

PARAPROFESSIONAL DUTY PROTOCOL MANUAL

2024-2025



HOUSING & DINING SERVICES
COLORADO STATE UNIVERSITY



Table of Contents

RESIDENT ASSISTANT (RA) AND COMMUNITY COORDINATOR (CC) PROCEDURES	3
COMMUNITY WALKS	3
KEYS.....	4
DUTY PHONE	6
INCIDENT REPORTS.....	7
TOUR OF DUTY REPORTS (TDRs)	7
WORKING AT THE DESK.....	9
WHO TO CALL, WHEN TO CALL.....	9
ABUSIVE BEHAVIOR.....	10
ACTIVE ASSAILANT	11
AFTER HOURS MAINTENANCE (AHM)	11
ALCOHOL/DRUG TRANSPORT	13
ALCOHOL USE/POSSESSION.....	13
ANIMALS ON CAMPUS.....	15
BIAS MOTIVATED INCIDENTS.....	17
BLOOD-BORNE PATHOGENS (BBPS)	17
CANNABIS USE/POSSESSION	18
CIRCUIT BREAKERS	18
ELEVATORS	19
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)	19
FIRE AND SMOKE.....	20
FLOODING/WATER DAMAGE	22
LAUNDRY.....	23
LOCKOUTS BY UH STAFF	24
MEDIA	24
MEDICAL CHECKS	25
MENTAL HEALTH CRISES AND TRANSPORTS	25
MISSING RESIDENTS	26
PASSIVE PARTICIPATION.....	27
PESTS.....	27
QUIET HOURS/NOISE.....	28
ROOMMATE CONFLICTS.....	29
SALES AND SOLICITATION.....	30
SEXUAL MISCONDUCT/TITLE IX RESPONSE	30
SEXUALLY EXPLICIT DRAWINGS/WRITING/LANGUAGE.....	31
SPORTS AND ACTIVITIES IN THE HALLWAYS.....	32
RESIDENT ARREST.....	32
RESIDENT DEATH.....	32
VEHICLE POLICY.....	33
WEAPONS.....	33
WEATHER (INCLEMENT/SEVERE).....	34
WELFARE CHECK/ENTERING A RESIDENT ROOM/APARTMENT	35

RESIDENT ASSISTANT (RA) AND COMMUNITY COORDINATOR (CC) PROCEDURES

1. RAs and CCs are the first line of response for incidents occurring in the halls and apartments.
 - Night Duty:
 - i. 7:00 p.m. to 7:00 a.m. the following morning in the halls
 - ii. 7:00 p.m. to 8:00 a.m. the following morning in Aggie Village
 - iii. 6:00 p.m. to 8:00 a.m. the following morning in the Graduate & Family areas
 - iv.
 - Day Duty:
 - i. 7:00 a.m. to 7:00 p.m. in the halls
 - ii. 8:00 a.m. to 7:00 p.m. in Aggie Village
 - iii. 8:00 a.m. to 6:00 p.m. in the Graduate & Family areas
 - On holidays and snow days, weekend duty will be implemented (7:00am – 7:00pm)
 - On weekends during Day Duty hours, staff may be within a 10-minute response time to their building
 - Staff on duty must stay in their area while on Night Duty
2. CCs will receive a call from the ARC/RC on-duty at 6:00 p.m., and RAs will receive a call from the ARC/RC on-duty at 7:00 p.m.
 - (970) 567-6588 – Northside Buildings: Allison, Parmelee, Corbett, Laurel Village, Durward, Westfall, University Village Apartments (1500, 1600, 1700), and International House
 - (970) 567-6165 - Southside Buildings: Ingersoll, Summit, Edwards, Academic Village, Newsom, Braiden, Aggie Village, and Aggie Family Apartments
3. Retrieve the duty phone from the desk and check for messages.
 - CCs may need to un-forward the phone: See **FORWARDING AND UNFORWARDING THE T-MOBLIE PHONE**
4. The duty phone must be carried at all times during the duty shift
5. The staff duty phone must be returned to the office desk at the end of the shift (7:00 a.m. for RAs and 8:00 a.m. for CCs) on weekdays, and plugged in so it can be charged

COMMUNITY WALKS

GRAD & FAMILY AREAS

1. Complete one (1) walk each weeknight
2. Complete two (2) walks each weekend, one daytime and one evening and spaced at least two hours apart
3. Walk ALL areas as directed by your RC – Be sure to inspect all public areas, including stairwells, bathrooms, lobbies, laundry, etc.
4. Document policy violations that you witness and follow-up with residents, when appropriate.
5. Submit work orders to HDS Facilities for any maintenance concerns observed.

RESIDENCE HALLS

1. Community walks are always done in pairs
2. Complete two (2) walks each weeknight starting no earlier than 9pm and spaced at least two hours apart
3. Complete three (3) walks each weekend night starting no earlier than 9pm and spaced at least two hours apart
4. Walk ALL floors and basements – Be sure to inspect all public areas, including stairwells, bathrooms, lounges, laundry, etc.
5. Staff is not required to complete an exterior walk of the hall.
6. Document policy violations that you witness and follow-up with residents, when appropriate.
6. Submit work orders to HDS Facilities for any maintenance concerns observed.

AGGIE VILLAGE

1. Community walks in Aggie Village are done in pairs on Friday and Saturday and alone on Sunday-Thursday.

2. Complete one walk each weeknight starting no earlier than 9pm
3. Complete two walks each weekend night starting no earlier than 9pm and spaced at least two hours apart
4. Walk ALL floors, basement, and classrooms – Be sure to inspect all public areas, including stairwells, bathrooms, lounges, laundry, courtyards, etc.
5. Document policy violations that you witness and follow-up with residents, when appropriate.
6. Submit work orders to HDS Facilities for any maintenance concerns observed.

KEYS

RESIDENCE HALLS

- Access your hall's duty key set in the key monster at the desk
 - Insert your staff RK/RARK into the open key hole on the key block and turn
 - The staff RK will become locked into the block and you can remove the duty set
- You do not need to ask permission to use the *duty* set, but you **must** ask permission from the ARC/RC on duty or your supervisor (during business hours) to access the *master* key set for any use other than a lockout. Please see
- The duty set will have a variety of keys with the following function (note that not every hall will have the same keys due to variations in building setup)
 - FT – used to reset the alarm for the Fire Tower doors
 - J – access Janitorial/ET staff closets
 - H52 or H57 – access the padlock for the master set
 - 638 key
 - A key to access your building's storage space – this varies by building, ask your supervisor for specifics
 - RTM – Release the Master, used like a staff RK to access the master set (don't forget to ask permission before accessing the master set)
 - Gray duty prox to access non-residential spaces
- The master set will have some of the same keys as above, as well as a few additional keys with the following function (again, not every hall will have the same keys due to variations in building setup)
 - RM – Room Master key to access resident rooms
 - BM – Building Master key to access non-residential spaces
 - M – Access Mechanical areas
 - Gray master prox to access residential and non-residential spaces
- **You should only access the master set under the instruction and approval of an ARC/RC or CSUPD. If you're not sure whether you should use the master set, ask!**
- You **must** put the master set back into the key monster and re-lock the padlock **immediately** after use, and notify the ARC/RC when it is returned
- **Losing the master set is considered negligence and may result in probation or termination from your position. It could also result in fees associated with replacing key/locks.**

AGGIE FAMILY

All CCs have the following keys:

- 200 STAFF - opens the Aggie Center and adjacent room (where bathrooms and pocket pantry is located)
- 220 CCB - capture key to release the P493 key which opens the padlock on the key cabinet
- H11 - gold padlock key for various supply cabinets in the area
- CAT64 - cabinet key for the Aggie center (opens the cabinet that holds the key for the fridge padlock in the Aggie Center)
- 220 OFF - front office key
- All apartment areas utilize a combination safe to release a master key or key cabinet key.
- Access the master set under the instruction and approval of an ARC/RC or CSUPD. If you're not sure whether you should use the master set, ask!
- You must put the master set back into the key monster and re-lock the padlock immediately after

use.

- **Losing the master set is considered negligence and may result in probation or termination from your position. It could also result in fees associated with replacing key/locks.**

AGGIE VILLAGE

All CCs have the following keys

- Duty set with an Office prox and a master release hard key.
- Key cabinet and master set safe is located in locked closet in main office, use your office prox to open the closet.
- To access master key, open the master key safe by entering in "C" then the code, then "#." Then insert your CCB key into the key hole on the block and turn to release the master key set.
- You **must** ask permission from the ARC/RC on duty or your supervisor to access the master key set. You also must document when you use the master set on the clipboard posted next to the safe.
- The duty set in Aggie Village will have a variety of keys with the following function (note that not every hall will have the same keys due to variations in building setup)
 - M7 – access all individual apartments main doors with the master key
 - M – access all bedroom doors within 2, 3, and 4 bedroom apartments
 - ME
 - J – access Janitorial/ES staff closets
 - WCL
 - OFF – access lodgepole basement storage and office conference room.
 - 163 –
 - 162 –
 - 161 –
 - GATE key –
 - Gray duty prox to access main building entrances in area.
- All apartment areas utilize a combination safe to release a master key or key cabinet key.
- Access the master set under the instruction and approval of an ARC/RC. If you're not sure whether you should use the master set, ask!
- You must put the master set back into the key monster and re-lock the padlock immediately after use.
- **Losing the master set is considered negligence and may result in probation or termination from your position. It could also result in fees associated with replacing key/locks.**

INTERNATIONAL HOUSE/UNIVERSITY VILLAGE 1500

All CC's have the following keys:

- Entrances of I-House, the front office, and storage room.
- 835 CCB: IH/LORY CC release key for duty set
- 835 OFF: International House main office
- BP614: I-House shed west side of building (I am not sure what this is)
- 835 FE: I-House Front Entrance
- 835 LF: IH storage room
- P812: Master padlock
- All apartment areas utilize a combination safe to release a master key or key cabinet key.
- Access the master set under the instruction and approval of an ARC/RC or CSUPD. If you're not sure whether you should use the master set, ask!
- You must put the master set back into the key monster and re-lock the padlock immediately after use.
- **Losing the master set is considered negligence and may result in probation or termination from your position. It could also result in fees associated with replacing key/locks.**

UNIVERSITY VILLAGE 1600/1700

All CC's have 820 FE key to the entrances of UV center, the STAFF key to access all UV rooms, and CCB key to

release the duty set. All staff have an OFFICE key to access the front desk.

Here is what was included in the duty key set:

- 820 CCB: building doors access
- 820 M: master key
- P493: Master padlock
- H92: all outside sheds
- H61: 1700 Fire gate
- H35: UV gates
- All apartment areas utilize a combination safe to release a master key or key cabinet key.
- Access the master set under the instruction and approval of an ARC/RC. If you're not sure whether you should use the master set, ask!
- You must put the master set back into the key monster and re-lock the padlock immediately after use.
- **Losing the master set is considered negligence and may result in probation or termination from your position. It could also result in fees associated with replacing key/locks.**

DUTY PHONE

- The duty phone is to be carried on your person, turned on with the ringer audible while on duty.
- The duty person will respond to all calls while on duty.
- The duty phone will be charged when not in use
- Each phone will have an Apple ID that is building specific based on a building email address. Do not log out of the Apple ID. If you are experiencing issues with the phone, contact your ARC/RC during the work day, or the ARC/RC on duty after hours.
- The phone will be connected to the CSU-visitor wireless network.
- Should a duty call be received during a meeting or other activity, the duty person will leave the event to take the call.
- All duty communication will take place via phone call unless otherwise requested.
- Texts containing a CSUID number are permitted, as long as no other identifying information is included.
- Facetime can be utilized at the request of the ARC/RC regarding facility issues.
- The duty phones will utilize a passcode in order to secure the phone. The passcode is available via the ARC/RC of the building.

APP USAGE

- The duty phone should not be used to download apps. Staff wanting to utilize additional apps will submit a proposal to their RC.
- Teams can be utilized to access hall TDRs.
- Phone is not to be used for entertainment purposes, programmatic or otherwise (including music, movies or games).

CAMERA USAGE

- The duty phone can be used to take pictures for duty related purposes (maintenance issues, vandalism, room checks at breaks/closing, bias incidents/hate crimes, incidents involving drugs/alcohol, etc.)
- Phone will not be used to take pictures/video of residents or guests during conduct incidents, roommate conflicts or any other community concern.
- **Phone will not be used to take pictures/video of resident or guest IDs or any other photo IDs (ID numbers can be written in the Notes app).**

FORWARDING AND UNFORWARDING THE T-MOBLIE PHONE

Forwarding

- Dial **21* and enter the number to which the phone will be forwarded, including the area code.
- Press # at the end and press "Call" (the green button).

- Example: **21*000-000-0000#
- On the screen, you will see “Setting Registration Succeeded. Voice Call Forwarding On All Calls”
- Press “Dismiss”

Un-Forwarding

- Dial ##21#
- Press “Call” (the green button).
- On the screen, you will see “Setting Erasure Succeeded Voice Call Forwarding On All Calls”
- Press “Dismiss”
- Call the duty number to be sure the un-forwarding has been successful.

ACCESSING VOICEMAIL FOR THE T-MOBLIE PHONE

- Press 1 and hold until phone indicates “calling voicemail.”
- Follow the prompts to enter your password and retrieve your messages.
- Passwords for duty phone voicemails are the last four digits of the phone number.

PHONE SETTINGS

- All duty phones are department issued and the settings should not be altered.
- Passcodes for unlocking and retrieving voicemail should always be set to the last 4 digits of the phone number.
- Location settings should always be turn on in the case of a lost phone or inappropriate activity.
- If there are updating or Apple ID needs, contact your supervisor during business hours for assistance.

INCIDENT REPORTS

- Incident reports will be completed at the time of the incident.
- Incident reports are unbiased accounts of incidents or policy violations. When writing an IR, describe the behavior, not how you felt about the behavior
 - For example, say “Resident Robin was stumbling and slurring their words” rather than “Resident Robin was drunk like always.”
- Incident reports are written in third person
 - For example, “CC Dakota said to Resident Hunter”, not “I said to them”
- Incident reports must contain the name of every individual involved, using titles as appropriate
 - For example, “Guest Alex” or “CSUPD Officer Maffett”
- Note all relevant details in the IR, including type/amount of prohibited items (if applicable), whether or not the residents were compliant, and any relevant quotes.
- IRs that are incomplete, unclear, or in need of serious editing will be sent back to staff members for revision.
- Staff members will adhere to legal guidelines regarding resident information (FERPA, ADA, Title IX) and will only share information **up** to a supervisor, never **out** to fellow staff members or residents
- Submit an Incident Report at <https://cm.maxient.com/reportingform.php?ColostaffdoStateUniv>

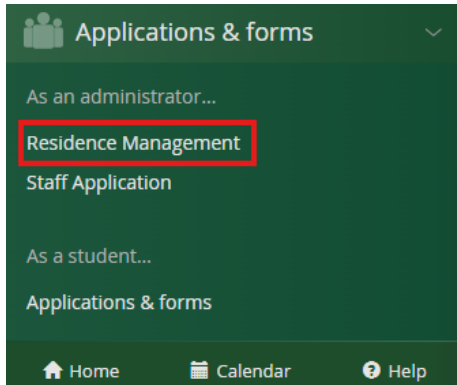
TOUR OF DUTY REPORTS (TDRs)

A Tour of Duty Report (TDR) must be sent following a duty shift via eRezLife. All TDRs must adhere to the following expectations:. All TDRs must adhere to the following expectations:

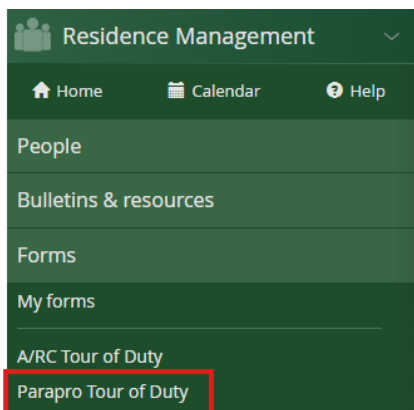
- TDRs should be sent no later than 8:00am the day your duty shift ends
- TDRs must be complete and contain all necessary information
- Do not include residents’ names when discussing Title IX-related incidents in the TDR
- Check with your supervisor for other specifics/formatting that should be included in your TDR

To Access the TDR in ErezLife: <https://colostate.erezlife.com/>

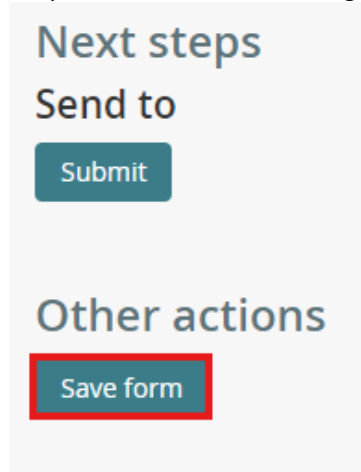
- If you do not see the “My forms” option in the menu on the left, go to the top and press the down arrow next to “Applications & forms” and selected “Residence Management”:



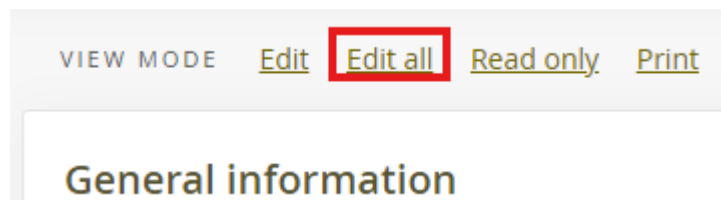
Once you are in Residence Management, to access the Parapro Tour of Duty form, go to “My Forms” and select “Parapro Tour of Duty”:



To save your form before submitting it, go to the bottom of the form and under “Other actions” select “Save form”:



To edit the entire form (including fields that you have entered previously) select “Edit all” above “General information”:



When your shift has ended, send the TDR Form to your supervisors by clicking “Submit” and select supervisor names via the checkboxes. You will not be able to edit the form after sending it off to supervisors. If you forgot to report something, message your supervisors to have them add it/return it to you for editing.

WORKING AT THE DESK

RAs/CCs may be called to cover a shift for a Desk Staff member during the following times:

- Home football games (including the time period 4 hours before the game, during the game, and 2 hours after the game concludes)
- If desk staff does not show for a shift and alternate desk staff cannot be found.

Each desk has a manual that explains policies and procedures related to the functions of the desk. This guide should be referenced for any specific desk questions.

WHO TO CALL, WHEN TO CALL

University Housing will maintain four levels of on-duty coverage in the residence halls and apartments: CCs/RAs, ARC/RC on-duty, and AD/Coordinator on-duty. Duty hours cover all times that the Palmer Center is closed (4:45 p.m.—7:45 a.m. Monday—Friday), weekends, all holidays, and snow days.

RAs and CCs are the first line of response for incidents occurring in the halls and apartments.

- Daily
 - from 6:00 p.m. to 8:00 a.m. the following morning in graduate and family housing communities
 - from 7:00p.m. to 8:00 a.m. the following day at Aggie Village
 - from 7:00 pm to 7:00 a.m. the following morning in the halls
- Weekends
 - from 8:00 a.m. to 6:00 p.m. the following morning in graduate and family housing communities
 - from 8:00 a.m. to 7:00 p.m. in the following day at Aggie Village
 - from 7:00 a.m. to 7:00 p.m. in the halls
- When the Palmer Center is closed (weekends, all holidays, and snow days) one staff member will be on duty per building.

ARCs/RCs on-duty are the second line response for incidents occurring within the halls/apartments while staff are on duty.

- Weekdays: Two ARCs/RCs will be on-duty 4:45 p.m. to 7:45 a.m. the following morning.
 - During weekdays, from 7:45am-4:45pm, each RC is responsible for addressing incidents in their own building. If the RC is unavailable, staff should call the Palmer Center at (970) 491- 6511.
- Weekends: Two ARCs/RCs will be on-duty for weekend hours beginning Friday at 4:45 p.m. and run through Sunday at 4:45 p.m.
- Breaks/Summer: One RC will be on duty continuously (ARCs are not on duty during break periods and summer).

Assistant Director/ Associate Director/Coordinator (AD/Coord) on duty are the third line of response for incidents occurring within the halls/apartments. They are on 24/7. Staff can access the AD/Coord on duty during business hours via the Palmer Center, **using the following number: (970) 491-6511.**

Supervisors will have different expectations about the time and manner of communication. However, the following chart should be used as a general guide for RAs and CCs when considering who to call for assistance.

Who to Call	When to Call
Building RC/Supervisor	7:45am – 4:45pm, Monday – Friday

ARC/RC On-Duty	4:45pm – 7:45am, Monday – Friday Any time during the weekend, holiday, or snow day
CSUPD/911	Any time there is an immediate threat to life or property

ABUSIVE BEHAVIOR

STUDENT CODE OF CONDUCT

The following actions and/or behaviors are expressly prohibited:

- Physical abuse, including (but not limited to) inflicting or threatening bodily harm upon any person or animal, or acting in a manner that creates a risk of bodily harm to any person, including oneself, or an animal.
- Verbal abuse, threats, coercion, or other conduct, through any method of communication, which threatens or endangers the physical or psychological health, safety, or welfare of any person.
- Any form of abusive behavior (as listed above) specific to current or former intimate partners.
- Hazing, which includes any action that endangers the mental, physical, or emotional health or safety of a resident, or which destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or resident organization, or participating in, condoning, encouraging, requiring, or allowing an opportunity for hazing. A hazing violation may occur even when the victim expressed or implied consent.

PROCEDURE: PHYSICAL VIOLENCE

1. **Do not place yourself in danger** or attempt to break up the fight.
2. **Call 911** and do not hang up until the CSU dispatcher receives all information needed and ends the call.
3. **Call up immediately** to the ARC/RC on duty or your supervisor – can be done at the same time a duty partner is on the phone with 911.
4. Provide **crowd control** as requested by CSUPD.
5. If the fight or physical violence is no longer in progress, **call CSUPD non-emergency** at (970) 491-6425 and then the ARC/RC on-duty. You can encourage impacted residents to submit a police report, but they are not required to do so.
6. **Submit an Incident Report** labelled “Physical abuse or threats”

PROCEDURE: VERBAL VIOLENCE, THREATS, REPORTS/SUSPICION OF HAZING

1. If a resident informs you of verbal abuse, threats of violence, or behaviors/actions that may be considered hazing, remember **BEST**: Believe, Empower, Support, and Take care of yourself.
2. **Assess the situation** to determine whether anyone is in immediate danger. If so, call 911.
3. **Let the resident(s) know** that you will be submitting a report about the information they shared.
4. **Call up** to the ARC/RC on duty/your supervisor to consult on next steps
5. Submit an Incident Report

CONSIDERATIONS

- A fight or physical violence taking place in an apartment area or residence hall can impact not only participant relationships, but also all members of the floor and entire community. To keep the negative impact and disruption to the community to a minimum, staff will need to work on communication, limiting rumors, and supporting friends and community members.
- Work with your supervisor to look at setting up an emergency floor/community meeting to share limited information, control rumors, and identify individuals who may need assistance in dealing with strong emotions around the incident.
- Depending on the visibility and impact of the incident, hall and apartment staff may also want to look into an open forum informational meeting, or floor meetings in additional communities (co-floor, specific apartment building, etc.).

ACTIVE ASSAILANT

PROCEDURE:

1. **Assess** if you will RUN, HIDE, or FIGHT
2. **Commit** to your actions 100%
3. Do your best to **be aware** of your surroundings
4. **Stay calm** so you can make confident decisions
5. **Know your location** – building name, physical address, and room number when applicable

RUN!

- If you can run because there is a safe exit, always do so.
- Know and use all exits of your buildings - emergency exits, doors, and even windows.
- When exiting the area try to warn others to not enter.
- Instruct others to leave even if they insist on staying.
- Leave your belongings behind except your cell phone if it is IMMEDIATELY available.
- Call / Text 911 when it's safe to do so.

HIDE!

- If running is not an option, try to find a secure place to hide.
- Lock doors when possible.
- Turn off lights.
- Try to remain quiet and silence your cell phone.
- Use large objects to obstruct doors and hide behind.
- Texting to 911 in Larimer County works if you cannot call – Location is the most important piece of information to know.

FIGHT!

- If you CANNOT RUN or HIDE – stop the assailant by whatever means necessary.
- Improvise weapons. Anything can be used as a weapon
- Hands and feet can be very effective if needed.

Have the survival mindset – no matter what happens you will make it through.

AFTER HOURS MAINTENANCE (AHM)

The ARC/RC on duty will determine if After Hours Maintenance is needed. When calling up to report any maintenance issues to the ARC/RC on duty, be prepared to explain the issue in detail and provide photos/videos if requested. When AHM is called, University Housing staff must be available to escort AHM staff to the affected area and remain with the AHM staff until the necessary work has been completed. The information below is provided to assist in explaining to residents why their issue is or is not a maintenance emergency.

When AHM is called, University Housing staff must be available to escort AHM staff to the affected area.

- **BROKEN LIGHT BULBS** – Due to potentially toxic materials light bulbs contain, they must be disposed of properly. Broken florescent bulbs must be cleaned and disposed of by trained HDS Facilities staff.
- **BROKEN WINDOWS** – Broken or detached windows will be secured as soon as possible by HDS Facilities (call ARC/RC on duty). Glass clean-up from floors and walkways should be started by staff if it is safe to do so. Staff should tape cracked glass and report as judgment dictates.
- **CLOGGED DRAINS** – Clogged drains and garbage disposals will be repaired the following day as soon as possible, so long as other fixtures (sinks, showers, etc.) are available. If the drain is backing up into other fixtures or overflowing uncontrollably, it is an emergency and the ARC/RC on duty should be called.
- **CLOGGED TOILETS** – Clogged toilets in suites and apartments are emergencies due to lack of options.

For common bathrooms, post an “Out of Service” sign, submit a WO and it will be repaired the following day. Any toilet that is overflowing uncontrollably or backing up into other fixtures should be called in to AHM.

- FIRE ALARMS AND SMOKE DETECTORS –
 - **Halls:** All Community Desks keep a supply of batteries and spare smoke detectors. If a defective detector is “chirping” in a student room, University Housing duty staff should first try replacing the batteries, then the detector if the initial step is unsuccessful. Please be sure the batteries are installed correctly. If the problem persists, call AHM to further investigate the problem.
 - **Apartments:** If a defective smoke detector is “chirping” in an apartment, complete a work order as the detectors are not easily accessible to residents. Call AHM if it is after business hours as smoke detectors are critical fire safety equipment.
 - **Both:** Only AHM can determine if fire safety equipment can wait until morning for additional repair. Problems with the fire alarm system must be addressed by University Facilities Fire Safety staff so cannot be repaired by AHM or other HDS Facilities staff. Broken glass in an alarm pull station should be reported immediately to AHM.
- FURNITURE – Broken, damaged, or missing furniture is not considered an emergency.
- HEAT AND WATER – Determine the scope of the problem before calling (whether it is one room/apartment, floor, wing, building, etc.). If the scope is limited, residents have options to use other services, and/or there is not safety risk to people or the facility (severe cold temps, pipe bursting, etc.), it is not an emergency. Otherwise, it is an emergency and AHM should be called.
 - For apartments: Verified no heat in an apartment is an emergency and AHM must be called. Before calling the ARC/RC on duty, ask the resident to verify the temperature in the thermostat inside the apartment and to check how warm the pipes below the heat register or the air coming from the ducts. If the temperature is below 60 AHM should be called
 - HDS Facilities, via AHM or other communication, will determine if a heat outage may require issuing temporary space heaters. University Housing Duty staff should not offer nor issue space heaters (or fans for A/C outages in warmer months) unless directed to do so by HDS Facilities or higher-level duty staff. A sign out/in process will need to be coordinated via the front desk to track issuing such equipment.
 - Having no water in an apartment is considered an emergency and the ARC/RC on duty need to call AHM. No water usually affects several apartments or buildings.
- LIGHTS – If the room has alternate light options (other room light, desk lamp, etc.), it is not an emergency. If they do not have an alternate light source, AHM can be called. Broken lightbulbs should be cleaned up by AHM due to possible toxic materials within the bulb. A work order for light replacement should be placed.
- POWER – Attempt to reset the breaker before calling HDS Facilities. Like heat and water, determine the scope of the problem before calling (whether it is all or part of one room/apartment, floor, wing, building, etc.). If the scope is limited, residents have options to use other services, and/or there is not safety risk to people or the facility (severe cold temps, pipe bursting, etc.), it is not an emergency. Otherwise, it is an emergency and AHM should be called.
- LOCKS/PROX READERS – Any time a level one lock (building/exit) or level three lock (resident room/apartment door) lock is not functioning and cannot be secured, AHM should be contacted to make the repair. If a level two lock (hallway, stairwell, etc.) is malfunctioning, staff can make the determination if the repair is urgent and needs immediate repair, or if it can wait until the next day. Including weekends, malfunctioning locks should not be left un-repaired for multiple days. Before calling, shake the door or the lock to ensure that it not stuck.
- SCREENS – Missing and torn screens are not considered an emergency. Close and latch the window (as someone could fall out), and fill out work order.
- LAWN SPRINKLER HEADS – The Grounds Department of University Facilities manages the turf irrigation system. Broken and misdirected sprinkler heads can be reported to AHM who will pass the information on, including requests for emergency assistance if warranted. Indicate the location of the broken sprinkler on the area map.
- VOMIT AND OTHER BODY FLUIDS – See BLOOD-BORNE PATHOGENS (BBPS)

- **WASHER/DRYER** – During normal business hours, contact the RamCard Office at 970-491-2344, and after hours call 970-567-1192. See LAUNDRY
 - **Aggie Village Washer/Dryer/Dishwasher** – Staff will ask the resident to put a work request. See LAUNDRY. If urgent staff can call the ARC/RC on duty and check.

ALCOHOL/DRUG TRANSPORT

<i>Signs of Alcohol Poisoning</i>	<i>Signs of Drug Use</i>
<ul style="list-style-type: none"> • Consumed large quantities of alcohol in a short period of time • Breathing slowly • Slurred, incoherent speech • Passing out - semi-conscious or unconscious • Nausea, vomiting, vomiting while sleeping • Cold, clammy, bluish or pale skin tone • Very poor coordination, unsteady movement, slow reaction time 	<ul style="list-style-type: none"> • Blood shot eyes • Dilated or constricted pupils • Impaired coordination • Changes in speech patterns • Hyperactivity • Tremors • Unusual smells on breath, body or clothing

Not all symptoms have to be present to warrant a medical check

PROCEDURE

1. If there is any question about a resident's safety, **call 911 immediately** (provide your name, title, address - with specific location on campus/building and information about the incident)
 - If you are calling from a cell phone, call 911 and identify the issue as a CSU emergency so that you will be transferred immediately to CSUPD Dispatch.
2. Do NOT leave the intoxicated resident alone.
3. **Remain on-scene** and have other staff/residents assist emergency staff to the resident's location
4. Provide **crowd control** with the support of additional staff
5. **Contact the ARC/RC on-duty** via duty communication protocols to provide incident information (if the resident is transported). Be prepared with the following.
 - Resident's full and correctly spelled name
 - Campus address
 - Student ID number
 - or ID number of student the resident is associated with
 - Destination of transport
 - Mode of transport (ambulance/CSUPD)
 - The reason for transport and details of the incident
 - Which CSU Police officer(s) responded
6. **Document** the incident with an Incident Report

CSUPD and EMT personnel will assess the resident and make a decision on how to proceed. University Housing staff on-scene must support the decision of the emergency responders.

In some instances, CSUPD/medical personnel will determine that an intoxicated resident is cleared to remain in the residence hall/apartment, or has the capacity to refuse, and does not need to be transported. EMT staff or CSUPD will often suggest that another resident monitor the intoxicated resident throughout the night. In this circumstance, staff (i.e. RAs and CCs) must **never** take on that responsibility. If CSUPD is unable to find a sober friend to monitor the resident, the intoxicated individual will be taken to the Assessment Center.

A resident transport can impact the entire floor and/or community. You may need to provide assistance in helping residents cope, address the immediate concerns for the resident, and help support residents in the aftermath of a transport.

ALCOHOL USE/POSSESSION

STUDENT CODE OF CONDUCT

The following actions and/or behaviors are expressly prohibited:

- Use or possession of alcohol as prohibited by law or University policy.
- Manufacturing or distribution of alcohol as prohibited by law or University policy.
- Operating any vehicle while under the influence of alcohol or while impaired by the use of any intoxicating substance.
- Excessive use of alcohol resulting in a state of intoxication that endangers oneself or others.

UNIVERSITY HOUSING POLICY – RESIDENCE HALLS

The possession or use of fermented malt beverages, intoxicating liquors, and illegal drugs is not permitted in any of the residence halls. This includes all residents regardless of age. Alcoholic beverages may not be used by, possessed by, or distributed to any person under twenty-one (21) years of age.

PROCEDURE – RESIDENCE HALLS

1. If you are alone, **call for backup** either from the RAs on duty or another staff member in your community.
2. **Knock on the door** firmly and loudly, knowing that loud music may hinder residents' ability to hear you.
 - a. If the residents do not answer, knock again and announce "RA On Duty, please open the door!"
 - b. If the residents do not open a second time, let them know that you are a University official requesting that they open the door, and further non-compliance may result in CSUPD being called.
 - c. If you say you're going to call CSUPD, follow through and call them.
3. When the residents open the door, **identify yourself** and **state the reason** for your presence.
 - a. "Hi, my name is (NAME) and I'm the staff on duty. This is my duty partner (NAME). We're here because we heard you talking about taking shots and we heard bottles clinking, and we believe there is alcohol in the room."
 - b. Letting them know what drew your attention to the room (i.e. We heard you yelling "Take a Shot" "Hand me a beer", we can smell alcohol coming from your room, etc.) opens lines of communication and provides context for outreach.
4. **Ask the resident to open the door wide** to view as much of the space as possible. If an RA enters the room to speak with the residents, their fellow responding RA should be at the door making sure to keep the door open at all times. Be aware of the smells coming from the room to be able to include the information in the IR.
5. The primary RA confronting the situation will **explain** that University Housing policy does not allow the use/possession of alcohol in the residence halls, and that it is also a violation of the law to drink underage. **Explain** that your purpose is to make sure all residents are safe and adhering to these laws and policies.
 - a. You are not here to "bust" them or make them feel bad. Your role is to educate about safety and personal responsibility, while holding residents accountable for their actions.
6. The secondary RA confronting the situation should **observe and make note** of the following:
 - a. How many people are in the room? Who is holding alcohol? Who appears intoxicated? How many cans/bottles/kegs do you see?
7. Ask residents to **place all of the alcohol into plain view**, usually in the center of the room.
8. The second RA will **take down the names and CSUIDs of every person present**. Even if a person is not actively engaged in the behavior, it is important to gather their information. See the "Passive Participation" policy for more information. If a person does not provide you with their identification information, you can call CSUPD dispatch to verify their identity.
 - a. Have the individuals hand you their CSUID IDs. Write down names and numbers.
9. After you've collected all the information you need, **ask the residents if they have any questions**.
 - a. Residents often ask "What will happen next?" It's important to not make any promises, but you can tell residents that you will write a report about this incident which will be sent to the Residence Director of the building. They can expect outreach from the RD in the following days regarding a conduct hearing.
 - b. More information about the conduct process available at <https://resolutioncenter.colostate.edu/sc-procedures/>
10. Verify that there is no more alcohol in the room and ask a resident to accompany you to the bathroom to **pour the alcohol out** and dispose of the containers.

11. Write an Incident Report immediately.

UNIVERSITY HOUSING POLICY – APARTMENTS

In all apartment areas the consumption of alcoholic beverages is permitted only in strict accordance with Colorado State law. The State of Colorado's open container policy states that alcohol is prohibited on University grounds, including the apartment grounds areas. This includes, but is not limited to: hallways, stairwells, elevators, laundry rooms, exercise centers, lobbies, lounges, the community centers and kitchens, basketball and volleyball courts, parking lots, walkways, and lawn areas surrounding the apartments and on Colorado State University property.

The consumption of alcoholic beverages is permitted only within the apartment itself. Under no circumstances is the sale of alcoholic beverages permitted in the complex centers. Beverages furnished with the price of admission constitute a sale. Containers of alcohol larger than five gallons are prohibited within all apartment areas. Specifically, quarter and half kegs are prohibited.

PROCEDURE - APARTMENTS

1. If you encounter residents consuming alcohol in public explain that outside their individual apartment unit is considered university grounds and alcohol is not allowed.
2. If entering a multi-bedroom apartment because of a concern (for example noise complaint because of a party,) and alcohol is present/within view, CCs can ask for all residents and guests in the apartment to show their CSUID so CCs can document names and CSUID numbers for present folks. CC asks residents who does the alcohol belong to and who has been consuming alcohol. If a resident is underage and has been consuming alcohol CC will ask resident to dispose of it by pouring their own alcohol down the drain, but not alcohol owned by other residents who are 21 years of age. Complete an IR for the underage situation.

CONSIDERATIONS - ALL

- Your personal safety is the main priority. If residents start displaying physical anger (throwing things, threatening you or others) you can call CSUPD for assistance.
- Be confident and assertive, while also treating residents with dignity and respect.

ANIMALS ON CAMPUS

UNIVERSITY HOUSING POLICY: PETS

No pets are allowed in residence halls or adjacent grounds. One exception is that residents are permitted to have fish in their rooms. Residents are permitted to have aquariums providing the aquarium is stocked with (non-dangerous) fish only. Aquariums must be no larger than 25 gallons. Snakes, turtles, salamanders, newts, frogs, and rodents are specifically prohibited. The definition of aquarium is based upon the contents, not the name of the container.

UNIVERSITY HOUSING POLICY: EMOTIONAL SUPPORT ANIMALS AND SERVICE ANIMALS

SERVICE DOG: Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability under the applicable laws noted above. (On a limited, case-by-case basis, a miniature horse that has been similarly individually trained may also qualify as a service animal. These are rare). The work or tasks performed by a service dog must be directly related to the individual's disability. Tasks may include, but are not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to sounds, pulling a wheelchair, retrieving dropped items, turning off/on switches, assisting during a seizure, or providing physical support and assistance with balance and stability.

EMOTIONAL SUPPORT ANIMAL (ESA): An animal (other than a service dog) that has been verified by the university to be necessary to accommodate an individual with a disability by providing emotional support, comfort, or therapy in a University Housing facility, in order to alleviate one or more identified symptoms or effects associated with its owner's disability. ESAs are sometimes referred to as therapy, comfort, or companion animals.

Pets are not ESAs and are not permitted in University Housing properties.

PROCEDURE – HALLS AND APARTMENTS

1. If you encounter a potential ESA or service dog in the halls or apartments, you may **only** ask the following two questions:
 - a. Is the animal a service animal required because of a disability?
 - b. What work or task has the animal been trained to perform?
2. If the resident states the animal is a service dog, you cannot ask for documentation to “prove” that they are a service dog. Any doubts or concerns should be discussed with your supervisor.
3. If the resident states the animal is an ESA, but it is outside of the resident’s room/apartment, remind them that their ESA needs to stay in their room/apartment at all times, unless it is leaving the building to travel or be relieved.
4. If the animal is not an ESA, ask the resident to remove the animal. You may call up to the ARC/RC on duty/your supervisor if the resident cannot/will not remove the animal.
5. Apartments only, if not an ESA or Service Animal, including guest pets): Residents will be charged \$100 for violating the pet policy. Charges will continue until the pet is permanently removed from the premises.
6. **Write an Incident Report** any time you encounter inappropriate animal behavior, including the presence of an animal that is not registered as a service animal/ESA. (Make sure you clearly explain this process to the resident).

If the resident has an unapproved animal:

If a resident claims that their animal is an ESA or Service dog (only dogs can be service animals) but we do not have any record to confirm that, please explain the following details:

Service Dogs

1. If the resident indicates the dog is for service, we can only ask the following questions:
 - Is the animal a service animal required because of a disability?
 - What work or task has the animal been trained to perform?
2. We cannot ask for nor accept proof the dog is for service. We also cannot ask what disability the resident has or for a demonstration of the training. If they answer the two questions and the dog and handler are behaving, we need to accept their statements.
3. Please notify the RC with the name and info of the resident with the service dog.

Emotional Support Animals

1. Direct the resident to contact the Student Disability Center (SDC) to seek a disability accommodation
2. The animal must be removed from campus until the SDC has provided verification of an accommodation. If the resident indicates they don’t have anywhere to take the animal, consult with the ARC/RC and/or Manager on call to determine if any latitude may be offered.
3. The SDC will send notice to the University Housing office in Palmer if the accommodation has been verified
4. For Verified Animal Accommodations
5. University Housing will prepare the animal form and notify Aggie Village
6. The ARC/RC will email the resident to schedule a meeting review and sign the agreement and collect necessary vet records

If the animal is an ESA or Service Dog:

1. CC will contact resident to address the pet concern (e.g. noise, etc.). Remind the resident about their agreement and that they are fully responsible for the behavior of their animal.
2. If the concerning behavior includes an dog bite or similar aggressive behavior, call the Manager on duty to contact CSUPD
3. **Write an Incident Report** any time you encounter inappropriate animal behavior, including the presence of an animal that is not registered as a service animal/ESA.

PROCEDURE: WILD ANIMALS

1. **Assess** the situation.
 - a. What type of animal is on campus?
 - b. What is the state of the animal (angry, scared, eating, alive, deceased, etc.)?
 - c. Where is the animal on campus?
 - d. Is anyone in the area, and are they hurt?
2. **Call** CSUPD at (970) 491-6425 (non-emergency) or 911 (emergency) for police assistance.
3. **Warn** bystanders **not** to make contact with the animal whatsoever.
4. If the animal is in an apartment/residence hall, try to shut doors to **contain** the animal.
5. If the animal has died, or has been harmed, **secure** the area until CSUPD arrives.
6. CSUPD will contact appropriate response resources.
7. **Notify** the ARC/RC on duty or immediate supervisor. **Write an Incident Report and file a Work Order with what animal was found and where.**

BIAS MOTIVATED INCIDENTS

UNIVERSITY HOUSING POLICY

Bias motivated incidents are non-criminal activities against a person or property that is motivated, in whole or in part, by the offender's bias against perceived or actual race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, or gender identity or gender expression. Bias incidents are prohibited in University Housing communities.

Bias motivated crimes are prosecutable offenses committed against a person or property with the intent to intimidate or harass another person because of perceived or actual race, ethnicity, nation origin, religion, ability, age, gender, gender expression, socioeconomic status or sexual orientation. Hate crimes are prohibited in the University Housing communities.

PROCEDURE

1. If a resident reports a bias related incident to you, **listen, believe, support, and empower.**
 - a. If the incident involves **physical aggression** – **Call 911** and do not hang up until the dispatcher receives all the information needed and ends call.
 - b. If the incident involves **graffiti** – secure the area and call the on-duty person and then CSUPD if appropriate.
 - c. If the incident involves **social media** - Call CSUPD at (970) 491-6425 and then ARC/RC on duty person for further guidance and consultation.
2. **Secure** area/crowd control.
3. **Document** the incident by taking pictures/screen shots, and cover images/words that may escalate the incident (where appropriate and possible).
4. After CSUPD speaks with the resident(s) about the images/ comments or words via social media or graffiti (where applicable), staff should **communicate with CSUPD** to make sure removal of these items are not compromising the investigation or reporting of the incident.
5. Once CSUPD has documentation of the incident, **remove the damaged items** (where applicable) or potentially cover the damaged area with Bias Related Incident Sign (signs are stored at front desk) if damage cannot be repaired until the next day.
6. **Write a [Bias Incident Report](#)**, attaching appropriate documentation and relevant information (photos/case #).
7. **Contact** the individuals and members of the community affected within 24 hours of the incident and provide Bias Related Incident Resource Card to individuals involved (Unless otherwise instructed by on-call personnel). For social media specific incidents, talk through impact of social media information being out there and what resources are available for support.

BLOOD-BORNE PATHOGENS (BBPS)

POLICY

Hall and apartment staff are **not permitted** to clean up bodily fluids (i.e. blood, vomit, or feces) hereafter referred to as BBPs. In recent years, with the growth of service and support animals, there have also been situations where it is not clear if the BBP is human or animal. Regardless, appropriate staff should still be contacted to complete thorough, proper clean-up. Clean-up charges may apply to the responsible resident.

PROCEDURE

1. If BBPs are found, RAs/CCs will immediately **call up** to the ARC/RC on duty/supervisor who will contact the appropriate HDS Facilities staff. RAs/CCs should not call HDS Facilities directly.
2. University Housing staff will **meet HDS Facilities staff** to show where the cleanup is needed. In order to assist the HDS Facilities staff, please do the following:
 - a. **Secure** the area by placing caution signs and tape off the area around the site. Close and lock off the area, if needed.
 - b. Meet the HDS Facilities staff at the entrance to **escort** them to the site
 - c. **Submit a Work Order (WO)** to provide written notification for HDS Facilities to follow-up in the morning if additional actions are needed during business hours. Be sure to note in the work order if HDS Facilities has already responded to the scene.

CONSIDERATIONS

- HDS Facilities staff should not be called for non-BBP clean-up that can be safely accomplished by hall/duty staff. Examples include broken glass and spilled food or beverages.
- Each hall and apartment office has been equipped with an animal waste clean-up kit. The kit includes materials residents can use to clean-up after their own animals if there is an accident in their room or a common area, like the hallway. The kit is not meant for hall or apartment staff to complete this clean-up.

CANNABIS USE/POSSESSION

STUDENT CODE OF CONDUCT

The following actions and/or behaviors are expressly prohibited:

- Use or possession of illegal drugs (under federal or state law) including but not limited to cannabis, methamphetamine, cocaine, opiates, LSD, mushrooms, heroin, designer drugs such as Ecstasy and GHB, or other controlled substances or any substance used for an intoxicating effect.
- Manufacturing or distribution of illegal or prescription drugs.
- Possession or use of drug paraphernalia including but not limited to equipment, products, and materials used to cultivate, manufacture, distribute, or use marijuana or other illegal drugs.

UNIVERSITY HOUSING POLICY

The possession of a medical cannabis permit does not allow for the possession or use of cannabis in the residence halls. Cannabis obtained for medicinal purposes cannot be stored or used in the residence halls/apartments. Recreational cannabis use, possession, and distribution is also a violation of University Housing Policy and the STUDENT CODE OF CONDUCT. These activities are illegal for persons under 21; for those 21 and older, these activities cannot occur on any University property.

PROCEDURE

1. When you smell cannabis and can pinpoint it to one room **complete a Yellow Card (halls)/Blue Card (apartments)**, slide it under the door to the room(s)/apartment, and **submit an Incident Report**.
2. When you smell cannabis but *cannot* pinpoint it to a certain room or two/apartment unit, work with your ARC/RC to **follow up** with the floor/community informally. RAs/CCs should not call CSUPD to pinpoint where the smell is originating. No IR is needed however, **include in the TDR**.

CIRCUIT BREAKERS

PROCEDURE

1. **Determine** the affected area and extent of the electrical outage. Confirm what room(s) are impacted, is the outage impacted the whole room(s) or just part such as the lights and/or outlets?
2. **Direct residents** to unplug as much unnecessary equipment as possible prior to resetting the breaker. The residents should also be warned to limit what they plug in after the reset to help limit the chance of re-tripping the breaker
3. **Reset the breaker** (see below for locations of breaker boxes) by moving it fully to the “OFF” position, then moving it fully to the “ON” position.
4. If there are any visible signs of a more serious issue when checking the room, **do not reset the breaker**, and call up. Such signs may include but not be limited to:
 - a. Visible sparks or smoke from or around light switches, light fixtures, outlets
 - b. Signs of singeing, soot, or other indicators of fire/arching from or around light switches, light fixtures, outlets
5. If there is no known or visible fault in the breaker box, **DO NOT reset the breaker**. Call up to the ARC/RC on duty/your supervisor.
 - a. When resetting the breaker face away from the panel to avoid possible injury.
 - b. If the breaker does not reset, **call up** for assistance

Halls

- Each hall will have a different way to access the breaker box for the floor. Many breakers are located in the ES closet on the floor. **Access** the closet using the duty set, and use the H53 key to unlock the padlock for the breaker.
- The breaker box will contain a list of which rooms are assigned to which breaker. Once you **locate** the right breaker, **check** to see if it is tripped – a tripped breaker will be moved out of the “ON” position.

Apartments

- Aggie Village: breakers are located in the living room in all apartments.
- Aggie Village Family: in the bathrooms
- International House: as you walk into apartment it is to the left, by the storage closet
- UV1500: inside storage room (which is underneath the stairwell)
- UV 1600: Breakers are located in hallway between kitchen and living room
- UV 1700: Breakers are located in the living room at the entrance

ELEVATORS

Pertaining to the halls and apartments where elevators are located (Academic Village, Aggie Village, Braiden, Corbett, Durward, International House, Laurel Village, Parmelee, Summit and Westfall).

PROCEDURE

1. If there is an emergency (medical, etc.) inside a stuck elevator, **call 911** immediately. Let dispatch know that individuals are in the elevator and extraction is needed. CSUPD will determine whether or not to call Poudre Fire Authority (PFA).
2. If there is not an emergency, **call up** to the ARC/RC on duty/your supervisor.
3. If the elevator remains out of use after service technicians respond, put a **note** on the first floor elevator doors, letting residents know the elevator is out of service. Or, close the fire door in front of the elevator and post an out of order sign, if applicable.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of resident education records. As a trusted University Housing staff member, RAs and CCs, have access to sensitive resident information. RAs and CCs are expected to maintain high levels of awareness of resident confidentiality in all cases, including (but not limited to):

- being mindful of information shared about residents at the Community Desk or in the Office and in their communities
- using caution when speaking on the phone about matters concerning residents
- maintaining awareness of printed and digital resident information that may be visible to others at all times.

Violations of resident confidentiality and privacy may be grounds for disciplinary action up to and including termination.

The greatest potential for RAs and CCs to breach FERPA is when parents or families ask for information about their student. Under FERPA, the following information cannot be given without the resident's consent.

1. Place of residence (building and/or room/apartment number)
 - a. This includes confirmation that a resident does or does not live in that room/building
2. Conduct/disciplinary history of the resident
3. Names of roommates or suitemates
4. Any other personal information about a student at CSU

PROCEDURE

1. If someone asks for protected resident information, **inform** the person that you cannot give out personal information in accordance with resident privacy laws/FERPA
2. If relevant, you can **explain general policies/procedures** that may answer their question
 - a. For example, if a parent is concerned that their student was documented for alcohol possession, you can explain the general conduct process without giving specifics about their resident's case
3. **Take down their name, number, and any other relevant information** and pass it along to your supervisor, so they can follow up

FIRE AND SMOKE

PROCEDURE: ACTIVE SMOKE/FIRE DETECTED IN THE RESIDENCE HALLS, AGGIE VILLAGE, OR INTERNATIONAL HOUSE

1. **Activate** fire alarm at the nearest pull station if it is not already activated
2. **Evacuate** the building through the posted evacuation route, **close doors** as you go, and **order others to evacuate** the building.
3. If during CC/RA duty hours, the CC/RA will **bring the Emergency Bin** containing vests, rosters, and a list of individuals with special needs to the designated staff meeting area.
 - i. If not during CC/RA duty hours, desk staff will be responsible for grabbing emergency bin. All staff who hear an alarm should assist as able.
4. **Proceed** to the designated staff meeting area.
5. Provide information about **residents with special needs** to the on-scene police officer.
6. **Call the ARC/RC on-duty/your supervisor** and report the incident.
7. The first responding staff member present will assign individuals to **assist at perimeter stations** from a safe distance to prevent residents from re-entering the building. **The CC/RA on Duty will assign these stations until relieved by a graduate staff member or professional staff member.**
8. **Each staff member working the perimeter should carry a light stick to communicate with others working the perimeter.** Lights should be kept on a solid state unless there is a need for assistance. For assistance the lights should be set to blink.
9. **Do not let residents re-enter** the building until emergency personnel give the "All Clear".
10. When safe to do so, the ARC/RC is responsible for filling out the Evacuation Form. You can locate the form here: [Evacuation Form](#)

RA/CC FIRE ALARM PROCEDURES

- Leave using nearest exit.
- Go to desk staff assembly area and put on any **BLUE safety vests** first. Once all blue safety vests have been

distributed, put on an **ORANGE** safety vest.

- **Procedures for **BLUE** safety vests:**

- ✦ Report to designated perimeter location with beacon.
- ✦ Maintain sight line with other members on perimeter.
- ✦ Prevent people from entering building.
- ✦ Utilize signals to communicate your status.
 - ✦ **NEED HELP**
 - o If you are approached about an issue that needs resolution from the IC or other emergency responders:
 - ✦ **DAY:** Use the hand signal 'X' across chest or choking hand signal.
 - ✦ **NIGHT:** During dark or dusk, use blinking lighted beacon.
 - ✦ **GOOD**
 - o If you are okay and there are no issues:
 - DAY:** Put hand on head.
 - NIGHT:** Use solid lighted beacon.

- **Procedures for **ORANGE** safety vests:**

- o Go to designated assembly area.
 - ✦ Assist with crowd control.
 - ✦ Prevent people from entering building.
 - ✦ Account for floor residents.
 - ✦ If an issue arises, locate the IC wearing the yellow safety vest or locate a perimeter member and initiate the blinking beacon signal.

RESIDENT FIRE ALARM PROCEDURES

- Leave using nearest exit.
- Go to designated assembly area.
- Check in with other floor residents and RA/CC.
- Do not leave assembly area until directed to do so by emergency responders or University Housing staff members.

ALARMS

There are times when an alarm is sounding when there is no emergency. This could be happening in areas of construction, residents exiting fire doors despite warnings, malfunctioning alarm systems, etc.

Pre-Alarms – The fire alarm panel of each hall (usually located at the front desk) is equipped as a “smart system,” able to provide notice of multiple alarm statuses. It is possible that an alarm may be sounding at the panel but no general alarm or evacuation notice is given. When the panel sounds a pre-alarm, CSUPD Dispatch will also read the alarm and send an officer to investigate. At no time are hall staff expected to investigate the source of the alarm unless specifically directed by CSUPD to do so. If the Desk Staff contacts staff on-duty to inquire, staff on-duty can contact CSUPD Dispatch to confirm the alarm and that an officer will respond. The alarm can be reset by CSUPD at the panel, remotely via dispatch, or it may reset itself if the alarm condition ceases to be detected. If the panel has been sounding for several minutes, seems to be malfunctioning, CSUPD response has not been observed, or other problems may be present, staff on-duty can contact CSUPD Dispatch to inquire or provide assistance. The pre- alarm may also become a full-blown fire alarm if the situation that caused the alarm escalates to the point of setting off other detectors in the system. If this happens, evacuate the building.

Pull Station Cover Alarms – Each fire alarm pull station is equipped with a cover that causes an audible horn to sound when the cover has been removed or otherwise pulled loose. This does not activate the full fire system, but

only sounds locally at that pull station. Typically, the alarm can be silenced when you replace the cover tightly in place. If that is unsuccessful, contact CSUPD to assist.

Fire Tower Doors – Doors to the fire towers are set with a local alarm that sounds when someone tries to exit or enter without authorization. This can occasionally be mistaken for a fire alarm, but only sounds at the location of the door. The mechanism to reset the alarm is a key-lock for which you can use the building duty key set.

PROCEDURE: SMOKE/FIRE DETECTED IN AN APARTMENT IN AGGIE VILLAGE FAMILY OR UNIVERSITY VILLAGE

- Knock on the door of affected apartment and leave.
- Immediately call 911 to alert first responders to the fire.
- Order others to evacuate the area.
- Evacuate and prepare to meet first responders on scene to be of assistance.
- All staff should wear the staff orange vest they have.
- The desk worker or CC will bring the duty phone/bag and office orange vests, rosters, and list of individuals with special needs to the designated staff meeting area.
- Provide information about students with special needs to the on-scene police officer.
- Call the ARC/RC and report incident; ARC/RC should contact the AD/Coordinator on duty immediately.
- When safe to do so, the ARC/RC is responsible for filling out the Evacuation Form. You can locate the form here: [Evacuation Form](#)
- Ask all staff to wear their emergency vests and assign individuals to door areas to prevent residents from re-entering the building.
- Refer to Staff Manual for additional follow-up and more details.

FLOODING/WATER DAMAGE

PROCEDURE

1. If you encounter drips, leaks, or floods, **call up** immediately
2. Be prepared to **report** the following:
 - a. How steady is the flow of water?
 - b. How much water is flowing and accumulating?
 - c. Is the water in a public area or impacting residents' spaces?
3. Provide **crowd control** in the area until more staff arrive.
4. Follow the instructions of the ARC/RD on duty, or any other staff present

CONSIDERATIONS

Damage

Residents/families who need to submit claims via their Renter's or Home Owner's Insurance can get the CSUPD case number via the ARC/RC of the building. In the days to weeks after the incident, if residents notice damage or distress to the room and/or furnishings that may have been caused by water, they should submit a work order for additional cleaning. For example, if a dresser drawer appears to be warping or a crack appears to develop in the ceiling, we want to address it quickly. Inquires about payment for damaged belongings or other compensation should be directed to the building RC.

Relocation Option

If any residents express discomfort staying in their room for the night, the ARC/RC on-duty should be contacted to work with the resident(s). The ARC/RC on-duty and AD/Coordinator on-duty can coordinate what, if any, temporary accommodations may be appropriate.

Cleaning Supplies

HDS Facilities will leave cleaning supplies at the desk should residents want additional support. Residents can also submit an online work order and indicate that the requested cleaning is a result of the flood.

LAUNDRY

PROCEDURE: MALFUNCTIONING WASHER

1. **Call up** immediately for assistance
2. If the washer is locked with clothes and water inside, it is preferred to **give the machine time** to reset itself or finish the cycle. This can take a long time and the machine may not appear to be doing anything (spinning, tumbling, making noise, etc.) Often the machine has too much detergent and needs to clear the excess out.
 - a. Remind the resident that they can use the LaundryView program to monitor the status of the machine without having to wait in the laundry room.
 - b. If the resident is unable, or unwilling to wait, **try unplugging the machine and plugging it back in** again. This may reboot the machine.
3. **Block off** the flooded area and **clean with a mop and bucket** as best as you are able.
4. **For Apartments:** Put out of order sign (magnetized) on any washer that is malfunctioning, complete a machine report and take it to the front office. Students can report machine malfunctions via the on-line request form. They should contact the area office if they have any questions.
5. Senior staff will contact the HDS Facilities staff of that building and report the flood so that they can assess the situation in the morning if more cleaning is needed.

PROCEDURE: MALFUNCTIONING DRYER

1. **Report** malfunctioning dryers to the **Desk Staff** in the building and they will report it to the laundry maintenance company.
2. Have the resident **submit a refund request** online via the HDS website.
3. **For Apartments:** If/when a dryer is not working, put out of order sign (magnetized) on any dryer that is malfunctioning, complete a machine report and take it to the front office. Students can report machine malfunctions via the on-line request form. They should contact the area office if they have any questions.

PROCEDURE: WASHER/DRYER/DISHWASHER IN AGGIE VILLAGE

2. CC on duty needs to contact the Aggie Village office or the ARC/RC on duty to determine if AHM should be called for any issue related to these urgent appliances issues.
3. If not urgent, CC on duty ask the student to submit a work order online at:
<https://www.colostate.edu/work-order-request>

LOCKOUTS BY UH STAFF

OVERVIEW

To maintain a responsible and manageable level of access to keys as needed, University Housing staff are only able to perform lockouts (i.e., letting residents into their locked spaces when they have either lost or forgotten their keys) by using a Master Key set. Because this key set provides access to any space in the building, there are specific steps staff must follow, including completing a form in eRezLife for accountability and tracking purposes.

PROCEDURE

When the community desk is closed and University Housing staff are made aware a student is locked out of their space, they should follow these steps to assist the student with re-accessing their room.

1. Check the resident's photo ID against the information in StarRez, ideally through CSUID number or name, birthdate, and address
 - a. If the resident cannot show ID, ensure that the student can provide a photo ID once in the room and still ask for identifying information that can be shown in StarRez
 - b. Double-check the exact assigned room in StarRez, as the resident may be incorrect on the number
2. Before pulling a master key, begin a Lockout Performed with Master Key Set form in eRezLife. Through this form, confirm:
 - a. Staff is performing the lockout with a student present
 - b. The resident can show ID and is a confirmed resident in StarRez
 - c. Staff will immediately return the master key after the lockout is complete
 - d. There are financial and job action consequences for misuse and/or loss of the master key
3. Input the resident & lockout basic information, and Save the form
4. Pull the master key, and use it to let the resident into their space
 - a. Double check ID if it was not presented at the start of the interaction
 - b. If the resident has lost their key, inform them they will need to request a lock change through the Community Desk. If they have related safety concerns, call A/RC on Duty for permission to contact Facilities for an emergency lock change.
5. Immediately return the master key set
6. Complete the Lockout Performed with a Master Key Set form in eRezLife with the time the master key was returned and any relevant notes, and the Submit the form, sending it to the Residential Coordinator assigned to the community.
 - a. The RC will then close out any forms as they close out any daily TDRs
 - b. UH will regularly run reports of any initiated but not submitted forms as a double-check for master keys that have not been returned

MEDIA

PROCEDURE

HDS staff members are to check-in with their supervisor before granting interviews and should always alert their supervisor of any news media on campus.

If a resident requests an interview (formal or informal), it is best to clarify the purpose and intent of the information gathered. If you discover the resident is interested in using your interview for media purposes (resident newspaper, etc.) you must adhere to the protocol above.

Please remember that media outlets can operate in public areas of the department (outdoors, lobbies, and dining centers) without escorts but cannot pass beyond the first level of security (corridor doors or resident floors)

without an HDS staff escort.

Non-staff residents (residents who do not work for us) may agree to interviews independently and escort reporters beyond the first level of security as their guest, but if the reporter's presence is disruptive or upsetting to roommate(s), floor mates, or other residents in the hall, please alert your supervisor.

MEDICAL CHECKS

PROCEDURE

For residents who are in danger, or having a medical difficulty, contact CSUPD for a "welfare check".

1. **Call 911** and do not hang up until the CSU dispatcher receives all the information needed and ends the call.
2. **Remain on-scene** and have other staff assist the emergency staff to the resident's location
3. Provide **crowd control** with the support of additional staff.
4. **Contact** the ARC/RC on duty/your supervisor to provide incident information.
5. **Document** the incident with an **Incident Report**.
 - a. If the resident is taken to the hospital by any means (ambulance, police, or a friend), the IR should be labelled "Emergency Transport – Medical" and the ARC/RC on duty notified.
 - b. If the resident is not transported, the IR should be labelled "All Other Resident Conduct Incidents"

CONSIDERATIONS

- Medical checks can sometimes lead to a medical transport (when a resident is taken to the hospital for further assistance).
- Call the ARC/RC on duty/your supervisor any time paramedics are called, even if residents were the ones who called.
- The ARC/RC on duty/your supervisor will make sure that proper procedures are followed, especially if a resident is transported to the hospital.

MENTAL HEALTH CRISES AND TRANSPORTS

PROCEDURE: EMERGENCIES

If a resident has physically harmed self or others or is an imminent threat to self or others (has immediate means and intent):

1. If a resident has some type of weapon (i.e., gun, knife, razor, etc.) or another means to harm themselves, or others, **do not place yourself in danger**. You should remove yourself from the situation before continuing protocol.
2. **Call 911** and do not hang up until the CSU dispatcher receives all the information needed and ends the call. This information can include:
 - Current location of the resident
 - Details of the plan, means, intent
 - Who is currently with the resident
3. **Call up** to the ARC/RC on duty or your supervisor immediately
4. CSUPD will respond and determine next steps with the resident. Upon the arrival of emergency response personnel, allow these individuals to attend to the crisis.
5. **Manage any crowds** and assist emergency response personnel as requested.
6. After the crisis has been managed, **write an IR** with the label "Concern about a resident's mental health"

PROCEDURE: URGENT CONCERNS

If a resident is expressing suicidal ideation or other significant mental health concerns, but is not an immediate

threat to self or others:

1. **Call up** to the ARC/RC on duty or your supervisor and provide them with the relevant information
2. Offer to **call the Counselor On-Call** with the resident – (970) 491-7111
 - a. Counselor on call assesses situation, develops plan with the resident and notifies ARC/RC on duty of plan (plan may include no need for further action, resident agrees to contact the CSU Health and Medical Center next business day, counselor requests that resident be evaluated face to face by Summit Stone Health Partners).
3. If the resident does not want to talk to the Counselor On-Call, **consult with the ARC/RC on duty** or your supervisor regarding next steps.
4. After the crisis has been managed, **write an IR** with the label “Concern about a resident’s mental health” In situations of severe depression, suicidal ideation, or psychotic episodes, CSUPD, CSU Health and Medical Center, or CSU counselor on-call staff member may determine that the resident in crisis should not remain in the apartments/residence halls due to fear of the resident harming themselves or others. If this is the case, the CSU Health and Medical Center, CSUPD, or counselor on-call may make the decision to have the resident transported (with or without consent) to Poudre Valley Hospital, Mountain Crest, or Summit Stone Health Partners.

Information to Report to Responding ARC/RC

- Resident’s full and correctly spelled name
- Campus address
- Resident ID number
- Destination of transport (Poudre Valley Hospital/Larimer County Detention Center/Summit Stone, etc.)
- Mode of transport (ambulance/CSUPD/other)
- Reason for transport and details of the incident

CONSIDERATIONS

Mental health crises can have significant impacts beyond the initial resident of concern. Below are questions to consider following a mental health incident:

- Who else has been harmed (physically or psychologically)?
- Has the living area received any physical damage? Does maintenance need to be contacted to clean or fix anything?
- What is the status of the roommate(s)/suite-mate(s)/family?
- Do residents fear for their safety?
- What is the emotional response of the community? How can you best support the members of the community, both immediately and in the longer term?
- How are you going to take care of yourself? Who can you process this situation with?

MISSING RESIDENTS

On occasion, parents, legal guardians, or friends of residents might call the front desk if they are looking for a resident or if they have a concern about a resident.

PROCEDURE

1. If the person calling gives any indication this may be an **emergency**, they should be directed to call CSUPD.
2. **Collect the information from the caller** including the name of the resident, nature of their concern, and a contact number to return their call.
 - a. You cannot share information about any resident to the caller, but you can tell them you will pass their information along to the appropriate people.
3. **Contact the ARC/RC on duty or your supervisor** and pass along the information.
4. If the circumstances seem urgent or there may be a concern of a missing resident, **CSUPD** should be contacted to conduct a welfare check.

5. If the circumstances do not appear urgent, senior staff may request that an RA/CC stop by the room of the individual of concern. The RA/CC can contact the resident and request that they contact the reporting caller to let them know their condition.
6. If you are unable to make immediate contact with the resident of concern, the ARC/RC on-duty will consult with the AD/Coordinator on-duty to determine what, if any, additional follow-up regarding the resident of concern should take place.

CONSIDERATIONS

- This is a key situation in which you need to remember FERPA (resident privacy law)
- Remember that each resident has a unique relationship with their friends and family, and may or may not want to be in contact with them.
- These situations are often very gray areas. It can be difficult to navigate a complex situation when folks are seriously concerned about their resident. You should never feel like you need to handle these situations by yourself – call up and get assistance!

PASSIVE PARTICIPATION

UNIVERSITY HOUSING POLICY

Residents present for and aware of violations of the Resident Conduct Code or housing policies may be considered involved in the activity. Residents in the presence of a policy violation may:

- may attempt to stop the violation
- may contact residence hall staff or other appropriate University personnel, or
- may remove themselves from the situation.

Everyone living in the community has the responsibility to take positive measures to intervene or otherwise get assistance if a violation of policy comes to their attention.

PROCEDURE

1. If you are confronting a situation and a resident does not want to provide their ID because they were not engaged in the behavior, **explain** the Passive Participation policy
2. Key **talking points** when explaining Passive Participation include
 - a. Rams Take Care of Rams – we expect residents to take care of each other and not be passive bystanders to policy violations
 - b. Residents should be mindful of the environments they place themselves in – this is a lesson that carries out into their adult lives too
3. **Collect the resident's information** and note in the Incident Report that they stated they were not engaging in the behavior. The final determination will be made by a conduct hearing officer after they meet with the resident.

PESTS

PROCEDURE: SOCIAL PARASITES (BED BUGS, LICE, ETC.)

1. When a resident/guest presents to you what they believe to be bites, they should be encouraged to **visit the CSU Health and Medical Center** or other medical professional immediately to help identify the problem and seek treatment. It is always a plus if a sample of the bug can be supplied too.
 - a. Resident medical information may be helpful but is also confidential. If the resident chooses not to seek a medical evaluation or share the results, we will still need to proceed with investigating if bugs are present.
2. Instruct the **resident** to **submit an on-line Work Order** to begin the process of HDS Facilities coordination. HDS Facilities will contact the resident to determine next steps including but not limited to inspection of the room, placing traps, or scheduling treatment/ extermination actions.
3. If the resident is not comfortable staying in their room, **call the ARC/RC on-duty or your supervisor** to

inquire about the possibility of offering an emergency room to the resident.

4. **Do not tell other residents** about the claim of pests unless instructed to do so by a senior staff member.

PROCEDURE: OTHER PESTS (WASPS, MICE, ANTS, ETC.)

1. If a resident indicates they have or have seen other pests in their room, similar processes as mentioned above should be followed. Specifically, the **resident should submit a Work Order** and a temp room can be offered.
2. Depending on the nature of the pests, hall/duty staff can assist with some mitigation efforts such as vacuuming up ants or spiders/webs.
3. For cases involving mice, please note the following:
 - a. If a live mouse is trapped in a resident space, hall/apartment staff should assist with removing the mouse to a location outside the building.
 - b. If a dead mouse is found, hall/apartment staff should remove and dispose of the mouse in a dumpster outside the building.
 - c. In both cases, latex gloves, a trash bag, or other resources can be retrieved from the ET closet or area office to assist.

QUIET HOURS/NOISE

UNIVERSITY HOUSING POLICY – RESIDENCE HALLS – QUIET HOURS

Residents have the right to sleep and study in the residence hall environment. It is very important that residents take the responsibility to follow the Quiet Hours and Courtesy Hours Policies in the hall. Courtesy Hours are in effect 24 hours a day. This means that even on weekends, residents have the right to sleep and study and may ask other residents to keep the noise level down if they are being bothered by excessive noise. **A Quiet Hours violation is defined as any noise, from any source, being audible two doors away from the source, or an individual's failure to comply with Courtesy Hours.**

- On all days when classes are held the following morning (Sunday through Thursday), Quiet Hours are in effect from 10:00 p.m. through 7:00 a.m.
- Weekend (Friday and Saturday) Quiet Hours are from 11:00 p.m. through 10:00 a.m.
- Quiet Hours and Courtesy Hours are also in effect for courtyards and those areas directly surrounding the residence halls.
- Quiet Hours are in effect 24 hours per day during finals week

UNIVERSITY HOUSING POLICY – APARTMENTS - NOISE

All residents have the right of quiet enjoyment of our community. To help us achieve this goal, residents must observe the following rules:

- Residents shall not make or permit any disturbing noises, including screaming or loud arguing, which, in the sole discretion of management, unreasonably interferes with the rights, comforts, or convenience of other residents.
- Residents shall keep the volume of any radio, television, stereo, or musical instrument in their apartments sufficiently low at all times so as not to disturb other residents in the building. Loud bass volume and vibration is strictly prohibited. The volume of noise that constitutes a violation of this rule shall be left to the sole discretion of management.
- Any violation of these noise rules and other residents' right of quiet enjoyment, including repeated minor violations of these rules is a direct violation of the lease and can result in eviction.

PROCEDURE

1. If you receive a call on the duty phone regarding quiet hours, **ask the caller if they have contacted the room/apartment/person** and asked them to keep the noise down. Encourage residents to take responsibility for their community by doing this step first.

2. If the resident has already asked the noisy party to quiet down, notify your duty partner (where applicable) and **respond to the room**.
3. **Stand two doors down** from the room in question in the halls or where the apartment resident is experiencing the noise and **evaluate** the noise level.
4. If you can hear noise from that distance, knock on the door and **contact the room/apartment/person**.
5. **Explain** to the residents why you are there, and educate them about the quiet hours/courtesy hours/noise policies as applicable.
6. **Collect identifying information** from every resident present in the room.
7. Ask if the residents have any questions about the policy and then wish them a good night
8. **Write** an Incident Report.

CONSIDERATIONS

- The purpose of the quiet hours/noise policy is to promote an environment where people can sleep and study.
- Think critically about what “noise” means when you contact a room/apartment for quiet hours. A room/apartment blasting music at 3am in the morning is different from someone having a conversation at 10:15pm at night.
- Speak with your supervisor and your community staff about how you handle warnings and documentation of quiet hours/courtesy hours violations.

ROOMMATE CONFLICTS

Student safety is the number one concern. Contact CSUPD if necessary (i.e. physical violence. See ABUSIVE BEHAVIOR)

- When possible, gather information about the residents with the conflict.
- Mediate as best you can between the involved parties.
- If the student(s) feel uncomfortable or unsafe in their room, a temporary/emergency room can be provided until the students can meet with hall staff. Call the ARC/RC on duty.

If the situation has not escalated, discuss CRS as an option for the following business day and the support/services they can offer:

Conflict Resolution Services

Mediation and Conflict Coaching services can help students manage conflicts with roommates and peers. Students can schedule a confidential one-on-one appointment by calling 970-491-7165 or submitting an online appointment form: <https://resolutioncenter.colostate.edu/request-an-appointment/>

Mediation provides an opportunity for individuals in conflict to have constructive conversation about difficult issues. As trained mediators, Conflict Resolution staff maintain confidentiality and do not take sides, give advice, or make decisions for parties. During this process, parties will have the opportunity to:

- Talk privately with mediators about their thoughts, feelings, and experiences related to the conflict.
- Surface issues related to social identity that could be contributing to the conflict.
- Consider what actions could meaningfully resolve the conflict.
- Explore the possibility of reaching a mutually agreeable solution to the conflict.
- Negotiate an agreement that resolves the dispute.

Conflict Coaching is a one-on-one process designed to help individuals gain information, strategies and skills to effectively manage interpersonal challenges. Participants can:

- Get confidential assistance from a conflict resolution professional.

- Take a free assessment to more about their conflict style and behavioral tendencies.
- Explore new options and develop a strategy for managing existing conflict.
- Gain increased confidence their ability to resolve future conflict.

SALES AND SOLICITATION

UNIVERSITY HOUSING POLICY

No direct or indirect sales or solicitations by commercial enterprises are allowed on University Housing properties.

Groups who wish to advertise their products to residents may utilize the following procedures:

1. Federal mail service with appropriate postage
2. Posters placed in designated areas in each hall or apartment
3. Phone solicitations
4. Campus newspapers

Door-to-door solicitation, distributing, and advertising is prohibited. Phone numbers and addresses for residents will not be released by the Department of Housing & Dining Services. Requests for advertising or other solicitation in housing facilities should be directed to the University Housing Office in the Palmer Center.

PROCEDURE

Each residence hall and apartment area has a designated community display area where advertising materials may be displayed. Anyone wishing to use the community display area may contact the hall or apartment desk/office to find out the location of the area. Those wishing to advertise should provide their own push pins/staplers to display materials. Advertising should avoid the use of obscene language and may not promote illegal behavior including the underage use of alcohol or illegal drug use. Advertisements that do not follow these guidelines or are posted in areas other than the community bulletin board or basket will be taken down and discarded.

SEXUAL MISCONDUCT/TITLE IX RESPONSE

STUDENT CODE OF CONDUCT

Examples of sexual misconduct include sexual assault, harassment, dating violence/relationship abuse, domestic violence, stalking and bias related incidents involving gender identification. Sexual assault is defined as any unwanted sexual contact. Further information regarding CSU's "Discrimination, Harassment, Sexual Harassment, Sexual Misconduct, Domestic Violence, Dating Violence, Stalking and Retaliation Policy" is available at <https://oeo.colostate.edu/discrimination-harassment-sexual-harassment-sexual-misconduct-domestic-violence-dating-violence-stalking-and-retaliation-policy>

PROCEDURE

All University Housing staff members are responsible employees who are obligated to report and must report the incident in its entirety.

1. **Remind resident in the moment that you are a Responsible Employee** and CANNOT promise confidentiality. Again, being a Responsible Employee means you'll be documenting ALL that you hear and observe and sharing it with the Title IX Office. At this point, let the person decide if they want to continue sharing information with you or connect with a confidential resource.
2. **If medical assistance is needed and/or there are ongoing safety concerns, call CSUPD at 911.** A report to law enforcement does not negate Responsible Employee reporting obligations to the Office of Title IX Programs.
3. **Share Victim Assistance Team (VAT) Resources and Offer to Call:** This is a confidential hotline staffed 24 hours a day, 365 days a year by trained victim advocates with CSU's Women and Gender Advocacy Center (WGAC). The hotline phone number is 970-492-4242 and this service is available to CSU students who have experienced sexual assault, dating/domestic violence, and stalking on or off campus, as well family, friends, or staff providing support. See below for additional guidance.

4. **BEST: Believe, Empower, Support and Tell Title IX/Take Care of Yourself.** Victims of sexual misconduct and/or relationship violence all respond differently to incidents. As the person providing support, the most important thing you can do for the victim/survivor is to believe them and empower them to make decisions about what they want to do next.
5. **Call up** to the ARC/RC on duty or your supervisor immediately.
6. **Submit an incident report in Maxient immediately.** If any component of the incident involves sexual misconduct and/or relationship violence, select “Sexual Misconduct, Gender Based Harassment, Relationship/Dating Violence, Stalking” for the Nature of the report, unless an arrest was made.

CONSIDERATIONS

1. When an RA/CC becomes aware of sexual misconduct, *regardless of when the incident occurred or who is reporting the information*, you **must** inform your ARC/RC immediately, or the ARC/RC on-duty if after hours.
2. University Housing Staff are NOT to investigate TIX situations or attempt to gather further information. Take information as the student tells the story and do not probe or ask questions to elicit additional information. Asking a person to repeat their story or share additional details can be retraumatizing and can negatively impact any further investigation.
3. If information shared includes minors (individuals under the age of 18 years old), UHS may be required to report to the police. In cases where a mandatory report is made to law enforcement, the victim/survivor has the choice to participate in the criminal investigation, or not.
4. Staff cannot promise confidentiality and all sexual misconduct cases **must be reported**. To protect the identity of the impacted party, do not share any potentially identifying information via email or text, nor with anyone outside of the immediate staff involved in the situation.
5. As someone providing support for a survivor of sexual misconduct, you may also contact VAT or the Women and Gender Advocacy Center (WGAC) for support for yourself in handling a very emotionally trying situation.

WHAT WE NEED TO KNOW

- Is there a current risk to safety?
- Does the student need to be relocated to an E-Room?

STEPS THAT NEED TO HAPPEN EVERY TIME

- Remind resident that you are a responsible employee
- Offer VAT
- Call up to next level on the duty line
- Every staff member involved in a reported incident will need to write a separate Incident Report (Title IX often finds that different staff are holding different information and use multiple reports to make sure they have the fullest picture).

SEXUALLY EXPLICIT DRAWINGS/WRITING/LANGUAGE

The most common occurrence of this incident are penis drawings, derogatory words and graphic images depicting sexual violence that are found drawn in the community.

PROCEDURE

1. **Take a picture** of the image or drawing
2. Try to **make contact** with the resident(s)
3. **Hold a conversation** with the impacted resident(s) and **hand them a Bias Related Incident Resource Card**.
 - a. See your supervisor(s) for location of Bias Related Incident Resource Cards in your community
6. If the impacted resident(s) is/are not home or if it is late at night, **slip the Bias Related Incident Resource Card under the door** and follow up with the resident(s) at a later time to ensure they received the card.
7. **Erase** the drawing/word.
8. **Write an Incident Report** labelled “Sexually explicit drawings/writing/language”. You **must** mention delivery of Bias Related Incident Resource Card in IR.
 - a. You may submit photos of the drawing/writing/language with the IR for clarity

SPORTS AND ACTIVITIES IN THE HALLWAYS

UNIVERSITY HOUSING POLICY

No sports or physical activities are allowed in or immediately around the residence halls or apartments. This includes hallways and corridors of the building due to the potential for Quiet Hours violations, damage to University property, harm to individuals, and disturbance of fellow community members. Types of prohibited activities may include, but are not limited to:

- Throwing objects (Frisbees, footballs, snowballs, etc.)
- Wrestling
- Floor hockey
- Bowling
- Boxing
- Inline skates
- Skateboards/Longboards
- Bikes
- Paintball
- Airsoft guns

Additionally, due to several safety and fire concerns widely covered in the media, the use, possession, or storage of Hoverboards, Segways, IO Hawks, Skywalkers, motorized skate/long boards, and similar devices, is prohibited in the CSU residence halls and apartments.

RESIDENT ARREST

PROCEDURE

1. If you are made aware of a resident who has been arrested, **call** the ARC/RC on duty/your supervisor **immediately** and provide all relevant information you have.
2. Write an **Incident Report** labelled “Emergency Transport – Arrest”
3. An arrest can have a significant impact on your community. **Check in** with residents to see how they are doing, but **do not** provide any information about the resident’s arrest (e.g. why they were arrested, what will happen to them next).
4. Your supervisor may ask you to **follow up** with the resident upon their return to the community.

RESIDENT DEATH

The death of a resident is an immense tragedy that has significant impacts on all parties involved. The following procedures ensure that all involved parties receive assistance and information that will help them move through the tragedy.

PROCEDURE

1. **Call 911** and **do not hang up** until the CSU dispatcher receives all the information needed and ends the call. This information can include the following:
 - a. Hall and room number/location, resident’s name (if known), any immediate hazards noted, your name and contact information
2. **Call up** to the ARC/RC on duty or your supervisor immediately
3. Have other staff **assist** emergency staff to the resident’s location.
4. **Block off general access** to the area per instructions from CSUPD.
5. **Assist** with crowd control, resident support, or other tasks as requested by senior staff

CONSIDERATIONS

After responding to the immediate emergency, staff in the building will need to begin helping the roommate(s), friends, community members, staff, and hall residents as they begin dealing with a variety of emotions and responses to the resident death. Among the choices for initial response are:

1. Setting up emergency floor/community meetings to share limited information, control rumors, and identify individuals who may need assistance in dealing with the loss of a friend or acquaintance. These meetings should be facilitated by a team of hall/apartment staff and professional staff (counselors, case managers, police personnel, University Housing staff, and HDS professional staff).
2. Set up a specific place where residents can come to ask questions and get updates (ARC/RC office, study room, etc.).
3. All staff members involved should document the situation from their point of view (the residents they worked with, questions they were asked, information they were told) in a Word document. This information should then be sent to the ARC/RC to write the final Incident Report. The Word document should be deleted once the information is sent along to protect resident privacy.

It is also critical that you take care of yourself as a staff member responding to this incident. Work closely with your supervisor(s) to identify on- and off-campus resources that can be helpful for you. Remember that a resident death is never your fault!

VEHICLE POLICY

UNIVERSITY HOUSING POLICY

Staff members within University Housing are **not permitted** to use their personal vehicles or residents' personal vehicles for the purposes of transporting residents from one place to another (e.g. driving to an off-campus event, taking a resident to a medical appointment, etc.). If a resident has an emergent medical need, they must seek transportation from other sources such as friends, ambulances, ride-sharing programs, or public transportation. Staff members may secure transportation through CSU Motorpool to facilitate transportation to off-campus events as part of their staff responsibilities. Student staff members are permitted to drive CSU Motorpool vehicles to transport residents in this instance.

WEAPONS

UNIVERSITY HOUSING POLICY

Residents shall not carry, possess, use or store weapons (including firearms) in the residence halls, apartments, or dining facilities. As a condition of living in CSU residence halls and apartments or using CSU dining facilities, all residents agree not to possess or use any weapons in such areas, to voluntarily waive any legal rights related to the possession of weapons, and acknowledge they are prohibited. This waiver is voluntary, in exchange for living and dining in CSU facilities, and applies to all residents, even if they have a lawful permit to carry a concealed firearm pursuant to C.R.S. 18-12-201 et. seq. This waiver also includes all rights that may be asserted under the Second Amendment to the United States Constitution or Article II, Section 13 of the Colorado Constitution. Weapons may be stored at the Colorado State University Police Department.

- Residents may not bring firearms or other weapons (hunting knives, archery, fencing, paintball guns, pellet guns, taser guns, air soft guns, martial arts equipment, slingshot, any item that is a reasonable facsimile, etc.) into the residence halls or apartments.
- Firearms, weapons, or explosives of any nature (including fireworks and flammable liquids) are strictly prohibited in the residence halls and apartments.
- Decorative weapons (such as swords, nunchucks, etc.) are also not permitted on University property and must be stored at the Colorado State University Police Department.

PROCEDURE

1. Contact your supervisor/the on-duty ARC/RC for support.

2. If you feel the situation is dangerous and safety is threatened, **call CSUPD** immediately. Depending on the circumstances, you may either call 911 or the non-emergency number, (970) 491-6425. Provide specific details about what type of weapon was seen, where the weapon is located, how it is being stored or carried, and the description(s) of person(s) involved.
 - a. The dispatcher may recommend evacuating the building with nearest fire alarm pull station. Do not do this unless instructed to do so.
3. Be aware that, depending on the circumstances, CSUPD may have to utilize a tactical response to contact the resident/room/apartment where the weapon was reported. These situations can be disturbing and stressful to the community and may require additional follow-up with the residents.
4. **Contact** the ARC/RC on-duty or your supervisor to inform them about the situation.
5. Any message to residents following the incident must be done in consultation with HDS Director of Communications. Any floor meeting should be planned in cooperation with senior staff.
6. If you have reason to believe that a resident has possession of a decorative weapon in the community, and can do so without jeopardizing your safety or the safety of others, you must **immediately intervene** in some manner, such as:
 - a. **Contact** the resident and instruct them to remove the weapon/firearm from the hall/apartment immediately. Explain how they can work with CSUPD to store the weapon in the CSUPD station. **Check back** with the resident to ensure compliance with your request. Call up to the next level of duty and document the incident.

WEATHER (INCLEMENT/SEVERE)

PROCEDURE: LIGHTNING (THOR-GUARD)

1. When lightning is predicted by the Thor-Guard system, automatic horns atop the Rec Center will blow for 15 seconds indicating a potentially dangerous situation and to seek shelter immediately.
2. **Seek shelter** in buildings or vehicles.
3. **Stay away** from open doors or windows and **avoid** using telephones or televisions.
4. If caught in the open, stay as low as possible and stay away from flag poles, towers, and metal fences.
5. Once the Thor-Guard system determines the lightning has passed and it is safe to return to normal activities, the strobe light on the horns will go off and there will be three horn blasts approximately five seconds each in length.

PROCEDURE: WEATHER-RELATED CLOSURES

ARCs/RCS and the RAs/CCs on duty the evening prior to a University weather related closure will continue to hold the duty cell phone and follow a structure similar to weekend daytime duty. If an emergency occurs, the daytime duty staff is expected to follow appropriate emergency response protocols. The RAs/CCs on daytime duty is allowed to be 10 minutes from the building.

PROCEDURE: WEATHER EMERGENCIES (SEVERE STORM, TORNADO, ETC.)

1. The ARC/RC on-duty will advise and direct staff on-duty regarding the initiation of the notification process, which will include:
 - a. Alerting RAs/CCs
 - b. Alerting Desk Staff
 - c. Alerting as many other staff members and residents as possible (i.e., voicemails/texts to all RAs/CCs), and encourage them to spread the word by phone, email, etc.
 - d. Have RAs/CCs post flyers at front desks, building entrances, on floors, in stairwells, etc.
2. **Move** into the smallest interior space without exterior windows or doors.
 - a. Suggested places of shelter are inner hallways, interior stairwells, bathrooms, or closets.
 - b. Generally, the lower the occupants can move in the building, the better.
 - c. Take a flashlight to the place of shelter.
3. Continue **monitoring** NOAA Radio, television, or radio stations for weather updates
4. Wait for an **"all clear"** to return to work.

WELFARE CHECK/ENTERING A RESIDENT ROOM/APARTMENT

If appropriate and practical, the University will not enter a resident's room/apartment unless accompanied by the resident, their authorized representative, or a second authorized University representative. The decision to enter a resident's room/apartment without the resident present may only be made by the ARC/RC on duty or your supervisor. Typically this involves emergencies, fire and life safety inspections, the end of the semester closing checks, and fire evacuation checks.

PROCEDURE

1. If you have reason to believe that an emergency is occurring inside a resident's room, **call 911 immediately.**
2. If you believe the situation is urgent, but not an emergency, **call up** to the ARC/RC on duty or your supervisor.
 - a. Some non-emergent reasons for entering a resident's room include
 - i. Alarms going off for excessive periods of time
 - ii. A resident forgot an item and sent a designated person to retrieve it
3. **Report** all relevant information, including why you believe you need to enter the resident's room
4. ARC/RC (with the assistance of the AD/Coordinator on duty) will make the decision as to whether there is a valid reason to enter the room.
5. You may **not** enter a resident's room unless you are accompanied by the resident, the resident's authorized representative, or another HDS staff member.

ARC/RC DUTY PHONES	
Northside Buildings: Allison, Parmelee, Corbett, Laurel Village, Durward, Westfall, University Village Apartments (1500, 1600, 1700), and International House Also used for all campus coverage during breaks	970-567-6588
Southside Buildings: Ingersoll, Summit, Edwards, Academic Village, Newsom, Braiden, Aggie Village, and Aggie Family Apartments	970-567-6165

EMERGENCY PHONE NUMBERS	
CSUPD/Emergency Medical Services	911
CSUPD Non-Emergency	970-491-6425
Counseling Center On Duty	970-491-7111
Victim Assistance Team	970-492-4242

APARTMENT DUTY PHONES	
Aggie Village	970-567-6349 970-305-0700
Aggie Village Family	970-567-6185
International House/UV 1500	970-567-6186
University Village 1600/1700	970-567-6184

HALL DUTY PHONES			
Academic Village 01 RA Duty	970-566-3964	Ingersoll 01 RA Duty	970-567-6331
Academic Village 02 RA Duty	970-556-7418	Ingersoll 02 RA Duty	970-556-7416
Allison 01 RA Duty	970-567-6329	Laurel Village 01 RA Duty	970-566-7417
Allison 02 RA Duty	970-566-2832	Laurel Village 02 RA Duty	970-567-0086
Braiden 01 RA Duty	970-567-6332	Newsom 01 RA Duty	970-567-6328
Braiden 02 RA Duty	970-566-2822	Newsom 02 RA Duty	970-567-1461
Corbett 01 RA Duty	970-567-6323	Parmelee 01 RA Duty	970-567-6330
Corbett 02 RA Duty	970-566-0778	Parmelee 02 RA Duty	970-566-2820
Corbett 03 RA Duty	970-556-7414	Summit 01 RA Duty	970-567-0289
Corbett 04 RA Duty	970-567-3741	Summit 02 RA Duty	970-567-6339
Durward 01 RA Duty	970-567-6325	Westfall 01 RA Duty	970-567-6324
Durward 02 RA Duty	970-556-7414	Westfall 02 RA Duty	970-567-6336
Edwards 01 RA Duty	970-567-6326		
Edwards 02 RA Duty	970-566-2351		