

DUTY PROTOCOL SNAPSHOT – PARAPRO VERSION

2024-2025

RESPONDING TO DUTY CALLS AND CALLING UP

Situation	RA/CC Calls Up	Who to Call First
Acts of Violence	Yes	CSUPD
Bias-related Incidents	Yes	CSUPD if the incident involves physical aggressions, safety concerns, and/or social media
Transport (arrest, alcohol/drug, medical)	Yes	CSUPD
Medical/Mental Health Emergency	Yes	CSUPD
Extended Building Evacuations (residents displaced longer than 30 minutes)	Yes	CSUPD
Title IX Incidents	Yes	CSUPD if medical assistance is needed and/or there are ongoing safety concerns
Sprinkler Head Activation	Yes	A/RC
Media events or requests	Yes	A/RC
Major Facility Concern (flood, power outage, structural damage, etc.)	Yes	A/RC
Life-Threatening Situations	Yes	CSUPD
Harm, Injury, or Arrest of a Staff Member	Yes	CSUPD
Fire (actual)	Yes	CSUPD
Serious Roommate Conflicts	Yes	A/RC
Building Staff is not Responsive/Unable to be Contacted	Yes	A/RC
Emotional/Very Upset Student/Student Call to Counselor on Call	Yes	A/RC
Large Party or Drug and Alcohol Incident	If support is needed	CSUPD
Wellness Check Needing to Key into Room	Yes	CSUPD if the circumstances seem urgent or there may be a concern of a missing resident, CSUPD should be contacted to conduct a welfare check



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IMPORTANT NUMBERS

University Housing Numbers:		Campus
NORTHSIDE 970-567-6588 Allison: 970-568-6329 Corbett: 970-566-0778 Durward: Offline I-House UV15: 970-567-6186 LV: 970-566-7414 Parmelee: 970-567-6330 UV 16/17: 970-567-6186 Westfall: 970-567-6324	SOUTHSIDE 970-567-6165 AV: 970-566-3964 Aggie: 970-567-6349 AVF: 970-567-6185 Braiden: 970-567-6332 Edwards: 970-567-6326 Ingersoll: 970-567-6331 Newsom: 970-567-6328 Summit: 970-567-0289	SAFE Victims Assistance Team 970-492-4242 CSUHN Counselor On Call 970-491-7111 CSU Non-Emergency 970-491-6425 Parent & Family Programs 970-491-6680 Weather Emergency Hotline 970-491-SNOW

Activate the Communication Process by calling the **A/RC on Duty** or your supervisor (if business hours) as soon as possible.

Do not try to handle a crisis alone. **Document all incidents immediately after they occur.**

EMERGENCY PROCEDURES

Active Shooter Response Assess if you will RUN, HIDE, or FIGHT, and then commit to your actions 100%. Do your best to be aware of your surroundings and stay calm so you can be decisive. •RUN! If you can run because there is a safe exit, always do so. •HIDE! Find a secure place to hide - use large objects to obstruct doors; lock the doors and turn off the lights. •FIGHT! Stop the assailant by any means necessary; anything can be used as a weapon. <i>Once in a safe location, call or text 911.</i>	Alcohol/Drug Transport For students who are impaired and exhibiting any behavior believed to be caused by alcohol and/or drug use, contact CSUPD for a “welfare check” via 911. <ul style="list-style-type: none"> • Remain on-scene and have others assist emergency staff to the student’s location. • Provide crowd control with the support of additional staff. • If you aren’t on Duty, activate the Communication Process by calling the RA/CC on Duty. • If the student is transported, activate the Communication Process calling the A/RC on Duty. <i>Ensure documentation of the incident; submit an IR.</i>	Bias-Motivated Crimes and Incidents <ul style="list-style-type: none"> • If the incident involves physical aggression - Call 911 and do not hang up until the dispatcher receives all the information needed and ends the call. • If the incident involves graffiti - secure the area and call CSUPD if appropriate. Cover images/ words that may escalate the incident. • If the incident involves social media, call CSUPD at 491-6425. • Activate the Communication Process calling the A/RC on Duty. <i>Ensure documentation of the incident; submit a Bias Report.</i>	Fight or Physical Violence <ul style="list-style-type: none"> • Call 911 and do not hang up until the dispatcher receives all the information needed and ends the call. • Do not place yourself in danger. • Activate the Communication Process calling the A/RC on Duty. • Provide crowd control as requested by CSUPD. • If the fight or physical violence is no longer in progress, call CSUPD non-emergency at 970-491-6425. • If an emergency move is necessary, the RC/ARC will do so. <i>Ensure documentation of the incident; submit an IR.</i>
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Yellow Card Procedures

