**Arriving at the station:**

* Unusual
* If its first time, ask door buzzer and silent alarm and also anything special about this station
* Also check station has roster, banned list, plenty of sign in sheets and a working telephone.
* Top and bottom of the sign in sheet should be filled. If the sign in sheets are lesser than 5, proctor should inform supervisor.
* Proctor should read memos both “All Campus memos” and “Station memos”
* Read memos every time u arrive at station, even if u have worked station before because memos change frequently

**Shift Policies:**

* Be polite and respectful to all residents, guests and members of northeastern community
* Should remain at station all times. No reassign responsibility of the station to anyone without prior permission of supervisor
* Restroom break (an extended absence will result in disciplinary action)
* Attentive of the surrounding
* No sleeping, no full meals, no headset, no loud music, no television, cannot have guests for proctor.
* Should not give out confidential details such as resident name and room nos. guests should know everything.
* No station telephone for personal calls. Even for guests and residents. Should be only between proctor and supervisor or housing services staff
* Responsible for the condition of the equipment during the shift and keep the reception area clean.
* Allow janitorial staff to clean the station by removing the binder and personal items. If station requires cleaning inform the supervisor.
* No deliveries are accepted for residents by the proctors. If delivery person is not able to contact the resident, they should be redirected to res mail in spear hall.
* If a resident brings alcohol inform the supervisor with the name and room no. Proctor should not check bags of the resident and cannot hold resident or guest as they are carrying alcohol.
* Lost property found at the station inform the supervisor and the supervisor may instruct to notify nupd. The item should remain at station unless it is collected by RSO supervisor or NUPD. Proctor should not take it to RSO. If a person requests for item, get the id and inform the supervisor. Don’t give item without supervisor permission. If an NUPD officer comes to collect item, get the badge no and inform the RSO supervisor.

**The Binder:**

Materials within binder are confidential. Do not share information or allow access except with Northeastern Approved University staff. Other station proctors cannot access the binder.

* STAFF approved access to the binder

RSO STAFF – RSO administrator and RSO supervisor (can add items and remove items to the binder, IF anyone apart from them need to remove items, contact supervisor)

RESLIFE STAFF- RD, ADRL, RA (RD and ADRL can add items to binder, RAs may post flyers on the station)

NUPD STAFF

* When a staff request access to binder verify their id and if you are not sure inform supervisor.
* The binder has roster, sign in sheets (contains banned list), all hall memos, station memos.
* If a material has to be removed or material has been removed from the binder inform the supervisor.

**Resident and Northeastern Employers/Contractors with NU ID:**

* The resident should present their ID to the proctors. IF there is no husky id, they can present any govt id, the proctor checks the roster and banned list. If the name is not in banned list, record them in the sign in sheet and let them in.
* Employees and Contractors should present their NU ID, if they don’t have ask them to wait and contact supervisor.
* The proctors must make visual comparison against the ids. If the visuals do not match report the name, number and time of entry and notify supervisor and NUPD. If NUID is damaged or no visual in NUID, deny entry and report to supervisor.