions regarding students, employees, applicants for admission, applicants for employment, contractors, or volunteers or participants in or users of institutional programs, services, and activities. The University of Georgia will continue in its efforts to maintain an institutional environment free of such bias and restates its policy prohibiting the interference of such bias.

The University will follow the Board of Regents Student Sexual Misconduct Policy 6.7 found at [http://www.usg.edu/policymanual/section6/C2655](http://www.usg.edu/policymanual/section6/C2655). All allegations of discrimination and harassment not covered by the Board of Regents Student Sexual Misconduct Policy based on the protected categories will be handled pursuant to this Policy.

Every member of the University Community is expected to uphold this Policy as a matter of mutual respect and fundamental fairness in human relations. Every student of this institution has a responsibility to conduct themselves in accordance with this Policy as a condition of enrollment, and every University employee has an obligation to observe University policies as a term of employment.

In addition, one aspect of performance appraisal for University personnel at all levels of supervision and administration will include the qualitative evaluation of their leadership in implementing this Policy. Merit and productivity, free from prohibited bias, will continue to guide decisions relating to employment and enrollment.

Nothing in this Policy prevents a University Community member from filing a complaint with a state or federal agency or court.
Student Sexual Misconduct Policy

Student Sexual Misconduct Policy

Effective August 14, 2017, alleged sexual misconduct, including any form of gender or sex-based discrimination or harassment, perpetrated by a University of Georgia student will be addressed pursuant to the University System of Georgia Board of Regents’ Student Sexual Misconduct Policy. That Policy is located at: http://www.usg.edu/policymanual/section6/C2655

Alleged sexual misconduct, including any form of gender or sex-based discrimination or harassment, perpetrated by any University of Georgia community member who is not a student will be addressed pursuant to the Non-Discrimination and Anti-Harassment Policy.

The University System of Georgia Board of Regents’ Student Sexual Misconduct Policy reads as follows:

Sexual Misconduct Policy

In accordance with Title IX of the Education Amendments of 1972 (“Title IX”), the University System of Georgia (USG) does not discriminate on the basis of sex in any of its education programs or activities or in employment. The USG is committed to ensuring a safe learning and working environment for all members of the USG community. To that end, this Policy prohibits sexual misconduct, as defined herein.

In order to reduce incidents of sexual misconduct, USG institutions are required to provide prevention tools and to conduct ongoing awareness and prevention programming and training for the campus community. Such programs will promote positive and healthy behaviors and educate the campus community on consent, sexual assault, alcohol use, dating violence, domestic violence, stalking, bystander intervention, and reporting.

When sexual misconduct does occur, all members of the USG community are strongly encouraged to report it promptly through the procedures outlined in this Policy. The purpose of this Policy is to ensure uniformity throughout the USG in reporting and addressing sexual misconduct.
Position Description

WORKING TITLE: C.L.A.S.S. Advocate

CLASSIFICATION: Student Employee

POSITION SUMMARY: C.L.A.S.S. is the acronym for Continuing the Legacy of African-American Student Success. As a live-in member of the residence hall student staff, the C.L.A.S.S. Advocate (CA) occupies a crucial role in enriching the experience of residents in the community through assistance to African-American students, communication with all staff and students, and participation in continuing efforts to educate and address the needs of all students in the residence hall communities. The primary purpose of the position is to aid in the retention and academic success of African-American students who are residents in University Housing. A secondary goal of the program is to work toward better multicultural understanding among all students on campus. This current position summary may be adapted in the future.

SUPERVISOR: Residence Hall Director

POSITION RESPONSIBILITIES:
1. Support, communicate, enforce and abide by all University of Georgia and University Housing policies, procedures, and regulations.
2. Provide support for African-American students and promote an understanding between students by encouraging and facilitating programs within the residence hall community.
3. Participate in all meetings including, but not limited to weekly staff meetings, community staff meetings and one-on-one meetings with their supervisor.
4. Be scheduled to remain in their residence hall or community two nights per week.
5. As a part of your duty responsibility, be available and accessible to students within the community in addition to regular duty nights.
6. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
7. Regard any personal information about residents as confidential to protect the rights of the residents and increase trust and credibility as a peer helper. However, the CA will “consult up” as appropriate with their supervisor.
8. Encourage the principles of individual responsibility and respect for others’ development through role modeling, challenging and education.
9. Be consistent in behavior toward all students.
10. Develop and maintain relationships with all residents in the building.
11. Work with student, graduate and professional staff through assessment of the programming and developmental needs of residents by means of questionnaires or personal contacts.
12. Encourage student involvement in residence hall and campus activities.
13. Support hall/community councils by attending meetings (preferably weekly) and programs. The CA will also support community organizations and the Residence Hall Association by encouraging students to be involved and by attending sponsored programs.
14. Complete various reports including, but not limited to: weekly reports, incident documentation, work order logs and program report forms.
15. Discuss potential referrals and/or problems with the residence hall director and/or area coordinator.
16. Participate in and support University Housing staff recruitment, selection and evaluation processes.
17. Perform other duties consistent with the purpose of the position as assigned.
**WORKING TITLE:** Resident Assistant

**CLASSIFICATION:** Student Employee

**POSITION SUMMARY** The Resident Assistant (RA) lives and works with a group of 30 to 75 students in one of nine residential communities. The primary purpose of the position is to promote community development, assist in crisis management situations, and enforce university and departmental policies.

**SUPERVISOR:** Graduate resident or residence hall director

**POSITION RESPONSIBILITIES:**

1. Support, communicate, enforce and abide by all University of Georgia and University Housing policies, procedures, and regulations.
2. Participate in all meetings including, but not their supervisor.
3. Remain in the assigned community on scheduled Sunday through Thursday duty nights from 5 p.m. to 7 a.m. The RA will remain in the assigned community on scheduled weekends from 5 p.m. to 5 p.m. either Friday to Saturday or Saturday to Sunday. While on duty, the RA will remain near a phone, except to make building rounds as outlined by their supervisor and/or area/senior coordinator.
4. Be available and accessible to students within the community in addition to regular duty nights.
5. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
6. Regard any personal information about residents as confidential to protect the rights of the residents and increase trust and credibility as a peer helper. However, the RA will “consult up” as appropriate with their supervisor.
7. Encourage the principles of individual responsibility and respect for others’ development through role modeling, challenging and education.
8. Be consistent in behavior toward all students.
9. Develop and maintain relationships with residents in the building.
10. Provide support for all residents and promote an understanding between students by encouraging and facilitating programs within the residence hall community.
11. Work with student, graduate and professional staff through assessment of the programming and developmental needs of residents by means of questionnaires or personal contacts.
12. Encourage student involvement in campus and residence hall activities.
13. Support hall/community councils by attending meetings (preferably weekly) and programs. The RA will also support community organizations and the Residence Hall Association by encouraging students to be involved and by attending sponsored programs.
14. Complete various reports including, but not limited to: weekly reports, incident documentation, work order logs, duty logs, Room/Apartment Inventory Cards and program report forms.
15. Discuss potential referrals and/or problems with the graduate resident, residence hall director and/or area/senior coordinator.
16. Participate in and support University Housing staff recruitment, selection and evaluation processes.
17. Perform other duties consistent with the purpose of the position as assigned.
Employment Conditions
Disclosure of Employment Information Form

I understand that in order to begin work in a C.L.A.S.S. Advocate (CA) position or Resident Assistant (RA) position, I must complete two post-high school full time semesters (a full time semester is **12 or more completed credits in a single fall or spring semester**).

**I understand that I must be a full-time student**, and have and maintain a **cumulative GPA of 2.50**.

I understand that my **student conduct records will be reviewed** during the selection process and that any policy violations or failure to complete meetings and/or sanctions could impact my candidacy for the CA or RA position.

I understand that I must attend **one of the mandatory CA-RA selection information sessions**.

I understand that I must have two references who can **directly speak to my academic performance, volunteer experience and/or work experience**.

I understand that any offer of employment with the University of Georgia is **contingent upon a successful completion of a background investigation and I agree to this background check**.

I understand that if selected as a CA or RA, I will be required to obtain approval from my **supervisor for my extracurricular activities** as well as other time commitments. The CA-RA position is prioritized over other commitments except academics.

I understand that the CA-RA position is a **full academic year commitment**. If offered this position, I am acknowledging that I have no current plans that could interrupt my employment (i.e. mid-year graduation, study abroad, intentions to transfer universities, etc.).

I understand that **my job description includes, “other related duties as assigned.”** This statement reflects the needs assessment nature of the CA-RA position. Supervisors may assign other related duties based on special circumstances, i.e. emergencies, crisis, staffing shortages, etc.

I understand that the **CA-RA position requires non-traditional hours including weekend and evening commitments**.

I understand that **I may not hold any other assistantship, fellowship or other employment including work-study** either within or outside the University of Georgia.

I understand that the CA-RA position requires me to be a role model regarding alcohol and other drugs. This means that **I cannot use alcohol if I am under the age of 21 and cannot use illegal drugs or misuse legal drugs under any circumstances**. I cannot consume alcohol with underage residents nor provide alcohol to underage residents. I cannot provide drugs to any residents. If I am of legal age to consume alcohol, I will do so responsibly, keeping in mind my responsibility to serve as a role model.
I understand that if selected as a CA or RA I am to support University Housing’s commitment to diversity awareness and creating a culture of inclusion. This includes actively supporting all residents by creating a welcoming community, promoting programming that is inclusive and educating others about respect.

I understand that if selected as a CA or RA, **I do not choose my community and/or building placement.** The CA-RA staff are hired for University Housing, not a specific residential community.

I understand that I will be required to attend and complete all scheduled training, which includes both fall, winter and online training. In additions, as a CA-RA, I may be required to attend departmental and/or community in-services each semester. **New CA-RA staff must also attend a series of weekly training seminars in their first full semester of work.**

I understand that the CA-RA selection process is independent of the University Housing room sign-up process. Therefore, I do not have to contract for a fall assignment unless I would like to live on campus next year regardless of the outcome of the CA-RA selection process. Should I choose to execute a contract for a fall assignment, I will be held to the provisions in that contract including cancellations fees.
C.L.A.S.S. ADVOCATE AGREEMENT
2018 - 2019 Academic Year
University Housing

Name: 

Community: 

AGREEMENT DURATION: Tuesday, July 31, 2018 to Sunday, May 12, 2019

SALARY AND BENEFITS
C.L.A.S.S. Advocate (CA) positions are salaried for the academic year, running from August to May. The time commitment will vary from week to week, but on the average a CA works approximately one-half time over the course of the year. The compensation package will include a residential space and a total cash stipend of $_______ for the duration of this agreement. All employees must have their paychecks deposited via electronic deposit.

Although the compensation does include a residential space, we reserve the right to assign roommates to staff based on the occupancy needs of University Housing.

ACADEMIC REQUIREMENTS
A CA must carry a minimum academic course load of 12 hours and no more than 18 hours per semester during employment. No exceptions will be granted during the first semester of employment. In subsequent semesters of employment, a minimum course load of 12 hours must be carried. Any exception for subsequent semesters must be approved by the Area Coordinator prior to registration.

All first-year CAs are required to enroll in one (1) seminar facilitated by the professional and graduate staff of University Housing during the first full semester of their employment with University Housing. Attendance is mandatory.

The CA must have a minimum cumulative University of Georgia grade point average of 2.50 at the start of this agreement. The CA must maintain both a minimum cumulative and semester University of Georgia grade point average of 2.50 during the period of employment. If the minimum cumulative and/or semester UGA GPA is not attained after the start of the agreement, the CA may be granted one (1) academic semester to return to the minimum academic standards. If the CA is unable to achieve minimum standards after one academic semester, the CA will be terminated.

All staff signing this agreement are notified that University Housing performs periodic GPA and student conduct checks during the employment period.

RESPONSIBILITIES
The C.L.A.S.S. Advocate, by signing this agreement, acknowledges the responsibilities of the position outlined in the position description and accepts those requirements and duties. Furthermore, it is the responsibility of the staff member to be fully familiar with and abide by the policies and procedures as outlined in the Community Guide.
Staff members are required to attend scheduled staff training sessions and retreats as well as in-service programs each semester.

**DURATION OF AGREEMENT**
This agreement covers only the stated academic period quoted above. Reappointment for positions will be determined by an evaluation of the staff member’s performance to be conducted by their supervisor. Reappointment is based on the needs and mission of University Housing.

**SEPARATION**
Student Employees are considered temporary and include graduate and student workers. A temporary may be separated at any time for any reason without notice and either the employer or the employee can end the employment relationship. Such separation is not grievable or subject to appeal [http://www.usg.edu/hr/manual/employee_categories](http://www.usg.edu/hr/manual/employee_categories)

**I, THE UNDERSIGNED, ACKNOWLEDGE THAT BY SIGNING THIS AGREEMENT, I HEREBY ACCEPT THIS STAFF POSITION FOR THE DATES SPECIFIED AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT.**

_________________________________________  ______________________________
Staff Member Signature                        Date

_________________________________________  ______________________________
Print Name                                     UGA Identification Number

_________________________________________  ______________________________
Area Coordinator Signature                    Date
RESIDENT ASSISTANT AGREEMENT  
2018 - 2019  
University Housing

Name:  
Community:

AGREEMENT DURATION:  
Tuesday, July 31, 2018 to Sunday, May 12, 2019  
Freshman College CA-RAs:  
Sunday, June 24, 2018 to Sunday, May 12, 2019

SALARY AND BENEFITS
Resident Assistant (RA) positions are salaried for the academic year, running from August to May. The time commitment will vary from week to week, but on average an RA works approximately one-half time over the course of the year. The compensation package will include a residential space and a total cash stipend of $______ for the duration of this agreement. All employees must have their paychecks deposited via electronic deposit.

Although the compensation does include a residential space, we reserve the right to assign roommates to staff based on the occupancy needs of University Housing.

ACADEMIC REQUIREMENTS
An RA must carry a minimum academic course load of 12 hours and no more than 18 hours per semester during employment. No exceptions will be granted during the first semester of employment. In subsequent semesters of employment, a minimum course load of 12 hours must be carried. Any exception for subsequent semesters must be approved by the Area or Senior Coordinator prior to registration.

All first-year RAs are required to enroll in one (1) seminar facilitated by the professional and graduate staff of University Housing during the first full semester of their employment with University Housing. Attendance is mandatory.

The RA must have a minimum cumulative University of Georgia grade point average of 2.50 at the start of this agreement. The RA must maintain both a minimum cumulative and semester University of Georgia grade point average of 2.50 during the period of employment. If the minimum cumulative and/or semester UGA GPA is not attained after the start of the agreement, the RA may be granted one (1) academic semester to return to the minimum academic standards. If the RA is unable to achieve minimum standards after one academic semester, the RA will be terminated.

All staff signing this agreement are notified that University Housing performs periodic GPA and student conduct checks during the employment period.

RESPONSIBILITIES
The Resident Assistant, by signing this agreement, acknowledges the responsibilities of the position outlined in the position description and accepts those requirements and duties.
Furthermore, it is the responsibility of the staff member to be fully familiar with and abide by the policies and procedures as outlined in the Housing Community Guide https://housing.uga.edu/uploads/documents/CommunityGuide_2017-2018.pdf, the University Student Handbook http://dos.uga.edu/content_page/student-handbook-regulations and the CA-RA Staff Manual.

Staff members are required to attend scheduled staff training sessions and retreats as well as in-service programs each semester.

**DURATION OF AGREEMENT**
This agreement covers only the stated academic period quoted above. Reappointment for positions will be determined by an evaluation of the staff member’s performance to be conducted by their supervisor. Reappointment is based on the needs and mission of University Housing.

**SEPARATION**
Student Employees are considered temporary and include graduate and student workers. A temporary may be separated at any time for any reason without notice and either the employer or the employee can end the employment relationship. Such separation is not grievable or subject to appeal http://www.usg.edu/hr/manual/employee_categories

**I, THE UNDERSIGNED, ACKNOWLEDGE THAT BY SIGNING THIS AGREEMENT, I HEREBY ACCEPT THIS STAFF POSITION FOR THE DATES SPECIFIED AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT.**

__________________________________________________________________________  __________________________________________________________________________
Staff Member Signature  Date

__________________________________________________________________________  __________________________________________________________________________
Print Name  UGA Identification Number

__________________________________________________________________________  __________________________________________________________________________
Area or Senior Coordinator Signature  Date
Expectations
As staff members of University Housing, CAs and RAs are expected to follow all university and departmental policies, as well as uphold any other expectations set forth by their supervisor or the area/senior coordinator of their community. Failure to do so may result in disciplinary action or termination from their position.

Professionalism
Your acceptance of this position makes you an employee of the State of Georgia. Being so, it is expected that you take your position seriously: presenting yourself as a professional on the phone, through email and in person. Student and departmental information must be held as confidential; however, you are expected to share information with other university officials as required for reporting purposes. When speaking with residents or students, their concerns can be kept private, but you cannot promise that information will be kept confidential. Realize that your position is high visibility, and residents and other professional staff members view you as an authority figure. Carry yourselves accordingly: inside and out of your residential community.

Performance Evaluation
In order to assist each staff member in their professional development and assess areas needing growth, formal written performance evaluations are conducted. A complete evaluation is conducted at least once per year. This evaluation is based on the different expectations of the position as well as different viewpoints (from residents, supervisor(s) and self). Performance evaluations are used to recognize strengths and provide feedback on areas for improvement. Evaluations will also be used to determine if a staff member is eligible for reappointment for the following academic year. For a more detailed description of the evaluation process, please see your supervisor or the area/senior coordinator for your community.

Staff Reappointment
The staff agreement is for a specific time period, usually the current academic year. Staff members may be eligible for reappointment based on the evaluation by their immediate supervisor and successful completion of the current agreement. Eligibility in itself does not constitute a commitment by University Housing to offer reappointment.

Staff Resignation
If a staff member wishes to resign from their position, the staff member must inform their supervisor in writing. A copy of the resignation letter will be placed in the staff member’s file. Where a staff member may reside on campus following a resignation is at the discretion of the area/senior coordinator and the housing assignments office.

Arrest and Conviction Policy
Board of Regents’ policy requires any current employee who is arrested or convicted of a crime to report that information to the Office of Legal Affairs within 72 hours. 
http://legal.uga.edu/Arrest_and_Conviction_Policy.html
Sample Evaluation Forms

C.L.A.S.S. Advocate

Performance Evaluation

Name: __________________________  Supervisor: __________________________

Evaluation Period: __________________________  Date: __________________________

Instructions: Please evaluate each job expectation based on the performance grid located on the right of the expectations. If you have specific comments, please place them in the “General Comments” section at the end of the job expectations and reference the expectation number. If the performance is evaluated as “Needs Improvement” or “Unsatisfactory”, there should be an explanation documented in the “General Comments” section.

<table>
<thead>
<tr>
<th></th>
<th>Unsatisfactory</th>
<th>Needs Improvement</th>
<th>Meets Expectations</th>
<th>Exceeds Expectations</th>
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<tbody>
<tr>
<td>1.</td>
<td>Support, communicate, enforce and abide by all University of Georgia and University Housing policies, procedures, and regulations.</td>
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<td>2.</td>
<td>Provide support for African-American students and promote an understanding between students by encouraging and facilitating programs within the residence hall community.</td>
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<td>3.</td>
<td>Participate in all community opening, closing and transition-related activities including student check ins and checkouts.</td>
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<td>4.</td>
<td>Participate in all meetings including, but not limited to weekly staff meetings, community staff meetings and one-on-one meetings with his/her supervisor.</td>
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<td>5.</td>
<td>Schedule to remain in his/her residence hall or community two nights per week.</td>
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<tr>
<td>6.</td>
<td>Be available and accessible to students within the community throughout the year in addition to their regular duty nights.</td>
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<td>7.</td>
<td>Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.</td>
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**General Comments:**


Strengths:

Areas for Improvement:

Overall Evaluation:

C.L.A.S.S. Advocate Signature: Date:

*Your signature indicates you have reviewed this evaluation and discussed it with your supervisor.*

C.L.A.S.S. Advocate Comments:

Supervisor Signature: Date:

Reviewer’s Signature: Date:
Resident Assistant

Performance Evaluation

Name:                  Supervisor:

Evaluation Period:    Date:

Instructions: Please evaluate each job expectation based on the performance grid located on the right of the expectations. If you have specific comments, please place them in the "General Comments" section at the end of the job expectations and reference the expectation number. If the performance is evaluated as "Needs Improvement" or "Unsatisfactory", there should be an explanation documented in the "General Comments" section.

<table>
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<tr>
<th></th>
<th>Unsatisfactory</th>
<th>Needs Improvement</th>
<th>Meets Expectations</th>
<th>Exceeds Expectations</th>
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<td>2.</td>
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<td>Participate in all meetings including, but not limited to weekly staff meetings, community staff meetings and one-on-one meetings with his/her supervisor.</td>
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<td>4.</td>
<td>Remain in the assigned community on scheduled Sunday through Thursday duty nights from 5 p.m. to 7 a.m. The RA will remain in the assigned community on scheduled weekends from 5 p.m. to 5 p.m. either Friday to Saturday or Saturday to Sunday. While on duty, the RA will remain near a phone, except to make building rounds as outlined by their supervisor and/or area/senior coordinator.</td>
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<td>Be available and accessible to students within the community throughout the year in addition to their regular duty nights.</td>
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<td>Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.</td>
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Strengths:

Areas for Improvement:

Overall Evaluation:

Resident Assistant Signature: Date:

Your signature indicates you have reviewed this evaluation and discussed it with your supervisor.

Resident Assistant Comments:

Supervisor Signature: Date:

Reviewer’s Signature: Date:
**Staff Ethics**

University Housing’s Residential Programs and Services (RPS) has adopted these expectations as important and valuable guidelines for staff. RPS believes that adherence to these ethics will enhance the success of the residence life program and development of character and maturity of individual staff members.

Actions of University Housing staff members should reflect positively upon other staff members, the department and the institution, whether on or off campus. The ethical considerations set forth below are behavioral guidelines for the administration of a residential facility. Staff members should adhere to them at all times.

1. Know and understand University Housing’s mission statement and the guiding values and principles. This document aids in supporting our work. We achieve these goals through programming, student involvement in hall activities, student accountability through peer review and sound fiscal management.

2. Know the policies. Uphold the Constitution, laws and legal regulations of the United States and the State of Georgia. Conduct yourself in accordance with these rules and regulations.

3. Participate in all training to develop new knowledge. Use this knowledge to improve programs, communication skills and administrative skills.

4. Carry out the responsibilities of your position in a positive manner. As always, speak with your supervisor should a concern arise.

5. Staff members should act with integrity, dignity and competence while striving toward improved services, educational programs and administrative tasks. You are always a staff member; even when not on duty, you are expected to address incidents and situations as you are made aware.

6. Accept residents as individuals with rights and responsibilities as well as goals and needs. Keep these in mind when creating and maintaining a residential living environment in which learning and personal development can occur. Always respect the privacy and property of others.

7. You may receive confidential material and information from several sources.
   a. Recognize the difference between consultation and gossip.
   
   b. Be careful not to be overheard when discussing confidential matters.
   
   c. You should never profit personally from confidential information.

8. We all have a responsibility to hold each other accountable and to report violations of policy to supervisors.

9. We are ALL part of the University Housing team, there is no “they”.

10. Be consistent in how you act and treat others and be consistent in following policies and procedures. Staff must display objectivity and be careful about making exceptions or giving special favors or privileges to anyone.

This document has been adapted from the Georgia Code of Ethics for Government Service, The Ethical Standards for the Housing Professional from the Association of College and University Housing Officers-International, the RA Handbook at the University of Wisconsin Platteville, and the Tomas Hall Ethics from Eastern Illinois University.
Crisis Response

The philosophy of “Consulting Up” is critical to the function and protocol processes of our department.

When an incident occurs, it is important to consult up. If you have a question about housing protocol, processes, or procedures or if you are unsure about what action might need to be taken, do not hesitate to consult up or ask your supervisor.

Abusive Relationships
University Housing does not tolerate abusive situations. Staff will respond to all incidents of abuse.

- When a staff member becomes aware of abuse in progress, they should immediately contact UGA Police (706-542-2200) and then the GR/DI/RHD on duty.
- Staff members should document the incident. All documentation, including the police report number if applicable, should be immediately submitted via Advocate.
- Staff should never promise that they will not report an incident to a professional staff member. Staff should explain that they will exercise as much confidentiality as they can by informing only professionals who need to know.
- Staff should follow up with affected persons, as deemed necessary.
- Staff members should refer the affected persons to Counseling and Psychiatric Services (CAPS) for further assistance.

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Access Control System Failure
Access to UGA residence hall rooms is controlled through a combination of card reader and Personal Identification Number (PIN) protected entryways, exit-only doors and UGA identification cards with hall-specific hologram stickers.

- Residents must have their UGACard at all times in order to gain entrance into their assigned residence hall. Residents are permitted to have six “pass-ins” through the access system each year.
- At no time shall any resident, staff member or guest directly or indirectly bypass or disable residence hall access control systems through door propping, blocking of latches, “tailgating” students or any other methods.
- Residents found to have by-passed or disabled residence hall access control systems will be documented in Advocate and may be referred through a student conduct process. Non-residents will be asked to leave the building immediately.
- Each residence hall is assigned a hologram sticker. Every resident must have the appropriate hall sticker on their UGACard. Refer to the Security Hologram Sticker Policy for additional information.
- Residents having difficulty accessing their building should contact their community administrative assistant.
• Lost UGACards must be replaced at the UGA Card Office in the Tate Student Center

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Alarm Clocks
This policy provides guidelines for University Housing personnel when an alarm clock or other audible device is going off in the hall.
• If an audible alarm (i.e. alarm clock, cell phone, etc.) occurs, staff should respond by doing the following:
  1. Gather information. Who reported the alarm? How long has the alarm been going on? What time of day is it? Can you make contact with the resident whose alarm is going off?
  2. Consult up. Contact professional staff to determine if it is necessary to enter room.
  3. If instructed to enter, staff members need to be accompanied by another staff member. Follow proper entry procedures by knocking loudly and announcing “Housing Staff” at the end of the knock. Wait 3-5 seconds and repeat the knocking procedure. At the third knock, staff members need to announce that they are keying in. At this time staff can key in and turn off the alarm. Before leaving, staff members need to leave notice that they were in the room.
  4. After entry, document the situation in Advocate.

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Alcohol or Other Drugs
University Housing abides by the University of Georgia Alcohol and Other Drugs Policy. Residential Programs and Services staff members are expected to confront situations that allegedly violate this policy and respond to emergencies related to alcohol and other drug use.
• Georgia law prohibits possession or consumption of alcoholic beverages by those under the legal drinking age of 21 and prohibits making alcoholic beverages available to persons under the legal drinking age.
• Residents of legal drinking age may consume alcohol in the privacy of their room, suite or apartment unit. If a resident of legal drinking age has a roommate under the legal drinking age, the resident of age may still have alcoholic beverages in their her room, suite or apartment/townhome provided that they are not being made available to the roommate under the legal drinking age. No open containers of alcohol are permitted outside of individual residence hall rooms or apartments.
• Illegal drugs are not permitted within University Housing. Disorderly or disruptive behavior related to the consumption of any alcoholic beverages, regardless of age, is prohibited.

Staff Response to Potential Alcohol Policy Violation
Whenever staff members ascertain that underage residents are in possession of alcoholic beverages or encounter other incidents inconsistent with the policy where there are no
complicating factors (severe intoxication, personal injury, illegal drugs, etc.) staff should respond by doing the following:

1. Have residents dispose of the alcoholic beverages immediately by pouring them down the drain. Staff should not touch nor pour out the alcohol.
2. Call the GR, DI or RHD on duty and/or the UGA Police for assistance.
3. Document the incident in Advocate.

Staff Response to Alcohol-related Emergencies
Whenever a staff member becomes aware of a student who may need immediate attention (such as an individual being incoherent, unconscious, having trouble breathing, etc.) staff should respond by doing the following:

1. Contact UGA Police immediately at 706-542-2200.
2. Contact the GR, DI or RHD on duty to inform them of the situation.
3. Once the student has been taken care of, have resident(s) dispose of any remaining alcoholic beverages.
4. Document the incident in Advocate.
5. Staff members should never leave an individual needing assistance in the care of friends without consulting medical personnel. In addition, staff members should not accept the responsibility for care of residents and never transport residents to the hospital.

Bomb Threats
Proper procedures for handling bomb threats are as follows:

- If a staff member receives a telephone call or message concerning a bomb threat, it is important to report as much about the threatening message and the spokesperson as possible e.g.:
  1. Time message was received
  2. Sound of voice and any background noise
  3. Location of alleged bomb
  4. Time of explosion

- After reporting the bomb threat to UGA Police, contact the GR, DI or RHD on duty immediately.
- After taking direction from UGA Police, document the incident in Advocate.

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Cancellation of Housing Contract
If a resident wants to cancel their housing contract (no longer live on campus), please refer them to Housing Assignments.

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<td><a href="mailto:housing@uga.edu">housing@uga.edu</a></td>
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Candles, Incense and Halogen Lights
Actively burning candles, incense, and other open flames of any kind are prohibited in the residence hall. Lights which require halogen light bulbs are also prohibited.
If you encounter any of the above prohibited items, please do the following:

- Ask the resident to extinguish it
- Document incident in Advocate

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**Death of a Student**
In the case of a student death in the residence hall, please do the following:

- Leave the area untouched and contact UGAPD immediately.
- Contact the duty GR, DI, or RHD immediately by cell phone.
- Attempt to keep other students away from the scene.
- Document the incident in Advocate as soon as possible.
- Do NOT contact any non-staff individuals (parents or friends) and do NOT release information about a death of a student to any non-staff person.
- Refer all media (radio, television, newspaper) inquiries to Stan Jackson, director of student affairs communications and marketing initiatives.

*Should you become aware of a student death off-campus, contact your Community Office or duty staff member for your area.*

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**Disruptive Behavior**
*Disruptive behavior is defined as behavior that interferes with the normal functioning of a residence hall or apartment building or unnecessarily infringes on the rights of students and/or staff. This includes but is not limited to: behavior where the safety of participants, other students, or property is compromised; hall sports, water fights, pranks, student displays/demonstrations that create a disruptive environment; lewd or indecent behavior; or where the actions of a person or group require the response of a housing staff member or other university employee.*

If you encounter disruptive behavior, please do the following:

- Confront the responsible party.
- Explain to them why you are confronting them.
- Call University Police to assist in cases where the staff member confronting the situation cannot resolve the disruption.
- Document it thoroughly in Advocate.

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**Entry into Student Rooms and Apartments**
Occasionally, situations will arise in which the police will come to the halls to conduct welfare checks, search a student’s room or to arrest a student. Whenever feasible, the police will inform the area/senior coordinator or GR/DI/RHD involved prior to their arrival.
- CAs and RAs may NOT key into student rooms for police.
- Only GRs, DIIs, RHDs, area coordinators (ACs) and senior coordinators (SCs) have authority to key into a room for police with a search warrant.
- Staff should follow directions given by the officers. It is important to note that police officers have the right to exercise judgment in this area, using strict guidelines set forth for their use and the protection of individual rights.

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**Electrical Failure**
Occasionally, residents may overload an electrical circuit causing the circuit breaker to trip and the power to go out.
- Speak with the residents about overloading the circuits.
- Submit an online work request and document the situation in Advocate.

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**Elevator Issues**
If the elevators in your building are not functioning properly, these are the steps you can follow to handle it appropriately.

(People on board)
- Do not attempt to rescue the people inside the elevator.
- Converse with the individual(s) inside the elevator and verify everyone is okay, and then explain that assistance will be contacted.
- Request that they remain calm and patient and they do not attempt to open the elevator doors or exit the elevator until it is functioning properly.

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(No People)
- Notify the community office or the GR, DI or RHD on duty.
- Note specific problems (e.g., elevator moving slowly, door not closing properly) in the duty log.
- Make sure to post “out of order” signs on the elevator doors that indicate that the elevator is not working. Be sure to post signs on all applicable floors.

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Facilities Concerns
When facility concerns are discovered or reported, please do the following:

- Go to the location of the incident to assess the situation.
- Determine if there is something you can do to remedy the situation (plunge the toilet, etc.).
- If the situation is deemed an emergency (no air/heat, no lights, flooding, water outage, fire alarm system outage, etc.) then the GR, DI or RHD on duty should be contacted.
- If the situation is not an emergency, then submit a work request.

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Fire Procedures
Protocol for fire or smoke discovered:

- Pull the pull station to activate the building-wide alarm.
- Call UGA Police at 706-542-2200 and the GR, DI or RHD on duty from a safe location to report the fire.
- Leave the building and once outside the building, direct residents to a safe location.
- Notify firefighters of any residents with disabilities who may need assistance to evacuate the building – lists of these individuals and their room numbers are kept confidentially in the community office and at the 24-hour community desk to share with emergency personnel.
- Assist firefighters by keeping residents away from the building and by trying to determine if everyone evacuated safely.
- Notify UGA Police or firefighters if an individual refuses to evacuate or in any way interferes with staff in their efforts to safely evacuate a building or fight the fire.
- Never “silence” or “reset” the system. GRs, DIs, RHDs, ACs and SCs are trained on the proper use of the alarm system.
- Assist residents in re-entering the building once the “all clear” is given as well as reset any exterior doors.
- Document the incident in Advocate.

Protocol for Audible Alarm

- Assess your immediate surroundings and exit safely.
- Follow evacuation procedures listed above.

Fire Evacuation Planning
Any student with a permanent or temporary disability may need assistance in the event of a building evacuation. If a student in the community needs assistance:

- Report this to the community office.
- Be sensitive to any changes in hall/room assignments and aware of any temporary disabilities in order to update the list.

Evacuation information is communicated to all residents as they check into the community through their community information, check-in packet information and hall/building meetings. This information includes:

- Evacuation routes from every part of the building.
- Guidance for assisting individuals with permanent or temporary disabilities.
- Notice that elevators should not be used during a fire alarm.
• A pre-designated and well-communicated place for residents of each hall/building to assemble after evacuation, so that in the event of a fire, residents can assist in determining if everyone has evacuated safely.
• Instructions on how residents should respond if they discover a fire or smoke.

Additionally, each resident’s room should have evacuation instructions on the back of the door.

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**Individual Emergency Notification**

Residents with temporary or permanent disabilities may need assistance during emergency situations, particularly when evacuating the building. Staff members are encouraged to have residents notify the community office if the resident has a temporary disability. This information will be distributed to safety personnel.

**Lock Issues**

• Make sure the resident has the right key by checking the key code in StarRez.
• Have the resident check out their temporary key appropriately, and check to see if it works in the lock.
• Use spray lubricant and a mallet to loosen any debris that may be in the lock.

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**Medical Emergencies**

• Whenever a staff member becomes aware of a resident who may need immediate medical attention, UGA Police should be called immediately for medical assistance and then promptly inform the GR, DI or RHD on duty.
• If a resident is sick, but not in immediate danger, refer them to the health center and share appropriate phone numbers.
• Document the situation in Advocate.
• Staff members are NOT permitted to transport residents in emergency situations. Transportation for residents needing emergency medical attention should only be provided by UGA Police or an ambulance.

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<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then GR/DI/RHD on Duty</td>
</tr>
</tbody>
</table>

**Severe Weather**

Weather watches (such as severe thunderstorms, winter storms, or tornadoes) means that conditions are favorable for local storm development. Weather warnings (such as severe thunderstorms, winter storms, or tornadoes) are issued when a severe storm is in progress, and
Emergency Notification for Severe Weather Conditions

- In the event that UGA Police or University Housing receives notification of impending or clearly present emergency situations, tornadoes or other damaging weather conditions, staff should refer to the weather monitor located at each community desk.
- Residents are encouraged to remain within the building during severe weather warnings.
- In the event of a tornado warning, residents are expected to evacuate their rooms and go to interior corridors, bathrooms or basement areas, avoiding large windows when possible. Most buildings have signs identifying the shelter areas.
- All staff members are required to be on duty if present during severe weather warnings. They should assist in maintaining calm, orderly movement to building interiors and be available as needed following the emergency.


Whom to call

<table>
<thead>
<tr>
<th>Monday – Friday 8 a.m. – 5 p.m.</th>
<th>After 5 p.m. and on weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Office</td>
<td>Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>

**Police**

The UGA Police are welcome in on-campus housing at any time. They may inform us about the reason for their visit, but they are not required to do so. Staff may offer to accompany officers, but our accompaniment is not required. Give UGA Police complete access to the building.

In all cases in which UGA Police are called for assistance, staff should defer to the police or other professional emergency personnel when they arrive on site. Staff should be available to answer questions if asked. Staff should do the following:

- Notify the GR/DI/RHD on duty if UGA Police or any other emergency personnel are seen in the community.
- Provide assistance to UGA Police or emergency personnel as requested.
- Attempt to keep residents from interfering in the situation.
- Gather the case report number and officers’ names.
- Document the situation in Advocate.

**Suicide Gestures, Threats and Attempts**

Residents may exhibit behavior that indicates that they are thinking about hurting themselves or having suicidal thoughts. When a staff person becomes aware of a resident who has or is making suicidal gestures, threats or attempts:

- Notify the duty GR, DI or RHD immediately.
- If the resident has injured themselves or poses a clear and present danger to self or others, UGA Police should be notified first.
- Do NOT leave the student alone until UGA Police or professional staff arrive; however, NEVER put yourself in danger.
- Document the incident in Advocate.


Whom to call
**Thefts**
When staff members are informed of a theft:
- Staff should encourage the complainant(s) to contact UGA Police.
- Document the incident in Advocate.
  

Whom to call

<table>
<thead>
<tr>
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<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>

**Vandalism**
When staff members become aware of vandalism to vending equipment, laundry equipment, room furnishings, bulletin boards, hallways, public facilities, or any university property:
- Notify the GR, DI or RHD.
- UGA Police should only be notified if the estimated damage is greater than $500.
- Do not touch or move any vandalized items until the GR, DI or RHD on duty has investigated the incident.
- Document the situation in Advocate (with pictures) and the staff duty log.

Student staff assistance in identifying the individual(s) responsible may be requested. If student(s) responsible cannot be identified, the damage may be billed to the entire suite, floor, wing or building. It is to residents’ advantage to report malicious damage as it occurs to avoid the entire floor, wing or building assuming responsibility for damage.


**UGA’s Sexual Assault Response (SAR) Protocol**
https://eoo.uga.edu/Sexual_Assault_Response_Protocol

*September 2017*
The University of Georgia’s Sexual Assault Response (SAR) Protocol aims to coordinate and assist UGA employees in delivering the highest quality of services to student victims/survivors of sexual assault and other forms of sexual violence. This SAR Protocol is also intended to insure compliance with the University’s legal obligations under Title IX of the Education Amendments of 1972 (“Title IX”), the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (“Clery Act”) as amended by the Campus SaVE Act, and the relevant implementing regulations of each statute.

**The steps of the SAR Protocol are:**
- Affirm the disclosure of sexual assault/sexual violence
- Explain no confidentiality
- Ask about medical concerns
- Reporting obligation
- Offer support resources
**AFFIRM THE DISCLOSURE**

Listen respectfully and let the survivor know that you care. In your own words, thank the survivor for telling you. Express to the survivor that you are sorry that they experienced such an event.

Try to avoid the following:

* Asking for specifics, details, or “why?” You do not want to investigate (leave that to law enforcement or the EOO) or seem as though you are “blaming,” judging, or do not believe the survivor.

* Defining the experience for the survivor. Use the same words the survivor is using to describe the experience (e.g., “hurt,” “taken advantage of”). The survivor may not be ready to call what happened “rape” or “sexual assault.”

* Overly expressing your own feelings (e.g., “That’s outrageous!” “I can’t believe this happened to you!” “I am so angry someone would do that to you!”). This may make the survivor feel worse or become concerned about having upset you and feel they need to take care of you.

* Touching the survivor unless initiated by the survivor. Unwanted touching may make the survivor feel worse.

* Exhibiting distraction. Be present when the survivor is with you – don’t check your watch, phone, email, answer in-coming calls, etc.

**EXPLAIN NO CONFIDENTIALITY**

The vast majority of UGA employees (faculty and staff) have no confidentiality when a student discloses sexual assault or other sexual violence and must report any such disclosure to the EOO/Title IX Coordinator.

**MEDICAL & SAFETY CONCERNS**

Inquire about the survivor’s need for medical treatment (e.g., physical injury, emergency contraception, treatment for possible sexually transmitted infections). If there is a need for medical attention, call 706-542-2200.

**REPORTING OBLIGATION**

CAs-RAs must promptly report to the Community Office staff or the GR/DI/RHD on duty all information known about disclosed incidents of sexual assault or other sexual violence. A report must be filed with UGAPD for reporting purposes. Survivors are under no obligation to participate in the investigative process or to speak with UGAPD.

**SUPPORT RESOURCES**
If a student discloses that they have experienced sexual violence or assault, always provide referrals to counseling and support resources, even if the incident(s) occurred in the past (even years ago). Information about various resources for students at UGA's Athens and Griffin Campuses is available at: [UGA Campus Resources](https://eoo.uga.edu/node/128). UGA’s Relationship and Sexual Violence Prevention Office (RSVP) will endeavor to provide support to University community members outside of Athens and Griffin who have experienced sexual or relationship violence via email, telephone and or Skype. RSVP can be reached 24 hours a day at (706) 542-7233 (HELP).

### Whom to call

<table>
<thead>
<tr>
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<td>Duty GR/DI/RHD</td>
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</tbody>
</table>

### Consulting Up Afterhours

*(contact your community office during business hours)*

When an incident occurs, the following steps should be taken:

1. **Incident Occurs**
2. **Student Staff (CA/RA/DA/OA, etc.)** are notified
3. **Grad Staff (GR/DI) or RHD** on duty is notified
4. **Area/Senior Coordinator on duty** is notified
5. **Associate Director on duty** is notified
6. **Director of Residential Programs and Services and/or Housing Management Team notified, including the Executive Director (VP's Office and University Administration)**

This process ensures that the appropriate support and intervention are provided.
There are some guidelines for CA and RA staff should the following situations occur.

1. If the situation is **life-threatening**, **UGA Police** should be notified immediately at (706) 542-2200 followed by the duty GR, DI or RHD.

2. If a staff member is unsure if they need to call someone, **the duty GR, DI or RHD should always be consulted**.

<table>
<thead>
<tr>
<th>Community Living Standards Violation</th>
<th>During Business Hours</th>
<th>After Business Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community Living Standards Violations-Not listed in duty protocol</strong></td>
<td>Complete Incident Report.</td>
<td>Notify RHD</td>
</tr>
<tr>
<td><strong>Noise during quiet hours.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>During Business Hours</td>
<td>Complete Incident Report.</td>
<td>Notify RHD</td>
</tr>
<tr>
<td>After Business Hours</td>
<td>Advise residents that their noise level is disruptive</td>
<td></td>
</tr>
<tr>
<td><strong>Pets/Animals (other than fish in a max. 10 gallon tank)</strong></td>
<td>Remind residents/residents of the noise policy</td>
<td>Complete Incident Report.</td>
</tr>
<tr>
<td>During Business Hours</td>
<td>Remind resident of the pet policy and collect some information as far as if the pet is approved, is a service animal, etc. Ask resident to remove pet immediately if it violating a policy.</td>
<td>Notify RHD</td>
</tr>
<tr>
<td>After Business Hours</td>
<td>Remind resident of the pet policy and collect some information as far as if the pet is approved, is a service animal, etc. Ask resident to remove pet immediately if it violating a policy.</td>
<td>Complete Incident Report.</td>
</tr>
<tr>
<td><strong>Unapproved flyers posted.</strong></td>
<td>Remove flyer.</td>
<td>Notify RHD via email with a photo of the flyer. Place Flyer in RHD box.</td>
</tr>
<tr>
<td>During Business Hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After Business Hours</td>
<td>Remove flyer.</td>
<td>Notify RHD via email with a photo of the flyer. Place Flyer in RHD box.</td>
</tr>
<tr>
<td><strong>Behavior Concern</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Drugs – suspected/in use</strong></td>
<td>Call UGAPD</td>
<td>Contact Community Office</td>
</tr>
<tr>
<td>During Business Hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event Description</td>
<td>During Business Hours</td>
<td>After Business Hours</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Intoxication (resident unresponsive: can't stand up w/help, eyes closed, mumbles, etc.)</strong></td>
<td>Call UGAPD</td>
<td>Call UGAPD</td>
</tr>
<tr>
<td><strong>Intoxication (resident responsive: can stand up w/o help, talk)</strong></td>
<td>Contact Community Office</td>
<td>Complete Incident Report.</td>
</tr>
<tr>
<td><strong>Marijuana -smell</strong></td>
<td>Call UGAPD</td>
<td>Call UGAPD</td>
</tr>
<tr>
<td><strong>Fire/Smoke Alarms</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fire- flames, smoke, etc.</strong></td>
<td>Evacuate the building</td>
<td>Evacuate the building</td>
</tr>
<tr>
<td><strong>Fire Panel beeping</strong></td>
<td>Read what the panel says</td>
<td>Read what the panel says</td>
</tr>
<tr>
<td><strong>Smoke (from fire)</strong></td>
<td>Evacuate the building</td>
<td>Evacuate the building</td>
</tr>
</tbody>
</table>

**EITS**
<table>
<thead>
<tr>
<th>Internet down</th>
<th>During Business Hours</th>
<th>Advise resident to contact University EITS</th>
<th>Remind resident that Housing does not handle internet service directly.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>After Business Hours</td>
<td>Advise resident to contact University EITS</td>
<td>Remind resident that Housing does not handle internet service directly.</td>
</tr>
<tr>
<td>TV Cable out</td>
<td>During Business Hours</td>
<td>Advise resident to contact University EITS</td>
<td>Remind resident that Housing does not handle internet service directly.</td>
</tr>
<tr>
<td></td>
<td>After Business Hours</td>
<td>Advise resident to contact University EITS</td>
<td>Remind resident that Housing does not handle internet service directly.</td>
</tr>
</tbody>
</table>

### Keys and Locks

<table>
<thead>
<tr>
<th>Lock broken - Exterior door/ resident room or apartment</th>
<th>During Business Hours</th>
<th>Contact Community Office</th>
<th>Submit online maintenance request.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>After Business Hours</td>
<td>Call GR/DI/RHD On Duty</td>
<td>Submit online maintenance request.</td>
</tr>
<tr>
<td>Lock broken - interior door (resident(s) trapped)</td>
<td>During Business Hours</td>
<td>Contact Community Office</td>
<td>Submit online maintenance request.</td>
</tr>
<tr>
<td></td>
<td>After Business Hours</td>
<td>Call GR/DI/RHD On Duty</td>
<td>Submit online maintenance request.</td>
</tr>
<tr>
<td>Lost Key</td>
<td>During Business Hours</td>
<td>Advise resident to retrieve a temp key from the 24-hour front desk.</td>
<td>Notify RHD via email</td>
</tr>
<tr>
<td></td>
<td>After Business Hours</td>
<td>Advise resident to retrieve a temp key from the 24-hour front desk.</td>
<td>Notify RHD via email</td>
</tr>
</tbody>
</table>

### Maintenance

<table>
<thead>
<tr>
<th>Air Conditioning or heat not working</th>
<th>During Business Hours</th>
<th>Advise resident to submit a Maintenance Request</th>
<th>Contact Community Office</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>After Business Hours</td>
<td>Advise resident to submit a Maintenance Request</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td>Clogged toilet</td>
<td>During Business Hours</td>
<td>Advise resident to submit a Maintenance Request</td>
<td>Contact Community Office</td>
</tr>
<tr>
<td></td>
<td>After Business Hours</td>
<td>Lay eyes on situation, and see if there is a solution</td>
<td>If not able to successful plunge, call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td>Issue</td>
<td>During Business Hours</td>
<td>After Business Hours</td>
<td>Contact or Action</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-----------------------</td>
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<td>------------------------------------------</td>
</tr>
<tr>
<td>Electrical outlet not working</td>
<td>Advise resident to submit a Maintenance Request</td>
<td>Contact Community Office</td>
<td></td>
</tr>
<tr>
<td>Elevator not working</td>
<td>During Business Hours</td>
<td>Advise resident to submit a Maintenance Request</td>
<td>Contact Community Office</td>
</tr>
<tr>
<td>Light out in room(burned out)</td>
<td>During Business Hours</td>
<td>Advise resident to submit a Maintenance Request</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td>Vandalism</td>
<td>During Business Hours</td>
<td>Contact Community Office</td>
<td>Complete Incident Report</td>
</tr>
<tr>
<td>Washing Machine(s) broken or vandalized</td>
<td>During Business Hours</td>
<td>Submit a Maintenance request</td>
<td>Contact Community Office</td>
</tr>
<tr>
<td>Water Leak - unmanageable</td>
<td>During Business Hours</td>
<td>Contact Community Office</td>
<td>Complete Incident Report</td>
</tr>
<tr>
<td>Water Leak - manageable</td>
<td>During Business Hours</td>
<td>Contact Community Office</td>
<td>Complete Incident Report</td>
</tr>
</tbody>
</table>

**Urgent**

<table>
<thead>
<tr>
<th>Issue</th>
<th>During Business Hours</th>
<th>After Business Hours</th>
<th>Contact or Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood or bodily fluids</td>
<td>During Business Hours</td>
<td>Contact Community Office</td>
<td>Complete Incident Report</td>
</tr>
<tr>
<td></td>
<td>After Business Hours</td>
<td>Call GR/DI/RHD On Duty</td>
<td>Complete Incident Report</td>
</tr>
<tr>
<td></td>
<td>During Business Hours</td>
<td>After Business Hours</td>
<td></td>
</tr>
<tr>
<td>------------------</td>
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</tr>
<tr>
<td><strong>Domestic violence</strong></td>
<td>Call UGAPD</td>
<td>Contact Community Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
<td></td>
</tr>
<tr>
<td><strong>Depressed resident</strong></td>
<td>Contact Community Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Call GR/DI/RHD On Duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Disturbance/immediate danger</strong></td>
<td>Call UGAPD</td>
<td>Contact Community Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
<td></td>
</tr>
<tr>
<td><strong>Injured/sick resident in need of medical attention.</strong></td>
<td>Call UGAPD</td>
<td>Contact Community Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
<td></td>
</tr>
<tr>
<td><strong>Suicide ideation or attempt</strong></td>
<td>Call UGAPD</td>
<td>Contact Community Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
<td></td>
</tr>
<tr>
<td><strong>Sexually assaulted resident/assailant</strong></td>
<td>Contact Community Office</td>
<td>Call UGAPD</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Call GR/DI/RHD On Duty</td>
<td>Call UGAPD</td>
<td></td>
</tr>
<tr>
<td><strong>Warrant</strong></td>
<td>Contact Community Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Call GR/DI/RHD On Duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Weapons</strong></td>
<td>Call UGAPD</td>
<td>Contact Community Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** If you cannot contact the people listed above, go to the next level in our consulting up chart on the previous page.
Confronting Behavior

You should always use confrontation as an opportunity to build community. Talking with residents about inappropriate behavior should always occur face-to-face. Confrontation can be positive when you handle it in a healthy and productive manner. The goals of confrontation are:

- STOP inappropriate behaviors, activities, or language.
- PRESERVE respect of the resident(s).
- MAINTAIN the relationship(s) with the resident(s).

Addressing Challenging Behavior

- **Be proactive.**
  - Emphasize and build an involved and inclusive community when you first begin.
  - Set clear expectations for your residents.
  - Thoroughly explain policies and community standards.
  - Explain the importance of reading the Housing Community Guide and asking any questions they may have.

- **Teach residents to confront their peers in a positive and non-abrasive manner.**
  - Housing student staff members are not police officers.
  - Maintaining community standards is the responsibility of all residents and staff.
  - Explain the basic guidelines for confronting others.
  - Explain that you are a resource for them to help as needed.

- **Be consistent.**
  - Residents learn by watching you.
  - Inconsistency creates mistrust and a lack of respect.
  - By being consistent with all of your residents, you are showing them that you are fair.

- **Don't degrade or offend residents.**
  - Don’t use profanity, call them anything other than their name, raise your voice, make faces, or confront them in front of other people.
  - Be aware of the language you use, the topics you choose to engage in, and the content of your programs to avoid offending someone.
  - Remember, it’s okay to apologize if you offend someone accidentally.

- **Explain policy violations.**
  - Know the “why” and be able to explain the “why.”
  - Explain to them why compliance is expected and needed.
  - Never argue policy.
  - Remember that you are not the police.

- **Confront behaviors, but not a person’s personal values.**
  - Specify which behavior or language is creating the concern or issue.
  - The ultimate goal is to stop the behavior or language from reoccurring.

- **Call for assistance as needed.**
  - Call for another staff member, the GR/DI/RHD on duty or your supervisor.

- **Do not enter resident’s rooms without permission.**
  - Recognize the risks of entering a resident’s room and try to avoid doing so.
  - Remain in the doorway of the room or apartment.
  - Another staff member must accompany you. You are not permitted to enter a resident’s room by yourself.
  - When possible, ask to speak with residents assigned to that room/apartment in the hallway or lounge.

- **Explain why you are confronting them.**
• **Follow-up as soon as possible.**
• **You are never “getting someone into trouble.”**
  o Remember, residents make their own choices; do not apologize for upholding policies.
• **Document the incident in Advocate.**

**Documentation**
There are three ways for CAs and RAs to document incidents that occur within the residence halls.

- Work requests are used to request the resolution of maintenance and facility issues. You can submit a work request at [https://apps.itos.uga.edu/housingworkrequest/](https://apps.itos.uga.edu/housingworkrequest/)
- CA-RA Duty Log Reports are used to document hall and community information, as specified by supervisor.
- Advocate: [https://uga-advocate.symplicity.com/sso/students/login](https://uga-advocate.symplicity.com/sso/students/login)

**Appropriate Actions**
In the event that an incident takes place that could be a violation of the university’s Code of Conduct or university housing policies, a staff member should address the incident and confront the student. The following is an action plan to follow when confronting incidents:

- The staff member can use the INF at the scene to help remember important details such as names, smells, observations, times and dialogues that occurred. Ask the students for their student IDs and correctly record their names and ID numbers. If the police are called to the incident, record the responding officer(s) name(s) and the police case number.
- While with the student(s), the CA or RA should inform the student of the documentation. If the student(s) wants to tell their own view of the incident, they should be directed to email that information to the area/senior coordinator.
- The staff member should document the incident in detail in Advocate immediately. The report must be clear, concise and factual. Avoid including opinions or feelings.
The Student Conduct Process

1. Incident Occurs
2. Complete Incident Notes Form (INF)
3. Enter information into Advocate
4. Area Coordinator/Senior Coordinator Reviews Advocate Report
   - Housing Violation
     - Residential Policy Review: GR/RHD/AC/SC will meet with student(s)
     - Community Standards Board will meet with the student(s)
   - Information Only
   - Billing
     - Community Administrative Assistant bills student(s)
   - University Conduct Violation
     - Office of Student Conduct handles the report

Note: if your report is sent to the Community Standards Board or the University Judiciary, you will be expected to appear to discuss the incident if called. If you cannot attend the hearing, please respond as soon as possible to the CSB Advisor of the Office of Student Conduct Staff member
Documenting an Incident in Advocate

Importance
Properly documenting incidents in the Advocate system is vital. The documentation you provide is used to determine if students have violated the Code of Conduct or Community Guide as well as to keep records of incidents such as roommate conflicts and medical emergencies. Documentation can be viewed by area/senior coordinators, associate directors, directors, office of student conduct, Equal Opportunity Office, vice presidents, and the President. All of these individuals rely on you to provide detailed and accurate information. If a student chooses to go to the formal hearing process, you may be called as a witness to the incident. Taking the time to document the incident thoroughly ensures that the conduct and housing offices are able to effectively manage the processes.

Components of Documentation

- **Details**
  - The who, where, and when of a situation
    - Use dates, times, locations, names, and ID numbers for the students involved.
    - List sensory information (what did you hear, smell?)

- **Narrative**
  - What happened? Who said and did what? How did you find out about the situation? How did the situation conclude? This should have the beginning, middle, and end to the incident.

- **Timeliness**
  - Documentation of incidents should be submitted into Advocate immediately after the incident. Once you have finished submitting the report, notify your RHD/AC if during business hours or call the on call staff member if it is after business hours.

- **Grammar & Spelling**
  - It is crucial that you review your documentation before submitting. Proper grammar and spelling are important. Be sure that you also spell involved parties’ names correctly.

- **Opinion vs. Fact**
  - When writing your narrative, be sure you are able to discern fact from your own opinions. Opinions about the student or incident should not be included. Only facts should be included.
    - Ex: If you believe a student has consumed alcohol, you should not put they “looked drunk.” You should include information such as “the student had slurred speech, was stumbling or leaning on things for support, and had red, glossy eyes.”

Helpful Tips

- You can type your narrative into Advocate or you can use a Word document to paste into Advocate after you have checked for spelling and grammar errors. If using a Word document, be sure to double check the format before saving the Advocate report. Be sure you do not save the Word document on a public or private computer.
- If police or emergency responders are on scene and take control of the incident, you should be taking notes of what was said and what was done while they were there to include this in your documentation.
- Be sure to collect the physical ID card from everyone involved/located at the incident.
Taking down someone’s name and ID number without the card could leave you with false information or could lead to not being able to identify the person involved.
- If someone has left their ID in their room – after the incident is over, escort them to the room to get it or go to the front desk to look them up on StarRez.
- If the person is not a student, take down their driver’s license or another government-issued ID number.
- Do not take pictures of any identification.

- You do not need to collect all the direct quotes from students, but it is okay to put them in the report when you have them. Remember, do not quote someone unless you are 100% certain that is exactly what they said. If the quote has offensive or profane language, you need to spell it out in the narrative without symbols in place of letters. Ex: a$$
- Include as much information and detail as possible. There should not be any holes or gaps in the narrative about what occurred.
- If another staff member was with you during the incident, you should sit down together to write a single incident report using the information you both have, as it is likely you both have details the other did not remember or have from the incident.
- Always make sure you list the correct building. If the incident occurs outside of the building but in the area of the community such as the parking lot or right outside of the building, list the building.
- Always start your narrative with the following introduction:
  - I, (Your name) (Resident Assistant/CLASS Advocate of (your hall)) am submitting this report based on an incident that occurred on (date of incident) at (time of incident):

Example Narrative

I, Barney Stinson, Resident Assistant of Reed Hall am submitting this report based on an incident that occurred at 2:15am on Saturday February 12, 2017 in Room 142:

At approximately 2:15am on Saturday February 17, 2018, I was called by the Reed Desk Assistant. DA John Clark let me know that he had received a call complaining about noise coming from Reed Hall room 142. I called co-RA on call Ted Mosby to assist and, as we approached room 142, we could smell alcohol in the hallway and heard a group of people laughing, and one person yelling, “take that shot!” Ted then knocked on the door and announced that we were the RAs and would like to talk with them. At this point, resident Sheldon Cooper opened the door approximately 4 inches and stuck his face out. I told Sheldon that we had smelled alcohol, could hear people yelling about taking a shot, and had received a noise complaint about the room. I then asked Sheldon to fully open the door, which he did. Within the room I could see four other students, later identified as: Dwight Shrute, Pam Beesly, Stanley Hudson, and Kelly Kapoor. I asked the students if they had been drinking, to which Pam replied no. I explained to them again why we were there and asked them to bring all the alcohol to the center of the room. After some hesitation, Dwight encouraged the group to follow directions. Kelly then brought two bottles of vodka to the center of the room. Stanley brought five solo cups with an orange liquid, and Sheldon placed two bottles of beer in the center of the room. I asked if there was any other alcohol in the room and Dwight said yes, opening the refrigerator and pulling out three more bottles of unopened beer. I asked all of the students in the room for their IDs. Once I collected the IDs, Ted asked Pam and Dwight to gather the alcohol and walk with him to the kitchen to pour it out and dispose of the bottles and cups. Once Pam, Dwight, and Ted returned, we asked if they had any questions.

Sheldon asked what will happen next. Ted and I let the students know if they had any questions, they could contact their Residence Hall Director or Area/Senior Coordinator.
Guide for Advocate

1. Go to the Advocate website: https://uga-advocate.symplicity.com/sso/students/login
2. Log in using your MyID and password

3. From here, you will be taken to your Home Screen. On your Home Screen, you will choose “Create Incident Report.”
4. Next, choose CA-RA Incident Report for the “Incident Type.”

5. You will also list your information as the “Reporter.” You can leave the “Academic Department” blank.

6. Next, choose referral information. Specifically, who was the report referred by? If you are the person entering the report, choose University Housing > Resident Assistant or CLASS Advocate. If there is a RA and CA that are entering the case together, choose one of the titles (CA-RA) and then specify in step 7.

7. In the “Referred by Specifically” box, please insert the name and title of the staff that are reporting the incident. For the example report above, Ted Mosby and Barney Stinson.
8. Enter the time and location information.
   a. Time – should be the time the incident began.
   b. Location of Incident – use the drop-down menu to select the specific location.
      i. Community – your community
      ii. Hall
      iii. Floor/Common Space
      iv. Room #
      v. Additional Location Information – add specific details as necessary.
         1. For example, you may have an incident that took place in the hallway of Brumby. You would choose Brumby Community >> Brumby Hall >> Brumby Hall-common space, a new drop down menu would appear, and you would then choose hallway. In the “Additional Location Information” box, specify what hallway.
         2. For the above example incident, you would select Reed Community >> Reed Hall >> Reed Hall Floor 1. Once you select the location, you would be able to use a drop down to select a specific room. (Shown in the next 2 images).
9. Enter all UGA students involved in the incident (note – this section does not include those students who were witnesses). Begin by typing the student’s name into the system; once you see the student’s name, click on it and repeat this process until all of the students involved are listed in the “Students Involved” box. If the student or person is unknown, leave this section blank.

10. Do not enter anything into the “Student Groups Involved”.

11. Enter any non-students who allegedly violated policy in the “Other Involved Individual(s)” section.

12. If there are witnesses, enter the appropriate title (e.g. student, staff, security, etc.) and then enter their names in the “Witness(es) Specifically” box.

13. Enter the names of any victims in the “Victims/Affected Parties” box.

14. Next, enter the narrative of the incident in the “Incident Description” box. Please note that there is no limit to the size of the narrative. You can also drag the corner of the box to enlarge it if you would like to.
15. Also, if you have documents such as pictures, screenshots, or video to attach, you can click “+ Add Item” to do so. Please note – do not take pictures or video of an incident or students unless directed to by a supervisor.

16. Add additional information including:
   a. Were professional staff called?
   b. Were police called?
      i. If yes, what is the report number? Who was the officer(s) involved?
      ii. If police are called, professional staff MUST be called.

17. After you have reviewed the information that you have entered and are sure it is accurate and has correct grammar and spelling, click submit. Do not click save or save as draft. Once you click submit, you will not have access to see your report. If you have questions, concerns, edits, or additional information to add – please contact your supervisor. Also, unless you get an error message, please do not submit your report more than one time.
Community Operations

Abandoned Property
When students leave items in or around campus housing facilities after they have vacated, we consider the items abandoned. Turn in all abandoned items to the appropriate desk. Then document in Advocate the date, time, location and party turning in the property. If the owner of the property is known (e.g., abandoned property following resident’s checkout, or name of owner is indicated on property), this should also be indicated in the documentation.

- Contact UGAPD for any wallets, purses or other personal items valued at over $20 if the owner cannot be determined. If an owner is able to be determined, store the personal item in the designated secure location and contact the resident. Check with your supervisor before opening or going through a wallet, purse, book bag, or another personal item to determine the owner.
- Give student IDs or room/mailbox keys to the community office.

We hold items for 15 business days. After that time, the community administrative assistant will work with the residence hall director to have any unclaimed items transferred to abandoned property.

Break Responsibilities
There are times throughout the academic year (Thanksgiving break, winter break and spring break) when most of the residence halls close. During these times, staff members have the responsibility to conduct health and safety checks and to make sure all residents have exited the building. Staff members may not leave campus until all residents have left the building. Staff members must return at a designated time before the residents return. Residence hall directors may modify who stays after closing and who arrives before opening based on the needs of the community.

University Village, the Health Science Campus, and some of the buildings at East Campus Village are open year round. Reed and Payne Halls are open continuously throughout the academic year. These communities must have staff coverage during every break. Supervisors will provide specific break responsibilities if you work in a hall that does not close during regular breaks.

Closing Responsibilities
All staff members are required to assist with resident checkouts. All staff members are required to work until the end of the work agreement date.

Some responsibilities of staff members may include, but are not limited to:
1. Hold closing floor meetings.
2. Communicate with residents about closing procedures and the checkout process.
3. Complete resident checkouts by completing Room Inventory Cards and checking the resident out in StarRez.
4. Take down flyers, bulletin boards, and door decorations.
5. Tidy up resource rooms and community spaces.

Health and Safety Inspections
In buildings that do not close for breaks, staff will perform health and safety inspections once per
semester (excluding summer terms). Staff should pay attention to necessary repairs, damages, safety/health hazards and policy violations. The community staff will notify residents if there are concerns that warrant action. Failure to comply may result in the assessment of an administrative fee and/or a referral through the student conduct process. Any damage in a space may result in a charge to the resident(s) for repairs and/or replacements. In the case of policy violations, staff will document the concern in Advocate.

Staff members should report any necessary repairs within the community to the Work Control Office on-line at https://apps.itos.uga.edu/housingworkrequest/. After hours or emergency maintenance should be reported to the professional staff on duty.

**Key Responsibilities**

**Resident Keys**
A resident will be issued a key to their assigned room. The resident may sign out their "temporary key" at the front/community desk for a period of 24 hours. If the temporary key is not returned within the designated time period, the original key will be considered lost and a new core and key will be ordered for $45.00. In some communities, residents are issued a mailbox key. The lock security fee for a mailbox key is $45.00. All billing is handled through community office and is applied to the student’s account through the Bursar’s Office.

Only staff members working at the desk (DAs/OAs) can issue keys. CA-RAs cannot issue resident keys. CA-RAs are also required to check out their own temporary key from the desk and should never access the resident key boxes without permission from a supervisor.

**University Keys**
University keys are only for official business and should always be returned immediately after use. Misuse or loss of a university key may result in termination.

**Missing Persons Card**
When residents check into the residence halls or apartment units, they are asked to complete a missing persons card. This card should be completed after check-in. This card is kept on file in the community office.

**Opening Responsibilities**
University Housing requires staff members to be available to residents during opening each semester. This time is the perfect opportunity to welcome new residents into the community.

Some responsibilities of staff members may include, but are not limited to the following:
- Making door decorations (decs)/tags for your residents.
- Making signs and bulletin boards that provide information for residents.
- Distributing any information for residents prior to their arrival.
- Completing Room Inventory Cards (RICs or eRICs).
- Taking inventory of public areas to become familiar with the furnishings.
- Planning for your first floor meeting.
- Planning community-building activities for residents to become more acquainted with one another.
- Encourage attendance at Welcome UGA events.
- Assessing the needs of the residents and programming accordingly.
- Encouraging residents to participate in community and/or hall governments.
- Assisting with check-in procedures.
Resident Verification (No Show Reports)
During the first few days of each semester staff may be asked to verify that their residents have checked in to their assigned space by the community office. Additional reports may be required as needed. This information is necessary so that:

- Residents assigned to temporary spaces can be moved into regular rooms.
- New applicants can be assigned.
- Space may be provided for hall transfers.
- No-shows and cancellations can be verified.

Room Inventory Cards
Rooms and apartment units are inventoried by each RA prior to check-in. A Room Inventory Card (RIC/eRIC) should be completed for each space at the beginning of fall semester and throughout the year as changes and vacancies develop. These cards are used to assess damages at the time residents check out of their rooms permanently. Therefore, it is important that the cards are filled out accurately and completely. Make sure the resident receives the appropriate copy of the RIC and submit the completed form to your administrative assistant immediately upon completing a check in or checkout.
Facility Concerns

Staff Relationships with Maintenance Staff and Building Services Workers
Building services workers and maintenance staff within University Housing are assigned to specific areas. It is important for CAs and RAs to take time to get to know the staff assigned to their areas. Establishing a good working relationship early makes handling facility issues throughout the course of the year much easier.

In each community, there is a building services supervisor (BSS) that manages the building services workers (BSWs). It is their job to see that the building is kept clean and in a safe condition. They also communicate with the maintenance staff about areas in need of repair.

The community maintenance staff is supervised by the maintenance supervisor. While most repairs can be performed by the maintenance staff, there may be times when someone from Facilities Management (FMD) may be summoned for specialized areas such as plumbing, plasterwork, electrical work, carpentry, etc.

Damages
University Housing holds residents financially responsible for the condition of their assigned rooms and for all the furnishings assigned to their room. The department also holds residents financially responsible for their share of the expense of replacing or repairing any property in common areas (such as common rooms, hallways, studies or lobbies) when such losses or damages are determined to be above and beyond normal wear and tear.

University Housing, at its sole discretion, will determine the charges for damages and cleaning. Repairs or replacement of items may not be done by residents. Damage charges will be placed on student accounts.

Any damages that have occurred during the course of the academic year need to be reported as they occur. All work requests that are turned in will result in an investigation of the circumstances surrounding the work request.

Residents should note all existing damages on a Room Inventory Card (RIC/eRIC) when they check into the room to prevent being charged for any existing damages when checking out. Residents should submit changes to the front desk and/or community office within 24 hours of check-in.

The community office will determine the charges for damages based on a current damage charge schedule. If the schedule does not apply, the charges will be determined using an estimate by a worker skilled in making the repairs.

Incidental housing charges will be posted on student accounts. Residents will receive notification by email.

Disposal Trash
It is not the responsibility of building service staff to clean up excessive trash or debris caused by residents or staff. Staff members who encounter such incidents should first attempt to determine the individual(s) responsible for the situation (staff members should not open or dig
through trash bags).

If identified, staff should confront the individual(s) and request that they correct the problem. The incident should be documented in Advocate regardless of whether those responsible can be identified.

**Laundry Repairs**

Laundry rooms are leased by Caldwell & Gregory, LLC. When a washer or dryer malfunctions or needs to be repaired, the staff member or resident should immediately call Caldwell & Gregory at 800-927-9274 for assistance and notify the community office or the GR/DI/RHD on duty.

**Lounges**

Staff should monitor the use and any abuse of the lounge facilities. Lounge furniture is provided for all residents to use. Residents are prohibited from having lounge furniture in their rooms. Any lounge or other housing furniture found in a resident’s room should be returned to its original location by the resident and documented in Advocate. Lounges should not be used to store resident belongings for any period of time.

**Painting of Resident Rooms**

Residents are not allowed to paint their rooms or apartments. Residents requesting to have their room re-painted due to damage from the previous year should contact their community office.

**Windows**

No objects may hang out of the windows. Screens are not to be opened or removed except in an emergency. Any instances found should be documented in Advocate, and you should instruct the resident to correct the concern.

Whenever there is a broken window in a common area, staff should take the following steps:

1. Try to discover what happened and, if possible, who was responsible for the damaged window. The resident(s) responsible will be billed for the damage. If no one claims responsibility, this may be billed to all of the residents in the common area.
2. Notify the community office or the GR/DI/RHD on duty if afterhours. If the duty person determines that the damage is vandalism, they may instruct you to take pictures and contact UGA Police. Do not clean up until the police have made their report.
3. Do not leave the area unattended until a BSW or STW has arrived to clean up the remaining glass fragments and secure the window.
4. Document the incident in Advocate and submit an online work request.

**Work Requests**

Any resident or staff member may request a repair needed in the student rooms, apartments or common areas at [https://apps.itos.uga.edu/housingworkrequest](https://apps.itos.uga.edu/housingworkrequest). Staff should always utilize the online system to report work requests. When describing the nature of the problem, be very specific in describing the problem, location, etc. Be sure to leave your own contact information in the event that follow-up is necessary.

Please remember that for afterhours maintenance emergencies you should contact the GR/DI/RHD on duty for instructions on how to proceed. Even when a situation is resolved by emergency maintenance staff, an online work request must be submitted.
Please refer to the Damage Charge Schedule (Appendix C).
Housing Academic Programs

Studies show that on average, students living on campus make higher grades than those who do not. University Housing provides comfortable, affordable and secure on-campus housing options in residential communities where the academic success and personal growth of residents are encouraged and supported. In order to accomplish this, Housing has a number of academically related programs.

University Housing also recognizes the importance of partnering in class learning (curricular) with out of class (co-curricular) learning. To that end University housing has created a vision statement for its academic initiatives that guides our work. It is as follows:

“University Housing supports academic success by integrating curricular and co-curricular opportunities for students to engage in experiential learning, community service, and leadership development while interacting with faculty, staff, and other partners within the greater community.”

Academic Program Partnerships

The Franklin Residential College (FRC) began in fall 2001. Located in Rutherford Hall, this program offers approximately 110 residents enrolled in the Franklin College of Arts and Sciences the opportunity to have an experience that "blurs the distinction between the classroom and the residence hall room." The residents live side-by-side with a University dean, and senior faculty members are partnered with small groups of residents for formal and informal activities, discussions, lectures and meals.

French and Spanish Language Communities are available in Mary Lyndon Hall for residents who want to experience being immersed in the language experience. A teaching assistant in each language resides in the hall with the fourteen residents participating in the French language community and 16 residents participating in the Spanish language community.

Myers Hall is the home to the Honors Magnet Program. Myers provides space for new Honors program residents to live together. This environment is conducive to group study and special programming for Honors Program participants. There is also an Honors Program Academic Advisor’s Office in room 137 Myers Hall to work with first year Honors students.

A Freshman College Summer Experience (FCSE) has been offered each summer since 2000, and currently serves approximately 270 new first year students who begin their University career in early July. Students enroll for a course in an academic discipline and a UNIV course to sharpen their learning skills. Evening and weekend programs are offered to accelerate the residents’ orientation to college life, cultural opportunities, and academic/intellectual engagement. FCSE is located in Building 1516.
Launched in 2004, the Learning Communities have nine interest areas for 2017-2018. The Learning Communities will be located in Creswell Hall and Building 1516 this year. Learning Communities consist of 20 residents that take three linked classes together for the fall term. A service learning project class will be the focus for each of the learning communities during spring term. Each Learning Community is guided by a lead faculty instructor and supported by a peer advisor. The areas of interest that the learning communities are developed around for 2017-2018 are Biomedical Research at UGA and Global Health Issues [Creswell], Capitalism [Creswell], Digital Technology and a Better life? [Creswell], Slavery: Does It Still Matter? [Creswell], Think Globally; Act Locally [Creswell], Innovations in Information: Virtual Reality and Beyond [1516], Robots in Business and Society [1516], Sustainability and Environmental Law [1516], What’s Hot and What’s Not–Jazz and Performance [1516].
Other Information

CA-RA List Serv
The CA-RA List Serv is to be used for official announcements. Announcements made over this list should not be forwarded to residents nor printed and distributed to residents.

Email Policy
CAs-RAs are required to check UGA email daily and must use their UGA email as the official means of communication with residents. Email may be used to distribute information to residents for the following purposes:
1. Soliciting program feedback or ideas
2. Reminder about appointments
3. Reminder about check-out procedures/policies
4. Announcements such as upcoming community or campus programs
5. Important dates

Email may not be used for the following:
1. Confronting behavior or policy violations
2. Roommate conflict mediation
3. A replacement for regular and frequent face-to-face contact

All messages to residents are to be succinct, to the point and provide all appropriate information (who, what, where, when, why and how). Please be professional in all written correspondence. Grammatical and spelling errors should be minimized.

Email restrictions are as follows:
1. Do not give out a resident's email address to any third party.
2. Use email only for work-related items.
3. Do not use students’ email addresses for personal benefit (e.g., signing up ten people to receive some sort of offer).
4. Supervisors should be copied on all work-related emails.

Solicitation and Selling
Policy
Solicitation and/or selling (this includes fund-raising) within university housing is only permitted in compliance with applicable university policy. Research may be conducted only with the written approval of the assistant to the executive director of university housing who will take the request to the housing management team.

Protocol
If you encounter door-to-door salespeople or individuals without permission to be in the halls posting unapproved items, you should:
1. Inform them they are violating the solicitation policy and ask for their identification/ask them to leave.
2. Contact UGA Police and other staff members for back-up assistance, if necessary.
3. Document the incident in Advocate.
\textit{Regent’s Policy}

Institutions of the University System shall not permit the operation of privately operated business enterprises on their campuses. All business enterprises operated on a campus of an institution of the University System shall be operated as auxiliary enterprises and shall be under the direct management, control and supervision of the chief business officer of the institution.

\textit{Business Enterprise}

In the application of the above policy to business operations on the University of Georgia campus, "business enterprise" is defined as any undertaking of any individual or group which encompasses activities associated with the production, sale or distribution of products and services. The sale and distribution of products and services include solicitation by way of direct or indirect selling through the use of posters, flyers, handouts or other promotional literature. Advertising of a private enterprise on campus is permitted only in approved campus publications such as newspapers, magazines, Direct U.S. Mail and telephone. Posters, circulars, windshield "flyers," etc. are prohibited.

These policies apply to all forms of solicitation or selling by organizations or individuals unless specifically approved by and under the control of the director of Auxiliary Services.

Privately operated business enterprises may not be operated on the campus except as permitted by the Vice President for Business and Finance or their designee. For further information and solicitation requests, contact the Director of Auxiliary Services, Auxiliary Services Office, 1088 South Lumpkin Street.

\textit{Student Organization Fund Raising Committee}

Student organization requests involving fund raising and other forms of solicitation not protected by the First Amendment are to be directed to Campus Life’s Student Organization Fund Raising Committee. This committee is to be composed of the director of Campus Life, three students, a representative of the office of the Director of Auxiliary Services and a member of the Committee on Drives.

\textit{Commercial Solicitation}

Commercial solicitation requests are to be directed to the office of the director of Auxiliary Services. Fund raising projects approved by the Campus Life’s Student Organization Fund Raising Committee to be conducted by registered University of Georgia student organizations are subject to the Commercial Solicitation policy only when the project involves the sale or distribution of a commercially prepared product or service, or a product or service which may be available through an existing university-operated service, or through a university contract with a commercial vendor.

\textit{Student Organization Posting}

Any student organization wanting to post flyers in university housing for a fund-raiser must be approved by the Student Organization Fund Raising Committee in Campus Life. All organizations must present their copy of the approval form and the flyers to be posted to the Residential Programs and Services office (RPS) in Brumby Hall. RPS will distribute the flyers once approved to community offices to be posted.

\textit{Staff Interactions with Members of the Media}

If contacted by the media (newspapers, television, radio, etc.) regarding departmental matters, CAs, RAs, GRs, DIs or RHDs are not permitted to speak on behalf of University Housing. Staff members are to refer any requests for information to the director of student affairs.
communication and marketing initiatives.

**Media Guidelines**
Due to the copyright laws, copyrighted media may not be shown in University Housing or public areas without specific authorization from the owner of the copyright. Neither University Housing’s groups nor individuals may rent or stream movies to show in University Housing without infringing the copyright law, unless prior authorization is granted. Only authorized distributors have a license to distribute videos and movies for non-theatrical release on college campuses. Video stores are not authorized distributors. Renting or streaming movies and/or TV shows to show in the residence halls public areas is a violation of the copyright. If you have any further questions or want to seek authorization to show a movie, please contact your supervisor.

**Social Media**
Staff members who wish to engage in social media should contact the public relations specialist in University Housing who will ensure the proposed new account does not overlap or conflict with previously established ones.

Maintain confidentiality. Do not post proprietary information about University Housing, including information about residents, former residents or employees.

Staff members may not use GroupMe or similar messaging applications for work-related activities. Facebook, text messages, and other social media should only be used as a supplemental form of communication.

Refer to the departmental Social Media policy for more detailed guidance. [https://housing.uga.edu/uploads/staffsite_documents/pr_socialmedia_02242017.pdf](https://housing.uga.edu/uploads/staffsite_documents/pr_socialmedia_02242017.pdf)

**Staff Landlines**
University Housing does not provide residents with landlines. However, all (except in Russell Community) RAs, CAs, GRs, DIs and RHDs are provided with landlines in their living units. Staff are required to provide their own telephone to access the landline. Staff are expected to answer their telephone when on duty and set up their voicemail on their landline. Staff must check their voicemail at least once a day.
StarRez Instructions

https://uga.starrezhousing.com/starrezweb

Check In

- Log in

- Search by name or UGA ID
- Click on last name

- Top-right corner - click on “Actions” then “Check In”
• Click OK:

• Confirm the Building and Room Number
  o If a message “Check In Date Not Today” shows – click/tap FIX
  o If there are keys to issue CHECK THE CODES, click/tap “Issue”

• DONE!
• You can notice now that the Entry Status of the resident is “In Room”

Checkout

• Search by name or UGA ID

• Click last name
- Top-right corner - click on “Actions” then “Check Out”

- Click “OK”
- When the Check In Wizard pops up, this is the screen you can return the mailbox key, room key, and check the student out all on one page. Click “Fix”, “Return”, “Return”.

Inputting a Program into StarRez

StarRez has a programming module that is used to track CA/RA programs. All programs should be entered into StarRez and approved by your supervisor.

Once you’ve logged in, follow the below steps.

- After clicking on Campus Life you should see a blank screen with a green circle with a white plus on the bottom right.
- First step is to select the green circle with a white plus.
- A second screen will open and you will fill in the basic information for the program.
- Click “Edit further” to move to the next step.
- You will see two dates and times available for selection.
  - The first date/time is for the day you enter the program for review.
  - The second will be the date/time the program will occur. (Note: it is on 24hr)
- Next you will see a term session box. When selected you will see and additional screen. Select Term: **Residence Halls 2018-2019**.
  - You will then see two terms below Fall and Spring. Select the correct term. Then click “Ok”
- Select the Program Type
- Select the Program Sub Type
- Input Program Title and Description of the Program

![Image of a form with options for programming information, term selection, and building name. Arrows point to select building name and save changes.]
Scroll down to the “Details” section

- Type in your Community
- Program Cost (estimated)
- Attendee Estimate
- Goal = What will you need to do to complete this program?
- Purpose = Why you are having this program?
- Benefit = Who is the program for?

You will now need to pass this program along to the next step in the work flow. You do this by clicking on the right arrow in the top right corner of the program screen.
• A new screen will open and you will type in the reason for moving to the next step (supervisor approval) as well as a message to your supervisor.

• When done click save.

Once you click “Save”, the program proposal will go to your supervisor for review. Once it has been approved, you may continue planning for your program. You know your program is approved when you see the “Date Approved” item is completed with any supervisor comments and has been reassigned to you.

![Programming: Programming Is Fun!](image)

After have completed the program, you will need to complete an evaluation of the program. To do so, click on the “Evaluation” tab on the left side of the screen.
Complete the form and click “Save”.

Once you have completed the form, move the program forward and reassign it to your supervisor using the same steps as the initial assign process.

How To Pull A Roster
Community Development

- **Personal Growth**
  - Educational and academic development
  - Diversity
  - Recreational
  - Social

- **Affordable**
  - Providing programs with funding through RHA and Hall Councils
  - Personal development to be more fiscally conservative

- **Academic Success**
  - Educational and academic
  - Social

- **Comfortable**
  - Personal development and safety/security
  - Diversity
  - Social

- **Secure**
  - Personal development and safety/security
Making Connections

"Making Connections with Each of Our Residents"

Create a method for keeping up with the information you learn in connecting with your residents. In University Housing, this “connection” is a way to form relationships through:

- Meeting all of their residents within the first few weeks
- Getting to know their residents
- Helping their residents establish support networks
- Following up with residents about previously discussed items

When CAs and RAs build and help maintain these interactive and positive relationships this is a form of making connections in your community and encourages residents to build connections of their own!

Making Connections and Creating Community

It is important to make sure your intentions are genuine and do not seem forced. Interactions should not be interviews. As you learn more about your residents, you can use what you learn to help direct your future conversations with them. By showing a genuine interest in your residents’ interests and dislikes, you are building a stronger connection with them. Consult with your GR or RHD if you hear anything that is concerning during these conversations so we can all work together to better assist our residents.

Making Connections the Easy Way

Making connections with residents means doing what you normally do as a CA or RA.

- Use your first welcome meeting or “Meet your CA” program as a way to introduce yourself and start bringing residents together. By being open with them, it will encourage residents to open up to you.
- Use duty rounds as an opportunity to promote upcoming programs and recruit volunteers. You may use this time to knock on doors of residents you have not met before and learn something about them.
- Follow up with residents after you have documented an incident and make sure they know you still consider them a vital part of the community.

Peer-to-Peer Assistance

There will be times when residents will need to have someone to talk with regarding a personal issue. You are NOT a counselor. You are a resource for your residents and can listen to and assist them in finding the best method of resolving their concern.

When talking with residents, please consult the section on “Crisis Response” for more specific information on how to address particular concerns.

There are strategies and resources that you can use in responding to the request for assistance.

- Preparing for discussion
  In this stage, you should explain to the resident your rationale for speaking with them about the situation. Regardless of whether the student came to you or you noticed their behavior, ask open-ended questions to invite the resident to talk about what is happening with them.

- Listening
  This stage involves the resident talking about their situation or concern. You should act as a listening ear, speaking very little and remaining engaged and attentive. Be aware of your non-verbal body language so that the resident is able to see that you’re listening. This could be facing
• Problem Identification and Analysis
  A. Restate the issue as you see it.
  B. Brainstorm with the resident about potential solutions and resources (Refer to Appendix A).
  C. Assist the resident with developing an action plan.

• Follow-up
  Check back with the resident periodically to see how they are doing.

Remember: You can never promise confidentiality. You should always document resident issues and consult up in a timely manner, depending on severity.

Successful Roommate Relationships

Sharing a living space with another individual has the same challenges as any other relationship. Healthy relationships require openness, flexibility and mutual respect. Resident rooms can be social gathering places, quiet havens for intellectual thought or simply places to relax. To a large extent, the quality of life in a room will depend on the relationship developed between the roommates.

ROOMMATES SHOULD GET TO KNOW EACH OTHER.
We all like to imagine that college roommates will become instant best friends; however, roommates may be very different people. It may take time and work to develop good relationships.

It may be hard to talk about differences when roommates are first getting to know each other. They need to recognize and resolve personal differences early in the relationship. The first step is to begin talking about values and lifestyles. An easy way to discover more about one’s roommate is to talk about personal experiences.

ROOMMATES SHOULD SHARE PREFERENCES
Roommates should begin immediately getting to know each other so that they will feel comfortable discussing sensitive subjects. They should sit down together to discuss personal preferences, likes and dislikes.

ROOMMATES SHOULD DISCUSS CONCERNS
An important part of understanding one’s roommate is learning how they feel in certain situations. If roommates can share their feelings, they will be ahead of the game in understanding and empathizing with one another during the ups and downs of college life.

ROOMMATES SHOULD SHARE HOUSE CLEANING
One perennial area of conflict between roommates is who will clean the room and how often it should be cleaned. It can be helpful for roommates to sit down together to draft a written agreement outlining the weekly cleaning duties.

ROOMMATES SHOULD DISCUSS FRIENDS AND VISITATION
It is also important for roommates to come to agreement concerning visitors. They should spend some time honestly discussing the following issues.

ROOMMATES ALWAYS HAVE STAFF SUPPORT
Talking through these issues should provide roommates with the foundation for a healthy, friendly relationship. If problems develop between roommates that they cannot resolve, they should request the help of their resident assistant, C.L.A.S.S advocate, graduate resident or residence hall director. These staff members have experience and are happy to work with roommates. They are available to help before either roommate loses their cool or gives up. Residents should never let problems grow until ill will has developed between roommates.
Roommate Mediation

Mediation is a voluntary process in which a neutral party facilitates discussion among disputing parties. During this process, the mediator enables the disputing parties to come to a reasonable agreement to be uphold after mediation is complete.

Benefits
- Helps individuals terminate the conflict and resolve underlying issues by bringing them to a mutually satisfying agreement in a timely manner.
- Skill Development
  - Accept responsibility for themselves and their actions
  - Learn how their behaviors affect others
  - Take the time to think critically and analyze their thoughts as well as their intentions, and analyze the problem
- Student Development
  - Not the superficial, easy way out
  - Take time to search for a solution
  - Are supported as well as challenged

Mediation Process
- Preparation
  - Contact each individual involved separately to conduct a preliminary assessment of the situation
  - Arrange a time and place for the mediation to occur – should be private, quiet, impartial, and comfortable
- Introduction and Overview
  - Who are the people involved? What are their roles?
  - Explain the mediation process (steps 3-9)
  - Explain the benefits of mediation
- Establish Ground Rules
  - Important to communicate the types of behaviors that are appropriate and not appropriate
  - The expectation of participation, honesty, civility, positive problem-solving, and language
- Sharing Perspectives
  - Individuals briefly state their view
  - Check for understanding by making restatements, paraphrasing, and asking clarifying questions
- Determine Problem and Define Issues
  - Individuals agree on a specific problem(s) to be worked on
  - Define any underlying issues
  - Individuals should agree on the problems and/or issues
- Generate and Evaluate Appropriate Alternatives
  - Have individuals discuss possible outcomes to the problem/issue
    - Statements about “I’d like to see this...” or “We could do that....”
    - Outcomes should be specific, attainable, and relevant
• Select Appropriate Solution
  o Individuals should agree on a specific solution to the problem/issue

• Conclusion
  o Finalize the agreement
    • Informal understanding or formal written agreement
  o Determine timeline for follow up

• Follow-up
  o Check back with each roommate to see how things are going
  o Refer to additional resources as needed

Common Concerns of New Students

Please remember that this is only a guide designed to help you understand the types of pressures encountered by college students. These stress periods affect each student in different ways.

September
  • Homesickness – especially common for first-year students and first-time residents
  • Roommate conflicts which are often caused by personality differences and unwillingness to compromise. It is also the first time many students have to share a room.
  • Initial adjustment to academic environment – feelings of inadequacy sometimes related to the changes in high school expectations to college expectations. Also, academic success in high school does not ensure academic success in college.
  • First-year students begin to realize that life at college is not as perfect as they were led to believe by family, teachers, counselors, and friends.
  • Class size and the adjusting to professors (as opposed to teachers in high school) can be discouraging for new students.
  • Values exploration – students start to explore their own values without the guidance of their parents and home communities.
  • New social life adjustments – including not having to check with parents about curfews and opportunities to experience new areas, making your own decisions on when to conduct social activities and establishing yourself in a peer group.
  • Initial social rejections can create a feeling of inadequacy when not immediately accepted in a peer group or into a social sorority or fraternity.
  • “In-loco parentis” problems – students feel depressed because of real or perceived restrictive policies and regulations of the college.
  • Campus familiarization – includes becoming familiar with campus, classrooms, buildings and meeting places.
  • Long distance relationship(s) – torn between being loyal to a significant other from home and going out with new people.
  • Financial adjustment – involves adjusting to a somewhat tighter budget. Students who are supporting themselves start to realize how important budgeting their money becomes.
  • International student adjustment – experience a sense of confusion, vulnerability and a lack of any advocate in higher positions while trying to make a successful cultural and academic transition.
  • Family problems seem more intense because the student may either be caught in the middle or may feel helpless because they are far away.
  • Adjusting to “Administrative Red Tape” – students soon realize that is usually a long and frustrating process when trying to find an answer to what seems to be a simple question.
October

- Academic stress from midterms builds with the great demand for studying and preparation.
- For some students this may be their first exam of the semester. For many, the midterm workload pressures are followed by feelings of failure and loss of self-esteem.
- Midterm workload pressures are followed by feelings of a sense of accomplishment.
- Roommate problems continue, but they are smaller than in previous months.
- Values exploration continuing, especially in the area of sexuality and dating.
- Dating/non-dating/friendship anxieties extremely high. Non-dating students feel a sense of loss of esteem because so much value is placed upon dating. For women who do date, the pressure to perform sexually increases and consequently increases the feelings of rejection, loneliness and guilt and in some instances leads to unwanted sexual activity.
- Homesickness may be still felt by number of students.
- Job Searching stress for mid-year graduates starts with the onset of resume preparation and interviewing.
- Students may decide that college is not the place for them and return home for personal reasons or transfer to another school.
- Grief from not being part of a group develops because of inadequate skills for finding a group, or from not being selected by one.
- Financial strain sets in from lack of budgeting experience.
- Excitement about the holidays begins to grow.
- Homecoming blues develop because of no date for social affairs, and/or lack of ability/opportunity to participate in activities.
- Graduate school syndrome starts to emerge from graduating seniors. Signing up for graduate school exams, wondering if you will be accepted, wondering which school to apply to and questioning whether graduate school is the right thing to do.
- Time conflicts between academic and social expectations emerge.
- Signing up for classes involves starting to think about the following semester.
- Adjusting to new study habits includes not just being able to study the way they did in high school. More time and greater workload needs to be incorporated into their schedule for studying.
- Disenchantment with school – low regard level because students begin to realize that life at college is not as perfect as they were led to believe by parents, teachers and counselors.
- The novelty has worn off and the demands on their time are great.

November

- Suicidal thoughts may occur from inability to cope with the pressures of academic and social expectations.
- Academic pressure beings to mount because of procrastination, difficulty of work assigned and lack of study skills. “Pre-finals” stress starts to emerge as preparation begins for taking the exams.
- Anxiety increases as final exams approach and papers are due.
- Time management conflicts continue.
- Social apathy causes frustration because of academic pressures.
- Depression and anxiety increases at this time of year because of feeling that one should have adjusted to the college environment by this point.
- Economic anxiety—funds from family and summer earnings begin to run out and loans may become due.
- Problems develop due to increased alcohol consumption because students see this as an
easy acceptable way to relieve stress and from not knowing how to handle alcohol responsibly.

- Roommate problems may start to emerge again. This is mostly due to the pressure of school; tempers become shorter and people are less tolerant of others.
- Health (or lack thereof) can start to affect performance. Reasons include the changing weather and either lack of food quality or the negative feelings about institutional foods.
- Students tend to eat more ice cream and salads because they don’t find as much red meat, yogurt, etc. on the line or the lack of new items forces them to eat other places.
- Students have given up making attempts to establish new friendships.
- Living unit dissention causes uncomfortable feelings with residents. Results from apathy, academic pressures, need for vacation from school.
- Students look forward to the holidays and break from school.

**December**

- Increasing thought/deliberation about suicide occur from inability to cope with the pressures of academic and social expectations.
- Final exam pressures including anxiety, fear and guilt increases as exams approach and papers become due. Increased use of alcohol and drugs is related.
- Extracurricular time strains – seasonal parties, concerns, social service projects and religious activities drain student energies.
- Financial worries occur with the thought of Christmas gifts and travel costs.
- Pre-holiday blues emerges, especially for those who have concerns for family, those who have no home because of family conflicts.
- Friendship tensions become high with the onset of final exams.

**January**

- Anxiety about second semester begins and students who did not perform as well as they would have liked first semester have the added pressure of improving performance.
- Some students may have lost a loved one, a friend or significant other by and ended relationship or even death over break and they may find it hard to share the happiness and joy others experienced over the break.
- Moving to a new environment causes feelings of intrusion because students move onto a unit where most of the friendships have been established, priorities set and expectations understood. Unfamiliarity with campus also creates some anxiety especially for new students.
- Money problems begin because students were unable to find jobs over the holiday break.
- Post-holiday depression occurs at the beginning because students are away from the security and positive strokes of family and friends.
- Some students experience another bout of homesickness while others are happy to be back with new friends.
- Depression increases as students get tired of winter and being inside.
- Some students experience unwanted weight gains over the break with the holiday foods and home cooking.
- Reincorporating social and academic life is difficult at first with not having to worry about school for an extended period.

**February**

- Exams and other academic pressures approach.
- Depending upon the weather, some people will experience cabin fever if the weather forces them to stay inside for a lengthy period of time. Unacceptable social behavior may occur and students may act out and break rules.
Students begin thinking about changing majors or transferring schools.

Career choice anxieties set in with the onset of job interviews.

Worry of summer job hunting begins. This is especially high for students who were unable to find work during the Holiday break and those who may be seeking competitive summer internships.

Relationship anxieties increase as either couple begins to strengthen their ties (engagement) or experiencing weakening relationships.

Fall housing planning begins with trying to tentatively decide about living arrangements for next year.

Job searching anxieties start to set in for students who are graduating in the spring.

March

- Increasing thoughts/deliberations about suicide occur from the inability to cope with the pressures of academic and social expectations.
- Academic pressures increase with the approach of mid-term exams. With the pressure of the end of the semester approaching, many students start to increase their use of alcohol and drugs. This can cause them many biological and behavioral problems.
- Existential crisis for seniors – Must I leave school? Is my education worth anything? Was my major a mistake? Why go on?
- Living arrangement anxieties occur with the forcing of decisions – Should I move out? Live in the same building? Stay with the same roommate? Will a friend be left out of the plan?
- Summer job hunting will be heavy over spring break.
- Worry about finding a job or not finding one will cause severe anxiety.
- Trying to find money to use for spring break is a problem, especially when your peers are going to a place other than home and you are not able to join them.

April

- Increasing thoughts/deliberations about suicide occur from an inability to cope with the pressures of academic and social expectations.
- Academic pressures increase with the end of the semester approaching. Papers, exams and final projects approach.
- Summer job pressures continue.
- Senior job recruitment panic continues.
- Financial strain from spring break affects social life.
- Many students are forced to select a major and are not sure what field they would like to enter. Social life pressures increase during this time period – formal dances, parties, concerts.
- Excitement about the approaching warm weather of spring and summer heightens.
- With spring arriving, love is in the air. Many students go through rejection or the fear of rejection or envy towards their friends who have found a significant other.
- Frustration from being ill because weather changes so dramatically. Causes colds, allergies, lethargic feelings and limits social interactions.
- As pressures build, students tend to become disenchanted with many normal services and food service is the primary target. They tend to get tired of eating “The same old” institutional food.

May

- Increasing thought/deliberations about suicide occur from an inability to cope with the pressures of academic and social expectations.
- Anxiety develops because of the realization that the year is ending and a deficiency in a number of academic areas still exist. Students will miss their friends, and/or they may not
have done as well academically as they had hoped.
- Finals pressures are at a critical level with papers, take-home exams and studying. Some of the major effects of the pressure include; increased use of coffee, No-Doz, Vivarin, and amphetamines; and increase or decrease in food consumption. Less sleep and a lower tolerance level with friends/peers.
- Senior job pressures increase for those who have not yet found one.
- Anxiety for couples who will be separated for the summer. Also, the fear that their significant other will find someone else while they're apart.
- Depression over having to leave the friends and people that they have grown close to during the school year.
- Anxiety of having to go home after having been independent the past year, especially if they are having conflicts with their parents.
Community Development

"Home is Where the Arch is!"

The goal of this programming model is to help CAs and RAs conduct programs that are tailored to the needs of their specific residential communities. It is our goal, not only to help students feel more at home within their residential communities and become engaged in their communities, but here at the University of Georgia.

Programming Requirements
Each CA and RA is required to facilitate three formal programs per semester.
- Diversity
- Educational
- Wellness

A staff member may collaborate and/or conduct a piggyback program with another staff member and/or UGA campus organization. Limit of collaborative and piggyback programming is set by the supervisor.

CAs and RAs are expected to participate, develop, or engage in department programs including, but not limited to: Welcome UGA Week, RezFest, etc. These will not to be counted towards the three formal program requirements.

Diversity
Diversity programs create an environment of inclusion where there is respect, appreciation, and celebration for individual ideas, identities, and values, while promoting self-awareness and encouraging others to be agents of change.

Educational
A primary goal of educational programs is to promote the personal and academic success of our students. We do this by introducing and/or enhancing life skills, to cultivate globally minded leaders and professionals of tomorrow.

Wellness
Wellness is an active process of becoming aware of and making choices towards a healthy and fulfilling life. The goals of wellness programming are to help participants understand the importance of mental, emotional, physical, spiritual, and even financial wellness.

Community Building Activities
Community building should take place at all times. Although community building activities do not count toward programming requirements, it is an expectation that staff facilitate opportunities to help build floor/building morale.

Meet Your CA/Meet Your RA
Each CA is required to hold a "Meet Your CA". Each RA is required to conduct a "Meet Your RA/Opening Floor Meeting" Program. This meeting should be entered into StarRez; however, this does not count towards the total programming requirements.

Programming Timeline
Below is a timeline to meet programming requirements for the academic year. This is just an
example and does not need to match exactly as long as all requirements are met each semester.

<table>
<thead>
<tr>
<th>August</th>
<th>January</th>
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<tbody>
<tr>
<td>• Welcome Week Program</td>
<td>• Welcome Back Programming</td>
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<tr>
<td>• Meet Your CA/RA Program/Opening Floor Meeting</td>
<td>• New Student Social</td>
</tr>
<tr>
<td>• Community Building Activity</td>
<td>• Community Building Activity</td>
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<table>
<thead>
<tr>
<th>September</th>
<th>January</th>
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<tbody>
<tr>
<td>• Program (Diversity, Education, Wellness)</td>
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<th>February</th>
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<tr>
<th>December</th>
<th>May</th>
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<tbody>
<tr>
<td>• Community Building Activity</td>
<td>• Closing Meeting</td>
</tr>
<tr>
<td></td>
<td>• Community Building Activity</td>
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</table>

Program Proposals Requirements

- Program proposals must be submitted at least two weeks before proposed programming day
  - If you have conducted any Community Building Activities those should be entered into StarRez.
  - If you choose to collaborate with fellow staff members, together you should submit a single program proposal in StarRez outlining each person’s responsibilities.
- Proposal should be well written, creative, and detailed.
- Requests for budget, food, supplies, or other programming materials and a copy of your advertisement should be submitted with your proposal.
- Coordinate with your supervisor at least 72 hours prior to start of program to schedule a time for vendor card sign-out.
- Coordinate with your supervisor at least a week prior to schedule a time to go shopping with them to use the Publix card.
- RFPs, receipts, and entertainment form are due to your supervisor 24 hours after your program.

*** Please follow-up with your supervisor regarding the RFP process for your community***

Note: Please find out your community's flyer and publicity requirements from your supervisor.

Program Evaluations

- Program evaluations must reflect accurate information including attendance, cost, as well as strengths and weaknesses of the program. Be sure to expand upon what went well and what improvements can be made moving forward.
- Program evaluations should be completed within 24 hours following the program.
- Only ONE CA-RA per program is to be responsible for gathering information from the team and submitting the evaluation right after the program is completed
- All advertisements should be taken down immediately after the program.

Program Assessment
CA and RAs are encouraged to provide residents and program attendees an assessment/evaluation after the program to:

- Determine the overall effectiveness in meeting programs goals and objectives.
- Determine the quality level of the programs being implemented.
- Identify strengths and weaknesses in the program.

The 8 steps for hosting a successful program
1. Set a positive example for your residents.
2. Dress appropriately – as a staff member, wear your UGACard.
3. Be early, be helpful, be respectful.
4. Properly introduce any speakers – ask for correct name pronunciation.
5. Help speaker set-up or break-down.
6. Arrange where you will meet the speaker when they arrive.
7. Offer to walk the speaker out afterwards.
8. Follow up with a thank you note or email.

Advertisements, Bulletin Boards, and Door Dec's

Advertisement Requirements
Your flyers and publicity for programs and events in your residential community are a direct representation of you. When creating a flyer and other publicity, your goal should be to capture the attention of everyone that sees it.

- You should make sure your flyers are bright, vibrant, and stand out. However, do not limit yourself to a single sheet of paper – get creative. Include something that makes the advertisement 3D.
- When creating an advertisement for a program you should include the following:
  o Date/Time
  o Location
  o A brief synopsis or catchy tag line
  o If you are holding a program outside of the residence hall you should include information about gathering before the event in order to leave together
  o Inclusive Language
  o If food is served, include a statement such as "Pizza will be provided"
- When creating a flyer for a program be sure that you DO NOT:
  o Include business name – we are not allowed to advertise for outside businesses
  o Use copyrighted images
  o Use student images without their permission
Advertisements Examples

AWESOME!

NOT Awesome

Bulletin Board Requirements
CAs and RAs are required to have their bulletin boards covered at all times during the semester. Boards should be informative in nature and be updated every month. Consult with your supervisor for monthly bulletin board deadline.

For additional Bulletin Board assistance:
www.residentassistant.com
http://reslife.net/html/assistant.html
https://www.pinterest.com/theraguide/

Tips:
• Laminate what you post so that materials can be reused.
• Bulletin boards can be made with Power Point.
• Make them interactive and creative.
• HAVE FUN!
**Bulletin Board Examples**

**Door Decorations**
- CAs are encouraged to make door decorations for their fellow staff members, but do not make them for residents.

- Resident Assistants DO create door decorations for their residents.
  - Completed each Semester (Fall and Spring)
  - Supervisors will provide community-specific expectations
- Pro-Tip: Make several extra in case residents go by a different name, room changes, etc.
- Make one for each member of your staff team (RAs, CA, RHD, BSW, STW).

**Door Decoration Examples**

**AWESOME!**

**Not Awesome**
Welcome Events with Residents
One of the first impressions you will make on your residents will be in your first welcome event on Sunday, August 12, 2018.

This is an opportunity to begin building community with residents through social interaction! Make this a fun event. Policies and other community information will be shared with residents through emails, social media and Housing 12.

A. Introductions
   a. Icebreakers & Social
   b. Myself...what is a CA or RA?
   c. Introduce other staff members present (RHD, GR, DI, AC/SC)

B. Community Living
   a. Goals and Expectations of the Community
      i. Community living
      ii. Importance of student government (Hall Councils)
      iii. Programs in the community
      iv. Respect for one another: diversity and inclusion
   b. Rewards of building and living in community
      i. Respect
      ii. Privacy
      iii. New friends
      iv. Working together can bring great achievement
   c. Roommate, suitemate and apartment success plans - Discuss the positive value of planning for success in your new home!

C. Policies
   a. Refer residents to the community Guide and Resident Guide – links on Housing 12 and the email they received on August 5th

D. Safety and Security
   a. Security staff
   b. Lock your door!

E. Fire Safety
   a. What to do if you see smoke
   b. What to do if alarm is audible
      i. Evacuation (do not use the elevators)
      ii. Move away from building to the designated evacuation location
      iii. Where to meet or go during inclement weather

F. Community/Hall Activities
   a. Student governments – community council and Residence Hall Association (RHA)
   b. Programming – student interest survey (residents should complete during your meeting)
   c. Intramural sports
   d. Involvement opportunities [Community Standards Board (CSB)], hall government, food drives, etc.

G. Question
Appendix A

Important Numbers

Community Numbers

<table>
<thead>
<tr>
<th>Community</th>
<th>Desk</th>
<th>Duty Cell</th>
<th>Community Office</th>
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</table>

Athens-Clarke County and the University of Georgia operate within a ten-digit dialing system. The 706 area code must be dialed when making all local calls.

Administrative Offices

Assignments Office ................................................................. 706-542-1421
Fax ......................................................................................... 706-542-8595
Housing Business and Human Resources Office .................................. 706-542-8279
Residential Programs and Services Office ........................................ 706-542-6533
Staff Development and Student Conduct Office .............................. 706-542-8191

Other Important University Housing Offices

Residence Hall Association ......................................................... 706-542-1169
Housing Security ...................................................................... 706-542-4467
Work Office ............................................................................. 706-542-3999

UNIVERSITY RESOURCES

Academic Enhancement .................................................................. 706-542-7575
Bulldog Bucks .......................................................................... 706-542-8257
Career Center ........................................................................... 706-542-3375
Center for Leadership and Services ............................................. 706-583-0830
Disability Resource Center ......................................................... 706-542-8719
Food Services

Bolton Dining Commons ......................................................... 706-542-1255
Snelling Dining Commons ....................................................... 706-542-8412
Oglethorpe House Dining Commons ........................................ 706-542-7763
The Village Summit at Joe Frank Harris Commons ....................... 706-542-4386
The Niche at the Health Science Campus .................................................. 706-713-2669
Greek Life ................................................................................................. 706-542-4612
Multicultural Services and Programs ....................................................... 706-542-5773
Lesbian-Gay-Bisexual-Transgender (LGBT) Resource Center ................ 706-542-4077
International Student Life ............................................................... 706-542-5867
Office of the Dean of Students .............................................................. 706-542-7774
Office of Student Conduct ........................................................................ 706-542-1131
Office of Student Financial Aid .............................................................. 706-542-6147
Office of the Vice President for Student Affairs ........................................ 706-542-3564
Parking Services .............................................................................. 706-542-PARK
Ramsey Student Center .......................................................................... 706-542-5060
Registrar’s Office ...................................................................................... 706-542-4040
Student Directory ..................................................................................... 706-542-3000
Student Technology Support ..................................................................... 706-542-3333
Tate Student Center Information Desk ..................................................... 706-542-3816
UGA Athletic Association Ticket Office ................................................. 706-542-1231
UGA Bookstore ..................................................................................... 706-542-3171
UGA Directory Assistance ......................................................................... 706-542-3000
UGA Visitors Center ............................................................................... 706-542-0842

Medical
Piedmont Athens Regional Hospital ......................................................... 706-475-7000
Poison Control .......................................................................................... 800-222-1222
Sexual Assault Center of Northeast Georgia Rape Crisis Line .................. 706-353-1912
St. Mary’s Hospital .................................................................................... 706-389-3000
UGA Counseling and Psychiatric Services .............................................. 706-542-2273
UGA Sexual Assault Referral Service ....................................................... 706-542-SAFE
University Health Center ........................................................................... 706-542-1162
Fontaine Center .................................................................................... 706-542-8690

Safety
Athens Fire, Police, and Ambulance ........................................................... 9-911
UGA Police .......................................................................................... 706-542-2200
# Appendix B

## University Housing’s Common Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>AC</td>
<td>Area Coordinator</td>
</tr>
<tr>
<td>AD</td>
<td>Assistant/Associate Director</td>
</tr>
<tr>
<td>BSW</td>
<td>Building Services Worker</td>
</tr>
<tr>
<td>CA</td>
<td>C.L.A.S.S. Advocate</td>
</tr>
<tr>
<td>CAPS</td>
<td>Counseling and Psychiatric Services</td>
</tr>
<tr>
<td>CH</td>
<td>Conference Host</td>
</tr>
<tr>
<td>C.L.A.S.S.</td>
<td>Continuing the Legacy of African American Student Success</td>
</tr>
<tr>
<td>CSB</td>
<td>Community Standards Board</td>
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<tr>
<td>DA</td>
<td>Desk Assistant</td>
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<tr>
<td>DAP</td>
<td>Double as a Private</td>
</tr>
<tr>
<td>DAWG Days</td>
<td>Diversity Awareness Week at Georgia</td>
</tr>
<tr>
<td>DI</td>
<td>Doctoral Intern</td>
</tr>
<tr>
<td>ECV</td>
<td>East Campus Village</td>
</tr>
<tr>
<td>eLC</td>
<td>eLearning Commons</td>
</tr>
<tr>
<td>EITS</td>
<td>Enterprise Information Technology Services</td>
</tr>
<tr>
<td>FCSE</td>
<td>Freshman College Summer Experience</td>
</tr>
<tr>
<td>FRC</td>
<td>Franklin Residential College</td>
</tr>
<tr>
<td>GR</td>
<td>Graduate Resident</td>
</tr>
<tr>
<td>HBHR</td>
<td>Housing Business and Human Resources Office</td>
</tr>
<tr>
<td>HSC</td>
<td>Health Sciences Campus</td>
</tr>
<tr>
<td>NACURH</td>
<td>National Association of College and University Residence Halls</td>
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<tr>
<td>INF</td>
<td>Incident Note Form</td>
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<td>NRHH</td>
<td>National Residence Hall Honorary</td>
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<td>OA</td>
<td>Office Assistant</td>
</tr>
<tr>
<td>OSC</td>
<td>Office of Student Conduct</td>
</tr>
<tr>
<td>OVPSA</td>
<td>Office of the Vice President of Student Affairs</td>
</tr>
<tr>
<td>RA</td>
<td>Resident Assistant</td>
</tr>
<tr>
<td>RFP</td>
<td>Request for Payment</td>
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<tr>
<td>RHA</td>
<td>Residence Hall Association</td>
</tr>
<tr>
<td>RHD</td>
<td>Residence Hall Director</td>
</tr>
<tr>
<td>RHS</td>
<td>Residence Hall Studios</td>
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<tr>
<td>RIC</td>
<td>Room Inventory Card</td>
</tr>
<tr>
<td>RLS</td>
<td>Residence Life Staff</td>
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<td>RPR</td>
<td>Residential Policy Review</td>
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<td>RPS</td>
<td>Residential Programs and Services</td>
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<tr>
<td>SC</td>
<td>Senior Coordinator</td>
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<tr>
<td>SDSC</td>
<td>Staff Development and Student Conduct</td>
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<tr>
<td>SOAR</td>
<td>Student Organization Achievement and Recognition (Awards)</td>
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<td>STW</td>
<td>Skilled Trades Worker</td>
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<tr>
<td>UV</td>
<td>University Village</td>
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### Appendix C

Traditional Halls = "trad;" East Campus Village = "ECV"

#### 2018-2019 University Housing Damage Charge Schedule

<table>
<thead>
<tr>
<th>Item</th>
<th>Area</th>
<th>Price</th>
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<tbody>
<tr>
<td>Re-caulking Tubs</td>
<td><strong>BATHROOM</strong></td>
<td><strong>$35 (ECV)</strong></td>
</tr>
<tr>
<td>Replace Plunger</td>
<td></td>
<td><strong>$5</strong></td>
</tr>
<tr>
<td>Replace Shower Curtain</td>
<td></td>
<td><strong>$10</strong></td>
</tr>
<tr>
<td>Replace Shower Head</td>
<td></td>
<td><strong>$60</strong></td>
</tr>
<tr>
<td>Replace Sink</td>
<td></td>
<td><strong>$200</strong></td>
</tr>
<tr>
<td>Replace Toilet Seat</td>
<td></td>
<td><strong>$35</strong></td>
</tr>
<tr>
<td>Replace Toilet (ECV)</td>
<td></td>
<td><strong>$100-250</strong></td>
</tr>
<tr>
<td><strong>BED</strong></td>
<td></td>
<td><strong>$110 (trad), $30 (ECV)</strong></td>
</tr>
<tr>
<td>Frame</td>
<td></td>
<td><strong>$400</strong></td>
</tr>
<tr>
<td>Mattress &amp; Box Springs (full size, XL)</td>
<td></td>
<td><strong>$20 (trad), $15</strong></td>
</tr>
<tr>
<td>Mattress (Twin: 75 &amp; 80 inch)</td>
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<td><strong>$110</strong></td>
</tr>
<tr>
<td>Springs</td>
<td></td>
<td><strong>$60</strong></td>
</tr>
<tr>
<td>Reassemble: Bunk Beds</td>
<td></td>
<td><strong>$20</strong></td>
</tr>
<tr>
<td><strong>BULLETIN BOARD</strong></td>
<td></td>
<td><strong>$150</strong></td>
</tr>
<tr>
<td>Replace (minimum)</td>
<td></td>
<td><strong>$60</strong></td>
</tr>
<tr>
<td><strong>CABLE</strong></td>
<td></td>
<td><strong>$25</strong></td>
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<tr>
<td><strong>CLEANING</strong></td>
<td></td>
<td><strong>$25</strong></td>
</tr>
<tr>
<td>Tub/Shower</td>
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<td><strong>$25</strong></td>
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<tr>
<td>Toilet</td>
<td></td>
<td><strong>$15</strong></td>
</tr>
<tr>
<td>Bathroom Sink</td>
<td></td>
<td><strong>$10</strong></td>
</tr>
<tr>
<td>Bedroom/Living Room</td>
<td></td>
<td><strong>$35</strong></td>
</tr>
<tr>
<td>Kitchen Floor</td>
<td></td>
<td><strong>$15</strong></td>
</tr>
<tr>
<td>Kitchen Sink, Countertops, &amp; Floor</td>
<td></td>
<td><strong>$35</strong></td>
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<tr>
<td><strong>DOCKING</strong></td>
<td></td>
<td><strong>$50, $75 (ECV)</strong></td>
</tr>
<tr>
<td>Range Hood</td>
<td></td>
<td><strong>$25</strong></td>
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<tr>
<td>ECV Light/Medium/Heavy Cleaning</td>
<td></td>
<td><strong>$25 (range hood), $50 (complete)</strong></td>
</tr>
<tr>
<td><strong>CLOSET</strong></td>
<td></td>
<td><strong>$25</strong></td>
</tr>
<tr>
<td>Rod</td>
<td></td>
<td><strong>$25</strong></td>
</tr>
<tr>
<td>Repair Closet Door (minimum)</td>
<td></td>
<td><strong>$25</strong></td>
</tr>
<tr>
<td>Repair Shelving</td>
<td></td>
<td><strong>$25</strong></td>
</tr>
<tr>
<td><strong>DESK/DRAWER</strong></td>
<td></td>
<td><strong>$300</strong></td>
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<tr>
<td>Replace</td>
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<td><strong>$100</strong></td>
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<tr>
<td>New top Surface</td>
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<td><strong>$45</strong></td>
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<tr>
<td>Replace Drawer</td>
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<td><strong>$187</strong></td>
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<tr>
<td>Replace Pedestal Cabinet for Desk</td>
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<td><strong>$300</strong></td>
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<tr>
<td><strong>DOORS</strong></td>
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<td><strong>$150</strong></td>
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<tr>
<td>Door Closures</td>
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<td><strong>$30 (trad), $100 (ECV)</strong></td>
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<tr>
<td>Louvers (minimum)</td>
<td></td>
<td><strong>$75 (trad), $30 (ECV)</strong></td>
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<tr>
<td><strong>ELECTRICAL</strong></td>
<td></td>
<td><strong>$50 (trad), $50 (ECV)</strong></td>
</tr>
<tr>
<td>Replace Glass Door (minimum)</td>
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<td><strong>$100</strong></td>
</tr>
<tr>
<td>Replace Screen in Door</td>
<td></td>
<td><strong>$20</strong></td>
</tr>
<tr>
<td>Replace Front Door</td>
<td></td>
<td><strong>$425</strong></td>
</tr>
<tr>
<td>Replace Bedroom/Closet Door</td>
<td></td>
<td><strong>$100</strong></td>
</tr>
<tr>
<td>Replace Bedroom/Closet Door Frame</td>
<td></td>
<td><strong>$100</strong></td>
</tr>
<tr>
<td><strong>DOOR LOCK &amp; KEYS</strong></td>
<td></td>
<td><strong>$393</strong></td>
</tr>
<tr>
<td>Replace Mortice Lock</td>
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<td><strong>$230</strong></td>
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<tr>
<td>Replace Cylindrical Lock</td>
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<td><strong>$109</strong></td>
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<tr>
<td>Re-key &amp; Change Core</td>
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<td><strong>$5</strong></td>
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<tr>
<td>Replace Broken Key</td>
<td></td>
<td><strong>$75</strong></td>
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<tr>
<td>Replace Deadbolt</td>
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Outlet Cover
<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
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<tbody>
<tr>
<td>Replace Thermostat</td>
<td>$150</td>
</tr>
<tr>
<td>Replace Fan Switch</td>
<td>$15</td>
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<tr>
<td><strong>FIRE EQUIPMENT</strong></td>
<td></td>
</tr>
<tr>
<td>Replace Addressable Smoke Detector (24/110 volt)</td>
<td>$150 (trad), $100 (ECV)</td>
</tr>
<tr>
<td>Replace Sprinkler Cover</td>
<td>$20</td>
</tr>
<tr>
<td>Re-fill CO2 Extinguisher</td>
<td>$25</td>
</tr>
<tr>
<td>Replace CO2 Extinguisher</td>
<td>$95</td>
</tr>
<tr>
<td>Replace Glass in Cabinet</td>
<td>$20</td>
</tr>
<tr>
<td>Replace Glass in Pull Station</td>
<td>$10</td>
</tr>
<tr>
<td>Replace Exit Sign</td>
<td>$120</td>
</tr>
<tr>
<td>Replace Exit Sign Glass</td>
<td>$30</td>
</tr>
<tr>
<td>Replace Smoke Detector (9 volt)</td>
<td>$20</td>
</tr>
<tr>
<td>Replace Smoke Detector (24/110 volt)</td>
<td>$60</td>
</tr>
<tr>
<td>Protective Guards</td>
<td>$50</td>
</tr>
<tr>
<td><strong>FURNITURE</strong></td>
<td></td>
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<tr>
<td>Move to Intended Area</td>
<td>$15</td>
</tr>
<tr>
<td>Replace Couch</td>
<td>$1,300</td>
</tr>
<tr>
<td>Replace Chair</td>
<td>$700</td>
</tr>
<tr>
<td>Replace 3-position Chair</td>
<td>$175</td>
</tr>
<tr>
<td>Replace Night Stand</td>
<td>$139</td>
</tr>
<tr>
<td>Replace End Table</td>
<td>$84</td>
</tr>
<tr>
<td>Replace TV Stand</td>
<td>$142</td>
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<tr>
<td>Replace Coffee Table</td>
<td>$117</td>
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<tr>
<td>Replace Stool</td>
<td>$250</td>
</tr>
<tr>
<td>Replace Waste Basket</td>
<td>$43</td>
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<tr>
<td>Re-upholster Couch or Chair Cover</td>
<td>$80</td>
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<tr>
<td>Re-upholster 3-position Chair</td>
<td>$75</td>
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<tr>
<td>Re-upholster Stool Seat</td>
<td>$40</td>
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<tr>
<td>Re-upholster Stool Back</td>
<td>$25</td>
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<tr>
<td><strong>HVAC</strong></td>
<td></td>
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<tr>
<td>Replace Window AC Unit</td>
<td>$700</td>
</tr>
<tr>
<td>Replace Vent/Register</td>
<td>$35</td>
</tr>
<tr>
<td>Through Wall Units</td>
<td>$1000-$1500</td>
</tr>
<tr>
<td>Window AC Fronts</td>
<td>$75</td>
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<tr>
<td><strong>KITCHEN ITEMS</strong></td>
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</tr>
<tr>
<td>Replace Kitchen Stopper</td>
<td>$10</td>
</tr>
<tr>
<td>Replace Cutting Board</td>
<td>$15</td>
</tr>
<tr>
<td>Replace Cabinet Door</td>
<td>$75</td>
</tr>
<tr>
<td>Repair Cabinet Door</td>
<td>$30</td>
</tr>
<tr>
<td>Replace Countertop Small</td>
<td>$125</td>
</tr>
<tr>
<td>Replace Countertop Large</td>
<td>$300</td>
</tr>
<tr>
<td>Repair Countertop</td>
<td>$400</td>
</tr>
<tr>
<td>Replace Ice Tray</td>
<td>$6</td>
</tr>
<tr>
<td>Replace Refrigerator Crisper Drawer</td>
<td>$27</td>
</tr>
<tr>
<td>Replace Microwave Plate (ECV)</td>
<td>$35</td>
</tr>
<tr>
<td>Replace Microwave</td>
<td>$200</td>
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<tr>
<td><strong>LIGHTS</strong></td>
<td></td>
</tr>
<tr>
<td>Replace Light Cover (minimum)</td>
<td>$20 (trad), $125 (ECV)</td>
</tr>
<tr>
<td>Replace Light Unit</td>
<td>$150</td>
</tr>
<tr>
<td>Replace Kitchen Light Cover</td>
<td>$50</td>
</tr>
<tr>
<td><strong>MIRROR</strong></td>
<td></td>
</tr>
<tr>
<td>Replace (minimum)</td>
<td>$25 (trad), $75 (ECV)</td>
</tr>
<tr>
<td><strong>NEIGHBORHOOD/HALL</strong></td>
<td></td>
</tr>
<tr>
<td>Bathroom: Reinstall Stall Door</td>
<td>$100</td>
</tr>
<tr>
<td>Bathroom: Reinstall Lavatory Sink on Wall</td>
<td>$100</td>
</tr>
<tr>
<td>Hallway: Reinstall Water fountain on Wall</td>
<td>$100</td>
</tr>
<tr>
<td>Hallway: Repair Holes (Small, spackle)</td>
<td>$20</td>
</tr>
<tr>
<td>Hallway: Repair Holes (Large, beyond spackle)</td>
<td>$40</td>
</tr>
<tr>
<td><strong>PEEPHOLE</strong></td>
<td></td>
</tr>
<tr>
<td>Replace</td>
<td>$25</td>
</tr>
<tr>
<td>Phone/Ethernet Jack</td>
<td>$25</td>
</tr>
<tr>
<td><strong>TILES</strong></td>
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<tr>
<td>Ceiling (per tile)</td>
<td>$10</td>
</tr>
<tr>
<td>Floor (per square foot)</td>
<td>$10</td>
</tr>
<tr>
<td><strong>TRASH</strong></td>
<td></td>
</tr>
<tr>
<td>Removal (minimum)</td>
<td>$25</td>
</tr>
<tr>
<td><strong>VINYL FLOORING</strong></td>
<td></td>
</tr>
<tr>
<td>Replace in Kitchen</td>
<td>$1000</td>
</tr>
<tr>
<td>Task</td>
<td>Cost</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Repair Hole (single nail)</td>
<td>$1</td>
</tr>
<tr>
<td>Paint Complete Room</td>
<td>$1000</td>
</tr>
<tr>
<td>Remove Double-sided Tape (minimum)</td>
<td>$5</td>
</tr>
<tr>
<td>Paint up to 1 sq. ft. (semi-gloss)</td>
<td>$5</td>
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<tr>
<td>Minor Wall Repair</td>
<td>$30</td>
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<tr>
<td>Repair Hole (single screw)</td>
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<tr>
<td>Repair Hole (single fist-sized)</td>
<td>$50</td>
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**WALLS**

<table>
<thead>
<tr>
<th>Task</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repair Hole</td>
<td></td>
</tr>
<tr>
<td>Paint Complete Room</td>
<td>up to $100 (trad), $20 (ECV)</td>
</tr>
<tr>
<td>Paint Walls (per wall)</td>
<td>$50 (trad), $75 (apt.)</td>
</tr>
<tr>
<td>Paint Entire One Bedroom Apt.</td>
<td>$300</td>
</tr>
<tr>
<td>Paint Entire Two Bedroom Apt</td>
<td>$350</td>
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</tbody>
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**WINDOWS**

<table>
<thead>
<tr>
<th>Task</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Screen</td>
<td>up to $100 (trad), $20 (ECV)</td>
</tr>
<tr>
<td>Reinstall Screen</td>
<td>$20 (trad), $5 (ECV)</td>
</tr>
<tr>
<td>Replace Pane</td>
<td>to be assessed</td>
</tr>
<tr>
<td>Replace Blinds (minimum)</td>
<td>$30</td>
</tr>
<tr>
<td>Reinstall Window Stoppers</td>
<td>$5</td>
</tr>
<tr>
<td>Repair Security Screen</td>
<td>$300</td>
</tr>
<tr>
<td>Replace Security Screen</td>
<td>$1,500</td>
</tr>
<tr>
<td>Replace Blinds (single window, small)</td>
<td>$50 (trad), $40 (ECV)</td>
</tr>
<tr>
<td>Replace Blinds (double window, medium)</td>
<td>$75 (trad), $70 (ECV)</td>
</tr>
<tr>
<td>Replace Blinds (triple window, large)</td>
<td>$100 (trad), $90 (ECV)</td>
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<tr>
<td>Replace Security Tamper Straps (ECV)</td>
<td>$15</td>
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<tr>
<td>Replace in Bathroom</td>
<td>$1000</td>
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<tr>
<td>Paint Ceiling</td>
<td>$40</td>
</tr>
<tr>
<td>Paint Walls (per wall)</td>
<td>$50 (trad), $75 (apt.)</td>
</tr>
<tr>
<td>Paint Entire One Bedroom Apt.</td>
<td>$300</td>
</tr>
<tr>
<td>Paint Entire Two Bedroom Apt</td>
<td>$350</td>
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## Appendix D

### Important Dates for 2018-2019

<table>
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<tr>
<th>IMPORTANT DATES</th>
<th>FALL SEMESTER 2018</th>
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<tbody>
<tr>
<td>Mon. July 30</td>
<td>CAs and RAs Move In 1:30 p.m. - 4 p.m.</td>
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<tr>
<td>Tues. - Fri. July 31-Aug. 3</td>
<td>CA and RA Training</td>
</tr>
<tr>
<td>Thurs. Aug. 2</td>
<td>DAs and OAs move in 1:30 p.m. - 4 p.m.</td>
</tr>
<tr>
<td>Fri. August 3</td>
<td>DA and OA Training</td>
</tr>
<tr>
<td>Sat. Aug. 4</td>
<td>Desk open 12 p.m.</td>
</tr>
<tr>
<td>Sun. Aug. 5</td>
<td>Residence Halls Move-In, 7 a.m. – 7 p.m.</td>
</tr>
<tr>
<td>Sun. Aug. 5</td>
<td>Game Night at Tate Student Center 8 p.m. – 11 p.m.</td>
</tr>
<tr>
<td>Mon. Aug. 6</td>
<td>Move-In, 9 a.m. – 5 p.m. &amp; Orientation #17</td>
</tr>
<tr>
<td>Mon. Aug. 6</td>
<td>Glow Golf at UGA Golf Course 8 p.m. – 11 p.m.</td>
</tr>
<tr>
<td>Tues. Aug. 7</td>
<td>CA-RA Training for New CA-RA Staff &amp; staff who were not in training last fall 2017</td>
</tr>
<tr>
<td>Tues. Aug. 7</td>
<td>Taste of Athens on Myers Quad 8 p.m. – 10 p.m.</td>
</tr>
<tr>
<td>Wed, &amp; Thurs Aug. 8 &amp; 9</td>
<td>CA-RA Training for Returning CA-RA Staff</td>
</tr>
<tr>
<td>Wed, Aug. 8</td>
<td>Late Night Field Day at Intramural Fields 8 p.m. – 11 p.m.</td>
</tr>
<tr>
<td>Thurs. Aug. 9</td>
<td>New Student Orientation/Advisement</td>
</tr>
<tr>
<td>Thurs. Aug. 9</td>
<td>Film on the Fifty at Sanford Stadium 8 p.m. – 11 p.m.</td>
</tr>
<tr>
<td>Fri. Aug. 10</td>
<td>New Student Registration</td>
</tr>
<tr>
<td>Fri. Aug. 10</td>
<td>Hypnotist Show at Tate Grand Hall 8 p.m. – 10 p.m.</td>
</tr>
<tr>
<td>Fri. Aug. 10 – 12</td>
<td>RHA Retreat</td>
</tr>
<tr>
<td>Sat. Aug. 11</td>
<td>Silent Disco at Tate Grand Hall 9 p.m. – 12 a.m.</td>
</tr>
<tr>
<td>Sun. Aug. 12</td>
<td>RA Welcome Meetings with Residents</td>
</tr>
<tr>
<td>Sun. Aug. 12</td>
<td>Freshman Welcome at Sanford Stadium &amp; Reed Plaza 6 p.m.</td>
</tr>
<tr>
<td>Mon. Aug. 13</td>
<td>Classes Begin, Room change request available online</td>
</tr>
<tr>
<td>Mon - Fri, Aug. 13 – 17</td>
<td>Drop / Add</td>
</tr>
<tr>
<td>Tues. Aug. 14</td>
<td>Welcome Week Program on Myers Quad</td>
</tr>
<tr>
<td>Mon. - Fri. Aug. 20 – 24</td>
<td>CA-RA Seminar Begin for new staff and staff that have not participated in the seminar</td>
</tr>
<tr>
<td>Mon. Sept. 3</td>
<td>Holiday (Labor Day) - Weekend Duty During the Day</td>
</tr>
<tr>
<td>Tues. Sept. 4</td>
<td>1st RHA General Body Meeting MLC rm. 8 p.m.</td>
</tr>
<tr>
<td>Sat. Sept. 8</td>
<td>RHA Exec’n Rec (business), CSB Training Miller Learning Center rm. 101</td>
</tr>
<tr>
<td>TBD (Typically Oct 1)</td>
<td>GR &amp; DI Applications for 2018-2019 Available on OVPSA website</td>
</tr>
<tr>
<td>Thurs. Oct. 4</td>
<td>Midterm</td>
</tr>
<tr>
<td>Mon. - Sat. Oct 8 - Oct. 13</td>
<td>Homecoming</td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
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</tr>
<tr>
<td>Fri. Oct. 26</td>
<td>Fall Break</td>
</tr>
<tr>
<td>Mon. Nov. 5</td>
<td>CA-RA Application opens online at 9 a.m.</td>
</tr>
<tr>
<td>Fri. Nov. 16</td>
<td>1/2 staff may leave for Thanksgiving Break at 12 p.m.</td>
</tr>
<tr>
<td>Sun. Nov. 18</td>
<td>Residence Halls close at noon. Remaining staff may leave after closing procedures are completed</td>
</tr>
<tr>
<td>Mon. - Fri. Nov. 19 – 23</td>
<td>Thanksgiving Break</td>
</tr>
<tr>
<td>Fri. Nov. 23</td>
<td>Residence Halls open at noon. (All staff must return by designated time)</td>
</tr>
<tr>
<td>TBD (typically Nov. 30)</td>
<td>Anticipated GR &amp; DI applications due to OVPSA</td>
</tr>
<tr>
<td>Tues. Dec. 4</td>
<td>Classes end for Fall Semester (Friday class taught on Tuesday)</td>
</tr>
<tr>
<td>Wed. Dec. 5</td>
<td>Reading Day</td>
</tr>
<tr>
<td>Thurs. - Wed. Dec. 6-12</td>
<td>Final Exams</td>
</tr>
<tr>
<td>Thurs. Dec. 13</td>
<td>All CA - RA Applications due online by 5 p.m.</td>
</tr>
<tr>
<td>Fri. Dec. 14</td>
<td>Commencement</td>
</tr>
<tr>
<td>Fri. Dec. 14</td>
<td>Residence Halls close at noon. Staff may leave after closing procedures are completed.</td>
</tr>
</tbody>
</table>

**SPRING SEMESTER 2019**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>Sun. Jan. 6</td>
<td>Residence Halls open @ 8 a.m. (All staff must return by designated time)</td>
</tr>
<tr>
<td>Mon. Jan. 7</td>
<td>Orientation/Advisement</td>
</tr>
<tr>
<td>Tues. Jan. 8</td>
<td>Winter Training for CA - RA staff 8 a.m. - 5 p.m.</td>
</tr>
<tr>
<td>Tues. Jan 8</td>
<td>Registration for New Students</td>
</tr>
<tr>
<td>Wed. Jan. 9</td>
<td>Classes begin</td>
</tr>
<tr>
<td>Wed - Fri; Tues. Jan. 9-15</td>
<td>Add/Drop period</td>
</tr>
<tr>
<td>Mon. Jan. 21</td>
<td>Holiday (M.L.K. Day) - Weekend Duty During the Day</td>
</tr>
<tr>
<td>W-F, M-W, Jan. 30-Feb 1 &amp; Feb. 5-6</td>
<td>CA-RA Interviews</td>
</tr>
<tr>
<td>Mon. Feb. 4 &amp; 11</td>
<td>GR Open Houses</td>
</tr>
<tr>
<td>Fri. Mar. 1</td>
<td>Midterm</td>
</tr>
<tr>
<td>Wed. Feb. 27</td>
<td>CA-RA Offers are emailed</td>
</tr>
<tr>
<td>Fri. Mar. 8</td>
<td>1/2 staff may leave for Spring Break at 12 p.m.</td>
</tr>
<tr>
<td>Sat. Mar. 9</td>
<td>Residence Halls close at noon. All staff may leave after closing procedures.</td>
</tr>
<tr>
<td>Mon. - Fri. Mar. 11 – 15</td>
<td>Spring Break</td>
</tr>
<tr>
<td>Sun. Mar. 17</td>
<td>Residence Halls open at 8 a.m. (All staff must return by designated time)</td>
</tr>
<tr>
<td>Sun. Apr. 7</td>
<td>Spring Orientation for Fall 2019 CA-RA Staff 5 p.m. – 7 p.m. in Communities</td>
</tr>
<tr>
<td>Thurs. Apr. 11</td>
<td>GR &amp; DI Social</td>
</tr>
<tr>
<td>Sun. Apr. 14</td>
<td>CA-RA Staff Recognition Event</td>
</tr>
<tr>
<td>TBD</td>
<td>RezFest</td>
</tr>
<tr>
<td>TBD</td>
<td>NRHH / RHA Annual Awards Banquet Tate Grand Hall Ballroom</td>
</tr>
<tr>
<td>Tues. Apr. 30</td>
<td>Classes end for Spring Semester</td>
</tr>
<tr>
<td>Wed. May 30</td>
<td>Reading Day</td>
</tr>
<tr>
<td>Thurs.- Wed. May 2 – 8</td>
<td>Final Exams</td>
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<tr>
<td>Date</td>
<td>Event</td>
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<tr>
<td>Fri. May 10</td>
<td>Commencement</td>
</tr>
<tr>
<td>Sat. May 11</td>
<td>Residence Halls close at noon</td>
</tr>
<tr>
<td>Sun. May 12</td>
<td>CA-RA Agreement Ends</td>
</tr>
</tbody>
</table>