

# Resident Assistant Procedural Manual

2023 - 2024



**University Housing**  
*Student Affairs*  
**UNIVERSITY OF GEORGIA**

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# **UH 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.

## **Consulting Up**

The philosophy of “**Consulting Up**” is critical to the function and protocol processes of University Housing. When an incident occurs, if you have a question about housing protocol, processes, or procedures or if you are unsure about what action should be taken, do not hesitate to consult up or ask your supervisor.

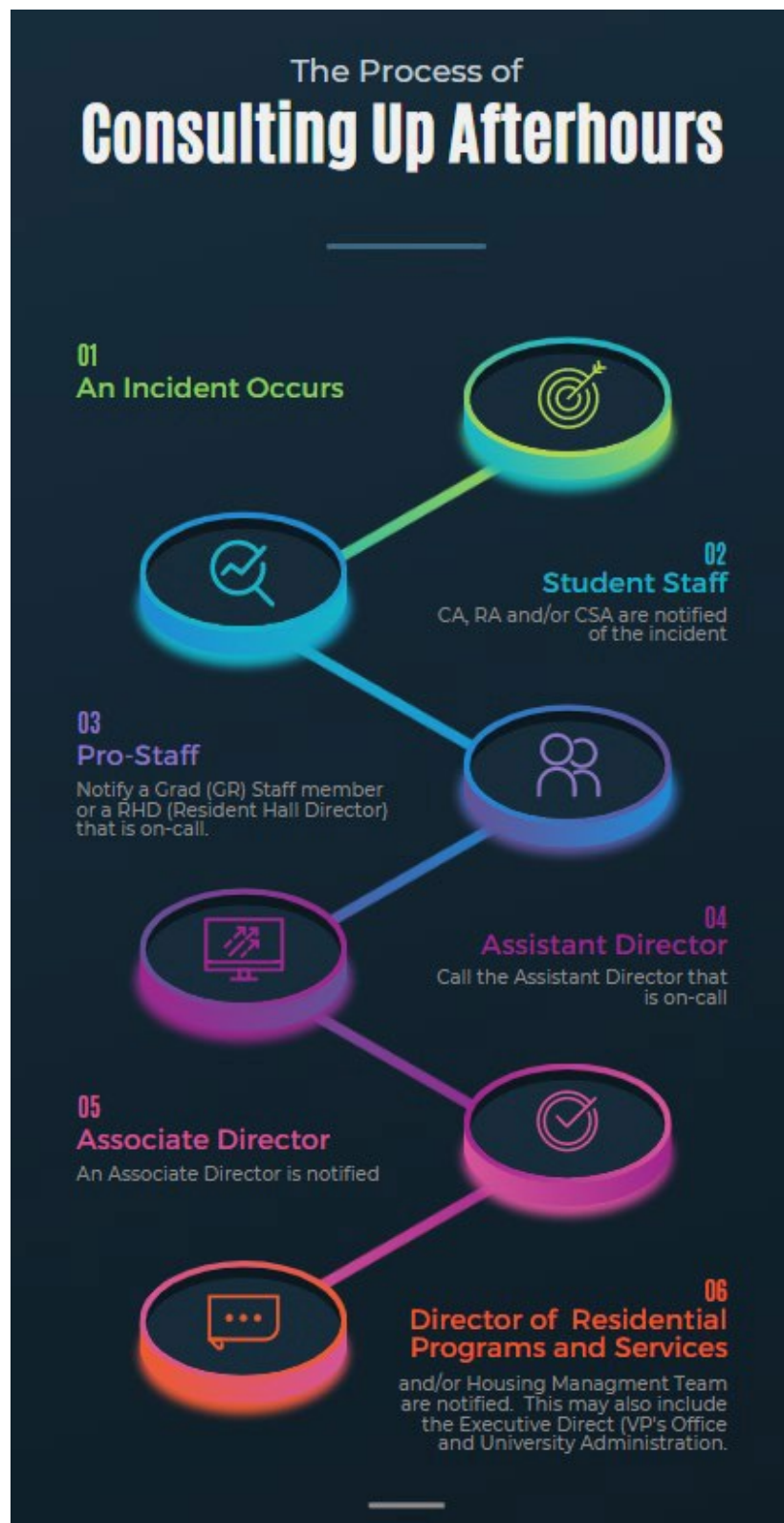
## **Whom Do I Call?**

These are some guidelines for RAs to follow in most situations.

1. If the situation is **life-threatening, UGA Police** should be notified immediately at (706) 542-2200 followed by the RHD/GR on call.
2. If a staff member is unsure if they need to call someone, **RHD/GR on call should always be consulted.**

# Consulting Up Afterhours

(Contact your community office during business hours)



Note: If you cannot contact the people listed above, go to the next level in this consulting up chart.

# On-call Expectations

1. RAs serve both weekday and weekend on-call shifts.
  - a. Weekdays are defined as Sunday through Thursday. Weekday shifts begin at 5 p.m. each day and end at 8 a.m. the next morning.
  - b. Weekends are defined as Friday and Saturday. These shifts last for 24 hours and begin at 5 p.m. each day and end at 5 p.m. the next.
2. On-call RAs must physically check-in at the start of their shift, which begins at 5 p.m. each day. At this time the on-call RA should:
  - a. Check-in with the CSA and any other RAs who are scheduled to be on-call for the shift.
  - b. Pick up the on-call phone before they leave the desk.
3. On-call RAs remain in their assigned community during their on-call shift, with the exception of meal breaks.
  - a. On-call RAs are permitted to leave their community for:
    - i. Lunch on Saturdays and Sundays between 11 a.m. - 2 p.m.
    - ii. Dinner each night between 5 p.m. - 8 p.m.
    - iii. On-call RAs may be away from their assigned community for up to one hour during these blocks of time for the designated meal break.
    - iv. Half of the on-call team is permitted to be out of the building for each meal break.
      1. When multiple staff members are on-call in a community, they should discuss meal break times and agree on each staff member's scheduled break.
      2. While on their meal break, on-call RAs are expected to answer the phone and respond to any situation within 10 minutes of receiving the call.
  - b. RAs cannot be assigned on-call shifts when they have class.
    - i. RA should not take on call shifts when they have obligations outside their community (e.g., club or organization meetings, study groups, etc.) as they are expected to be in their community when on call.
4. On-call Phones
  - a. Pick up on-call phone at 5 p.m. and return the phone to the front desk at the end of their shift:
    - i. Weekday shifts: no later than 10 a.m. the next day.
    - ii. Weekend shifts: 5 p.m. the next day.
      1. The on-call RA, ending their shift, should meet the individual scheduled for the next shift at the front desk. The RA, taking over on-call responsibilities, will check-in with the CSA and take possession of the phone.
        - a. The phone should be handed off to a person and never just returned to the desk.
  - b. The on-call phone number(s) will be posted in each community and in the Community Guide.
  - c. On-call RAs are expected to answer and respond to every call.
  - d. When answering the on-call phone, RAs should introduce themselves as the RA on-call and the area they are serving. For example: "Hello. This is Hairy Dawg, the Russell RA on-call. How may I help you?"
  - e. On-call phones should never be left unattended during a shift nor placed on silent/vibrate.

- f. The on-call phone charger should always remain at the community desk and phones should be charged during the day.
  - g. Do not use the on-call phone to make personal calls or to send personal text messages.
- 5. Community Rounds are conducted each night in order to ensure the safety of the community and to develop community.
  - a. Community rounds should be conducted at the following times:
    - i. Weekdays – at least twice each night between 7 p.m. - 9 p.m. and 10 p.m. - 12 a.m.
    - ii. Weekends - at 8 p.m., 11 p.m. and 1 a.m.
  - b. When a team of RAs are on-call together, they should conduct community rounds together.
- 6. On-call logs should be completed promptly at the end of each community round by the on-call team.
  - a. Logs should include details about the community, such as:
    - i. Facility concerns and what steps were taken to resolve the matter.
    - ii. Student behavioral issues and how the situation was addressed.
- 7. Responding to Incidents
  - a. Respond and assess all situations in person.
  - b. Be consistent in confronting and documenting all incidents.
  - c. Submit incident reports immediately after the incident so all necessary parties have access to the information.
  - d. Document every detail about the incident. If it is not documented, it did not happen. Be thorough when gathering information.
  - e. Do not include opinion or commentary.
  - f. Consult up as directed in the “Whom to Call” section of your RA Procedures Manual.
- 8. RAs should never place themselves in a dangerous situation. Call UGAPD at 706-542-2200 for immediate assistance. RAs should never:
  - a. Transport a student to a medical facility. Call UGA PD.
  - b. Key into a room where an emergency is believed to be taking place. Call UGA PD.
  - c. Attempt to break up a physical altercation. Call UGA PD.
  - d. Chase after an individual for any reason. Call UGA PD.

# **Documentation**

- There are three ways RAs document incidents that occur within the residence halls.
- Work requests are used to request the resolution of maintenance and facility issues. RA can submit a work request at <https://workrequest.housing.uga.edu/>
- RA Duty Log Reports are used to document hall and community information, as specified by their supervisor.
- RAs record all incidents/concerns in Advocate: <https://uga-advocate.symplicity.com/sso/students/login>

## **Appropriate Actions**

When an incident takes place or a concern is expressed, the RA should address the incident or concern. Confronting behavior with a student or students is 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.

Be fair, equitable and consistent in how you interact with residents. Display objectivity and be careful about making exceptions or giving special favors or privileges.

The following is an action plan to follow when confronting incidents:

- The RA should take notes at the scene to help them remember important details such as names, smells, observations, times, and dialogues that occurred. Ask the student(s) for their student IDs and correctly record their names and ID numbers. If UGA police are called to the incident, record the responding officer(s) name(s) and the police case number.
- While with the student(s), the RA should inform the student that they are documenting the incident. If the student(s) wants to tell their own view of the incident, they should be directed to email that information to their RHD or AD.
- 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.

## **Staff Interactions with Members of the Media**

- If contacted by the media (newspapers, television, radio, etc.) regarding incidents or University Housing matters, CAs, RAs, CSAs, GRs, or RHDs are not permitted to speak on behalf of University Housing. Staff members are to refer any requests for information to Carrie Campbell, Assistant Director for Communications.

# **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. Assistant directors, associate directors, directors, Office of Student Conduct, Equal Opportunity Office, vice presidents and the President can view documentation. All these individuals rely on you to provide detailed and accurate information. If a student chooses to go to the formal hearing process through the student conduct process, you may be called as a witness to the incident and may be interviewed. 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, what, where, and when of a situation
- Use dates, times, locations, names, and ID numbers for the students involved.
- ID numbers are very important, especially for students with common names (i.e., John Smith).
- Please do not write the students ID number in the incident description. There is a drop-down for parties involved for you to type that information.
- If there are non-students involved, be sure to get their driver's license information.
- List sensory information (what did you see, hear, smell, observe?).

### **Narrative**

- What happened? Who said and did what? How did you find out about the situation? How did the situation conclude? The incident description should have the beginning, middle and end of the incident. What did the location look like (i.e.: If you see bottles of alcohol, were there cups present? If so, how many? What was in the cups?
  - Narratives never end with the sentence "The police arrived." Or "Pro staff arrived." Let us know what happened during the time until you leave the incident.

### **Timeliness**

- Documentation of incidents should be submitted to Advocate immediately after the incident. Once you have finished submitting the report, notify your RHD/AD if it is during business hours or call the RHD/GR on call if it is after business hours.
- If you have issues submitting the report into Advocate, please e-mail the incident description to your RHD/AD.

### **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 incident description, be sure you can discern facts from your own opinions. Opinions about the student or incident should not be included. Only facts should be included.
  - Example: 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, smelled of alcoholic beverages, was stumbling or leaning on things for support and had red, glossy eyes.”

## **Responding to Incidents and Concerns**

### **Abandoned Property**

When students leave items in or around campus housing facilities after they have checked out of their residence hall space, we consider the items abandoned.

- Contact UGAPD immediately if the item found has personal identifying information (e.g. a wallet, purse, credit/debit card, driver’s license, checks, or passport) or has an estimated value greater than \$100.
- Give student IDs or room/mailbox keys to the community office.
  - Turn in all abandoned items to the building closest community office from where the item was found.
  - University Housing will not accept cash as lost and found and should refer students to UGA PD.
  - 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.

We hold items for 10 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.

## **Abusive Relationships**

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

- Immediately contact UGA Police (706-542-2200) and then the RHD/GR on call.
- Do NOT leave the student alone until UGA Police or RHD/GR on call arrive; however, NEVER put yourself in danger.
- Document the incident in Advocate.
- Never promise that you will not report an incident to a professional staff member. RAs should explain that they will exercise as much confidentiality as they can by informing only professionals who need to know. RAs are mandated reporters.
- Follow up with affected persons.
- Refer the affected persons to Counseling and Psychiatric Services (CAPs) for further assistance.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
UGAPD then RHD or AD	UGAPD then RHD/GR on call

## **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.

- Residents must have their UGACard at all times in order to gain entrance into their assigned residence hall.
- 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. Nonresidents will be asked to leave the building immediately.
- 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.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	Residents should contact the CSA at the desk for temporary building access. Then, the community office the next day.

## **Air Conditioning Unit**

- Go to the room and check the condition of the air.
- Contact the RHD/GR on call.
- When the RHD/GR on call informs you of when the emergency maintenance team will arrive, be sure to meet them so that they go to the correct location.
- If the situation is not an emergency, submit a work request at <https://workrequest.housing.uga.edu/>.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Resident submits work request & notify Community Office	RHD/GR on call

## **Alarm Clocks**

- If the alarm is audible (i.e., alarm clock, cell phone, etc.), RAs should respond by:
- 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?
- Consult up. Contact RHD/GR on call to determine if it is necessary to enter the room.
- If instructed to enter, RAs need to be accompanied by another RA. 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.
- Notify the residents that they entered the room.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
RHD or AD	RHD/GR on call

## Alcohol and/or Other Drugs

- 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 the legal drinking age may consume alcohol in the privacy of their room, suite, or apartment unit.
- Open containers of alcohol are not 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 – No Emergency

When underage residents are in possession of alcoholic beverages or encounter other incidents inconsistent with the policy where there **are no complicating factors** (i.e., severe intoxication, personal injury, illegal drugs, etc.) staff should:

1. Have residents dispose of the alcohol immediately by pouring it down the drain. Staff should not touch or pour out the alcohol.
2. Consult up to the RHD/GR on call and/or the UGA Police for assistance.
3. Document the incident in Advocate (with pictures of alcohol).

### Staff Response to Alcohol-related Emergencies

When a student **needs immediate attention** (such as an individual being incoherent, unconscious, having trouble breathing, personal injury, illegal drugs, etc.) staff should:

1. Contact UGA Police immediately at 706-542-2200.
2. Consult the RHD/GR on call 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. Never leave an individual needing assistance in the care of friends without consulting medical personnel.
5. Do not accept the responsibility of taking care of residents.
6. Do not transport residents to the hospital or other medical facility.
7. Document the incident in Advocate (with pictures of alcohol).

## **Bodily Fluids**

- Go to the location of the concern to assess the situation.
- Contact the RHD/GR on call.
- If the fluids are in a location where they can be addressed during work hours, submit a work request at <https://workrequest.housing.uga.edu/>.
- If the fluids are in a location where they need to be addressed immediately, the RHD/GR on call will contact the RBSW on call.
- When the RHD/GR on call informs you of when the emergency maintenance team will arrive, be sure to meet them so that they go to the correct location.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

## **Bomb Threats**

- If a staff member receives a telephone call or message concerning a bomb threat, the RA should contact UGA PD immediately, then the RHD/GR on call.
- It is important to report as much about the threatening message and the spokesperson as possible:
- Time message was received;
- Sound of voice and any background noise;
- Location of alleged bomb; and,
- Time of explosion.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
UGAPD then RHD or AD	UGAPD then RHD/GR on call

## **Cancellation of Housing Contract**

If a resident wishes to cancel their housing contract (no longer live on campus), please refer them to Housing Assignments Office (HAO).

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
HAO - 706-542-1421	<a href="https://housing.uga.edu/">https://housing.uga.edu/</a>

## **Candles, Incense and Halogen Lights**

Actively burning candles, incense, and having any other open flames of any kind are prohibited in the residence hall. Halogen light bulbs are prohibited.

If you encounter any of the above prohibited items:

- Ask the resident to extinguish it and/or remove it.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
RHD or AD	RHD/GR on call

## **Death of a Student**

In the case of a student death in the residence hall, follow this protocol:

- Leave the area untouched and contact UGAPD immediately.
- Consult up to the RHD/GR staff on call immediately.
- Attempt to keep other students away from the scene.
- Document the incident in Advocate.
- 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 Carrie Campbell, assistant director of communications.
- Should you become aware of a student death off-campus, inform your Community Office or the RHD/GR staff on call immediately.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
UGAPD then RHD or AD	UGAPD then RHD/GR on call

## **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:

- Confront the responsible party.
- Explain to them why you are confronting them.
- Consult up to the RHD/GR staff on call immediately.
- Call UGA Police to assist if needed.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
RHD or AD	RHD/GR on call

## **Drugs**

Illegal drugs are not permitted within University Housing nor any University of Georgia facility.

- Contact UGA Police immediately at 706-542-2200.
- Contact the RHD/GR on call.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Call UGA PD, then RHD or AD	Call UGA PD, then RHD/GR

## **Entry into Student Rooms and Apartments**

- Receive permission from the RHD/GR on call to determine if it is necessary to enter a space.
- If instructed to enter, RAs need to be accompanied by another RA.
- 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.
- Notify the residents that RAs entered the room.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
RHD or AD	RHD/GR on call

## **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 and preventing it in the future.
- If the situation is not an emergency, submit a work request at <https://workrequest.housing.uga.edu/>.
- Consult the RHD/GR on call.
- If the situation is an emergency, when the RHD/GR on call informs you of when the emergency maintenance team will arrive, be sure to meet them so that they go to the correct location.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

# **Elevator Issues**

If the elevators in your building are not functioning properly, these are the steps to follow.

## **People on elevator**

- Do not attempt to rescue the people inside the elevator.
- Talk with the individual(s) inside the elevator and verify everyone is okay, and then explain that assistance will be contacted.
- Call UGA PD then the RHD/GR on call.
- Request that they remain calm and patient and that they do not attempt to open the elevator doors or exit the elevator until it is functioning properly.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
UGAPD then RHD or AD	UGAPD then RHD/GR on call

## **Elevator is empty**

- Consult the community office or RHD/GR on call.
- 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.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office RHD/AD	RHD/GR on call

## Facilities Concerns

**Residential building services workers and our maintenance team** are assigned to specific areas. It is important to take time to get to know the facility staff assigned to your area.

Emergency maintenance concerns **should be visually seen by RAs on call** and reported to the RHD/GR on-call. Student staff should never contract on-call maintenance or building services directly.

When facility concerns are discovered or reported, take the following steps.

- Go to the location of the facility concern to assess the situation.
- Determine if there is something you can do to remedy the situation (plunge the toilet, etc.).
- If the situation is an emergency (no air/heat, no lights, flooding, water outage, fire alarm system outage, etc.) then contact the RHD/GR on call.
- If the situation is not an emergency, submit a work request at <https://workrequest.housing.uga.edu/>.

### Whom to call

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

## Flyers

Unapproved flyers should be removed immediately.

Notify RHD via email with a photo of the flyer. Place Flyer in RHD box.

# **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 RHD/GR on call from a safe location to report the fire.
- Leave the building and once outside the building, direct residents to a safe location.
- Notify fire fighters of any residents with access concerns needing assistance evacuating the building – lists of these individuals and their room numbers are in the community office and at the 24-hour community desk.
- Keep residents away from the building and try to determine if everyone evacuated safely.
- Notify UGA Police or fire fighters 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, RHDs and ADs are trained in 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.

## **Students Needing Assistance**

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; and,
- Be sensitive to any changes in hall/room assignments and aware of any temporary disabilities to update the list.

Evacuation information is communicated to residents at their community gatherings and can be found on the back of their space entry door. Additional information is on the Office of Emergency Preparedness website at <https://prepare.uga.edu/>.

## **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
UGAPD then RHD or AD	UGAPD then RHD/GR on call

## Heating Unit

- Go to the room and check the condition of the air.
- Contact the RHD/GR on call.
- When the RHD/GR on call informs you of when the emergency maintenance team will arrive, be sure to meet them so that they go to the correct location.
- If the situation is not an emergency, submit a work request at <https://workrequest.housing.uga.edu/>.

### Whom to call

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Resident submits work request & notify Community Office	RHD/GR on call

## Housing Security

Housing Security supports our building team by operating as the “eyes” of the perimeter of our our residential buildings between 9 p.m. – 6 a.m.

The 5 most common reasons an RA would contact Housing Security:

- Monitor/camera related issues.
- Access control, security door issues.
- Assistance with checking resident ID’s during peak times.
- Back-up or support dealing with uncooperative residents or guests
- To report suspicious persons contact

How to contact security:

- Senior Security Guard **cell phone:** (706) 208-7079
- Security **office phone:** (706) 583-8171.

## Internet Not Working

For internet connectivity issues, contact Student Technology Support at <https://eits.uga.edu/support/> or call student technical support at 706-542-3106.

## **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 1-800-927-9274 or email [service@caldwellandgregory.com](mailto:service@caldwellandgregory.com) for assistance and notify the community office or the RHD/GR on call.

The university does not assume any liability for damage to, loss of or theft of personal property. The student should contact the UGA Police Department for any thefts that occur.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Caldwell & Gregory at 1-800-927-9274	Caldwell & Gregory at 1-800-927-9274

## **Light burned out in resident room**

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends with No lights in space
Resident submits work request <a href="https://workrequest.housing.uga.edu/">https://workrequest.housing.uga.edu/</a>	RHD/GR on call

## **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.
- Temporary keys must be returned immediately.
- Use spray lubricant and a mallet to loosen any debris that may be in the lock.
- If these actions are not successful, contact the RHD/GR on call.
- When the RHD/GR on call informs you of when the emergency maintenance team will arrive, be sure to meet them so that they go to the correct location.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office, RHD or AD	RHD/GR on call

## **Lost Key**

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Resident advised to go to the Community Desk to check out a temporary key. A new key will be ordered.	Resident advised to go to the Community Desk to check out a temporary key. A new key will be ordered.

## **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 must be returned to its original location by the resident.

Documented the potential policy violation in Advocate.

Lounges should not be used to store resident belongings for any period of time.

## **Marijuana or Smell of Marijuana**

Illegal drugs are not permitted within University Housing nor on any University of Georgia grounds.

- Contact UGA Police immediately at 706-542-2200.
- Wait for UGA PD in the area of the marijuana smell.
- Contact the RHD/GR on call.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. -5 p.m.	After 5 p.m. and on weekends
UGAPD then RHD or AD	UGAPD then GR/DI/RHD on call

## **Medical Emergencies**

- When a resident needs immediate medical attention, call UGA Police at 706-542-2200 for medical assistance and then promptly inform the RHD/GR on call.
- If a resident is sick, but not in immediate danger, refer them to the University Health Center at 706- 542-1162.
- Document the situation in Advocate.

*Note:* Staff members are NOT permitted to transport residents in emergency situations. UGA Police or an ambulance should provide transportation for residents needing emergency medical attention.

### **Whom to call**

Monday – Friday 8 a.m. -5 p.m.	After 5 p.m. and on weekends
UGAPD then RHD or AD	UGAPD then RHD/GR on call

## **Noise Complaints**

Quiet hours are periods when noise that is audible one door away from the source is too loud.

Quiet hours are observed during the following times:

- Sunday 10 p.m.–8 a.m. Monday
- Monday 10 p.m.–8 a.m. Tuesday
- Tuesday 10 p.m.–8 a.m. Wednesday
- Wednesday 10 p.m.–8 a.m. Thursday
- Thursday 10 p.m.–8 a.m. Friday
- Saturday 2 a.m.–10 a.m. Saturday
- Sunday 2 a.m.–10 a.m. Sunday

Courtesy hours should always be observed when quiet hours are not in effect.

During courtesy hours, noise should not be audible three doors away or outside the apartment unit at any given time. Placement of sound equipment or speakers in windows is prohibited.

Document any potential Quiet Hours policy violations in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. -5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

## **Painting of Resident Rooms**

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

## **Pets**

- Residents are only permitted to have fish in properly maintained aquariums of 20 gallons or less.
- Each resident is permitted to have no more than one aquarium.
- Service animals residing in on-campus housing must be registered with the University Housing Assignments Office.
- Emotional support animals and service animals in training residing in on-campus housing must be approved through both the Disability Resource Center and University Housing prior to residence.

### **When confronting a resident about an animal.**

- Remind residents of the pet policy and collect their information to check in StarRez if the pet is approved as a service or emotional support animal.
- Ask residents to remove pet immediately if it is not an approved animal.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

## **Police**

The UGA Police are welcome in housing at any time. Situations may arise where the police will come to the halls to conduct welfare checks, search a student's room or to arrest a student. UGAPD 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.

When feasible, the police will inform the Assistant Director or RHD/GR involved prior to their arrival.

- RAs should give the police a student room key when police make a request.
- Contact the RHD/GR staff on call to inform them.
- Staff should follow directions given by the police officers. It is important to note that police officers have the right to exercise judgment in this area, using guidelines set forth for their use and the protection of individual rights.

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 RHD/GR on call if UGA Police or any other emergency personnel are seen in the community.
- Assist 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 incident in Advocate.

*Note:* If an officer from outside UGA comes to our desks to serve papers without UGA PD, please call UGA PD to assist.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
RHD or AD	RHD/GR on call

## **Severe Weather**

Weather watches (such as severe thunderstorms, winter storms or tornadoes) mean 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 when the National Weather Service has received reports on its type, location, and direction of movement.

### Emergency Notification for Severe Weather Conditions:

- If 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. RAs should assist in maintaining calm, orderly movement to building interiors and be available as needed following the emergency.

# **Sexual Assault**

## **UGA's Sexual Assault Response (SAR) Protocol**

<https://eoo.uga.edu/policies-resources/title-ix-sex-discrimination-harassment/sexual-assault-response-protocol/>

**The steps of the SAR Protocol are as follows.**

### **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.

- Do not ask 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.
- Do not define 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.”
- Do not overly express 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.
- Do not touch the survivor unless initiated by the survivor. Unwanted touching may make the survivor feel worse.
- Do not exhibit distraction. Be present when the survivor is with you—don’t check your watch, phone, email, answer in-coming calls, etc.

### **Explain no confidentiality and that you are a mandatory reporter.**

### **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 UGA PD immediately at 706-542-2200.

### **Reporting obligation**

RAs must promptly report to the RHD or AD or the RHD/GR on call 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. RSVP can be reached 24 hours a day at (706) 542-7233 (SAFE).

### **Document the incident in Advocate.**

#### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

## **Suicide Gestures, Threats and Attempts**

Residents may exhibit behavior which 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 RHD/GR immediately.
- If the resident has injured themselves or poses a clear and present danger to self or others, UGA Police should be notified first at 706-542-2200.
- 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**

##### **Immediate Danger to Self or Others**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
UGAPD then RHD or AD	UGAPD then RHD/GR on call

##### **No Immediate Danger to Self or Others**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office RHD/AD	RHD/GR on call

## Theft

When staff members are informed of a theft:

- Staff should encourage the complainant(s) to contact UGA Police at 706-542-2200.
- Document the incident in Advocate.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	UGAPD then RHD/GR on call

## Toilet Clogged

- Go to the location of the clogged toilet to assess the situation.
- Determine if there is something you can do to remedy the situation (plunge the toilet, turn off the water, etc.).
- Contact the RHD/GR on call.
- When the RHD/GR on call informs you of when the emergency maintenance team will arrive, be sure to meet them so that they go to the correct location.
- Document the incident in Advocate.
- If the situation is not an emergency, submit a work request at <https://workrequest.housing.uga.edu/>.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Resident submits work request & notify Community Office	RHD/GR on call

## Trash

It is not the responsibility of the residential building service workers (RBSWs) to clean up excessive trash or debris caused by residents or staff. RAs who encounter such incidents should first attempt to determine the individual(s) responsible for the situation. However, RAs should not open or dig through trash bags.

If identified, RAs should confront the individual(s) and request that they correct the problem.

If an individual(s) cannot be identified, RAs should resolve the issue by removing the trash after taking photos for their Advocate report and taking the trash to the dumpster.

Document the Incident in Advocate.

## **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 RHD/GR on call.
- Ask if UGA Police should be notified.
- Do not touch or move any vandalized items until the RHD/GR on call has investigated the incident.
- Document the incident in Advocate (with pictures).

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

## **Warrant**

- Notify the RHD/GR on call if UGA Police or any other emergency personnel are seen in the community.
- Assist UGA Police or emergency personnel as requested.
- Document the incident in Advocate.

Note: If an officer from outside UGA comes to our desks to serve papers without UGA PD, please call UGA PD to assist.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

## **Water Leak**

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

- Go to the location of the leak to assess the situation.
- Determine if there is something you can do to remedy the situation (plunge the toilet, turn off the water, etc.).
- Contact the RHD/GR on call.
- When the RHD/GR on call informs you of when the emergency maintenance team will arrive, be sure to meet them so that they go to the correct location.
- If the situation is not an emergency, submit a work request at <https://workrequest.housing.uga.edu/>.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

## Weapons

It is illegal to possess any firearms, weapons or explosives in any University Housing residential facility. When an RA becomes aware of a possible weapon, they should follow these steps.

- Contact UGA Police immediately at 706-542-2200.
- Contact the RHD/GR on call.
- Document the incident in Advocate (with picture of the weapon).

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
UGA PD then Community Office RHD/AD	UGA PD then RHD/GR on call

## 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.

### Broken windows:

- Try to discover what happened.
- The resident(s) responsible will be billed for the damage.
- Notify the community office or the RHD/GR on call 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.
- Do not leave the area unattended until the facilities staff have arrived to clean up the remaining glass fragments and secure the window.
- Document the incident in Advocate and submit an online work request.

### **Whom to call**

Monday – Friday 8 a.m. – 5 p.m.	After 5 p.m. and on weekends
Community Office	RHD/GR on call

# **Confronting Behavior**

## **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**

(Never address behavior in an email. Always in person)

- Be proactive.
  - o Emphasize and build an involved and inclusive community at the start of the year.
  - o Set clear expectations.
  - o Explain policies and community standards.
  - o Explain the importance of reading the University Housing Community Guide and asking any questions they may have.
- Teach residents to talk with their peers in a positive and non-abrasive manner.
  - o RAs are not police officers.
  - o Maintaining community standards is the responsibility of all residents and staff.
  - o Explain that you are a resource for them to help as needed.
- Be consistent.
  - o Residents learn by watching you.
  - o Inconsistency creates mistrust and a lack of respect.
  - o By being consistent with all of your residents, you are showing them that you are fair.
- Do not degrade or offend residents.
  - o Don't use profanity, call residents anything other than their name, raise your voice, make faces or confront them in front of other people.
  - o Be aware of the language you use to avoid offending someone.
  - o Remember, it's okay to apologize if you offend someone accidentally.
- Explain policy violations.
  - o Know the "why" and be able to explain the "why."
  - o Explain to residents why compliance is expected and needed.
  - o Do not argue policy.
- Confront behaviors but not a person's personal values.
  - o Specify which behavior or language is creating the concern or issue.
  - o The ultimate goal is to stop the behavior from reoccurring.
- Call for assistance as needed.
  - o Call for another RA, the RHD/GR on call or your supervisor.
- Do not enter residents' rooms without permission.
  - o Remain in the doorway of the room or apartment.
  - o When possible, ask to speak with the residents of that room/apartment in the hallway or lounge.
  - o Explain why you are confronting them.
  - o Follow-up as soon as possible.
  - o You are never "getting someone into trouble."
  - o Document the incident in Advocate.
  - o If they want to know next steps, they need to contact the RHD or AD in the community office.

# University Housing's Common Acronyms

Acronym	Definition
AD	Assistant/Associate Director
ADOC	Assistant/Associate Director on Call
CA	C.L.A.S.S. Advocate
CAPS	Counseling and Psychiatric Services
C.L.A.S.S.	Continuing the Legacy of African American Student Success
CSA	Community Services Assistant
ECV	East Campus Village
eLC	eLearning Commons
EITS	Enterprise Information Technology Services
EOO	Equal Opportunity Office
FRC	Franklin Residential College
GR	Graduate Resident
HBHR	Housing Business and Human Resources Offices
HSC	Health Sciences Campus
NACURH	National Association of College and University Residence Halls
NRHH	National Residence Hall Honorary
OSC	Office of Student Conduct
PAW	Payment Approval Workflow
R/GA	Resident/Guest Assistant (Summer only)
RA	Resident Assistant
RAOD	Resident Assistant on Duty
RBSW	Residential Building Services Worker
RHA	Residence Hall Association
RHD	Residence Hall Director
RPR	Residential Policy Review
RPS	Residential Programs and Services
RS GR	Residential Services Graduate Resident
SOC	Student of Concern
SCO	Student Care and Outreach
UH	University Housing
UV	University Village