



UNIVERSITY OF
GEORGIA

University Housing
Student Affairs

Conference Services
Manual
2017

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**UNIVERSITY OF
GEORGIA**

University Housing
Student Affairs

University Housing
Mission, Values and Principles

University Housing 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 in University Housing 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.



Don't just attend
GEORGIA®

Live it!

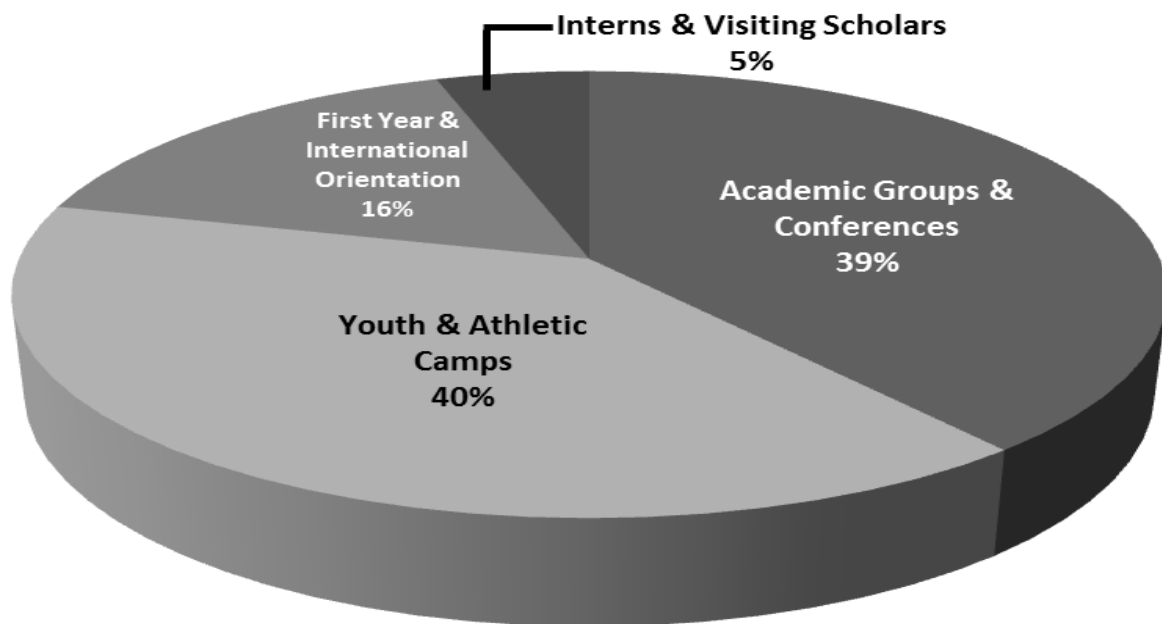
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Introduction to University Housing Conference Services

Each summer, University Housing provides lodging to **12,000 to 15,000** guests over the course of a 10-week period. These guests visit UGA for a wide variety of reasons:

- UGA Admissions (First Year Orientation) + Campus Life
- Athletic Camps
- Academic, Art and Music Camps
- Interns
- Community Groups



Making our residence halls available to these groups is important because it:

- Fulfills the service mission of the University to the State of Georgia.
- Directly supports other university departments and their missions.
- Assists with recruiting.
- For many visitors, camps and conferences are the first visit to UGA.
- Increases revenue for the self-sufficient University Housing.
- Provides summertime employment for University Housing staff.

Always remember that for many visitors, YOU will be the face of the University of Georgia!



**UNIVERSITY OF
GEORGIA**

University Housing
Student Affairs

Position Information

Senior Coordinator of Conference Services Position Responsibilities

The Senior Coordinator of Conference Services works with the Associate Director for Staff Development and Student Conduct to coordinate and oversee the summer conference program functions.

- Oversees Conference Programmer software updates and training.
- Books rooms in residence halls for conference services.
- Creates and manages applications, registration and contracts for sponsors, as well as being the front-end contact for sponsors.
- Communicates with intra-department and campus offices.
- Assists with the training coordination of the conference services housing staff.
- Manages the supply order for conference services.
- Manages access card assignment and distribution for conference participants.
- Produces the conference services building assignments calendar and distributes it to all stakeholders on a regular basis.
- Oversees all aspects of the billing and collections process from conference services.

Accountant Position Responsibilities

The Accountant supports conference services and the Senior Coordinator of Conference Services.

- Oversees billing of conference services.
- Reviews miscellaneous charges for each conference assessed by the communities for accuracy and relevance. These types of charges include lost key fees, linen rental or lost linen, damages, etc.
- Reviews charges to student accounts in regards to first year orientation (extra night stays, linen rental or lost linen, lost keys, etc.).
- Works closely with Bursar's Office to make sure payments are received in a timely manner.
- Posts payments to Conference Programmer.
- Works closely with the senior coordinator of conference services to track receivables.
- Assists the senior coordinator for conference services in Conference Programmer software training for billing and charges to communities.
- Assists with training of conference services housing staff.

Residence Hall Director Position Responsibilities

The Residence Hall Director (RHD) works with the Area Coordinator, Building Supervisor, Skilled Trades Workers and Conference Hosts to ensure that everything is ready for each conference services group.

Supervision:

- Serves as the indirect supervisor for the conference hosts (CHs). Serves as the direct supervisor for the desk assistants (DAs) by setting clear expectations and providing on-going feedback.
- Coordinates payroll, train and schedule the desk assistants.
- Holds regular staff meetings to address issues, and complete schedules and/or time records as needed and appropriate.
- Coordinates room supply distribution which includes room amenities (sports water bottle, soap, hangers, ice buckets, etc.) and linens when required.

Administrative Tasks:

- Oversees administrative paperwork associated with check-ins, check-outs, payroll and scheduling. Examples include conference rosters, conference group billing, desk schedules and check-in and check-out schedules.

Communication:

- Communicates openly and frequently with the area coordinator, residence hall director(s), community administrative assistant, building supervisor, skilled trades worker(s), conference hosts and building services workers.

Customer Service:

- Provides a high level of customer service to our guests by fostering positive interactions between our staff members and our guests.
- Ensures that resource information is available at the community desk for guests.

Check-ins and Check-outs:

- Present at all check-ins and check-outs as directed by the area coordinator and/or senior coordinator of conference services.
- Responsible for assessing and reporting damages done by various guests/groups.

Residence Hall Director Duty:

- Serves on nightly community residence hall director duty on a rotating basis.
- While on duty, carries the duty cell phone and be available to staff members to address any concerns which may arise.
- Is familiar with the facilities in the duty area.

Conference Host Position Responsibilities

The conference host (CH) is a full-time student position in University Housing working with a variety of conference services groups. Conference hosts will work as part of a staff team designed and trained to provide comprehensive service to conference participants and sponsors. Conference hosts must live in assigned areas.

- Works nightly duty coverage on a rotating basis.
- Works all conference services check-ins and check-outs as needed and/or assigned.
- Works scheduled community desk shifts in assigned community.
- Stocks rooms with supplies such as sports water bottle, soap and linen prior to each conference's arrival.
- Checks rooms and common areas for damages before and after occupancy by conference groups.
- Serves as a resource for guests.
- Assists conference sponsors and guests with special needs and problems.
- Assists in maintaining a safe, secure and pleasant environment in the buildings.
- Performs data entry as needed.
- Responds to emergency situations as necessary. Follow University Housing procedures in addressing situations.
- Manages assigned bulletin boards with appropriate information.
- Attends weekly and emergency staff meetings as required.
- Assists the area coordinator, residence hall director and community administrative assistant with special projects during closed periods.
- Completes other duties as assigned that are consistent with the position.

Expectations of Conference Hosts

- Works 40 hours per week. Conference hosts are not permitted to enroll in classes or engage in other university or outside employment. Time off will be approved and granted once provisions have been made to ensure that the equivalent of 40 hours per week will be achieved and work responsibilities will be covered.
- Lives in the building they are assigned.
- Always dresses appropriately and makes sure to wear the University Housing provided ID badge and the University Housing provided polo shirt while working.
- Covers all bulletin boards assigned at the beginning of the conference services season with appropriate Athens-Clarke County information, UGA information, and “Welcome” signs. Maintain these boards all summer long.
- Is present for assigned check-ins and check-outs and follow appropriate procedures (this will include assisting in other communities and buildings).
- Conference Host night/weekend duty expectations include the following:
 - ◊ Conference host duty begins at 5 p.m. and ends at 8 a.m. Sunday through Thursday. Friday duty begins at 5 p.m. and ends at 5 p.m. on Saturday. Saturday duty begins at 5 p.m. and ends at 5 p.m. on Sunday.
 - ◊ Conference hosts on duty must be available at all times during this period. The community desk(s) must know how to reach the conference host on duty at all times.
 - ◊ Conference hosts will contact the community desk(s) they are on duty for at 5 p.m. to notify the desk assistant(s) that they are on duty.
 - ◊ Rounds are completed at the designated times set by their supervisor. Rounds must be completed and duty logs filled out in all areas where conference guests are residing.
 - ◊ Each community has a radio that is available for use by the conference host on duty. Conference hosts will follow radio guidelines posted by the charger.
- Follows instructions provided by full-time housing staff.
- Treats conference guests as customers and with respect.
- Always provides outstanding customer service, be pleasant and maintain a positive attitude.
- Conference hosts understand that they are *always* a conference host. Conference hosts may be asked to assist at times when they are not on duty.
- Any concerns are addressed immediately. If conference hosts are unable to resolve the concern, they consult up to their supervisor.
- Conference hosts report any facility, maintenance and conference problems immediately.
- Works up to 6 hours of community desk duty per week in assigned community.

- Works with other staff in their community, on campus and the conference group to provide appropriate services.
- Conference hosts will maintain a positive attitude towards their work and their fellow staff members.
- Conference hosts set an example for others to follow. Whether they realize it or not, conference hosts are in a position that makes them a role model and anything they say or do does have a significant impact on the experience of those with whom they interact.
- Regardless of how difficult a situation may be, conference hosts always remain courteous and have a professional attitude!
- Conference hosts talk to the student or guest and not at or above him/her.
- Conference hosts treat everyone with respect and dignity.
- Conference hosts maintain the highest standards of honesty and integrity.
- Conference hosts are not afraid to ask for help when they need it.
- Conference hosts challenge themselves to learn from their experience!
- Conference hosts SMILE!!

Desk Assistant Position Responsibilities

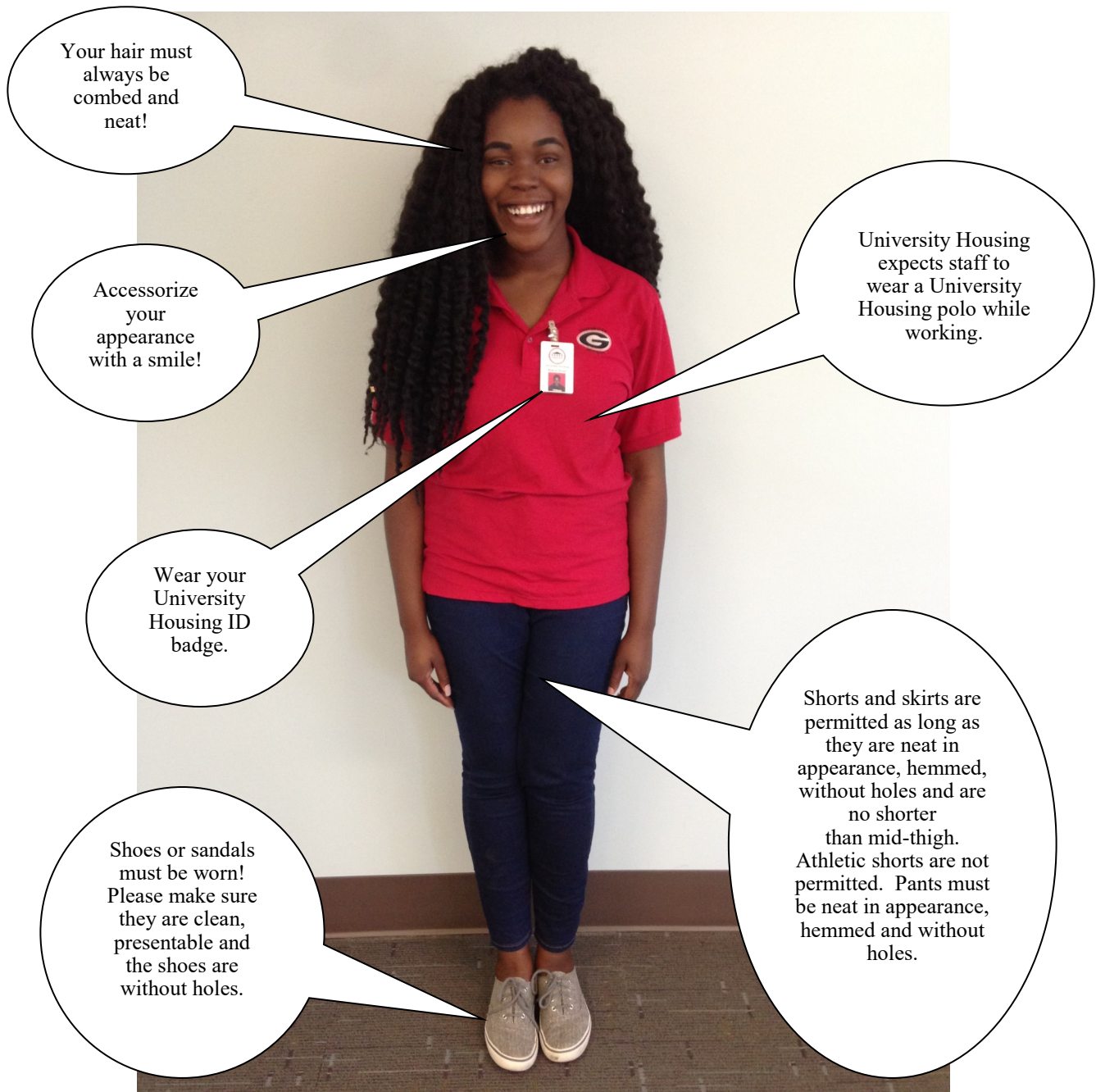
The desk assistant (DA) is a student position in University Housing working with a variety of conference services. Desk assistants will work as part of a staff team designed and trained to provide comprehensive service to conference participants and sponsors. In many cases, the desk assistant is THE face of the University of Georgia and University Housing to a guest in need of help.

- Works scheduled shifts at the community desk to provide 24-hour customer service and desk coverage.
- Answers questions and provide information for guests.
- Facilitates the check-out of keys and equipment.
- Captures all guest interactions, phone calls, incidents or other events in the desk log.
- Refers concerns and complaints to appropriate housing personnel.
- Assists in maintaining a safe, secure and pleasant environment in the buildings.
- Confronts suspicious persons or activities in the halls.
- Responds to emergency situations as necessary. Follows University Housing procedures in addressing situations.
- Attends weekly and emergency staff meetings.
- Works scheduled shifts in designated residence halls to facilitate room tours for first year orientation students, parents and their guests.
- Completes other duties as assigned that are consistent with the position.

Expectations of Desk Assistants

- Desk assistants are always on time for duty, desk shifts, staff meetings and check-ins/check-outs.
- Always dresses appropriately and makes sure to wear the University Housing provided ID badge while working.
- Desk assistants never allow any guests behind the community desk as it is a place of business and the “first impression” to our visitors.
- Desk assistants do not fall asleep while on community desk duty.
- Never make personal calls on the community desk telephone. It is only for incoming information calls, emergency calls and for official business purposes.
- Desk assistants are aware of building security at all times.
- Desk assistants are always aware of who enters and exits the building. Desk assistants immediately notify the area coordinator or residence hall director of any possible threats to building security or emergency situations.
- Always ask a professional staff member if you have a question.
- Always maintain a positive attitude towards their work and their fellow staff members.
- Desk assistants set an example for others to follow. Whether they realize it or not, desk assistants are in a position that makes them a role model and anything they say or do does have a significant impact on the experience of those with whom they interact.
- Regardless of how difficult a situation may be, desk assistants always remain courteous and have a professional attitude!
- Desk assistants talk to the student or guest and not at or above him/her.
- Desk assistants treat everyone with respect and dignity.
- Desk assistants maintain the highest standards of honesty and integrity.
- Desk assistants are not afraid to ask for help when they need it.
- Desk assistants challenge themselves to learn from their experience!
- Desk assistants SMILE!!

Conference Host Staff Dress Code



Final decisions regarding dress code will be made by your supervisor!

General Customer Service Guidelines

Conference services is all about hospitality! We host a wide variety of people, including prospective students and their parents. It is important that we provide the quickest, friendliest and best service possible. Always remember that you often are the first contact that someone has with the university and the department, so your attitude and response matter a great deal. You are not only a part of our department and a representative of the university, but you also serve as an important role model for conference guests. As a result, here are a few important general customer service guidelines which you should always remember:

- Always be accessible to guests and responsive to their needs.
- Always listen carefully to guest questions and concerns.
- Always acknowledge guest questions or concerns and respond promptly.
- Always be patient and ask for clarification if you do not understand the problem or question.
- If you don't know the answer to a question, always make an appropriate referral.

When problems arise:

If a guest has a complaint about our policies or services, do not take that criticism personally. Talk to the guest about the problem. You may be able to resolve misunderstandings or miscommunications that have transpired. However, also realize that you may not be able to provide an acceptable resolution to the problem or situation. If the problem persists or you feel that you cannot resolve the situation, always refer the guest to your supervisor.

Specific Customer Service Guidelines

- Create an open and welcoming environment for guests. They should not feel they are interrupting you when they have a question or concern and they should not have to search very far for you.
- Always try to assist the guest prior to anything else.
- Maintain a friendly and approachable attitude.
- Provide accurate information regarding available campus resources.
- Answer the phone in a manner appropriate to your community (**“Good morning/afternoon/evening. Thank you for calling the _____ Community. This is _____.** How may I help you?”).
- Listen carefully to guests so that you can provide them with the correct information.

- Always remember that even though you may hear the same question again and again, it is most likely the first time the guest has asked it.
- Realize that you are not expected to know the answer to every question you will receive. Tell them you don't know but will find the answer for them. Do not use this as an excuse to not help someone.
- Try to distribute your time fairly, especially when you have several guests that need your help.
- Become familiar with University Housing community policies and facilities.

Brumby Community

https://housing.uga.edu/site/housing_community_brumby

Creswell Community

https://housing.uga.edu/site/housing_community_creswell

East Campus Village Community

https://housing.uga.edu/site/housing_community_ecv

Health Sciences Campus Community

https://housing.uga.edu/site/housing_community_healthsciences

Hill Community

https://housing.uga.edu/site/housing_community_hill

Myers Community

https://housing.uga.edu/site/housing_community_myers

Reed Community (including Building 1516)

https://housing.uga.edu/site/housing_community_reed

University Housing Rules and Policies

https://housing.uga.edu/site/resources_key_rules_policies

- If you are unfamiliar with a policy or do not understand its justification, take the time to ask your supervisor. Make sure that you have a clear understanding of the policy and its justification and try to get any questions you may have answered so that you are knowledgeable and can respond to future questions.
- Do not simply pass a guest with a question or problem on to someone else. If you are not sure how to respond to a situation, ask. If you must refer a guest to someone else, call ahead or stop by their office to let them know. Make sure to follow-up whenever possible.
- Always find the answer or refer guests to the appropriate location. Never leave any questions un-resolved.



UNIVERSITY OF GEORGIA

University Housing
Student Affairs

Conference Services

Staff Responsibilities During Conferences

Initial Building Preparations:

- Room checks (appropriate set-up amenities from "Room Set-Up Standards" sheet, doors locked, etc.).
- Signs
 - ◊ Locations for bathrooms, vending, ice machines, laundry rooms (where available), stairs, elevators, elevator capacity, mail drop, etc.
 - ◊ Maintain extra copies of signs for easy replacement.
- General information for desk such as Athens maps, and directions to Athens and Atlanta airports.

Room Preparation:

Refer to *Room Set Up Standards*, located on page 22, for specific conference set-up guidelines.

Pre-Conference:

All staff should prepare materials needed to facilitate check-in (rosters, pens, lanyards, keys and access cards) and check rooms for missing amenities. Call in any maintenance work orders 706-542-3999 prior to a group's arrival. Work orders may also be submitted at: <https://apps.itos.uga.edu/housingworkrequest/WorkRequestForm.aspx>.

Verify the signs designating gender on community bathroom doors are correct and match the floor's (or wing's) gender designation during that conference.

Conference Services Check-In:

This may vary with each group and will be discussed in weekly staff meetings. Typically, check-ins occur at the community desk and/or lobby area. Be prepared to work weekends as many groups arrive on these days.

Late Arrivals:

These individuals may check-in at the community desk. Desk assistants are expected to complete the appropriate rosters, hand out keys and direct guests as necessary.

Early Departures:

Guests may check out at the community desk at any time. Appropriate check-out procedures should occur at this time. Follow given instructions marking rosters appropriately with dates and key return.

Staff Meetings:

Staff meetings are an important way for us to connect as a team and stay informed about how things are going. It is important for you to be on time and be well prepared, with your planner, paper, pen or pencil and a helpful attitude. Be sure to listen and respect others when they are speaking, as this helps meetings go smoothly and quickly. Keep your schedule up-to-date to keep track of weekly meetings.

Residence Hall Tours:

Residence hall tours are given to perspective students, parents and guests from 11:30 a.m.-4:30 p.m. on the second day of orientation as well as during transfer orientation session days. The senior public relations coordinator schedules trained student tour guides to facilitate residence hall tours.

Conference Service Procedures

Holding Items:

The community desks cannot hold items for any guests.

Information Notes Forms (INF):

These forms are necessary to document situations of policy infringement or safety concerns that arise. They should always be filled out neatly, clearly, completely and objectively. These reports are official and assist the residence life staff in assessing situations, so make sure to provide specific details of the situation documented whenever possible. If you are in doubt about whether or not to fill out an INF, fill it out.

Mail Delivery:

There is no mail delivery for most guests. However, if requested by long-term guests/groups, they may be assigned a mailbox for the room they reside. Check with your area coordinator for specific instructions.

Maintenance and Work Orders:

Any damages or facilities problems should be reported to the work order office at 706-542-3999. For after-hour emergencies, contact the residence life staff member on duty. Work orders may also be submitted at: <https://apps.itos.uga.edu/housingworkrequest/WorkRequestForm.aspx>.

Message Board:

A message board may be located in the main lobby. Check with the residence hall director for details regarding a guest message board.

Quiet Hours:

Quiet hours are periods when noise that is audible one door away from the source is too loud. Quiet hours are in effect 24-hours a day during the summer. In addition, many conference services groups will also have specific "lights out" times.

Signage:

Signs should be computer-generated, neat and well made. All sign wording should be appropriate and informative. Only poster mounts – **NO TAPE** – may be used to hang signs. All signs should be approved by the community administrative assistant, residence hall director or the area coordinator.

Vending Refunds:

Conference participants should contact Bulldog Bucks directly to receive a refund for money lost in a vending machine. Their number is 706-542-8257.

Working with Facilities Services Staff:

Facilities services staff will supply linens throughout the summer to certain conferences and will clean and prepare rooms for all groups and conferences. All conference services staff members are expected to cooperate with facilities services staff members.

Community Desk Procedures

- The radio at the desk may be played at a low volume. Any other entertainment should not interfere with observing building traffic or other responsibilities. Permission from your supervisor should be obtained for these activities.
- Access doors may lock down at specific times daily. Check with the residence hall director for the specific times for your community.
- The outside door key may be made available to you for the summer. Check to see that the door has locked behind you when entering or leaving the building. **DO NOT** prop doors. Always carry your ID, and again, be careful about allowing traffic flow through these doors.
- The community administrative assistant, residence hall director or area coordinator may request staff to conduct key inventories at any given time, especially after a group checks out. Please be ready to complete the key inventories as thoroughly as possible, as they are essential to maintaining a smoothly managed conference services program.
- Remember to tell guests to return room keys and guest access cards to the check-out point or the community desk. Guests should be aware that there is a lock security program charge of \$45.00 for any lost keys, and a \$10.00 administrative fee for each guest access card lost or damaged. All invoices for lost keys and guest access cards are sent to the group sponsor. **Never accept any form of payment from a conference participant.**
- Guest room numbers should not be provided to anyone.

Room Set-Up Standards

Guest rooms will be stocked with various items based on the level of service contracted. Consult your supervisor to find out which groups receive which amenities packages.

Limited Amenities Package

This set-up is used with guests participating in athletic camps as well as all UGA first year orientation guests:

- | | |
|-------------|--|
| Per Person: | - One sports water bottle
- One bar of soap |
| Per Room: | - One <i>Summer Guest Policies & Procedures</i> sheet (back of door) |

Full Amenities Package

This set-up is used with guests participating in long term adult and some academic groups:

- | | |
|-------------|--|
| Per Person: | - One sports water bottle
- One bar of soap |
| Per Room: | - One ice bucket with disposable liner (if applicable)
- One <i>Summer Guest Policies & Procedures</i> sheet (back of door) |

Linen Package

This set-up is used with those groups and individuals that have contracted for the complete linen package:

- | | |
|-------------|--|
| Per Person: | - One sports water bottle
- One bar of soap |
|-------------|--|

A linen package, which includes:

- One pillow
- One pillowcase
- One blanket
- Two flat sheets
- Two bath towels
- One face towel
- One hand towel

- | | |
|-----------|--|
| Per Room: | - One ice bucket with disposable liner (if applicable)
- One <i>Summer Guest Policies & Procedures</i> sheet (back of door) |
|-----------|--|



2017 SUMMER GUEST POLICIES AND PROCEDURES

University Housing at the University of Georgia has established the following conference guest policies and procedures to help ensure personal safety and the protection of property. Conference guests and sponsors are responsible for familiarizing themselves with these policies and procedures and abiding by them during their visit to campus. **Violation of these policies and procedures could result in excessive cleaning or damage charges, removal from University Housing and/or criminal arrest.**

ALCOHOL: Georgia law prohibits possession or consumption of alcoholic beverages by those under the legal drinking age and prohibits making alcoholic beverages available to persons under the legal drinking age. Underage guests found in possession of alcoholic beverages will be asked to dispose of the alcohol under supervision of housing staff. Common source containers (e.g., kegs, punch bowls) are not allowed in the residence halls and apartments. Guests of legal drinking age may consume alcoholic beverages in the privacy of their room or apartment unit; no alcoholic beverages may be consumed in any other areas of the community outside of the student room or apartment, including the common areas. No open containers of alcoholic beverages are permitted outside of individual residence hall rooms or apartment units. No guest shall furnish, or cause to be furnished, any alcoholic beverage to any person under the legal drinking age. Inappropriate behavior related to the consumption of any alcoholic beverage or any illegal drug is prohibited.

DRUGS: The possession and/or use of illegal drugs and narcotics are against state and university regulations and are not permitted on university property.

CHECKOUT: Please check with the front desk for checkout times and procedures. Any guest who checks out without returning their room key and access card will accrue a \$45 lock security program fee and a \$10 access card replacement fee. UGA cannot be responsible for items left in the room after checkout.

DECORATIONS: You may decorate your room in a way that does not cause damage. Do not paint your room or decorate door frames, doors, floors, hallways or walls using stickers, tape or any other products that would cause marring, chipping, holes or other damage. Use of any adhesive or tape besides removable poster squares could result in damage or excessive cleaning charges. The application of shaving cream, soap, streamers or contact paper to residence hall facilities is prohibited. Vandalism may result in expulsion and assessment of repair charges.

ELEVATORS: Playing on elevators is prohibited. The maximum number of persons on one elevator at one time is listed in or by the elevator. **Overloading the elevators can cause them to break down, which can lead to guests being stuck inside them until repairs can be made by a certified technician.** Guests staying on the second and third floors are encouraged to use the stairs.

FIRE SAFETY: Fire and emergency procedures are posted on the back of each room's door. Please familiarize yourself with evacuation routes. Tampering with fire safety equipment and/or smoke detectors is prohibited and will result in immediate expulsion. Do not attempt to use elevators in the event of a fire or fire evacuation.

FURNITURE: All room furniture must remain in the rooms. Do not move or remove furniture such as mattresses, chairs and/or bedframes from rooms or floor lounges or any other public areas. No furniture may be taken outside the building for any reason. Adjustable furniture must be reset to the original position prior to checkout.

NOISE: Be considerate of other conference guests. Each guest is responsible for keeping the noise levels to a minimum at all times so that others are not disturbed.

POSTING OF SIGNS AND INFORMATION: All posters, flyers and notices must be approved by the Residential Programs and Services Office. Sponsors must get approval prior to check in. Non-approved or unauthorized posters or materials are prohibited and will be removed.

ROOF AND LEDGE AREAS: For your personal safety and the safety of others, access to roof and ledge areas is prohibited.

SECURITY: Residence hall security is a shared responsibility. Always lock your door and carry your key and access card. **Do not prop open any floor or building doors.** Report suspicious persons or behavior to a housing official and remember any distinguishing characteristics. Know the people in your group, and report any persons on your floor who are not part of your group. Guests are restricted to the floor(s) assigned to them. **Do not intentionally share building access cards and building access pin numbers with other individuals.**

TOBACCO AND SMOKE-FREE CAMPUS POLICY: This policy applies to all employees, students, contractors, subcontractors and visitors. Smoking and tobacco use are prohibited on the entire campus including indoor and outdoor areas, all buildings, recreational areas, lawns, university sidewalks, university vehicles and parking lots. For more information, go to www.usg.edu/policymanual/section9/policy/C503/.

THROWING OBJECTS FROM WINDOWS: For the safety of others, throwing anything from windows is strictly prohibited. Conference guests will be held responsible for personal injuries, property damage and cleaning charges that result from this action.

TRASH DISPOSAL: All trash must be disposed of properly. Trash may be placed in a trash chute, or in residence halls without a trash chute, trash must be placed in the dumpsters outside each building. Large items should be taken outside. Guests are encouraged to recycle.

WEAPONS: The University of Georgia is a designated school safety zone. For more information, go to <https://police.uga.edu/campus-safety/safety-tips/weapons-on-campus-info>.

WINDOW SCREENS: Window screens must remain in place at all times to help control insects and to prevent accidents.

24-HOUR COMMUNITY FRONT DESKS

HALL	COMMUNITY	PHONE #
Boggs, Church, Hill, Lipscomb, Mell	Hill	706-542-9424
Brown Hall	HSC	706-713-2657
Brumby Hall	Brumby	706-542-8357
Building 1516	Reed	706-583-0277
Creswell Hall	Creswell	706-542-8289
Myers, Mary Lyndon, Rutherford and Soule	Myers	706-542-8271
Payne Hall	Reed	706-542-3753

EMERGENCY

Emergency/Fire	Dial 911
University Police	706-542-2200

Weekdays from 8 a.m. – 5 p.m.:

MAIN HOUSING OFFICE
706-542-1421

HSC COMMUNITY OFFICE
706-713-2654

Conference Services Group Check-In Procedures: Rosters

The majority of conferences will check in using rosters. In these cases, a roster will be provided to the check-in team for use in checking individual camp and conference participants into University Housing buildings. Usually these rosters will be pre-populated with the names of the guests who are scheduled to participate in the camp or conference. However, in order to accommodate “walk up” or other unscheduled campers, many rosters will also show additional bed spaces that have been reserved for use by the conference and are available for assignment. In a few cases the rosters may not be populated with any participant names at all.

Conference Hosts and Desk Assistants:

1. Smile and welcome the guest to the residence hall and the University of Georgia.
2. Ask for the name of the participant, then look for his/her name in the alphabetical list of the pre-populated section(s) of the roster.
 - **If the guest’s name is found on the roster:** Verify the name, gender and check-in date of the guest are cited correctly. Neatly and carefully make any corrections needed on the roster sheet. Use this method to note the correct check-in date for those participants who arrive on an earlier *or* later date than the rest of their group.
 - **If the guest’s name is not found on the roster:** Add the name into one of the empty bed spaces on the roster. **Note:** If the group has more than one gender, be certain to assign the person into a space with the correct gender, as indicated on the roster!
3. Issue one room key and one key lanyard to the participant, taking care to verify that the key code cited on the roster in the column “Key Code Out” matches the key code on the actual key. If the key codes do not match, neatly and carefully note the correct key code on the roster in this column.
4. Have the participant sign his/her name on the roster in the column marked “signature”.
5. Some groups will also be issued guest access cards. Verify that the access card number matches the card number listed on the conference guest access card sign-out sheet.

NOTE: These instructions may vary for some groups. Always consult with the residence hall director.

Conference Hosts:

1. Approximately an hour and a half before a group is scheduled to arrive, make a walk-through in your areas of responsibility in the building.
 - a. Ensure that all rooms are equipped with the correct amenity packages, including linen when applicable.
 - b. If you are preparing for a conference in a semi-private residence hall, make sure that all bathroom doors are closed. If you are preparing for a conference in a hall with community bathrooms, check signage on bathroom doors to ensure it is labeled with the appropriate gender.
 - c. Make sure that each bedroom door is closed and locked.
 - d. During your walk through, take the opportunity to double check for any facility concerns that need to be addressed immediately.
2. If you are working a check-in, please follow the above procedures.

Conference Group Check-In Procedures: Sample Roster - Alphabetical

Real Housewives of Atlanta

registration list, page 1

2/23/2017

Room No.	Last Name	First Name	Gender	Signature	Check In/Out	Building	Key Code Out	Key Code In
211	Bailey	Cynthia	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-168	
205	Burruss	Kandi	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-214	
214	Fields	Kim	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-211	
210	Jordan	Claudia	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-191	
204	Leakes	NeNe	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-135	
207	McKinney	Demetria	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-9	
202	Moore	Kenya	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-39	
209	Parks	Phaedra	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-103	
201	Snow	DeShawn	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-175	
208	Whitfield	Sheree	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-5	
203	Williams	Porsha	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-62	
212	Wu-Hartwell	Lisa	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-117	
206	Zolciak-Biermann	Kim	F		Oct 1 - Nov 1 2017	Creswell Hall	CEB-215	

Real Housewives of Atlanta

registration list, page 1

2/23/2017

Room No.	Last Name	First Name	Gender	Signature	Check In/Out	Building	Key Code Out	Key Code In
201	Snow	DeShawn	F		10/01 - 11/01/2017	Creswell Hall	CEB-175	
202	Moore	Kenya	F		10/01 - 11/01/2017	Creswell Hall	CEB-39	
203	Williams	Porsha	F		10/01 - 11/01/2017	Creswell Hall	CEB-62	
204	Leakes	Nene	F		10/01 - 11/01/2017	Creswell Hall	CEB-135	
205	Burruss	Kandi	F		10/01 - 11/01/2017	Creswell Hall	CEB-214	
206	Zolciak-Biermann	Kim	F		10/01 - 11/01/2017	Creswell Hall	CEB-215	
207	McKinney	Denetria	F		10/01 - 11/01/2017	Creswell Hall	CEB-9	
208	Whitfield	Sheree	F		10/01 - 11/01/2017	Creswell Hall	CEB-5	
209	Parks	Phaedra	F		10/01 - 11/01/2017	Creswell Hall	CEB-103	
210	Jordan	Claudia	F		10/01 - 11/01/2017	Creswell Hall	CEB-191	
211	Bailey	Cynthia	F		10/01 - 11/01/2017	Creswell Hall	CEB-168	
212	Wu-Hartwell	Lisa	F		10/01 - 11/01/2017	Creswell Hall	CEB-117	
214	Fields	Kim	F		10/01 - 11/01/2017	Creswell Hall	CEB-211	

C:\Users\Wesley\AppData\Local\Temp\UGA_RegularCheckIn.rpt

Conference Group Check-In Procedures: Sample Roster - Numerical

Conference Group Check-In Procedures: Sample Roster - Orientation

The Encyclopedia Fraggia

As a student, I understand that orientation fees include one night of lodging. By signing below, I agree to take responsibility for any additional nights stayed; any parent, guardian or guest lodging; as well as any additional fees associated with my stay, including but not limited to: lost keys (\$45), linen usage and replacement fees, and damages. I understand that all charges will be billed to my student account.

As a parent, I understand that all fees associated with my stay in UGA Housing will be charged to the student account associated with the UGAID number noted below, including the fees listed above.

2/23/2017

registration list, page 1

Room #	Last Name	First Name	Gender	Signature	UGAID #	Student Name	Check In/Out	Building	Linen	Early Arrival	Key Code Out	Key Code In
228							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-154	
228							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-154	
229							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-189	
229							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-189	
230							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-206	
230							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-206	
231							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-169	
231							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-169	
232							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-186	
232							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-186	
233							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-153	
233							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-153	
234							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-24	
234							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-24	
235							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-174	
235							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-174	
236							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-11	
236							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-11	
237							10/01 - 11/1/17	Creswell Hall	<input type="checkbox"/>	<input type="checkbox"/>	CEB-204	

Temporary Key Log

Through the course of the summer, some group participants will invariably lose or misplace their room keys, or find themselves locked out of their rooms by their roommates. To accommodate these guests, temporary keys may be checked out from the community desks. Careful accounting and tracking of these temporary keys is essential to maintaining security within the community, as well as for documenting the need to charge those groups with lock security program fees if temporary keys are not returned. For these reasons, temporary key logs are maintained for each group.

Note: Some camp sponsors do not allow campers to check out temporary keys. If this is the case, the group's temporary key log will be so noted at the top of the sheet.

Desk Assistants: Checking Temporary Keys Out

1. Each group has a dedicated temporary key log. Ask the participant the name of his/her group, then locate the appropriate temporary key log.
2. Ask for the name of the participant, then add his/her first and last name to the appropriate columns of the temporary key log.
3. Write the room number for the temporary key being checked out in the appropriate column.
4. Write the key code for the temporary key being checked out in the appropriate column.
5. Write the date and time at which the key is being checked out in the appropriate columns. The participant must initial by his/her name.
6. The conference host or desk assistant issuing the temporary key will put their initials in the next column.
7. Remind the guest that the temporary key must be returned as soon as possible.

Desk Assistants: Checking Temporary Keys In

1. Each group has a dedicated key log. Ask the participant the name of his/her group, then locate the appropriate temporary key log.
2. Ask for the name of the participant, then find his/her name on the key log from when the temporary key was checked out.
3. If the returned key is *not* the same as the key issued or if it was lost, write down the code for the returned key, then circle or highlight the code. Explain to the guest that the group will be billed a \$45.00 lock security program fee for the lost key.
4. Write the date and time at which the key is being returned in the appropriate columns.
5. The conference host or desk assistant receiving the temporary key will put his/her initials in the last column.

[illegible]

Conference Services Group Check-Out Procedures: Rosters

Conference Hosts and Desk Assistants:

1. Locate the roster that corresponds with the camp, conference or other group.
2. Ask for the name of the participant, then look for his/her name in the pre-printed section of the roster. If his/her name is not found in the pre-printed section, scan the write-in assignments until their name is located.
3. **Verify that the check-out date is cited correctly.** Neatly and carefully make any corrections needed on the roster sheet. Use this method to note the correct check-out date for those participants who are departing on an earlier *or* later date than the rest of their group.
4. Enter the key code for the key being returned in the column marked "Key Code In".
 - a. Make sure that the key code of the key being returned is the same as the key that was issued.
 - b. If the returned key is *not* the same as the key issued or if it was lost, write down the code for the returned key, then circle or highlight the code. Explain to the guest that the group will be billed a \$45.00 lock security program fee for the lost key.
 - c. If a key has been lost or not returned by a conference guest, check the key cabinet to ensure that there will still be two keys available for the next conference.
 - d. If there are not enough keys for the next conference guests (at least two for the room), contact the residence hall director for that community immediately.
5. If a guest checked out a guest access card and lost the card, make a note on the conference guest access card sign-out sheet and inform the conference sponsor and/or guest they will be charged a \$10.00 administrative fee for a lost guest access card.

Note: You are not responsible for collecting money. Never accept or collect checks or cash from anyone. Refer the guest to the conference sponsor. Billing will be handled through the conference organizers and University Housing Business & Human Resources Office.

6. **Key lanyards should not be returned.** These may be kept by the guest or discarded.
7. After a group has completely checked out of a building, the conference host staff will begin a check of the building and facilities along with the residence hall director or area coordinator.

Conference Hosts:

1. If you are working for a check-out, please follow the above procedures.
2. After a group has completely checked out of a building, it is your responsibility to immediately check your area of responsibility in the building and document any concerns.
 - a. Check all rooms that have been occupied.
 - b. If any *Summer Guest Policies & Procedures* sheets are missing, replace them.
 - c. Check the room for damage, excessive trash or missing items. Make a list of all damages found AND take a picture documenting the area in question. Be specific!
 - d. Alert the residence hall director and/or area coordinator of any damages or excessive trash as soon as possible. This is essential to ensure that group sponsors can be quickly notified of any extra charges that may be generated, as well as to give them the opportunity to remedy the situation(s).

Give the completed roster and a list of any damages or excessive trash to the designated RHD.

Conference Services Closedown Checklist

1. Take all supplies out of the rooms and box up neatly for storage. Any sports water bottles, ice buckets and soap which are in good condition should be boxed up and brought back to the “Comet Lounge” located on the third floor of Creswell Hall.
2. All *Summer Guest Policies & Procedures* sheets should be taken out of rooms and placed in the recycle bin. The plastic pockets protecting these sheets should remain on the back of the residence hall room door.
3. The supply room (“Comet Lounge”) in Creswell Hall should be cleaned up and neat. Boxed up supplies should be neatly stored. All guidelines sheets, maps, Athens information, signs, etc. should be recycled.
4. All conference services signage should be removed from every bulletin board, neighborhood doors, bathroom doors, walls, etc.
5. One final key audit should be done, and the community administrative assistant should be notified of any locks which need to be re-keyed.
6. All keys issued to staff should be returned to their supervisor.
7. All staff must be checked out of their summer assignments before leaving! Refer to information distributed by the residence hall director for a more specific timeline.
8. Thank you for doing a great job this summer!



**UNIVERSITY OF
GEORGIA**

University Housing
Student Affairs

**Nightly Room Rates and
Payment Procedures**

2016 Nightly Room Rates and Payment Procedures

Prices without Linen:

	Double Occupancy	Single Occupancy
Community Bath	\$26.00	\$40.25
Semi-Private Bath	\$28.00	\$45.25

- All prices are per guest per night.
- A 10% discount will apply for guests staying 30 or more continuous nights.
- Groups who provide a Sales & Use Tax Certificate of Exemption will be exempt from sales tax. All others will be responsible for the 7.0% sales tax.

Prices with Linen:

A linen package that includes a pillow, pillowcase, blanket, two flat sheets, two bath towels, a hand towel and a face towel is available for an additional ten dollars and fifty cents (\$10.50) per guest per night.

	Double Occupancy	Single Occupancy
Community Bath	\$36.50	\$50.75
Semi-Private Bath	\$38.50	\$55.75

- All prices are per guest per night.
- Sponsors must select all or no linen for their groups; we regret we cannot provide the linen package on a guest-by-guest basis.
- A 10% discount will apply for guests staying 30 or more continuous nights.
- Groups who provide a Sales & Use Tax Certificate of Exemption will be exempt from sales tax. All others will be responsible for the 7.0% sales tax.

Payment:

- Most guests and groups are billed 10 to 14 business days after check-out.
- Guests who wish to pay for their stay before leaving campus may do so using cash, check or credit card at the University Housing Business & Human Resources Office in Russell Hall Monday through Friday between 8 a.m. and 5 p.m.



UNIVERSITY OF
GEORGIA

University Housing
Student Affairs

Emergency Procedures

Emergency Procedures

Emergency Situations and Who Do I Call? List:

These are the guidelines for conference hosts and desk assistants when deciding if they should call someone in an emergency situation and who they should call.

1. If the situation is immediately life-threatening, campus police should be notified immediately at 706-542-2200 or 911. Then call the residence hall director on duty.
2. If a staff member is unsure if he/she needs to call someone, the residence hall director on duty should *always* be consulted.

Situation:

Who Do I Call?

Access Control System Failure

residence hall director on duty

Alarm Clock

residence hall director on duty

Bomb Threat

UGA Police then residence hall director on duty

Lock Problems

residence hall director on duty

Electrical Failure

residence hall director on duty

Elevator Malfunction

if people are trapped

UGA Police then residence hall director on duty

if no one is trapped

residence hall director on duty

Fire

UGA Police then residence hall director on duty

Flooding

residence hall director on duty

Medical

life-threatening

UGA Police then residence hall director on duty

non life-threatening

residence hall director on duty

Sexual Assault/Rape

residence hall director on duty

Suicide Gestures/Threats/Attempts

poses immediate danger to self/others

UGA Police then residence hall director on duty

no immediate danger to self/others

residence hall director on duty

Tornado Warning

residence hall director on duty

Vandalism

residence hall director on duty

Vending Refunds

community office

NOTE: Incidents occurring before a residence hall director has assumed duty (weekdays from 8 a.m.-5 p.m.) should be referred to the community office. All incidents must be documented on an Information Notes Form (INF).

Alcohol or Other Substance Incapacitation:

Guests under the age of 21 should not be in possession of alcohol. When staff ascertains that underage guests are in possession of alcoholic beverages or other items inconsistent with policy in the residence halls and there are no other complicating factors (drunkenness, vandalism, personal injury, etc.), they may give guests the following options:

1. Dispose of the alcoholic beverages immediately by pouring them down the drain.
2. Call UGA Police for assistance.

The staff member should evaluate the situation, call UGA Police for assistance, and consult with the residence hall director on duty. UGA Police and the residence hall director on duty should be contacted if a person is unconscious, incoherent or is having trouble breathing. Staff members should NEVER leave such a person in the care of friends and NEVER accept the responsibility for the care of such persons themselves. Document all incidents on an INF.

Bomb Threats:

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. Always note the:

1. Time message was received.
2. Sound of the caller's voice.
3. Location of alleged bomb.
4. Stated time of explosion.

After reporting the bomb threat to UGA Police, notify the residence hall director on duty. After taking the action required, an INF should be completed by the person originally receiving the threat.

Death of a Guest in University Housing:

If a deceased person is discovered, UGA Police and the residence hall director on duty should be contacted immediately. UGA Police will also need to gather evidence at the site. The deceased body or any other items at the site need to be left undisturbed. Housing staff on site should attempt to keep other guests from viewing the deceased and the surroundings. An INF should be completed as soon as possible. Housing staff should **NOT** attempt to contact any non-staff individuals (parents or friends of the deceased guest) and may **NOT** release information about a death of a guest to any non-staff person. Media (radio, television, newspaper) representatives should be referred to the University's Office of Public Affairs.

Entry into Guest Rooms and Apartments:

Occasionally situations will arise in which the police will come to the halls to arrest a guest or search a guest room. Whenever feasible, the police will inform the area coordinator or residence hall director involved prior to their arrival. Only area coordinators and residence hall directors have authority to key into a room for police with a search warrant. Conference hosts and desk assistants may **NOT** key into guest rooms for police. Guest rooms may be searched for cause only by

authorized civil authorities. In the case of suspected criminal violations, a search warrant issued by a magistrate will be used to authorize the search. Staff should follow directions given by the officers.

Fire Safety Procedures:

It is crucial that fire safety precautions be taken at all times and that staff acquaint guests with all of the fire safety information and procedures. Potential hazardous situations must be remedied immediately as there is no room for compromise when the safety of guests is in question. Some procedures to remember are:

1. Fire doors must be kept closed at all times.
2. Regulations regarding room personalization procedures must be strictly adhered to.
3. Hallways and stairwells must be kept clear at all times.
4. Smoking is prohibited in all buildings on campus. All residence halls are smoke-free environments.

When a fire alarm sounds, guests should react immediately and evacuate the building. Always remember to give evacuation assistance to guests with physical disabilities by getting them into the designated stairwell and notifying appropriate fire personnel of the guest's location. Never assume it is only a drill. In serious fires, most people die from smoke, so instruct guests to keep the following in mind:

1. Heat and most toxic fire gases rise. To avoid the most dangerous atmosphere, crawl close to the ground.
2. Take short breaths, breathing through your nose. Avoid gulping large amounts of smoke. Put a towel over your mouth and nose.
3. If trapped, a room with a closed door between you and the fire or smoke may offer refuge. Seal off cracks around the door and vents using towels, sheets, blankets or carpet. If trapped in a room, dial 911 to report your location.
4. Open the window or break it out with a chair. Signal for help by waving a towel or other clothing out the nearest window.
5. Never open a hot door. Place the back of your hand on the door above your head. If it is hot **DO NOT OPEN THE DOOR.**
6. If the door does not feel hot, open it slightly using caution:
 - a. Brace the door with hip and foot.
 - b. Place hand across opening to determine temperature of the air.
 - c. If the air is hot or if there is real pressure against the door, **CLOSE THE DOOR AND WAIT FOR HELP.**
 - d. If the hallway appears safe, use the planned exits.

Fire Evacuation Procedures:

Each building will have an evacuation plan which will:

1. Be as simple as possible so that participant roles can be easily explained and understood.
2. Be posted prominently and permanently in a designated place on each floor.
3. Place responsibility to evacuate with the guests. In a real emergency, few staff may be available and can better be used to manage the evacuation and assist disabled persons, police and fire fighters.

What if a fire or smoke is found?

1. Pull the fire alarm.
2. Call UGA Police and the residence hall director on duty from a safe location and report the fire.
3. Assist in the evacuation of persons with disabilities, as appropriate and safe.
4. Assist fire fighters by keeping guests away from the buildings and try to determine if everyone evacuated safely.
5. Assist in entry to the building once the “all clear” is given by the fire department.

What if an alarm sounds?

1. Quickly check the immediate area for fire or smoke.
2. Assist in the evacuation of persons with disabilities, as appropriate and safe.
3. Check the fire panel.
4. Assist fire fighters by keeping guests away from the buildings and try to determine if everyone evacuated safely.
5. Assist in the entry to the building once the “all clear” is given by the fire department.

What if a guest refuses to evacuate?

If a guest refuses to evacuate or in any way interferes with University Housing staff members, police or fire fighters in their efforts to safely evacuate a building or fight the fire, the incident should be documented on an Incident Notes Form (INF).

What are my responsibilities regarding facilities and fire safety?

1. Stairwell and other fire doors may not be propped open at any time.
2. Storage rooms must be kept neat, orderly, free from fire hazards and locked.
3. No combustibles or debris may be kept in corridors or stairwells or in rooms.
4. Hallways must be kept neat. The stacking of boxes, trash, etc. outside room doors is prohibited. No materials may be left in the hallway that may impede or block a speedy exit by guests.
5. Fire equipment must be operational at all times (i.e. smoke detectors, evacuation plans, extinguisher, exit signs, etc.). Inoperative smoke detectors and extinguishers should be reported.

6. Staff must know the location of all fire exits, alarms and extinguishers in their hall.

Is the fire alarm system tied into the UGA Police Department?

All of the residence halls fire alarm systems are connected to the UGA Police Department. Desk assistants still need to call UGAPD to confirm the fire department has been dispatched.

Candles, Incense and Halogen Lights:

Burning candles, incense and lighting any other open flame in the residence halls is prohibited. Lights which require halogen light bulbs are also prohibited. Violations will be documented.

Individual Assistance in Building Evacuation:

Guests with temporary or permanent disabilities may need assistance during emergency situations, particularly when evacuating the building. Report guests in need of assistance to police or fire fighters. Do not try to carry guests out.

Medical Emergencies:

Whenever a staff person becomes aware of a guest who may need immediate medical attention, the residence hall director on duty should be notified immediately. If the guest's life may be in immediate danger, the staff person should call UGA Police to summon medical assistance and then immediately inform the residence hall director on duty. The emergency should then be documented on an INF. Transportation for guests needing emergency medical attention should only be provided by UGA Police or an ambulance. **Staff are NOT permitted to transport guests.**

Notification of Violent Crimes:

Information about the occurrence of on-campus violent crimes of murder, aggravated and sexual assault, robbery and burglary will be communicated to guests via warning flyers entitled "YOU SHOULD KNOW..." It is important that staff post these flyers as soon as they are received.

UGA Police:

The UGA Police are welcomed in campus residence halls at any time. Their presence should be encouraged and welcomed by our staff. 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. In any situation in which the staff person is not sure if UGA Police need to be called, contact the residence hall director on duty for assistance. In all cases in which UGA police are summoned for assistance, staff should completely defer to the police or other professional emergency personnel when they arrive on site. Staff should stand aside and be available to answer questions if asked. Generally, staff should do the following:

1. Provide any pertinent information available from hall records (i.e. rosters, desk information, etc.)
2. Accompany the officers to the guest's room.
3. Identify the guests, if asked.
4. Attempt to keep guests from gathering in the hallway and interfering in the situation.
5. Document the situation on an INF.
6. Upon seeing UGA Police in the building, notify the residence hall director on duty.

Severe Weather Conditions:

A watch (such as a severe thunderstorm watch or a tornado watch) means that conditions are favorable for local storm development. Warnings (such as a severe thunderstorm warning or a tornado warning) 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:

1. In the event the UGA Police or University Housing receives notification of impending or clearly present emergency situations, tornadoes or other damaging weather conditions, action will be taken to notify each 24-hour desk in the most expeditious manner. This may include use of the telephone, and/or person-to-person contact by staff from UGA Police.
2. The desk assistants at each 24-hour desk will follow their community procedures to notify the staff in their community.
3. Should no advance warning be received, the residence hall director on duty will determine what action will be taken to provide safety for the occupants of the halls or apartments.
4. Guests are encouraged to remain within the building during severe weather warnings. Guests are expected to evacuate their rooms and go to the designated emergency weather shelter area for their building. Guests should wear shoes and take a flashlight and pillow, if possible.
5. All staff members are required to be on duty during severe weather warnings. They should assist in maintaining calm, orderly movement to building interiors, and be available as needed following the emergency.

Severe Weather Alert Monitor Procedures:

1. Plug the AC power cable into a 120V wall outlet. Make sure the weather radio is plugged in and functioning at all times.
2. Press RADIO key to turn on the radio.
3. When the radio receives an alert message (e.g. Tornado Watch, Severe Thunderstorm Warning, etc.), it will display the effective time and respond according to the alert. The flashing LED indicates the alert level. The radio's real time clock/date, together with the alert message will be logged and saved into the event memory.
4. Periodic test signals (required weekly or monthly tests) are sent out by the National Weather Service. Such test signals are used to allow the users to confirm their alert radios in use functioning properly. Upon receiving the test signal, the radio will display the test message on the LCD.
5. Adjust the volume to a comfortable listening level when any type of transmission occurs.
6. The NOAA Weather Radio needs be ON at all times.
7. If a watch or warning is issued by the National Weather Service, log it into the appropriate log binder and contact the residence hall director on duty.
8. If at any time you experience trouble with the weather radio, contact the Residential Programs and Services Office at 706-542-6533.

Sexual Assault and Rape:

If a staff member learns that a guest has been the victim of a sexual assault or rape, the following steps should be taken:

1. Contact the residence hall director on duty.
2. Encourage the guest to seek immediate medical attention and report the incident to the police. The police will be responsible for taking the guest to the hospital. Although it may be difficult, it is always best to report a rape or attempted rape to the police. Even if the victim decides not to prosecute, the information may help the police solve other rape cases.
3. The guest should not change clothes, bathe or douche. The guest should be encouraged to bring a change of clothes to the hospital.
4. Do not straighten up the crime area. Leave everything just as it is.
5. Document the situation on an INF. Staff may be asked to become involved in follow-up efforts. Conference hosts and desk assistants should consult with their supervisor before engaging in any follow-up.

Suicide Gestures, Threats, and Attempts:

Occasionally, guests may exhibit behavior that indicates that they are thinking about hurting themselves or having suicidal thoughts. Some warning signs for suicide include:

- Excessive risk-taking (e.g., reckless driving, abuse of drugs)
- Preoccupation with death, dying or suicide
- Talking about death or suicide or saying things like how the world would be better off without them
- Giving away personal or prized possessions

If you are concerned about a guest, there are some appropriate questions that you can ask them to gain information as to how they are feeling:

- You seem pretty down (withdrawn, isolated, preoccupied). How are you doing?
- How have you been sleeping?
- How has your appetite been?

Contrary to popular belief, talking to a person about suicide will not put the idea into their head or push them over the edge. Generally, it will be a relief, giving the guest a chance to talk about their pain. Resist the urge to tell the person that things are not that bad. Instead, assure the person that help is available and things can improve. When a staff person becomes aware of a guest who has or is making suicidal gestures, threats or attempts, the residence hall director on duty should be notified immediately. If the guest has injured him/herself or poses a clear and present danger to self or others, UGA Police should be notified first. An INF should be completed as soon as possible. It is also important to remember when dealing with suicide gestures or threats that you should not leave the guest alone or by themselves, and that you are not a trained counselor and should get assistance immediately.

Thefts:

When staff is informed of a theft, they need to meet with the guest(s) to learn more about the incident and to document the occurrence. Staff need to contact UGA Police concerning the theft. Staff should then document the theft on an INF.

Vandalism:

Vandalism to vending equipment, laundry equipment, room furnishings, bulletin boards, hallways, public facilities or any University property should be documented on an INF. The incident should also be noted on the duty log and the residence hall director on duty should be notified. The residence hall director will notify the UGA Police if necessary. Do not clean up the vandalism until the residence hall director on duty has investigated the incident.



**UNIVERSITY OF
GEORGIA**

University Housing
Student Affairs

**Individual Guest Lodging Contract
&
Individual Guest Registration Form**

THE UNIVERSITY OF GEORGIA INDIVIDUAL GUEST LODGING CONTRACT

By executing this contract (or signing and returning), you agree to and accept all terms and conditions included within and are also acknowledging the information about meningococcal disease.

THE DEADLINE TO SUBMIT THIS CONTRACT AND MAKE PAYMENT IS: (Day, Month, Date, Year)

Non-University of Georgia students: Payment for the first month or the total due must be made at the University Housing Business and Human Resources office in Russell Hall during normal business hours Monday through Friday, 8 a.m. to 5 p.m. Payment is accepted via cash, personal check, travelers check, debit or credit card. Payment in full must be made before or upon arrival for all contracts covering 30 nights or less or lodging. Residents staying in excess of 30 nights may elect to pay for the first 30 nights of lodging prior to check in and then make monthly payments with each due no later than the third day of each of the following months during the contract period. The resident shall be responsible for the fees of any collection agency, which may be based on a percentage of a maximum of 33.3% of the debt and all costs and expenses including reasonable attorneys' fees incurred in efforts to collect any amounts due under this contract.

University of Georgia students: The student shall pay the total contract fee for the assigned space to the Bursar and Treasury Services Division in accordance with the policies and procedures for student accounts. Billing information and other student account correspondence will be emailed to the student's University email account. The University recognizes email as an official means of communication. Students are responsible for checking their University email accounts regularly in order to receive timely billing notifications. The student shall be responsible for the fees of any collection agency, which may be based on a percentage of a maximum of 33.3% of the debt and all costs and expenses including reasonable attorneys' fees incurred in efforts to collect any amounts due under this contract.

To execute this contract, you must sign and return it to the UGA Health Sciences Campus Community Office, Brown Residence Hall, Room 104, 100 Fox Road, Athens, GA 30609 or via fax at: 706-227-4486. In this housing contract, "execute" / "executed" / "execution" is defined as the individual guest indicating his or her assent to terms of the contract. If the UGA Health Sciences Campus Community Office does not receive the executed contract by the date listed above, your assignment and registration for housing may be canceled.

This contract is for the period listed below. This contract is being offered to you on the basis of your completed registration for a housing space in a University residence hall. When this contract is executed, it becomes a binding agreement – a contract between you and the University.

GUEST INFORMATION		LODGING INFORMATION	
Name:		Check-In Date:	Check-In Time:
Address:		Checkout Date:	Checkout Time:
City, State & Zip:		UGA Student (Yes/No)?	
Telephone:	Email:		

BILLING INFORMATION (Staff Use Only)									
Residence Hall:		Room #:		Room Type: (Traditional/Semi-Private)		Occupancy: (Single/Double)		Linen: (Yes/No)	
Nightly Rate:		Subtotal:		Less 30 Night Discount (10%):		Plus Sales tax (7%):		TOTAL DUE:	
# of Nights:									

By signing, I hereby acknowledge I have read and agree to each and every provision of this contract.

BOARD of REGENTS of the UNIVERSITY SYSTEM OF GEORGIA by and on behalf of the UNIVERSITY OF GEORGIA

By _____
Gerard J. Kowalski, Ph.D.
Executive Director for University Housing

Signature Date



2017 SUMMER GUEST POLICIES AND PROCEDURES

University Housing at the University of Georgia has established the following conference guest policies and procedures to help ensure personal safety and the protection of property. Conference guests and sponsors are responsible for familiarizing themselves with these policies and procedures and abiding by them during their visit to campus. **Violation of these policies and procedures could result in excessive cleaning or damage charges, removal from University Housing and/or criminal arrest.**

ALCOHOL: Georgia law prohibits possession or consumption of alcoholic beverages by those under the legal drinking age and prohibits making alcoholic beverages available to persons under the legal drinking age. Underage guests found in possession of alcoholic beverages will be asked to dispose of the alcohol under supervision of housing staff. Common source containers (e.g., kegs, punch bowls) are not allowed in the residence halls and apartments. Guests of legal drinking age may consume alcoholic beverages in the privacy of their room or apartment unit; no alcoholic beverages may be consumed in any other areas of the community outside of the student room or apartment, including the common areas. No open containers of alcoholic beverages are permitted outside of individual residence hall rooms or apartment units. No guest shall furnish, or cause to be furnished, any alcoholic beverage to any person under the legal drinking age. Inappropriate behavior related to the consumption of any alcoholic beverage or any illegal drug is prohibited.

DRUGS: The possession and/or use of illegal drugs and narcotics are against state and university regulations and are not permitted on university property.

CHECKOUT: Please check with the front desk for checkout times and procedures. Any guest who checks out without returning their room key and access card will accrue a \$45 lock security program fee and a \$10 access card replacement fee. UGA cannot be responsible for items left in the room after checkout.

DECORATIONS: You may decorate your room in a way that does not cause damage. Do not paint your room or decorate door frames, doors, floors, hallways or walls using stickers, tape or any other products that would cause marring, chipping, holes or other damage. Use of any adhesive or tape besides removable poster squares could result in damage or excessive cleaning charges. The application of shaving cream, soap, streamers or contact paper to residence hall facilities is prohibited. Vandalism may result in expulsion and assessment of repair charges.

ELEVATORS: Playing on elevators is prohibited. The maximum number of persons on one elevator at one time is listed in or by the elevator. **Overloading the elevators can cause them to break down, which can lead to guests being stuck inside them until repairs can be made by a certified technician.** Guests staying on the second and third floors are encouraged to use the stairs.

FIRE SAFETY: Fire and emergency procedures are posted on the back of each room's door. Please familiarize yourself with evacuation routes. Tampering with fire safety equipment and/or smoke detectors is prohibited and will result in immediate expulsion. Do not attempt to use elevators in the event of a fire or fire evacuation.

FURNITURE: All room furniture must remain in the rooms. Do not move or remove furniture such as mattresses, chairs and/or bedframes from rooms or floor lounges or any other public areas. No furniture may be taken outside the building for any reason. Adjustable furniture must be reset to the original position prior to checkout.

NOISE: Be considerate of other conference guests. Each guest is responsible for keeping the noise levels to a minimum at all times so that others are not disturbed.

POSTING OF SIGNS AND INFORMATION: All posters, flyers and notices must be approved by the Residential Programs and Services Office. Sponsors must get approval prior to check in. Non-approved or unauthorized posters or materials are prohibited and will be removed.

ROOF AND LEDGE AREAS: For your personal safety and the safety of others, access to roof and ledge areas is prohibited.

SECURITY: Residence hall security is a shared responsibility. Always lock your door and carry your key and access card. **Do not prop open any floor or building doors.** Report suspicious persons or behavior to a housing official and remember any distinguishing characteristics. Know the people in your group, and report any persons on your floor who are not part of your group. Guests are restricted to the floor(s) assigned to them. **Do not intentionally share building access cards and building access pin numbers with other individuals.**

TOBACCO AND SMOKE-FREE CAMPUS POLICY: This policy applies to all employees, students, contractors, subcontractors and visitors. Smoking and tobacco use are prohibited on the entire campus including indoor and outdoor areas, all buildings, recreational areas, lawns, university sidewalks, university vehicles and parking lots. For more information, go to www.usg.edu/policymanual/section9/policy/C503/.

THROWING OBJECTS FROM WINDOWS: For the safety of others, throwing anything from windows is strictly prohibited. Conference guests will be held responsible for personal injuries, property damage and cleaning charges that result from this action.

TRASH DISPOSAL: All trash must be disposed of properly. Trash may be placed in a trash chute, or in residence halls without a trash chute, trash must be placed in the dumpsters outside each building. Large items should be taken outside. Guests are encouraged to recycle.

WEAPONS: The University of Georgia is a designated school safety zone. For more information, go to <https://police.uga.edu/campus-safety/safety-tips/weapons-on-campus-info>.

WINDOW SCREENS: Window screens must remain in place at all times to help control insects and to prevent accidents.

24-HOUR COMMUNITY FRONT DESKS

HALL	COMMUNITY	PHONE #
Boggs, Church, Hill, Lipscomb, Mell	Hill	706-542-9424
Brown Hall	HSC	706-713-2657
Brumby Hall	Brumby	706-542-8357
Building 1516	Reed	706-583-0277
Creswell Hall	Creswell	706-542-8289
Myers, Mary Lyndon, Rutherford and Soule	Myers	706-542-8271
Payne Hall	Reed	706-542-3753

EMERGENCY

Emergency/Fire	Dial 911
University Police	706-542-2200

Weekdays from 8 a.m. – 5 p.m.:

MAIN HOUSING OFFICE
706-542-1421

HSC COMMUNITY OFFICE
706-713-2654



**UNIVERSITY OF
GEORGIA**
University Housing
Student Affairs

INDIVIDUAL GUEST REGISTRATION FORM

STUDENT/GUEST INFORMATION	STAFF USE ONLY	Other Charges (Total \$)
Name (First Middle Last)	Bldg & Room # _____ Semi Private Single () Community Single () Semi Private Double () Community Double ()	
If UGA student, list UGA ID # _____	Check In Date <u> / / </u> Key Code _____ Check Out <u> / / </u> Swipe Card Out _____ Check Out Date <u> / / </u> Key Code _____ Check In <u> / / </u> Swipe Card In _____	<u>Temporary Keys</u>
Permanent Address	List any room damages, lost keys, etc, as well as associated fees.	<u> / / </u> Key Out: Date _____ Time _____ Initials _____
City, State & Zip Code	Check In Staff: Print name and initial _____ Date _____	<u> / / </u> Key In: Date _____ Time _____ Initials _____
Emergency Contact (Name and Telephone Number)	Check Out Staff: Print name and initial _____ Date _____	<u> / / </u> Key Out: Date _____ Time _____ Initials _____
Student/Guest Signature _____ Date _____	White: HSC Community Office Yellow: Student/Guest Copy (at checkout)	<u> / / </u> Key In: Date _____ Time _____ Initials _____



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Permanent Address	List any room damages, lost keys, etc, as well as associated fees.	<u> / / </u> Key Out: Date _____ Time _____ Initials _____
City, State & Zip Code	Check In Staff: Print name and initial _____ Date _____	<u> / / </u> Key In: Date _____ Time _____ Initials _____
Emergency Contact (Name and Telephone Number)	Check Out Staff: Print name and initial _____ Date _____	<u> / / </u> Key Out: Date _____ Time _____ Initials _____
Student/Guest Signature _____ Date _____	White: HSC Community Office Yellow: Student/Guest Copy (at checkout)	<u> / / </u> Key In: Date _____ Time _____ Initials _____



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University Housing

Student Affairs

**2017
CONFERENCE SERVICES
MANUAL**