



2025 - 2026

SAFETY & SECURITY MANUAL

University of Miami

Housing & Residential Life

Updated: July 20th, 2025



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SECTION 01: INTRODUCTION & PROGRAM FOUNDATIONS

0101 – Housing and Residential Life Safety and Security Mission

The mission of the Housing and Residential Life Safety and Security Program is to assist in providing a safe and secure environment for residents and to create a strategically and purposely constructed experience for all Security student staff members. This experience will provide staff members with a multitude of opportunities for personal and professional growth.

0102 – Safety & Security Programming Outcomes

The S&S programming objectives serve as a foundation for programming that empowers students to take ownership of their safety, well-being, and community engagement. Through interactive workshops, scenario-based training, and collaborative discussions, students will gain a clear understanding of access control policies, guest registration procedures, and their role in maintaining secure living spaces. Programs will also connect students with key campus resources, equipping them with the knowledge and skills to respond effectively to emergencies and urgent concerns. Additionally, initiatives will focus on harm reduction, responsible decision-making, and mental health awareness, ensuring students can identify risks, support one another, and practice healthy behaviors. By reinforcing these objectives through engaging and practical experiences, programming will foster a culture of accountability, respect, and proactive care within the residential community.

0102.A – Personal Responsibility:

- Students will be able to recognize, articulate, and adhere to policies and expectations related to access control (e.g., Cane Cards, guest registration, and facility entry protocols).
- Students will be able to demonstrate accountability in maintaining secure living environments by following established procedures and reporting concerns.
- Students will be able to engage in behaviors that foster a culture of respect, inclusion, and shared responsibility within their residential and campus communities.

0102.B – Resource Awareness

- Students will be able to identify and effectively navigate departments, organizations, and resources that focus on safety, security, well-being, and crisis response.
- Students will be able to differentiate between urgent and non-urgent concerns and apply appropriate response strategies, including recognizing when to seek assistance from campus professionals.
- Students will be able to demonstrate proactive decision-making in emergency scenarios, such as severe weather events, medical situations, and campus security threats.

0102.C – Care for Self & Others

- Students will be able to recognize and assess the risks associated with alcohol and other drug use and differentiate between high-risk and responsible behaviors.
- Students will be able to implement harm reduction strategies to support personal well-being and assist peers in making informed choices.
- Students will be able to practice and promote healthy behaviors related to mental health, stress management, and self-care.
- Students will be able to identify signs of distress in themselves and others and take appropriate

action, including utilizing campus support services and peer intervention strategies.

0103 – Commitment to Excellence

Since its foundation in 1986, the Housing and Residential Life Safety and Security Program has been a staple of the department in serving the residents of each residential building and fostering a safe, tranquil, and suitable learning environment. As the program is nearly 100% student lead, the success of the program is synonymous with the success of the student leadership entrusted with the execution of the program's multiple functions.

Among these student leadership opportunities, the Security Assistant position serves a critical role in the effective completion of night-to-night operations for the program, which allows for the creation of a safe environment as outlined in the vision and mission statement for the Department of Housing and Residential Life. The Security Assistant position transcends the traditional boundaries of a student-employee position. Through a strategically and purposefully constructed experience, a Security Assistant is allotted a plethora of opportunities for intellectual, professional, and personal growth. At its core, this experience maintains an unquestionable commitment to excellence by those leading the HRL Safety and Security Program and those agreeing to adhere to the values set forth.

However, our commitment to excellence and to the success of our student staff comes at a price – the return commitment by those who work for us that they will pursue excellence in their respective positions. Therefore, we propose four core values that, if upheld, will lead any Security Assistant toward excellence as an employee in this program and beyond. These attributes include **Mastery of Policy, Professional Conduct, Customer Satisfaction** and **Emergency Management**.

This mutually inclusive commitment to excellence between management and members of HRL Safety and Security will allow for success to be attained at all levels of the program's operations. Most importantly, our Commitment to Excellence Model and the subsequent Four Core Values facilitate the understanding of how the Safety and Security Program fits into HRL. Specifically, these items elucidate how the Security Assistant position has a lasting and profound impact not only on the individual but also on residential college communities, residents, and the University of Miami at large. As such, the body of work presented by a Security Assistant has a profound effect on individual legacy and contributes to the macro perception of the HRL Safety and Security Program.

0104 – 4 Core Values

0104.A – Mastery of Policy:

Knowledge of policy will help in typical circumstances. However, when the unforeseeable happens, there is no substitute for true understanding. To excel in understanding policy, one must:

- Recognize that there is an order of operations when responding to policy. This order has a purpose.
 - The RA-On-Duty, UMPD, ADOD and the Unit Supervisor are notified in that order because: the RA-On-Duty is nearest to the potential emergency. UMPD has the unique authority to silence the alarm/the training to handle the emergency while fire rescue transits; the Unit Supervisor will need advisement of an incident in his/her building; ADOD to provide professional staff assistance as they have a protocol to adhere to.

- Consider which personnel ought to respond to each situation based on knowledge of their place in the Housing/Security apparatus.
 - Who do you call a snake in an elevator? Or bed bugs in Eaton? Or a flood in Mahoney?
 - Why do we call people in the middle of the night to assist us? It is because they can help us handle situations that we could not otherwise handle, not because their name is on a checklist. Connect personnel and their respective roles to help logically assess a situation and appropriately decide who to call to help you resolve incidents that are not specifically listed in the manual.
- Realize that there are fundamental reasons for each policy ranging from transferring liability to assuring resident safety. Associate policies with their reasons for being.
 - The guest registration records time because it might be useful to retrieve camera footage of strangers who are signed into the residential colleges. Calling UMPD for a yellow light transfers liability from you to UMPD, or, in other words, from somebody who does not have first responder training and legal protections to somebody who does have those things.
 - Breaking down policies into their reasons for existing clarifies what to do in outlying scenarios. You may not know the correct response every time, because you may not have dealt with every situation; but, if you can understand the reasoning behind our policies, you can arrive at a correct or close-to-correct response, even for things not defined explicitly in this manual. This also gives everyone in the program valuable insight into why policies exist – providing useful grounds for critical reevaluation of potentially harmful, inefficient, or inconsistent policies.

0109.B – Professional Conduct:

As an employee of the Department of Housing and Residential Life, you are held to the same standards of professionalism as all other employees in the department. The cornerstones of excellent professionalism include:

- A compliant and complete uniform. Proper attire demonstrates your authority.
 - Adhering to the uniform is important for effectively doing the job (closed-toe shoes) projecting a professional image (appropriate length shorts/pants) and identifying your role within HRL (HRL logo visible).
 - Proper uniform can be leveraged in the same way as cameras when dealing with difficult people. Clear presentation of authority helps diffuse situations.
- Appropriate conduct and language. Failure to maintain decorum is a poor reflection on yourself and the Safety and Security Program at large.
 - There's a time and place for raunchy jokes. It's not at post. Don't curse or disturb the peace and don't encourage coworkers by engaging in such behavior. Lead by example.
- Timely arrival at work and work-related events. You are solely responsible for all of your work commitments and are therefore required to attend those in their entirety.
 - Frivolous tardiness delays meetings and is grounds for disciplinary action if late to post. It's important to understand that timeliness to all work commitments impacts the efficacy of the Safety and Security Program.
 - When you choose to accept this job, you accept our extensive calendar of events along with your work schedule as your own responsibilities. Uphold these responsibilities and hold yourself and your fellow staff members accountable to meet all obligations and commitments.
- Suitable work ethic and commitment to the job when on-duty.

- When being paid to do a job, all employees are expected to put the priorities of that job first. One's priorities off the clock are one's own, but when at work, the job comes first. Focus on how to appropriately balance your work and your life so that you can leave problems at the door and focus on work.
- Immediate responses to management. Time conflicts, personal issues, and professional concerns should all be brought to the attention of your superiors as soon as such problems arise.
 - Those with time conflicts during work events need to contact management ASAP. You should feel comfortable approaching Security Supervisors, the Residential Life Coordinator of Safety and Security, Residential Life Night Manager, Security Coordinator, and even the Associate Director of Residential Area Operations. Communicating conflicts well in advance helps prevent issues from occurring and allows potential solutions to be found by management. Never feel uncomfortable coming forward to speaking with your superiors about any concern you have.
- Cooperating with other staff members in an open and communicative manner. Working as a team is an essential component of the job.
 - The staff team builders are meant to reinforce that teamwork is an indispensable part of the Safety and Security Program. If you have a legitimate concern, speak with superiors in an appropriate manner.
 - Missed shifts, unexcused absences, and selfish shift exchanges inhibit the effectiveness of the Safety and Security Program and undo the positive gains of team building.

0109.C – Customer Satisfaction:

The main reason for the Safety and Security Program is to serve residents at the University. To provide excellent customer service:

- Always treat residents, guests, and professional staff with respect. Even if one of these people violates policy, mistreatment of the person in question only risks escalating the situation.
 - Although we constantly enforce policy, be careful not to begin to see those in breach of policy (intoxicated students) or those who take advantage of our nightly services (require lockouts every night) as “the enemy.” Ultimately, this position is based on customer service. Everyone should be considered a customer. Just acknowledge and accept that some customers offer you pizza, while others will require calling UMPD. Ultimately, remember that without residents, you (and Security) would have no job!
- Fully inform individuals of policy when needing to enforce it. Answers like, “Because I said so” or “I don’t know” do not prevent the person from repeating the offense. Take the extra time to properly educate the residents.
 - For example, read the Transfer of ‘Cane Card policy on the back of the ‘Cane Card, explain the lockout fee, and cite policy as to the problem of having open containers of alcohol.
 - Connecting policies with reasons (as described in Mastery of Policy) should help with this, but regardless, this step is important to prevent repeat offenses.
 - However, information to which we do not have access to (when a repeated Failure to Show ID will be charged) or do not know should be acknowledged as such. Giving false or inaccurate information is equally poor, if not poorer, customer service as no answer.
- Never discuss controversial topics with coworkers or residents. Such conversation risks offending others who may hold different views. There are other times and places to discuss hot-button issues.
 - One never knows what might set somebody off, which is why we try to keep possible triggers at a minimum. In a customer service role, it is important to keep opinions to

ourselves while on the clock. Even if it seems like nobody's listening, it's best to keep conversation benign.

- Leave your philosophical convictions at the door while at post. While we don't want to stifle your thoughts and opinions, again, think about your safety. We want to minimize possible triggers and it is best to avoid discussing hot button topics while at post.

0104.D – Emergency Management:

If a crisis strikes at night in a residential college, the Security Assistant is the first line of defense, and the Security Supervisor serves as an invaluable support system. To excellently respond to emergencies:

- Immediately address all alarms or reports of emergencies. These circumstances should always supersede concerns of access control or courtesy service if in conflict.
 - You should not be notifying the Unit supervisor of an alarming emergency exit door within 2-3 minutes after it was accidentally/intentionally opened. This needs to happen immediately.
 - It's important to respond to alarms and notify Unit supervisor immediately. Even if you're not sure what to do after you contact them, in the event of a serious incident, it is better that you look uninformed in front of the Unit Supervisor than 5 minutes be wasted while you examine the manual. In some situations, 5 minutes can be the difference between life and death; and if you call Unit and are unsure of the full policy or procedure, you can always ask them when they arrive.
- Know which emergencies take precedence over others. In the unlikely event that multiple emergencies occur at once, one must address them in order of urgency.
 - Emergency triage is an important part of the job. Fire alarms take precedence over Trouble alarms. TPWs take precedence over lockouts.
 - While there is no single hard and fast order to emergency priority, try to stratify emergencies in a rough hierarchy while learning policy. Things like fires, active shooters, and suicide attempts rise toward the top. Things like lockouts, spills, and transfer of 'Cane Cards fall toward the bottom.
- Maintain a poised and relaxed demeanor independent of the situation. Remember that not only will residents look to you for guidance and support in these stressful times of crisis, but losing your composure only increases the chance of error.
 - The keys to handling a crisis situation are your experience, training, and policy knowledge. It can be easy to get overwhelmed in an emergency. The more concrete you are on what to do, the easier it will be for you to react to the situation and remain calm in the high-pressure situations.
 - Part of emergency management is continued exposure and education. While reviewing emergency policies and procedures on fire might seem more difficult or not necessary, the more exposure and practice you have with how to respond to these emergencies, the more comfortable you will be following the proper procedures and effectively handling them if need be.

In order to work for HRL Safety and Security and uphold the Commitment to Excellence Model and Mantra, Security Assistants must, as an irrefutable caveat, strive to uphold the Core Values outlined. Having been endowed and entrusted with this knowledge, Security Assistants should hold themselves accountable in improving their residential experience through the successful execution of these core values each night with each resident served. The time a Security Assistant dedicates to upholding the commitment to excellence mantra of HRL Safety and Security will be paid forward to each individual by management through various outlets. The Security Assistants will be able to individually see their developmental journey through the successful upholding of our Four Core Values and the subsequent

impact made on residents, fellow staff members, the HRL Department, and the University of Miami community.

0105 – Department of Housing and Residential Life Vision & Mission

0105.A – Vision: Student Housing for Student Success.

0105.B – Mission: To provide safe, clean, well maintained, service oriented, efficiently managed, friendly, caring, fairly priced student housing communities that promote academic success, civic engagement, personal and professional development, as well as critical and innovative thinking.

0106 – Department of Housing and Residential Life Responsibilities

The Department of Housing and Residential Life is responsible for the management and fiscal components of University Housing. The Department of Housing and Residential Life shares responsibility with the Residential College Faculty for the community and learning components of the mission. The Department of Housing and Residential Life has collateral responsibility with other University departments for facilities operations, services, and safety. These other departments include, but are not limited to: Housekeeping, Maintenance, Telecommunications, Information Technology, Business Services, UMPD, and Student Account Services.

0107 – HRL Faculty, Staff, and Student Staff Roles

0107.A – Senior Residential Faculty and Residential Faculty: Faculty families who live in the residential colleges. The faculty and their families may have contact with Safety and Security staff should they have any questions about their safety, unwanted people, or general questions.

0107.B – Senior Area Director (Sr. AD): Secondary administrator for each of the residential areas. Responsibilities include supervision of RLCs, staff selection, training, and supervision of staff, supervising administrative operations, serving as a judicial officer, and coordinating a coherent student development program in conjunction with the resident faculty.

0107.C – Administrator-On-Duty (ADOD): Primary point-person for overnight crisis response and duty situations. The ADOD in a given week rotates amongst various professional staff members in the department.

0107.D – Resident Assistant (RA): Acts as a first resource for residents and staff within each residential college. Responsibilities include coordinating floor events, documenting student behavior, and assisting during emergencies.

0107.E – Programming Assistant (PA): Assists the RLC with programmatic efforts and may co-lead college council with RLC.

0107.F – Desk Assistant (DA): Responsible for the operation of the front desk from 8:00 AM – 10:00 PM. RAs are responsible for desk coverage several hours per week, and part-time student employees staff the desk at all other times as DAs. Duties include greeting the public, providing information, taking messages, distributing mail, and maintaining keys.

0107.G – First Year Fellow (FYF): Connects new students to the academic and extracurricular environments on campus using study groups and monthly activities. FYFs are supervised by the Senior Advisor for Residential Colleges and are employed by the Office of Academic Enhancement (OAE).

0108 – Safety and Security Staff Roles

0108.A – Associate Director of Residential Area Operations (ADRAO): Responsible for daily operations and general oversight of the entire Safety and Security Program. Directly supervises the RLCSS, RLNM, SC and indirectly supervises the SSs, SAs and OAs. Responsible for staff discipline and is on-call 24/7 for overnight emergencies and crisis response. Additionally, the ADRAO manages the Safety and Security Program's annual operational budget and student payroll allocation, serves as the department's liaison to UMPD, and focuses on long-term and larger scale projects.

0108.B – Residential Life Coordinator of Safety and Security (RLCSS): Directly supervises the OA, SS, and SA staff, and together with the ADRAO, is charged with leading the Safety and Security Program. Responsibilities include SC, SS & SA Selection every Fall & Spring semester, facilitating OA, SS, and SA Training, and ensuring job quality by reviewing nightly documentation completed by staff. The RLCSS is also responsible for staff discipline for all student staff and is on-call 24/7 for overnight emergencies and crisis response.

0108.C – Residential Life Night Manager (RLNM): The RLNM provides overnight support to the Safety and Security Program. This position works four days on and a three days off, alternating schedule and serving as the overnight point-person for all professional staff duty response, late-night programming collaborator, and judicial officer if needed. The RLNM also helps serve as liaisons between the Area Staff (Sr. ADs, RLCs, RAs) and the Security staff.

0108.D – Security Coordinator (SC): The SC

0108.E – Security Supervisor (SS): The SSs assist the Residential Life Coordinator of Safety and Security, Residential Life Night Manager, Security Coordinator, and Associate Director of Residential Area Operations in providing a high-quality Safety & Security program aimed at maximizing the safety and security of resident students. The position is geared toward upper-class undergraduate student employees and graduate student employees who possess strong functional skills in organization, administration, and communication and who express the desire to challenge themselves with an increased amount of responsibility and overall investment in the Security program.

0108.F – Security Assistant (SA): SAs are part-time student employees who are responsible for the night-time security operations of all of the Residential Areas. SAs assist the Security Supervisors, Residential Life Coordinator of Safety and Security, Residential Life Night Manager, Security Coordinator, and Associate Director of Residential Area Operations in providing a high-quality Safety & Security program aimed at maximizing the safety and security of residential students.

0108.G – Office Assistant (OA): The Office Assistant is a student position reporting to the Residential Life Coordinator of Safety & Security. The core functions of this position are customer service, problem-solving, administration, and student support.

SECTION 2 – ROLE EXPECTATIONS

0201 – Security Assistant Overview

SAs are a vital member of the Housing and Residential Life Safety & Security Program, responsible for ensuring a safe and secure environment for residential students, staff, and guests. SAs are primarily stationed at residence hall entrances during evening and overnight hours, where they monitor building access, verify student and guest identification, and enforce university policies. By providing a consistent presence and engaging professionally with the community, SAs help deter unsafe behaviors and support a culture of accountability and respect within the residential setting.

Throughout their shifts, SAs are expected to maintain a high level of situational awareness and professionalism. They regularly encounter a range of situations during night hours, including attempts to enter without proper identification, unregistered guests, noise complaints, wellness concerns, and minor facilities issues such as broken doors or water leaks. SAs may also need to respond to more serious incidents like fire alarm activations, medical emergencies, or situations involving intoxicated individuals. In these cases, they are trained to contact the appropriate supervisor or emergency personnel and follow established safety protocols.

In addition to their frontline responsibilities, Security Assistants are held to high documentation standards. At the end of each shift, SAs must complete a detailed Activity Log that summarizes observations, concerns, and any notable occurrences. FYI Reports are required for minor incidents that may need professional staff follow-up, such as late shift relief, quiet hours violations, or routine welfare checks. More serious issues such as confrontations, policy violations, or emergencies must be documented in formal Incident Reports. All written documentation should be submitted before the shift ends and must be clear, factual, objective, and include specific time stamps, locations, and names of individuals involved when applicable.

The role requires strong communication skills, sound judgment, and the ability to remain calm under pressure. SAs must demonstrate accountability by adhering to post expectations, showing up for scheduled shifts, and completing their responsibilities without direct supervision. They are expected to collaborate effectively with fellow student staff, support emergency response efforts, and participate in ongoing training and staff meetings. By embodying professionalism, vigilance, and integrity, Security Assistants contribute to the overall success of the residential community and help foster a safe, inclusive living environment.

0202 – Job Description

Security Assistants (SAs) are part-time student employees who are responsible for the night-time security operations of all of the Residential Areas. SAs assist the Security Supervisors, Residential Life Coordinator of Safety and Security, Residential Life Night Manager, Security Coordinator, and Associate Director of Residential Area Operations in providing a high-quality Safety & Security program aimed at maximizing the safety and security of residential students.

0202. A – Basic Responsibilities: The basic responsibilities of the Security Assistant include, but are not limited to, the following:

- Screening and verifying residency of all individuals as they enter the Residential Colleges and Villages by checking their Cane Card or other picture ID.

Checking in guests of residential colleges and informing the host resident that they accept responsibility for the actions of their guests.

- Monitor the fire alarm and door prop panels.
- Maintain alertness throughout the shift.
- Assumes responsibility for the safekeeping and proper use of Department hardware, equipment, furniture and software.
- Maintain confidentiality of student information.
- Confronting and excluding any undesirable individuals from the residential areas.
- Maintain accurate activity logs, guest records, failure to show id reports, and submitting these forms in a timely manner through appropriate platform.
- Assist the professional and student staff as needed in each residential area.
- Assist in emergencies as needed (health, fire, bomb threats, discipline incidents, hurricanes,
- SAs may be required to work during hurricanes and other emergencies to be determined by the Director of Residential Life.
- Attend all Security Assistant training programs and meetings, including staff meetings, one-on-one meetings/trainings, team builders, and special events.
- Provide excellent customer support.
- Perform all additional duties assigned as deemed necessary and appropriate by the Residential Life Coordinator of Safety and Security, Residential Life Night Manager, Security Coordinator, and Associate Director of Residential Area Operations.

0203 – Electronics, Media, Guests, and Sleep Policy

0203.A – Television and Movies: Television sets, video game consoles, and game controllers are not permitted at the Security Post. Movies are permitted at posts after 2:00 AM. Movies can be played on electronic devices; however, movies must be of appropriate content and include content found on YouTube, Netflix, Hulu, and other online streaming platforms. Cell phones are allowed at the post; however, SA must still be able to monitor the lobby and handle all other responsibilities fully. Personal phone calls are not permitted at post. Video communication such as Skype, Google+, and FaceTime is not allowed. Headphones, earphones, and headsets are not permitted while at post. If an SA is seen wearing headphones, or is not following the above restrictions, disciplinary action will be taken.

0203.B – University TVs and Digital Signage: SAs are not permitted to change or touch digital signage.

0203.C – Music: Music is permitted if the volume is maintained at a reasonable level so as not to interfere with the execution of the SAs responsibilities (e.g., being able to hear any alarms at the panels or respond to phone and radio calls) and/or the sleep/study habits of residents. Headphones, earphones, and headsets are strictly prohibited. Music that could be considered offensive or distasteful to others may not be played at the post. If residents are studying in the lobby, music should not be played as to interfere with their studying. Headphones, including air pods, are not permitted to be worn at post. Speakers of any kind are not permitted.

0203.D – Statements to Media: As employees of the University, SAs are not permitted to make statements to the media while on-duty, or at any other time when they can be identified or identify themselves as Security or University employees. SAs confronted by the media should immediately contact their SS if the SA is on-duty and refuse to make any comments about any situation. All media inquiries should be directed at the Media Relations Office at (305) 284-5500. Media personnel may not

be admitted into the buildings during daytime or nighttime hours, including being signed in as guests, and UMPD should be contacted if they make such attempts. Any violations of this policy will result in severe disciplinary job action up to termination of employment.

0203.E – Guests at Post: SAs can have a guest at post but are limited to only one per post. You are not allowed to have any guests behind the desk other than Housing & Residential Life staff members. No guests, regardless of if they work for HRL or not are not permitted to be in view of the laptops or iPads at post. If your guest wants to sit with you, they need to sit off to the side. If an incident begins at post the Guest should be asked to leave. Guests should not perform any SA responsibilities including guest verification, verifying of residents, or responding to any emergency concerns. Guests should not distract the SA from performing their job responsibilities and if so may be asked to leave. If an SS asks your guest to leave, they must do so. Not following this will result in disciplinary action with the RLCSS. All guests must be a current University of Miami student with a valid Cane Card. SAs who are not working will count as a guest at your post.

0203.F – Sleeping at Post: Sleeping while on duty is strictly prohibited and will result in disciplinary action up to termination of employment. Sleeping includes lying down, putting one's head down on their arms or desk, sitting with eyes closed, "dozing off," etc. If a SA is having trouble staying awake while at post, they should immediately contact their SS for assistance. Additionally, an SA may stretch at the post or walk around their post as long as it remains insight, and they are able to continue their job functions.

0204 – Substance Policy (Alcohol & Drugs)

The consumption of alcohol and/or controlled substances on the job is strictly prohibited. Being under the influence of alcohol and/or controlled substances within 8 hours of a SS or SA shift is strictly prohibited. Violation of this policy may result in immediate termination of employment. Staff taking prescription medication that may interfere with their duties should inform the RLCSS and arrange to have a substitute cover their assigned shift.

0205 – Dress Code & Attire

The intent of the SA dress code is to present a clean and professional workplace appearance to all residents and guests of the Residential Colleges, and to provide an appropriate appearance when interacting with emergency responders and official personnel of the University.

All SAs are supplied with several articles of clothing (polos, sweatshirts, etc.) during training and/or throughout the year. SAs are required to wear clean, presentable uniforms and nametags while on duty, so that they can be easily identified. Issued clothing is not to be worn off-duty unless specifically advised. Additionally, SAs may not give their Security apparel to non-staff members. If an employee is terminated or resigns, all assigned apparel must be returned to the RLCSS within 72 hours (about 3 days) of their last shift worked, or final paychecks will be withheld.

1. An HRL staff polo should be worn while at post. All staff members are issued polos at the time when they join staff. Appropriate polos must display the HRL logo, which must always be visible, and the polo should be in good condition (no holes, rips, or tears).
2. A jacket is optional but may be worn over the staff polo. If a jacket is worn, it must be in good condition (no holes, rips, or tears). An HRL issued polo shirt must still be worn underneath if a jacket is worn. Name tag must be worn over the jacket/sweatshirt. HRL issued jacket/sweatshirts are preferred.
3. Nametags must be always worn.

4. Clothing featuring other sports teams, Greek letters, or affiliations with other schools is not permitted.
5. Closed-toe shoes are required. No flip flops, slippers/slides, sandals, crocs, or open shoes are permitted. Staff members may not remove their shoes while working.
6. Pants are preferred, but shorts and skirts of an appropriate length (past mid-thigh) are permitted. Athletic clothing, pajamas, and sleep wear are not permitted. Pants and shorts that are overly patterned, colorful, or fluorescent are not permitted, and all pants/shorts should be free of holes, rips or tears. Under no circumstances should undergarments be shown.
7. Sweatpants and leggings are permitted, provided they are completely black, comply with the standards outlined in number five (see above), and are in good condition. They must be free of holes, trips, tears, and must not be see-through.
8. Excessively short shorts or overly baggy clothing are not permitted.
9. Hats may be worn while on duty. The SA's face should be clearly visible at all times. Hats with bills can only be worn backward (not to the front or side).
10. If a blanket is used by a staff member, it must be Security-issued. Blankets should not be worn during any emergency situation. Use of a blanket should be considered a privilege and not a right, and during certain situations or times of year, use of a blanket may not be permitted.
11. Any other attire that would normally be unacceptable in a semi-professional workplace should not be worn. If there are any questions as to the appropriateness of any attire, the RLCSS should be contacted for advice.
12. Issues with attire or presentation will result in a conversation and an immediate request to change. Multiple occurrences will result in accountability.

0206 – FERPA, Title IX, & Consensual Relationships

0206.A – Family Education Rights and Privacy (FERPA): All information concerning students must be handled with extreme care. The federal Family Educational Rights and Privacy Act (FERPA) provides many restrictions and guidelines for access of student information. RAs should not give out student listings, student addresses or contact information, grades, identification numbers, class standing or any other personal student information. More information can be found by clicking [here](#).

0206.B – Title IX: Title IX is a law that prohibits sex or gender discrimination in educational programs and activities (including campus experience). Title IX violations are extremely serious and usually refer to any sort of gender discrimination, relationship violence, sexual assault or harassment, battery, or stalking that may occur (Sexual Assault Response Team (SART): 305-798- 6666). These situations are not common but are extremely important to handle correctly.

1. Responding to Disclosures: If a student discloses to a SA that they have been involved in a situation involving any sort of Title IX issue, the following steps should be taken:
 - a. Immediately contact the ADOD to provide further response
 - b. Ask the student if they would like to relocate to a private area
 - c. Title IX incidents should ONLY be documented on the activity log as "Title IX" with no additional information. No incident or FYI report should be written nor SS contacted only ADOD.
2. In any instance of student disclosure, the priority is to provide a trauma-informed environment in which the student feels safe and is empowered to make the choice that is best for them in a given

situation. There is no “right decision” for a student involved in this situation, but rather the student must be given the resources and opportunity to make the best decision for their situation. SAs are not experts on this topic and should not attempt to give out resources or advice to students who disclose their involvement in a Title IX issue, but should immediately contact the ADOD.

3. It is important to note that in this type of situation, confidentiality and discretion are even more important than in a normal situation. SAs should listen to ADOD regarding instructions about how to document Title IX situations and should not discuss these situations with anyone outside of the ADOD responding including SS's. The Dean of Students Office is responsible for handling all Title IX situations and connects students to several resources in these instances.

0206.C – Consensual Relationships: According to University policies, S&S staff who engage in an “amorous relationship” must take whatever steps are necessary to ensure that they do not simultaneously have “evaluative authority” over the person they are in that relationship with. If a staff member develops an amorous relationship with a subordinate or is reassigned to have evaluative authority over someone they have an existing amorous relationship with, the RLCSS must be notified immediately via written notification.

0207 – Safety & Security Access and Confidentiality

0207.A – Safety & Security Access: To be able to perform their role, every S&S staff member is provided with access to each residential area for the sole purpose of their role. Security Assistants have this access to be able to report to their shifts. Security Supervisors have this access to support and assist any post throughout their shift. This access is not to be used outside of work hours. All staff members must always follow guest policy and must not misuse their access at any point in time. Misuse of access could potentially lead to the termination of their role. SAs and SSs have access to different systems including Onity, CSGold and StarRez. These systems are only to be used during shifts and when needed to perform their responsibilities. Misuse of these systems can potentially lead to termination.

0207.B – Confidentiality: An SA's position is one of great responsibility and trust and is privy to certain information that may be confidential. This may include information in rosters, on logs, or from emergencies that arise during the shift. Such information should be treated in a professional and confidential manner, and should not be discussed with any students, acquaintances, or the media, other than other SAs and other responding University and emergency personnel. Reasonable efforts should also be undertaken to play down any rumors that arise during emergencies, providing only information that is immediately necessary for the safety and security of the residents or guests.

Additionally, SAs are obligated to report any crimes, of which they are notified, or witness, to UMPD (8-6666) and/or any other appropriate responding agency. This is true whether personnel are on duty or off duty. SSs may not promise any victims confidentiality, although the University will take measures to keep victim information confidential if needed.

0208 – Communication

Security Assistants are expected to demonstrate strong communication skills when interacting with Security Supervisors, RLCSS, ADRAO, other HRL staff and working officials. Clear, respectful, and timely communication helps ensure smooth operations, supports effective problem-solving, and fosters a professional environment. Whether reporting incidents, clarifying procedures, or requesting support, SAs should always communicate with clarity and professionalism.

0208.A – Contacting the Security Supervisor: To contact an SS, the SA should use the Security radio available at each post. Be sure to contact the appropriate SS. In the event of radio malfunctions, there are alternatives to contacting the SS:

1. Call the SS's duty cell phone
 - a. Unit 2: 305-215-6732
 - b. Unit 3: 305-215-3905
 - c. Unit 4: 305-297-3616
2. Call the Security Office (8-5568) and ask to speak to the appropriate SS
3. Call the other Security Posts to find the appropriate SS
4. In the unlikely event that none of the above options worked, contact ADOD

0208.B – Contacting the RLCSS and ADRAO: The ADRAO is available during regularly scheduled office hours to assist with any questions or concerns. The RLCSS resides on campus and maintains an evening schedule to provide support during overnight operations. While SAs may contact the RLCSS via Teams at any time, they should understand that immediate responses are not guaranteed.

If the ADRAO needs to be contacted during nighttime hours, the SA must first inform the SS, who will then determine whether to escalate the matter and make contact. SAs are not permitted to contact the ADRAO directly during overnight hours. The RLNM and SC are typically scheduled during most of the night and serve in the ADOD role. If an issue arises, SAs or SSs may reach out to the ADOD by calling the designated ADOD phone number. Please note that these positions generally conclude their shift by 3:00 AM. The RLCSS will communicate via Teams when they are out of the office to ensure staff are aware of any changes in availability.

0208.C – Working with Official Personnel: SAs should make every effort to cooperate with the requests of any official personnel that enter the building. These may include UMPD officers, Coral Gables police officers, Coral Gables Fire Rescue emergency responders, detectives, and any other officials that properly identify themselves with an official badge or ID card. Official personnel, particularly UMPD police officers, serve as an excellent resource when dealing with any disruptions or emergencies, and can be contacted for help in any instance. Any requests from official personnel should be communicated to an SS.

0208.D– Personnel Entering Building: Whenever official personnel enter the building (fire rescue, police, etc.), the SA must ascertain the nature and location of any emergency or issue, and notify the direct Supervisor, RA-On-Duty and ADOD if the officials proceed upstairs. If the location or nature of the emergency is not revealed, the direct Supervisor, RA-On-Duty, and ADOD should still be contacted regardless, and informed of the floor the officials went to (if known), or simply asked to come downstairs to meet the officials when they return to the lobby. SAs should document each time official personnel enter and exit the building on the Activity Log, as well as the reason for their entry.

0208.E – Releasing Information: Upon the request of official personnel (professional staff including ADOD, RLNM, SC, RLCSS, ADRAO or UMPD), SAs may release information contained on Security logs from the current night. Information from StarRez, or any other source, requires the permission of the SS to be released. The University of Miami Police Department, a university entity, is exempt from this permission during emergency situations, and can be given any information they request. The SA must immediately relay this information to their direct Supervisor and ADOD after.

0208.F – UM/Coral Gables Police: SAs may find that many UMPD officers are aware of Housing and Residential Life policies and will act with sensitivity to these policies. Some UMPD officers, and many Coral Gables officers will not be aware of the policies applicable to a particular situation, and it is the

duty of the SA (and SS) to coordinate with and inform the officers about any applicable policies. If UMPD/Coral Gables Police enter the building to respond to an unknown situation, contact the direct Supervisor, and the ADOD when appropriate. UMPD offices could be entering the building to use the restrooms located on the first floor or conducting a routine patrol of the area.

0208.G – Coral Gables Fire Rescue: Coral Gables Fire Rescue will typically be the responding agency to any health or safety emergency occurring on campus. SAs should assist Fire Rescue personnel with entering the building and moving into residential areas, as these individuals do not have Cane Cards that would allow them access. This is also the case for any other non-UM emergency personnel. Refer to section – Student Hospitalized for the specific procedure.

0208.H – Security Patrols/Contract Guards: Their main responsibility involves patrolling the exterior of the buildings, including parking lots. Occasionally, they may check in with the SA and monitor the first-floor lobby and vending areas. These guards are NOT permitted to proceed upstairs, unless explicitly given permission by UMPD or official University personnel. They may enter the lobby areas to use the restrooms or vending areas; however, if the SA observes these guards loitering in the lobby areas, sitting on the couches, talking on the phone, sleeping, or going upstairs without permission, the SS should be contacted for immediate follow-up with UMPD and documentation.

0208.I – Digital Video Recording System: The Residential Colleges and Villages are equipped with video cameras that monitor all points of entry into the building, 24 hours a day, 7 days a week, 365 days a year. Everyone who enters or leaves the building is recorded, as well as activity in the lobbies, patio areas, and immediate surroundings.

0208.H – Roof Access: UMPD officers and/or contract guards may ask to go on the roofs of the Residential Colleges. The officers/guards should check in with the SA before going up. In the case that a contracted worker is requesting access, the Facilities Customer Service Help Desk should be contacted for assistance. If a UMPD officer is requesting access, the ADOD will need to be contacted to assist those requiring roof access. Refer to section – Security Patrols/Contract Guards for more information.

SECTION 03: CORE JOB FUNCTIONS

0301 – Pre-Shift Procedures

SAs are responsible for having their post set up and ready to screen residents or guests at or before 10:00 PM. When their shift starts at 9:45PM, SAs must perform several duties before the regular part of the shift begins. If an SA is working at their assigned post for the first time, they must notify their SS of this when they come on-duty. The SS will make sure they are fully acquainted with the particulars of that post (refer to section – Contacting the Security Supervisor). SAs must continue performing pre-shift duties and setting up the post as normal while they await the SS's assistance.

Pre-shift duties include the following:

1. Clock in via the Workday system. To clock in you must do the following:
 - a. Go to [Workday.miami.edu](https://workday.miami.edu). You may also download the app and clock in via the app.
 - b. Enter your Canelink ID and Password in the spaces provided.
 - c. To clock in, click on the *Time* worklet.
 - d. In the *Time Clock* field, click on Check In.
 - i. A window will appear. Ensure the worker, date, time and time zone, and time type are correct.

- e. Click OK.
 - i. If you have multiple jobs, verify that when clocking in for Security, the selection is HRL Security.
 - f. For any issues, SAs must email the RLCSS, using the subject line:
 - g. “Workday Issues – Shift Start Date (ex. 5/29/24) – Shift (ex. ERC 2nd Half)”.
- 2. Ensure that all equipment inside the security cabinet is present and functioning. Remove any equipment needed during the shift. *Refer to section – Security Post Cabinet.*
- 3. Check with the DA working the desk for any abnormalities during the day shift, receive a status report, and note the status report on the Activity Log.
- 4. Check the fire alarm panels for any trouble alarms or abnormalities and report any problems to the Unit Supervisor. *Refer to section – Fire Safety and Response.*
- 5. Check the door prop panels for any alarms, shunted zones, or abnormalities, and report any problems to the Unit Supervisor. *Refer to section – Door Prop Alarm.*
- 6. Perform any pre-shift duties specific to the post where you are working.
- 7. Read any updates, memos, or BOLOs, in Teams.
- 8. Review any TPW or AAR notifications. *These will be listed in Teams and StarRez.*
- 9. Complete the shift and SA information on the Security forms, including the RA-On-Duty information. *Refer to section – RA-On-Duty Information.*
- 10. Remove, turn on, and properly check the SA radio. *Refer to section – Radio Procedure.*
- 11. Ensure the front desk telephone is working and set it up at post. *Refer to section – Telephone Procedure.*
- 12. Ensure that the post table, sanctions, and A-frames are in the proper position to perform job duties. *Photos with examples of post set up are on Teams.*

0302 – Post Setup, Equipment, & S&S Cabinets

0302.A – Post Setup:

0302.B – Leaving the Post: SAs are not permitted to leave their post unattended. To leave during their shift, the SA must be relieved by another Security employee. Failure to follow this policy will result in disciplinary action up to and including termination of employment. The only exception to this policy is in the event of a dangerous individual/circumstance or explicit instructions from a pro staff member or other senior University administrator. If an SA/SS needs to leave any post for any approved reason, then all work-related and personal belongings must be put away prior to leaving and should not be left unattended. Staff will be responsible for any unattended equipment.

0302.c – Equipment: The S&S Program provides essential equipment to support the successful operation of each SA shift. This equipment may include radios, iPads, laptops, chargers, extension cords, A-frames, stanchions, and other materials critical to the performance of post responsibilities. All SAs are expected to use this equipment with care and professionalism, recognizing that it is shared among team members and essential for maintaining consistent operations across shifts.

SAs are responsible for the proper use, upkeep, and handling of all assigned equipment during their shift. Items should never be misused, removed from the post area without authorization, or handled in a way that risks damage or loss. Equipment must be returned in the same or better condition than it was received. If any item is found to be missing, damaged, or malfunctioning, the SA must immediately notify their Unit Supervisor so the issue can be addressed in a timely manner. In addition to verbal

notification, an FYI Report must be submitted to inform the RLCSS of the issue and to ensure appropriate follow-up and documentation.

Timely reporting of equipment concerns not only supports operational continuity but also helps ensure accountability and prevent unnecessary delays in resolving maintenance issues. SAs who repeatedly misuse or fail to report problems with equipment may be subject to progressive disciplinary action, including potential suspension from shifts or termination.

0302.d – S&S Cabinets: The Safety and Security Program maintains a Security cabinet in each of the Residential Areas where equipment and materials are stored. The location of these cabinets is shown during training. SAs are responsible for all Security Post equipment (laptops, iPads, chargers, radios, A-frames, stanchions, etc.) found in the Security Post cabinet during their shift. All equipment must be neatly returned, turned off, placed on chargers, and secured at the end of the shift. Failure to return, turn off, charge and/or secure equipment and the cabinet will result in documentation and possible disciplinary action. The rear post SAs do not lock the cabinets after placing their items at the end of their shifts, unless there is not a Front Post SA scheduled. The Front Post SAs are responsible for securing cabinets at 8:00 AM, ensuring that all materials are properly stored and organized in the cabinet before locking it. All cabinets must be locked.

0303 – Verification of Residency

To verify residency in a Residential College, the resident presents or self-swipes/taps their Cane Card in view of the SA. The SA must ask to see if the picture on the card matches the card presenter. The card is swiped/tapped through the card reader (refer to section – Swiping Cane Cards) and residency is confirmed with a green light. If the picture on the card does not match the presenter, follow the Transfer of Cane Card policy. If the card swipes yellow or red, but the individual insists they are a resident, follow the policy as outlined in section – StarRez Verification. If the card is faded or broken, and the picture/name cannot be determined or the card cannot be swiped, follow the policy as outlined in section – StarRez Verification and fill out damaged cane card form. Document any yellow or red swipes that result in residency verifications on the Activity Log and FYI report.

0303.A - Swiping/Tapping Cane Cards: Cane Cards should be swiped/tapped swiftly at the Security card reader by the SA or resident (once SA verifies photo). Once a card is swiped/tapped, the card reader will either show a green light (access granted) or a red light (access denied). If the card reader remains yellow, the Cane Card may not have been read correctly or may be demagnetized. If it is demagnetized, it should be replaced by having the resident go to Cane Central during office hours for a replacement. A temporary card will be issued until 5PM the next business day. If the card reader is malfunctioning, the SA should contact the SS immediately, and check all incoming residents via StarRez (or other Cane Card readers if available) until the problem is repaired. Anytime there is an abnormal condition with a student's Cane Card, the name and C#, the exact condition (e.g., card swiping red, swiping yellow), and the method used to verify residency (refer to section – Verification of Residency) should be noted on the Activity Log and an FYI report.

0303.B – StarRez Verification: SAs often encounter residents who do not have their Cane Cards (refer to section – Failure to Show ID), or whose Cane Cards do not work. The SA will use StarRez to verify residency in these cases. (Refer to section – StarRez) Type in the resident's first or last name, StarRez provides a picture of each resident to help with verification. If a resident's picture is not available, then the SA should question the resident for identifying information. To be permitted access, residents must

know their C-Number, Room Number, and Home Address with zip code, and Birthdate, and must provide that information to the SA, as students have been known to memorize other students' information to gain access to the Residential Colleges. Use your best judgment in verification and call your SS if you're unsure. Also, students MUST be listed as "in- room on StarRez, contact SS if any other status is shown. Click [here](#) to view how you can look up a student's profile on StarRez.

0303.C –Alternate Methods: In the case where StarRez does not show the student as living in the Residential College contact your direct SS for guidance before contacting the RA-On- Duty.

0303.D –Exceptions to Verification of Residency: Persons who may enter the Residential Colleges without being verified include Housekeeping and Maintenance employees, Police and Fire Department personnel (refer to section – Working with Official Personnel), Housing and Residential Life staff (e.g. RLCs, Sr. ADs, RLNM, SC, RLCSS, ADRAO, and Central Office Staff) and live-in Residential Faculty and their families. If you are unsure whether someone belongs in the building, do not hesitate to stop the individual and request identification. For all others requesting access, the SA should contact their direct SS.

0304 – Guest Policy & Sign In

Both students and non-students who are not residents of a specific Residential College are treated as guests of that Residential College. A guest must have a resident sign them into the building, taking responsibility for their actions. A resident with a guest should inform the SA that they would like to sign in with the guest, but the SA may have to ask for this information. The SA must obtain photo identification from both the resident and the guest. If the resident does not have their Cane Card, follow the policy outlined in section – Failure to Show ID and continue the sign-in process, check to make sure the photos on the ID match the persons being signed in. The SA then records the appropriate information (time, names, type of ID, and number of guests being signed in) in StarRez. The SA must remind the resident that they are responsible for the guest's behavior and actions while in the Residential College. It is not mandatory to sign in guests more than once during the night, so long as they are escorted by the same resident each time they reenter and their recorded entry. If the guest(s) are not with any resident, the original resident must come to the post, or another resident must sign them in to enter. If the guest(s) are with another resident, that resident must sign them in. If the SA cannot find a guest signed in at an earlier time with the same resident in a quick timeframe, the guest should be signed in again.

0304.A – Guest Limits: Each resident is only permitted up to three guests per night, with no exceptions, due to Coral Gables Fire Rescue safety regulations.

0304.B – Exceptions to ID Policy: If the guest does not have picture ID, they cannot be signed into the building, unless:

1. The guest is an underage sibling of a resident (use discretion in terms of age).
2. The guest is a resident's parent, helping them move in or out of the building, during the beginning of the semester for move-in, and near the end of the semester for move-out. They will be required to sign in once then given a parent/guardian wrist band to use. Only for move-in/move-out. If you have questions about this, contact your SS.
3. The guest is a resident of another Residential College, and their identity can be verified through StarRez.
4. Any other special circumstance occurs that is approved by an SS, RLNM, SC, RLCSS, ADRAO Professional Staff and Faculty.

5. If you have any questions or feel uneasy, contact your SS.

0304.C – Unaccompanied Guests: Visitors who enter the building unaccompanied by a resident should contact their host and ask the host to come to the Security Post to sign them in. If the host refuses to receive the guest or the telephone is not answered, the SA should politely ask the guest to leave or wait outside. Unaccompanied guests are not allowed past the post, regardless of if they have been signed in already.

0304.D – Residents Signed in as Guests: If a resident attempts to sign in as a guest, and it is discovered by the SA at any time, the resident information should be documented on the Failure to Show ID Log.

0304.E – Refusal of Access: SAs may at any time, and at their discretion, refuse access to an unruly, non-resident of any Residential College. SAs should inform the individuals to leave the lobby immediately or UMPD will be contacted if they remain in the lobby. The SA should utilize de-escalation techniques by referencing the security cameras or contacting their direct SS for assistance if they feel the situation has escalated. They can also contact the ADOD and UMPD if necessary, at their discretion. Refer to section – Unauthorized Guest for information on individuals who proceed upstairs.

0305 – Desk Services & Lost and Found

0305.A – Desk Services (Mail/Packages, Resources, Carts, Toilet Paper): SAs cannot accept or check out any mail/packages under any circumstance. SAs will be able to use StarRez to return resources coming back to the desk after 10pm. The following items may be returned using StarRez: music room keys, gaming equipment in LSV, green shopping carts, and grey carts. Carts should not be checked out to residents past 10 PM unless during HRL move in or out periods. These items may be unavailable during certain periods and exceptions to this policy will be clearly announced at the appropriate time to the entire staff. In Eaton, Mahoney, and Pearson, an SA may distribute two rolls of toilet paper per resident who requests such amenities. This should be considered a courtesy and does not take precedent over normal nightly responsibilities.

0305.B – Lost & Found (Leaving Items at Post/Desk): Items that are turned into the SA as being lost (e.g., Cane Cards, wallets, etc.) should be noted on the Activity Log. The SA should keep the item at the post and note when the item is handed over to the Desk Assistant, this should be reflected on the Activity Log. If the item is of significant value, (laptop, Tablet, Phone etc.) the supervisor must be called to receive the items and log in to the LOST & FOUND log located in the front desk binder in each area. SAs are not permitted to return items from the lost & found UNLESS it is a Cane Card, or they can confirm with certainty that the item belongs to the student. If a resident requests an item from the LOST & FOUND, the supervisor must be called to retrieve the item and it must be documented in the appropriate log.

0305.C – Responsibility for Items: SAs are not permitted to take responsibility for any items left at post by students. Residents may ask SAs to “guard” items for them until they return. The SA should politely inform the residents that they cannot watch the item(s) or be responsible for them in any way. Additionally, if any item(s) appear suspicious or dangerous, the SA should contact the SS and UMPD if the item(s) have already been left at the post.

0306 – Night Check Out Procedures

Students attempting to check out during the night should be directed to the express checkout Homepage, located via CaneLink. Residents must fill out an express checkout form online through the UM Housing On-Campus Housing Portal. To watch a tutorial on how to check out a resident, please click [here](#).

Residents should return any temporary cards to the Return Card box, located on the front desk in each area. Cane Cards should not be placed in the Return Card box. Express checkout applies at any time for any resident, including Summer Conference Guests. SAs should never take responsibility for temporary cards, nor handle the card for the residents. The resident must return their temporary card to the Return Card box at the front desk.

0307 – Breaks, Relief, & Coverage

0307.A – Breaks: There are three types of breaks available to SAs: a 1-hour break, a 15-minute break, and an "11." SAs are entitled to one 15-minute break per shift, and two 15-minute breaks if working a full shift (defined as two consecutive shifts in one night). It is the responsibility of the SA to inform the Unit Supervisor if they are scheduled to work a full shift. The Unit Supervisor will coordinate all 15-minute and 1-hour breaks.

If breaks are needed for the night, requests should be made to the Unit Supervisor at the start of the shift. Supervisors are responsible for moving between posts and buildings throughout the night, which may result in breaks starting later than scheduled. While every effort will be made to accommodate all break requests, this may not always be possible due to operational demands. To ensure fairness, break schedules may be rotated weekly based on requests and circumstances. The Security Supervisor reserves the right to assign or adjust breaks at their discretion each night. Failure to return from a break on time or not returning at all will result in documentation.

- A.** A one-hour break is provided only when a SA is working a full shift, which is defined as two consecutive shifts in a single night. It is the SA's responsibility to inform the Unit Supervisor if they are scheduled for a full shift. This one-hour break is a legally required rest period. Break times are coordinated with the Unit Supervisor at the beginning of the shift. When it is time for your break, you must clock out before leaving and clock back in immediately upon returning.
- B.** A 15-minute break is a break that needs to be scheduled ahead of time with your supervisor. It is a 15-minute break that allows you to run to your room or walk around to stretch your legs. Remember to always come back before the 15 minutes are up.
 - a. Single Shifts:** When working a single shift, also known as a half shift, the SA is permitted a 15-minute paid break. This break must be taken between 11:30PM – 2:00AM or 4:30AM – 7:00AM.
 - i. Staff do not clock out for their 15-minute break.
 - ii. Depending on the post and time, the SS may watch over your post OR ask that you close your post down and contact them once you return. (SS Discretion)
 - iii. The post can only be closed when the SS has given the direction.
 - iv. SAs may never leave the post unattended.
 - v. If the SA asks for a break, they must wait until their break relief has arrived to leave post.

- vi. Breaks should be recorded on the Activity Log.
- b. **Full Shifts:** When working a full shift, the SA must take a 1-hour unpaid break. The SA must notify the Unit Supervisor they are working a full when they arrive at post. The Unit Supervisor will coordinate break reliefs for the full shifts. This break must be taken between 12:00AM – 5:00AM.
- i. Staff must clock out/in
 - ii. Depending on the post and time, the SS may watch over your post OR ask that you close your post down and contact them once you return. (SS Discretion)
 - iii. The post can only to be closed when the SS has given the direction.
 - iv. SAs may never leave the post unattended.
 - v. If the SA asks for a break, they must wait until their break relief has arrived to leave post.
 - vi. Breaks should be recorded on the Activity Log
- C. An “11” is a brief, impromptu break intended for short tasks, such as using the restroom or picking up a food order. Despite its name, an 11 is not a break that lasts 11 minutes. This is the only type of break that may be requested spontaneously over the radio. To request an 11, you must radio the Security Supervisor and wait for their acknowledgment and instructions before stepping away from your post.
- a. **Brief/Bathroom Breaks:** Bathroom breaks can be given independently of any scheduled 1-hour break. To request a bathroom break, contact your Unit Supervisor. Regardless of if you have two or more people working the post, you must inform the Unit Supervisor. RLNM, SC, or RLCSS may also give short bathroom and other breaks at their discretion. Please do not overwhelm the Unit Supervisors with short break requests, such as calling every hour for a bathroom break, or going to the vending machine, or calling for a bathroom break an hour into the shift or after getting back from a break.
- 0307.B – Relief:** Front Post SAs must wait for relief by the morning DA before leaving at 8:00 AM. If the relieving DA has not arrived by 7:45 AM, the SA must initiate the late relief procedure promptly at 7:46 AM.
- A. Late Relief Procedure:**
- a. Monday through Friday, the SA must immediately contact the Residential Life Desk Manager.
 - b. Saturday and Sunday, the SA must contact the ADOD.
 - c. This incident must be documented in the Activity Log, and an FYI Report must be submitted for RLCSS follow-up. The FYI should include:
 - i. The specific post location
 - ii. The steps taken
 - iii. The exact time the Desk Manager or ADOD was contacted
 - iv. The exact time the DA eventually arrived if before 8 AM.
- B.** If the ADOD has been contacted and the DA still has not arrived by 8:00 AM, the SA is required to leave the post. Failure to follow this procedure and choosing to stay past your shift without approval will not result in additional pay.

0308 – End of Shift Duties & Transition

0308.A – End of Shift Duties: At the end of each shift, the post must be returned to its original condition, unless a 2nd half is working. This includes resetting tables and chairs, replacing the desk phone, storing the A-frame, returning all equipment, and tidying the work area.

- A. **Rear Post SA:** Responsible for placing all supplies into the designated Security cabinet upon departure. If there is a Front Post SA scheduled, the cabinet should be left *unlocked* for their use.
- B. **Front Post SA:** At 8:00 AM, all materials should be placed in the cabinet, and the cabinet must be *locked*. The Front Post SA is also responsible for ensuring that all supplies and equipment—including radios—are turned off, properly stored, and plugged in.
 - a. If no Front Post SA is scheduled, these responsibilities fall to the Rear Post SA. Failure to properly secure and store materials may result in disciplinary action.
- C. **For LSV:** Each SA is individually responsible for securing the cabinet and radio in the designated storage room and ensuring all equipment is plugged in.
- D. **Documentation:** At the end of the shift, any outstanding logs and documentation should be submitted to the appropriate individuals. Normally this will just include the Activity Log, as other documentation should have already been submitted but includes all electronic and paper documentation.
- E. **Clock-Out:** To clock out you must use Workday and do the following:
 - a. Log In to Workday via the website or app.
 - b. Click the *Time* worklet.
 - c. Under Time Clock, click Check Out.
 - d. Ensure the worker, date, time and time zone, and time type are correct.
 - e. Click OK.

0308.B – Transition: All SA shifts are scheduled with a 15-minute overlap with either a DA or another SA. This overlap is intentionally designed to ensure a smooth and professional transition between shifts. During this time, the incoming staff member can set up the post, receive a verbal shift report, and review important documentation such as the Activity Log. The outgoing staff members should provide updates on any incidents, equipment issues, community concerns, or other relevant information to ensure continuity of operations. These 15 minutes also allow the incoming SA to confirm they are fully prepared to assume responsibility at the start of their shift. Both staff members, whether DA and SA or SA, are expected to work collaboratively during this overlap and remain actively on duty. This time should be treated with professionalism; all staff must be courteous, respectful, and focused on the handoff process. At no point should a DA or SA leave their post early simply because their replacement has arrived. Leaving early is a violation of shift expectations and may result in documentation and disciplinary follow-up.

0308.C – Rears: Rear Post SAs close the post at 7:00 AM without anyone relieving them but must never leave the post before this time. Rear Post SAs are responsible for returning all post equipment back to their appropriate location and locking the cabinet if there is no front.

0309 – Radio Procedure

0309.A – Basic Usage: The SA radio serves as the principal mode of communication between staff members. The SA radio is used to contact the SS for any reason, or to contact other posts to inform them of a problem. The radio is not to be used for general conversation between staff members, to cover shifts,

etc. Names are NEVER to be mentioned or used over the radio, with the ONLY exception being the use of an individual's name that appears in the Restricted Access List as a Trespass Warning (TPW). Violations of radio restrictions will result in documentation and discipline. All conversations should be professional and should only contain work-related requests or information. Conversations and transmissions should be kept as short as possible. A single transmission that is longer than 15 seconds is too long. Remember to always use proper etiquette to communicate over the radio. Do not radio an SS to call your post only to tell them you have a lockout or that you need a bathroom break.

0309.B – Radio Codes: The following is a list of radio codes used during the night:

- ETA – Estimated time of arrival
- QSK – Go ahead with transmission
- QSL – Received transmission
- QSM – Repeat transmission
- QTH – State location
- QRX – Radio silence
- 02 – Call post or SA
- 05 – Come to post
- (3)05 – Emergency at post
- 07 – Cancel previous transmission
- 11 – Request a break

0309.C – Sending Transmissions: When sending a transmission (calling someone on the radio), use the following procedures:

1. Ensure that no one is currently talking on the air; wait if necessary.
2. Push the PTT (Push-to-Talk) button. This is the largest button on the left side of the radio.
3. Press and hold until you hear the audio beep before you start to talk to avoid cutting yourself off and continue to hold the button while you are talking.
4. Identify yourself and the individual you want to speak to. (Examples: “Pearson Rear clear to Unit 2” or “Ibis Front clear to Ibis Rear.”)
5. Wait for the respondent to acknowledge with “QSK” (go ahead with your transmission).
6. Proceed with your transmission.
7. Wait for the respondent to acknowledge with “QSL” (received transmission).
8. If the respondent replies with “QSM the transmission” or “QSM the post,” repeat the
9. information until the respondent replies, “QSL.”

0309.D – Receiving Transmissions: When receiving a transmission (someone is calling you on the radio), use the following procedures:

1. Respond to the call with “QSK” (go ahead with transmission).
2. Listen to the message being transmitted.
3. If you understood the message, respond with “QSL” (received transmission).
4. If you did not understand the message, respond with “QSM” (repeat transmission), and wait until you have understood the message before responding with “QSL” (received transmission).

0309.E – Sample Communications: The following are two sample communications over the radio between an SA and their SS:

A. Sample 1

SA: "Eaton Front clear to Unit 3."
SS: "Unit 3, QSK."
SA: "Please 02 my cell"
SS: "QSM?"
SA: "Please 02 my cell."
SS: "QSL."

B. Sample 2

SA: "Mahony Front clear to Unit 2."
SS: "Unit 2, QSK."
SA: "Please be advised the second half has arrived at post."
SS: "QSL."

0309.F – Radio Start-of-Shift Procedures: When removing the radio from the charger base, ensure that the green charger light is on. If it is not, inform your direct Supervisor immediately, by calling the Unit Supervisor phone. Turn the radio on by turning the volume knob clockwise. The LED display will light up, displaying "MOTOTRBO." The radio should sound four notes and state the current channel it is set to. Ensure that this is channel 1 through the audible confirmation, the knob on top of the radio pointing to "1", and the LED screen reading "SEC MAIN." Place the radio at your post in such a position that you will be able to hear it, but no residents can readily touch/grab it. If the radio proves faulty at any point, contact the Unit Supervisor for a replacement.

0309.G – Radio End-of-Shift Procedures: At the end of the shift, turn off the radio by turning the volume knob completely counterclockwise until it clicks into place. Place the radio in the charger base and ensure that the red light has come on. If the light does not come on, make attempts to re-adjust the radio to the impress charger and/or ensure all cables are connected properly. If this does not remedy the situation, contact the Unit Supervisor for assistance. If this process is unsuccessful because the Unit Supervisor is off duty, document the situation on an FYI. Failure to properly secure and charge the SA radio will result in documentation and discipline.

Radio Checks: The SSs will perform radio checks at the start of the night to verify that all radios are working. The SS will call posts on the radio (e.g., "Mahoney Front, radio check."). Reply with how well you hear them (e.g., "Unit 3, I read you five by five"):

5 by 5: Excellent reception, loud and clear

4 by 4: Good reception, but some static/interference

3 by 3: Poor reception, barely readable

The SS will need to bring you a new radio if the reception is 3 or less.

0309.I – Response Delays: If the SS or post you are trying to contact does not respond, wait 30-60 seconds and try again. SS radios listen to other frequencies, which may override SA calls if the two occur

simultaneously. Follow the same procedure when calling for a second time. If the SS does not respond, try contacting another SS. If that fails, call the SS's phone number.

SECTION 04: POTENTIAL RESIDENT VIOLATIONS

0401 – ID Verification Failures

University policies require residents and students to always carry their Cane Cards and present them to the SAs upon request. If a resident comes into the building without a Cane Card, the SA should ask the resident for another form of ID then ask why they don't have their Cane Card, verify their residency through StarRez.

0401.A – Falsified and Fake Identification Cards: It is a violation of Housing and Residential Life policies, Student Rights and Responsibilities Handbook, as well as local, state, and federal laws, to be in possession of, use, and/or make falsified identification cards (e.g., driver's licenses). If the SA believes that they are being presented with a falsified identification card, an additional form of ID should be asked for before confiscation. StarRez may be used to verify the age of a resident and compare it with the suspected falsified identification. The card should be confiscated from the individual and an Incident Report should be written, and this should be reflected on the Activity Log. Additionally, the individual should be held in the lobby and the following steps should be taken:

1. The ADOD should be contacted and notified of the potential situation
2. The unit Supervisor should be contacted and notified of the situation
3. The RA-On-Duty should be contacted for immediate assistance in the lobby (if needed)

0401.B – Transfer of Cane Card Procedure: Only the student whose name and picture appear on the front of a Cane Card may use that card for any purpose. If someone attempts to use another person's Cane Card to gain access to a Residential Area, the SA should follow the procedure below.\

A. Transfer of Cane Card Procedure

- a. Confirm that the 'Cane Card belongs to someone else by comparing the photograph on the card to the individual attempting to gain access.
- b. Ask the individual attempting to gain access for another form of ID, or their name if an ID is not available before confronting.
- c. Inform the individual of this policy and that you are confiscating the card because only the person who appears on the card may use it. Also inform them that the owner of the card may pick it up from the Security Post before 8:00 AM, or from the front desk staff afterwards during regular business hours. The individual can only enter the building if they are a resident.
- d. If the individual becomes uncooperative or proceeds upstairs, contact your direct Supervisor, ADOD or UMPD depending on the situation.
- e. Document the event on an Incident Report. These steps should be documented on the Activity Log and incident report.
- f. If the alleged owner of the 'Cane Card returns during the course of the night, verify their information to confirm their ownership of the 'Cane Card, explain the Transfer of 'Cane Card policy and why it was broken, get their side of the story, and return the card to them. Make an additional note of the new information and the time the card was

retrieved on the Incident Report and Activity Log.

0402 – Lost Cane Card

If a resident informs the SA that their Cane Card was lost or stolen, they should be told to replace their Cane Card as soon as possible, so that no one can use their access privileges, Cane Express and/or Dining Dollars accounts. This can be done on the Canelink system or by going to Canes Central near Mahoney/Pearson Dining Hall. When creating a temporary card (Resident New Card in Onity), you'll provide access through 12 PM the next business day.

0403 – Guest Access Cards

0603.A – Issuing a Card: In order to best serve residents within the Residential Area, the Department of Housing and Residential Life has developed a system in which a Guest Access Card may be issued to students that have lost or misplaced their Cane Card on the weekends only. If a resident requests a Guest Access Card, the SA should verify their residency (see section – Verification of Residency) and advise the direct Supervisor. The SS will get a Guest Access card, which is located at the front desk of each Residential Area. The service is free of charge, but the card must be returned within 72 business hours, or a \$25 fee will be assessed by the Department of Housing and Residential Life. This service is not and should not be verbally advertised. There are only a few Guest Access cards available per building and if there are none available, this service cannot be provided. The Guest Access Card only gets students into exterior and interior building doors but does not get them into their individual room.

0603.B – Verifying a Temporary Card: If a resident enters with a Temporary Card, the SA should have the resident swipe the card (and it should swipe green), and verify residency via StarRez because the Temporary Cards have no names or pictures. The SA must make a note of the entry on the Activity Log with the resident's name, C number, and room number. Exceptions to this policy include summer sessions, where a special procedure is set up for admitting conference guests.

0404 – Onity Lockouts

When a resident's 'Cane Card is lost, stolen, or locked inside their room the SS will follow the lockout procedure below:

1. The SA will verify residency and fill out a Room Access Consent Form on Qualtrics
2. The charge for an Onity lockout is \$25. In addition, the resident will be charged \$25 if the card is not returned within 72 hours.
3. The SA should follow the Onity Lockout procedures listed in SA Manual.

0606.A – Resident Verification: If creating a temporary card, before proceeding with the Onity system, the SS should personally verify that the resident at the desk is the rightful resident of the room. The SS must then fill out the resources form for temporary card on StarRez.

0606.B – Performing the Lockout: These are the steps to follow when issuing a Temporary Access Onity Card:

1. Verify residency of the student and make sure they know the time limit and fee if the Onity card is not returned
2. Check to see if the Onity program is already running. If it is, make sure to log out. If it is not, click the icon on the desktop
3. LOG IN to the system with your provided username and password
4. Click "Residents". Then click "Resident New Card". Search for the resident via the fastest criteria (e.g First name, Last name, Room number) and click on the name of the correct individual
5. Remove a blank Onity card from the drawer and enter the card number where prompted on the screen. Also write this number on the Star Rez Resource Form.
6. Set the expiration date for noon the next business day (as residents cannot get a new 'Cane Card from Cane Central.)
7. Now you click "Save and Encode". You will hear a noise from the machine and then you will insert the card. Wait for the system to tell you it was successful
8. Next, LOG OUT of the system
9. Hand the card to the resident and explain that the card will only allow them access to their room door and not to any other access doors
10. Inform the resident that they have 72 hours to return the Onity card to the front desk during normal business hours or they will be charged an additional \$25

0405 – CS Gold Lockouts

The Lakeside/University Village and the Single rooms in Eaton (261 – 274) are on the C-Bord locking system. These residents will have the capability of unlocking their own door through the C-Bord Mobile ID app.

If a resident is locked out at the UV **before MIDNIGHT**, and the resident does not have access to the Mobile ID app please contact the UV/LSV CA on duty to process the Lockout.

If a resident is locked out of the UV **after MIDNIGHT**, the following procedure will be followed.

1. The SA will first ask if the resident has access to the C-Bord Mobile ID app. If so, the SA will walk them through the process of unlocking their door:
2. Resident will login on the app using single sign-on
3. Resident will be prompted to enter 4-digit passcode
4. Resident will select unlock room but must be in front of the door they are requesting (i.e., room door, UV gate, etc.)
5. If the Resident does not have access to the app, but has their phone SA should instruct them to download app and follow step 1
6. If the Resident does not have access to the app due to phone being unavailable, the SA will first verify residency.
7. Write down the Residents contact information and inform them that they must be standing at the requested door or gate.
8. The SA will then contact Unit supervisor to relay the information about the lock out.
9. The Supervisor will give the SA an ETA on the lockout and SA should contact the resident back to let them know the ETA.
10. The SA must document this on the activity log.

0406 – Noise Complaints

0608.A – Noises in the Building: If a resident calls down to the post to report a noise complaint, the SA should ascertain any details they are able to gather, such as the caller's information, the location of the caller, and the direction/room where the noise appears to be coming from. Noise complaints cannot be anonymous. The SA should then call the RA- On-Duty and document this on the Activity log.

0608.B – Noises from Outside: If a resident calls down to the post to report a noise complaint that originates from outside the building, the SA should ascertain any details they are able to gather to decide who to contact first. If noise is related to immediate danger i.e., a physical altercation then UMPD should be contacted, but if it's due to a less imminent threat then the unit SS can be contacted. On most occasions it will be the unit SS first. This should be documented on the Activity Log.

0407 – Challenging Resident Behavior and Failure to Stop at Security Post

SAs are expected to challenge all residents, students, student staff, and guests' behavior that may potentially be unsafe, illegal, or disruptive to residents of the Residential Areas, Residential Faculty, and their families, visiting guests, staff, or to the performance of the SAs job duties. Though the SS may serve as a resource in confronting such behavior, SAs are expected to be able to perform such confrontations on their own. Call the ADOD if assistance is needed.

0406.A – Failure to Stop at Security Post: All people entering the building are required to stop at the Security Post. Individuals who do not stop at the post should be confronted by the SA with a reasonable amount of effort. Under no circumstances should the SAs attempt to physically stop the individual(s) from entering. Individuals who ignore the SA or proceed without regard to the requests should be documented on the Activity Log and an Incident Report, clearly stating their description (appearance, physical description, clothing, etc.) and the time they entered. The Incident Report should also include any other information that would be helpful in identifying the individual when the video footage from the cameras is reviewed. The unit Supervisor should be contacted.

0407.B – Unauthorized Guests: SAs may encounter a situation in which an individual will stop at the Security Post but be refused access (they are on the Restricted Access List, don't have ID to be signed in, etc.). In some cases, these individuals will be with a resident attempting to sign them in and will proceed upstairs against the SAs instructions. The name of the resident should be noted, and the exact room number can be found in StarRez. The SA can then contact the RA- On- Duty and/or ADOD to go up to the resident's room and attempt to remove the unauthorized guest from the building. UMPD may be contacted to assist with an unauthorized guest refusing to leave or at the RA-On-Duty's request. Any such incidents should be documented on the Activity Log and an Incident Report. The SS should also be notified.

0407.C – Suspicious/Dangerous Individuals: If any individuals without their host residents proceed upstairs, and appear suspicious or dangerous (e.g., they were carrying a weapon, they're believed to be on the AAR/TPW list, etc.), the SA must contact UMPD, the ADOD, the RA-On-Duty, and their SS immediately (depending on the situation). The SA should also note what floor the individual proceeded to, if possible. Any such incidents should be documented on the Activity Log and Incident Report.

0408 – Alcohol in Clear View

0408.A – Alcohol in Clear View: The alcohol in clear view policy ensures that all persons entering the Residential Areas with alcohol are of legal drinking age. The legal drinking age in the state of Florida is 21 years old and is verified with any form of government identification. Refer to section – Falsified and Fake Identification Cards for procedure pertaining to fake IDs.

0408.B – Verifying Age with StarRez: SAs may use StarRez to verify a resident's age if they do not have a form of government issued ID. StarRez must state the resident is 21 years or older in order to admit the resident with alcohol. Any cases where a resident's age is verified with StarRez must be documented on the Activity Log and an Incident Report.

0408.C – Alcohol in Clear View Standard Procedure: Follow this procedure for students entering the building with alcohol in clear view:

1. Alcohol entering the building must be in clear view of the SA (Security Assistant). SAs may not search bags or assume the contents of any bags or containers unless such bags are clear and can be seen through.
2. Ask the resident for their name and c number. Ask for additional identification showing their age. Verify that the individual is over 21 by checking the birth date. Refer to section – Verifying Age using StarRez if the individual does not have any identification.
3. If the resident is of legal age, allow them to pass. If large amounts of alcohol are being brought in, write a FYI.
4. If the resident is not of legal age, inform them to wait in the lobby while a RA is contacted.
5. Call the RA-On Duty and your direct supervisor
6. Write an Incident Report detailing the specifics of the situation and note this on the Activity Log.

0408.D – Guests with Alcohol: When a resident signs in a guest who is in possession of alcohol, there are certain guidelines that must be followed in terms of checking ages. If the resident is underage and the guest is of legal age, the resident should be informed that they cannot sign in the guest while the guest is in possession of any alcohol. If resident is of age, and the guest is underage and is carrying the alcohol, politely inform the guest that the resident will have to take possession of the alcohol (So long as the residents are 21, their guests may be underage – the residents may still take the alcohol upstairs.). If both individuals are underage or the resident is underage and is carrying the alcohol, the confiscation procedure should be followed.

0409 – Open Containers of Alcohol

0409.A – Entering from Outside: Students who enter the lobby from the exterior of the building with an open container of alcohol must be instructed to pour out the alcohol near a trash receptacle, in clear view of the SA. This must be done regardless of the student's age, as open containers of alcohol outside the building and licensed venues on campus are against University policy. SAs should obtain a c number, verify their age, confront the resident about the policy and ask them to pour out the alcohol. The student's age should be documented for follow-up purposes. SAs must never take an open container away from the student, or attempt to pour it out themselves, as this would put the SA in violations of Housing and Residential Life policies. The SA must report this as an incident report on StarRez.

0409.B – Entering from Residential Areas: Students who enter the lobby from the interior of the building with an open container of alcohol must be asked to approach the post and present their Cane Card and form of ID to verify age. Students who are over 21 should be asked to return to their rooms with the alcohol immediately. If the student refuses to do so, the SA should write an Incident Report stating the resident’s failure to comply and reflect this on the Activity Log. Students who are under 21 must be instructed to pour out the alcohol near a trash receptacle, in clear view of the SA. If a student leaves the building an incident report should still be documented.

0408.C – Failure to Comply: Any student who exits the building with an open container without pouring it out must be documented in an Incident Report and this should be reflected in the Activity Log. If the SA observes the student loitering in front of the building, further consuming the alcohol or leaving the area, the direct supervisor should always be contacted first. Depending on the severity UMPD and ADOD may be contacted as well. The contact person should be given a description of the individual.

Note: Legally anything that is not sealed, has a broken seal, has been opened, or has some of the contents removed is considered an open container.

SECTION 05: AREA-SPECIFIC AND EMERGENCY PROTOCOLS

0501 – Area Specific Guidelines

0501.A – Eaton General Procedures: From 10:00 PM to 8:00 AM the Eaton Front desk becomes the “base station” or “hub” for overnight Security operations for Eaton as well as University Village. The UV Office phone is forwarded to Eaton Front. The Eaton Front SA will answer all UV calls throughout the night, which will be most frequently residents requesting assistance for a lockout (Refer to Section - Lockouts) or a noise complaint (Refer to Section – Noise Complaints). The ADOD, RA-On-Duty, Facilities, Housekeeping, as well as other professional staff may contact the ERC Front desk as well. It is important to maintain great customer service when taking these calls, and to ensure you are collecting as much information as possible when issues arise.

0501.B – Loading Dock Doors: Eaton and Lakeside Village are equipped with Loading Dock Doors that always serve as an access way for building personnel. You may see Facilities and Housekeeping personnel frequent these areas.

0501.C – Eaton Loading Dock Door and Maintenance Door: The Eaton SA must check to make sure that the Maintenance Door leading to the Loading Dock Door hallway next to the south elevator is closed at the beginning of the shift and remains closed for the entire night. The door is marked “Emergency Exit Only.” This door leads to the Eaton loading dock door entrance, which remains locked 24 hours a day, 7 days a week, 365 days a year, as it is never a resident accessible door. Therefore, no one should be going through the maintenance doors at any time, unless otherwise approved, such as Housekeeping or Maintenance personnel. Any such activity should be noted on the Activity Log.

0501.D – Centennial/Lakeside Music & Recreation Rooms: CV and LSV have music and recreational facilities available to all University students for use/practice during the day with priority given to HRL residents. However, after the front desks close at 10:00PM, no resource can be checked out, they may only be returned. To view a tutorial on how to check out a resource, click [here](#).

0501.E – University Village: There are no Security Assistants staffed at the University Village. From 10:00 PM – 8:00 AM, the UV Office phone is forwarded to Eaton Front. The Eaton Front SA will answer all UV calls throughout the night. These calls will mainly be from residents requesting assistance for a lockout or a noise complaint.

0501.F – Lakeside Village: The Safety & Security staff will work the Lakeside Lobby A front desk every night until 8:00AM. LSV residents are not required to sign-in their guests. All LSV elevators will require residents to tap on the reader inside of the elevator for access to residential floors. Any residents without a cane card should be verified if they have a temporary card. All LSV Terraces are closed at 12am and will be cleared by Resident Assistants at the start of their shift.

Each lobby entrance has a Ring camera to allow residents to request assistance entering the building. Anyone requesting assistance or access should be directed to come to Lobby A. If a Security Assistant is contacted by the Lobby A Ring camera, you can allow access into the building by pressing the # key and asking the person to come to the desk for assistance/identity verification. If they are a guest, they are to wait for their resident in Lobby.

0401.G – Post Guides: The Post Guides are available through Teams. Post Guides are quick reference sheets, intended to give the SA an overview of any specific procedures and tips applicable to a specific post. Post guides include information on traffic flow, post-specific procedures, fire alarm systems, post barriers, locations of important items, common reference materials, and tips for specific posts.

0502 – Health & Safety - Emergency Response

0502.A – Standard Responses to Emergency Situations: The typical role of the SA (Security Assistant) during an emergency will be contacting and coordinating the proper response to the situation. The following four (4) individuals/agencies are the most frequently utilized during emergencies:

1. **Security Supervisor:** The Supervisor can be contacted for any issue or question and to give advice on how to deal with a crisis or emergency. SAs are contacted anytime an incident occurs during the night.
2. **RA-On-Duty** – The RA/CA-On-Duty can be contacted to investigate/resolve any issues occurring with residents in the lobbies or the residential areas, as well as for general backup at the post.
3. **UMPD (University Of Miami Police Department)** – UMPD officers can provide backup at any time when life or property is in danger, an investigation must be conducted, a SA needs backup, or a policy needs to be enforced.
4. **ADOD (Administrator on Duty)** – The ADOD is contacted for all major emergencies, such as health issues, deaths, arrests, floods, fires, and whenever UMPD and Coral Gables Fire Rescue is called to respond to an emergency. If another Professional Staff member is present at the scene, the ADOD should still be contacted and notified of this.

Whenever in doubt, or if an odd emergency arises, the SA should consider the above list of resources and contact the appropriate responding parties.

0502.B – Health Emergencies: The SA will be confronted with health emergencies in four primary ways:

1. The health emergency occurs in the lobby area.
2. UMPD/Coral Gables Fire Rescue calls or enters the building to respond to an emergency.
3. The ADOD calls or enters the building to respond to an emergency.
4. A resident contacts the SA to report an emergency.

0502.C – Health Emergency Procedure: In all of the above cases, the following general procedure should be followed:

1. Record all the details you are able to ascertain, including the student's name, location, the nature of the emergency, etc.
2. Call UMPD in all cases to advise them of the situation, unless UMPD notified you of the emergency.
3. Contact your SS (Security Supervisor), the RA-On-Duty, and the ADOD).
4. If a student is transported to the hospital, refer to section Student Hospitalized (Paramedics) Procedure
5. If a student requests transport for a non-threatening situation, advise them to seek a friend or have them contact a cab/rideshare company to drive them. You will still need to collect reason and what hospital as you will still call ADOD. If the resident is unable to arrange transportation, the SA should contact emergency personnel to transport the student.
6. The SA needs to ask the resident where they will be going, what happened, and how they plan to get there.
7. Call the ADOD to notify them of the student situation.
8. Document the incident on the Activity Log and on an Incident Report.

0502.C – Liability: Due to liability laws, Housing and Residential Life staff, including SAs, may not transport sick or injured students to or from the hospital. SAs must never take responsibility for a health-endangered student. In life threatening situations, SAs should contact UMPD immediately. SAs must **NEVER** touch a student under any circumstances. In the event of an emergency SAs may call emergency services for a resident or guest.

0502.D – Student Hospitalized: The SA will be notified of a hospitalized student in three (3) primary ways:

1. Paramedics enter the building and exit with a student to be taken to the hospital
2. A hospital or other agency contacts the post to notify the SA of the hospitalization and give updates or information.
3. A hospital or other agency contacts the post to request information about a student who has been hospitalized.
 - a. **Student Hospitalized (Paramedics) Procedure:**
 - i. Record all the details you are able to ascertain, including the student's name, location, time, the nature of the emergency, etc.
 - ii. Call UMPD in all cases to advise them of the situation, unless they have notified you of the emergency or they are on the scene.
 - iii. Contact your SSs, the RA-On-Duty, and ADOD.
 - iv. Document the incident on the Activity Log and an Incident Report.
 - b. **Student Hospitalized (Hospital Contact) Procedure:**
 - i. When receiving a call from a hospital or other agency, confirm that it is legitimate by checking the caller ID (at any Front Post). If you have a doubt, ask the caller for their name, phone number, and extension. Call the SS for assistance.
 - ii. If the caller is providing you with information, record all the information you receive and then contact the ADOD to relay all information by notifying them of

the hospitalization and/or the information that was provided.

- iii. If the caller requests any information, advise them that you cannot release information, but you can have the ADOD return their call. Ask the caller for their name and phone number, then contact the ADOD. The ONLY exception to this strict policy for any emergency is UMPD or HRL (Housing and Residential Life) professional staff, as they may be given any information they request.
- iv. Document all pertinent details on the Activity Log and Incident Report.

0502.E – Transport from the Hospital: If an on-campus resident calls the post, informing the SA that they are in need of transportation back from a hospital, ask them if they have a friend to bring them back. If the resident says they do not, inform the resident to call a cab/rideshare service to bring them back. If the resident says they do not have any money to pay the cab/rideshare fare, tell the resident that you will get in touch with the ADOD to help coordinate paying for a ride back to campus. Make sure to get the student's cell phone number to relay to the ADOD. Contact the ADOD and relay the information to them including the student's name and phone number.

0502.F – Counseling Situation: If a student requests to speak to a counselor or seems extremely disturbed, the SA should offer to contact the RA-On-Duty to speak with the student, and if necessary, the ADOD. The SA should try to keep the student in the lobby or on the phone until an RA or ADOD arrives. SAs should be mindful of the fact that they are not trained in determining the psychological state of mind of the student but should keep speaking to students in crisis as much as the situation warrants including sharing the after-hours counseling number (305-284-5511). If a student refuses to speak to an RA and/or leaves the lobby, the SA must under all circumstances contact the RA-On-duty regardless, and inform them of the student's name, room number (if known) and anything the student said. The SA should also contact their direct Supervisor and document all proceedings on the Activity Log and on an Incident Report.

0502.G – Concerned Person: There are three types of concerned person calls or interactions an SA may encounter.

- A. Non-Emergency Calls:** In the event that a person calls the post because of concern for their child or a student, the nature of the concern should be determined. All non-emergency calls should be directed to the AD of the building, who maintains hours between 8:30 AM and 5:00 PM Monday – Friday. The call should also be documented on a FYI form. If possible, the parent/person's contact information and the nature of the call should be noted. This should also be noted on the Activity Log.
- B. Urgent Calls:** If the situation appears to be urgent, the SA should note any relevant information from the parent/person, such as the student's name and room number, and the nature of the call. The caller's name, relationship to student (i.e., parent, coach, etc.). The caller should be informed that the information will be immediately passed along to a staff member to investigate, and the SA cannot give out any information or confirm residency due to FERPA (Federal Education Rights and Privacy Act) laws. If the parent/person calls back again, the SA should reiterate they are not allowed to share any information and explain to the parent/person a staff member is investigating. If the parent/person feels uneasy or that the student may be in danger, they could also call UMPD at 305-284-6666. The SA should then call the RA-On-Duty to investigate. The direct Supervisor should also be contacted and informed of the situation as an FYI. Once an update is received by the RA-On-Duty, this should be reflected on the Activity Log. The SA may need to follow-up with the RA for a status update.

- C. Emergency/Life-Threatening Calls:** If the situation appears to be an extreme or life-threatening emergency (e.g., if the student is a threat to themselves or others, if there is a medical emergency, etc.), the SA should contact UMPD, the ADOD, the direct Supervisor, and the RA On-Duty. Depending on severity UMPD/ADOD may be your first point of contact. An Incident Report should be written, and this should be reflected on the Activity Log.
- a. **Note:** If a parent/person ever approaches the post in person requesting information, the ADOD should be contacted to assist with the situation and no information should be given out to the parent/person by the SA.

0503 – Security, Crisis, & Emergency Response

0503.A – Emergency Notification Network (ENN): The University has the Emergency Notification Network (ENN) in place, which is designed to alert all students, faculty, and staff of a large-scale emergency or crisis on campus. One component of the ENN is the ability to send text messages to the cell phones of registered users to advise them of an emergency situation. Security staff members are required to sign up with the ENN to receive phone calls, e-mails, and text messages - this can be done using Canelink.

0503.B – ENN Procedure:

1. Upon receipt of an ENN message, the building-wide PA system will automatically read the message for the entire building to hear.
2. The SA should remain at their post and continue normal duties, unless the ENN message instructs otherwise for the specific building in which the SA is located. In the event a SA is forced to evacuate their post, they should take their radio with them.
3. For the duration of the ENN activation, the SA should write “ENN in progress” on the
4. activity log, instead of “All secure” every hour until the all-clear is received.
5. When the emergency situation has concluded, the ENN system should send out a final message indicating that the “situation is all clear.” The SA should then resume their normal duties.
6. Document the entire event on your Activity Log and an Incident Report once it has completely concluded.

0503.B – Elevator Company (ThyssenKrupp): A staff member of the elevator company will respond for emergency repairs to elevators located within the Residential Colleges. ONLY the Facilities Customer Service Help Desk (8-8282) is authorized to contact the elevator company. If you have any questions, contact your direct Supervisor.

0503.C – Broken/Malfunction Elevators: There are two types of scenarios an SA may encounter when elevators are malfunctioning or broken.

- A. Non-Emergency Problems:** Non-emergency elevator problems include malfunctions that are not serious enough to require an on-call technician, and do not present a serious threat to any individuals. An example of a non-emergency problem is a single elevator not working with the doors shut and no one trapped inside in a tower or building. All non-emergency problems should be reported to the Unit Supervisor. This should be documented on the Activity Log and Incident Report.

B. Emergency Problems: Emergency problems include situations where there is an immediate threat or possibility of a threat to individuals. Examples of emergency situations include: all elevators in a building are out; the 1R elevator in MRC/PRC is out as mobility impaired students on the first floor have no way out of the building; all the elevators in a single tower are out; or if there is a hazardous situation, such as an open shaft or a student trapped inside. All emergency problems are reported to the unit Supervisor, who will contact the Facilities Customer Service Help Desk. The Facilities Customer Service Help Desk will determine if the elevator company is needed. If there is a hazardous situation, the Supervisor and/or RA-On-Duty will also take measures to prevent students from being injured until the technician arrives, such as posting signs, caution tape and other barriers, and/or establishing safety watches.

0503.D – Persons Trapped in Elevator: If the SA is notified of anyone being trapped in an elevator, the following procedure is to be followed:

1. Contact the RA-On-Duty to find the person in the elevator, and the Unit Supervisor to assist.
2. Once it is verified that someone is trapped in the elevator (by the RA or Supervisor). They will call UMPD, advise them of the situation, ask them to send an officer, and request for them to contact Fire Rescue. ADOD will also be contacted.
3. If the elevator is causing a hazardous situation, refer to section - Broken/Malfunctioning Elevators. Call for Maintenance via the Facilities Customer Service Help Desk if necessary and approved by the Unit Supervisor.
4. Document all pertinent details on the Activity Log and Incident Report.

0503. E – Bomb Threat: When a bomb threat has been received, an UMPD Officer, a Central Office Staff member, the RLCSS, or ADRAO will issue a directive that all personnel are to evacuate the affected building or area. SAs and SSs will not, under any circumstances, determine a final course of action after receiving a bomb threat. Normally, any decision to evacuate is agreed upon by at least two people. Such a directive is to be followed promptly to assure the safety of life and property.

0503.F – Bomb Threat Procedure

1. If a threat is by letter or note, protect the written message from handling in order to preserve any fingerprints- DO NOT touch it. Call UMPD immediately.
2. If the threat is by telephone, try to keep the caller on the line in order to ask for specifics (location, time of detonation, description of device, type of explosive), analyze the identity of the caller (sex, mental condition, age), and listen for background noises. Try to record the message in detail and the time the call is received. You should use the bomb threat sheet in the back of the front desk binder if you have time to locate it, if not takes notes however you can. If the caller hangs up, do not hang up the phone.
3. Use a different phone to call UMPD and notify them of the situation. Remain at the Security Post until the police arrive. DO NOT LEAVE TO SEARCH FOR THE BOMB YOURSELF under any circumstances.
4. Contact your SSs, the RA/CA-On-Duty, and the AD-On-Duty.
5. Follow any directives received from Professional Staff, the ADRAO, RLCSS, ADOD, or UMPD
6. Document all pertinent details on the Activity Log and Incident Report.

0503.G – Terrorist Activities: If the SA observes activity which may suggest any type of terrorist action, Call ADOD and UMPD immediately to assist. The SS and any other assistance the SA deems necessary should be contacted as well. Indicators of possible terrorist activities include the following:

1. Suspicious packages, bags, powders, vehicles, uniforms, badges, and/or access cards.
2. Any threats, rumors, allegations, and/or jokes made by or reported by students or visitors.
3. Individuals who appear out of place or unusually nervous.
4. Unusual interest in security measures or personnel, entry points, and/or access control.
5. Unusual interest in security reaction drills or procedures.
6. Suspicious individuals loitering in the lobbies or around campus; possibly disguised.
7. Increase in anonymous calls or threats in conjunction with suspected terrorist surveillance.
8. Unusual use of cameras or video equipment in and around buildings.
9. Attempts to gain sensitive information regarding facilities or personnel by telephone or in person.
10. Individuals who appear to be mapping routes, playing out scenarios, monitoring facilities, and/or observing traffic flow.

0504 – Restricted Access List and Other Restrictions

The Restricted Access List is a list of individuals that are restricted from visiting one, multiple, or all of the Residential Areas, dining halls, or the entire University of Miami campus. The list includes full names and other information and pictures if available. These individuals have been noted in Teams and StarRez and added to their profile. Individuals may have either an AAR (Administrative Access Restriction – issued by University officials) or a TPW (Trespass Warning – issued by UMPD). Individuals are not allowed inside or in the surrounding areas of the Residential Area(s) where their access is restricted. SAs who discover they have accidentally signed in a restricted individual at any point during the night must still follow the procedures outlined below as soon as they realize their error.

0504.A – AAR (Administrative Access Restriction) Procedure: If an individual arrives at a post known to have an AAR, SAs should first obtain a picture ID from the individual to verify their identity. The individual should not be informed they have an AAR, but rather, should be signed in like normal as a guest, paying close attention to the time of entry, as video footage may be used as evidence of violation of the AAR.

After the resident and guest leave the lobby, contact ADOD and the direct Supervisor. Using the telephone, the SA should also notify all other posts in the building of the individual's entry and their full information. Upon arrival, the ADOD will determine the next steps. Document all details in an Incident Report and on the Activity Log.

0504.B – TPW (Trespass Warning) Procedure: If an individual arrives at a post that is known to have an TPW, SAs should first obtain a picture ID from the individual to verify the identity of the individual attempting to enter. Ask the individual to leave the lobby immediately, paying close attention to the time of entry, as video footage may be used as evidence of violation of the TPW. If they ask you why, respond "You can follow-up with UMPD for further details", as this individual signed a document when they were issued the TPW and is aware that they are not permitted at the University of Miami. Contact UMPD to notify them of the TPW. Inform dispatch of the name and description of the individual, as well as their current location (e.g., if they have left the building or not). Then notify all Security staff via the radio of the individual's name and description. This is the only instance in which a name may be said on the radio. Then contact the ADOD and document the details in an Incident Report and on the Activity Log.

0504.C – Be on the Lookout (BOLOs): SAs are responsible for being aware of any updates to current policies and procedures affecting their work. Periodically, updates, memos, and BOLOs will be added to Teams and a notice of these changes will be sent. SAs should always check the Teams General channel when coming on-duty or changing posts, as updates are constant and may be post-specific. BOLOs will

also be updated in Teams. Review these as these documents change over time and will contain people or events that may need special attention.

0505 – Fire Safety

0505.A – Fire Alarm – Basic Procedures: The fire alarm systems and the procedures in place are intended to ensure a quick and effective response to fire alarms. An effective response is crucial when a confirmed fire exists in the building, and the lives of many students are at stake. Although numerous fire safety features exist inside the Residential Colleges, speedy evacuation and help from Coral Gables Fire Rescue remain a person's best chance for survival in an emergency. SAs should always assume the worst-case scenario when dealing with fire alarms, and when in doubt, always err on the side of caution. Remember that students disturbed from their sleep by a nuisance alarm are nevertheless still alive. The term, "general alarm" is used in place of, "fire alarm" throughout the fire safety policies. Call the RA-on Duty to make them aware of the alarm.

0505.B – Interacting with the Fire Panel: An SA will interact with the fire panel by performing up to (2) distinct functions, which are as follows:

1. **Acknowledging the Fire Panel Alarm** – When a general alarm sounds, the SA will first acknowledge the fire panel to identify the location of the source of the general alarm (smoke detector, heat sensor, pull box, etc.). Acknowledging the fire panel alarm will cause the text display/indicator lights on the appropriate panel to register with the alarm's location.
2. **Resetting the Fire Panel Alarm** – SAs should **NEVER** reset the fire panel alarm, even if instructed to do so by UMPD or CGFR. Resetting the fire panel alarm will turn off both the audible alarm and the flashing strobe alarm. Resetting the fire panel alarm will also allow the air conditioning unit to return to its normal status and is the last step in returning the building to normal after a general alarm. Either CGFR or Facilities will reset the fire panel alarm with UMPD permission.

0505.C – RA Role During a Fire Alarm: The RA-On-Duty should come down to the lobby to provide crowd control support and to help clear residents from the building. All RAs are assigned doors and areas to monitor in a fire alarm. The information on the RA's emergency assignments is posted on or in a pouch near the fire panel in each building. The information allows the RAs to verify where to go during a fire alarm, and Security personnel to find specific RAs if necessary.

0505.D – Mobility Impaired Students: Each building maintains an updated Student Mobility Impaired List located near the fire panel. It is the responsibility of Fire Rescue to evacuate these students in case of a confirmed fire, but the SA should remind emergency personnel of this list when they arrive on the scene and have a copy ready to hand to them when they arrive.

0505.E – Fire Panel General Alarm Procedure: The basic operating procedure for general alarms (fire alarms) in all buildings is outlined below. For building-specific procedures, *refer to section – Building-Specific Procedures*.

1. Upon hearing the fire panel going into alarm (hearing the audible alarm, and seeing the flashing bulbs), ask any residents in the lobby to leave the building, and do not allow anyone back inside. Rear Post SAs should do likewise.
2. Leave the post and proceed to the fire panel. Acknowledge the general alarm and note the location and type of alarm (smoke detector, heat sensor, pull box, etc.).

3. Contact UMPD (8-6666) and inform them of the alarm location. Inform UMPD of the
4. issue if you're aware.
5. **NOTE:** The ADOD and Facilities Maintenance should be contacted to meet CGFR in the lobby with the necessary duty keys/card to grant CGFR access to the roof or basement. Contact the Facilities Customer Service Help Desk and inform them of the alarm location. Ask them to dispatch Facilities Maintenance.
6. Contact the RA-On-Duty (*see section – Contacting the RA-On-Duty*) and ask them to come down to the front desk to assist with the alarm and to help with crowd control and resident evacuation.
7. Notify your supervisor.
 - (A) **CONFIRMED NUISANCE ALARM:** If UMPD or CGFR reports a confirmed nuisance alarm and ADOD gives permission. After the fire panel alarm is silenced, allow residents to re-enter the building. **DO NOT** reset the fire panel alarm. The fire panel alarm may only be reset by UM Facilities, with permission from UMPD or CGFR. If the fire panel alarm is silenced by UM Facilities before UMPD or CGFR arrives on scene, contact UMPD, as CGFR or a UMPD officer must still be dispatched to give the all-clear to reset the fire panel alarm. Notify your Unit Supervisor once the fire panel alarm panel has been reset. If the fire panel alarm fails to reset properly, contact the Unit supervisor and the Facilities Customer Service Help Desk for Facilities Maintenance.
 - (B) **CONFIRMED FIRE ALARM/INCIDENT:** If UMPD or CGFR reports a confirmed fire alarm/incident, heavy smoke, or heat, immediately evacuate the entire building by manual evacuation (pressing the appropriate manual evacuation button depending on the area). Contact the RA/CA-On-Duty, direct Supervisor, and ADOD to inform them of the confirmed fire alarm/incident and of your steps taken so far.
8. Once the incident has been dealt with, UMPD or CGFR will give permission for UM Facilities to reset the fire alarm system. Only UM Facilities may reset the fire panel alarm. If the fire panel alarm fails to reset properly, contact the Unit Supervisor and the Facilities Customer Service Help Desk for Facilities Maintenance.
9. For all types of alarms, write a summarized account on the Activity Log, document all details on an Incident Report, and complete the required information on the Fire Alarm Report Log attached to the fire panel of each building (red sheet with a QR code).

0505.F – Fire and Safety Hazards: Obstructions of Exit Routes: Exit staircases, hallways, lobbies, and doors constitute emergency exit routes in case of a fire and must be kept clear. If a SA observes objects or people blocking the above, or they are dangerous in any other way (e.g., slippery material on the staircase), the SA should contact their Unit Supervisor for assistance. In most cases, ABM/Facilities can be dispatched to remove the hazardous condition. Obstructions should be documented for follow-up to an Incident Report, and this should also be reflected on the Activity Log.

0505.G – Dangerous/Flammable Materials: If a SA discovers any dangerous or flammable materials inside or near the Residential Areas, the Unit Supervisor and ADOD/Facilities should be contacted for help. UMPD should be called to respond to the hazard. Document the incident in an Incident Report and reflect this on the Activity Log.

0505.H – Access to Fire Panel: When coming on duty, SAs should check to ensure that the fire panel area, and the path leading to the panel area are both clear of any obstructions. These may include carts, desks, chairs, and many other items which the front desk staff use daily. Any such obstructions must be cleared away immediately. Access obstructions should be documented on a FYI form.

0506 – Fire Panel Procedures

0506.A – Eaton Fire Alarm System: The Eaton fire alarm system is extremely user friendly and easy to operate. The panel displays information using text on a small electronic screen. When a general alarm in Eaton is triggered, the entire building is evacuated. There is no need to manually evacuate a building in the case of a confirmed fire as all floors are evacuated when the alarm initially sounds in Eaton, but pulling a pull box ensures that all floors will be evacuated.

1. Go to the panel and determine the type and location of the alarm. A yellow light is a trouble/supervisory condition (including the blue light security alarm condition, which is treated as a trouble/supervisory condition), and a red light is a general alarm condition (except for the red-light pre-alarm condition, which is treated as a trouble/supervisory alarm condition).
2. For all alarm conditions, press the ACKNOWLEDGE SCROLL DISPLAY button, which will silence the shrill alarm at the panel only.
3. The panel will display the location(s) of the alarm. Continue pressing the ACKNOWLEDGE SCROLL DISPLAY button if necessary to display all general, pre- alarm, trouble, supervisory, and security alarm conditions. Note the location(s) of the problem(s).
4. For trouble, supervisory, pre-alarm, and security conditions, notify your Unit Supervisor and contact Facilities Customer Service Help Desk.
5. For general alarm conditions, contact UMPD to dispatch an officer to investigate the alarm location and contact the RA/CA-On-Duty for crowd control assistance in the lobby.
 - a. ***NOTE:** If the fire panel display indicates a general alarm condition on the roof, in the basement, or in the lobby, call UMPD immediately. No one except official Fire Rescue workers should investigate these alarms; however, UMPD, the ADOD, the RA/CA-On-Duty, and your SSs should be notified of the situation.
6. **Confirmed Fire Alarm/Incident:** Evacuate the building. There is no need to activate a general alarm as all floors have already been evacuated from the moment the panel goes into alarm. However, pull the nearest pull box to ensure the alarm is going off on all floors. Call UMPD and follow Fire Alarm procedure.

0506.B – Mahoney/Pearson Fire Alarm System: The Mahoney/Pearson fire alarm system is extremely user friendly and easy to operate. The LED panel displays information with text on a small screen. When a general alarm in Mahoney/Pearson is triggered, both lobbies, the first floor of both buildings, the affected floor, and the floors above and below in the building with the alarm will be evacuated. In the case of a confirmed fire in Mahoney, the Mahoney pull box can be activated to evacuate the whole building. The same applies to Pearson. The pull boxes in the fire panel room are labeled to indicate which building they correspond to.

1. Go to the panel and determine the type and location of the alarm. A yellow light is a trouble/supervisory condition (including the blue light security alarm condition, which is treated as a trouble/supervisory condition), and a red light is a general alarm condition (except for the red-light pre-alarm condition, which is treated as a trouble/supervisory alarm condition).
2. For all alarm conditions, press the ACKNOWLEDGE button, which will silence the shrill alarm at the panel only.
3. The panel will display the location(s) of the alarm. Continue pressing the FIRE ALARM SCROLL DISPLAY, TROUBLE SCROLL DISPLAY, SUPERVISORY SCROLL DISPLAY,
4. and SECURITY SCROLL DISPLAY buttons if necessary to display all general, pre- alarm,

- trouble, supervisory, and security alarm conditions. Note the location(s) of the problem(s).
5. For trouble, supervisory, pre-alarm, and security conditions, notify your Unit Supervisor and contact Facilities Customer Service Help Desk.
 6. For general alarm conditions, contact UMPD to dispatch an officer to investigate the alarm location and contact the RA/CA-On-Duty for crowd control assistance in the lobby.
 - a. ***NOTE:** If the fire panel display indicates a general alarm condition on the roof, in the basement, or in the lobby, call UMPD immediately. No one except official Fire Rescue workers should investigate these alarms; however, UMPD, the ADOD, the RA/CA-On-Duty, and your SSs should be notified of the situation.
 7. **Confirmed Fire Alarm/Incident:** Evacuate the building by pulling the Mahoney or Pearson pull box (or evacuate both buildings by pulling both the Mahoney and Pearson pull boxes if the confirmed fire alarm/incident is on the roof, in the basement, or in the lobby). Call UMPD and follow the Fire Alarm procedure..

0506.C – University Village Fire Alarm System: The University Village fire alarm system is not monitored by Security staff, and each building has its own panel. If the SA is alerted about a fire or alarm occurring in University Village, they should contact UMPD, the Unit Supervisor, the University Village RA-On-Duty, and the ADOD to handle and investigate the situation.

0506.D – Lakeside Village Fire Alarm System: The Lakeside Village panels are in every lobby. When any lobby is triggered the front desk panel (Lobby A) will be triggered as well. The Lakeside Village rooms are broken down in room locations identified by four separate zones, which will be marked near the fire panel. Every lobby has pull stations that can be used in a confirmed fire.

0503.E – Centennial Village Fire Alarm System: TBD

0506. E – Trouble/Supervisory Alarm Standard Procedure: The operating procedure for trouble and supervisory alarms in all buildings is outlined below. The procedures are simple and concise enough that building-specific procedures are included here:

- A. **Eaton Trouble, Supervisory, Pre-Alarm, and Security Alarm Standard Procedure:** Leave the post and proceed to the panel. Press the ACKNOWLEDGE SCROLL DISPLAY button and continue pressing if necessary to display all trouble, supervisory, pre-alarm, and security alarm conditions and locations. A pre-alarm is red and is treated as a yellow trouble/supervisory alarm. A security alarm is blue and is treated as a yellow trouble/supervisory alarm.
- B. **Mahoney/Pearson & Lakeside Village Trouble, Supervisory, Pre-Alarm, and Security Alarm Standard Procedure:** Leave the post and proceed to the panel. Press the ACKNOWLEDGE button and continue pressing the TROUBLE SCROLL DISPLAY, SUPERVISORY SCROLL DISPLAY, FIRE ALARM SCROLL DISPLAY, and SECURITY SCROLL DISPLAY buttons if necessary to display all trouble, supervisory, pre-alarm, and security alarm conditions and locations. A pre-alarm is red and is treated as a yellow trouble/supervisory alarm. The security alarm is blue and is treated as a yellow trouble/supervisory alarm.
 - a. For all trouble/supervisory alarms, contact Unit Supervisor and contact Facilities Customer Service Help Desk so they can investigate. Document the alarm on the Activity Log, an Incident Report, and the Fire Alarm Report Log on the fire panel.
- C. **Fire Alarm Flow Chart:** Link to [fire alarm flow chart](#)

0507 – Door Prop Alarm

0507.A – General Information: The door prop alarm system monitors all exterior, interior, emergency exit, and loading dock doors in the Residential Areas to ensure they are closed and functioning properly.

0507.B – Shunted Zones: When coming on-duty, the SA should check the door prop panel (located near the fire alarm panels in all Residential Colleges) for any abnormalities, including any error lights, and shunted zones. Doors are shunted (a technical term for disabling the alarm of a zone) when the keyhole of a zone is turned in a vertical direction. The Unit Supervisor must be contacted if any zones are shunted at the start of their shift, and it should be documented on the Activity Log and FYI.

0507.C – Alarm Condition & Resetting: The door prop panel (and the alarm at the door) will alarm if either an exterior or interior door is held open for more than 60 seconds (90 seconds in LSV (Lakeside Village)), or if an emergency exit door or loading dock door is opened for any length of time. The alarm resets on its own if an interior, exterior, or loading dock access door is closed, but will continue to alarm if an emergency exit door was opened, even once it is closed again. SAs must check the panel when it alarms to determine the condition. If an access door is alarming, the SA must determine why by either going to the door if nearby or contacting the Unit Supervisor.

0507.D – Emergency Exit Door in Alarm: If an emergency exit door is in alarm, the SA must inform the Unit Supervisor of the condition. The supervisor will close the door, once secured, the alarm at the panel must be reset using the RESET button with the Unit Supervisor approval. If the alarm continues to sound, there is an abnormal condition, then the Unit Supervisor should be notified again. Any time an emergency exit door goes into alarm (except during a building general/fire alarm) it must be logged in the Activity log.

0507.E – Propped Door: Any time a door has been propped open by an object left in the door, the object should immediately be removed, it should be documented on the Activity Log. Exact times are especially important for these types of reports, so that video recordings can be reviewed.

0507.F – Loading Dock Door: For information on loading dock doors, and alarm conditions at the loading dock door, refer to section – Loading Dock Doors.

0508 – Power Loss & Natural Hazards

0508.A– Power Loss: When receiving a power loss call, the SS should be contacted to determine the extent of the power loss. Critical information includes whether the power loss is only in one or several rooms, or if an entire floor, wing, or building is without power.

- A. Local Power Loss:** In the event of a power failure in one or several rooms, the Facilities Customer Service Help Desk (8-8282) should be contacted. If Maintenance will not attempt to restore power, or they cannot restore power after attempting to do so, the Unit Supervisor and ADOD must be contacted and will then determine the course of action.
- B. Major Power Loss:** In the event that an entire wing, floor, or building is without electrical power, ADOD, Facilities and Unit Supervisor must be contacted.
- C. Storm Outages:** During thunderstorm or hurricane conditions, SAs may observe power going out or fluctuating periodically inside the lobbies and residential areas. The trouble alarms and generator panels will usually alarm during these conditions. If power restores itself immediately, there is no need to notify anyone other than your direct Supervisor, but a note should be made on the Activity Log. Should the building lose power completely or begin running on emergency

power for more than several seconds, the SA should contact the Unit Supervisor Facilities and ADOD immediately.

0508.B – Natural Hazards: The Safety and Security Program provides critical services during a hurricane/tropical storm crisis, coordinating building safety and security. The Residential Areas move into “lockdown” status when anything up to a Category 2 hurricane approaches the South Florida area and hurricane-force weather is expected. SAs staff the building 24/7 during lockdown periods, which can last from a few hours to several days, depending on the storm. On-campus SAs are required to assist with lockdown conditions, but all off-campus SAs are permitted and encouraged to come to and remain in the Residential Areas during the lockdown period as well, as it is a safe location. All regular night shifts are suspended during any lockdown periods. The RLCSS will create a new schedule during lockdown periods. S&S student staff are provided with lockdown pay which is 1.5 their normal hourly rate.

For Category 3 hurricanes and above, the Residential Life Coordinator of Safety & Security will provide directions including when SAs are relieved from their duties should the campus be evacuated.

- A. On-Call Status:** When the threat of a storm to the South Florida area is clear (the storm is 2-3 days away), SAs should begin to check their emails and Teams more frequently for any updates from the administration on lockdowns, staffing, or evacuation. The RLCSS and ADRAO will regularly send updates as storms approach, especially once a hurricane watch or warning is issued. The RLCSS will coordinate efforts to gather SAs for an emergency meeting when a decision to lock down the buildings is made. SAs are expected to monitor storm conditions and staffing status prior to being called in and are not permitted to leave the South Florida area without the approval of the ADRAO and RLCSS. On-Call status simply signifies that all SAs present on campus may be called upon to assist with staffing at any time when conditions warrant. Typically, each building will have its own Unit Supervisor (senior SS) who will set up a shift schedule for the duration of the lockdown period, with all those SAs not working at any given time remaining in On-Call status and inside the assigned Residential Areas.
- B. Policies and Procedures:** Any special policies and procedures during a lockdown condition are set up and announced as conditions warrant. Unit Supervisors fully explain any special policies and procedures during the initial emergency meeting, and at the start of all shifts. These directions will be provided by the RLCSS and ADRAO.

0509 – Service & Support Animals

0509.A – Resident with an Animal: If a resident enters the building with a service or support animal, the Security Assistant needs to verify through the Mobility List to ensure that the student has been approved by the department to have the animal. The mobility list can be found on Teams or near the Fire Panel in each building. If approved, they can enter the building. If they are not approved, the SA should explain the policy to the residents, and they should be informed that our records do not show them being approved for a service animal, and they cannot bring the animal into the building. If the residents insist, they are approved the SA should contact ADOD.

0509.B – Non-Resident with an Animal: If a non-resident, family or guest comes in with an animal they will not be granted access to the building unless it is a service animal, which legally we cannot deny anyone access. A service animal normally will be wearing a red vest and identified as service. If not, it is okay to ask the guest to see the service identification for the animal. **Do Not ask the guest about the**

service animals' purpose or ability. Emotional support animals are not permitted in the building per our policy.

0509.C – Conflict: If any disputes or clarification is needed by someone, the SA must contact the ADOD.

SECTION 06: DOCUMENTATION & ACCOUNTABILITY

0601 – Documentation Protocols

Each night, the SA fills out a series of different forms and logs while they are at post. This documentation is essential, as it records all activities, policy violations, staff issues, and overnight happenings and is critical in communicating what happens at night to the day staff. The RLCSS reviews all documentation daily and is responsible for facilitating the flow of information from nightly logs and documentation to those who need it during the day. Because of the critical role the SA plays at night, clear, cohesive, and correct documentation is essential to the success of the Safety and Security Program, and there is a significant, detail-focused approach to ensuring that SAs complete documentation properly.

0601.A – Documentation Do's and Don'ts: There is a series of best practices for all types of documentation that is completed at night, regardless of the form or log that is being used:

A. Things TO DO in all Documentation

- ✓ Do follow chronological order.
- ✓ Do write in third person
- ✓ Do include complete names and C-numbers for anyone who is involved or mentioned in a report
- ✓ Do use proper capitalization, punctuation, tense, and terminology

B. Things NOT TO DO in all Documentation

- X Do not use inappropriate language, assumptions, or opinions unless they are a direct quote from another involved party.
- X Do not omit critical information that is not documented anywhere else.

0601.B – SS Documentation & Approval: Throughout the night, the Unit Supervisor will review all documentation created by the SAs working the post. The logs and reports are inspected for general accuracy, completeness of content, spelling errors, and grammatical errors. All problems will be pointed out to the SA and edits must be made so that the documentation is as correct as possible. Documentation such as FYIs and Incident Reports will be reviewed throughout the night. The Activity Log will be reviewed towards the end of your shift by the Unit Supervisor, and a notation will be made by the SS at the time when they review the log.

One of the responsibilities of the SS is documenting any issues that arise with respect to SA conduct. SAs should clearly understand that SSs are not asked to make judgment calls during the night about which unacceptable behaviors to document. The duty of determining whether an action is severe enough to warrant a formal written warning or other disciplinary action rests solely with the RLCSS.

0602 – StarRez, Teams, Qualtrics, & Activity Logs

0502.A – StarRez: StarRez is a University platform used for not only a house book, but also reporting and data collections. Safety and Security uses StarRez for several different reports. StarRez will be used for the following functions:

- Resident Information/verification
- FYI Reports
- Incident Reports
- Visitor Reservations
- Activity Logs
- Issuing Resources
- AAR/TPW
- Checking In/Out Residents

0602.B – Microsoft Teams: This is the main form of communication for S&S. Currently a comprehensive guide and material to working in the Safety & Security Program can be found on the University's Microsoft Teams platform. All staff are expected to download the Microsoft Teams App, found in your phone's app store, which will require that you enter your UM (University of Miami) credentials for signing on. After logging in you will navigate to your "Teams" tab and locate the Safety & Security General Staff Team.

Microsoft Teams is a vital platform used by Safety and Security to share updates, memos, important information, and protocol changes. It serves as a centralized hub for accessing training materials, assignments, and resources. The platform's two most utilized channels are the General Channel and the Shift Swap/Drop Channel. The Shift Swap/Drop Channel serves as the channel where all shifts are dropped. Shifts not dropped or posted on this channel will be deleted and considered an improper callout. The General Channel is used to communicate updates and information relevant to all Safety and Security staff, with posts made by the ADRAO and the RLCSS. Team members are encouraged to regularly check Teams to stay informed and aligned with Safety and Security protocols.

Security Assistants are expected to read all Teams posts in full. SAs must acknowledge their understanding by liking the post and ensuring they are familiar with the content. By the start of their next shift, SAs with questions should address them by emailing the RLCSS, raising them during a Staff meeting, responding directly to the post, or discussing them in their 1:1s. All special instructions must be followed, and any unresolved discrepancies should be addressed with the RLCSS promptly at the start of the shift.

Any guides, PowerPoint presentations, posts, or other resources shared on Teams serve as an extension of the Safety and Security Manual and act as a centralized repository for Security Assistants. If you have any questions about the materials or information on Teams, contact the RLCSS immediately for clarification.

0602.C – Qualtrics: Qualtrics is a university platform used for reporting and data collections. Safety and Security uses Qualtrics for several different reports. Semesterly evaluations, SA of the Month, SS interest forms are some examples of how S&S use Qualtrics. This system allows us to create custom reporting tools for the program.

0602.D – Documentation: The following chart compares common incidents with the most appropriate method of documentation the SA should take. Documentation methods should be verified with the direct SS when in doubt.

Type of Incident	Activity Log	FYI Form	Incident Report	Notes
AAR/TPW	X		X	
Access issue (Individual)	X	X		
Access issue (System)	X		X	
Alcohol violations	X		X	
Bomb Threat	X		X	
Cane Card issues	X	X		Depending on situation
Check-in/Check-out	X			
Concerned caller	X		X	
Contract Guard problems	X		X	
Counseling situation	X		X	
Door prop alarm	X	X		
Trouble/Supervisory Alarm	X		X	Incident only if the alarm is repeating
Elevator (Emergency)	X		X	
Elevator (<u>Non-Emergency</u>)	X		X	
Emergency Exit use	X	X	X	FYI if unable to identify individual
Emergency Notification Network	X			
Equipment problems	X	X		
Exceptions to guest policy	X		X	
Failure to stop at post	X		X	
Fake ID/Confiscation	X		X	
Fire alarm	X		X	
Gambling	X		X	Only when money is involved
Health Emergency	X		X	
Inappropriate resident behavior	X		X	
Late Relief	X	X		
Lockout	X			
Lost and <u>Found</u>	X			
Maintenance/Housekeeping issues	X			
Noise complaint	X			
Power loss	X		X	
Problems with fellow staff		X		
RA/CA-On-Duty Calls	X			
ADOD Calls	X		X	Incident only for actual incidents
Residency verification	X			
Start-of-shift problems	X	X		
Suspicious activities	X		X	
Stolen Items	X	X		
Transfer of Cane Card	X		X	
Transport to/from hospital	X		X	
Title IX	X			

0602.E – Standard Paper Logs & Forms: Most of the logs and forms you will use on a nightly basis can be found in Teams or StarRez system. However, there are a few that remain on paper. These are not as commonly used, but important to know, as you will interact with most of them in one way or another during your time in the program.

- A. Fire Alarm Report Log:** The Fire Alarm Report Log is filled out every time that the Fire Alarm Panel sounds for a confirmed alarm/incident, general confirmed false alarm, trouble alarm, or supervisory alarm.
- B. Mobility Impaired List:** This list is to be given to UMPD/CGFR in an emergency which involves CGFR (Coral Gables Fire Rescue) responding to a confirmed situation. This list indicates the students who are mobility impaired and need special assistance in an emergency. This list can be found on the fire panels as well as Teams.

0603 – Progressive Accountability Model

The purpose is to define the response to staff members who are unsuccessful or negligent in fulfilling expectations, duties, and responsibilities as outlined in their job description. Each staff member performs their duties under the direction of a primary supervisor who is responsible for evaluating the job performance of the staff members. While written evaluations are conducted twice a year, the supervisor will provide ongoing feedback throughout the year. Thus, the procedures outlined in this policy may be initiated at any point by the supervisor, in consultation with the area professional staff and/or faculty, when a concern exists about a staff member's performance.

It is important to note that this model serves as a guideline. There may be instances where an action is not covered in the model, yet the supervisor, area professional staff and/or faculty member believes that the behavior needs to be addressed. Also, important to note that this model does not serve as an alternative to university discipline in a case where a student staff has violated a university policy as outlined in the [Student Rights & Responsibilities Handbook](#) and/or the [Housing and Residential Life Policies and Procedures](#). Student staff are not exempt from facing disciplinary sanctions through the Dean of Students Office. In addition to any staff disciplinary action, a student staff who has violated a university policy will also face appropriate university disciplinary action as outlined in the Student Right and Responsibilities Handbook.

0603. A – Goals:

- To help every staff member be successful in their position
- To make every effort to provide staff members with clear and consistent expectations
- To promote impartiality and fairness
- To hold staff accountable for their actions
- To make fair, consistent decisions appropriate to the violation
- To hold all staff members to the same standard
- To achieve consistency in the assignments of sanctions across the residential colleges and apartment areas.

0603. B –Typical Reasons Why Staff Are Disciplined:

1. Failure to meet work requirements as outlined in the Terms of Employment, Staff Expectations, Manual and/or any directives as outlined by supervisor/department
2. Failure to perform staff duties or to meet expectations.
3. Serious violations of policy and/or responsibilities.
 - a. ** Please note that these lists are not all inclusive. All situations will be considered within their specific context.*

0603.C – Failure to Perform Staff Duties Effectively or to Meet Expectations

Improper behavior / incidents will be addressed and may result in a verbal warning, formal written warning, probation, final probation and or termination. Examples of these behaviors (including but not limited to) are:

- Failure to meet an expectation set by the Department or your Supervisor
- Failure to communicate with your supervisor.
- Absence from desk shifts, meetings, training, duty or other events.
- Being late for desk shifts, meetings, training, duty or other events.
- Inappropriate behavior, including on social media and group texts.
- Failure to follow reasonable requests from Supervisors.
- Failure to address issues or policy violations.
- Late or missing paperwork; failure to complete administrative duties.
- Failure to meet requirements of the residential area engagement model.
- Leaving the desk unattended by leaving before a shift ends.
- Allowing unauthorized access of residents and/or guests into the building
- Sleeping at the front desk or post.
- Policy violations.
- Failure to charge resident for a lock-out.
- Failure to meet stated job expectations provided by your supervisor(s).
- Absence from “all hands-on deck” events without prior supervisor approval, such as training, opening, closing, sportsfest, recruitment and selection weekend, hurricane shelter in place, or other terms of employment dates.

0603.D – Serious Violation of Policy and/or Responsibilities

Improper behavior / incidents will not be tolerated under any circumstances and may result in termination. Examples of these behaviors (including but not limited to) are:

- Failure to abide by and enforce [Department of Housing and Residential life](#) and University of Miami [Students Rights and Responsibilities policies](#)
- Failure to abide by and enforce local, state, or federal law
- Insubordination
- Multiple failures to perform staff duties effectively
- Assault, abuse or harassment
- Violation of trust or confidentiality
- Demonstrating behavior that impairs staff’s ability to be a role model or that could be considered damaging to the Department of Housing and Residential Life mission
- Misuse of keys or access cards
- Disrespectful or insubordinate behavior
- Violation of probation
- Possession/use of illegal drugs
- Alcohol use, including but not limited to:
- Possession of, consumption of and/or being under the influence of alcohol if under the age of 21
- Alcohol-induced behavior which either violates Housing & Residential Life policies and/or University policies or which compromises the staff’s ability to consistently apply and enforce the Students Rights and Responsibilities Handbook
- Providing alcohol to students or staff members under the age of 21
- Consuming alcohol with students or staff members under the age of 21
- Failing to confront the underage consumption of alcohol by students or staff members

0604 – Overview of Progressive Accountability Process & Outline

If the supervisor, area professional staff and/or residential faculty determines that a staff member is unsuccessful or negligent in fulfilling expectations, duties and responsibilities as outlined in their job description and individual area expectations, the supervisor will meet with the staff members to discuss these concerns. The purpose of the meeting will be to determine the issues involved, if any extenuating circumstances exist, and the appropriate action to be taken.

Following the meeting and additional investigation, if warranted, staff disciplinary action will be determined based on the severity of the situation. This action may include but is not limited to, any combination of the following:

1. Counseling / warning and restatement of expectations.
2. Documentation of the meeting and its outcome.
3. A written reprimand / official job warning.
4. Job Probation accompanied by specific conditions that must be met for continued employment and from which any further failure to perform any element of the job description or expectations will lead to immediate termination from the position.
5. Immediate termination from the position.
6. Referral to the Dean of Students Office if a violation of Students Rights and Responsibilities and/or University policy has occurred.

The supervisor will provide the staff member with a written copy of any formal action that is taken and place a copy in the staff members employment file. A copy of this documentation will be forwarded to the Assistant Director of Student Staff Training and Recruitment, the Office Manager for Residential Life and the Senior Residential Faculty of the respective area. Documentation of other meetings between the staff member and supervisor for which no formal sanctions occur may also be placed in the staff member's file. All documentation will remain in personnel files for the duration of their employment.

The nature of the action taken depends on the severity of the performance issue or policy violation. Certain policy violations typically result in automatic termination from the position, even though the staff member may not have received a written warning or been placed on a period of probation prior to the incident. Other infractions may accumulate and necessitate the need to initially issue a written warning, and then progress to a period of probation, and then end with termination.

0604. A – Verbal Warning, Formal Written Warning & Job Probation

- Offense is committed.
- Supervisors meet with the staff member within 5 business days of supervisors' awareness of offense.
- Letter is given to staff members within 3 business days of initial meeting documenting situation and performance plan. A copy is provided to the Assistant Director of Student Staff Training Recruitment, the Office Manager for Residential Life, and the Senior Residential Faculty (if applicable).
- In the case where no formal action is taken, the staff member will be informed that a note about the situation is being placed in their file within 3 business days.
- Follow-up is conducted during one-on-one and other performance meetings between the supervisor and staff members.

0604.B – If Termination is being considered

- Supervisor(s) consults with the Senior Residential Faculty (if applicable) and the Director of Residential Life to determine whether termination is necessary. Second meeting between the supervisor and staff member (if applicable; Senior Residential Faculty may be present).

0604.C – Verbal Warning: is used to focus attention on a problem. The supervisor will have a conversation with the staff member. At this time no formal action is deemed necessary. The verbal warning remains in effect for the current term of employment and the staff member is expected to show improvement or further job action could take place including, but not limited to a written warning. A confirmation email outlining the conversation will be sent to the staff member and a note will be placed in the staff members' file for documentation purposes.

0604.D – Written Letter of Reprimand / Formal Job Warning: is used to formally document and take action against inappropriate behavior or failure to meet expectations. The supervisor will have a conversation with the staff member and also provide them with a written letter that outlines the action. A copy is sent to the Assistant Director of Student Staff Training Recruitment, the Office Manager for Residential Life, and if applicable; the Senior Residential Faculty of the area. The written warning remains in effect for the current term of employment and the staff member is expected to show improvement or further job action could take place including, but not limited to probation.

0604.E -- Job Probation: is written communication initiated by the supervisor to the staff member stating the reason for the final job probationary status, what action is required and may provide a date or time frame by which the problem or behavior is to be corrected. Job probation is in effect for the current term of employment and failure to take the steps directed, failure to improve the performance problem or if there are any other performance problems or if the employee engages in unacceptable behavior in the future, will result in the immediate termination of employment.

At the time the staff member is placed on Job Probation, the supervisor is to provide the employee a written statement identifying the reason(s) for the Job Probation, steps to be taken, and a reference that termination is likely if the problem(s) is/are not corrected or if there are other problems. An action plan to assist in correcting the problem(s) may be developed. The supervisor is to forward a copy to the Assistant Director of Student Staff Training and Recruitment and the Office Manager for Residential Life for inclusion in the employees' personnel file.

0604.F – Termination: Can be in two (2) categories where the supervisor determines that the employee's: 1.) performance is unsatisfactory, or 2.) conduct is unacceptable. Termination for unsatisfactory performance is due to the failure to improve performance problems or due to a severe performance problem. The Supervisor will consult with the Director of Residential Life to determine if termination is necessary. In some cases, the staff member may be given the opportunity to resign. The staff member will receive and sign a letter outlining the reason(s) for the termination. The letter will also clearly state that the staff member must immediately stop performing all of their job responsibilities. The letter will also provide a timeline for the staff member detailing when they must check out of their staff room if they are being provided housing through their employment.

0604.G – Suspension pending Investigation: becomes a staff member status if the staff member is under investigation by DOSO, UMPD, or other criminal/legal/official authority for serious allegations. The Department of Housing and Residential Life retains the right to subject the staff member to any or all the following actions under this status:

- Suspension of all job responsibilities.
- Suspension of pay.
- Relocation.
- Access restrictions.

At the conclusion of the investigation, the staff member will meet with the supervisor to determine an action plan, next steps, and if approved, reintegration into staff and building community. The staff member may also be subject to accountability from Housing and Residential Life or DOSO depending on the outcome of the investigation.

0604.H – Suspension pending Appeal of Termination: becomes a staff member status if a terminated staff member elects to appeal their termination within 2 business days of receipt of their termination letter. During the time which a staff member is considered Suspended pending Appeal of Termination, the following will occur:

- The staff member will immediately stop performing all their job responsibilities.
- The staff member may be required to relocate to a different area until the conclusion of the appeal process.
- The staff member will be prohibited from entering staff only locations, e.g. behind the front desk, supply room, storage room, posts, security office, etc.
- The staff member may not be paid during this time.

0605 – Probation & Termination Appeal Process and Timeline

0605.A – Probation Appeal Process & Timeline: A staff member may appeal a decision to place them on job probation. The appeal must be submitted in writing to the Director of Residential Life within 2 business days of receipt of their probation letter. If the appeal is accepted, the Director will schedule and meet with the staff member to discuss their appeal within 5 business days of accepting the appeal.

Following this meeting, the Director will have 5 business days to make their decision regarding the appeal and submit that decision to the staff member in writing. The decision that the Director makes is final and cannot be appealed further. If probation is not upheld, the Director of Residential Life will determine the alternate form of discipline, if any is necessary.

0605.B – Termination Appeal Process & Timeline: The staff member may appeal a decision to terminate them. The appeal must be submitted in writing to the Director of Residential Life within 2 business days of receipt of their termination letter. If the appeal is accepted, the staff member will be suspended pending Appeal of Termination. Within 5 business days, the Director will schedule and meet with the staff member to discuss their appeal. Following this meeting, the Director will have 5 business days to make their decision regarding the appeal. The final decision regarding the appeal should be submitted in writing to the staff member.

The Director of Residential Life reserves the right to review and reconsider any and all job outcome decisions including termination and appeal decisions. At the conclusion of this appeal process, if termination is upheld, the staff member will be given a timeline detailing next steps. If termination is not upheld, the Director of Residential Life will determine an alternate form of discipline, if any is necessary. The staff member will meet with the designated Director of Residential Life to determine an action plan, next steps, and reintegration into staff and building community.

0606 – Resignation

Employees are required to submit a resignation letter with a minimum of two weeks' notice to leave in good standing. Resigning without two weeks' notice will be considered voluntary termination, unless an exception is approved on a case-by-case basis. If resigning the SA has 72 hours to turn in their polos and nametag to the RLCSS. Failure to do so may result in last paycheck being withheld.

0607 – Evaluations and Quality Control

0607.A – SA and SS Evaluations: SAs and SSs undergo a frequent evaluation process, where the strengths and areas for improvement of each employee are identified. As part of the evaluation process, SSs are asked to evaluate several SAs who have worked with them during the semester, and discuss their observations, praise, and concerns. Likewise, the same SAs will evaluate the SSs. The RLCSS will meet with any SAs as needed to clarify outstanding issues. The RLCSS will also meet with each SS on a one-on-one basis to discuss the SS's evaluations, and to evaluate the SS him/herself. Additionally, SSs are asked to evaluate themselves based on several criteria. These evaluations are discussed in the SS's one-on-one meeting.

The evaluation process for SS of SAs is completed through evaluation forms sent out by the RLCSS. The evaluation process for the RLCSS is completed through a special evaluation form which may be handwritten or typed. This form will be distributed by the RLCSS near the end of the semester.

0607.B – Quality Control: The Safety and Security Quality Control Program serves as a continual on-the-job training program for SAs and SSs. The RLCSS will test the knowledge of SAs, and SSs concerning policies and procedures and assign a pass or fail assessment based on the level of knowledge that the SA or SS possesses. During each general staff meeting the RLCSS will quiz SAs and SSs. SAs and SS should be tested on two (or more) policies and procedures topics. The policies and procedure topics are listed in the SA Manual and on the Quality Control Form.

- A. Testing and Grading:** Most policies and procedures should be tested in the form of scenario-based questions. A detailed checklist of each Quality Control topic is available to all employees and must be used during the course of testing. SAs receive one of two marks in each topic, depending on the RLCSS assessment of their knowledge:
- Pass – The SA demonstrates exceptional knowledge of the policy or procedure with no mistakes.
 - Fail – The SA has a poor knowledge of the policy or procedure and/or has made one or more mistakes.

0608 – Attendance Policy and Procedures

0608.A – General Attendance Expectations: Punctuality and presence are essential to the integrity and effectiveness of the S&S Program. All team members are expected to arrive on time for scheduled shifts, training, 1:1 check-ins, meetings, and program events. Timely attendance ensures that posts are staffed without interruption, transitions are seamless, and the safety of our community remains uncompromised. This policy outlines attendance expectations, accountability procedures, and disciplinary actions. It is intended to foster a culture of professionalism and reliability, and to emphasize the direct impact attendance has on S&S operations.

Punctuality is a core expectation for all members of the Safety & Security Program. Staff must be fully prepared and ready to begin their responsibilities by the scheduled start time, arriving at or after that time is considered late and negatively impacts operations and coverage. Attendance is mandatory for all scheduled shifts, trainings, 1:1 check-ins, meetings, and program-wide Safety &

Security events. These commitments are not optional and are essential for maintaining team consistency and operational effectiveness. In addition to being present, staff are expected to be fully engaged. This means refraining from distractions such as phone use or unrelated tasks during any S&S activity. Any absence must be communicated to a supervisor at least 72 hours (three days) in advance. In the case of an emergency, notification should be made as soon as possible, and appropriate follow-up documentation may be required.

0608.B – Training & Meeting Make-Up Policy: Missed trainings or meetings may require a mandatory make-up, scheduled at the discretion of the RLCSS. It is the responsibility of the staff member to review any materials posted on Microsoft Teams, sent via email, or touch base with an SS or the RLCSS if they miss a session.

0608.C – Late Arrival Policy: An SA is considered late if they arrive or clock in one minute or more after their scheduled start time:

A. Scenarios of late arrivals:

- a. First Half Shift: Late if arriving at or after 9:45 PM
- b. Second Half Shift: Late if arriving at or after 2:45 AM
- c. A minute after scheduled meeting, training session, or S&S event

B. Accountability for arriving late:

- a. After the 3rd late arrival, a Verbal Warning will be given.
- b. After the 5th late arrival, a Written Warning will be given.
- c. After the 7th late arrival, the student will go on Probation.
- d. After the 10th late arrival, the student will be Terminated.

0608.D – Proper Call Out Policy & Procedure: A proper callout is when all steps are taken in the callout procedures by the callout time. Failure to complete all steps by the specified time will result in an improper callout. If an SA calls out, they should do so by the below times. If they call out after these times, it will be considered an Improper Call Out.

A. Callout Times:

- a. First half's (9:45pm) - call out by 8pm
- b. Second half's (2:45am) - call out by 12am

B. Callout Policy: If you are unable to make it to your shift, as soon as you are aware, please follow these steps:

- a. When you know you can't make it:
 - i. Drop the shift on WhenIWork.
 - ii. Make a post on Teams asking for someone to pick up the shift.
 1. Must be the correct channel
- b. Before 8 PM the night of the shift:
 - i. Call the Unit 2 Duty Phone (305) 215-6732.
 1. Leave a voicemail if there is no answer.
 - ii. Explain what shift and post you will be absent from.
 - iii. The further in advance you drop the shift the better!
- c. You are held accountable for any shifts you have UNTIL it is picked up by another person

C. Accountability for proper call outs:

- a. After the 3rd call out a Verbal Warning will be given.
- b. After the 5th call out a Written Warning will be given.
- c. After the 7th call out, the student will go on Probation.
- d. After the 10th call out, the student will be Terminated.

0608.E – Improper Callout Policy: An improper callout is when one or multiple steps in the callout procedures was not followed or completed. This includes failure to complete all steps by the specified times.

A. Accountability for improper callouts:

- a. After the 2nd improper call out, a Verbal Warning will be given.
- b. After the 4th improper call out, a Written Warning will be given.
- c. After the 6th improper call out, the student will go on Probation.
- d. After the 9th improper call out, the student will be Terminated.

0608.F – No Call/No Show Policy: A no call no show is when an SA does not follow any callout procedures, does not show up, and does not call-in advance to notify anyone that they will not be coming to shift.

A. Accountability for no call/no show:

- a. After the 1st no call/no show, a Verbal Warning will be given.
- b. After the 2nd no call/no show, a Written Warning will be given.
- c. After the 3rd no call/no show, the student will go on Probation.
- d. After the 5th no call/no show, the student will be Terminated.

0609 – Prior Accountability and Performance History

The Safety & Security program holds all staff members to a high standard of professional conduct, including consistent and reliable adherence to policies, and professional conduct. While employment contracts may be renewed on a semester or annual basis, prior infractions, including but not limited to attendance issues, policy violations, or performance-based concerns remain part of a staff member's employment history and may be considered when evaluating current or future accountability or employment.

Key points:

- A new contract does not negate a staff member's prior accountability; past concerns and documentation remain part of ongoing performance evaluations.
- Patterns of concern across multiple terms may be addressed as cumulative behavior and considered when determining appropriate accountability.
- Prior documentation and corrective action (e.g. verbal/written warnings) can impact current decisions.

SECTION 07: ADMINISTRATION & LOGISTICS

0701 – Scheduling and Shift Requirements

Schedules for the semester are created during SA Training. During the end of SA Training, SAs partake in a shift selection process with the RLCSS, known as the Draft. This is done in alphabetical order by last name (Fall semester) and reverse-alphabetical by last name (Spring semester), with senior SAs picking their schedules first. All new Fall SAs will receive 3 shifts, selected in this draft, 2 weekday and 1 weekend shift. All returning SAs will select a minimum of 2 shifts, 1 weekday and weekend shift. Any new Mid-Year SA may not be able to receive 3 shifts. SA's may submit swap requests before the given deadline after the initial schedule is released. SAs will retain their schedule from the duration of the present semester, unless a permanent trade is worked out between fellow SAs. The Safety and Security Program reserves the right to assign and modify any shifts to the staff at any time.

- A. Work Requirement:** To carry the burden of shifts in each semester and ensure that all staff members are regularly working, each new staff member will be required to work at least three shifts per week, and returners two shifts. To remain on staff, SAs must meet their work requirements each semester. Failure to meet the work requirement in a semester may result in termination of employment and/or non-renewal of Employment Agreement. Should a staff member fail to reach this average number of hours worked halfway through the semester, they shall receive an e-mail notice from the RLCSS or Housing Security email. If a staff member completes an entire semester of employment without reaching the minimum average amount of hours worked requirement, they will be required to meet with the RLCSS, will receive an official written warning for failing to meet one of the minimum requirements of the SA position, and may be placed on probation for the following semester. If the staff member completes a second semester without reaching the minimum number of shifts requirement, the staff member may not be invited to return in upcoming semesters. Extenuating circumstances that prevent a staff member from meeting this requirement should be discussed on an individual basis in advance to the RLCSS. Approved exceptions will not be subject to this policy. Security Assistants working on an alternate status are exempt from this policy.
- B. Winter and Summer Employment:** SAs are employed for the duration of the regular fall and spring semesters. Periods such as Winter Intersession (December-January) and Summer Intersessions (May-August) require staffing of a limited number of Residential Areas. Employees are encouraged to apply to work during these periods through an application process conducted one to two months prior to these breaks. Summer employees are assigned a room free of charge if they fulfill their contractual shift obligations and perform duty rounds.
- a. **Selection:** Depending on demand and need, there may be a limited number of positions available, and the staff is selected by the following criteria, in order from most important to least important:
- i. Employees that will be returning to the staff the following semester
 - ii. Availability for the entire summer/winter intersession period
 - iii. Number of shifts desired to work
 - iv. Job performance
 - v. Seniority

0701.A – Issuing Schedules: Staff will receive their work schedule through an online scheduling system called WhenIWork. The work schedule is available through the system’s website (<http://wheniwork.com>) as well as a smartphone app for iPhone and Android phones. Shift drops and swaps are created through the WhenIWork system. In addition, every staff member’s phone number is available through the system for use in case of late arrival. If a staff member has an issue with their schedule, it is their responsibility to email the RLCSS to address it. This includes but is not limited to issues with permanent shifts, extra shifts assigned to, etc.

Note: All staff must set privacy on their user profile to public to allow access to their phone numbers. Phone numbers are only to be used by the RLCSS or SSs to contact them during work hours.

0701.B – Additional Shifts: During the semester, additional shifts may become available as emergencies arise or as SAs drop shifts. These temporary or permanent shifts are typically distributed on a first come, first-serve basis through WhenIWork notifications, but the RLCSS reserves the right to distribute the shifts.

0701.C - Vacation Coverage: During Thanksgiving and Spring Break, a special schedule will be made, and SAs can work up to 40 hours. The requirement for working these breaks will be determined at the beginning of each academic year. During a staff meeting the schedule will be determined. Shift minimums will depend on the number of SAs who are working the break. If there is not enough interest in covering staffing over the breaks, all staff will be responsible for

their permanent shifts. New hires will work the break during the semester that they start employment. Mid-year new hires will work the following semester's break.

0701.D - Shift Start Time: All regular night shifts begin at 9:45 PM or 2:45 AM. SAs are responsible for having their post set up and being ready to screen residents and guests at or before 10:00PM and 3 AM. It is the responsibility of the SA to know how much time they need to prepare the post for work and are expected to arrive at work no later than 9:45PM or 2:45 AM. Failure to arrive by 9:45PM or 2:45 AM, and/or to be ready to work by 10:00PM/3 AM will be treated as tardiness and may result in documentation and a disciplinary action, meeting with the RLCSS may follow.

A. Shift Durations: Shift durations are as follows:

- a. First Half's: All Posts
 - i. 9:45PM – 3:00AM
- b. Special Half's: Thursday – Saturday only
 - i. 9:45PM – 4:30AM
- c. Second Half's: All Areas
 - i. 2:45AM – 7:00AM (Rear Shifts)
 - ii. 2:45AM – 8:00AM (Front Shifts)

0701.E – Shift Coverage: SAs are solely responsible for the coverage of their shifts. Any unexpected absences may result in termination of employment at the discretion of the RLCSS. Calling in sick and emergency shift coverage situations are treated as any other absence barring extreme circumstances. The RLCSS will decide the proper disciplinary action. SAs may trade shifts between each other, and/or SS's who can pick up and work SA shifts.

0701.F - Shift Changes: SAs are free to exchange and release shifts through the online scheduling system at WhenIWork. However, if no one picks up the shift dropped, the SA remains solely responsible for its coverage. When dropping a shift on WhenIWork, there is an option of attaching a message. However, these messages must be professional in nature and must be sent only once, rather than several times during the day. At 9:00 PM, the schedule is considered "set" for the night, and no SAs are permitted to drop/swap shifts for that night, including second-half shifts.

0701.G - Discrepancies: If any discrepancies arise, the person whose name appears on the schedule is responsible for the shift. However, the RLCSS reserves the right to discipline either or both parties by evaluating the situation on a case-by-case basis, with the consideration of any evidence provided, such as email transmissions.

0701. H - Reporting Late for Duty: Any SA who anticipates reporting late for duty should text the SS Unit 2 phone number **NO LATER THAN 8:00PM**, indicating the reason and an expected time of arrival. If it is after 9:45 PM and the SA is late (e.g., stuck in traffic), they should call the scheduled Unit Supervisor Duty Phone to speak to their SS. SAs should not contact SSs via personal cell phone.

0701. I - Emergency Shift Coverage: In the event of an emergency, such as hospitalization of the SA, car accident, or a death in the family, the SA should drop their shift via WhenIWork. Any time an SA requests Emergency Shift Coverage, the SA must obtain formal documentation to corroborate the request for emergency coverage, and a follow-up meeting will automatically be set up between the SA and the RLCSS to discuss the situation.

0701.J – Special Shifts and Coverage: During certain events, such as move-in periods, sporting, and concert events, etc., additional staffing may be necessary at the Security Posts. These shifts may include, but are not limited to fire drills, assisting with programs, interviews, etc. and will be distributed by the RLCSS via WhenIWork and are typically assigned on a first-come, first-serve basis.

0702 – Payroll and Compensation

SAs are paid as follows:

- Monthly Staff Meetings – For the meeting's duration, unless otherwise specified. (Disciplinary meetings and make-up meetings are not eligible for compensation)
- Holiday Pay – Thanksgiving and Christmas Day
- Training – as arranged, typically actual hours in training (Stipend)

Lateness will deduct from the specified pay according to the total time of tardiness. Note that pay is recorded in ¼ hour increments (15 minutes). For example, an SA who arrives 18 minutes late to a shift will be deducted 0.5 hours from their pay. It will always round up for late situations.

0702.A – Record Keeping: It is the responsibility of SAs to clock in and out of Workday for all scheduled shifts, meetings, training sessions, and other work-related activities. Clocking in and out can be done using either a laptop or a cellphone. SAs and SSs must clock in upon arriving at their post and clock out when leaving their post. If an SA or SS is unable to clock in or out, or forgets to do so, they must notify the RLCSS and the Residential Administrative Service Specialists (RASS) via email by the end of the shift, providing details of the issue. SAs and SSs are not allowed to submit or approve their time.

Please note the following important expectations:

- A. Clocking In/Out:** All student staff must clock in at the start of their shift, clock out for breaks, and clock back in/out accordingly.
- B. Corrections:** If a correction to a timecard is needed (e.g., a missed punch), the student must email both the RLCSS and RASS. Requests sent to only one person will be automatically denied.
- C. Exceptions Only:** Contacting the RLCSS and Jayshawn should be reserved for exceptions and not used as a substitute for regularly clocking in/out.
- D. Workday Down:** When Workday is down, student staff will need to email the RLCSS and RASS.
- E. Accountability:** Continued failure to follow timekeeping procedures may result in accountability measures.

0702.B – Timecards & Errors: All staff members are responsible for checking their hours for the week on Workday for accuracy. Any discrepancies with time entries need to be reported as soon as possible via email to the RLCSS, using the subject line: “Workday Issues”. The email sent should also include the shift, and the start and end time that the SA worked. All workday errors are documented, including maintenance and missed punches. If an SA believes their paycheck has an error, they should contact the RLCSS and RASS via email immediately. Failure to send a professional email with the appropriate subject line may result in the timecard not being adjusted.

0702.C – Workday Down: Workday will be temporarily unavailable for a few hours due to scheduled updates and maintenance. During this time, hourly employees will not be able to clock in or out for their shifts. If a Safety & Security staff member is unable to clock in or out during this downtime, they must email the RLCSS and RASS by the end of the impacted shift. The email should include the shift worked, the hours worked, and the post worked. Please ensure the email follows the format outlined in the “Timecards & Errors” section.

0702.D – Overtime: Security Staff are restricted to working only 40 hours per week. Overtime is not permitted unless explicitly approved by the RLCSS. Overtime is defined as working more than 40 hours in any one week. International students, due to federal law, have an overtime restriction defined as working more than 20 hours in one week. SAs are fully responsible for

tracking their own hours and ensuring that they do not exceed their weekly hour count (20 for international students, 40 for all other students). Always contact RLCSS with questions regarding current hours. An SA can view their hours for that pay period via Workday. Unapproved overtime is not acceptable and will result in documentation and job action. If an SA holds a second on-campus job, all the above applies, and the totals from both jobs determine overtime status. The total from both jobs combined must be no more than 40 hours per week.

0702.E – Direct Deposit: University employees are paid through Direct Deposit. Therefore, employees must provide information for their bank account of choice. To apply for direct deposit, visit the Workday website. Direct deposit usually takes effect two pay periods from the time it is applied for. If there is a delay in entering account information, a physical check will be issued.

0702.F – Taxes: Depending on your tax status, Medicare, Social Security, and Federal taxes will be withheld from most paychecks, as required by government regulations. Typically, the amount withheld will be lower than average if the SA remains a full-time registered student. The amount will increase if the SA loses full-time status, such as during summer and winter breaks. Please direct questions/concerns to the Office of Student Employment.

0702.G – Federal Work Study: Federal Work-study awards are not required to work for Housing and Residential Life Security & Security position but are strongly recommended. If a SA has work- study and would like to apply it to their SA position, they should contact the RLCSS. Once work- study has been applied, it cannot be removed for the duration of the semester.

0702.H – Holiday Pay: Any shifts worked on the nights of university holidays are paid at one and a half rate unless otherwise noted. These holidays are predetermined by the University and typically include Thanksgiving Day and Christmas Day. These shifts are assigned as usual and can be picked up or dropped within the normal constraints of shift coverage.

0702.I – Payrate/Raises: The starting pay rate for a Security Assistant (SA) is \$16.50 per hour. After completing two consecutive academic semesters (Fall and Spring), SAs receive a \$0.25 raise at the beginning of the following semester. Please note that working during the summer or winter intersessions do not count toward eligibility for this raise. If the base pay rate is adjusted for all employees, the new base pay will override any scheduled increases.

0703 – Training and Continuing Education

All SAs are required to complete training before beginning work. Training dates and arrangements are explicitly stated during the hiring and re-hiring processes. All SAs are required to attend training, however, the specific dates and session expectations may differ semester-to-semester, at the discretion of the RLCSS and ADRAO. SAs who do not arrive on time for training, who miss training, or who are not attentive during training will have disciplinary follow up with the RLCSS.

0703.A – UI Shifts: New SAs are required to undergo a UI (Under Instruction) shift following training before they are permitted to work on their own. The UI shift consists of several components:

- A. An experienced SA will work alongside the new SA for the duration of the shift, explaining the standard start-up procedures, and the building's specific features.
- B. The new SA will act as normal throughout the night, and if they run into any issues, the SS will provide support and guidance to the SA.
- C. Once the new SA finishes the Under Instruction shift, they may begin working shifts on their own.

0703.B – On the Job Training: The Safety and Security Super Chats serves as a continual on-the-job training program for SAs. The use of super chats will be determined by the ADRAO and the RLCSS at the beginning of the semester. SAs will take a short online quiz based on topics issued by the RLCSS. After the quiz, the RLCSS or SSs will review any missed questions and

provide reminders related to that topic. There are several topics per semester. If an SA does not pass the first time, they will be allowed to retake the quiz during a later shift. After two failed attempts, the SA will meet with the RLCSS to review the topic. If an SA fails three topics in a semester, then their employment status will be reviewed. This test will be administered through Teams and will consist of policies and procedures. The tests will be scored. A score of 85% or higher is needed to be considered passing.

0703.C – Other Resources: All training PowerPoints and guides are available to all staff 24/7 during their employment with S&S. SAs are encouraged to routinely review the material and reach out if they have any questions or need clarification. In addition to the training material, additional resources available to SA are:

- Microsoft Teams – contains manuals, policies/procedures, & post guides
- SA Manual
- Supervisors and S&S Professional Staff – Can provide guidance in terms of policy and handling situations.
- Any guides, PowerPoint presentations, posts, or other resources shared on Teams serve as an extension of the Safety and Security Manual and act as a centralized repository for Security Assistants. If you have any questions about the materials or information on Teams, contact the RLCSS immediately for clarification.

0704 – Security Supervisor Units

Unit Numbers: During the regular semester, there are three SSs working. Each is responsible for giving breaks (if needed) in their areas when they are on duty and general oversight of the posts in each area. During intersession periods, or during high-traffic nights, unit numbers may change, or additional units may be added.

- **Unit 2:** Responsible for overseeing operations in Mahoney and Pearson, Unit 2 is on duty from 9:30 PM to 6:00 AM. Before Unit 4 begins operating, Unit 2 is also responsible for overseeing Lakeside in addition to Mahoney and Pearson.
- **Unit 3:** Unit 3 oversees operations in Eaton, Lakeside, and University Village, and is on duty from 9:30 PM to 6:00 AM. Prior to Unit 4's activation, Unit 3 is responsible for Centennial Village, University Village, and Eaton.
- **Unit 4:** Tasked with overseeing operations in Centennial, Unit 4 is on duty from 11:30 PM to 8:00 AM. Additionally, Unit 4 manages operations in all areas between 6:00 AM and 8:00 AM.

0705 – General Staff Meetings

The Safety and Security Program holds monthly general staff meetings. All Security personnel are required to attend, and are responsible for any announcements, handouts, schedules, information, etc. that are distributed or discussed. General staff meetings are scheduled at the beginning of each semester. If you will not be at a staff meeting, you are required to email RLCSS at least 72 hours (about 3 days) before the scheduled meeting. Please note that only academic conflicts (actual class or an exam) will be accepted as an excused absence. Study breaks, extracurricular events, or second jobs will not be considered excused and will result in disciplinary follow-up. Failure to attend staff meetings or other S&S events will also account towards attendance infractions.

0706 – Working with the ADOD and RAOD

There is an ADOD 24 hours a day, 7 days a week, 365 days per year. The ADOD provides staff assistance in the case of major incidents or emergencies and can contact senior Housing and Residential Life staff and other necessary University officials as needed. The ADOD also serves as a resource for any outstanding and urgent issues that cannot be resolved by the RAs or Security personnel.

0706.A – Reasons to call ADOD: Typical reasons the ADOD would be contacted include, but are not limited to:

- The fire alarm sounds and is confirmed or there is a serious incident (such as a discharged fire extinguisher).
- An injury/illness or student death occurs.
- A student is hospitalized or incarcerated (arrested).
- Mental Health concern
- Suicide Ideation
- A suicide attempt occurs.
- A flood occurs.
- A bomb threat is made.
- Yellow or Red-Light Alcohol situations
- At the request of a RA – determine nature of call, if confidential, and state so when calling.
- At the request of an SS, RLNM, SC, RLCSS, or ADRAO.
- At the request of UMPD, other police agencies, or Fire Rescue.
- Anytime Coral Gables Fire Rescue responds to an emergency on campus.
- Any time UMPD makes an inquiry, or provides information, etc. for a resident, or enters a residential college and proceeds upstairs.

0706.B – Calling ADOD:

In the event of a life-threatening emergency (i.e., red light student or where you directly contact UMPD) then you should be contacting ADOD directly from that post. If the call is not urgent or an emergency, or if you have doubts as to whether you should contact the ADOD, the Unit Supervisor should be called for verification. Never give out the ADOD phone number to anyone. If someone wants to speak to the ADOD, get their information (name, location, contact number, nature of the call), and call ADOD yourself and give him/her the information. If you cannot reach the ADOD contact the unit Supervisor. ADOD Number: 302-588-2395

0706.C – RA-On-Duty Information: The RA provides nightly duty coverage for the Residential Areas. Duty is Monday – Thursday, 8:00 PM to 8:00 AM, and Friday – Sunday, 8:00 PM – 8:00 AM. Times will vary during breaks (Thanksgiving, Winter, Spring, etc.) RAs are not permitted to leave their Residential Areas while on duty, except to eat at the nearest dining hall or if they are going outside for duty rounds/building checks. RAs are expected to assist in all emergencies, concerns, and inquiries. RAs are to conduct at least one nightly duty tour of the Residential Area, to check for disturbances and facility issues on each floor. RAs-On-Duty must also be available throughout the night to investigate any concerns brought forth to them by the SAs working in their respective Residential Areas.

0706.D - Contacting the RA-On-Duty: To contact the RA-On-Duty, the SA should first attempt to call the phone number(s) listed on the RA-On-Duty sign-in sheet or board that have been copied onto the Activity Log. If the RA-On-Duty does not answer, the SA should contact the other RA-On-Duty via phone or contact the secondary RA-On-Duty phone (if there is one). If neither RA-On-Duty is answering their telephone, the SA should contact the ADOD. If this is

also unsuccessful, the SA should contact their SS for further assistance. RA duty calls should be rotated during the night, so that both RA-On-Duty receive an even number of calls.

0706.D - Typical RA-On-Duty Calls: Typical reasons the SA would contact the RA-On-Duty include:

1. The fire alarm sounds
2. There is a noise complaint
3. A counseling situation involving a resident arises
4. Assistance with an intoxicated student
5. There is/are (a) student(s) stuck in an elevator
6. A wellness check needs to be administrated. (Ex. A concerned parent requests that someone check on their child)
7. A serious injury or death occurs
8. There is an immediate or serious problem or question about the front desk functions or area
9. If all SSs are unavailable for a lockout. Do not call the RA-On-Duty in this situation without permission from the Unit SS
10. Other back-up assistance is needed at the Security Post

0707 - Facilities Work Orders

0707.A – S&S Work Orders: For work orders specifically related to Safety & Security, please direct all requests to the RLCSS email address. These requests include, but are not limited to:

- Malfunctions of S&S post card readers.
- Broken S&S equipment (e.g., tables, chairs, etc.).
- Items in the S&S office that require repairs beyond what can be addressed by professional staff.
- Any other S&S-specific issues requiring attention.

0707.B – Facilities Customer Service Help Desk: The Facilities Help Desk is available 24/7 to address maintenance and housekeeping concerns. When a Student Assistant (SA) notices an issue that requires the attention of Maintenance or ABM, they should encourage the resident to call Facilities directly or submit a work order. If necessary, the SA can assist the resident in making the call.

For emergencies, the SA must notify the SS and the ADOD, document the incident in the Building Activity Log, and complete any other required documentation.

0707.C – General Maintenance Requests: For all building-specific issues that are not emergencies, submit a work order online and record the work order number in the activity log. When submitting an online work order:

- **Name:** Use “SA First Name, Last Name.”
- **Email:** Use the building's designated email address (see below).
- **Phone Number:** Enter the front desk phone number of the relevant building.

0707.D – Area Emails:

- Mahoney: mahoney@miami.edu

- Pearson: pearson@miami.edu
- Eaton: eaton@miami.edu
- Lakeside Village: lakesidevillage@miami.edu
- University Village: universityvillage@miami.edu
- Ibis: ibis1@miami.edu
- Coral: coral@miami.edu

This information is also available on Teams under Important Links & Contacts.

0707.E – Urgent Maintenance Requests: For urgent issues, contact Maintenance via the Facilities Customer Service Desk at 8-8282. Examples include:

- Power outages
- Clogged toilets or drains
- Beeping smoke detectors
- Air conditioning problems (e.g., no A/C or leaks in a single room)
- Malfunctioning student or access doors
- Confirmed fire incidents
- Confirmed flooding

0707.F –Urgent ABM Requests: For urgent housekeeping issues, contact ABM through the Facilities Customer Service Desk at 8-8282. Examples include:

- Spills in public areas (e.g., lobbies)
- Obstructions blocking fire escapes
- Leaking air conditioners (ABM can provide buckets)
- Rodent sightings inside resident rooms
- Any urgent situation that requires immediate cleanup

If after attempting to reach ABM via the Facilities Customer Service Help Desk numerous times, you will contact ADOD.

0707.G – Additional ABM Information: All calls for emergency Housekeeping or pest control within the Residential Areas are directed to the Facilities Customer Service Help Desk. ABM maintains a limited staff presence during the night. ABM can provide services for broken glass, spills, leaks in rooms or common areas, etc. However, ABM does not provide general cleaning services for individual rooms (vacuuming, dusting, cleaning bathrooms, etc.).

0707.H – Contacting ABM: For general information regarding Housekeeping and typical reasons to call, refer to section – Facilities Customer Service Help Desk Calls. When the SA receives a call that would warrant calling the Housekeeping on-call personnel, the following should be done:

- Gather as much information as possible about the problem situation, including the name, exact location, and phone number of the person requesting help.
- Contact the Facilities Customer Service Help Desk (8-8282).
- If the situation cannot be resolved during nighttime hours, advise the resident to contact the Facilities Customer Service Help Desk (8-8282) at 7:30 AM or later.
- If any problems arise, or the appropriate staff fails to respond, contact the Unit Supervisor.
- Contact the RA-On-Duty if responding personnel need access to a room.

0707.I – Contacting Maintenance: For general information regarding Maintenance and typical reasons to call, refer to – Facilities Customer Service Help Desk Calls. When the SA receives a call that would warrant calling the Maintenance on-call personnel, the following should be done:

1. Gather as much information as possible about the situation, including the name, exact location, and phone number of the person requesting help.
2. Contact the Facilities Customer Service Help Desk (8-8282).
3. If the situation cannot be resolved during nighttime hours, advise the resident to contact the Facilities Customer Service Help Desk (8-8282) at 7:30 AM or later.
4. If any problems arise, or the appropriate staff fails to respond, contact the Unit Supervisor. Contact the RA-on-Duty if responding personnel need access to a room

0708 – Telephone Procedure

Telephones are available at each post for Security use. The Front Post SA should take the front desk phone (CISCO IP Phone) from the RA/DA when starting their shift. In ERC, the phone must be removed from behind the desk, and placed on the table of the ERC Front post. The phone must be within the arms distance or easily and quickly assessable at all posts, except for the Rears.

0708.A – Dialing: To call an on-campus office extension (including a Security Post), dial 8 and the 4-digit extension (e.g., 8-5568 for the Security Office). To call a local area telephone number (305, 786, 954, 561), dial 9, then the area code, and conclude with the 7-digit phone number. To dial a non-local number, dial 91, then the area code, and conclude with the 7-digit phone number.

Note: When dialing the University from off-campus and cellular phones, you must dial 305-284-XXXX for all office numbers.

0708.B – Call Waiting/Hold: The front desk phones are equipped with multiple lines and call waiting capability. When communicating with someone over the phone, options will appear on the phone screen. The buttons immediately below the screen are known as “soft keys.” To place a call on hold, press the first soft key (reads HOLD on screen). The LCD indicator flashes beside the line on hold; to retrieve the call on hold, press the resume soft key (the first soft key again which now reads RESUME on screen).

0708.C – Transferring Calls: To transfer a call to another extension, press the third soft key (reads TRANSFER on the screen). The other party will be placed on hold, and you will hear a dial tone; you should at this point dial the extension (e.g., 8-4282) to which you want to transfer the call. Announce your call by providing the name of the caller (party on hold) and the purpose of the call. Once the receiving party understands, press the transfer soft key again at which point you will drop off and the call will be transferred. If the receiving party refuses to accept the call or does not answer, press the first soft key (reads RESUME on the screen). For a tutorial video on how to transfer a call, please click [here](#).

0708.D – Call Forwarding: The call forward feature allows you to direct all calls to ring at another phone. For Security’s purposes, this feature is primarily utilized during intersession periods, as some posts may be closed. This feature may also be used in the event a phone is broken or malfunctioning, or when special permissions are granted by the RLCSS To forward your call, press the third soft key (reads CFwdALL on screen), dial 8, then the 4-digit extension, or the number 9, the area code, and the 7-digit phone number you want to forward your calls to. The screen should display text indicating calls are being forward to this number (this procedure is for local phone numbers only). To cancel call forwarding, press the third soft key (reads CFwdALL on screen) and the text indicating call forwarding should disappear.

0708.E – Programmed Numbers: The following numbers are pre-programmed for efficiency as they are the most frequently used: UMPD, Facilities, and ADOD (Crisis emergency only).

0708.F – Telephone Numbers: SAs are not permitted to release resident phone numbers at any time. The only exception is in case of extreme emergencies, and the number should only be provided to UMPD, CGFR, or authorized University officials. Requests for telephone numbers should be directed to the RLC or SAD between 8:30 AM and 5:00 PM in each respective Residential College, and to the ADOD from 5:00 PM – 8:30 AM.

0708.G – Use of Telephones by Non-Staff: Residents or guests can use the phones at the front desk if needed or in emergencies. Please instruct the resident or guest that only local calls can be made.

0708.H – Calling UMPD: All emergency calls must be made to UMPD (8-6666). The SA must provide full and accurate information to the emergency dispatcher and follow any given directions accordingly. Once the call to UMPD (8-6666) is made the SS and the ADOD must be contacted.

APPENDIX I: IMPORTANT CONTACTS

A101 – Who to Call and When

A101.A – Security Supervisor: You can call the SS when you have/need:

- Questions
- Advice
- Restroom Breaks
- Break Requests
- Emergencies & Problems
- Supplies/Equipment
- Lockouts
- General/Trouble/Supervisory Alarms
- Approval of AD on DUTY calls (except for crisis incidents)
- Approval of escalated Facilities Customer Service Help Desk calls
- Maintenance/Housekeeping Problems
- Equipment Problems
- Lockouts
- Shunted Zones
- General/Trouble/Supervisory Alarms
- Guest Access Cards
- Elevator Issues

A101.B – Resident Assistant on Duty:

- Emergencies
- Investigating Alarms
- Noise Complaints
- Concerned Parents
- General Back-Up
- Lockout- Approval from SS required

A101.C – Administrator on Duty:

- Issuing an AAR
- Emergencies
- Request of RA, AD, SS, RLCSS, ADRAO or UMPD
- SS does not answer radio or phone calls

A101.D – Residential Life Coordinator of Safety & Security:

- Emergencies (if all previous ones are unable to be contacted)
- Employee Problems & Discipline (email)
- General Questions (email)
- Pay Concerns (Email)
- Clock in/out Concerns (Email)
- Damaged/Missing Equipment (FYI)
- Schedule Problems (Email)

- Schedule Requests (Email)

A101.E – University of Miami Police (UMPD):

- Alcohol intoxication yellow or red light.
- Investigations
- Emergencies and Alarms
- General Back-Up
- Life-or-Death Emergencies
- Confirmed Fire
- General Alarm on Roof, Basements, or Hecht Telecom Room

A102 – Fax Numbers

Housing and Residential Life Office	(305) 284-4956
Maintenance.....	(305) 284-6773
Telecommunications.....	(305) 284-5809
Eaton	(305) 284-1950
Mahoney	(305) 284-2432
Pearson.....	(305) 284-4243
University Village.....	(305) 284-3684
Safety and Security Office.....	(305) 284-4496

A103 – Telephone Numbers Reference

A013.A – Security Post Phone Numbers:

Eaton Front	(305) 284-4282
Eaton Rear.....	(305) 284-4889
Ibis Front.....	(305) 284-5639
Coral Front.....	(305) 284-5643
Mahoney Front.....	(305) 284-4144
Mahoney Rear.....	(305) 284-4632
Pearson Front	(305) 284-4211
Pearson Rear	(305) 284-5618
University Village.....	(305) 284-3680

A103.B – Administrative Staff

Safety and Security Office	(305) 284-5568
Security Coordinator Office/Voicemail	(305) 284-0000
Residential Life Night Manager Office/Voicemail.....	(305) 284-2895
Residential Life Coordinator of Safety and Security Office/Voicemail	(305) 284-9322
Asst. Director of Residential Life Safety and Security Office/Voicemail...	(305) 284-4305

A103.C – Reference Phone Numbers

Department of Housing and Residential Life	(305) 284-4505
Facilities Customer Service Help Desk	(305) 284-8282
University of Miami Police Department.....	(305) 284-6666
Media Relations	(305) 284-5500

Rumor Control Hotline (305) 284-5151
Coral Gables Fire Rescue/Police Department..... 9-911

A104 – Housing and Residential Life Faculty and Staff

Current faculty and staff, accurate as of the last updated date of this manual, are listed below:

A104.A – Eaton Residential College

Senior Area Director: Brittany Goins
Residential Life Coordinator: Stephanie Nunez
Residential Faculty: Nick Carcioppolo
Faculty Fellow: Lorella Di Gregorio

A104.B –Ibis Residential College

Senior Area Director: Brittany Goins
Residential Life Coordinator: Ashley Eschbach
Residential Faculty: Leslie Knecht
Residential Faculty: Marc Knecht
Faculty Fellow: Joesph Uscinski

A104.C – Mahoney Residential College

Senior Area Director: Jocelyn Cruz
Residential Life Coordinator: Randy Fernandez Pichardo
Residential Faculty: Melvin Butler
Residential Faculty: Justin Ritzinger
Faculty Fellow: Seth Levine

A104.D – Pearson Residential College

Senior Area Director: Jocelyn Cruz
Residential Life Coordinator: Andrew Roberts
Chair of the Residential Faculty and Senior Residential Faculty: Joy Beverly
Residential Faculty: Kimberly McGrath Moreira

A104.E – Coral Residential College

Senior Area Director: Brittany Goins
Residential Life Coordinator: Jasmiri Valerio
Senior Residential Faculty:
Residential Faculty: Karoline Mortensen
Residential Faculty: Zheng Wang

A104.F – Lakeside Village

Senior Area Director: Kellianne Mungwena
Residential Life Coordinator: Juan Pozo

A104.G – University Village

Senior Area Director: Kellianne Mungwena
Residential Life Coordinator: Wyatt Waterbury

A104.H – Security Office

Associate Director of Residential Area Operations: Alejandro “Alex” Castaneda
Residential Life Coordinator of Safety and Security: Heather Hollingsworth
Residential Life Night Manager: Shantae McDonald

A105 – Card Access System

The Residential Colleges are equipped with C-BORD systems that control access. Card readers control the doors that access the buildings and residential areas. SAs also have a card reader at the Security post and use it to verify residency (refer to section – Verification of Residency). Any students seen tampering with the card readers installed in the Residential Colleges should be confronted and documented.

A105.A - Hours of Operation: The hours of operation for the card access system are as follows:

1. Main exterior access doors: Locked 24-hours-a-day, with only residents and service personnel having access. The only exception is the LSV Lobby A exterior doors. The LSV Lobby A exterior doors are open from 9:00AM – 5:00PM, Monday – Friday, to accommodate for the non-housing staff that work in that building. *These doors may remain unlocked 24-hours-a-day during move-in and move-out periods.*
2. Interior access doors: Locked 24-hours-a-day, with only residents and service personnel having access. *These doors may remain unlocked 24-hours-a-day during move-in and move-out periods.*
3. Loading dock doors in Eaton: Entrance and exit is never permitted via the loading dock door, except for official University personnel.