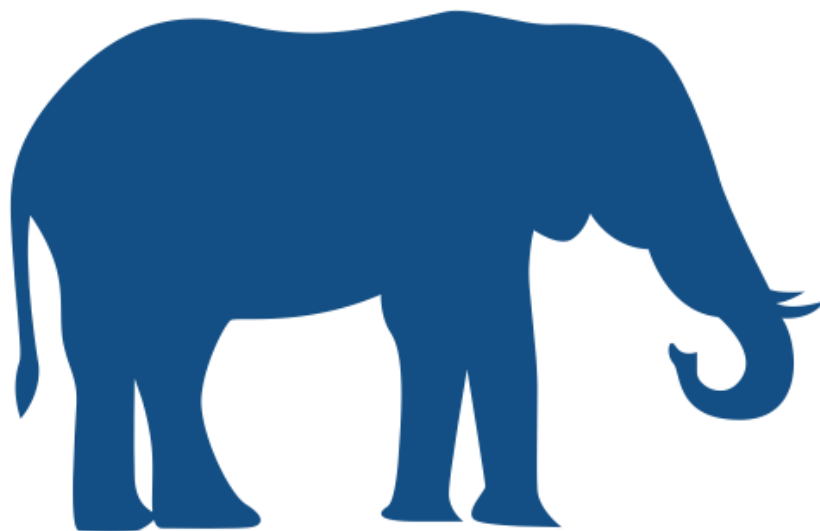


**OFFICE OF RESIDENTIAL LIFE  
AND LEARNING**

**RESIDENT ASSISTANT MANUAL**

**2016 – 2017**



# **TABLE OF CONTENTS**

Letter from the Director.....	3
Office of Residential Life and Learning Mission.....	4
ORLL Staff.....	5
Staffed Residential Areas.....	6
Senior Resident Assistant Contract .....	7
Resident Assistant Contract .....	10
Community Shaping Introduction.....	13
Resident Meet and Greet.....	14
Roommate and Suitemate Relationships.....	15
Programming.....	16
Programming Requirements.....	17
Advertising Your Programs.....	21
Programming Resources.....	22
Working with Presenters, Performers and Speakers.....	23
Business Expense Reimbursement Form.....	25
Phone, Voicemail and Email Protocol.....	27
Policies and Procedures.....	29
RA on Duty Responsibilities.....	29
Daily Duty Reports (DDR's).....	30
Addressing Student Behavior.....	32
Step-By-Step to Common On-Duty and Emergency Scenarios.....	35
Mental Health Concerns and Conversations.....	38
Writing Incident Reports.....	44
When to Write an Incident Report.....	46
Community Standards and Judicial Process.....	47
Media Relations.....	47
Residential Facilities and Operations.....	48
Fire Safety in the Halls.....	50
RA Accountability and Performance Evaluations.....	53
Resources and Information.....	55

## Letter from the Director

You are about to embark on an important leadership role within Tufts University Office of Residential Life & Learning. Your eagerness and excitement to assist and support fellow Jumbos is greatly appreciated. We are confident that you will not only maintain a high level of commitment to the residents in your hall, but also contribute to make their residential experience positive and successful.

Resident Assistants are some of the most vital links between the residence hall students and the university system. It would be nearly impossible for the ORLL to maintain close contact with each student in their hall without the assistance of the RAs. While students have others to support them, they need someone else – an experienced student who serves as a mentor. Your guidance and close contact with them allows for this type of relationship to develop and helps prevent the students from feeling alone and uncared for.

We cannot overstate the importance of your role/position to the students who reside in the residence halls. With this in mind, remember that you are also a student. Being an RA is unique and may require some adjustments on your part. If you start to feel overwhelmed or experience some challenges, please speak with your Area Residence Director or any other professional staff member.

**We appreciate your desire to live and work with students so that their residence hall experience may be enhanced.**

**We look forward to working with you to build a fun, safe, cohesive, and interactive community this year.**

Sincerely,

Yolanda King

## Office of Residential Life & Learning Mission

The mission of the Office of Residential Life and Learning (ORLL) is to provide students with a living experience characterized by safety, comfort, respect, and free exchange of dialogue within and beyond our residence halls.

The Office of Residential Life and Learning is dedicated to:

- The development of an environment in the residence halls that reflects a commitment to community life for students
- The creation of a place where living and learning come together outside of the classroom
- Human development that fosters the intellectual, social, cultural, personal, moral, and ethical dimensions of each person
- The promotion of appreciation for all individuals while acknowledging differences
- The education of individuals who fail to treat others with respect and dignity

## **ORLL Staff**

**Yolanda King, Director of Residential Life and Learning**  
Email: [Yolanda.King@tufts.edu](mailto:Yolanda.King@tufts.edu)

**Jerome Holland, Jr, Associate Director of Residential Life and Learning**  
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**Carrie Ales-Rich, Assistant Director for Community and Judicial Affairs**  
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**Liz Jason, Programming Coordinator for Residential Life and Learning**  
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**TBD, Area 1 Residence Director**  
Email:

**Mohamed Barakat, Area 2 Residence Director**  
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**Donisha Thaxton, Area 4 Residence Director**  
Email: [Donisha.Thaxton@tufts.edu](mailto:Donisha.Thaxton@tufts.edu)

**Heather Tucker, Administrative Assistant**  
Email: [Heather.Tucker@tufts.edu](mailto:Heather.Tucker@tufts.edu)

**Dotty Payzant, Staff Assistant**  
Email: [Dorothea.Payzant@tufts.edu](mailto:Dorothea.Payzant@tufts.edu)

## Staffed Residential Areas

### **Area I: Hill, Houston, Miller, and West Halls**

Area Office: 205 Hill Hall

Area Residence Director: TBD

Senior Resident Assistant: Olivia Familusi

Scholar in Residence: Stephan Pennington

### **Area II: Carmichael, Carpenter, Metcalf, Richardson, Wilson, and Wren Halls**

Area Office: 114 Miller Hall

Area Residence Director: Mohamed Barakat

Senior Resident Assistant: Katherine Macarthur

Scholar in Residence: Timothy Atherton

### **Area III: Bush, Haskell, Hodgson, and Tilton Halls**

Area Office: 105 Haskell Hall

Area Residence Director: Julie Kennedy

Senior Resident Assistant: Raymond Fasano

Scholar in Residence: David Proctor

### **Area IV: Harleston and Lewis Halls**

Area Office: 160 Harleston Hall

Area Residence Director: Donisha Thaxton

Senior Resident Assistant: Tom Morin

Scholar in Residence: Orly Clerge

## Introduction

The Senior Resident Assistant (RA) is a member of the Office of Residential Life and Learning (ORLL) staff. The RA lives in the community of residents and assumes primary responsibility for responding to the personal needs of community members, for shaping an environment that supports academic, personal, and group development, and for managing various administrative tasks. Together with residents, the RAs are responsible for developing a living experience that emphasizes ownership for a safe and healthy environment for all of its members. In addition to the job responsibilities, time commitments, employment requirements, and qualifications for employment outlined in the Resident Assistant Job Description, the SRA, role requires additional responsibilities, which may result in a larger time commitment.

All internships, assistantships, student teaching, co-curricular activities, part-time jobs and other time commitments are only allowed with the approval of the Area Residence Director and Associate Director of Residential Life & Learning.

Authorization must be granted prior to commitments to additional activities. Any exceptions can be requested through the Associate Director or Director of Residential Life. SRAs are also responsible for the following. **Please read the following statements carefully and then provide initials at the end of each sentence as verification that you read and understand the statement:**

## Calendar of Major Dates in Employment

In general, Senior Resident Assistants must have no other time commitments during hall opening and hall closing, training throughout the year, and during major university events listed below. Any other required dates will be communicated upon confirmation. (\*dates subject to change)

Initials of Employee	Event	Date(s)	Notes
	SRA Spring Meeting	April & May Dates (TBA)	Review and Assist in Planning Training
	SRA Staff Move In	August 18, 2016	Arrive by 4pm Thursday, August 18, 2016
	SRA Training	August 19- 21, 2016	Training starts Friday, Aug. 19 morning Staff can expect full days of training including evening commitments
	Resident Assistant Staff Move-In	Sunday, August 21, 2016	Arrive by 4pm Sunday, August 21, 2016; Meals begin Sunday, August 21 at dinner
	Resident Assistant Fall Training	August 21 –September 4, 2016	Training starts Sunday, Aug. 21, 5pm Staff can expect full days of training including evening commitments
	Early Arrivals Move- In	August 28, 2016	*Early Arrivals Move in & Check In
	New Student Move In	Wednesday, August 31, 2016	All RA Staff will assist in Resident Check In
	Returning Student Move In	September 2- 4, 2016	All RA Staff will assist in Resident Check In
	Fall/ Spring ORLL Departmental Meeting & In-Services	Dates TBA	All staff must attend
	Thanksgiving Break	November 23-27, 2016	optional, paid volunteers
	BACHA RA Fall Conference	November 2016	*Date to be confirmed in Fall 2016
	RA Selection Group Process	Saturday, December 3, 2016	All Staff Involved
	Fall Semester Hall Closing	Friday, December 23, 2016	All staff stay through 2pm on Friday, December 23, 2016 * tentative
	RA Spring Semester Training	January 16-18, 2017	Arrive by 4pm Monday, January 16, 2017; Meals begin Monday, January 16 at dinner
	Spring Break	March 18-27, 2017	optional, paid volunteers
	Spring Fling	April 30, 2017	on call responsibilities
	Spring Semester Hall Closing	Saturday, May 13 & Monday, May 22	All Staff stays through Closing

## Basic Work Requirements

Once you have reviewed each expectation/requirement, please initial your acceptance or understanding of this matter.

Initials of Employee	Expectation
	<b>Contract Period:</b> The contract period of employment is Sunday August 21, 2016 through Monday, May 22, 2017.
	<b>Opening/Closing Requirement:</b> All Senior Resident Assistants are required to be present during hall opening at the beginning of the year and beyond hall closing at the end of the academic year.
	<b>Contract Conflicts:</b> Senior Resident Assistants agree to be present the entire duration of the contract period. If I am unable to do so due to student teaching, internship, study abroad or graduation, I will speak to my supervisor before my employment begins or as soon as the conflict becomes apparent.
	<p><b>Attendance:</b> Senior Resident Assistant are responsible for attending all required training sessions, special events, staff development, regularly scheduled staff meetings, and one-on-one meetings. In an effort to develop within the SRA role, SRAs will be required to do the following:</p> <ul style="list-style-type: none"> <li>• Attend the annual BACHA RA Conference, which usually occurs in October/November.</li> <li>• Submit a proposal to present at the BACHA RA Conference.</li> <li>• Present the knowledge that they gained at the conference to their staff.</li> <li>• Participate in ongoing development and training opportunities that occur throughout the year as they come up</li> </ul>
	<b>Academic Good Standing:</b> Senior Resident Assistants must maintain at least a 2.5 cumulative GPA in order to remain employed. Grades are checked each semester. If these conditions are not maintained, you may be removed from position.
	<b>Behavioral Good Standing:</b> Senior Resident Assistants must maintain “good conduct standing” with Tufts University as reported through the Office of Judicial Affairs. As a Resident Assistant, you must read and follow the “Resident Assistant Position Job Description.” Failure to fulfill job responsibilities and/or any violations of Tufts University policies, ORLL Housing policies, or Federal or State Laws is grounds for termination from your RA position.
	<p><b>Administrative Tasks:</b> SRAs will work under the supervision of an Area Residence Director with assigned projects and tasks. SRAs may be asked to aid the ARD in a variety of administrative tasks. These may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Creating and disseminating the RA Duty Schedule for the fall and spring semester</li> <li>• Assisting in opening and closing the residence halls</li> <li>• Completing weekly walkthroughs of the buildings in the area, identifying any facility or security issues and reporting them to their ARD</li> <li>• Meeting weekly with their ARD</li> <li>• Completing 5 office hours per week in the ARD staff office</li> <li>• Working on departmental committees/collateral assignments</li> </ul>
	<p><b>Leadership:</b> SRAs are expected to actively support decisions of their ARD, the Residential Life &amp; Learning Staff, the Division of Student Affairs, and the University as a whole. It is the SRA’s role to be a positive role model for staff. SRAs will also serve as a resource and mentor to new student staff; assisting them with confrontations, mediations, questions, and concerns with the support of their ARD. SRAs will also assist their ARD in training any mid-year RA hires [on the staff].</p>
	<b>OEO Training:</b> The Office of Equal Opportunity creates a training session to assist all SRA/RAs in understanding rights and responsibilities related to Workplace Discrimination and Harassment. All new RAs must complete these trainings prior to the fall opening of the communities. Due to the nature of the SRA/RA role, there is a certain level of authority that is held over the residential students. Because of this power dynamic and because you should never use your authority to manipulate a situation, engaging in a dating or sexual relationship with a member of the community in which you are responsible for is strictly prohibited. If you choose to engage in this kind of behavior and are found responsible, you understand that you are subject to immediate removal from your



	position within the department. (Any violations regarding this matter will be referred to OEO for further investigation as appropriate.)
	<b>Other Job/Other Commitment Policy:</b> All additional outside employment and time away must be approved from your ARD and the Associate Director of the ORLL (Completed Outside Involvement Form) Senior Resident Assistants must submit a written request to their supervisor to hold more than 5 hours per week of outside leadership/membership positions. It is strongly encouraged to not work more than 10 hours per week outside the resident assistant position (does not include co-curricular activities).
	<b>Duty Requirements:</b> As a Senior Resident Assistant, you are required to be on duty weekly in addition to “extra” duty coverage on holidays and special campus-wide events (Spring Fling (April 30, 2017), Halloween, Fall/Winter Ball). Duty may also include unstaffed residences if necessary. While on duty, an RA may under no circumstances leave the building other than for RA duties, nor consume or be under the influence of alcohol or any drug that will impair their judgement. For consistency within the buildings and support for new RAs during the first three weeks of school, each SRA will be required to do at least 1 set of rounds with each staff member, as well as participate in the normal weekday and weekend on-call schedule for the area.
	<b>Official Communication:</b> Senior Resident Assistants use university provided phone/voicemail and university email to facilitate communication. Phone and voicemail should be set up prior to first Night of Duty for RAs.
	<b>Meet Programming Requirements:</b> As a Senior Resident Assistant, you must fulfill all programming requirements, and conduct regular floor/ community meetings each semester, as instructed by your supervisor. It is necessary that SRAs are very knowledgeable about the programming model. They should role model in their own approach to programming and provide ideas and resources to their staff. Specific requirements in this area include: <ul style="list-style-type: none"> <li>• Assisting the ARDs in tracking programming in their area so that RAs can see where they are with their programming requirements.</li> <li>• Taking lead on 1 area wide program [that will occur in their area.</li> </ul>
	<b>Time Away:</b> All overnight time periods away from your building are subject to the approval of your ARD. Each SRA is permitted to be away two nights a month, not including university breaks.
	<b>Confidentiality:</b> As a Senior Resident Assistant, you may have access to confidential information that is not to be shared with other students, student organizations, publications, or offices/departments on campus. Failure to maintain the confidentiality agreement is immediate cause for disciplinary job action and/or termination.
	<b>Remuneration:</b> SRA will receive a room waiver valued at the 2016-2017 single room rate cost per year, and a meal plan of 80 dining hall meals, plus \$100 in Jumbo Cash per semester and \$2,000.00 stipend per year.

As a Senior Resident Assistant, you have a responsibility to your residents, fellow staff members, your supervisor, the University, the Office of Residential Life and Learning, and yourself. Your acceptance to this position noted by your signature below indicates that you agree with the University and the ORLL Housing policies and procedures, and you agree to carry them out; as well as other duties as assigned by ORLL accordingly. In addition, your signature indicates that you have read, understand, and agree with the “Resident Assistant Job Description” and the content of this contract.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

### *Introduction*

The Resident Assistant (RA) is a member of the Office of Residential Life and Learning (ORLL) staff. The RA lives in the community of residents and assumes primary responsibility for responding to the personal needs of community members, for shaping an environment that supports academic, personal, and group development, and for managing various administrative tasks. Together with residents, the RAs are responsible for developing a living experience that emphasizes ownership for a safe and healthy environment for all of its members. Resident Assistants are responsible for carrying out the job description that is written in the Office of Residential Life and Learning staff manual. **Please read the following statements carefully and then provide initials at the end of each sentence as verification that you read and understand the statement:**

### *Calendar of Major Dates in Employment*

In general, Resident Assistants must have no other time commitments during hall opening and hall closing, training throughout the year, and during major university events listed below. Any other required dates will be communicated upon confirmation. (\*dates subject to change)

Initials of Employee			Notes
	Social Justice Training Dates April 8, 9, 10	April 8, 9, 10	You must attend one session as a New RA
	Resident Assistant Staff Move-In	Sunday, August 21, 2016	Arrive by 4pm Sunday, August 21, 2016; Meals begin Sunday, August 21 at dinner
	Resident Assistant Fall Training	August 21 –September 4, 2016	Training starts Sunday, Aug. 21, 5pm Staff can expect full days of training including evening commitments
	Early Arrivals Move- In	August 28, 2016	*Early Arrivals Move in & Check In
	New Student Move In	Wednesday, August 31, 2016	All RA Staff will assist in Resident Check In
	Returning Student Move In	September 2- 4	All RA Staff will assist in Resident Check In
	Fall/ Spring ORLL Departmental Meeting & In-Services	Dates TBA	All staff must attend
	Thanksgiving Break	November 23-27, 2016	optional, paid volunteers
	BACHA RA Fall Conference	November 2016	*Date to be confirmed in Fall 2016
	RA Selection Group Process	Saturday, December 3, 2016	All Staff Involved
	Fall Semester Hall Closing	Friday, December 23, 2016	All staff stay through 2pm on Friday, December 23, 2016 * tentative
	RA Spring Semester Training	January 16-18, 2017	Arrive by 4pm Monday, January 16, 2017; Meals begin Monday, January 16 at dinner
	Spring Break	March 18-27, 2017	optional, paid volunteers
	Spring Fling	April 30, 2017	on call responsibilities
	Spring Semester Hall Closing	Saturday, May 13 & Monday, May 22	All Staff stays through Closing

### *Basic Work Requirements*

Once you have reviewed each expectation/requirement, please initial your acceptance or understanding of this matter.

Initials of Employee	Expectation
	<b>Contract Period:</b> The contract period of employment is Sunday August 21, 2016 through Monday, May 22, 2017.
	<b>Opening/Closing Requirement:</b> All Resident Assistants are required to be present during hall opening at the beginning of the year and beyond hall closing at the end of the academic year.

	<b>Contract Conflicts:</b> Resident Assistants agree to be present the entire duration of the contract period. If I am unable to do so due to student teaching, internship, study abroad or graduation, I will speak to my supervisor before my employment begins or as soon as the conflict becomes apparent.
	<b>Attendance:</b> Resident Assistant are responsible for attending all required training sessions, special events, staff development, regularly scheduled staff meetings, and one-on-one meetings.
	<b>Academic Good Standing:</b> Resident Assistants must maintain at least a 2.5 cumulative GPA in order to remain employed. Grades are checked each semester. If these conditions are not maintained, you may be removed from position.
	<b>Behavioral Good Standing:</b> Resident assistants must maintain “good conduct standing” with Tufts University as reported through the Office of Judicial Affairs. As a Resident Assistant, you must read and follow the “Resident Assistant Position Job Description.” Failure to fulfill job responsibilities and/or any violations of Tufts University policies, ORLL Housing policies, or Federal or State Laws is grounds for termination from your RA position.
	<b>OEO Training:</b> The Office of Equal Opportunity creates a training session to assist all RAs in understanding rights and responsibilities related to Workplace Discrimination and Harassment. All new RAs must complete these trainings prior to the fall opening of the communities. Due to the nature of the RA role, there is a certain level of authority that is held over the residential students. Because of this power dynamic and because you should never use your authority to manipulate a situation, engaging in a dating or sexual relationship with a member of the community in which you are responsible for is strictly prohibited. If you choose to engage in this kind of behavior and are found responsible, you understand that you are subject to immediate removal from your position within the department. (Any violations regarding this matter will be referred to OEO for further investigation as appropriate.)
	<b>Other Job/Other Commitment Policy:</b> All additional outside employment and time away must be approved from your ARD and the Associate Director of the ORLL (Completed Outside Involvement Form) Resident assistants must submit a written request to their supervisor to hold more than 5 hours per week of outside leadership/membership positions. It is strongly encouraged to not work more than 10 hours per week outside the resident assistant position (does not include co-curricular activities).
	<b>Duty Requirements:</b> As a Resident Assistant, you are required to be on duty weekly in addition to “extra” duty coverage on holidays and special campus-wide events (Spring Fling (April 30, 2017), Halloween, Fall/Winter Ball). Duty may also include unstaffed residences if necessary. While on duty, an RA may under no circumstances leave the building other than for RA duties, nor consume or be under the influence of alcohol or any drug that will impair their judgement.
	<b>Official Communication:</b> Resident assistants use university provided phone/voicemail and university email to facilitate communication. Phone and voicemail should be set up prior to first Night of Duty for RAs.
	<b>Meet Programming Requirements:</b> As a Resident Assistant, you must fulfill all programming requirements, and conduct regular floor/ community meetings each semester, as instructed by your supervisor.
	<b>Time Away:</b> All overnight time periods away from your building are subject to the approval of your ARD. Each RA is permitted to be away two nights a month, not including university breaks.
	<b>Confidentiality:</b> As a Resident Assistant, you may have access to confidential information that is not to be shared with other students, student organizations, publications, or offices/departments on campus. Failure to maintain the confidentiality agreement is immediate cause for disciplinary job action and/or termination.
	<b>Remuneration:</b> RA will receive a room waiver valued at the 2016-2017 single room rate cost per year, and a meal plan of 80 dining hall meals, plus \$100 in Jumbo Cash per semester.

As a Resident Assistant, you have a responsibility to your residents, fellow staff members, your supervisor, the University, the Office of Residential Life and Learning, and yourself. Your acceptance to this position noted by your signature below indicates that you agree with the University and the ORLL Housing policies and procedures, and you agree to carry them out; as well as other duties as assigned by ORLL accordingly. In addition, your signature indicates that you have read, understand, and agree with the “Resident Assistant Job Description” and the content of this contract.

Signature \_\_\_\_\_

Date \_\_\_\_\_

# Community Shaping

The main function of your RA role is to create a safe and cohesive environment in your assigned area. You will need to have intentional interactions with your residents, both one on one and as a group, to shape the community within your hall. You will have the tools to accomplish a strong community through some tasks assigned by your ARD, such as meet and greets, roommate agreements, programming for your hall, helping your residents, and serving in the on-duty rotation for your area, but a lot of community shaping will also happen through your day-to-day efforts in the hall.

You should have specific goals for yourself and your community that you revisit during your biweekly one-on-one meetings with your ARD.

## **When thinking about shaping your community consider the following as a starting point:**

- Who lives in my area?
  - Age, Class, Major, Location, Hometown, Gender Identity, Hobbies, Interests
- How will I get to know my residents, both individually and as a group?
- What are my goals for the community?
- What are my expectations for the community?
- What are the resident's expectations of me?
  - ex.: Address quiet hours issues, follow policies myself, be a leader, help them form relationships, etc.
- Who is visiting my community?
  - Significant others, friends, strangers, parents, etc.
- What is near my community?
  - Fraternity houses, Davis Square, Danish Pastry House, Carmichael, Dewick, etc.
- How does my community fit together?
  - Is it suite-style?, Do residents have common interests?, etc.
- How does my community interact with other communities in the surrounding area?

## Resident Meet & Greets

The first few weeks of college can be a difficult time for students. Making positive connections with roommates, other residents, faculty, staff, and their RA is crucial in easing the transition. One way to help facilitate these connections is providing an opportunity for every resident to meet with their RA in the first two weeks of school. We call these meetings “Resident Meet & Greets.”

You are expected to set up a time to meet one-on-one with each of your residents. Most meetings will be fun, informational, and only last about 10-15 minutes. \*If the resident does not/cannot meet for any reason, notify your ARD as soon as possible.

Resident Meet & Greets are **due September 20**.

- The meet and greets are about getting to know your residents. A good rule of thumb is to know at least one thing about each resident and their name by the end of the second week of classes.

### **Possible Topics of Discussion**

- Hometown
- Major/ Subjects of interest
- Career Goals
- Family
- Co-/extra-curricular activities in high school (1<sup>st</sup> years)
- Current co-/extra-curricular activities (continuing students)
- Program/activity ideas
- Transition [back] to Tufts
- How things are with roommates and suitemates
- RA Role, and how you help

### **Things to keep in mind when setting up the meetings:**

- Don't procrastinate! Set them up as soon as possible.
- It is a good idea to have the meetings in your room. This helps residents feel comfortable in your space.
- This meeting is for them to get to know you as well as you getting to know them.
- Reach out in multiple ways, i.e. email, knock on the door, message under door
- Have residents sign up for a Meet and Greet during Move-In Day
- Remind residents at floor/ hall meetings and All Area Meetings to complete their meetings

### **Logistics:**

- Meet with all first-year and transfer residents individually
- You can meet with students while on rounds
- Meetings don't need to be formally scheduled- drop by when residents are home
- Can use Monday, September 5, 2016- Labor Day to do Resident Meet & Greets

## Roommate and Suitemate Relationships

### Roommate Conflict and Resolution

Living with someone and sharing personal space can be challenging for students. It can also be an opportunity to learn new skills such as communication and patience. As an RA, part of your role is to assist roommates through conflict, and help them develop the skills to resolve future conflicts on their own.

### Helping Residents Become Good Roommates

- Encourage roommates to spend time getting to know each other at the beginning of the year
- Encourage residents to discuss what they like/dislike about having a roommate, and to ask for clarification as needed.
- Create and execute programs that promote roommate communication and support the development of the positive roommate relationship.
- Encourage residents to contact you directly if they are experiencing problems with their roommate.

### Roommate Agreement/Contract

At the beginning of the academic year, you will facilitate a meeting between roommates, during which they will complete the Roommate Agreement. Residents will discuss the topics below, balancing sharing their opinions and listening to others' preferences. Roommates will also discuss how they will communicate concerns to one another regarding violations of the agreement/unacceptable behavior in the room.

Topics discussed should include, but are not limited to:

- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| • Academic Goals                  | • Cleanliness of the room             |
| • Studying in the room            | • Socializing in the room             |
| • Use of space in the room        | • Music tastes                        |
| • Sleeping and Showering Routines | • Sharing purchased food and supplies |
| • Time spent together             | • Guests in the room                  |

### Negotiating Conflict and Maintaining Neutrality

When a conflict between roommates arises, is it important to discourage non-assertive or aggressive behaviors from your residents. This includes gossiping about their roommate, exaggerating the problem, and/or ignoring their roommate.

Encourage your resident to speak with their roommate if they have concerns about their living situation as soon as possible. If there is no resolution and a resident needs your support, remind them that you are impartial, and cannot take sides at any point.

Remind residents that they should state their concerns as well as their suggestions for a solution. Set ground rules with the residents (ex: Use "I" Statements, Be honest). It is important for you as an RA to listen and help articulate their concerns and suggested compromises.

If you cannot resolve the conflict or need support, contact your ARD as soon as possible.

## Programming

### **What is Programming?**

As an RA you will host community events or programs for your area. Your programs can be planned either alone or in collaboration with other ORLL staff members (i.e. RAs, the Programming Coordinator, the Programming Assistant, ARDs), other offices on campus, or using resources outside of the university. Programming is designed to promote continued learning outside of the classroom.

### **Types of Programming**

You will work with five types of programming in this model: Passive, Educational, Social, Duty Team, and Area Wide.

### **Benefits of Programming**

Programming for your residents helps build a sense of community among your floor/area by providing opportunities for them to engage, interact and learn from each other. These opportunities also expose residents to new ideas, opportunities on/off campus and experiences. Programs can help students develop connections to multiple areas of Tufts, including other offices, faculty, and staff members.

Programming provides a number of benefits to you, the RA, as well. By offering programs, you will develop relationships with campus partners (i.e. other RAs, ARDs, other offices, SIRs, etc.). Programming will also help you develop deeper relationships with your residents, and allows them to view you as a resource for campus, and personal support. Additionally, programming will help you to develop your leadership skills, organizational skills, and project management skills.



## Programming Requirements

Each RA is required to put on **one educational program, one social program, and one passive program** per month. Additionally, RAs will collaborate on at least **two duty team programs and one area wide program** per semester. All educational programs need to have a program planning form submitted to your ARD before they can be carried out, and you will need to fill out a program evaluation form 48 hours after every program (including social programs).

### **FYRE and SYRE**

The First Year Residential Experience (FYRE) and the Second Year Residential Experience (SYRE) are designed to meet the residents where they are at in their college experience. By providing intentional programming geared towards their respective years, students will walk away having met particular developmental milestones that are important to their Tufts experience. The FYRE program introduces residents to their new home for the next four years and aims to set the foundation they will need to be successful at Tufts.

The goals of the *FYRE* program are to:

1. Connect students to campus resources. This includes supportive, academic and social resources.
2. Develop their academic and intellectual competence.
3. Develop their identity.
4. Maintain personal health and wellness.

All programming by staff in the FYRE communities should be connected to these goals.

The SYRE program introduces residents to a more focused experience at Tufts. It builds upon the foundation built in the FYRE program, and propels them forward towards their years as upperclassmen.

The goals of the *SYRE* program are to:

1. Define goals for their Tufts experience such as deciding on a major or career path.
2. Connect with others through meaningful Active Citizenship experiences.
3. Develop greater self-awareness.
4. Develop vital life skills needed to navigate life outside of the residence halls.
5. Establish themselves as a global citizen through study abroad, exchange experiences or international opportunities.

All programming by staff in the SYRE communities should be connected to these goals.

## Educational Programs

Your educational programs can have a social aspect, but must also include specific learning outcomes for your residents. When thinking about planning an educational program, think about the specific needs of your community. (i.e. Do residents seem stressed about exams? Have there been a high number of TEMS calls in your hall? Are residents making good decisions on the weekends?) You should also consider the goals of FYRE and SYRE when planning educational events.

Each educational event must fall into at least one of the following categories:

<b>Wellness</b>	Wellness programs help students gain balance in their lives. These programs promote healthy living habits, healthy minds, healthy wellbeing, and spirituality. <i>Examples: Yoga/ meditation, Workout adapted for dorm room/ small spaces</i>
<b>Life Skills</b>	Life skills programs help students prepare and develop skills necessary for the real world. <i>Examples: Cooking for one mini workshop, creating a budget and sticking to it</i>
<b>Professional Development</b>	Professional development programs prepare residents for their job search beyond Tufts. <i>Examples: Etiquette dinner, Resume writing with a Career Fellow</i>
<b>Social Justice</b>	Social justice programs aim to help residents understand the world. <i>Examples: Truth Trivia, Bias Language Workshop/ Discussion</i>
<b>Global Awareness</b>	Global awareness programs help students appreciate their own stories and gain better understanding of students who are different from them. <i>Examples: Learning about and sampling snacks from different cultures, taking a trip to MFA for Jewels of Ancient Nubia or Arts of the Pacific exhibitions</i>
<b>Academic</b>	Academic programming should take learning beyond the classroom and challenge students to think critically. <i>Examples: Screening/ discussing documentary, inviting SIR/ professor to chat/ lead discussion</i>
<b>Active Citizenship</b>	Active citizenship programs encompass making the world a better place, either by effecting lives locally or globally. <i>Examples: Service trip to local shelter/ humane society, taking residents to vote</i>

## Social Programs

You will hold a social program at least once a month. These can be less formal than educational programs. Social programs can be spontaneous programs, including bringing a group of residents to see another resident's sports game or performance, watching a movie or a TV show in the common room with residents, decorating your hallway with residents, or anything that would encourage social interactions between residents.

Each social program must fall into at least one of the following categories:

<b>Jumbo Pride</b>	Painting the cannon, Tufts-specific scavenger hunt around campus
<b>Resident Support</b>	Taking residents to support Johnny from room 211 in his football game, supporting Jane at her a cappella concert
<b>Crafts/Baking</b>	Hand Knitting 101, Holiday cupcake baking
<b>Other</b>	Watching a TV program with residents, playing Pokémon Go with residents

## Passive Programs

You will complete 4 Passive Programs per semester (one every month), in addition to initial bulletin board & door tags.

Passive programming does not require active participation from your residents. Examples of passive programming include:

- Informational bulletin board
- Informational (and potentially ongoing!) floor newsletters or "Stall Stories" to post in bathrooms
- Other passive campaigns to inform residents on a selected topic or series of topics related to FYRE or SYRE

Regardless of structure or format, the main goal is that information (accurate & objective, including proper citations, if applicable) is being presented to residents in way that can be passively educational.

**Please note:** Because passive programs are passive in nature, it is easy to overlook their importance as an opportunity to present information to students and that active supervision is needed to ensure that material included is suitable and accurate, with appropriate references and citations. Please keep in mind that all material posted or distributed by RAs is seen as coming from the ORLL itself. In particular, regardless of specific content or controversial nature, if editorial, opinion, advice, or non-factual information is involved, material should be properly cited. "Expert" opinions should credit the expert, and not be attributed to the ORLL. RAs are encouraged to consider information sources critically, especially when postings may spark controversy.

## **Duty Team Programs**

Your duty team should design programs targeted at the buildings in which you do rounds. You and your duty team need to work on these programs to bring the residents together within the larger community. Programs by their very nature serve both a social and developmental purpose. It is important that the programs a duty team puts on for their residents works to incorporate FYRE and SYRE goals.

## **Area Wide Programs**

You will hold at least one area wide program per semester. Area programs address a specific developmental need or area within your particular community. These events that bring your full area together further promote the larger Tufts community feel. Area wide programs will be developed and implemented by your Senior RA with the help of the ARD. Tasks will be delegated to each RA to make the program successful. All RAs for the area are required to attend and bring residents to each Area wide program.

## **Programming Forms**

As a way to assist you in your program planning and to ensure that you are thinking about all of the necessary components of executing a successful program, you will need to submit a program proposal for every floor program (educational or social, even if it does not require funding). Due dates for **Program Proposals** will be determined by the ARD in each area. The program proposal needs to be specific, thought out, and must include dates, times, supplies and costs, location, and plan for the program.

## **Program Evaluation**

The **Program Evaluation** form is a tool to reflect on the execution and impact of the program. Please take the time to complete the form with as much detail as possible.

**Reminder: Forms should be submitted within 48 hours of program completion.**

Both the Program Proposal and the Program Evaluation forms are Google documents, which can be found on the programming web page.

## Advertising Programs

Advertising your program is the most important step (and the most forgotten step) of the planning process. You will need to market each of your programs in multiple formats.

### **4 key points to developing a successful publicity campaign for your programs:**

**Go Big.** Think beyond the 8.5"x11" letter-sized flyer or poster. It's easy to get lost in the shuffle of all the other letter-sized posters in your hall and on campus. Consider using large, colored butcher block paper (available in the ORLL Office in Harleston Hall) or even construction paper (typically 9"x12"). "Go Big" can also refer to quantity: consider making personal invitations to your residents. Residents appreciate a personal touch. Send your residents a virtual invitation via email or online Evite service.

**Go Bold.** Be creative! Offbeat, unexpected publicity is more likely to grab your residents' eyes than the same old flyers. Don't be afraid to try something new. Go for bright colors, irregular shape and borders, eye-catching (and appropriate) graphics. Get creative with your titles and slogans – a catchy title can go a long way in your community. If your community is particularly plugged in, consider using Facebook Events or Twitter to promote your program online. You can also use TuftsLife.com if your event is open to the Tufts community.

**Go Early.** Don't wait until the last minute to publicize your program. If your residents don't receive enough advance notice, they may not be able to attend. You should start publicizing at least 10 days in advance. For large-scale programs, consider starting your advertising as early as a month in advance. You can also plant the seeds for your residents by talking up your events while on rounds.

**Go Often.** Set a schedule for your publicity campaign. What will you do 2 weeks before the event? 3 days before the event? The day before the event? The day of the event? Consider using an inverse pyramid approach to your publicity: start out with a few bold advertisements, and then increase the quantity and frequency of your publicity in the days leading up to your program. Remember to post visual materials in high-traffic areas (entrances, kitchens, laundry rooms, vending machine rooms, mail-box areas, near or in bathrooms). Try to keep your publicity from getting cluttered and make sure that your posting adheres to all ORLL policies regarding postings. Don't forget to take down all flyers the day after your program.

## Resources

You have many campus resources with which to collaborate. You are not expected to be an expert on any one topic so these resources can help you come up with ideas or topics for programs, and may even provide you with presenters and/or additional resources. Many of these collaborations come from direct liaison and representative relationships with your staff, including, but not limited to the following:

### All Hall

TUPD ResCop

Counseling & Mental Health Services Liaison

EcoRep

College & Transition Advisors (CTA)

Scholar-in-Residence

### Hall Specific

Resident Head Tutors (Hill, Houston, and Tilton Halls)

Academic & Community Engagement (ACE) Fellows

(Houston, Hill, Bush, Hodgdon, Tilton, Haskell & Harleston)

In addition to the direct liaison relationships with your staff, you are encouraged to collaborate with other Tufts University campus offices and departments. Please see the Programming Coordinator if there is a department or office not listed below that you are interested in collaborating with. Further resources listed at the end of this manual.

1. Office of Campus Life: <http://ocl.tufts.edu>
  - a. Complete List of Student Organizations: <http://ocl.tufts.edu/?pid=28&c=32>
2. Tisch College of Active Citizenship: <http://activecitizen.tufts.edu/>
  - a. The Leonard Carmichael Society: <http://ase.tufts.edu/lcs/>
3. Academic Resource Center: <http://uss.tufts.edu/arc/>
4. Academic Deans: <http://uss.tufts.edu/undergradEducation/assocdeans.asp>
5. Counseling & Mental Health Services: <http://ase.tufts.edu/counseling/>
6. Health Promotion & Prevention: <http://ase.tufts.edu/healthed/>
7. TUPD: <http://publicsafety.tufts.edu/police/?pid=3>
8. Dining & Catering: <http://catering.tufts.edu/>
9. Career Services: <http://careers.tufts.edu/students/>
10. Group of Six Student Resource Centers
  - a. Africana Center: <http://ase.tufts.edu/africana/>
    - i. Asian American Center: <http://ase.tufts.edu/asianam/>
    - ii. International Center: <http://ase.tufts.edu/icenter>

- iii. Latino Center: <http://ase.tufts.edu/latinocenter>
- iv. LGBTQCenter: <http://ase.tufts.edu/lgbt>
- v. Women's Center: <http://ase.tufts.edu/womenscenter>
- 11. Office of Sustainability: <http://sustainability.tufts.edu/?pid=71>
- 12. Office of Athletics: <http://www.gotuftsjumbos.com>
- 13. Physical Education Department: <http://ase.tufts.edu/physed/mini/main.asp>
- 14. Tufts Chaplaincy: <http://www.tufts.edu/chaplaincy/>
- 15. Tufts Student Resources: <http://www.tuftsstudentresources.com/>

## Working with Presenters, Performers, and Speakers

Note: This level of programming should be discussed with your ARD before contacting outside presenters.

### Things to consider when bringing in guest presenters to your programs:

1. Reach out to proposed speaker & guests as early as possible with multiple dates and times to allow them to adjust their schedule accordingly. (Have a backup person in mind in case the person is unavailable). **Be sure to cc the ARD on all email communication.**
2. Being aware of the timing of the program is critical.  
While speaker availability is important, please keep in mind that it wastes your presenter's time (and your own time and efforts) to move forward with a time or date that, in general, students are not available or interested in attending programming. Programs held before dinner during the week often have a limited audience, so think carefully about whether you might be better off with another idea.
3. Collaborate with the speaker and your ARD about the topic and fine-tune the details and expectations of how the event will look and feel.
4. Confirm the need for any materials, equipment or other special considerations that will require extra planning (ex.: tables and chairs, AV materials)
5. Clarify incidentals:
  - i. Does the presenter have directions to the event location?
    1. Who will order their parking pass?
    2. Who will meet presenter, and walk them to event site?
  - ii. How late will the event run?
  - iii. Does the speaker need water or specific equipment?
  - iv. Who is responsible for making copies of program materials?
  - v. If the event is in a dining hall (or other location where food is served for money), who is paying for the speaker's meal or coffee?
6. Create a sense of comfort for, and attention to each presenter. We want them to enjoy the experience so

they will want to return.

7. If the presenter is receiving payment (in the form of a gift card, honoraria, or payment), you must contact the Programming Coordinator at **least two weeks in advance**. The presenter or performer will need to fill out a W-9 Vendor Certification Form, and will need to provide an invoice for their services. This is for Federal & State Taxes, and non-negotiable. If you neglect to contact the Programming Coordinator in advance, the presenter will not be paid in a timely fashion for their services. **Tufts Faculty, Staff, and Students are not eligible to receive honoraria.**
8. Confirm all details (in writing when dealing with larger programs, speakers, or groups) before the program.
9. Remember, the first rule of programming is to expect the unexpected! Try not to be caught off-guard by thinking through alternatives when plans are altered.



## Budget

In order to be reimbursed, your ARD must approve all spending requests prior to money being spent. Social programs requiring specific items to be picked up by the Programming Coordinator need to be sent to the ARD for approval no less than 1 week in advance.

### Business Expense Reimbursement Form Instructions

Please make sure that any receipts you are submitting are itemized receipts. It is a requirement of the Tufts Finance department and expense reports submitted with just credit card receipts may not be reimbursed by the University.

- **The form should be typed with only the signature piece handwritten.**
- At the top of the form, please complete payee name, employee ID (your student ID #), and date prepared sections.
- List your actual expenses under “other business expenses”. Each receipt should have its own line in that section. Type out each section in the row or the form will highlight a field if you skip it. When you put in the dollar amount the form will automatically populate down into the total amount at the bottom.
- **If you ended up paying sales tax, you must subtract that from the receipt total as the University will not reimburse for sales tax.**
- Once you are done typing in all of your information, print out the form (make sure you print in landscape), sign where it says employee/payee signature and date.
- Attach the receipt(s) and have your ARD initial next to the total amount on the right hand side of the form.
- Bring the completed form to the Programming Coordinator, who will process it from there.
- Please do not have your ARD sign under supervisor, that field is for the Residential Life Director to sign.

If you have any questions about the form or any of the process, please ask the Programming Coordinator or your ARD. It is important the form is filled out correctly otherwise Finance will return the form to be corrected (which will delay your reimbursement).



## **RA Phone, Voicemail, and E-mail Protocol**

You will be provided with a landline phone, which allows on and off-campus calling capabilities. You will need to set up your voicemail with a clear and concise outgoing message and check your messages (phone and email) daily. When you answer the phone, you are expected to be polite and professional. **Voice Mail should be set up by Friday, August 26 at noon.**

### **Setting Up Your Phone**

Your telephone service is already active. Plug the phone into the port in your room. If there are 4 ports in your jack, plug your telephone into the top left port. If there are three ports in your jack, plug your telephone into the top port.

### **Customer Service**

For customer service, please call the Voice Communications Help desk at 7-4357 or (617)627-4357, or email [teldeskt@tufts.edu](mailto:teldeskt@tufts.edu). You may access telephone information online at <http://uit.tufts.edu/voiceservices/>.

### **Repair Procedures**

Testing your Telephone: Before calling to request repair:

- be sure that your telephone is plugged into the correct port on your wall jack.
- Test your telephone set by unplugging, the re-plugging it into the correct outlet. This will ensure the connection is tight.
- Listen for a dial tone.
- Once you have verified that your phone is plugged into the correct port of your jack, test your equipment by borrowing another phone.
- Plug the working, non-cordless phone into the correct port of your telephone jack and listen for a dial tone. If you get a dial tone with the borrowed phone but not with your phone, then the problem is with your phone.
- If you still do not get a dial tone with the borrowed phone, then the problem may be with your telephone line or jack. Please call Customer Service at 7-4357, Monday through Friday between 9am - 5pm to report the trouble.

### **Dialing Instructions**

- You must dial “9-1” before making any off-campus call. All calls must be made using the full 10-digit phone number, including the area code.
- Campus Calls - For the Boston, Medford, Grafton Campus, dial the 5-digit extension. For example, for 617-627-7300, dial x77300.
- Local Calls - Dial 9 + 1 + Area Code + Number for calls to 617, 508, 781, 978, 857, 774, 339, and 351.

## **Voicemail Instructions**

You will hear a stutter dial tone to indicate that there are new messages. The stutter dial tone will remain until new message have been listened to.

**Mailbox numbers and Starter passwords** - The mailbox number is the same as the 5-digit telephone extension. For all mailboxes, the starter password is 33 followed by the 5 or 6 digit mailbox number. For example, the starter password for mailbox 7-7123 is 3377123. You are required to change your password the first time you log into the mailbox.

**Logging in to voicemail** - Dial 7-7300 from your room phone or 617-627-7300 from an outside phone. Enter your 5 or 6 digit mailbox number followed by the #. Enter your password (or starter password for the first time) followed by the #.

You will be asked to enter your new password followed by #. The new password must be between 5 and 16 digits in length. No trivial passwords including your mailbox number or any string of continuous digits (like 12345) are permitted. Make your password easy to remember, but difficult for others to learn. To confirm the password change, you will be asked to enter your new password followed by # a second time.

**Automated Assistance** - You may press the \* key at any time during a voicemail session for automated assistance with voicemail commands.

If you forget or do not know the password for your mailbox, dial x74357 or 617-627- 4357 and request a password reset. You must provide your 5 or 6-digit mailbox number. You will be assigned a new, temporary password and will be required to change your password the first time you log into your mailbox using the temporary password.

### ***Outgoing format to use for your voicemail:***

“Hello, this is RA (name). I am currently unavailable to take your call please leave a message, and I will return your call as soon as I can. If this is an emergency situation, please hang up and call University Police at 617-627-6911.”

## Policies and Procedures

All RAs are expected to read and know all policies outlined in *Habitats* and the Student Handbook. You have received a copy of *Habitats*, which should be read in full and referred to with any concerns about policy violations.

These publications are also online and can be found in these locations:

- **Habitats:** for all residential rules and judicial procedures. <https://ase.tufts.edu/reslife/documents/habitats.pdf>
- **The Dean of Student Affairs Website:** for all policies pertaining to the University.  
<https://students.tufts.edu/student-affairs/student-life-policies/student-handbook>

Please make sure that you are familiar with all of these publications and if you have any questions, feel free to ask your ARD or a member of the ORLL Professional Staff.

## RA On-Duty and On-Call Responsibilities

A large part of the RA role is to provide staff coverage within the residence halls at night in order to address issues that may arise and/or provide assistance and resources to residents in need. Rounds of each of the buildings are also necessary and serve the following purposes:

- To be accessible to residents and to get to know residents in your community
- To reassure residents you and other staff are available to assist them
- To be aware of behavior and policy violations that may require staff attention
- To conduct a visual inspection of the physical environment and submit work orders to Facilities
- To deliver ORLL duty mail
- To update lobby/hallway/stairwell postings

### **On-Call and On-Duty Protocol**

#### **Sunday-Wednesday\*:**

There will be one RA scheduled **“on-call”** between 9:00pm and 7:00am in each duty team area. When you are on-call, you **must** be available to your residents by either being in your room or in one of the common areas of the building. You will also use this time to provide programming for your individual residents and/or the whole building. Should you be alerted to an incident in the building during this time, you will need to respond to it appropriately and submit any necessary documentation. When you are on-call, you are not expected to conduct rounds of the building(s) or submit Daily Duty Reports. **However, you are expected to pick up ORLL Duty Mail from your area office and deliver it to your fellow duty team members. Between 9:00pm and 9:30pm, the ARD-on-call will call your room phone to check in. If you are not present at the time of the call, they will leave a message and expect a call back.** Leaving your area while on-call could result in job action.

### **Thursday-Saturday:**

There will be two (2) RAs scheduled **“on-duty”** between 9:00pm and 7:00am in each duty team area.\*\* When you are on-duty, you **must** be available to the residents by either being in your room or in one of the common areas of the building. You will also complete three (3) rounds of the building(s), usually at 9:30pm, 11:00pm and 1:00am. After the completion of each round, you must submit a Daily Duty Report (DDR) documenting what you observed, encountered, and/or addressed while on rounds. Since there are 2 of you on rounds, one DDR can be submitted for both of you. Between 9:00pm and 9:30pm on Thursday, Friday and Saturday nights, the ARD-on-call will call your room phone to check in. If you are not present at the time of the call, they will leave a message and expect a call back. Leaving your area while on-duty could result in job action.

**\*Please note that during special events, some holidays, and emergency situations, RAs will be called upon to complete rounds of the building(s) even if the event falls on Sunday-Wednesday. RAs will also be expected to complete rounds of the building(s) during the first week of the fall semester in order to establish a presence within the community.**

\*\*Metcalf/Richardson and Lewis Duty Teams: Due to the number of staff members on your duty teams, only one RA will be on duty on Friday, Saturday and Sunday nights. Back up coverage will be provided by the Graduate Residence Directors.

The on-call/on-duty schedule for your duty team should be posted on your door weekly. Each duty team will also be responsible for maintaining a “Who’s on Duty” bulletin board in the lobby of each staffed residence hall. This bulletin board must be updated each night with the proper information. In addition, ORLL distributes a campus-wide duty schedule to several campus offices (Tufts Police, Health Services, Dean of Student Affairs, CMHS, etc.) every Tuesday morning. Changes to the campus wide schedule are not permitted after 12:00pm on the Monday of the duty week. Any changes made prior to 12:00pm on Monday must be sent to your ARD **for approval. In the rare case of a last minute duty switch, you must contact the ARD On-Call immediately.**

### **Daily Duty Reports (DDRs):**

Upon completion of each round of the building/area, the RA on duty is expected to submit a Daily Duty Report (DDR) by 9:00am the following day, using the website below:

<https://webcenter2.studentservices.tufts.edu/reslife/login.aspx>

In order to log in, you will need to provide your initial set of credentials:

Username: [first.last@tufts.edu](mailto:first.last@tufts.edu) (you will enter your Tufts email address in all lower-case letters)

Password: Your date of birth in this format: MM/DD/YYYY (example: 09/27/1977)

Once you log in, the system will ask you to change your password. Change it at this time.

**Please note that this is a different online system than the one used to submit incident reports.**

The RA on duty should complete the DDR to keep record of the round. If a situation occurs that results in submission of an incident report, the RA should put in the DDR, “alcohol violation in room 302 – see incident report.” The RA on duty needs to note the following information for completing the DDR:

- Were there doors propped?
- Maintenance issues? Work Orders submitted?
- Were there student concerns encountered?
- Community Standards issues?
- Fire Safety concerns?

Building/area DDRs can be viewed by all members of each duty team. **The RA on duty needs to log into the DDRs system and read through the previous night’s reports to look for any trends to be aware of.**

### While on Rounds

- **Be aware of what is going on in the building.** Interact with residents from your hall as well as those on other floors. Post new flyers and remove old flyers. Pay attention to parties or gatherings as they get started. Also pay attention to who is leaving and coming into the building.
- **Make sure that all entrances and exits are closed and locked.** If doors or windows are propped or unlocked, close and lock them. If there are dangerous physical problems, call Tufts Police to initiate emergency repairs.
- Make sure that all **fire and life safety equipment**, such as extinguishers, are in place and operating. See if any pull stations, alarms, or detectors appear damaged. Please report fire and life safety issues via an incident report. If the problem poses an immediate threat, call Tufts Police.
- If you notice **anything requiring immediate attention** (broken glass, wall or ceiling leaks, overflowing toilets or sinks, etc.) call the Tufts Police.
- If you notice **vandalism**, talk to the residents and submit an incident report. Remember that the bias incident protocol requires immediate action based on the content of the graffiti or vandalism. See Bias section for more detailed information.
- RAs must check in with the Area Office for **duty mail**. Materials and letters are time sensitive and should be delivered immediately. RAs on call/duty need to go to the ARD office the day they are on duty to collect the duty mail for their team. Distribute the duty mail to your team on your first round. **If you are on call, please distribute the duty mail after you receive the call from the ARD On-Call (after 9:30pm).** Throw away or recycle outdated flyers, solicitations dropped off without permission (restaurant flyers, exam study promos, etc.), and move or remove excessively or inappropriately posted flyers (flyers that do not have the ORLL stamp) and materials.
- **Most duty rounds will take forty minutes.** This will change depending upon activity in the area. If the building activity level requires you to make several or continuous rounds, check your room for messages every hour.
- When you are on-duty, you are expected to **know what is happening in the halls and be able to offer assistance** for issues that arise.

- If something is beyond the scope of your position, **call for backup**. You have several initial sources of backup: fellow RA staff, the Area Residence Director On-Call, and Tufts Police. Tufts Police can quickly contact the fire department, outside paramedics, the Counselor On-Call, the Administrator On-Call, TEMS or Residential Facilities staff.

## Addressing Student Behavior

While on duty, you will need to address policy violations that occur with students and/or their guests. You will also need to aid students in distress (i.e. emotional/mental-health issue, eating disorder, roommate issue, etc.). In most cases, you will engage in a conversation with the student(s) involved. Please keep in mind that there are many styles and ways to address behavior – as you become comfortable in your role you will find your style.

The following is a step-by-step guide to navigating these conversations:

- Identify yourself: stating your name and that you are a Resident Assistant.
- **Ask those involved to stop whatever behavior you are addressing:** Explain why the behavior is not acceptable within the residential community. Please note: It is imperative that you understand our community standards and policies so you can explain them to those involved.
- **Ask to see identification:** Make sure you collect identification from everyone involved to include them in your incident report. In situations involving alcohol, check identification to ensure that the student or guest is of legal drinking age.
- Explain that the behavior is in violation of ORLL/University policy: let them know that the incident will be referred to a member of the Residential Life Staff or referred to the Dean of Student Affairs Office (depending on the type of violation).
- **Clear out the space:** Tell those involved to either return to their own rooms or to exit the residence hall.
- **Note the details:** You need to have some paper and a pen/pencil to write down pertinent information like names, room numbers, student ID numbers, and the nature of the incident. (Was alcohol present? If so, what kind, how much, etc.)
- **Uncooperative Students:** When students are uncooperative let them know you are calling for another university official (RA, ARD, TUPD, etc.). Usually they will begin to be cooperative at this point. If they don't, make sure to follow through and call for help.
- **Be consistent:** If you respond in different ways to the same basic situation students will view you as being unfair. This could anger students which could escalate the situation for you – so please always be consistent.



**In an emergency:** If the Area Residence Director On-Call is not available, call the Residential Life and Learning Director's cell @ 781-475-9419. Once any police, administrators, medical or psychological personnel are on the scene, relate all pertinent information and follow their instructions.

### University Policies:

You will likely encounter a variety of university policy violations in the residence halls that will need to be addressed.

Policy	Explanation	RA Follow Up
<b>No- Smoking Policy</b>	<ul style="list-style-type: none"> <li>violation of the Massachusetts State Fire Prevention Regulations to smoke inside schools, colleges, universities, public buildings and institutions</li> <li>policy affects all indoor spaces of the campus, including all university residence halls</li> <li>smoking materials, including, but not limited to: cigarettes, cigars, pipes, and hookahs inside any university building or residence hall is strictly prohibited</li> <li>must be 20ft away from building to smoke</li> <li>Always call TUPD and document if marijuana or other drugs are involved</li> </ul>	<p>In Student Room</p> <ul style="list-style-type: none"> <li>knock on door</li> <li>explain policy</li> <li>ask for student ID</li> <li>Submit incident report</li> </ul> <p>Outside</p> <ul style="list-style-type: none"> <li>Approach resident</li> <li>Explain policy</li> <li>Ask for ID</li> <li>Have them move 20ft from building</li> <li>Submit report</li> </ul>
<b>Pets and Animals</b>	<ul style="list-style-type: none"> <li>health and safety concerns prohibit students from keeping animals in all university residences</li> <li>only exception are fish in tanks no larger than ten gallons and university-approved service animals when needed</li> </ul>	<ul style="list-style-type: none"> <li>inform resident of policy</li> <li>tell them the animal must be removed immediately</li> <li>ask for resident ID</li> <li>submit incident report</li> </ul>
<b>Hall Sports</b>	<ul style="list-style-type: none"> <li>activities played within the residence halls present a risk of injury to the individuals participating and others living in the community</li> <li>risk damaging any fire safety equipment within the residence hall</li> </ul>	<ul style="list-style-type: none"> <li>tell student to stop</li> <li>explain policy</li> <li>ask for ID</li> <li>submit incident report</li> </ul>
<b>Vandalism</b>	<ul style="list-style-type: none"> <li>students or their guests may damage or vandalize university property in residence hall rooms or common areas, which is against college policy</li> <li>Any damage incurred within a residence hall room, as a result of negligent or malicious student behavior, is the responsibility of the owners of the room</li> </ul>	<ul style="list-style-type: none"> <li>Document incident</li> <li>Call TUPD if bias related</li> <li>If residents present, ask for IDs</li> <li>Call Facilities for clean up</li> <li>Temporarily cover item</li> <li>Submit an incident report</li> </ul>
<b>Bodily Fluids in Student Rooms</b>	<ul style="list-style-type: none"> <li>Due to the serious health risks of blood borne pathogens, vomiting, defecating, and urinating in student rooms is not allowed.</li> </ul>	<ul style="list-style-type: none"> <li>Take ID, if resident is there</li> <li>Call facilities for immediate clean up</li> <li>Submit incident report</li> </ul>

<b>Throwing Objects</b>	<ul style="list-style-type: none"> <li>• Throwing objects or liquid out of any university residence hall windows or doors is extremely dangerous and against policy</li> </ul>	<ul style="list-style-type: none"> <li>• tell student to stop</li> <li>• explain policy</li> <li>• ask for ID</li> <li>• submit incident report</li> </ul>
<b>Misuse of University Keys</b>	<ul style="list-style-type: none"> <li>• Under no circumstances should students lend their room key or student ID to anyone while they reside in our residence halls.</li> <li>• compromises the safety of the other residents</li> <li>• If someone lends out their key they are fully responsible for the person's behavior including any damage they may cause within the residence halls</li> </ul>	<ul style="list-style-type: none"> <li>• explain the policy to residents</li> <li>• submit an incident report if you suspect or know of any violations of this policy</li> </ul>
<b>Noise Policy</b>	<ul style="list-style-type: none"> <li>• at no time should noise interfere with a student's right to sleep or study.</li> </ul> <p>Quiet Hours:</p> <ul style="list-style-type: none"> <li>• Sunday evening through Friday morning, 11:00 pm to 8:00 am</li> <li>• Saturday morning through Sunday morning, 1:00 am – 9:00 am</li> </ul>	<ul style="list-style-type: none"> <li>• You should never give students a warning for quiet hours, all incidents must be documented</li> <li>• Knock on door</li> <li>• Ask them to turn off whatever is causing the noise</li> <li>• Explain policy</li> <li>• Ask for IDs</li> <li>• Submit incident report</li> </ul>
<b>Consideration Hours</b>	<ul style="list-style-type: none"> <li>• times outside the designated quiet hours</li> <li>• residents should consider their neighbor's rights</li> </ul>	<ul style="list-style-type: none"> <li>• never give warning</li> <li>• Knock on door</li> <li>• Ask them to turn off whatever is causing the noise</li> <li>• Explain policy</li> <li>• Ask for IDs</li> <li>• Submit incident report</li> </ul>
<b>Guest Policy</b>	<ul style="list-style-type: none"> <li>• All overnight guests should be registered through the online system</li> <li>• Guests must stay with their host for the duration of their time on campus</li> <li>• Residents must have approval from their roommate before allowing a guest to spend the night</li> <li>• Residents are responsible for any policy violation of their guest</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure resident fills out guest registration before guest arrives</li> <li>• Document any policy violations caused by the guest with both the guest and their host in the report</li> <li>• Call TUPD if guest is unregistered</li> </ul>
<b>Alcohol Policy</b>	<ul style="list-style-type: none"> <li>• Must be 21 to possess and consume alcohol</li> <li>• Providing alcohol to minors is against the law</li> <li>• If one resident of a room is over 21 they may possess alcohol but it must remain in their space</li> <li>• If you are 21 you may not consume alcohol in dry residential rooms</li> <li>• Public and over intoxication is not allowed</li> </ul>	<ul style="list-style-type: none"> <li>• Call for back up when needed</li> <li>• Have residents dump out all alcohol while you watch</li> <li>• Collect IDs</li> <li>• Submit incident report (more detail later in manual)</li> </ul>

## Step-by-Step to Common On-Duty and Emergency Scenarios

When you do encounter incidents, address them logically and with a calm demeanor. Here is a list of possible situations you may encounter as an RA and how to address each one.

### **You are leaving the building and notice a student is sitting next to the entry way smoking.**

- Ask for the student's Tufts ID.
- Inform the student that they need to be 20 feet from the building when smoking.
- ALWAYS submit an incident report so your ARD can follow up with the student.

### **You are on rounds and you smell marijuana coming from a room in the building.**

- Call TUPD right away and ask them to meet you at the room. Document the incident via the online reporting system, even if the marijuana is unfounded.

### **You see empty alcohol containers in the hall or a room.**

- Our alcohol policy does not explicitly state that empty alcohol containers are prohibited in the residence halls. However, if your area has accumulated a large amount of empties, please inform your ARD.
- You can also let your residents know that you are aware of possible drinking in your area.
- You should inform your fellow staff members of this possible behavior for when they are in your area conducting rounds.

### **You see visible bottles of alcohol in a resident's room.**

- Persons under the age of 21 should not be in possession of alcoholic beverages.
- Possession includes having it in their room.
- You must address the situation and ask the residents to dump out the contents of the bottles in the nearest sink under your supervision. Then you must submit an incident report.

### **You are on-duty and need to address a party and there are too many people for you to document.**

- Identify the owners of the room and try to count the approximate number of attendees to include in the incident report. (The room owners will always be held accountable for the alcohol present in the room.)
- If you observe students in the room specifically holding an alcohol beverage, include that information in that report.
- Do your best to get ID cards and to make sure all information is accurate.
- Call a fellow RA, the ARD on-call, or TUPD for back up if the party is too much for you to address on your own.
- If there is a large amount of alcohol present in a room (for example, more than a case of beer or its equivalent in hard alcohol), please contact TUPD to confiscate the alcohol. When calling TUPD for confiscation, always explain your exact location in the building to the dispatcher.
- Submit an incident report. If a student claims that they were not drinking you should still include them in the incident report and note what the student said.

**You come across a resident kicking a soccer ball against the wall as they are walking down the hall.**

- Ask the resident for their Tufts ID.
- Explain that kicking the ball inside the hall is a violation of the hall sports policy and that you would need to document the situation.
- Submit an incident report.

**You come across a resident who requires medical attention.**

- RAs are not medical professionals and are not trained how to evaluate and/or treat intoxicated students.
- In situations like this, the expectation is that RAs (or any other campus community member) should call TEMS for assistance if a student is ill from consuming alcohol and/or showing signs of moderate to severe intoxication.
- TEMS should always be called if you witness a student in one or more of the following conditions:
  - a student has lost consciousness or is in-and-out of consciousness
  - cannot stand up on their own and needs assistance walking
  - has very slurred speech and cannot carry on a conversation or answer questions
  - has vomited is currently vomiting, or feels like they are going to vomit, etc.
- If you are unsure of whether to call or not, always make the call. TEMS can be reached by calling 617-627-3030 or 617-627-6911.
- Handling of Bodily Fluids: if there are bodily fluids (urine, vomit, blood, etc.) call TUPD. They will contact C&W Cleaning Services to have it cleaned. You should wait for the maintenance person to arrive on scene and put a note for residents saying that they should not use that space.
  - If no one has responded within twenty minutes, call the ARD On-Call for further assistance.

**Dean of Students Staff and Emergencies**

The Dean of Students Office coordinates an after-hours on-call system. Directors within the Division of Student Affairs are on call every evening from 5:00 pm to 9:00 am. During business hours, all emergencies are handled by the Dean of Student Affairs Office, Dowling Hall 7-3158. The Administrator On-Call number is 617-862-0223.

What you can expect from Dean of Student Affairs on-call staff when there is a crisis or medical emergency:

- To provide support to individual students in crisis
- To make sure that families, friends and staff are aware when students are involved in accidents, health emergencies, or other life threatening situations.
- To inform families about university policies regarding return to campus following a health crisis. The administrator on call will always call the parents of a student who is hospitalized (under the circumstances described), even if the student or hospital has already called their parent or guardian. In this case the purpose of the Dean of Student Affairs call is to provide the parent with an update of the condition of the student and to give them the hospital contact information (i.e. whom to get in touch with at the hospital.)

- To facilitate campus communications when unusual circumstances arise (i.e. school closures, health alerts, hate crimes, assaults, etc.)
- To ensure that residential staff are aware of situations about which they may be asked or in which they may need to be involved.
- The Dean of Student Affairs Staff on call will always call the residential staff on duty if a student will not be returning to the hall (i.e. hospitalization, including ER treatment, arrest, notification from parents or police, etc.)

In order to preserve confidentiality, details of the emergency cannot be discussed with ORLL staff, friends or roommates.

**Important Note:** Following treatment for either a physical or mental health condition requiring emergency hospitalization (or outpatient care requirement not available at Tufts University), the student must first obtain authorization from the Dean of Student Affairs Office before they can return to campus or resume studies at the university.

## Mental Health Concerns and Conversations

As with any major student issue or concern, it is IMPERATIVE that you communicate with your supervisor if you think you have a resident who is considering suicide or who discloses a mental health concern. The following is a guideline to navigating these types of conversations with your residents, but always remember your job is to REFER, not to act as a mental health professional.

**Speak with your ARD or counseling liaison any time you need help with a situation.**

- Often students in crisis or with a concern will need someone to listen. You may be that person. If someone comes to you, make sure to find a private space to talk and actively listen to their story/concerns.
  - They will know you are listening if you ask follow up and clarifying questions
  - Make sure you express open body language and get yourself on the same physical level as them (if they are sitting, ask if you can sit too).
- Do not try to take care of the situation by yourself. Mental health concerns are to be taken very seriously. After talking with someone who you think is suicidal, call TUPD immediately.
- Be upfront. Ask straight-forward questions.
  - Do you have a plan to harm yourself/commit suicide?
  - Have you attempted to commit suicide?
  - Do you have the means to carry out a plan?
- Use the resources on campus and in your hall. You are not the first one to deal with this situation. Talk to your supervisor and talk to the counseling center.
- Respect the privacy of the resident. **NEVER PROMISE TOTAL CONFIDENTIALITY.** You may need to talk to someone to ensure the student and everyone around them is safe.
  - Tell the resident that though you will keep their information private from peers, you will need to let your supervisor know.
- You need to tell the proper professionals in order to get this person help, but beyond that, don't spread information, names, etc. Try to dispel rumors that you hear circulating on your floor.
- Be over-cautious. If they fit the following 3 criteria, call TUPD and your ARD immediately.
  - Do they have a plan? If they have planned how they will commit suicide or hurt themselves, what steps they will take beforehand?
  - Do they have the means? If they have planned it out, could they carry out their plan? Have they the resources required, or means of obtaining them?
  - When do they plan to carry out their plans? The sooner it is, the more important it is to seek professional help.

- Give referrals. If your resident is experiencing any mental health concerns, refer them to the counseling center. The center can be reached at 617-627-3360. You can call or walk your resident over to the center to help them make an appointment.
  - After hours, call TUPD and have them connect you to the Counselor On-Call.

## **Serious Psychological Issues**

It is important to hold all students to standards of sobriety and good mental health. A student whose behavior causes problems should be told the behavior must stop, even if you suspect the student may be incapable of controlling the behavior. Set standards of behavior for everyone on the floor and stick to them. If a problem persists, work with your ARD on a plan. If necessary, your ARD will refer to the Deans' office to get the student the help they may need.

If a problem comes to your attention because the student is in acute crisis or if someone comes to talk to you about a concern, call TUPD and activate the emergency protocol for psychological emergencies. The Counselor On-Call might determine that the student can wait until the next day to be seen. It is equally likely that an intervention will be made immediately.

Students who have been transported in psychiatric crisis must complete a reentry process before being allowed back on your floor. If you have not received notification from your ARD and the student comes back, call ARD On-Call to confirm that the student should be there.

## **Common Mental Health Issues Students Face**

### **Chronic Substance Abuse**

If you sense someone is having trouble with a substance (chronic hangovers, concerns expressed by friends, bottle-littered room, talking about the need to drink or take other drugs, even rumor), speak to your ARD. You should document these situations as they occur so your ARD and the Assistant Director can keep track of patterns and come up with a plan for intervening. Treat the student like any resident, they should still be held accountable for their actions if policies are being broken.

- ***Substance Abuse Related Medical Emergencies***
  - Call the University Police at extension 6-6911 and ask them to send TEMS. Have the student evaluated by responding EMTs. Do not take the responsibility for someone in this condition or for leaving them in the care of friends no matter how lucid they seem at the moment.

Submit an incident report anytime you call TEMS and TUPD and any time you see them in the building.

## **Eating Disorders**

Common signs of a student who has an eating disorder are the following:

- Vomiting a lot
- Skipping meals
- Change in social behavior
- Sudden loss of weight

If you have a concern about a student with a possible eating disorder, please alert your Area Residence Director for advice and assistance.

## **Stress**

Help students manage stress through educational information, referring them to the Counseling Center, and offering stress reduction tips. Recognize stress is a part of life and learning how to respond and react to it is an important skill. As always, if stress has seemed to overwhelm a resident or group of residents, let your ARD know.

## **Cutting**

If you suspect someone is cutting, notify the Counseling Center and ORLL. Coming upon an individual (or group) in the act of cutting requires a call to TUPD for TEMS assistance.

You may notice someone is cutting if:

- They have scars on their wrists or other part of body
- They or their roommate may disclose it to you
- There is blood on their clothes

## **Depression**

You may notice that a student is depressed by recognizing physical symptoms. Some of the signs and symptoms include:

- Feeling exhausted a lot of the time with no energy
- Feeling as if even the smallest tasks are impossible
- Seldom enjoying the things they used to enjoy
- Feeling very anxious sometimes and find it difficult to think clearly
- Not wanting to see people or are scared to be left alone
- Feeling that life isn't worth living, feel that life has/is passing by
- Feeling irritable or angry more than usual
- Having difficulty sleeping or wake up very early in the morning and can't sleep again.
- Having physical aches and pains which appear to have no physical cause

Everyone expresses depression differently. Encourage your resident to talk and be willing to listen. Make sure to refer your resident to the Counseling Center at 617-627-3360.



## Attempted Suicide

- Contact the University Police at extension 6-6911, and explain that you have a medical emergency. Request an officer be dispatched to the scene. **DO NOT LEAVE THE STUDENT ALONE AT ANY TIME.** Try to determine exactly how the student has attempted self-harm (i.e., cutting, ingested a harmful substance, hanging, etc.)
- Try to find out when the attempt was made, where it was made (what part of the body, what room), exactly what was taken, done (pills? vitamins? knife?), and exactly how much (was cut, ingested, etc.).
- If the student is in immediate physical danger (unconscious; persistent bleeding; difficulty breathing), call the University Police at extension 6-6911. Ask for an officer to come to your location. Explain that you have a medical emergency. Make sure someone stays with the student at all times.
- Once the police are on the scene, call the next level of support staff (your ARD or the ARD On-Call). Feel free to ask for the assistance of any other Residential Life and Learning Staff member. A response will be coordinated as quickly as possible.

If the student does not seem to be in immediate physical danger, don't be persuaded by the student or friends that medical attention isn't needed. Be firm, but gentle and caring; make sure the student gets the help they need. Generally, when the student has obtained medical help, the doctor or counselor will call an administrator and the parents to inform them of the situation and to enlist their help with the student.

## Suicide Threats

When a student threatens to commit suicide, it is essential that you take him/her seriously.

- Remain present with the student.
- Tell the student that you care about them and want to help them in the best way possible, so you are going to call the Counselor On-Call to consult with them. Call TUPD at extension 6-6911 and ask for the Counselor On-Call.
- If the student is comfortable talking with you, you could ask the student if they have a set plan to kill themselves (where, when, how). You need to just listen in these cases, don't try to assess for validity of the threat. Leave that to the counselor involved.
- If you are told by a friend and/or roommate of a student that a particular student talked about/threatened suicide, consult with both your ARD and your Counseling Liaison about the next appropriate step.

Once the crisis has passed, it is essential that you show concern for the student. It is also important you speak honestly and openly with them about it so they do not feel ashamed around you, or wonder if your opinion of them has changed.

## Sexual Harassment and Stalking

Information about sexual harassment, including definitions, university policies, and complaint procedures are located at <http://www.tufts.edu/ocio/sexualharassment.html>.

*The university has a responsibility to create a safe environment for those who work and study here. Any member of the Tufts community who feels he or she has been sexually harassed should feel free to use the procedure described at <http://www.tufts.edu/oeo/sexualharassment.html> without threat of intimidations, retaliation, or harassment.*

Your first obligation to a student who needs to talk to you about being sexually harassed is to listen. Let the student know that you are a private resource, but you cannot remain confidential. You are a mandated reporter, which means you must report your knowledge about sexual assault to the Office of Equal Opportunity (196 Boston Ave, 3<sup>rd</sup> Floor, Suite 3800, 617-627-3298). If they choose to continue, make sure to actively listen and validate their experience.

Next, assist them in getting information about resources. Be ready to give to them number to Office for Equal Opportunity and pamphlet on Sexual Misconduct.

Remember: You are not to act as a counselor for your residents. Always be ready to refer to the Counseling Center or talk with your Area Residence Director.

All information should be shared in person or over the phone, and you should also submit a detailed incident report. Below are the steps to take in helping a student through this and to help determine their next step. Make sure you are in a private location for this conversation.

### Script

- I want to help, but before you disclose anything, I need you to know that I am required to report this information to the Office of Equal Opportunity. This office monitors sexual assaults on campus and will be in contact with you in order to provide you with a comprehensive list of resources as well as the channels available for you to resolve this complaint. I am unable to be a confidential resource, but I will keep the information you tell me private from anyone who does not need to know. Here are some confidential resources on campus that I can refer you to:
  - Counseling and Mental Health Services (x7-3360)
  - A clinician in Health Services (x7-3350)
  - University Chaplaincy (x7-3427)
  - **Nandi Bynoe, Sexual Misconduct Resource Specialist.** Nandi is located in the Dean of Student Affairs Office and can be reached by calling x7-3427. Her email is [Nandi.Bynoe@tufts.edu](mailto:Nandi.Bynoe@tufts.edu). She will be able to assist students with any accommodations they may need as a result of the incident they experienced as well as review all of the other resources available and the ways in which the case can be handled.
- Ask the following to close the conversation:
  - Do you need me to do anything?
  - Do you want me to contact Tufts Police to speak with an officer?

- Anyone you want to contact? Do you feel safe staying in your room?
- I will check on you tomorrow – please feel free to contact me before then if need to. Here is Sexual Misconduct packet for you to review more closely. (Sexual Misconduct Brochure)

Follow-up with your Area Residence Director and immediately submit an incident report.

#### Additional Important Information about Sexual Assault:

- There is a very limited time after an assault for which testing of drugs, rohypnol (etc.) can be determined.
- Physical evidence is crucial (if the student wants to report the assault). Clothes worn can be taken off, but student should not shower. Put clothes into a paper bag.
- Student can go to TUPD and file a report (they can always press charges later or not). This way, important information will not be forgotten. Female officers can assist in this situation, if preferred.
- As an RA, you are a mandated reporter – therefore you must report **all** information.

#### If Incident is not Recent:

- Something has come up for this person to bring this forward to you. Listen in a non-judgmental, caring way.
- Encourage them to use all on-campus resources (even if the event is not recent, resources can still provide help.)

### Bias Incidents

Tufts University has created a protocol to respond to incidents of bias on campus. A *bias incident* is defined at Tufts as an act directed against a person or property that includes the use of slurs or epithets that a reasonable person would interpret as expressing bias on the basis of race, religion, ethnic or national origin, gender, sexual orientation disability or age.

#### Step by Step RA Response to a Hate or Bias Incident:

1. Immediately contact the ARD on-call to determine whether the police should be called.
2. Always call the police if the incident was in the form of graffiti, if the victim's safety is at risk, or if the victim requests police involvement.
3. If the incident was in the form of graffiti, cover it up until you and the police have fully documented it. At that point you can contact TUPD and ask that C&W remove it. **Do not remove it yourself.**
4. ALWAYS fill out a separate incident report from the one TUPD will file. (We need to better understand the climate in your residence hall and any patterns of harassment that may be developing.) Because you understand and are in constant contact with your residents as the RA, you are usually able to provide the most detailed and comprehensive report. **File the report within 12 hours of the incident.**
5. If you were the RA on duty and the incident occurred in another RA's hall, you should communicate what happened and the status of the victim to that floor's RA and to the ARD. The duty team should be aware of all incidents that occur.

## **Following-Up After a Bias Incident has Occurred**

1. You should publicly condemn the behavior and encourage your residents to do the same in a hall meeting, by posting anti-hate/bias signs, by supporting each other, and/or by initiating an event/program. Work with your ARD to determine the appropriate response.
2. You should continue to check in with the targeted resident after the incident. Be especially observant of more lasting effects on the individual and the entire community. Victims may diminish or downplay the incident or continue to feel threatened, scared, or angry. As a result, their level of concentration may drop and grades and social relationships may suffer. Be attentive and supportive.
3. If the victim seems to require additional services, you may need to refer them to Counseling and Mental Health Services.

## **Care Calls/Missing Student**

When a staff member is first notified regarding the suspicion of a missing student, they should immediately contact the ORLL and/or the ARD On-Call. Questions to be asked of the person reporting:

1. When was the student last seen?
2. Where was the student last seen?
3. What was the student wearing?
4. Why do people believe the student is missing?
5. How did the student appear when last seen? (emotional, physical description)

An action plan will be developed on a case-by-case basis depending on the circumstances.

## **Writing Incident Reports**

Incident Reports are used as a mechanism to communicate issues such as: student issues/behavior, serious illness, medical transport, fire alarms, facilities information, policy/community standard violations, etc. Incident reports should be generated after any situation involving emergency staff (i.e. Counselor On-Call, Administrator On-Call, TUPD, TEMS, etc.), as well as any time you have a concern in your hall/building.

Incident reports are also used to communicate any concerns about a student's well-being or behavior. All reports are useful to aid our office in establishing a student's pattern of behavior or address a problem if it is reoccurring.

**All incident reports should be written within 12 hours of the incident to ensure that the details of the incident are fresh in your memory and accurate.**

Please note: all students have a right to view any report written about them during their judicial meeting. **Reports should be written objectively and in the first person.** If an incident is referred to the Committee on Student Life or the Residential Judicial Board, any documentation submitted as a result of the incident will be used in subsequent hearings.

The following information is vital when writing Incident Reports:

1. Name of person(s) involved
2. Student ID number (if applicable)
3. Local Address of person(s) involved
4. Date, time and location of incident
5. Staff member(s) involved
6. Nature of offense (if applicable)
7. Narrative of facts involved in the situation (written objectively)

When writing an Incident Report, it is important to be as clear and as specific as possible. Please use any specific quotes (only if you can write what was said **exactly**). Objective facts should be included in the narrative of the report. In some cases, you may be asked to re-submit an incident report if it is not written objectively or if it is incomplete in any way.

Some situations may elicit personal feelings. This is a natural occurrence. Please do not include any personal thoughts or feelings in your report. However, do not hesitate to email a “supplemental” report to the Assistant Director or schedule a meeting to discuss what occurred. Supplemental reports will not be shown to the student(s) involved.

### ***Online Incident Reporting Website:***

The incident report form can be found here:

[https://publicdocs.maxient.com/reportingform.php?TuftsUniv&layout\\_id=3](https://publicdocs.maxient.com/reportingform.php?TuftsUniv&layout_id=3)

**Please note:** this is a DIFFERENT website than the Daily Duty Reporting System.

# WHEN TO WRITE AN INCIDENT REPORT

## A Quick Reference Guide

An incident must be submitted when the following occurs:

- A noise violation
- A student is ill or injured and TEMS is called
- An alcohol or drug violation (including TEMS calls for alcohol-related illness)
- A smoking violation
- A hall sports violation
- A weapons/firearms violation
- A fire safety violation
- A student is suffering from a mental health disorder (this includes eating disorders)
- A student reports feeling suicidal
- A student has been missing for an extended amount of time
- Someone has a serious concern for their friend
- A bias incident or act of intolerance
- A student reports a sexual assault
- The fire alarm goes off
- A student unofficially changes from their original room assignment
- A resident misuses their room key/student ID
- A guest policy violation
- Vandalism
- Disturbance in the hall
- A student has taken lounge furniture
- A student has a pet in their room
- A student reports feeling suicidal
- A student has a prohibited item (i.e. appliance/halogen lamp/"octopus" lamp)
- A student has unauthorized furniture
- You have a concern for a student on your floor or in the building

**\*\*Please understand that not all submitted incident reports will become a judicial case. Many times incident reports are a way to convey information to us about a specific student(s). IRs serve as a tool to pass along information, not a form of getting your residents into trouble. If you are unsure about when to write an IR, ask your ARD. If in doubt, it is better to submit a report. Next steps will be determined once the IR is submitted.**

## Community Standards and Judicial Processes

All members of the residential community are expected to conduct themselves in a manner compatible with the community standards set forth by the University and the Office of Residential Life and Learning.

RAs serve as community standards educators. Listed below is a representation of the expectations of a community standards educator.

- Inform residents of university and department policies and standards as stated in Habitats and on the Dean of Student Affairs website.
- Exhibit a willingness to support and uphold all university and department policies and standards despite personal feelings about the policy.
- Exhibit fairness and consistency when dealing with policy violation.
- Encourage residents to take ownership of their floor and community, through establishing appropriate expectations about community standards.
- Submission of documentation of all incidents that occur in a timely fashion.
- Know and explain the judicial process of the university as stated in Habitats and in the online version of the Student Judicial handbook.
- Establish and encourage a community environment that is conducive to sleeping, studying and healthy living conditions.
- Assist roommates in resolving conflicts.
- Monitor and report all community and building behavior to your ARD.

**Remember that you have a support system (ARD, fellow RA's, SRA, Pro Staff) on which to rely if faced with difficult or uncomfortable situations.**

## Media Relations

Every once in a while, the national and local media will appear on campus and want to talk to staff about an incident, or something apparently more innocuous, like move-in day. Although the reporters and camera crew may seem harmless, some rules apply to our interactions with the media.

- **WE ASK THAT YOU DO NOT TALK TO THE MEDIA AS A REPRESENTATIVE OF RESIDENCE LIFE OR TUFTS UNIVERSITY. Even if it is for an on-campus publication.** You should refer all questions and reporters to Public Relations, 617-627-3175. If you need to, refer them to the ORLL office, and we will respond as appropriate.
- Reporters are not allowed in the residence halls unless they have an escort from Tufts University Public Relations. If reporters refuse to leave when asked, call TUPD to have them escorted out.
- You are welcome to comment to the national or campus media as a private citizen. As you frame your remarks, please be careful to ensure the reporter understands that you are not the department's spokesperson, nor are you speaking in your role as a Resident Assistant. Only the ORLL Director makes official comments.

## **Residential Facilities and Operations**

The Residential Life and Learning Staff works in conjunction with Residential Facilities to maintain the residential environment. ORLL staff try also to encourage residents and guests to respect university facilities and we hold residents accountable for damage and vandalism. Facilities and Residential Facilities are responsible for providing routine maintenance and they act as a liaison with C&W, the University's contracted custodial service. Facilities also works to repair vandalism and damage.

### **Common Areas**

Any residential space outside of a student bedroom is a common area, such as kitchens, lounges, bathrooms, and stairwells. Bathrooms that are not hallway accessible are considered private and are not cleaned by C&W. All staff should be aware of the physical appearance of the common areas of their building and mindful about the location and condition of common use furniture and equipment.

### **Maintenance and Repairs**

Maintenance issues should be submitted online at <https://fsrequest.tufts.edu/WebMaint/>.

**The Online Service Center should never be used for emergency service requests.** If you have a facilities-related emergency, please call Facilities Work Control (x7-3496, Monday-Friday 7:30 am – 5:00 pm) or the University Police (x6-6911, for problems after hours or on weekends). The dispatcher will coordinate emergency service calls. If it is not urgent, use the on-line facilities report system.

#### **Once on the maintenance request site:**

- Login using your Tufts email and password
- Select “Submit a request for service or maintenance”
- You will be directed to the request form
- Fill out the basic information at the top, leaving the department ID box empty
- Enter the specific location of the issue
- In the description box, please provide a detailed description of the issue, (i.e. if broken then how – window won't close verses glass is broken.) Be specific, if there is a history for that item needing service mention it in the box
- Hit “submit”, then “no”, then “I accept”
- You will receive an email indicating the status of the work order
- If the issue continues please forward the work order and number to your ARD so they can follow up as needed



## Health and Safety Inspections

Resident Assistants will conduct Health and Safety inspections within the staffed residence halls to address unhealthy or unsafe conditions in residential bedrooms. You will document any policy violations you find through submitting an incident report and submit work orders for any repairs or service that needs to be completed. Health and Safety inspections in the staffed halls normally take place in November before Thanksgiving Break.

**You should always address health and safety concerns if you see them, not just during inspections.** If you see an issue, inform the resident, document it in an incident report.

## Recycling

Resident Assistants are expected to show support for the Tufts Recycles program by recycling, talking to residents about recycling and posting information during move-in, during the year, and during move-out. Part of *Tufts Recycles!* success can be attributed to the recycling bins located in every hall. **These bins are extremely expensive.** Due to their trademark and high oil prices, each lid costs almost \$30.00. Please watch for students who may be removing the lids and report the problems to your recycling representatives.

## Facilities Emergencies

Call Work Control from 7:00 am – 5:00 pm, Monday through Friday and explain the nature of the emergency. After business hours, call the University Police at extension 6-6911. Follow up the next morning, ensure that the item has been repaired. If not, contact Residential Facilities and ask for assistance. **A Facilities emergency is lack of heat, a serious leak, or any situation that compromises the safety or integrity of the building facilities.**

Maintenance personnel need to know:

- Type of problem
- The specific location
- The duration of problem or situation

## Power Failure

### *Short-Term Power Outage*

Follow the directions of the Office of Residential Life and Learning, Facilities, and TPD if there is a power outage. The dispatcher at Public Safety will become very busy answering calls. Do not call TUPD to say that the lights are still out.

### *Long-Term Power Outage*

If the power is going to be out for an extended period of time, the following protocol will be followed:

- The ARDs/SRAs/RAs will be contacted via a phone tree to come to the ORLL for a meeting to receive any directions or updates as appropriate. ARDs may be provided with the latest copy of each building roster in case there has to be any contact/follow up with residents.

- ORLL will disseminate information/directions on what needs to be done and what each individual's role will be.
- All fire life safety equipment/devices will still be functional.
- No one should be burning candles.
- You may be given flashlights and glow sticks as needed.

## Severe Weather

### *Snow Emergency*

Generally, when Tufts closes because of inclement weather, residence halls and dining halls remain open. **The declaration of an emergency is different from a snow closing.** It happens when the weather conditions have created a dangerous situation on campus or in the community. Information will be distributed through you, postings and phone messages if an emergency is declared. Continue to check the Tufts website for up-to-date announcements. The Tufts Weather Emergency Line is 617-627-4636.

## Fire and Life Safety in the Residence Halls

Tufts Fire Safety Office (FSO) is charged with monitoring and maintaining the Fire and Life Safety Systems for all of the university's academic, administrative and residential buildings on campus. As an RA, you will be responsible for ensuring that your own residents, as well as the residents of your building/team/area are adhering to the fire safety policies for the safety of the entire community. If you come across any fire safety policy violations, the expectation is that you will address the violation in a timely manner. Below is information pertaining to the FSO as well as very important fire and life safety policies you must be aware of. You can find a comprehensive list of residential fire safety policies online at <http://publicsafety.tufts.edu/firesafety/>.

### Fire and Life Safety Inspections

The FSO conducts fire prevention inspections in the common areas (lobby, lounge, hallways, stairways, laundry rooms, utility rooms and storage rooms) of all residence halls. These inspections take place multiple times a year. The inspections ensure that fire detection and sprinkler systems are operational, fire extinguishers are in their proper locations and fully charged for use, doorways, lobbies, corridors, stairways and fire escapes are clear and unobstructed of any items that could cause tripping or congestion during an emergency evacuation and that evidence of smoking within the halls is not present. The FSO staff member will send an inspection report to the Assistant Director in ORLL with the expectation that the policy violations/issues will be addressed.

### Tampering with Fire Safety Equipment

All residence halls are equipped with smoke, heat and carbon monoxide detectors as well as fire suppression sprinkler systems. There are also manual fire alarm pull-stations and fire extinguishers on all of the floors of the buildings. This equipment is

provided solely for the protection of all of our students living on campus and any damage or disabling of such equipment will not only jeopardize the well-being of the person(s) involved, but also the well-being of the residential community.

It is a violation of MA State Law to disable, disconnect, obstruct, remove, or destroy fire protection equipment. This includes tampering with smoke/carbon monoxide detectors, fire extinguishers, sprinkler heads and horn/strobe warning devices. This also includes vandalism to fire protection equipment caused by student-related behavior.

Students found in violation of this policy will be subject to the following consequences:

First Offense – Deferred Residential Separation and University Probation

Second Offense – Suspension from the University for an amount of time specified by the Dean of Student Affairs Office.

### **An Act Causing or Contributing to a Fire Safety Hazard or Fire**

This behavior is strictly prohibited and includes, but is not limited to: tampering with any wiring, exit signs, emergency lights, overloading electrical outlets, hanging items from the ceiling, sprinkler head/pipes, leaving food unattended while cooking, placing clothing, fabrics or other easily combustible materials over lights or electrical fixtures and possessing and/or using heat-producing cooking appliances outside designated kitchen areas.

### **The possession and/or Use of Flammable Materials inside University Buildings**

This includes, but is not limited to: candles, incense, camp-stove fuel, containers of butane, lighter fluid, fireworks, flammable holiday decorations (including live holiday trees and wreaths), gasoline, paint thinner, etc. Please note that candles used for any type of religious purpose are also prohibited from the residence halls. This also includes multi-armed “octopus-style” lamps.

### **Access to the Roof of Any University Building**

It is strictly prohibited to access all university building roofs, window ledges, balconies or fire escapes for any reason (except in the case of emergency). The roofs of Metcalf Hall, Hodgdon Hall, Carmichael Hall and Carpenter House are most accessed by students each year.

### **Blocking Hallways, Stairways, Suite/Apartment Lounges or Fire Escapes**

It is strictly prohibited to leave personal items like shoes, suitcases, boxes, room furniture, athletic equipment duffle bags, bicycles, etc. in these areas. In an emergency situation, these areas MUST be kept clear to aide in quick and efficient exit from the residence halls.

### **Possession of non-University Upholstered Furniture**

Only authorized furniture is to be used within all of the residence halls. If a student wishes to bring in a piece of non-University furniture, it must have a label affixed to it that meets the appropriate fire safety rating of CAL-117 or CAL-133. If

the piece of furniture does not meet either of the two codes or does not have the original manufacturer's fire safety rating label, it is prohibited from the residence halls.

Students to fail to comply with all of the fire and life safety policies will be subject to appropriate judicial consequences ranging from a verbal warning to losing the ability to reside in university housing and/or university disciplinary action depending on the magnitude of the behavior. As a resident of Tufts University, all students are responsible for what occurs in their residence hall room. As an RA, it is very important that you familiarize yourself with all of these policies so you will be able to educate your residents.

### **Fire Alarm Evacuation Procedure**

As soon as the fire alarm sounds, EXIT the building immediately. Upon exiting your room, look for the nearest stairwell or emergency exit door and promptly leave the building. Once outside you should move to the designated gathering spot, which is most often across from the building. It is important that you familiarize yourself with at least TWO EXITS in case of an emergency. If, during a fire alarm, you are aware that there are residents remaining in the building (due to illness, injury, etc.) please call TPD for assistance (617-627-6911). Never assume that a fire alarm is a malfunction. You MUST immediately evacuate the building during every fire alarm. Once the local fire department is on-site, they will handle the situation. The building is not safe to enter until the situation has been properly addressed and the fire alarm system has been reset. You may not enter the building until you have been given instruction to do so.

Please note: While you are a member of the Residential Life and Learning team, it is not your responsibility to go door to door to make sure that your residents are leaving the building. However, you can certainly residents know that they must leave immediately and where to go once outside.

## **RA Accountability and Performance Evaluation**

You will meet weekly/biweekly with your ARD to discuss programming updates, resident concerns, trends & issues within the community, as well as to provide feedback regarding performance and expectations. You are hired for a (1) year academic contract, renewable for (1) additional year based on your performance.

### **Formal Evaluations**

You will be formally evaluated after the first six weeks in your role. Evaluations include feedback from yourself, your residents, and your supervisor (ARD).

### **Performance Concerns**

Below is a (**non-exhaustive**) list of conditions for which if you are found responsible, may result in immediate job action, possibly including termination.

1. Any action in which you are found responsible for violating any institution policy/regulation or federal/state/local laws/ordinances.
2. Possession/consumption of illegal drugs (including underage drinking)
3. Of age/underage consumption/intoxication of any not prescribed medication/drug/alcohol while on call/duty.
4. Failure to meet expectations as prescribed in writing by the Area Residence Director.
5. Any form of harassment toward a resident/peer/administrator
6. Failure to report to duty.
7. Failure to document a situation due to relationship with student
8. Being in a romantic or sexual relationship with a student within your duty team oversight.
9. Failure to appropriately role model behavior

## **Disciplinary Action/Termination Procedures**

If you fail to perform your job responsibilities, you will initially have a conversation with your ARD and you will receive a warning letter or a letter of probation. If you are unable to improve your performance within your ARD's given timeline, you may be terminated from the position. In addition, if you violate any university policy, you may be terminated and go through the residential judicial process, like any other student. If you disagree with the job actions taken by your ARD, you may seek final job appeal with the Associate Director.

## Resources and Information

### **The Dean of Students Affairs Office**

**Location:** Dowling Hall, 7<sup>th</sup> Floor

**Website:** <https://students.tufts.edu/student-affairs>

**Email:** [deanofstudentaffairs@ase.tufts.edu](mailto:deanofstudentaffairs@ase.tufts.edu)

**Phone:** 617-627-3158

When you visit the Dean of Students Affairs Office and its departments you will be able to find information about services, special programs and events offered to our students. The website will also provide you with a comprehensive list of publications and services that reflect what the division has to offer.

### **Tufts University Police**

**Location:** Dowling Hall, 1<sup>st</sup> Floor

**Website:** <http://publicsafety.tufts.edu/police/>

**Phone: Non-Emergency:** 617-627-3030 (or x73030), **Emergency:** 617-627-6911 (or x66911)

The 58-member Police Department is led by the Director of Public & Environmental Safety. Tufts Police Officers are trained at state recognized law enforcement training academies and through ongoing in-service and specialized training programs. RAs will collaborate closely with TUPD on matters of safety in the residence halls. Each area will have a ResCop liaison.

### **Residential Facilities**

**Location:** 520 Boston Avenue, Medford, MA 02155

**Website:** <http://operations.tufts.edu/facilities/dormitory-residential-facilities/medford-somerville/>

**Phone:** 617-627-3992

**Hours:** Mon-Fri 9:00 am – 5:00 pm (After Hours, call TPD at 617-627-3030)

Residential Facilities oversees all facilities-related issues within the residence halls including keys, mailboxes/mailbox keys and combinations, furniture, TVs, appliances, and damage billing.

### **Tufts Dining- Laundry and Vending Machines**

**Location:** 89-91 Curtis Street

**Website:** <http://dining.tufts.edu/laundry-machines/>

<http://dining.tufts.edu/locations-hours/overview/vending-machines/>

**Phone:** 617-627-3566

### **Tufts Catering**

**Location:** 89 Curtis Street

**Website:** <http://catering.tufts.edu/>

**Phone:** 617-627-3411

### **CTAs (College Transition Advisors)**

**Location:** Dowling Hall, Residence Halls

**Website:** <https://students.tufts.edu/academic-advice-and-support/academic-advising/meet-your-advising-team>

**Contact:** Appointments at 617-627-2000

- Danielle Vizena, Arts and Sciences, 234 Hill Hall
- Jared Smith, Arts and Sciences, 116 Miller Hall
- Eliza Yuen, Engineering, 011 Bush Hall
- Joie Cummings, Arts and Sciences, 160 Harleston Hall

The college transition advisors (CTAs) serve as a point of contact and academic support for pre-major students from matriculation to major declaration. They can assist you with course selection, major exploration, concentration comparisons, pre-matriculation credits, transfer of credits, add/drop, pass/fail and withdrawing from courses, campus life questions, and referral to university resources.

## **Eco-Representatives (Eco-Reps)**

**Location:** Residence Halls

**Website:** <http://sustainability.tufts.edu/programs/ecorepresentatives/>

**Email:** [tuftsecoreps@gmail.com](mailto:tuftsecoreps@gmail.com)

## **Culture Centers**

### **Asian American Center**

**Location:** Start House, 17 Latin Way

**Website:** [asianamcenter@tufts.edu](mailto:asianamcenter@tufts.edu)

**Email:** <http://ase.tufts.edu/asianam>

**Phone:** 617-627-3056

Asian American Center works primarily with Asian American students and serves as a resource for all students by offering programs and services supportive to their academic and personal development.

### **Africana Center**

**Location:** Capen House, 8 Professors Row

**Website:** <http://ase.tufts.edu/africana/>

**Email:** [africana@tufts.edu](mailto:africana@tufts.edu)

**Phone:** 617-627-3372

Founded in 1969, the Africana Center offers, throughout the academic year, a variety of academic, career development and student service programs designed to encourage and support the intellectual and personal growth of students of African descent and other Tufts undergraduates.

### **International Center**

**Location:** 20 Sawyer Avenue

**Website:** <http://ase.tufts.edu/icenter>

**Email:** [InternationalCenter@tufts.edu](mailto:InternationalCenter@tufts.edu)

**Phone:** 617-627-3458

The International Center provides immigration advising and visa documentation to Tufts students, faculty and research scholars, and counseling and advising services to undergraduate and graduate students.

### **Latino Center**

**Location:** Bolles House, 226 College Avenue

**Website:** <http://ase.tufts.edu/latinocenter/>

**Email:** [latinocenter@tufts.edu](mailto:latinocenter@tufts.edu)

**Phone:** 617-627-3363

Founded in 1993, the Latino Center serves the overall needs of the Latino student population and others on campus by providing a supportive environmental, fostering pride in the Latino culture, and serving as a resource to the entire Tufts community.

### **Lesbian Gay Bisexual Transgender Resource Center**

**Location:** Bolles House, 226 College Avenue

**Website:** <http://ase.tufts.edu/lgbt/>

**Email:** [lgbt@tufts.edu](mailto:lgbt@tufts.edu)

**Phone:** 617-627-3770

The LGBT Center provides programming, advising, and educational resources on issues of sexual and gender identity and aims to improve the experience of gay, lesbian, bisexual, and transgender students at Tufts, as well as to provide campus-wide education about sexuality, gender, and the effects of homophobia.



## **Women's Center**

**Location:** 55 Talbot Avenue

**Website:** <http://ase.tufts.edu/womenscenter/>

**Email:** [womenscenter@tufts.edu](mailto:womenscenter@tufts.edu)

**Phone:** 617-627-3184

The Women's Center is a resource for the Tufts community on issues about women, men, gender and relationships between men and women. It provides programs, counseling, information and resources taking into account differences or race, ethnicity, religious, sexual orientation and socioeconomic class. The Tufts University Campus Violence Prevention Project (<http://ase.tufts.edu/safecampus>), focuses on campus education and victim services, is also based at the Women's Center.

## **Health Promotion & Prevention**

**Location:** Lower Level Health Service, 124 Professors Row

**Website:** <https://students.tufts.edu/health-and-wellness/health-promotion>

**Phone:** 617-627-3351

Through education and prevention initiatives, HP&P provides resources related to alcohol and drugs, nutrition, physical activity, sleep, stress management among others. Using a public health approach, a focus is placed on the impact of the environment on healthy communities and collaborative work with student groups.

## **Counseling and Mental Health**

**Location:** Sawyer House, 120 Curtis Street

**Website:** <http://students.tufts.edu/health-and-wellness/counseling-and-mental-health/>

**Phone:** 617-627-3360

**Hours:** Monday-Friday, 9am-5pm (After Hours, call TPD at 617-627-3030)

The center is staffed by professionally trained counselors available to discuss personal and academic concerns with students. All interviews with counselors at the Center are confidential.

Each duty team within an Area will also be assigned a counseling liaison from the Counseling Center.

## **Health Services**

**Location:** 124 Professors Row

**Website:** <https://students.tufts.edu/health-and-wellness>

**Phone:** 617-627-3350

Health Services provides comprehensive outpatient healthcare with services in general medicine, psychiatry, orthopedics, gynecology and dermatology, and a clinical laboratory facility.

## **Office of Campus Life**

**Location:** Mayer Campus Center, 44 Professors Row

**Website:** [ocl.tufts.edu](http://ocl.tufts.edu)

**Email:** [ocl@tufts.edu](mailto:ocl@tufts.edu)

**Phone:** 617-627-3212 (Main), 617-627-3145 (Information Booth)

The office oversees the Mayer Campus Center and over 350 registered student organizations with an aim to foster personal growth and community development at Tufts.

## **University Chaplaincy**

**Location:** Goddard Chapel, 3 The Green

**Website:** [www.chaplaincy.tufts.edu](http://www.chaplaincy.tufts.edu)

**Email:** [Zachary.Cole@tufts.edu](mailto:Zachary.Cole@tufts.edu), Program and Outreach Specialist

**Phone:** 617 627 0532

## **Career Center**

**Location:** Dowling Hall, Suite 740

**Website:** <https://students.tufts.edu/career-center>

**Email:** [careercenter@tufts.edu](mailto:careercenter@tufts.edu)

**Phone:** 617-627-3299

The offices of Career Services and Student Employment provide student everything they need on the career path. They are here to assist you in finding an internship or need guidance as you develop your career goals.

### **Career Fellows**

**Email:** [careerfellows@tufts.edu](mailto:careerfellows@tufts.edu)

Career Fellows are upperclassmen that facilitate peer advising on topics ranging from resume critiques to how-to guides for Career Center online resources.

## **Student Employment**

**Location:** Dowling Hall, 7<sup>th</sup> Floor

**Website:** <https://students.tufts.edu/financial-services/student-employment>

**Email:** [studentservices@tufts.edu](mailto:studentservices@tufts.edu)

**Phone:** 617-627-2000