

2012



2013

# Returning Student Staff Member Training Manual

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# Training Manual

## MISSION STATEMENTS

### Campus Services

Campus Services facilitates the creation of community, extends the learning environment beyond the classroom, and enhances the quality of campus life through the delivery of quality goods and services.

We support the academic and research mission of Georgia Tech by assisting in the recruitment and retention of students, by encouraging students to develop personal responsibility as consumers, citizens and leaders, and by creating an environment that encourages academic success.

We seek to set the standards for excellence on the campus and in the country by continuously refining and improving Auxiliary Services in a market-driven environment.

Auxiliary Services is financially self-sustaining in order to fund its operations, renew and replace its facilities and provide financial resources for future growth and development.

### Department of Housing

The Department of Housing offers quality, safe, well-maintained residential facilities.

We encourage, promote and facilitate customer focused programs and services that attract students to our facilities and to Georgia Tech.

We provide physical, programmatic and technological systems to enhance the quality of life on campus, to support the academic needs of student residents and to compliment the academic goals of the Institute.

### Educational Priority

As Residence Life we commit to create environments in alignment with the Institute's values by facilitating purposeful opportunities for students to live, learn, work, and play, which will motivate students to serve as Georgia Tech leaders in society. The residential experience provides a powerful laboratory where students can grow in the areas of community involvement, professional development, global civility, and personal development.



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### RESIDENCE LIFE LEARNING OUTCOMES

- **Community Involvement:** Residents will understand how their actions impact their community through making a commitment to service, social interactions, and civic responsibility.
  - Service: Residents will understand the positive impact they can have on society by serving as volunteers, active members, and leaders within their community.
  - Social Interactions: Residents will establish meaningful relationships with others in the Georgia Tech community by participating in hall and campus activities.
  - Civic Responsibility: Residents will examine their behaviors and how the results of those actions impact others.
  
- **Global Civility:** Residents will explore their questions pertaining to social, cultural, and economic backgrounds and perspectives which encourage an increased understanding of the human condition.
  - Understanding similarities and differences: Residents will explore the impact that similarities and differences in background and values have on one's perspective.
  - Tolerance: Residents will demonstrate respect for differing perspective by living and interacting appropriately with members of their community.
  - Global Perspective: Residents will examine their interconnectedness to other societies in order to understand global perspectives.
  
- **Personal Development:** Residents will examine their personal values, goals, and lifestyle to achieve a balanced approach to everyday life.
  - Healthy Lifestyle: Residents will correlate a connection between physical, emotional, and social well being and their success as a student.
  - Personal Identity: Residents will examine their personal values, motivations, skills, and weaknesses and how these affect the decisions they make.
  - Process of Achieving Goals: Residents will identify realistic goals and develop a plan to achieve personal and academic success.

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- **Professional Development:** Residents will learn and practice problem solving, self-discipline, and communication skills that promote team work and collaborative innovation.
  - Problem Solving Skills: Residents will be able to identify and critically analyze interpersonal situations and problems to develop effective solutions.
  - Communication Skills: Residents will use effective verbal and appropriate non-verbal communication skills that promote collaboration.
  - Career Development Skills: Residents will develop skills for career preparation that will serve them in becoming successful professionals.

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### BEING A HOUSING STAFF MEMBER

As a member of the housing staff, one of the most difficult and rewarding aspects of the job is the role modeling aspect. Since you are a housing staff member, everyone will know who you are and will create his or her own expectations of you. How you handle being a role model will be one of the most difficult things to get used to in this position. At the same time, you are in a position to have a positive and lasting impact on the students you come in contact with. Here are some things to think about as you assume your role as a housing staff member.

- ✓ **Living in a Fishbowl**- As a housing staff member, you live life in a fishbowl. Everyone sees you and they usually learn how to be a part of the community from you. If someone is on the borderline of deciding whether or not they want to drink alcohol and they see you drinking, you can probably bet that they will look at you as the affirmation they need. We are not saying that you should tell people of legal drinking age not to drink, but just be cognizant of whom you are around when you let loose.
- ✓ **First Impressions**- Your first impression with your residents may be the one they always remember. You will often gain the necessary respect of your residents by the way you treat them the first time you meet and greet them.
- ✓ **Attitude**- Strive to maintain a positive attitude, especially when you are around other housing staff members and residents. Show enthusiasm and support for the department. If you are frustrated, choose your confidants carefully. Remember that you're not always going to be happy about your job, but there is a time and place for venting frustrations. Also, remember that no one likes to be around a whiner or someone who is always pessimistic.
- ✓ **Professionalism**- Remember that in all your endeavors, you are a representative of the housing department and Georgia Tech. Being a professional means not talking about incidents or housing issues with students around campus. When questions and concerns arise, talk to your co-workers or members of the housing department. The easiest way to lose the respect of your residents is to gossip or break confidentiality.
- ✓ **Teamwork**- It is important to show that you are committed to teamwork. When your residents see you working with other staff members and trying to make a difference, they will become motivated to help. *(It is amazing how much we can accomplish when nobody cares who gets the credit. Harry S. Truman)*
- ✓ **Policies and Procedures**- It is important that residents see you as a model citizen in the community. If residents see you as someone who leaves trash lying around, gets drunk and breaks things, makes noise all the time, and never studies, imagine what they think will be okay for them to do. Leading by example is the key ingredient to being an effective leader. There are many times when you will think to yourself that it is not fair that you have to follow policies all the time. When that happens, talk to your supervisor about it before you make a rash decision.

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A little courtesy can go a long way. People tend to remember negative experiences a lot better than positive experiences. That's where courtesy comes in. If you are courteous with your residents and co-workers, you will be creating more positive experiences for your residents and fellow staff. That can make life easier when you are in a position where you want people looking up to you and respecting you.

- Treat others as you would want to be treated.
- Please others - be generous and they will respond positively.
- Be a friend. It takes one to be one.
- Speak to others by name.
- Be sincere. Sincerity builds trust.
- Smile at others so they will know you are friendly and want to help them.
- Give to others - no person was ever honored for what he or she received.
- Think "you" instead of "I" and above all, help your sense of humor!
- Listen to others so you will know how to help them.
- Care for others - actions speak louder than words.

## **FUNCTION OF A STAFF MEMBER**

(Fall 2012 - Spring 2013)

The function of a student staff member is to work with the residents to facilitate and develop an environment within the housing units, which will contribute to building community, academic success, multicultural awareness, and personal growth. Staff members should commit themselves to collaborate with their students to create their own norms and maintain satisfactory interactions through personal contact.

Student Staff Members uphold and convey the philosophy of Georgia Tech, the Auxiliary Services Division, and the Department of Housing. They serve as ambassadors and liaisons between the students and the administration. Individuals selected as staff members must acknowledge and accept the responsibility of being a role model both on and off campus.

### **Responsibilities:**

#### **1. Interpersonal Development**

- a. Provide daily and personal contact with the residents in their area.
- b. Counsel residents on personal, social, and academic concerns and make referrals for professional intervention when appropriate.
- c. Facilitate, initiate, and implement resident learning opportunities.
- d. Encourage residents to accept responsibility for their actions.
- e. Disseminate information (flyers, housing announcements, Institute deadlines, etc.) in a timely manner.
- f. Serve as a positive academic role model.

#### **2. Community Development**

- a. Demonstrate acceptance of diversity through promotion of diversity programming, activities, and seminars.
- b. Educate residents about the various possibilities for learning and involvement within the Institute.
- c. Work with residents to establish effectively run residence hall governments.
- d. Actively participate in housing events.
- e. Explain and enforce Institute policy by encouraging responsibility on the part of all residents and holding them accountable for their actions by confronting inappropriate behaviors.
- f. Behave in ways that will not have a detrimental effect upon the Institute or any members of the Institute community.
- g. Conduct should be in conformity with the law and with Institute and Residence Hall Policy. Behavior should reflect consciousness of the position as a positive role model.

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## 3. Staff Interaction and Administration

- a. Assist in general orientation to campus, room assignments and changes, room inventories, roster verification, fire/life/safety inspections, and custodial and maintenance records.
- b. Perform "duty" on rotation with other staff members to provide coverage in the communities when the community offices are closed, when applicable. This applies to all staff.
- c. Attend all housing related meetings and events including but not limited to staff training, staff selection, room selection, staff class (first-term staff), staff in-service sessions (returning staff), and other activities as assigned.
- d. Develop and maintain a close and supportive working relationship with staff members in his/her area including professional, maintenance, and housekeeping staff.
- e. Assist in the opening and closing of housing units each semester as well as during vacation periods.
- f. Specific and routine job responsibilities will be outlined periodically by the Department of Residential Life. Occasionally, student staff members will be asked to perform services for the Institute outside his/her direct residence hall responsibility.

The Department of Housing offers many different types of staff positions with some slight differences in responsibilities due to the types of students that live in the area and their needs. Below you will find the differences outlined, grouped by position.

### Peer Leader

The function of the Peer Leader (PL) position is to work with freshmen to facilitate and develop a community environment within the housing units which will contribute to the intellectual, social, and cultural growth of their freshmen which will result in increased academic success and retention for Freshman Experience participants. In addition to the staff responsibilities outlined above, a Peer Leader has the following additional responsibilities:

#### **Social Development**

- a. Support Freshman Activities Board (FAB) and Emerging Leaders (EL) by encouraging event attendance.
- b. Eat at least 5 meals per week with residents in the dining halls.
- c. Organize programs and activities that foster the community development.

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## **Resident Advisor**

The Resident Advisor (RA) position is present in various areas of campus: Traditional/Suites, Apartments and Graduate & Family Housing Area. A Resident Advisor in the Traditional/Suite area may work with first-year, second-year, third-year, etc. students depending upon the building to which they are assigned. The Apartments traditionally house upper classmen - third-year, fourth-year, and beyond. Additionally, there are three specialized housing options for students, which require different skills and responsibilities of the student staff members.

In Graduate & Family Housing, Resident Advisors work primarily with single and married graduate students and are responsible for both the graduate and family duty areas. They also nurture the development of an authentic community where graduate students collaborate to create their own norms and commit themselves to maintaining satisfactory interactions through personal contact. Staff should recognize the talents and interests of graduate students and encourage positive outlets for these talents and interests, while also supporting residents' adjustments to graduate school, the Institute, Atlanta, and the United States. This should be accomplished within the broad institutional value parameters where mutual respect for cultural differences, common goals, and aspirations can be realized.

## **ThinkBig Resident Advisor**

In addition to the above duties, Resident Advisors of the ThinkBig Programs have the responsibility to create an environment that challenges residents to participate in the community in leadership roles as well encourage discussions that relate to current events, culture, and the topic of the program. To facilitate this experience, these resident advisors must be willing to sit on the various committees as determined by the faculty leader and Hall Director. For I House, living outside the U.S. for 3 months is helpful. Interest in the program topic is important for all ThinkBig RAs.

### **1. Interpersonal Development**

- a. Ability to support residents when cultural differences are discussed.
- b. Help residents understand the impact of culture on who they are.
- c. Challenge residents to think about International Experiences.

### **2. Community Development**

- a. Organize programs and activities.
- b. Assist with weekly programs.
- c. Coordinate events with faculty members.
- d. Attend bi-weekly ThinkBig events.
- e. Take attendance at events.
- f. Submit a ThinkBig evaluation each semester.
- g. Attend retreats and planning meetings.

### **CONDITIONS OF EMPLOYMENT AGREEMENT** (Fall 2012 - Spring 2013)

The following guidelines have been established to clarify Peer Leader (PL) and Resident Advisor (RA) conditions of employment. These two roles are known as Student Staff Member (SSM) positions in the Residence Life Unit of the Department of Housing. While the administration of these conditions may vary, it is important to understand them in order to successfully perform the responsibilities of the Student Staff positions. Failure to adhere to these conditions will jeopardize potential Student Staff hiring and current Student Staff employment status.

#### **A. Eligibility to be hired**

1. Applicant must have completed at least 1 year of college by start date.
2. Applicant must be in good standing with the Institute: academic, financial and judicial.
3. Applicant must be enrolled as a student with a minimum of 6 credit hours or registered for a recognized Co-Op, Internship or Externship.
4. Applicant must have 2.30 GPA (semester/cumulative).
5. Undergraduate Transfer student applicants are hired conditionally based on his/her achievement at his/her previous institution. The applicant would have to verify if he/she achieved a cumulative GPA of 2.30 (undergraduate) or 3.0 (graduate). If the student does not maintain these standards through his/her semester at Georgia Tech, he/she will be asked to resign.
6. Graduate student applicants must have 3.0 GPA (semester/cumulative). 1<sup>st</sup> year graduate students are hired conditionally based on his/her achievement at his/her previous institute where he/she must have achieved a minimum of a 3.0 cumulative GPA. If the student does not maintain these standards through his/her first semester at Georgia Tech, he/she will be asked to resign.

#### **B. Period of Employment and Time Commitment**

1. Appointments are made for one academic year. The academic year is defined as both Fall Semester to Spring Semester. An academic year appointment does not dictate a summer appointment or an appointment for the following academic year. A SSM offer may be rescinded or you may be dismissed immediately if you accept any opportunity that prevents you from completing a full academic year of employment; this includes but is not limited to the following: study abroad (Fall or Spring), out of town Co-Op, LeaderShape, or applying to graduate at the end of the Fall Semester.
2. A SSM's principle non-academic activity is his/her position. Additionally, extracurricular activities are not to conflict with the time needed to be available and accessible to residents. Other time commitments (i.e.,

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jobs, internships, Co-Ops, Greek organizations, athletics/intramural, student organizations, etc.) must be discussed with and approved by his/her supervisor. This includes any time commitments that he/she may have had prior to employment by the Department of Housing and any additional time commitments in the future. The SSM may not assume or continue any paid responsibilities without approval from the supervisor. Approval in these circumstances will be contingent on current course load, job performance, and academic performance.

3. Student Staff Members must be available prior to, during and following Housing Openings and Closings to complete check-in and check-out administrative tasks.
4. As all residence halls are open during holiday breaks (Fall Break, Thanksgiving, Winter Break, and Spring Break), Student Staff may be required to work during break periods. Additional compensation will be provided. SSM must also be available during semester breaks to complete administrative tasks and perform "Duty". A SSM may be asked to work during a holiday break. All SSMs will not work during a holiday break, but need to be available. Failure to comply with the request will result in termination. The Department of Housing will inform the SSM regarding mandatory return and departure dates. See "Commitment Calendar".
5. First term employment requires attending a 15 week, for credit training class involving homework.
6. The Student Staff positions require a minimum of 20 hours of work per week. Peak work periods include the opening and closing of each semester, the Student Staff Selection process, and the Room Selection process, all of which will require additional hours.
7. A SSM must be given approval from the supervisor to be away from campus for more than 24 hours.
8. All travel plans must be made in accordance to the Housing Opening/Closing and Training schedule. It is expected that you are able to attend all openings, closings, and training sessions. If your travel plans interfere with any of the above, you may be dismissed.

### **C. Training and Staff Development**

1. All Student Staff are expected to attend several training sessions and staff development activities throughout the year. These include, but are not limited to:
  - a. Spring Orientation (one weekend day).
  - b. Fall Training (a two week period prior to August opening).
  - c. 15-Week Training Seminar for credit (for all first term employees).
  - d. Periodic in-service sessions as arranged by the supervisor or other Departmental Staff.
  - e. Weekly staff meetings and individual meetings with supervisor.
  - f. Hall Council meetings as outlined by supervisor.

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- g. Winter Training (two - three days prior to January opening).
2. Regardless of a SSM's status as a returner or new hire, SSMs are required to attend all staff training and development sessions. The training schedule is arranged in a manner to avoid any interference with the official Institute calendar. Failure to attend due to Co-op jobs, study abroad, or internship are not acceptable and will result in a change in the SSM's employment status and he/she may be dismissed immediately.

### D. Staff Duty

1. All SSMs (Peer Leaders and Resident Advisors) will assume duty responsibilities on a regular basis.
2. A SSM on duty must remain in his/her room when not on a duty round between the hours of 8:00 PM and 8:00 AM. This SSM must also place Duty Cards in appropriate places and perform duty rounds.
  - a. Staff perform two duty rounds per shift (includes placing your cards) on week nights and four rounds on weekend shifts. More information about duty will be provided during training and on an ongoing basis from the supervisor.
3. While serving on duty, you will have access to building master keys. All staff must follow the master key sign-out policy for their area. The keys for these buildings should not remain in your possession for extended periods of time or be taken out of the building or duty area (where applicable). The keys are not to be used to gain personal access to a building or resident's room. Lost access keys (minimum \$250) and master keys (minimum \$750) have monetary penalties associated. Losing a master key may also result in termination.
4. Student Staff Members may be asked to provide additional coverage during designated times such as severe weather, Homecoming, special emergencies and athletic events.

### E. Academic Expectations

The student staff positions within Residence Life are crucial to the success of the overall community development program. One of the goals is to foster academic success for all students including our student employees. Additionally, we ask our student staff to serve as role models. In order to serve as good academic role-models, as well as insure that you succeed in your own academic pursuits, a minimum semester and cumulative Grade Point Average has been established for students to apply for and retain these important roles.

1. ***Application, Interview, Hiring Action*** - To apply and interview, candidates must be in good academic standing with the Institute. A minimum cumulative Grade Point Average (GPA) of 2.30 is required to be selected for a student staff position with the Residence Life unit of the Department of Housing. At any time, a student may resign employment

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or decline an offer of employment if he/she feels that the employment with Residence Life is negatively impacting his/her academics.

2. **Employment Offers / Rescinding Offers** - An offer for the upcoming academic semester/year (made at the end of the Fall, Spring or Summer Term) may be rescinded if the **student's cumulative GPA falls below standards (undergraduate 2.3, graduate 3.0)**. No student staff can begin work in the unit if their cumulative GPA is below minimum cumulative GPA standards. There are no exceptions to this standard for new hires; there may be some exceptions for rehires (those already employed by Residence Life). Grades will be checked at the end of the semester; if a current staff member's cumulative or semester GPA is adversely affected, their employment academic standing may change, and could lead to he/she being asked to resign.
3. **Grade Substitution** - No student seeking or in need of a grade substitution will continue to be considered a hireable candidate or eligible to begin work at a start of a semester unless his/her cumulative GPA is above 2.30. Additionally, for those students who meet the cumulative GPA requirement, they cannot retake a class they hope to substitute a grade for in his/her first semester of employment with Residence Life.
4. **Cumulative GPA** - All undergraduate student staff must maintain at least a 2.30 cumulative GPA each semester while employed by Residence Life. All graduate student staff must maintain at least a 3.0 cumulative GPA. If a staff member fails to do so, he or she must resign from their position. No student staff can begin work in the unit if their cumulative GPA is below minimum cumulative GPA standards.
5. **Semester GPA** - All student staff members must achieve a minimum 2.30 semester GPA for undergraduate students and 3.0 for graduate students to remain in good academic standing. Any student staff member falling below this standard will be placed on Housing Staff Academic Probation for one semester (or two semesters in the event of a co-op or summer semester where classes are not taken) to bring his or her semester GPA to the 2.30 or 3.0 minimum.
  - a. If a staff member is enrolled in 6 or less hours OR 2 or fewer classes and received permission to do so from their supervisor during the semester such as during the summer semester or for staff taking classes while co-oping or interning the following will take place:
    - i. The grade(s) for the semester will be manually recalculated into the previous semester's GPA where student was fully registered. This will be the basis for any academic status decision (i.e. academic standing for a Fall staff member will be determined by

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the manual calculation of the SSMS Spring and Summer semesters combined).

- ii. If a staff member was placed on Academic Probation during the previous semester (i.e. spring) for a term GPA less than 2.30 and during the next term (i.e. summer) their GPA is also less than 2.30, there will be not change in academic status (meaning they will remain on Academic Probation until the end of the following semester, Fall) unless their summer GPA causes their Institute Status to change.
  - b. No student staff member may be on Housing Staff Academic Probation two consecutive terms (with the exception of a co-op or summer semester where classes are not taken). If a student staff member fails to bring his or her semester GPA to the 2.30 or 3.0 minimum after one semester of Housing Staff Academic Probation, he or she must resign.
  - c. If a student staff member who previously was on Housing Staff Academic Probation (but not in the previous semester) once again fails to achieve a 2.30 or 3.0 semester GPA, the Assistant Director for Staff and Community Development (or a designee) and the supervisor, will determine if the student staff member should be placed on Housing Staff Academic Probation for one semester, or be asked to resign. In general, a student staff member should not be placed on Housing Staff Academic Probation more than one (1) time during his or her employment span with Residence Life.
- 6. Terms and Conditions for Housing Staff Academic Probation -If placed upon Housing Staff Academic Probation:**
- a. The student staff member must not be employed in any other job with the Department of Housing.
  - b. The student staff member must meet with their supervisor and/or Coordinator of Academic Initiatives to outline a plan for success. The conditions of this plan will vary for each student staff member, but the components will be mandatory.
  - c. The student staff member is required to meet with his or her academic advisor to alert this professional to the situation and access whatever support programs his or her department or college may offer.
  - d. The supervisor, in conjunction with the Coordinator of Academic Initiatives, will monitor the student staff member's compliance with the plan for success and determine if the staff member has met his or her obligations to it. If not, the staff member will resign his/her position.
  - e. In addition, a student staff member on housing academic probation, may be required to attend a workshop or in-service as a required in-service. The purpose of attending this workshop is to give the staff member an opportunity to learn how to address the academic

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issue that he/she may be facing. An appropriate workshop will be selected in conjunction with the supervisor and staff member. An example of an acceptable workshop is procrastination, time management, or exploring a major. Many of these workshops may be offered by the Counseling Center.

- 7. Terms and Conditions for Housing Staff Termination (GPA based)** -Any staff member who has been released due to grade issues is eligible for rehire one semester after their release date once they have met with and **received** approval from the Assistant Director for Staff and Community Development (or a designee). Student staff must have at least one semester GPA above standards (undergraduate 2.30 or graduate 3.0). In addition, their cumulative GPA must be above a 2.30 (undergraduate) or 3.0 (graduate). A student staff member may only “leave and return” once due to grade issues. He or she is not eligible for summer semester employment.

### Schedule of re-hire for termination (GPA based):

Termination in Fall semester	Rehire the following Fall
Termination in Spring semester	Rehire the following Spring. Student can participate in SSM recruitment period in the Fall to be considered as an alternate SSM for Spring.
Termination in Summer term <i>(Reference section B item 1)</i>	Rehire following Spring. Student can participate in SSM recruitment period in the Fall to be considered as an alternate SSM for Spring.

- 8. Notification of Change in Standing** - Notification of academic status within the Residence Life unit will come to each student staff member from their supervisor. The supervisor will make this determination in consultation with the Coordinator of Residential Academic Initiatives.
- 9. Appeals** - Appeals concerning status will be made **within 5 business days** from the date of the letter of notification. There is no appeal process for a student staff member who has been terminated for falling below cumulative GPA standards (undergraduate 2.30 or graduate 3.0). To appeal a status other than termination, the appeal should be made to and reviewed by the Area Manager of the appealing student staff

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members' area. The department decision in response to the appeal will be made within 7 business days by the Area Manager in consultation with the Assistant Director for the area and Coordinator of Academic Initiatives. During the designated time frame to complete the appeal process, the student staff member will operate in his/her normal staff responsibilities. If a student staff member's GPA remains below standards at the end of the appeal process (12 business days total), the decision to place the staff member on probation or terminate the staff member is final.

10. **Rehiring staff released due to Grades** - Any staff member who has been released due to grade issues is eligible for rehire one semester after their release date once they have met with and received approval from the Assistant Director for Staff and Community Development (or a designee) and they have had at least one semester GPA above the 2.30 or 3.0 or raised their cumulative GPA above a 2.30 or 3.0 depending on why they were released. A student staff member may only "leave and return" once due to grade issues.

### F. Freshman Experience Meal Plan (for Peer Leaders)

Peer Leaders have a 75-block meal plan which gives them an average of five meals per week per semester. The meal plan affords Peer Leaders a resource to engage students in the "Eating Together" component of the Freshman Experience. The staff must abide by the policies of Dining Services for use of the meal plans and use of the residential dining facilities.

#### 1. FE Staff Meal Plan Policy

- a. The FE staff meal plan does not carry meal period restrictions.
- b. The FE staff meal plan is compensation for the Peer Leader position and a tool to be used for building community.
- c. The FE staff meal plan cannot be used by anyone other than the Staff Member. The Staff Member may not bring a guest.
- d. The FE Staff **should** use their Buzz Card in a residential dining hall with **their residents** a minimum of **five times per week**.
- e. The FE staff will be expected to regularly report to their Hall Director concerning the "Eating Together" component of the Freshman Experience.
- f. Staff may upgrade from the 75 block meal plan to the 10 or 14 meals per week plan or the unlimited meal plan by adding the cash difference in the meal plans.

### G. Other Expectations of Employment

1. The SSM should not engage in activities that could result in a change to their judicial standing (i.e. reprimand, warning, or probation) within Housing or the Institute. If judicial standing changes due to an academic

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or nonacademic violation, the Staff Member must report the change to their supervisor in a reasonable time frame.

2. The SSM will be responsible for nurturing the development of a community where students can achieve a sense of identity, be invested, have influence, and be involved toward being independent members of their community.
3. The SSM must satisfactorily complete all requirements of his or her job description and conditions as determined by the supervisor.
4. The SSM is expected to know and abide by all Institute Policies, Housing regulations, and contractual regulations. Failure to do so may be grounds for termination.
5. The SSM should recognize that his or her room also serves as an area for confidential conversations with residents and other job related activities. In deciding how his or her room will be used, The SSM should use sound judgment in how that use will affect the perceptions of the community. In keeping with departmental philosophy, we ask that Student Staff members not display posters or materials which might be viewed as sexually, racially, or ethnically offensive, or advertise unhealthy behaviors.
6. The SSM will be expected to provide programming for residents as outlined in the individual staff programming models.
7. The SSM must be eligible to work in the United States.
8. All SSMs must sign a housing contract.

### H. Compensation Package

1. Peer Leader: Full rent, a stipend of \$300/semester, and 75 block meal plan. There are additional opportunities to earn pay for working break duty.
2. Resident Advisor (suites and traditional apartments): Full rent and stipend of \$407.00/semester. There are additional opportunities to earn pay for working break duty.
3. Resident Advisor (family apartments): One bedroom apartment rent credit. There are additional opportunities to earn pay for working break duty.

### I. Rooms and Roommates

1. SSMs in traditional buildings receive single rooms with the Department reserving the option to assign temporary roommates in Traditional and Suite assignments. Additional compensation will be provided when the situation occurs. The amount of the compensation will be determined at that time by the Director of Residence Life.
2. A SSM in suites and apartments may request a specific number of "roommates". The timeline, requirements, and process for such will be provided before the Spring Room Selection process each February-March.
3. A SSM in suites and apartments must have all their roommates sign a roommate contract, understanding that they live with a student staff

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member that may require special requests of them, as well as following the Department of Housing policies and procedures.

### **J. Room Assignment Availability after Resignation or Termination**

Upon accepting a position offer, the new SSM commits to the Department of Housing to do the following:

- Role Model academic success, in accordance to the employee academic policy and the student's personal goals.
- Perform all duties of the Student Staff position well.
- Attend all Fall and Winter training sessions and In-Services.

In return, the Department of Housing and Residence Life commits to caring for, training and developing the SSM, while providing a safe environment for him and her to live. This "mutual agreement" allows both the student staff member and Residence Life to plan ahead by semester. In the case of resignation or Residence Life will work to find on-campus housing for the former SSM but this is sometimes challenging based on availability. The process is outlined more specifically below.

#### **1. Resignation**

- Resigned and signed up for housing through regular lottery process* - If an offer is rescinded or a SSM resigns before housing assignments are made, and the SSM has followed all instructions in the housing assignment process, but is placed on the waiting list, this SSM may be provided priority on the wait list. This takes place after initial housing sign-up occurs. The SSM must indicate to the Assistant Director for Staff and Community Development the desire to be considered for a housing assignment. All housing deposits and payment deadlines must be met.
- Resigned after assignments are made* - If an offer is rescinded or a SSM resigns before housing assignments are made, the SSM will not receive an automatic Housing Assignment. If the SSM desires to live on campus, he or she must apply, pay the housing deposit, and adhere to all Institute payment deadlines.
- Resigned after Fall Training start date* - If a SSM resigns after Fall Staff Training begins and before the end of the academic year, he or she will automatically receive an automatic Housing Assignment if there is space in the Housing system. The SSM will be responsible for a prorated amount for the rent. If he or she does not accept the newly assigned space and decides to move to off-campus housing, a prorated penalty of one semester of rent will be assigned to the student account for breaking the Housing Contract.

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## 2. Termination

- a. *Performance and/or GPA based* - A SSM will not receive an automatic Housing Assignment. If one desires to live on campus, he or she must make application, pay the housing deposit, sign a housing contract, and adhere to all Institute payment deadlines.
- b. *Failure to attend Fall Staff Training on the mandated date and time* - The SSM will be terminated and not automatically receive a Housing Assignment. If the SSM desires to live on campus, he or she must make application, pay the housing deposit, sign a housing contract, and adhere to all Institute payment deadlines.

## 3. Termination and Eligibility for Rehire

- a. Student Staff Members may be terminated at any time based on their job performance, grades, financial standing with the Institute and any changes to their judicial standings. **These items are interrelated and are not independent of each other.**
- b. The Department reserves the right to mandate a specific time period before a SSM may re-apply for a Student Staff position following resignation or termination. In addition, the student may be asked to go through the full Selection Process, at the discretion of the Assistant Director for Staff and Community Development.
  - i. *Resignation* - If a SSM resigns from his or her position, he or she is eligible for rehire if the minimum hiring requirements are met.
  - ii. *Termination (Other than GPA; please refer to Section E item 7 for GPA terms of termination)* - He or she cannot reapply nor work in any SSM position for one complete semester (not including summer) after termination. He or she is not eligible for summer semester employment.

## Training Manual

### Housing Staff 2012 - 2013 Commitment Calendar

The purpose of this calendar is to help you plan for campus and department activities throughout your year on staff. The Director of Residence Life may, at any point, require the residence life staff to handle other tasks during campus activities that affect the residence halls or tasks that deal with emergency situations. It is strongly advised that you check with your supervisor upon accepting your position and throughout your employment before making all domestic and international flight reservations as all staff are required to attend all training sessions and we are required to have duty coverage during breaks.

Date	Time	Commitment Affects	What
Sunday, April 15, 2012	3p-6p	New and Returning Staff	Staff Orientation
Saturday, August 4 & Sunday, August 5, 2012	By appt. with HD	All Staff	Move-in to assignments - if available
Sunday, August 5, 2012	6p	PLs and RAs	Must be moved into assignment
Monday, August 6, 2012 to Sunday, August 19, 2012	All day, every day.  Evenings also required.	All Staff	Training and Opening Period - Staff needs to be available during this period
Monday, August 20, 2012		Campus	Classes Begin
Saturday & Sunday, December 15 & 16, 2012	8a-6p	All Halls	Closing
Sunday, December 16, 2012	6p	Student Staff	Staff not on duty may leave for break
Thursday, January 3, 2013	6p	All Staff	Return from break
Friday, January 4, 2013 until Sunday, January 6, 2013	All Day	All Staff	Spring Training—Staff must be available during this period.
Monday, January 7, 2013		Campus	Classes Begin

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Saturday, May 4, 2013 Until Monday, May 6, 2013	8a-6p	All Halls	Closing
Monday, May 6, 2013	5p	All Student Staff	Employment term ends 72 hours after commencement with HD approval*

The department is required to staff all occupied buildings so staff should not make plans to leave campus during any time when the Institute is closed, and weekends, without permission from their supervisor. Each week a staff member has certain requirements that they are expected to attend: a staff meeting on Monday evenings between 7-11 pm, a weekly or bi/weekly meeting with their supervisor depending on the area and each area has a Hall Council which will meet in the evenings from Sunday-Thursday which a supervisor may require staff to attend.

\*The earliest a staff member is eligible to leave at the end of a term is no earlier than 5pm on the Monday following graduation and with their supervisor's permission.

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### CRISIS MANAGEMENT

There will be times that you will need to assist students who are having personal problems. These problems may result in the student experiencing depression, anxiety, grief, frustration and a sense of helplessness. Usually such feelings are generated by personal issues and/or interpersonal conflicts which the student is not prepared to manage. Some students may seek help; others may attract attention by engaging in some form of reactive behavior. Most students typically deal with these situations by talking with a friend, letting off steam or thinking through the problem. When the problem is solved, the feelings and the extreme actions generated by the situation may dissipate. If not, personal counseling may be needed. Always remember to discuss these situations with your Hall Director. (Also, see protocol for more information)

#### Guidelines

The following are guidelines that you should consider in helping a student to manage a crisis:

- **HEAR OUT THE PERSON.** Make sure to use reflective listening, so that you can get an idea about the situation. It will help the person and it will help you decide what should be done.
- **DECIDE IF THE PERSON IS IN CRISIS.** Ask questions to gather as much information as is appropriate for the situation. This often elicits a more rational person because they have to think as they talk about their situation/story. Based on what you have heard, decide if this is a situational, temporary crisis or a serious crisis.
- **TAKE THE PERSON SERIOUSLY.** Nothing is more likely to drive a person in crisis "off the deep end" than sensing that a staff member does not think the problem is serious. No matter how trivial or unimportant the problem may seem to you, it is extremely important to the person who is trying to solve it. It is essential that you take the problem seriously.
- **KEEP CALM.** Even if what the student is telling you or doing scares you, stay calm. What the person needs is an active listener. It may not be all that easy, especially if you are scared by the situation. (Remember: The person has come to you. You are in charge, have a better knowledge base about resources available to help resolve the problem, and are in a better emotional state than the student who has come to you.)
- **STAY WITH THE PERSON.** Your physical presence and willingness to stay with the person will have a powerful impact. Call for additional support if necessary and have the backup person contact the professional staff on duty if necessary.
- **GET HELP.** The person may require psychological and or medical assistance. Contact your Hall Director, who may want to contact the counselor "on call" through the Counseling Center. If there is a medical emergency, contact the Health Center and/or GTPD, as is appropriate. (If you dial 9-911 from a Georgia Tech phone, the 911 dispatcher will refer you to Georgia Tech Police.

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So, in an effort of saving time, it would be quickest to dial the Georgia Tech Police directly at 4-2500.) You should activate the duty system.

- **AVOID INTERPRETATION.** You are not qualified to provide psychotherapy or to help solve the causes of the crisis. "Psychologizing" is likely to do more harm than good as well as escalate the person's extreme emotional state.
- **ENCOURAGE VENTING OF FEELINGS.** Emotional catharsis may be very important for a person in crisis. Crying, shouting, talking, harmless release of anger (such as punching a pillow) and other cathartic behaviors may help the immediate crisis pass and allow time for help to arrive.
- **AVOID ARGUING.** Don't argue with the person about some threatened behavior, it will simply rouse anger and defensiveness.
- **FOLLOW-UP.** Once a person in crisis has received the help needed in the immediate crisis, it is very important for you to follow up. Your job does not end with a referral to a counselor; it is your duty to follow up and provide wellness checks as needed. In all cases, inform your Hall Director of the nature of the problem.

The most important skill to develop is to be able to assess when you are dealing with a crisis situation and how to handle it in both the short and long run. You must use your basic interpersonal skills, but also be aware that other actions must be taken if the person in crisis is to find healthy resolutions to that crisis. Failure to handle these situations properly may literally result in life-or-death consequences for the person, so you need to be prepared to handle them even though they may occur infrequently.

**Remember:** It is NOT Confidential! You are required to let your Hall Director know if there is a crisis with a resident. So, it is very important not to promise that you will not tell. Your concern for a resident that appears to be depressed or is failing several of his or her classes or concern for another staff member must be shared with your supervisor.

# Training Manual

## DUTY

Staff are never off duty, in the sense that they are never free from their responsibility as a leader/helper or role model. Residence Life Professional Staff Members may require additional staffing on certain active duty weekends, such as Openings, Homecoming, Closing, and certain Home Football Games.

In order to ensure adequate service to residents, one staff member per building (or combination of buildings) is designated as the duty person for each day the residence halls are open to residents. It is this individual's responsibility to be available to all residents within the community by following these guidelines:

### Active Duty Period

Weekdays (Sunday-Thursday): 7:00PM until 8:00AM

Weekends (Friday-Sunday): 7:00PM-7:00PM

### Procedures

1. Prior to the beginning of the duty period, pick up the duty bag, test and turn on pager and cell phone by 7 PM. Place your duty cards in the card holders on all perimeter doors and the door of each staff member and complete a duty round by 8 PM.
2. Forward the duty phone to your duty cell phone.
3. Tour the area (complete rounds) at least two times during the evening. Monday through Friday, these rounds should take place from 7:00PM-8:00PM and 11:00PM- 12:00AM. On weekends, four rounds should be made from 7:00PM-8:00PM, 11:00PM- 12:00AM, 10:00AM-11:00AM, and 3:00PM-4:00PM. Complete each of the following while on rounds:
  - Place a note on your room indicating where you are whenever you leave your room (i.e., if beginning your rounds write "on rounds" on a note posted on your door).
  - Make sure that your duty cards are in card holders.
  - In traditional halls, check each bathroom for problems. Make sure there is an adequate supply of toilet paper and paper towels.
  - Walk each stairwell, observing the conditions of the surfaces. If there are slippery spots, take the necessary action to correct the problem.
  - Check vending areas for obvious vandalism or machine malfunction.
  - Note the condition and presence of fire/safety equipment. Check the level gauges of fire extinguishers.

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- Check for damages in common areas (bathrooms, lounges, parking lots, kitchens, and stairwells, vending areas, etc.).
- Observe and make note of general cleanliness of buildings.
- Walk into each lounge and make note of any problems, damages, and cleanliness. Check lounge to see that all furniture is there and in its proper place. Resolve behavioral problems in the lounges on the spot, if possible.
- Monitor behavioral problems and take appropriate action.
- Check all outer doors, bulletin boards, etc., for illegal or improperly placed notices. Remove any notices you find and turn them into your supervisor.
- Check all exterior lights around your building(s) and report any that are not working to the Community Office the following morning.
- Report all of the above information on the Duty Report form and turn it in the following day with the Duty Log Book.
- Complete an on-line maintenance request for any non-emergency custodial/maintenance issues.

### **Duty Regulations**

You may not leave the duty area when on duty. Study groups or test review sessions should be coordinated well in advance of your duty nights and should not be a hindrance to your duty responsibilities. These academic sessions are not reasons to miss or to be late for duty.

No one may “hold” the pager for you, not even for a few minutes. There is no staff swapping of duty responsibilities during a duty shift. Duty switch with another staff member must be approved by supervisors 24 hours in advance (at minimum) the switch occurs. Only on weekends, you may leave the duty area for 45 minutes for a meal in the dining hall closest to your duty area. If you do not have a meal plan, plan ahead to use your kitchen or order your meals in. You must wear your staff shirt when on duty. If you are on a 24 hour duty shift which is followed by another 24 hour duty shift, you must physically hand the pager, keys, and Log Book to the next duty staff member. If you need assistance with any duty problems/issues, please contact the professional staff on duty immediately.

### **Student Staff Duty Protocol**

Most duty calls and situations student staff will have to work with will fall into 8 categories. Please find the problem/situation on the grid and go to the scene if that is a requirement to collect information (who, what, when, where, how, why) and make contact with who you need to for the duty system to be activated.

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As a reminder, you can page the HD on duty anytime to ask questions or get assistance.

East Campus HD 404-533-7197 (pager) 404-483-6891 (cell phone)	West Campus HD 404-650-4640 (pager) 404-697-4041 (cell phone)
Cloudman, Howell, & Harrison	Armstrong & Hefner
Fourth Street E, Goldin, Stein, Hayes & Field	Caldwell & Folk
Glenn	CSA
Matheson, Hanson & Perry	Fulmer & Woodruff North/South
North Avenue East	Eighth Street Apartments East & Crecine
North Avenue North	Eight Street Apartments South/West
North Avenue South/West	Maulding & Sixth Street Apartments
Smith, Brown, & Harris	Undergraduate Living Center (ULC)
Hopkins & Field	Tenth And Home & GLC
Towers	

Please be aware that sometimes you as the staff member are the first line of contact. This is for non-emergency, frequently-occurring situations that you will be able to handle on your own and then document - such as lock outs, minor maintenance issues, and minor custodial issues.

In all circumstances, the basic steps are:

1. Once a situation has been identified and located on the grid, gather the who, what, when, where, how, and why either over the phone or by going to the scene (listed on grid).
2. Contact the first person you are supposed to contact and answer their questions.
3. Follow instructions, if any.
4. Complete proper paperwork by 8:00AM.

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### 2012-13 Student Staff Duty Grid

The student staff duty grid is a quick reference guide outlining the steps to follow when receiving a duty call. The first column contains information about problem or situation a student staff member may receive a duty call about and is referenced by categories.

The status column designation will help you readily determine how to set priorities in managing the problem or situation. The grid status column is composed of three priority levels; routine, urgent and \*emergency.

**Routine:** Are incidents that can wait a few days to get resolved as needed. They typically occur frequently and don't pose an immediate threat to a person or property.

**Urgent:** Are incidents that need to get handle the same day or immediately the next morning and take priority over routine incidents. An urgent designation is assessed to a problem and/ or situation that may pose a threat to a person or property if it is not handled quickly.

**Emergency:** Are incidents that need to be handled immediately and appropriate staff members need to be contacted on the spot. Any problem or situation that is deemed an emergency poses an immediate threat to a person and could result in large scale damage or destruction of property. This type of problem or situation must be assessed quickly and given highest priority. If you receive an emergency duty call or upon assessment of the scene deem that it is an emergency situation you must call both the Police and Hall Director on duty immediately.

The following guide explains the 6 problem/situation categories if you need more clarification:

#### **Alcohol/Drugs**

Alcohol/Drugs issues are a more specific policy violation. You should always go to the scene when you are called in reference to an alcohol or drug situation. You will need to assess the scene and make a judgment on whom to contact whether that is the Police or the HD on duty. If you suspect that the student is intoxicated, call the HD on duty so that she/he can assess that. Do not make that decision on your own. Examples of alcohol and drug situations include parties, the smell of marijuana/incense, someone who has passed out.

Do not hesitate to ask other staff members to back you up, or to contact the HD on duty to offer support. Also, please make sure that you do not put yourself in any

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danger while responding to a situation. If anything puts you at risk for harm, immediately call the GTPD and then the HD to report what is happening.

You will need to write an Interaction IR for this situation.

### **Duty System Problem**

When the duty system breaks down in some way (i.e. someone doesn't answer a page, or the pagers stop working, cell phones stop working) it is important to alert those responsible for duty and also get information out to residents about temporary ways to contact duty staff. Use land line phones if other types of phones are not working. Contact the HD on duty using all numbers listed. If you cannot reach the HD on duty, call your own supervisor or other Residence Life Staff to get assistance.

### **Health and Safety**

Health and Safety situations will require quick response and a lot of information gathering. As you are heading to the scene, do your best to gather other staff members to assist you, if you think you will need it. Make your first contact (sometimes the Police (404-894-2500), sometimes the HD on duty). Stay on the scene to assist and gather information until you are released.

You must write an Information IR for this situation.

Also, please make sure that you do not put yourself in any danger while responding to a situation. If anything puts you at risk for harm, immediately call the GTPD and then the HD to report what is happening.

**Maintenance/Custodial:** For basic maintenance/custodial issues, you are often able to handle it yourself. In your duty office/closet there is a kit with cleaning supplies, batteries, buckets, a plunger, etc. If you are able to resolve a situation on your own, please do so, but document what you have done in your duty log. For maintenance situation that is not an emergency, please submit a maintenance request and it will be addressed the next business day.

If the issue is larger than what you can handle on your own, the regular evening maintenance crew works Monday through Friday 4:30pm until 10:30pm. On weekends, they are generally on campus from 8am til 6:30pm. Outside of those hours, maintenance issues are considered on an emergency basis. The following table lists what is considered an emergency and what is not for emergency calls outside of regular evening maintenance calls.

### **Operations and Maintenance**

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## Emergency Guidelines

### 1.1 Policy

The information herein provided is to establish guidelines for emergencies that would require calling in additional personnel to campus during non-business hours. For the purpose of this memo an emergency is defined as a situation requiring immediate attention based on the criterion as described below. It is further understood that if any of these conditions are present the first point of contact should be the established night crew response team and then the Community Maintenance Supervisor CMS for that particular area. The CMS would then assess the situation and determine what other individuals need to be informed, i.e. other craft, management level, etc...

### 2.0 Electrical- Foreman or area CMS

#### 2.1 Power outages

- a. Campus wide
- b. Building
- c. Floor
- d. Room (emergency qualifies as no power in whole room only)

#### 2.2 Unsafe power problems

- a. Smoldering, sparking, or flaming of fixtures or devices
- b. Downed power lines
- c. Unsecured power equipment

#### 2.3 Emergency generators

- a. Not running during power outages
- b. Running for more than 1 hour if there is no outage

#### 2.4 Fire alarms

- a. Alarm panel will not clear or reset

#### 2.5 Appliances

- a. On fire, smoldering or sparking
- b. Shocking

#### 2.6 Elevators

- a. No cars operational

### 3.0 Carpentry - Foreman or area CMS

#### 3.1 Entrance doors

- a. Doors torn off, glass broken out

#### 3.2 Roof leaks

#### 3.3 Window Leaks causing more than drips on the floor

#### 3.4 Windows

- a. Broken or pushed out

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- b. Broken glass
- 3.5 Fire causing damage to facilities that cannot wait until next work day
- 4.0 Lock Shop - Foreman or area CMS
  - 4.1 Lockout, resulting from lock failure
  - 4.2 Lock-in, if staff is unable to gain access
  - 4.3 Entrance doors
    - a. Door will not close
    - b. Door will not lock
    - c. Key broken off in lock which cannot be pulled out with pliers
  - 4.4 Key stolen and there is a perceived threat
- 5.0 Plumbing -Mechanical Contract Administrator or CMS
  - 5.1 Piping
    - a. Broken and leaking causing additional damage (not small drips)
    - b. Continuous hammering and shaking
    - c. Broken sprinkler heads
  - 5.2 No water
    - a. Campus
    - b. Building
  - 5.3 No hot water
  - 5.4 Water leaking into, building or room, from plumbing system
  - 5.5 Steam leaking into, building or room
- 6.0 HVAC - Mechanical Contract Administrator or CMS
  - 6.1 No AC during cooling season
    - a. Campus
    - b. Building
  - 6.2 AC leaking, causing damage
  - 6.3 No heat during heating season
    - a. Campus
    - b. Building
    - c. Room, family housing units

When calling about maintenance/custodial issues, please be prepared to describe the situation in detail and have student information ready. The student will need to be available to let the maintenance crew into their room or you may need to meet them to help locate or access a place in your area where an issue is occurring.

Page the HD on duty. Give the information needed. The HD will contact the maintenance crew and call you back if there is further information needed or information for you to pass on. Sometimes it can take a while for situations to be rectified, please be patient and work with residents to understand the time frame.

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Generally you will not need to write a IR for routine maintenance situations (like a clogged toilet), unless you are asked to by the HD or if it is a recurring situation that may need special attention. Always document vandalism and situations where property is damaged.

### Miscellaneous

This is the catch all for situations or incidents. These situations may be easy to deal with or require prompt action. It is always best to contact the HD on duty if a situation is out of the ordinary and you need clarification on what to do. Use your best judgment, gather information, and fill out the proper paperwork.

### Policy

These issues are ones that violate basic campus or Housing policies and must have an interaction IR written about them. Sometimes the student staff member is the only contact and can handle the situation on their own (examples include, noise, visitation, pets). However, sometimes the situation is larger or dangerous and you should contact the HD on duty for assistance (for example a fight). In all cases that a policy violation is occurring, you will need to be at the scene to gather information for your RIF.

Also, please make sure that you do not put yourself in any danger while responding to a situation, anything that puts you at risk for harm, immediately call the GTPD and then the HD to report what is happening.

### \*Emergencies

Emergency situations will require quick response and a lot of information gathering. As you are heading to the scene, do your best to gather other staff members to assist you, if you think you will need it. Make your first contact as you start heading to the scene (sometimes the Police (404-894-2500), sometimes the HD on duty). Stay on the scene to assist and gather information until you are released.

You must write an Information IR for this situation.

Also, please make sure that you do not put yourself in any danger while responding to a situation, anything that puts you at risk for harm, immediately call the GTPD and then the HD to report what is happening.

### Additional Procedure and Protocol

#### Evening Maintenance Emergency

In the event that maintenance is necessary after the Community Offices close, student staff should contact the HD on duty; the professional staff member will

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then contact the appropriate Facilities personnel to assess/solve the problem. Under NO circumstances should a student staff contact facilities personal directly.

### Accident or Illness

When a resident requires medical attention, the staff member should:

1. Send the student to the Health Center (if open) if illness or injury is minor.
2. If unable to go to the Health Center, contact the Health Center and make the student as comfortable as possible. Under NO circumstance should a staff member transport a student to the Health Center or the hospital.
3. Report the incident to your HD or the HD on Duty.
4. Call GTPD and request transportation or assistance.

### Missing Student

When a parent, guardian, roommate, Institute Official, or any other person informs a Housing staff member that a resident is missing or is concerned about the whereabouts of a resident:

1. A staff member will go to the resident's room to find out when the resident was last seen and to find out locations where the resident normally visits. The staff member should attempt to locate the resident through any information discovered.
2. The staff member will leave a note on the door of the resident asking the resident to call duty staff upon return to the room.
3. If the resident has not been located after 24 hours, the Housing staff member will then contact the Hall Director on Duty and GTPD.
4. GTPD will further investigate the situation. The staff member on duty should remain on scene until the arrival of GTPD and Hall Director on Duty. The staff member is not free to leave the scene until instructed by the Hall Director on Duty.
5. All reporting staff should submit an Information IR by 8am following first awareness of the situation.

### Room / Apartment Entry

Except under extreme emergency circumstances (life threatening), premises occupied by students and the personal possessions of students should not be searched unless appropriate authorization has been obtained.

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If you believe that you need to enter a room, please contact an HD immediately.

- The appropriate and responsible authority for giving permission to enter a room is the Senior Director of Housing or his designee.
- When the Senior Director of Housing is not available, one of the five Assistant Directors of Housing should be contacted. They, like the Senior Director of Housing, will discuss the issue with the Vice President for Auxiliary Services or their designee before giving approval to enter the room/apartment

Every time a room/apartment is entered using a master key, the staff member entering the space should:

1. Have another staff person with you-helps with allegations that the resident may have if you enter alone.
2. Knock on the door and wait for several seconds
3. Knock again, announce themselves by name and position, and indicate the door will be opened with a master key unless someone responds.
4. After several more seconds have transpired, open the door with the key and enter.

It is the staff member's responsibility to inform an individual who requests access under other circumstances that they are unable to provide access and to immediately inform their supervisor of the request. It is not the responsibility of the employees of other campus agencies such as GTPD or non-housing agency to be familiar with these housing policies established to protect our customer's rights to privacy in a residential setting.

Any staff member involved in an incident where these rules are not strictly adhered will be severely disciplined. Depending on the circumstances involved, they may be terminated from employment with the department. Please contact your supervisor if you need any further clarification on this policy.

### Weather

GTPD will notify Housing personnel in the event of a damaging weather front (tornado, etc.) approaching. Upon notification from GTPD or the Housing Office, staff members should encourage students to move to a hallway in the basement or lower levels of the building. Residents should remain in that location until danger has passed.

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## Weapons

Possession of weapons of any form in the residence halls is a serious matter. If a resident has or is suspected of possessing weapons this should be treated as an emergency and you should not make contact alone. The HD on duty should be notified immediately before making contact with the resident.

## Fire Extinguisher

All residence halls are equipped with ABC type fire extinguishers for fighting paper, flammable liquid and electrical fires. Discharged extinguishers should be reported to 894-0520.

## Evacuation Alarms

General information regarding reaction to a fire alarm should be understood by staff members and relayed to residents at the first floor meeting prior to the fire drill. It is important that fire drills be taken seriously since one's reaction to a fire alarm could mean life or death in a real fire. All residents must leave the building during any fire alarm. Staff and residents are to:

- a) Assume there is a fire;
- b) Leave the building quickly by the most direct route;
- c) Turn off all the lights and lock the door as s/he leaves the room/apartment.
- d) Regroup outside at the designated evacuation point
- e) The staff member should seek out a professional staff and ask how they may assist
- f) If there isn't a professional staff member on scene you should call the HD on duty and police dept.

Once the Fire Marshall or his designee has verified that the drill has been performed properly, the alarm will be silenced and the staff will aid the residents in returning to the building.

In the Event of an Actual Fire:

The objective of these instructions is to protect the personal safety of both staff and residents in the event of a suspected or real fire. Follow these instructions as closely as possible without putting your own life in jeopardy. **NO HEROICS!**

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What to do if you discover a fire:

- a) If the fire is in the room-close the door.
- b) Pull the closest fire alarm
- c) Call GTPD at 4-2500 to report the fire.  
Say: "This is \_\_\_\_\_, a staff member in \_\_\_\_\_ residence hall. There is a fire in \_\_\_\_\_ (location)."
- d) If you feel the fire is "small volume" (such as a flaming frying pan or contained in a trash can, neither of which has spread to the surroundings) you may want to try and extinguish it. Even if you attempt to extinguish the fire, you should contact GTPD.
- e) If the fire is too large to extinguish, leave the building by the nearest exit, urging out stray residents as you go.
- f) At an exterior phone, notify appropriate Senior Staff.
- g) Let the fire alarm continue to ring. The Police or maintenance staff will silence it.

What to do if you hear the fire alarm going off:

- a) Assume that there is a fire in the building
- b) Go immediately to a phone and call the HD on Duty and the GTPD.
- c) Go to the nearest exit, urging residents out.
- d) Regroup outside at the designated evacuation point
- e) The staff member should seek out a professional staff and ask how they may assist
- f) Police or Senior Staff will assist student staff in locating the source of the alarm or the fire and will take appropriate action.
- g) Submit information IR to HD of that building.

**UNDER NO CIRCUMSTANCES SHOULD A STUDENT STAFF MEMBER SILENCE A FIRE ALARM.**

**Emergency Protocol for Assisting Physically Challenged Students:**

In the event of an emergency which requires evacuation or residents from a residential facility, the staff member responsible for that particular living area will go to the rooms(s) of any student(s) who is (are) physically challenged to

- a) Ensure that the student(s) understand the nature of the emergency;
- b) Assist the student(s) to gather necessary personal items;
- c) Assist the student(s) in evacuating the premises in a timely and safe manner.

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## Sexual Assault

When a sexual assault is reported:

1. Go to where the student is. Find out what their immediate needs are. If student wishes to report the assault or needs medical attention, contact GTPD. **\*\*Be sure to note that their choice whether or not to report the assault will be limited if the GTPD are called. \*\***
  - a. If the assault occurred in the past 72 hours, inform the student that, should the student wish to EVER report the assault, a rape kit needs to be completed at a hospital within 72 hours in order for admissible evidence to be collected.
2. Inform the student of the GT sexual assault hotline (894-9000). Encourage the student to call the hotline so that they know all of their options and resources available. The hotline gives options to connect to the GTPD, the GT Counseling Center, the Grady Rape Crisis Center, or the Dean on Duty.
3. Call the AD/AM for the area, as well as the HD for the building to make them aware of the situation, especially if it occurred within the past 72 hours.
4. Per Office of the Dean of Students (ODOS) protocol, contact the Dean on Duty, regardless of whether or not the student wishes to file a report. Inform the student that you are calling Office of the Dean of Students (ODOS) and ask if they would like to meet with a Dean at that time.
5. If the student wishes to see a Dean, stay with the student until the Office of the Dean of Students (ODOS) representative arrives. Assist the Dean on duty in meeting the needs of the student.

# Training Manual

## Student Staff Duty Grid 2012-2013

Problem/Situation	Status	Go to scene?	Call GTPD?	Call HDOD?	Handle on own?	Maint. Req?	RIF
<b>Alcohol / Drugs</b>							
Alcohol use ambulance transport	Emergency	X		X			inter
Alcohol use (in any public area)	Urgent	X		X			inter
Alcohol use (under 21)	Urgent	X		X			inter
Drugs - use or suspected selling right now	Urgent	X	X	X			inter
Drugs - suspected use over time (other than marijuana)	Routine	X		X			inter
Intoxication (student responsive)	Urgent	X		X			inter
Intoxication (student unresponsive)	Emergency	X	X	X			inter
Marijuana (suspicion)	Urgent	X	X	X			inter
Party	Urgent	X		X			inter
<b>Duty System Problems</b>							
Duty phone not forwarding/not working	Urgent	X		X			
Emergency phone call box not working	Urgent	X		X			WO
HD on duty not responding to page or calls	Urgent			2nd HD			
Pager system down	Urgent			X		Aux Help request	
Student staff on duty has not picked up bag	Urgent			X			
Student staff on duty locked out/keys locked in room	Urgent	X		X			
Student staff on duty not responding	Urgent	X		X			
Student staff person going on duty can't be reached(switch off)	Urgent	X		X			

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<b>Health / Safety</b>							
Ambulance/medical care- refused by student	Emergency	X	X	X			inter
Ambulance/medical care transport	Emergency	X		X			inter
Dating / Domestic violence - immediate threat is over	Urgent	X	X	X			inter
Dating / Domestic violence - occurring	Emergency	X	X	X			inter
Dead student found	Emergency	X	X	X			info
Depressed student	Urgent	X		X			inter
Evacuation alarm	Emergency	X	X	X			info
Fight (inside or outside residence hall)	Emergency	X	X	X			inter
Fire - real fire, flames, smoke, etc.	Emergency	X	X	X			info
Hazardous materials	Emergency	X	X	X			inter
Injured student is injured - needs medical attention	Emergency	X	X	X			info
<b>Health / Safety</b>							
Mentally un-stable student	Emergency	X	X	X			info
Missing student < 24 hours	Urgent	X		X			info
Missing Student >24 hours	Urgent	X	X	X			info
Naked student in public	Emergency	X	X	X			inter
Sexual assaulted student - happening now	Emergency	X	X	X			info
Reporting of Sexual assault - past	Emergency	X		X			info
Shooting - active	Emergency		X	X			info
Shooting - non active	Emergency	X	X	X			info
Sick student - needs transport to medical facility	Urgent	X	X	X			info
Smoke (from fire)	Emergency	X	X	X		x	info
Suicide attempt	Emergency	X		X			info

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Suicide ideation/thoughts	Emergency	X		X			inter
Seizure	Emergency	X	X	X			info
Robbery of student	Emergency	X	X	X			inter
Violent student	Emergency	X	X	X			inter
Suspicious package	Emergency	X	X	X			info
Terroristic Threat	Emergency	X	X	X			inter
Unknown person in room	Emergency	X	X	X			info
Weapons on campus	Emergency		X	X			inter
Wellness check	Urgent	X		X			
Maintenance / Custodial							
AC unit leaking	Urgent	X		X		x	
AC Unit leaking - causing damage	Emergency	X		X		X	
Air conditioning out (>1 room)	Urgent	X		X			
Air conditioning out in 1 room	Routine	X			X	X	
Blood (from an unknown source)	Urgent	X					
Bodily fluids (feces, blood, urine)	Urgent	X		X			
Broken glass - exterior window or entrance door	Urgent	X		X			
Broken glass - interior window or door	Urgent	X		X			
Clogged toilet in apartment	Urgent	X		X	X	X	
Dead animal	Routine	X		X			
Electrical outlet not working	Routine	X			X	X	
Electricity out in building	Emergency	X	X	X		X	
Elevators - no cars are operational	Urgent	X		X			
Elevators - student stuck inside	Emergency	X	X	X			
Fallen light fixture	Urgent	X		X		X	

## Training Manual

Problem/Situation	Status	Go to scene?	Call GTPD?	Call HDOD?	Handle on own?	Maint. Req?	RIF
Maintenance / Custodial							
Fire extinguisher discharged (person unknown)	Urgent	X	X	X			info
Fire sprinklers going off	Emergency	X		X		X	info
Flood	Emergency	X		X			info
Garbage disposal broken	Routine	X			X	X	
Heat not working in a room	Urgent	X		X		X	
Hole in wall	Routine	X			X	X	
Hot water - none in building	Urgent	X		X			
Internet down	Routine	NA			X	X	
Keys - dropped in elevator shaft	Urgent	X		X			
Keys - lost	Routine	X			X		info
Keys - master not working	Urgent	X		X			
Keys - not working, resident cannot enter building or room	Urgent	X		X			
Light burned out in room	Routine	X			X	X	
Lock broken - exterior door/resident room or apartment	Urgent	X	X	X		X	
Lock broken - interior door, residents trapped inside	Emergency	X	X	X		X	
Loud knocking noises from mechanical room	Urgent	X		X			
Mechanical room alarm sounding	Urgent	X		X			
Parking gate locked/stuck/broken	Urgent	X		X			
Pests (roaches, ants, bugs)	Routine	X			X	X	
Phone not working	Routine	X			X	ResNet	
Pipe burst	Emergency	X	X	X		X	info

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Power outage in building, floor, or entire room	Urgent	X		X			
Power outage in half of room	Routine	X			X	X	
Rodents (mice, rats)	Routine	X			X	X	
Sewer backing up	Urgent	X		X			
Shower/faucet broken - won't turn on, won't turn off	Urgent	X		X			
Sink pipe fell off	Urgent	X		X			
Smell of gas	Emergency	X	X	X			
Smoke detector in room beeping	Emergency	X		X			
Sparks from outlet	Emergency	X		X		X	
Standing water	Urgent	X		X			
Toilet making noises	Routine	X			X	X	
Toilet overflowing	Urgent	X		X			
Toilet won't stop flushing	Routine	X			X	X	
<b>Maintenance / Custodial</b>							
TV cable out	Routine	X			X	ResNet	
Vacant building windows open	Urgent	X		X			info
Vandalism (person unknown)	Urgent	X		X			info
Vending machine broken (inoperable)	Routine				X		
Vending machine vandalized (glass shattered)	Urgent	X		X			info
Vomit (isolated area)	Urgent	X			X	X	
Washing machine(s) broken or vandalized	Routine	X			X	X	info
Water leak - manageable	Routine	X			X	X	
Water leak - unmanageable (bldg sprinkler, broken H2O line)	Urgent	X		X			info
Water outage in building	Emergency	X		X		X	

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Miscellaneous							
Non-resident issue	Urgent	X		X			info
Parent phone call	Urgent	NA		X			
Parent visit	Urgent	X		X			
Police called to building	Urgent	X		X			info
Policy							
Alarm clock going off in a resident's room	Urgent	X		X			
Check-in/ Check out (after hours)	Urgent	X		X			
Fire extinguisher discharged (person known)	Urgent	X	X	X		X	info
Items thrown from window (fruit, water balloons, etc.)	Urgent	X		X			inter
Keying into a room for a non-resident	Urgent	X		X			info
Noise (not a party)	Routine	X			X		inter
Pets discovered (other than fish in a max 10 gal tank)	Routine	X			X		inter
Resident yelling obscenities out of window	Routine	X			X		inter
Scaling building/residents on roof	Urgent	X		X			inter
Spill (not vomit or other bodily fluid)	Routine	X			X		
Vandalism (person known)	Routine	X		X			inter

## Training Manual

### **RESIDENCE LIFE HEIGHTENED SECURITY ALERT EMERGENCY PLAN**

This Plan is designed to be a supplement to the “Georgia Tech Department of Housing Emergency Response Action Plan” which is used for more “routine” emergencies (fire, flood, electrical outage, injury, etc.).

When an emergency occurs on campus, the Department's responsibilities, in order, are:

- Protect the health and lives of the students;
- Protect the health and lives of Department personnel;
- Protect Department property;
- Communicate clearly to internal and external constituencies;
- Follow up with any subsequent counseling or other necessary steps to restore well being on campus;
- Evaluate the emergency and update procedures as needed.

The key players in any emergency event will vary, but the standing personnel responsible for Housing's *initial reaction* to an emergency, and notifying the appropriate parties, will usually be the Hall Director on-duty (Duty HD). He or she will usually be notified by the Housing Student Staff on-duty. Depending upon the situation, the Duty HD will involve various other senior staff members (Residence Life, Housing Facilities, Georgia Tech Police, and Dean of Students). If needed, this group can be supplemented with other staff (Student Health, Dining Services, Georgia Tech Facilities Department, Counseling Center, and Institute Communications and Public Affairs). Normally, the Duty HD will be trouble-shooting on-site and allow an Assistant Director or Director to notify members of this larger campus group.

Most emergencies will entail *response, assessment, and action*.

#### **RESPONSE**

When alerted to an emergency, students should seek shelter in the closest building. In a residence hall, residents should remain in their room unless instructed otherwise by Institute staff (Housing student staff, Residence Life staff, GTPD, others).

If evacuation is necessary, residents should report to their building's designated Fire Drill Evacuation location (see attachment). Any larger evacuation should be handled (and announced) by emergency crews (GTPD, APD, GEMA, etc.)

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## If Communication systems are NOT interrupted:

- Duty protocols should be followed (notifying Area Manager or Assistant Director, Director, GTPD, etc.). Full-time and student staff are instructed to remain in their rooms/offices and off their telephones so as instructions can be relayed to and through them.
- The Georgia Tech web page should be used to communicate large-scale decisions (school closing, delays, etc.) and all staff should be instructed to log in frequently for updates.
- Email listings have been created whereby Hall Directors can email their staffs and residents with announcements, alerts, updates, etc.
- Via the head end in the Rich Building, GTCN can place an “emergency announcement” to play IN PLACE OF the content on all 109 channels in the campus cable system. This can be used as often and for as long as a situation may necessitate. Residents would be notified to tune into any TV channel for updates. This would NOT take the place of students tuning into radio stations for greater Atlanta and U.S. updates.

## If Communication systems ARE interrupted:

- Student Housing staff (by HD) should gather at the following places:
  - Smith, Brown, - Smith Courtyard
  - Field, Hopkins—Upper Quad
  - Hanson, Matheson, & Perry - Matheson Courtyard
  - Towers - Harrison Patio
  - Glenn - Towers/Glenn Courtyard
  - Cloudman, Harrison, Howell - Towers/Glenn Courtyard
  - Fourth Street - Join Field Hopkins staff in Upper Quad
  - Harris—Join Smith Brown Staff in Smith Courtyard
  - Woodruff/Fulmer - Curran Deck Volleyball Court
  - Fitten, Freeman, Montag - Sidewalk in front of Couch Building
  - Folk, Caldwell - Caldwell Parking Lot
  - Hefner, and Armstrong - Hefner/Armstrong Parking Lot
  - Eighth Street South & West- Eighth Street Courtyard
  - Center Street- Center Street Courtyard
  - Eighth Street East and Crecine - Crecine Courtyard
  - Maulding and Sixth Street - Courtyard in between Maulding and Sixth Street
  - ULC - ULC Courtyard (upper)
  - GLC, 10<sup>th</sup> & Home - GLC steps
  - NAAE - NAA Courtyard
  - NAAN - NAA Courtyard
  - NAAS - NAA Courtyard
  - NAAW - NAA Courtyard

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- Student staff should assess their numbers and appoint two staff members to go to Community Office and await word from Area Manager or Hall Director (HD). All other student staff should report back to their assigned building to trouble-shoot and await further notice from HD or peers.
- Area Managers and Hall Directors should report to their Community Office to await word from an Assistant Director or Central Housing.
- Assistant Directors and Coordinator Staff should meet in Central Housing in Student Services Building for updates and briefings to be communicated via their AMs and HDs and student staff to residents.

### ASSESSMENT

- All staff should gather relevant information (student injuries, building system status, number rooms usable, etc.) while attempting to maintain order.
- If an evacuation is necessary, residents should proceed to Fire Drill Evacuation locations. Student staff should help this process occur and meet residents at the designated locations. If possible, head counts/attendance should be attempted to be gathered.
- All staff should refrain from giving information unless they are 100% sure of its accuracy.

### ACTION

- Continual updating of information (both from Administration and to it) as well as crisis management should continue until the crisis passes or other staff or agencies take over.
- If some buildings are not useable, the “Lodging Contingency Plan” from the “Georgia Tech Department of Housing Emergency Response Action Plan” should be implemented (see attachment).
- Other Housing Personnel (Custodial, Maintenance, Operations) will stay or be called in to concentrate on building system issues.

### **Other Items to Address**

- Advising students to stay in interior hallways and highest enclosed area
- Advising residents to retain a few days supplies of water and non-perishable food
- Advocating residents to be vigilant in immediately reporting suspicious activity observed on campus to the GTPD.

# Training Manual

## Residence Hall Evacuation Locations

Residence Hall	Location	Residence Hall	Location
Armstrong	Hefner/Armstrong Parking Lot	Harrison	Glenn/Towers Quad
Brown	Harris Patio	Hefner	Hefner/ Armstrong Parking Lot
Caldwell	Sidewalk across from Couch	Hemphill (now Crecine)	Crecine Courtyard
Center St. North	Sidewalk at Hemphill Avenue	Hopkins	Upper Quad by MTH/PER
Center St. South	Sidewalk at Hemphill Avenue or Greenspace near GTPD building	Howell	Brittain Rec Parking Lot
Cloudman	Glenn/Towers Quad	Maulding (Sixth Street West)	Volleyball Courts in front of Maulding
Crecine	Crecine Courtyard	Matheson	Upper Quad near Hopkins
Eighth St. East	Crecine Courtyard	Montag	Sidewalk in front of Couch Building
Eighth St. West	FLK/CAL Parking Lot	North Ave Apts East	Greenspace / Courtyard toward South
Eighth St. South	FLK/CAL Parking Lot	North Ave Apts North	NAA Plaza toward West
Field	Upper Quad by Hanson	North Ave Apts South	South Parking Deck, 1 <sup>st</sup> Level
Fitten	Sidewalk across from Couch	North Ave Apts West	NAA Plaza Toward the North Building
Folk	Caldwell Parking Lot	Perry	Upper Quad near Hopkins
Fourth St. A & B Goldin House & Stein House	ER 51 Parking lot behind the building	Smith	Harris Patio, Howell Greenspace, Brittain Rec Parking Lot and Brittain Dining Lawn
Fourth St. E & F	ER 51 Parking lot behind the	Sixth St. East	Grass area between ULC and Sixth Street East near

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Hayes House	building		Couch Building
Freeman	Sidewalk in front of Couch Building	Tenth & Home A,B,C,D	10 <sup>th</sup> and Home Courtyard
Fulmer	In front of the Couch Building	Tenth & Home E	Holly St turnaround
Glenn	Quad	Tenth & Home F	11 <sup>th</sup> St parking lot entrance
Graduate Living Center - GLC	Holly Street	Tenth & Home G	Home Park Ave
Hanson	Courtyard by Field	Undergraduate Living Center - ULC	Curran Parking Deck (Grill Area)
Harris	Brittain Dining Hall Lawn	Woodruff	Curran Parking Deck (Grill Area)

**Evacuation Locations are subject to change based on construction and other factors**