



DIVISION OF STUDENT AFFAIRS

DEPARTMENT OF RESIDENT LIFE

Department of Resident Life

Resident Assistant Duty & Emergency Response Manual

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Purpose of Resident Life Duty System

The Department maintains a system of duty coverage when offices are closed to ensure a prompt response to emergencies, incidents, and individuals' needs for staff assistance since residential students live on campus 24 hours a day, 7 days a week. The Resident Life Community Offices operate from 8:30am - 4:30pm, Monday through Friday, so the duty system provides around the clock coverage, ensuring staff accessibility during those hours when offices are closed.

Proper functioning of the duty system is essential to our management of the residence halls and is a primary purpose of having staff live and work in the halls. The duty team consists of individuals from each level of Resident Life. Community Staff will serve in on-duty and on-call duty capacities on nights, weekends, University holidays, and other unanticipated university closures. These staff members will address safety, security, health and well-being, and behavioral concerns that require immediate or urgent attention.

More specifically, the duty system provides the following:

- Coordinated responses to emergency situations, including physiological, psychological, safety, security, and physical environment emergencies.
- Staff presence in the halls at all times, ensuring para-professional and professional staff are readily accessible to residents for meetings, mediation of conflicts, responses to requests for assistance, and emergency/crisis intervention.
- Access to responsible staff member(s) for four primary stakeholder groups which the Department serves: resident students, families of those residents, Resident Life staff, other University staff in key agencies who work cooperatively with Resident Life.
- Timely response and follow-up in situations involving potential liability and/or requiring staff accountability.
- The creation of accurate, thorough, and timely documentation for those incidents occurring while the duty system is active.

Resident Assistant Duty is a crucial component of the Department of Resident Life's crisis response system. Since crises do not always happen during business hours, the duty system is vital to ensuring the safety and security of our residents. The RA on Duty is the first level of response within their area of responsibility and is expected to respond immediately to problems occurring in their designated area.

Duty Hours

We must maintain full duty response over times when University offices are closed (e.g., after weekday business hours, weekend, snow days, etc.). The fully duty hour schedule for all duty staff can be found in Appendix A. Each Community's RA Staff will operate its own duty system with one primary RA and one secondary RA on duty as indicated in [Appendix B](#).

Please be aware that staff should be prepared to provide extra coverage when necessary during special events. While we make every effort to give staff ample notice when extra coverage is needed, circumstances may not always allow for this to occur.

The duty RA is expected to be accessible at all times. The only exception is lunch during 21- 24 hour duty shifts:

- 60 minute maximum away in dining hall on their side of campus for lunch
 - RAs are provided the following choices:
 - Option 1: Find coverage from another RA to hold the phone while you are at lunch prior to your departure
 - Option 2: Keep the phone and understand that **if you receive a call you must immediately report back to the community and respond.**
- RA must notify the desk and other RA in the community prior to departure
- RA providing coverage physically checks in at the desk
- Notify the desk of your departure and your return

Duty System Staff Roles

Resident Assistant (RA) on Duty

Structure: RAs, in conjunction with Community Assistant (CA) staff, are the first level of response within that area. Each RD's staff has its own RA duty rotation that covers that RD's area.

Shifts: 7:00 pm to 8:30 am on weekdays (Sunday - Thursday) and 24 hours on weekends, holidays, and other university closures.

Contact: The duty RA is primarily contacted via the department-provided cell phone assigned to their RA staff. Duty RAs should also be available by their department-provided in-room, landline phone as a back-up.

Response: RAs are expected to respond immediately and in person to requests for assistance and support from students, CA staff, DRL professional staff, and any emergency response personnel. As such, RAs are expected to remain inside their building for the duration of their shift, with the exception of conducting rounds or responding to incidents in their area of responsibility.

Purpose: Being accessible to students for mediation of conflicts and crisis intervention; Maintaining contact with the appropriate Resident Director on Duty for purposes of requesting assistance and reporting information; and documenting incidents thoroughly via the Incident Report system.

Resident Director (RD) on Duty

Structure: Duty RDs are the second level of response in the duty system, and the first line of professional staff response. During periods of full occupancy, two RDs are on duty at a time, one serving the North Campus residence halls and the other serving the South Campus. During periods of low occupancy such as summer, winter break, and spring break, one RD typically serves on duty for the entire campus.

Shifts: RDs are on duty from 4:30 pm until 8:30 am on weekdays, and for 24 hours on weekends, holidays, and other university closures.

Contact: RDs are primarily contacted via the department-provided cell phone assigned to the RD duty rotation. RDs must also be available by a back-up number provided each time they check in, which can include the department-provided landline number in their staff apartment or a personal cell phone number.

Response: The RD on Duty is required to respond to phone calls as soon as possible. When on duty, the RD's primary focus must be the ability to respond effectively to duty calls.

Broad Purpose:

Coordination and direction of staff for efficient and effective response to crises and emergencies; Access to students and staff for support, meetings, mediation of conflicts, and crisis intervention; Maintaining contact with the Community Director on Call for purposes of consultation, information sharing, decision making, and support; and Contact and continued interaction with key representatives of key agencies in coordination with the Community Director on Call.

Community Director (CD) on Call

Structure: The CD on Call is the third level of response in the duty system, and the second line of professional staff response. One CD is on call at a time for the entire campus.

Shifts: CDs are on call from 4:30 pm until 8:30 am on weekdays, and for 24 hours on weekends, holidays, and other university closures.

Contact: CDs are primarily contacted via the department-provided cell phone assigned to the CD duty rotation. CDs must also be available by a back-up number provided each time they check in which can include the department-provided landline number in their staff apartment or a personal cell phone number.

Response: The Community Director must respond to calls by phone as soon as possible and must be able to respond to the scene, in person, within no more than 45 minutes.

Broad Purpose: Advice and support to the RDs On Duty who coordinates and directs staff response to emergencies and incidents; Response to the scene of serious incidents; Coordination of appropriate follow-up to an emergency or incident, including assuring that responsibility for filing a written incident report is clearly understood; and Notifications as needed to Assistant Director, Associate Director, or Director, Community Director of the community in which the incident occurred, and others, including parents in certain instances.

Assistant Director/Associate Director (AD) on Call

Structure: The AD on Call is the fourth level of response in the duty system and the third line of professional staff response. One AD is on call at a time for the entire campus.

Shifts: ADs are on call from 4:30 pm until 8:30 am on weekdays and for 24 hours on weekends, holidays, and other university closures.

Contact: ADs are primarily contacted via their preferred personal number, which is programmed in the department-provided CD On Call cell phone.

Response: The AD on Call must be accessible by their phone number of choice. The AD must respond to calls by phone as soon as possible.

Broad Purpose: Receive notice and alert relevant stakeholders that serious incidents have occurred; Advise and support all duty staff responding to incidents; Assurance that the duty system was properly activated and utilized, and directing follow-up as appropriate in the event of problems; and Notifications, as appropriate, to the Director/designee, parents, families, etc.

Director (or Designee)

The Director or other senior staff member as designated by the Director is available to the AD on Call and should be contacted via phone for notification of serious incidents and advice or assistance on responding to and following up on serious incidents. The Director may also be contacted via email by the AD on Call for less serious incidents as needed.

RA on Duty Expectations & Responsibilities

Duty RAs should be prepared to respond to duty calls but also to act in a proactive manner by addressing and documenting all resident concerns or policy violations in and around the residence halls as they are observed. RAs are expected to respond immediately to all duty calls and must submit incident reports via the online incident reporting system immediately following the incident (and by no later than 8:30 am on the day that their shift ends).

Check-In Protocol

- RAs for each staff will check in for duty shifts at their respective service desks. When signing in you must have your University ID card. The desk will swipe your card for check-in.
- You will retrieve the duty phone and ensure that the phone is well-charged for immediate use. If not, you can remove the charger from the service desk in order to stay with the phone while it is charged.
- RAs on duty must check in by 7:00 pm or 10:00 pm, depending on the type of shift. Any RAs who show up at the service desk for duty after their shift start time will be documented for follow-up with their supervisor.
 - If the RA on duty has not checked in within 15 minutes of their scheduled start time, the CA on Duty is required to call the RD on Duty for their side of campus.
- Other expectations regarding check-in duties may be given by your RD. Please follow your specific staff expectations along with requirements.

Rounds/Roves

Rounds/roves are a proactive opportunity for RAs to observe community activity and maintain a physical presence to build community while on duty. The RA(s) on Duty are expected to do the following in order to successfully complete a set of rounds or roves.

- RAs are required to check in at the desk at the beginning and end of each round.
- RAs will fill out duty logs based on Resident Director instructions.
- Rounds times will *vary based on your Resident Director's instructions*.
 - At least one round will occur after quiet hours
 - Sunday through Thursday night: 10pm - 8am
 - Friday and Saturday nights: midnight - 10am.
 - The Primary RA and Secondary RA (when available) will go on rounds together as a team and will conduct rounds for their area of responsibility.
- During rounds, the RA is expected to:
 - Check hallways and stairwells of hall and address any safety/security concerns that could include:
 - Propped doors, fire extinguisher, functioning elevators
 - Power issues, vandalism, excessive trash
 - Unescorted guests
 - Check common areas/ Open Areas
 - Kitchens- cleanliness, appliances not in use should be off, etc.
 - Lounges, MPRs, Laundry room, etc. - excessive trash, vandalism, noise, etc.
 - Ensure there are no facility related issues in building
 - Watch for problem situations such as excessive noise, disruptive behavior, and use of alcohol.
 - Document any vandalism, safety, and facility issues.

****Note: this is not an exhaustive list as items can be added or changed by Resident Directors based on the needs of the community****

Duty Cell Phone Use

The primary RA on Duty must carry their staff's duty cell phone at all times while on duty. The cell phone is provided to create a flexible contact method while responding to incidents and carrying out other RA responsibilities while on duty. The following guidelines should always be followed regarding the cell phone:

- RAs must always remain within their area of responsibility while on duty. Cell phones are not an excuse to go to the library, workout at the gym or elsewhere, eat a meal off-campus.
- RAs should never use the texting feature on the duty cell phone or their own cell phone unless explicitly instructed to do so by professional duty staff.
- RAs must ensure the cell phone carries an adequate charge at all times while on duty. Failure of cell phone function should be reported to the CA and RD on duty.
- Proper landline phone functioning should also remain intact even if cell phones are used most frequently. All RAs are provided a landline phone in their room for this purpose.

The duty RA is expected to be accessible at all times. The only exception is during 21- 24 hour duty shifts when RAs are provided a 60-minute lunch break at a dining hall on their side of campus. See "[Duty Hours](#)" for expectations on when RAs take lunch.

Expectations of Non-Duty Live-On Staff

RAs who are not on duty are expected to respond to incidents that they observe and/or are reported to them. At a minimum, staff will report information they have received/observed to the appropriate level of duty staff immediately. **RAs not on duty must remain on the scene or available for immediate contact until a duty staff member responds and assumes responsibility for the situation.** At this point, the duty staff member assumes responsibility for the incident response and follow-up, including assembly of the written incident report.

Expectations of Electronic Keybox

RAs are not permitted to access master keys from the electronic keybox unless directed to do so by the Resident Director or other Resident Life professional staff member.

Master keys will typically be checked out at the direction of the Resident Director during the following processes: Opening (Fall & Spring), Closing (Thanksgiving, Winter, Spring Break, and May) and Health & Safety Inspections (Fall & Spring).

Contacting the Duty Staff

Calling the Resident Director (RD) on Duty

RDs on Duty are equipped with cellphones as their primary contact method.

- The RD on Duty is on Duty at 4:30 pm weekdays and 24 hours when University offices are closed.
- When called while on duty, the RD must respond to a voicemail or missed call within 10 minutes.
- The RD On Duty must appear on scene if necessary within 20 minutes of the initial call.

Unable to Reach Resident Director on Duty

If an RA is unable to reach the RD on Duty during your initial call, leave a brief voicemail with your contact information.

In the event an RA does not hear from the RD on Duty for 10+ minutes after the call, the RA should:

- **Contact the RD on Duty cell phone again**
 - If the RA doesn't reach the RD on Duty at this point, the RA should use the alternate phone number(s) that the RD on Duty for that shift has listed as a backup in the MyDRL RD/CD Duty tracking log.

- If the RA is still not successful in reaching the RD on Duty, the RA should call the CD on Cell duty phone number.
- **In an emergency, the RA can also call the RD on Duty for the other side of campus for assistance if necessary.**

When to Call the RD on Duty

Duty and non-duty student and professional staff **must** report certain situations to the Resident Director on Duty.

Although this list is not exhaustive and staff should always call the RD on Duty with questions, we automatically expect and require all staff to report the following:

- Suicide attempt, suicidal thoughts, or other psychological emergency
- Psychologically stressed students
- Fighting incident involving harm or threat of harm to individual(s)
- Serious alcohol incidents, especially those involving drinking by groups, dangerously intoxicated individuals, or students transported to hospital for alcohol
- Suspicion or allegations of criminal or illegal activity
- Suspected Hate Bias incidents
- Occasions when Police have been called (e.g. intruder, suspected drug use or possession, cannabis use/possession with arrest/citation, robbery, attempted robbery, theft, etc.)
- Arrest of a resident or arrest of other persons in the residence halls
- Serious illness, to include dangerous intoxication, possible overdose, etc.
- Serious injury or threat of injury to a student or staff member
- Death of a student
- Other serious behavioral incidents
- Fire or smoke in a residence hall
- Response to residence hall by ambulance or rescue service
- Major disturbance (e.g. large party with alcohol, demonstration with opposing views being expressed by non- participants)
- False fire alarm or bomb threat
- Physical facilities emergency (e.g. flood)
- Firewatch
- Vandalism or other extensive damage to student or University property
- Student or parent discontent
- Serious misbehavior by a resident, resident's guest or visitor
- Report of suspected child abuse or neglect
- Incidents or possible/alleged incidents of sexual misconduct
- Policy violations involving resident or visitor under age of 18
- Displaced student(s)
- Other (incident, inquiry, suspicion, etc. that "common sense" would indicate should be reported to a supervisor)

Remember, when in doubt; contact the Resident Director on Duty!

Basic Incident Response Procedures

How to Intervene (Confrontation Guide)

When confronting incidents or misconduct, it is important to remember your role and the ways the behavior inflicts harm on our community. We do not confront people, we confront behavior. Your Resident Director (during business hours) or the RD on Duty (when main offices are closed) are always here to support and guide you through incidents. When in doubt, call for help!

1. Take a deep breath & ensure you are entering the situation as calm & level headed as possible
 - a. If you are with another staff member, first discuss how the incident will be handled. Who will knock?, Who will “do the talking”?, etc
 - b. If you need additional support to confront the incident, utilize your secondary. If the incident is occurring outside of “secondary hours”, contact another member of your staff or RD.
2. Knock on the resident’s door and Introduce yourself (including name & position)
 - a. Ask the person you are speaking with their name
3. Explain the reason for your interaction with the residents
 - a. Replace judgment with curiosity
 - i. Ask how their day/night is going
 - b. You should explain what you have heard, smelled, observed, etc. that has caused concern and how this is impacting others in the community.
4. Explain what you need the resident to do in order to correct the situation
 - a. If necessary contact RD on Duty or UMPD for additional support.
5. Explain your requirement to document the incident for your supervisor’s review
 - a. DO NOT use the term “write-up”
 - b. Remember your role is to document, not to determine responsibility of violations
6. Thank the resident(s) for their cooperation and wish them a good day/night
7. Complete your IR no later than 8:30am the following day

If those involved have additional questions (such as “What is going to happen next?” “Am I going to get expelled?”, etc) refer them to the Community Living Handbook and encourage them to email your RD. Do not give your best guess as each incident is handled on a case-by-case basis. Many factors go into determining the next steps in the conduct process and we do not want to confuse students with false or misleading information.

Entering Resident Rooms

Resident Life staff do not access student spaces except in specific circumstances.

Designated University staff does have the authority to enter a resident's room without their knowledge or consent:

- for routine or emergency repairs or replacements, inspections for maintenance or sanitation problems, assessments of damage from flooding, improvements, etc.;
- at the start of Thanksgiving, Semester and Spring breaks and during the Health & Safety Inspection process, when staff visually inspect rooms to determine whether safety, security or sanitation deficiencies exist;
- during Semester Break if weather warrants checking that heating units are working properly;
- at the end of Spring semester or a resident's occupancy in a given room as check-out inspections for cleanliness and damages occur; and
- In any emergency when appropriate staff are responding to a reported incident or believe there is serious physical or psychological distress or imminent danger to the room's occupants or contents.

If there is an instance where a student has an alarm clock sounding, music or television playing, etc. for more than 20 minutes and is causing major disruption OR the resident will not be returning in the near future the staff member must follow the steps below:

- Contact the RD on Duty to communicate the situation
- **If access is granted from the RD on Duty**, the RA must:
 - Not key into a resident room alone. At minimum, 2 RAs should go together to enter a space if authorized by the Resident Director.
 - Document the situation via an incident report
 - Leave a room entry notification in the room in a visible location. The note should indicate that DRL staff entered, turned off the source of disturbance, and documented it in an incident report.

In all other situations the Resident Life staff member shall speak with the resident and ask for consent to enter the room and conduct a search. RAs must have consent from RDs any time they wish to enter a student room for any reason.

Community Living Response Procedures

Alcohol Possession

Policy

- Possession or use of alcohol by a minor; sale or provision of alcohol to a minor; possession of alcohol in public areas or common sources of alcohol is prohibited.

Procedures

1. **Aware** - Once you become aware of a possible violation of alcohol possession, announce the following to the people at the scene:
 - a. "I am [Name], the Resident Assistant On Duty."
 - b. "I observed the possible violation of alcohol possession."
 - c. "I need to document it in an incident report."

2. **Ask** - Some questions to ask to gather more information (but more questions can be asked or may be needed):
 - a. "What are everyone's names and UID numbers?"
 - b. "Who does the alcohol belong to?"
 - c. "How / When / Where did you get the alcohol?"
 - d. "Who drank the alcohol? When did you drink it?"
3. **Observe** - Take objective notes on what you observe (see, hear, and smell):
 - a. What did the people present say responding to your questions?
 - b. What type of alcohol is present? What is the brand? What is the quantity left?
 - c. Does the room smell of alcohol? Where is it emanating from?
 - d. Do any of the people present show signs of alcohol consumption (for example but not limited to: slurred speech, deficit in coordination, nausea/vomiting)?
4. **Document** - Ask people to bring all of the alcohol into the middle of the room. Take notes on the specifics of the alcohol. Take a picture of the alcohol and identification cards to upload into the Incident Report.
5. **Discard** - Have people empty the alcohol containers and discard the empty containers. Do not touch the alcohol yourself.
6. **Conclusion** - Let the people know that a Resident Director will reach out to schedule a meeting to initiate the Student Conduct Process. Ask the people if they have any follow-up questions or concerns (It is okay to not know the answer to questions. Encourage the people to ask those questions to the RD. **Do not promise anything.**). Let the people know that if anything does come up to call the Service Desk which is available 24/7. Leave the scene.
7. **Document** - Write the incident report immediately after. See [Incident Report \(IR\) Procedures](#) section for more clarification. Please provide pictures in the IR if possible.

Resources

- [Community Living Handbook](#)
 - Residence Hall Rules
 - Alcohol Policy

Considerations

- Call the Secondary RA On Duty if necessary/applicable.
- If any question exists about the person's inability to function and be safe after consuming alcohol, the person should not be left alone. Call UMPD at 301-405-3333. Next, call the RD On Duty to have them come to the incident. See [Alcohol/Drug Transport Procedures](#) section for more clarification.
- If there are no residents present, call the RD On Duty for further guidance.
- If the resident(s) do not follow your directives, call the RD On Duty for further guidance.

Alcohol Large Party

Policy

- Possession or use of alcohol by a minor; sale or provision of alcohol to a minor; possession of alcohol in public areas or common sources of alcohol is prohibited.

- Engaging in noisy, disorderly, or disruptive behavior, which interferes with others' abilities to sleep, study, or be present in one's own room or residence hall; or creates an avoidable urgent situation to which University officials are required to respond.

Procedures

1. **Assistance** - Once you become aware of a possible large party that has alcohol present, reach out for support.
 - a. If you are comfortable confronting the situation, consider asking for back up from the secondary RA (if available) or another RA on your staff or RD
 - b. If you need additional support, call the RD On Duty to explain the situation and to consult about next steps
 - c. If you need immediate support, contact UMPD for assistance
2. **Announce** - to the people at the scene that you are Resident Life Staff, that you observed the large party that has alcohol present, and that you will need to document it in an incident report.
3. **Ask** - Some questions to ask to gather more information (but more questions can be asked or may be needed):
 - a. "What are everyone's names and UID numbers?"
 - b. "Who does the alcohol belong to?"
 - c. "How / When / Where did you get the alcohol?"
 - d. "Who drank the alcohol? When did you drink it?"
4. **Observe** - Take notes on what you observe (seeing, hearing, smelling) in an objective manner:
 - a. What did the people present say in regards to the questions?
 - b. What type of alcohol is present? What is the brand? What is the quantity left?
 - c. Does the room smell of alcohol? Where is it emanating from?
 - d. Do any of the people present show signs of alcohol consumption (for example but not limited to: slurred speech, deficit in coordination, nausea/vomiting)?
5. **Document** - Ask people to bring all of the alcohol into the middle of the room. Take notes on the specifics of the alcohol. Take a picture of the alcohol and identification cards to upload into the Incident Report.
6. **Discard** - Have people empty the alcohol containers and discard the empty containers. Do not touch the alcohol yourself.
7. **Conclusion** - Instruct the host(s) to end the event and direct all individuals who did not live in the unit to leave. Let the people know that if anything does come up to call the Service Desk which is available 24/7. Leave the scene.
8. **Document** - Write the incident report immediately after. See Incident Report (IR) Procedures section for more clarification. Please provide pictures in the IR if possible.

Resources

- [Community Living Handbook](#), Parties and Group Events

Considerations

- Call the Secondary RA On Duty if necessary/applicable.
- If any question exists about the person's inability to function and be safe after consuming alcohol, the person should not be left alone and UMPD should be called at (301) 405-3333. Next, call the RD On

Duty to have them come to the incident. See [Alcohol/Drug Transport Procedures](#) section for more clarification.

- If the party is difficult to manage or contain, you may need to call UMPD, the RD On Duty, or more RAs to ask for assistance.

Drugs

Policy

- Possession, use, sale, or provision of any controlled substance, illegal drug, or related paraphernalia is prohibited.*

** Effective July 1, 2023, the State of Maryland citizens voted in favor of a constitutional amendment that will legalize recreational cannabis use for individuals over 21 in the State. **However, under federal law, cannabis is considered a controlled substance, therefore cannabis is not permitted on campus under any circumstances.***

Procedures

1. **Locate** - Once you become aware of a possible drug (cannabis or other illegal drugs) concern, try to locate the specific room or area that is the source.
2. **Assistance** - Call UMPD to explain the situation and to ask for their assistance with the incident.
 - a. Never confront a situation of suspected use of drugs without UMPD present.
 - b. If use of illegal drugs is detected during an interaction initiated for another reason, the RA should immediately contact UMPD for assistance.
3. **Aware** - Working with UMPD, announce to the people at the scene that you are Resident Life Staff, that you observed a concern about drugs, and that you will need to document it in an incident report.
4. **Observe** - Let UMPD manage the incident, and take notes on what you observe (seeing, hearing, smelling) in an objective manner.
 - a. Follow UMPD instructions. If you have any questions or concerns throughout the incident response, call the RD On Duty.
 - b. Do not touch anything for your safety and the integrity of the investigation.
 - c. Some questions to ask either the people or UMPD after they follow up with the people to gather more information (but more questions can be asked or may be needed):
 - i. "What are everyone's names and UID numbers?"
 - ii. "Who do the drugs belong to?"
 - iii. "How / When / Where did you get the drugs?"
 - iv. "Who consumed the drugs? When did you consume it?"
 - d. Take notes on what you observe (seeing, hearing, smelling) in an objective manner:
 - i. What did the people present say in regards to the questions?
 - ii. What was the result of UMPD's interaction?
 1. If drugs are found, include in the incident report what type was found and how much was found.

2. If no drugs are found, include in the incident report that nothing was found.
3. Note if UMPD issues a citation, makes an arrest, makes a referral, detains, or removes someone.
- iii. Does the room smell of drugs? Where is it emanating from?
5. **Conclusion** - Let UMPD conclude the incident. Let the people involved know that a Resident Director will reach out to schedule a meeting to initiate the Student Conduct Process. Ask the people if they have any follow-up questions or concerns (It is okay to not know the answer to questions. Encourage the people to ask those questions to the RD. **Do not promise anything.**). Let the people know that if anything does come up to call the Service Desk which is available 24/7. Leave the scene.
6. **Follow-Up** - Take note of the following scenarios to figure out follow-up:
 - a. Call the RD On Duty if:
 - i. If drugs are found.
 - ii. If other illegal drugs were the original concern and nothing was found.
 - iii. If UMPD issues a citation, makes an arrest, makes a referral, detains, or removes someone, call the RD On Duty.
 - b. **Do not call the RD On Duty if:**
 - i. If cannabis was the original concern and nothing was found by UMPD.
7. **Document** - Write the incident report immediately after. See [Incident Report \(IR\) Procedures](#) section for more clarification.

Resources

- [Community Living Handbook](#), Drug Policy

Considerations

- Call the Secondary RA On Duty if necessary/applicable.
- If any question exists about the person's inability to function and be safe after consuming drugs, the person should not be left alone. Ask UMPD to call Emergency Medical Services. Next, call the RD On Duty and continue to update them on the outcome of the assessment. See [Alcohol/Drug Transport Procedures](#) section for more clarification.

Noise

Policy

- Engaging in noisy, disorderly, or disruptive behavior, which interferes with others' abilities to sleep, study, or be present in one's own room or residence hall; or creates an avoidable urgent situation to which University officials are required to respond is prohibited.
- Designated quiet hours in all residence halls are from 10:00 p.m. to 8:00 a.m., Sunday through Thursday evenings, and midnight to 10:00 a.m. on Friday and Saturday evenings.
 - During designated quiet hours, it is expected that all residents will contain noise so it cannot be heard outside of their room with the door closed.
- Reasonable quiet is maintained 24 hours a day throughout the residence halls. These are referred to as "courtesy hours."
 - When asked by another resident to reduce noise and/or lower the volume of your music or conversation, you will be expected to immediately do so out of courtesy to your neighbors.

Procedures

1. **Determine** - If the situation is not a reoccurring noise violation and the students are compliant, you can issue a verbal warning. Be sure to complete any noise violations tracking per instructions from your supervisor.
 - a. However, reoccurring noise violations or students not complying with directives will need an Incident Report.
2. **Aware** - Once you become aware of a possible violation of noise levels, announce the following to the people at the scene:
 - a. "I am [Name], the Resident Assistant On Duty."
 - b. "I observed the possible violation of quiet hours (Or courtesy hours)."
 - c. "I need to document it in an incident report."
3. **Ask** - Some questions to ask to gather more information (but more questions can be asked or may be needed):
 - a. "What are everyone's names and UID numbers?"
 - b. "Who/what is the source of the noise?"
 - c. "What was the situation that led to this noise concern?"
4. **Observe** - Take objective notes on what you observe (see, hear, and smell):
 - a. What did the people present say responding to your questions?
 - b. Are there any concerning behaviors or items in the room?
5. **Conclusion** - Let the people know that a Resident Director will reach out to schedule a meeting to initiate the Student Conduct Process. Ask the people if they have any follow-up questions or concerns (It is okay to not know the answer to questions. Encourage the people to ask those questions to the RD. Do not promise anything.). Let the people know that if anything does come up to call the Service Desk which is available 24/7. Leave the scene.
6. **Document** - Write the incident report immediately after. See Incident Report (IR) Procedures section for more clarification.

Resources

- [Community Living Handbook](#), Quiet Hours Policies

Considerations

- Call the Secondary RA On Duty if necessary/applicable.
- If residents are not there or do not answer the door, call the RD On Duty to explain the situation and seek further guidance.

Parents/Family Interactions

Procedure:

1. **Listen** - Figure out why the parent or family is calling or on campus.
 - a. Provide assistance but do NOT provide any information regarding an active or past incident - including resident location, room number, class schedule, or other identifying information due to FERPA.
 - i. Example: *"I am very sorry that I am not personally allowed to provide this information."*

Let me connect you with a professional staff member who will be able to better assist you.”

2. **Transfer /Connect** - Notify your RD or the RD on Duty that a parent/family member has contacted you and provide a brief description of the situation
 - a. Connect parent/family members with your RD or the RD on Duty in one of the following ways
 - i. Provide RD Office Number (During business hours)
 - ii. Provide RD on Duty Number
 - iii. Provide RD with the parent/family number
 - iv. Transfer parent/family number directly to RD.
3. **Follow Up** - Follow up as needed or instructed by RD

Resources:

- Resident Director
- DRL Website - [Contact List](#)
- [FERPA](#)

Considerations:

- RAs should avoid communicating with parents or family members unless directly instructed by a DRL professional staff member. Doing so may result in violating students' FERPA rights or create safety concerns.

Resident Follow-Up & Post Incident Follow-Up

Procedures

1. **Request** - The RD On Duty will request you to check in with a resident. Or your RD will request a check in due to RAVE.
 - a. The RD may or may not be able to share the full context of why follow-up is needed due to maintaining privacy, but they will be able to provide a general concern.
 - b. You can talk through questions to ask the resident with the RD.
 - c. Consult with the RD to determine the deadline for the follow-up.
2. **Visit** - Visit the resident's room. If the resident's roommate is there, ask to speak privately with the resident either in their room or in a space that has privacy.
 - a. If the resident is not present, ask roommates when was the last time they saw the resident and reach out to the resident via email or chat. Call the RD to provide an update on your outreach attempts.
3. **Ask** - You can ask all or any of the following questions to begin the conversation:
 - a. “How are you doing?”
 - b. “How is your semester going?”
 - c. “How are your classes?”
4. **Conversation** - If the conversation does not get to the main concern, you may need to ask open-ended questions. Before you begin asking questions, remind the resident that you are a mandatory reporter and that you will need to share information about the conversation with your supervisor if there is a serious concern. Emphasize that information will only be shared up to staff that are here to support them (your supervisors) and won't be shared out (to students or other RAs).

- a. Here are some example questions to ask:
 - i. Anxiety concern - "I notice that you seem more stressed than usual. How have things been going lately?"
 - ii. Academic concern - "How have things been going managing all of your classes? How are you feeling about your grades so far this semester?"
 - iii. Duty concern - "My supervisor told me you were involved in an incident recently, how are you feeling? Do you have any questions about the conduct process?"
5. **Follow-Up** - Inform the RD about your conversation and provide details about the conversation either in an email or in an incident report, depending on what the RD asks for. See [Incident Report \(IR\) Procedures](#) section for more clarification.

Resources

- Counseling Center, Health Center, Case Managers, R&R

Considerations

- Call the Secondary RA On Duty if necessary/applicable.
- Focus on showing the resident that you care through your words, body language, and behaviors.
- If the resident discloses a major concern (such as a sexual misconduct or Title IX concern), remind the resident that you are a mandatory reporter and call the RD On Duty when you find a natural opening to do so.

Roommate Conflict

Policy

- Violation of a written agreement with roommates, apartment/suitemates or other residents developed under the supervision of a Resident Life staff member is prohibited.

Procedure:

1. **Decide** - If responding to an active roommate conflict with an immediate concern - de-escalate any active conflict and separate residents into different spaces. If the Resident reached out regarding a passive-aggressive roommate conflict with no immediate concern - schedule a time to meet with the resident.
 - a. Discuss the causes behind conflict with all residents individually.
 - b. Validate resident's feelings without taking sides - stay impartial
2. **Mediate** - Review CLA and discuss possible changes with residents to resolve conflicts
 - a. Mediate a conversation between residents and aim to get residents to agree on what is a reasonable expectation for roommates and living in a residential environment
3. **Consult** - Check in with RD regarding any additional steps needed depending on the situation
4. **Follow up** - Check in with residents, if issues persist check in with RD
5. **Document (if necessary)** - Write the incident report immediately after. See Incident Report (IR) Procedures section for more clarification.

Resources:

- Community Living Agreement
- Community Living Principles
- Resident Director
- Housing Assignments Office (Only Resident Halls)
- Leasing Office (Only South Campus Commons)

Considerations:

- Not all roommate conflicts are violations of residence hall rules or the CLA. However, it is important to remind residents of the Community Living Principles they have agreed to live by.

Solicitors

Policy

- Door-to-door, telephone, and other personal solicitations are prohibited by all persons, whether students or commercial salespeople.

Procedure:

1. **Inform** - Let the people know that soliciting/solicitors are not allowed inside all resident halls or South Campus Commons.
 - a. If they are not a resident of the building, ask them to exit the building immediately.
2. **Connect** - If solicitors state that they have permission from the department or university connect them with your RD or RD on Duty.
 - a. If solicitors have questions on how to get approved for soliciting or posting connect them with the Residential Engagement Programs (REP) Office.
3. **Report** - If solicitors refuse to leave the building or otherwise create a health and safety risk, notify UMPD.
4. **Document**- Submit an incident report. If given one, please include UMPD Case Number.
5. **Follow Up** - Follow up as needed or instructed by RD. Any unapproved flyers or postings may need to be taken down. Please check in with RD if the items may be considered hate/biased propaganda.

Resources:

- Resident Director
- REP Office - [Contact information](#)
- [Community Living Handbook](#)

Considerations:

- Resident Life is willing to post a limited number of signs or flyers in residence hall lobbies and/or common areas regarding the programs, information, and services of registered campus student organizations. However, for safety and security reasons, we do not provide residence hall access to anyone who wishes to post information.

Theft

Policy

- Theft of property or services; knowing possession of stolen property; unauthorized removal or possession of property or furnishings from common areas is prohibited.

Procedures

1. **Assistance** - Once you become aware of a possible theft concern, help the resident call UMPD to explain the situation and to ask for their assistance with the incident. The resident should be the one to call UMPD.
 - a. Notify the RD On Duty about the situation and discuss if the RD On Duty needs to respond to the scene.
2. **Aware** - Working with UMPD, announce to the people at the scene that you are Resident Life Staff, that you are there to follow up about the theft concern, and that you will need to document it in an incident report.
3. **Observe** - Let UMPD manage the incident, and take notes on what you observe (seeing, hearing, smelling) in an objective manner.
 - a. Follow UMPD instructions. If you have any questions or concerns throughout the incident response, speak with the RD On Duty.
 - b. Do not touch anything for your safety and the integrity of the investigation.
 - c. Some questions to ask either the involved people or UMPD after they follow up with the people to gather more information (but more questions can be asked or may be needed):
 - i. "What are everyone's names and UID numbers?"
 - ii. "What was stolen?"
 - iii. "Where do you remember its last known location?"
 - iv. "Do you know who else may have had access to the item?"
 - d. Take notes on what you observe (seeing, hearing, smelling) in an objective manner:
 - i. What did the people present say in regards to the questions?
4. **Conclusion** - Let UMPD conclude the incident. Let the people know that if anything does come up to call the Service Desk which is available 24/7. Leave the scene. Update the RD On Duty.
5. **Document** - Write the incident report immediately after. See [Incident Report \(IR\) Procedures](#) section for more clarification.

Resources

- [Community Living Handbook](#), Residence Hall Rules

Considerations

- Call the Secondary RA On Duty if necessary/applicable.

Unauthorized Animal

Policy

- Bringing or housing an animal inside a residence hall without approval is prohibited.

Procedure

1. **Support** - Check MyDRL, if they do not have an approved animal accommodation in the summary page under "Assistance Animal or Service Animal" section:

- a. Remind resident that all animals need to be registered and approved, including emotional support animals
 - b. Provide them with any of the resources or direct them to [Accessibility & Disability Services](#)
2. **Consult** - Consult with your RD or RD on Duty to determine the time frame in which the animal needs to be removed residence halls.
3. **Explain** - After consultation with the RD, explain to the resident that they will need to remove their animal within the provided time frame (consult supervisor or RD on Duty) and that the animal can return once they receive formal approval from Resident Life.
4. **Report** - Write the incident report. See [Incident Report \(IR\) Procedures](#) section for more clarification. Include the resident name's, unit number, and description of animal.
5. **Follow up** - Check in with residents and provide support if needed.

Resources

- [Housing Accommodations Information](#)
- [UMD Emotional Support Animal \(ESA\) Housing Accommodation Request Form](#)
- [Community Living Handbook](#)

Considerations

- Policy Violation: Only fish in aquariums no larger than 10 gallons are permitted. All other pets are not allowed without proper documentation. If resident does not register animal, they may be held responsible for violating Residence Hall rule #21.

Vandalism

Policy

- Destroying, damaging, or defacing the property of others is prohibited.
- Damage or misuse of fire safety equipment is prohibited (if applicable).

Procedures

1. **Inform** - Once you become aware an act of vandalism occurred in the hall, write an incident report immediately. You should also follow up on the incident through emails and/or phone calls to the RA on duty, the RA of that floor, the Housekeeping staff, Maintenance Staff, and your Resident Director.
 - a. If vandalism is severe and costly, a police report should be filed. RAs must call UMPD if the vandalism involves the following:
 - i. Destruction and/or removal of an exit sign
 - ii. Graphics or language that would be considered a hate-bias incident. If this is the case, refer to the [hate-bias incident section](#) of this manual for protocol.
 - iii. Damage and/or removal to ceiling tiles, bathrooms (removal of soap dispensers, paper towel dispensers, etc)
2. **Record** - Always document vandalism in the RA duty log and write an incident report. Include information gathered from witnesses and residents and any photos of the vandalism in your incident report..
3. **Repair** - Call 4WORK at (301) 314-9675 for the residence halls or the South Campus Commons Front Desk at (301) 226-0001 if the vandalism is something that can be fixed. If

the effects of vandalism pose a safety risk, be sure to mention this to ResFacilities. Record the work order number in the RA duty log and the Incident Report.

4. **Consult** - Speak to your Resident Director about the appropriate course of action for handling the vandalism; possible responses include writing letters to residents, sending messages to residents, or calling a floor meeting to discuss the negative effects of vandalism on the floor environment.
5. **Empower** - Communicate the importance of preventing vandalism on the floor; this is their home and vandalism detracts from the quality of life on their hall. Facilitate conversation about how the community might help, such as forming a community watch program and knowing how to prevent acts of vandalism on their floor.
6. **Document** - Write the incident report immediately after. See [Incident Report \(IR\) Procedures](#) section for more clarification.

Resources

- [Community Living Handbook](#)
- [University Fire Marshal](#)
- [Fire Safety for College Students](#)

Considerations

- Community Safety: Communicate the importance of preventing vandalism of fire exit signs on the floor; this causes a severe safety risk in their home. Encourage residents to keep each other accountable.
- Policy Violation: The Department of Resident Life will hold students accountable for any damage or misuse of fire safety equipment.

Crisis Response Procedures

Alcohol/Drug Transport

Procedure:

1. When a resident requires medical attention and intervention from staff due to intoxication from alcohol or drugs, the RA should contact UMPD at 301- 405-3333 and then the RD on Duty.
 - a. Students in medical distress are transported to local hospitals via ambulance.
 - i. Gather the following information and share with the RD on Duty:
 1. Student Name, Campus Address, Campus Phone #, UID#, cell phone # if available
 2. Date of birth (if under 18, note that)
 3. Emergency Contact Person and Phone Number
 4. Student's permanent address
 5. Reason for transport
 6. Destination of transport (which hospital?) This information should be provided by
 7. either the EMT or UMPD personnel.
 8. Name and badge number of responding UMPD officer

9. UMPD case number associated with the situation
- ii. If witnesses are present, it is also important to try to gather the following information that the RD on Duty would want to know:
 1. What drugs or alcohol did the person consume? How much and over what period of time?
 2. If alcohol is involved and the person is under the age of 2, where did they obtain the alcohol from?
 3. If a party was involved, was the event hosted by another UMD student or student organization? If so, who? Where was the event held?
- b. If the student is conscious, they may choose to refuse transport via ambulance in lieu of other options, such as having a friend or another student monitor their status while they sleep. Resident Life staff are not permitted to “watch”, “supervise”, or “monitor” residents. If you are being asked to do this contact your RD or RD on Duty.
2. Write the incident report immediately after. See [Incident Report \(IR\) Procedures](#) section for more clarification.
3. If the RD is unable to get in contact with the resident the following day, they may ask the RA on Duty to follow up with the resident. See [Resident Follow-Up & Post Incident Follow-Up](#) section for more details.

Considerations:

- When engaging with an intoxicated student, it is important to remember that you can not rationally communicate with someone who is intoxicated. Instead, consider asking the following questions to gauge the student’s level of intoxication ahead of more serious conversation:
 - What is the year?
 - Who is the current president?
 - What building are you in?
- Symptoms of alcohol poisoning are best remembered by the mnemonic CUPS:
 - **C**old, clammy, pale, or bluish skin
 - **U**nconscious
 - **P**uking repeatedly or uncontrollably
 - **S**low or irregular breathing
- If a student is vomiting repeatedly or uncontrollably, ask the person’s friends or another student to turn them on their side to maintain flow of their airway.
 - RAs should **never** at any point touch residents or try to re-position the resident.
- If a resident needs to be transported from a local area hospital from campus, the following resources can be provided:
 - Return-from-Hospital Service from Doctors Community Hospital (Lanham), Laurel Regional Hospital (Laurel), and White Oak Medical Center (Silver Spring)
 - DOTS provides a Return-from-Hospital service from area hospitals near campus. This service is offered 24 hours a day, 7 days a week year-round when classes are in session. There is no fare and no ID required although DOTS staff may ask for a UID number to gather data about the number of transports.
 - DOTS provides hospital staff with a confidential, direct telephone number to the DOTS dispatch office to be able to request transportation back to campus on behalf of a University of Maryland student. Typically, passengers are picked up at the Emergency Room entrance within one to two hours of the request. Students who would like to use

this service will need to work directly with hospital staff.

Bomb Threat

Procedures:

1. **Gather** - Any person who receives a bomb threat for one of the residence halls shall:
 - a. Gather as much information from the caller as possible:
 - i. A phone number and/or identity of the caller
 - ii. Where the threat is located
 - iii. If there is specific timeline for plans to be executed
 - b. Call UMPD at (301) 405- 3555 to report the threat. **(DO NOT PULL FIRE ALARM)**
 - c. Contact the RD on Duty and follow instructions given.
2. **Evacuate** - If UMPD confirms that there is an active bomb threat, the police or fire department will pull the fire alarm. Mandatory evacuation procedures must be followed. (If no bomb threat is found, police shall inform the RA that the search is inconclusive and anyone who chose to evacuate may re-enter at their discretion.)
 - a. The RA should notify the CA of an evacuation and then evacuate IMMEDIATELY
 - b. The RA should contact the RD on Duty to provide an update
3. **Document** - Document the incident and collect as much information as possible. This information should include:
 - a. Names and UIDs of the involved student(s)
 - b. Time and location the incident occurred
 - c. Action taken by Resident Life and UMPD

Considerations:

- Evacuation assembly areas can be found in [Appendix F](#).

Fire or Fire Alarm

General Procedure For All Residents

- **Sound Alarm:** If smoke or fire is observed, pull the nearest fire alarm pull-station, activating alarm bells throughout the building to alert other residents of the fire emergency. Pulling the fire alarm station saves lives.
- **Use the Nearest Exit or Exit Stairwell:** Immediately exit the building upon hearing an alarm, even if you have not seen smoke or fire. Use the nearest stairwell to exit.
 - **Do not** wait for confirmation of an actual fire or assume the alarm is a false alarm.
 - **Evacuate** immediately, even if fire and smoke are not apparent.
 - **Do not** use the elevator. Elevators enter into a “fire service” mode and may not respond to calls when the fire alarm system has been activated. Occupants may become trapped in elevators.
 - **Do not** attempt to locate the fire.
 - **Do not** attempt to fight or extinguish the fire.
 - **Do not** re-enter the building until the fire department gives authorization.
 - **Assemble.** Each hall has a designated [outside assembly area](#) to avoid hindering fire

personnel and determine who is missing. An inside assembly area provides shelter in the event of inclement weather or serious damage

Procedures:

If an RA hears an alarm or are notified of a fire emergency

1. **Call** - UMPD at 301-405-3333 (NOT 911) or using a blue light phone to report the emergency or confirm it has been reported. Although it is likely others have done so, make the call yourself to guarantee that emergency personnel were notified.
2. **Verify** - the Service Desk has been informed. Where the service desk is in a different building and therefore may not hear the fire alarm, (Annapolis, Queen Anne's Prince Frederick, South Campus Commons, Leonardtown, Cumberland, and Centreville) it is essential that the building's RAs take responsibility to notify the Service Desk.
3. **Call** - the RD on-duty or contact the Community Office during business hours.
4. **Report** - to the emergency assembly area. Remain outside.
5. **Introduce** - yourself to police or other emergency staff. Remain outside and available as a resource to the RD or emergency staff. After the incident has been resolved, RAs should ask emergency staff the location and cause of the fire to be included in the incident report.
6. **Wait** - at the main entrance for emergency personnel. Do not enter the building/residential floors.
7. **Provide access** - if emergency personnel need access through a locked door.
8. **Assist** - the RD or emergency personnel as requested and appropriate. Help keep residents out.
9. **Prevent** - residents from re-entering the building until authorized to do so by the Fire Department.
10. **Check and secure** - exterior doors when the incident is over.
11. **Notify** - Residential Facilities at (301) 314-WORK* of doors that need to be electronically reset or relocked (request they page a staff member on-duty to respond immediately).
 - a. *In the case of South Campus Commons the RA should contact Service Desk 1 at (301)226-0001 to reach the Capstone Student Staff on Duty instead of calling (301) 314-WORK.
12. **Document** - Write the incident report immediately after. See [Incident Report \(IR\) Procedures](#) section for more clarification.

Considerations:

- Residence Hall fire alarm systems are monitored at the Department of Public Safety, but detailed information on the fire still needs to be reported.
- South Campus Commons fire alarm systems are monitored by a private monitoring company.
- On a cell phone dialing 911 sends the call to Prince George's County Emergency rather than the University Police.
- Evacuation assembly areas can be found in [Appendix F](#).

Resources:

- **After a Fire**
 - Resident Life, Environmental Safety, and UMPD have an extensive process for follow-up and

investigation of fires. Police and fire investigators will arrive on scene and will want to talk with anyone who was in the area at the time of the fire and with the person who reported the fire. The decision that a room is uninhabitable and that residents are to be relocated temporarily will be made by the Resident Director after appropriate consultation with all relevant parties.

Fire Watch

A Fire Watch is an hourly foot patrol conducted when a building's fire alarm system is down. It provides fire and smoke detection and emergency warning of occupants via air horns or other means of emergency conditions.

Procedures:

The State Fire Marshall requires that "at least one sober, responsible individual per building" is assigned to staff a Fire Watch.

1. Fire Watch staff must conduct a continuous foot patrol with no more than a 15-minute break each hour.
 - a. Staff must remain **alert, awake, and physically** located near the service desk or lobby area at all times except when conducting an inspection.
 - b. Fire Watch staff may not leave the building or return to their room.
2. Receive a Fire Watch Log sheet from the Service Desk.
 - a. Update the Log sheet each hour by entering the date and time of each inspection tour and legible signature of the person performing the inspection. The Fire Watch Log will be picked up by a fire inspector when the alarm is repaired.
3. Receive air horns and cartridge packs from the service desk.
4. Obtain Fire Watch notices from the service desk and post in the lobby(s), elevators, on bulletin boards, and on bathroom doors.
5. Conduct a continuous inspection of the entire building, breaking for no more than 15 minutes each hour. The inspection must include corridors, lounges, stairwells, laundry rooms, recreation rooms, basements, lobbies, and any other common areas. Be alert to indications of smoke or fire.
6. At the first evidence of smoke or fire:
 - a. Pull the nearest fire alarm pull station (the alarm may not sound during some outages, but this step should always be taken/attempted). If the alarm does not sound, blast your Air Horn as you are exiting.
 - b. Call UMPD at (301) 405-3555.
 - c. Call the service desk.
 - d. Proceed to the closest building exit immediately, sounding the air horn to notify as many residents as possible en route.
7. At the conclusion of the Fire Watch, as notified by 4-WORK, return supplies to the service desk, remove notices, and submit completed log to the Resident Director.

Hate Bias Incident (Formerly RRES D)

Policy:

- Harassing or threatening any person so as to interfere with that person's ability to sleep, study, or be present in one's own room or residence hall is prohibited,

Examples could include but not limited to:

- *Slurs targeting groups based on race, religion, ethnicity, gender identity/expression, sexuality orientation, housing status, and/or ability*
- *Computer/Phone Harassment*
- *Physical Attack*
- *Hate Symbols*
- *Hate Literature*
- *Verbal Abuse*
- *Destruction of Property*

Procedures:

1. **Contact** - Immediately contact the University of Maryland Police Department and then your RD on Duty or RD (business hour).
2. **Photograph**: Take a picture. If necessary, cover vandalism/ symbol/writing to minimize impact.
 - a. **Do not touch, tamper with, or alter with any physical evidence until UMPD has responded and gives the clearance for initial restoration.**
3. **Document** - Document the incident and collect as much information as possible. This information should include:
 - a. Location and nature of the incident (verbal, written, damage to property, etc...)
 - b. If applicable, length of time the offending image has been present
 - c. Names of known students impacted and a description of the potential students who may have witnessed the incident
 - d. Police officer names and badge numbers
 - e. UMPD Case Number
 - f. Specific police actions already taken
 - g. Names of anyone that may have perpetrated the incident
 - h. Whether there is any immediate danger to any residents
4. **Follow-Up** - Professional duty staff will provide residents in the affected community and all DRL professional staff with notification of the incident and a list of support resources that are available.
5. **Checking In** - Inform your RD/RD on Duty if you feel unable to appropriately respond to the situation as an RA. These types of incidents can cause anxiety, uncertainty, stress, and pain for your community as a whole or some individual members of your community, including and especially yourself. You will work with your RD and/or RD on Duty to develop a plan for follow-up that best shows care, concern, and support for you and your community.
6. **Support** - While UMPD manages the criminal investigation involved in these types of incidents, the role of duty staff is to provide direct support to residents of the affected community.
 1. RAs must make residents aware of campus resources available to them:

- a. Resident Life staff
 - b. Office of Diversity and Inclusion's Bias Incident Support Services: 301-405-0980
 - c. University Counseling Center: 301-314-7651
 - d. University Health Center and Mental Health Services: 301-314-8180
 - e. Office of Civil Rights and Sexual Misconduct: 301-405-1142
 - f. University Police: 301-405-3333 (emergency) or 301-405-3555 (non-emergency)
2. RAs can also share the following additional resources if they or a resident is in need of additional support specific to an identity they may hold:
 - a. University of Maryland Chaplains
 - b. Office of Lesbian, Gay, Bisexual, and Transgender Equity - 301-405-8720
 - c. Multicultural Involvement and Community Advocacy (MICA) Office: 301-314-8600
 - d. Maryland Hillel: 301-422-6200
 - e. UMD Chabad: 301-277-2994
 - f. Nyumburu Cultural Center: 301-314-7758

Resources:

- [Community Living Handbook](#)

Mental Health Concern

Procedure

1. **Gather** - RA should gather information from the source who is reporting concern for a resident's mental health wellbeing.
2. **Support** - Check in with resident:
 - a. Dedicate some time to understanding the student's situation and provide empathy
 - b. Ask direct questions to make sure they are not suicidal (Do not assume that every sad or stressed out student is unsafe.)
 - c. Discuss support systems and coping strategies resident already has - Talk with the resident about what normally helps them deal with stress/anxiety
 - d. RA should engage in active listening and caring conversation as needed in order to assess the concerns and immediate safety implications.
 - i. If a student is unsure of what support system or coping strategies they have, offer to provide support or connect them with resources. RA should discuss the role of the RD and the Case Manager and how they can serve as a support role for this resident.
 - ii. If the resident of concern states any of the following and/or the RA observes any of these experiences, the RA should initiate additional support:
 1. Experiencing suicidal ideation ([see Page 33 for additional protocol](#))
 2. Hallucinating and/or being detached from their surroundings/reality
 3. Discussing thoughts of self harm
 4. Experiencing a prolonged panic/anxiety attack
 5. Experiencing paranoia
 6. Threatening to harm others

7. Expressing ideas or statements that lead you to be concerned for themselves or others, or you are just uncertain about how to respond or engage
- iii. If any of the above concerns are present, RAs should consult with their RD or the RD on Duty to provide the following resources for residents:
 1. If during business hours (M-F), RA can walk the student to Counseling Center (301-314-7651)
 2. If after hours, work with the RD on Duty to get the resident in contact with the Behavioral Health Staff on Call.
- e. If there is any concern about the resident's safety and/or the safety of others due to resident's mental health, the RA should call UMPD at 301- 405-3333 immediately and then the RD on Duty
3. **Follow up** - Follow up with the resident to see how they are coping. Elevate if the resident's mental state has deteriorated or if they seem unable to cope with their situation.
4. **Report** - Notify your Resident Director of situation and check in regarding additional possible resources.
5. **Document** - Write the incident report immediately after. See [Incident Report \(IR\) Procedures](#) section for more clarification.

Resources

- [Health Center](#)
- [Counseling Center](#)
 - UMD students can visit the Counseling Center in the Shoemaker Building for a walk-in appointment during [regular business hours](#).
 - Free unscheduled time with a counselor is also available for walk-in appointments for students of color, LGBT students, international students, and veteran students at [specific weekly hours](#).
- Academic Advising
- Resident Director

Missing Student

Procedures

1. **Gather** - When an RA is notified of a student who may be missing, the first step is trying to collect as much information as possible, including:
 - a. How long has the student been missing/out of contact?
 - b. Does the student have social media? When was the last time they posted/were seen online?
2. **Contact** - The RA must attempt to contact the person and should start by knocking on the student's door. If their roommate is present, the RA should try to gather details such as the following:
 - a. When was the last time they saw the missing student(s)?
 - b. Have you heard from them since then? If so, when?
 - c. Has the student appeared to be upset or under a lot of stress lately?
 - d. Does the student have friends in the other halls or off-campus?
 - e. Has anyone checked the student's social media status updates (Snapchat, Instagram, Facebook, Twitter, etc.)?
 - f. What was the last type of communication you had with the student?

3. **Contact Attempt #2** -If the student is not located after knocking on the room door, the RA should try calling the student using the RA duty phone or service desk phone.
4. If the student still is not found, the RA should contact the RD on Duty.
5. The RD will determine whether or not the UMPD should be involved.
 - a. If UMPD arrives to enter the student's room for a wellness check, they will arrive with their own master keys.
 - b. For South Campus Commons, UMPD cannot access master keys so the RA, RD, and UMPD will work together to get consent from the other residents of the unit before UMPD can enter the space.
 - c. RAs should **never** open a student's room door for UMPD, even if asked. If UMPD asks an RA to do this, notify the RD on Duty who will work with UMPD to determine entry protocol.
6. Once the student is located, the RA should consult with the RD to ensure that the person who reported the concern is contacted with an update. Oftentimes, a student's parents will contact the service desk if they have not heard from their child recently. So staff may need to work with the CA to get this person's name and callback information.
 - a. Provide assistance but do NOT provide any information regarding an active or past incident - including resident location, room number, class schedule, or other identifying information due to FERPA. Have the resident contact the concerned party directly so that they are able to receive an update

Physical Altercation/ Fight

Policy:

- Causing physical harm or a reasonable expectation of physical harm to any person is prohibited.

Procedures:

1. **Observe** - If an RA becomes aware or observes a physical altercation/ fight, they should contact UMPD at (301) 405-3333 immediately. RAs should at no point attempt to break up a physical altercation
 - a. Provide as much information and detail to UMPD as possible
 - b. If residents flee, note which direction they went and communicate to UMPD. At no point should an RA chase after an individual.
 - c. If a resident is arrested, the RA should call the RD on duty immediately
2. **Document** - Document the incident and collect as much information as possible. This information should include:
 - a. Name and UIDs of the involved student(s)
 - b. Time the incident occurred
 - c. Was anyone injured? If so, what injuries did they have?
 - i. If a transport occurred, the approximate time of departure and name of hospital
 - d. What were the circumstances prior to the altercation?
 - e. Action taken by UMPD (citation, arrest, etc.)
 - f. Names of any witnesses

Resources:

- [Community Living Handbook](#)

Sick/ Injured Student

Procedure:

4. When a resident requires medical attention and intervention from staff, the RA should contact UMPD at 301-405-3333 and then the RD on Duty.
 - a. Students in medical distress are transported to local hospitals via ambulance.
 - i. Gather the following information and share with the RD on Duty:
 1. Student Name, Campus Address, Campus Phone #, UID#, cell phone # if available
 2. Date of birth (if under 18, note that)
 3. Emergency Contact Person and Phone Number
 4. Student's permanent address
 5. Reason for transport
 6. Destination of transport (which hospital?) This information should be provided by
 7. either the EMT or UMPD personnel.
 8. Name and badge number of responding UMPD officer
 9. UMPD case number associated with the situation
 - b. In non-emergencies, students may choose to refuse transport via ambulance in lieu of other options, such as having a friend transport them in a private vehicle. In order to do so, the student must sign a release with EMT staff.
5. At no point, should Resident Life staff transport students to local area hospitals.
6. Resident Life staff are not permitted to "watch", "supervise" or "monitor" residents. If you are being asked to do this contact your RD or RD on Duty.

Considerations:

If a resident needs to be transported from a local area hospital from campus, the following resources can be provided:

- Health Center Van
 - The Health Center Van is available for return trips to campus from area hospitals after a student is transported from campus to the hospital by the police or ambulance. Only Health Center staff may request rides on behalf of students and the arrangements are made from the Health Center's Urgent Care Unit/Walk-In Clinic. Use of the van is subject to vehicle and driver availability.
- Return-from-Hospital Service from Doctors Community Hospital (Lanham), Laurel Regional Hospital (Laurel), and White Oak Medical Center (Silver Spring)
 - DOTS provides a Return-from-Hospital service from area hospitals near campus. This service is offered 24 hours a day, 7 days a week year-round when classes are in session. There is no fare and no ID required although DOTS staff may ask for a UID number to gather data about the number of transports.
 - DOTS provides hospital staff with a confidential, direct telephone number to the DOTS dispatch office to be able to request transportation back to campus on behalf of a University of Maryland student. Typically, passengers are picked up at the Emergency Room entrance within one to two hours of the request. Students who would like to use this service will need to work directly with hospital staff.

Student Death

Procedures:

If the Resident Assistant on Duty is the first staff member to learn of a student death in the residence halls, immediately:

1. **Contact -**
 - a. Contact UMPD at (301) 314-3333. Provide UMPD with all relevant information or as requested by dispatch so they are able to coordinate their response:
 - i. Name
 - ii. Location
 - iii. Time
 - iv. Who notified the RA
 - b. Contact the RD on Duty
 - i. Briefly provide details. Once on site, provide more in depth information.
 - ii. It is important to follow the directions of the professional staff regarding this kind of situation.
2. **Do NOT disclose these situations to others (other RAs, residents, students, etc.) until DRL professional staff are on scene to give instructions.**
3. All members of the media should be directed to the Associate Director for Assignments, Communications and Technology Services by calling (301) 314-2100.
4. Once a professional staff member is on site:
5. Communicate who has been affected. Is there anyone we may not have identified?
6. Provide any information regarding the situation and those have been affected by the situation
 - a. **Remember, RAs experience distress in difficult situations too. All mental health resources,**
 - b. **supervisors, and other professionals are available to assist you in processing the event as well**

Suicide Ideation

If the student has some type of weapon (e.g., gun, knife, razor, etc.), the RA should not put themselves in danger but should remove themselves from the situation and contact UMPD immediately.

If there is a sense that the student or others are in imminent danger, the RA or RD on Duty should contact the UMPD immediately.

Procedures:

1. **Gather -** Someone in the community may share a concern about a resident who is experiencing suicidal ideation. Or a mental health conversation with a resident may turn into a conversation about suicidal ideation. Gather information from the resident or others present:
 - a. Note if there are indicators of depressed mood, or other behavioral indicators of concern.
 - b. Introduce yourself as the RA On Duty. Ask the resident:
 - i. "How are you doing?"

- ii. “Someone had shared that they were concerned about you and your mental health. Is there anything that I can do to help you?”
 - iii. “Have you been thinking about harming yourself?”
 - iv. “Have you been thinking about suicide? Do you have a specific plan?”
- 2. **Support** - If the resident acknowledges or affirms any thoughts of suicide contact UMPD at 301-405-3333 immediately and provide as much information as possible. Then contact the RD on Duty.
 - a. If the resident denies any thoughts of suicide encourage a conversation with Behavioral Health and follow guidelines for “Mental Health” situations ([Page 29](#))
- 3. **Pre- Follow Up Information** - Once UMPD arrives, be sure to take note/ ask the following:
 - i. What hospital student is being transported (if applicable)? Note the time.
 - ii. What is the Office Badge Number and Case Number?
- 4. **Follow Up** - Call RD on Duty with an update.
 - a. If this was reported by another resident, follow up with that person and provide resources for support.
- 5. **Document** - Write the incident report immediately after. See [Incident Report \(IR\) Procedures](#) section for more clarification.

Title IX (Relationship Violence, Harassment, Sexual Misconduct, Stalking)

Policy:

- The University of Maryland is committed to maintaining a working and learning environment free from sexual harassment and sexual misconduct, including sexual assault, dating and domestic violence/abuse, sexual exploitation, and sexual intimidation (collectively known as “Prohibited Conduct”). Any such Prohibited Conduct will not be tolerated. ([Office of Civil Rights & Sexual Misconduct](#))

Procedures:

- 1. **Respond** - RA's should respond on scene to speak with the resident who has made the complaint. If an RA believes a resident will share a potential Title IX related experience, RAs MUST communicate that they are a MANDATORY REPORTER.
 - a. **What's a Mandatory Reporter?**
 - i. *Based on your RA position, you must report UP to the RD on Duty and the Deputy Title IX Coordinator (Assistant Director of Rights and Responsibilities). This is required so that the resident can receive additional support while maintaining their privacy as best as possible. Information is never shared OUT to residents and other Resident Life Staff.*
- 2. **Support** - Provide a high-level of empathetic conversation with the resident(s)
 - a. Let the resident talk, don't interrupt.
 - b. Show interest and desire to understand by making eye-contact.
 - c. Refrain from prying or asking the resident to recount their experience
 - d. Allow them to control next steps
 - e. Practice active-listening and care skills as needed to assess the issues/concerns and safety implications (if any).
 - f. ****If you feel uncomfortable, unsure or overwhelmed at any time, call the RD on Duty****
- 3. **Share** - Understand and listen to what the resident wants to do/what the resident needs. If they are not aware

of the options available to them you can share the following options:

- a. Go to the hospital for a medical assessment
- b. The Office of Civil Rights and Sexual Misconduct will reach out to them after a report is filed with the Deputy Title IX Coordinator. You can explain that they will have the option to meet with OCRSM staff who will explain next steps if they are interested in opening a case with OCRSM.
- c. Talk to UMPD if they would like to report a crime
- d. RAs must make residents aware of campus resources available to support in crisis
 - i. CONFIDENTIAL vs. NON-CONFIDENTIAL
 1. CONFIDENTIAL Resources
 - a. CARE to Stop Violence:
 - i. UMD Health Center (301) 314-2222
 - ii. CARE 24 hr. line (301) 741-3442
 - b. Counseling Center: (301) 3140 7651
 - c. Behavioral Health Services: (301) 314-8106
 - d. Campus Chaplains: (301) 405- 8450 or (301) 314-9866
 2. NON- CONFIDENTIAL Resources
 - a. Office of Civil Rights & Sexual Misconduct (OCRSM): (301) 405-1142
 - b. UMPD: (301) 405- 3555 (non emergency) or (301) 405- 3333 (emergency)

4. **Notify** - Notify the RD on Duty of the situation

- a. Provide the an overview of the following:
 - i. Brief summary of the incident
 - ii. Who has already been involved (CARE, Counseling Center, UMPD, etc.)?
 - iii. What resources did the resident need and what resources were provided.
- b. If there was a physical altercation or dispute
 - i. Contact UMPD immediately. RAs should NOT try to break up a physical altercation or dispute on their own.
 - ii. Provide the RD on Duty with information related to who was involved in the altercation and what the outcome is following UMPD's intervention. Be sure to also provide the following:
 1. Name and badge number of responding UMPD officer
 2. UMPD case number associated with the situation

Considerations:

- [On-Campus Confidential Resources](#)
- [Off-Campus Confidential Resources](#)
- [Resources for Specific Populations](#)

Facilities Related Response Procedures

Bodily Fluids (Blood, Vomit, etc.)

Procedures:

For residence halls: Call the 24-hour Residential Facilities Service Center 4-WORK at 301-314-9675 to report the

emergency or the respective area South Campus Commons front desk.

For South Campus Commons: Call the CA at the 24-hour service desk to initiate contact with the SCC Student Staff on Duty (SSOD) and Professional Staff on Duty (PSOD).

Write and submit: an incident report.

Emergency Egress Doors in Residence Halls

Egress doors can be identified by their red handle, and a sign warning that an alarm will be triggered if the door is used. You can tell the bars are functioning when you see a flashing red light on the crash bar. If the light is not on, the bar needs to be reset. If you are unsure of where the Egress doors in your building are located, ask your RD.

Egress doors are an important part of evacuation and emergency exit. Discuss Egress doors and their locations during your first floor meeting. Residents should be instructed that Egress doors are to be used *only* in an emergency situation.

1. Egress Doors in an Emergency Situation

- a. When the fire alarm sounds, the red crash bars release automatically, allowing for exit.
- b. After the emergency is over, make sure Egress and other doors are closed and locked from the outside.

2. Egress Doors in a non-Emergency Situation

- a. If Egress doors are opened for any reason while no emergency is occurring, be sure to shut the door and make sure it is locked from the outside.
- b. Next, the RA should swipe their card at the designated location to stop the alarm. These special readers are located at the service desk.
- c. If you see the person who has misused the Egress door in a non-emergency situation, confront them and document the incident.

Flood

The University cannot assume responsibility for damage or loss of personal property due to flood, water leak, etc. Resident Assistants should educate their residents to help guard against potential damage due to flooding by:

- Encouraging residents to keep valuable items, including electronics, off the floor and away from pipes.
- Reminding residents to check with their family's homeowner's or apartment dweller's insurance policy or consider purchasing renter's insurance to ensure proper coverage to protect against potential damage to personal property.

Procedures:

For residence halls: Call the 24-hour Residential Facilities Service Center 4-WORK at 301-314-9675 to report the emergency or the respective area South Campus Commons front desk.

For South Campus Commons: Call the CA at the 24-hour service desk to initiate contact with the SCC Student Staff on Duty (SSOD) and Professional Staff on Duty (PSOD).

1. **Share:** As as much detail as possible regarding:
 - a. The location of the flood (be specific - which floor, room, area)
 - b. Are the elevators impacted?
 - c. Where the water appears to be coming from
 - d. Details including how much water is flowing (for example, a slow leak from a sink or toilet needs to be described differently than a sprinkler head that is discharging)
 - e. Description of the water (is it hot, is there noticeable steam, is there a color or smell to the water, etc)
 - f. Has the UMPD been notified? If the fire alarm is sounding and/or a sprinkler has been activated, ensure UMPD has been called and report the details to 301-405-3333.
 - g. Call the Resident Director on Duty to report the emergency, request assistance, and receive direction.
2. **Once RD on Duty arrive on scene:**
 - a. The need for relocation will be assessed and the following action can be taken while the Residential Facilities and/or Facilities Management teams work to shut off the source of the flood and gather resources to begin water extraction:
 - a. Assist the RD on Duty and other Resident Life staff with identifying rooms that have been impacted and create a log of visible state of each room.
 - b. Contact additional RAs from the building/community who might be available to assist with crowd control and room checks.
 - b. Clear the affected area of any students who don't live in the area to prevent crowding and to allow facilities staff to work without interruption.
 - c. Help residents remain calm and provide support while facilities staff assess damage and initiate the first phases of restoration.
 - d. Instruct residents to take the following actions, as appropriate:
 - a. Move belongings off the floor
 - b. Move belongings away from any water infiltration the room
 - c. Use towels to slow the spread of any water
 - d. Unplug electronics if safe to do so (never touch any electronics or outlets that are wet)
 - e. Use trash and recycling containers to catch water coming from the ceilings

Resources:

- Impacted residents are welcome to file a Tort Claim with the State of Maryland through the process outlined on the Department of Environmental Safety, Sustainability and Risk (ESSR), [Risk Management webpage](#).
 - The State Treasurer's Office offers an electronic claim form directly from their webpage: [State Treasurer's Office Notice of Claim Form](#). All claims are reviewed separately and reimbursement for

damaged property is approved or denied by the State Treasurer's Office.

Outages

Procedures:

For residence halls: Call the 24-hour Residential Facilities Service Center 4-WORK at 301-314-9675 to report the emergency or the respective area South Campus Commons front desk.

For South Campus Commons: Call the CA at the 24-hour service desk to initiate contact with the SCC Student Staff on Duty (SSOD) and Professional Staff on Duty (PSOD).

1. **Report:** Any long term, major, or concurrent (multiple at the same time) outage of power, water, or AC/heat should also be reported to RD on Duty.
 - a. Although all requests for repairs go to Residential Facilities at 4-WORK, outdoor lighting (i.e. pole lighting on streets, in parking lots, etc.) is managed by the Department of Facilities Management. If there is no resolution for an outage of outdoor lighting and a major safety risk exists (e.g., major dark areas around the halls caused by all pole lighting not functioning), contact the RD on Duty.

Severe Weather

Severe weather such as thunderstorms, tornadoes, and hurricanes present dangerous conditions. To minimize the risk of personal injury and property damage, Resident Life staff should respond as outlined below. Specific circumstances may warrant other courses of action, and Resident Life staff will cooperate with and take direction from professional emergency personnel.

1. Tornado, Flash Flood, or Severe Storm Watch

- a. A tornado, flash flood, or severe storm **watch** is issued when conditions are favorable for that weather condition to develop. Weather authorities may upgrade a **watch** to a **warning** if the weather event is confirmed to be present. Upon notification of any severe weather **watch**:
 - i. Report to Service Desk to obtain, flashlights, charged radios, and any other materials, as directed.
 - ii. You may be directed by Professional Staff on Duty to visit your service desk to obtain then post "Tornado Alert" ("Severe Storm") and other notices in the following locations:
 - *All Halls:*
 - On the inside and outside of each exterior entry door.
 - *Traditional Halls:*
 - Inside each elevator car
 - Hallway side of each elevator car door
 - Hallway side of each bathroom door
 - iii. Remain near the Service Desk and/or monitor your area for window damage, water infiltration, or other facility issues.

2. Tornado Warning

- a. A tornado **warning** is issued when a tornado has been verified to be present by visual or radar confirmation. In the event of a tornado *warning*, or upon activation of the Early Warning System Sirens, all staff and residents are expected to immediately seek shelter. Time is of the essence.

Sheltering Procedures for All Staff:

1. **Proceed** immediately to the basement or lowest building point away from windows and glass.
2. **Advise** individuals who you encounter en-route to do the same.
3. **Remain** within a safe location until advised that tornado or tornado warning has passed.
4. **Assist** with damage assessment as needed, if requested,
5. **Remove** notices, return flashlights, radios and materials, once the emergency has passed.

Considerations:

- Evacuation assembly areas can be found in [Appendix F](#).

Early Warning System Sirens

The University's Early Warning System is designed to provide notification to students, faculty and staff of imminent dangerous conditions. The sirens are loud enough to alert the entire University outside areas and areas contiguous to the University.

For information about the Early Warning System visit https://www.umpd.umd.edu/services/early_warning.cfm

Early Warning System Siren Test:

A 30 second audible test of the sirens occurs the first Wednesday of each month at 11:55am.

Siren Tones

Emergencies: A steady tone will sound for at least three minutes.

All Clear: One short blast that will sound for less than 30 seconds.

If you hear an Early Warning System siren, proceed as follows:

- Remain inside if in any building.
- Seek shelter inside the closest accessible building if outside.
- Seek information about the emergency from: WMUC 88.1 FM or 1640am (campus information radio station), cable Channel 76 (Terp TV), www.umd.edu or call (301) 405-7669 (x5-SNOW)
- Do not pull the fire alarm (which tells people to go outside).
- Save work on your computer, shut it down & disconnect it from the wall jack.

UMD Alert

UMD ALERT is a system that allows the University of Maryland, Department of Public Safety to send text messages about emergencies to cell phones and/or an email account. UMD ALERT is a connection to real

time updates, instructions on where to go, what to do, what not to do, who to contact and other information.

UMD ALERT is a free service (your wireless carrier may charge you a fee to receive messages on your device) available to all members of the University Community. To receive the service, students, faculty, or staff, must sign up for a UMD ALERT account. Individuals can sign up for the service by visiting www.alert.umd.edu.

Signing up for UMD alerts is strongly encouraged.

Appendix A - DRL Duty System Hours

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:30 am	Pro Staff in offices	Pro Staff in offices	Pro Staff in offices	Pro Staff in offices	Pro Staff in offices	RAs, RDs, CDs, and ADs working duty shifts	RAs, RDs, CDs, and ADs working duty shifts
12:30 pm							
4:30 pm	RDs, CDs, and ADs on duty	RDs, CDs, and ADs on duty	RDs, CDs, and ADs on duty	RDs, CDs, and ADs on duty			
6:00 pm							
6:30 pm							
7:00 pm	RAs, RDs, CDs, and ADs working duty shifts	RAs, RDs, CDs, and ADs working duty shifts	RAs, RDs, CDs, and ADs working duty shifts	RAs, RDs, CDs, and ADs working duty shifts			
10:00 pm							
1:00 am							
3:30 am							
8:30 am	DRL Offices Re-Open						

Appendix B - RA Duty Coverage (by Community)

Cambridge, Denton, Ellicott, and Heritage & Oakland Communities

Primary RA Duty Shift:	Secondary RA Duty Shift:
Monday - Thursday: 7 pm - 8:30 am	
Friday: 7 pm to 7 am Saturday	Friday: 10 pm to 7 pm Saturday
Saturday: 7 pm to 7 am Sunday	Saturday: 10 pm to 7 pm Sunday
Sunday: 7 pm to 8:30 am Monday	

Leonardtown

Primary RA on Duty:	Secondary RA on Duty:
Sunday-Thursday: 7:00pm to 8:30am	Sunday-Thursday: 10:00 pm-8:30 am
Friday: 7:00pm to 7:00pm Saturday	Friday: 10:00pm to 10:00am Saturday
Saturday: 7:00pm to 7:00pm Sunday	Saturday: 10:00pm to 10:00am Sunday

North Hill

Primary RA on Duty:	Secondary RA on Duty:
Sunday: 7:00pm to 8:30am Monday	Sunday-Thursday: 10:00 pm-8:30 am
Monday-Thursday: 7:00pm-8:30am	Friday: 10:00pm to 10:00am Saturday
Friday: 7:00pm to 7:00pm Saturday	Saturday: 10:00pm to 10:00am Sunday
Saturday: 7:00pm to 7:00pm Sunday	

South Campus Commons

Primary RA on Duty:	Secondary RA on Duty:
Sunday: 7:00pm to 8:30am Monday	Sunday: 10:00pm to 8:30am Monday
Monday-Thursday: 7:00pm-8:30am	Monday-Wednesday: 10:00pm-8:30am
Friday: 7:00pm to 7:00pm Saturday	Thursday, Friday, Saturday : 7:00pm to 8:30am
Saturday: 7:00pm to 7:00pm Sunday	

South Hill

Primary RA on Duty:	Secondary RA on Duty:
Sunday: 7:00pm to 8:30am Monday	Thursday: 10:00pm to 8:30am Friday
Monday-Thursday: 7:00pm-8:30am	Friday: 10:00pm to 10:00am Saturday
Friday: 7:00pm to 7:00pm Saturday	Saturday: 10:00pm to 10:00am Sunday
Saturday: 7:00pm to 7:00pm Sunday	

Appendix C - Professional Staff Duty Cell Phone Numbers

Duty Contact Info	Number	Note
South Campus RD Duty Cell	240-876-9103	See myDRL app for back-up numbers if needed
North Campus RD Duty Cell	240-876-9101	
CD on Call Cell	240-876-9105	
COCM Professional Staff on Duty	301-906-3624	
Backup Duty Cell - NC	240-882-9103	Stored in Community Office for substitute use if any duty phone malfunctions
Backup Duty Cell - SC	240-882-9104	

Appendix D - RA Duty Cell Phone Numbers

Location	RA Duty Cell Number	Location	RA Duty Cell Number
BCC Halls	240-610-4942	Oakland Hall	301-852-1402
Centreville Hall	301-852-0901	Prince Frederick	240-610-5076
Cumberland Hall	301-852-8261	Pyon-Chen	301-852-8634
DAQSS	240-610-5080	South Campus Commons 1&2	240-610-4810
Denton Hall	240-610-5039	South Campus Commons 3&4	240-610-5074
Easton Hall	240-610-5078	South Campus Commons 5&6	240-610-4099
Elkton Hall	240-610-5075	South Campus Commons 7	301-852-1063
Ellicott Hall	240-610-5083	South Hill 1	240-610-5079
Hagerstown Hall	301-852-1404	South Hill 2	240-610-5073
Johnson-Whittle Hall	301-610-5081	South Hill 3	301-852-0587
LaPlata Hall	301-852-9734	WWCC	301-852-1419
Leonardtwn	240-610-5082		

Appendix E - Resident Life & COCM Service Desks

Location	Number	Location	Number
Annapolis Desk	301-314-2662	LaPlata Desk	301-314-5275
Centreville Desk	301-314-2368	Leonardtown Service Desk	301-314-5366
Cumberland Desk	301-314-2862	Queen Anne's Desk	301-314-4455
Denton Desk	301-314-3368	Oakland Desk	301-314-6255
Easton Desk	301-314-3278	Prince Frederick Desk	301-314-3733
Elkton Desk	301-314-3558	Pyon-Chen Desk	301-314-7966
Ellicott Desk	301-314-3554	SCC 1 & 2 Desk	301-226-0001
Hagerstown Desk	301-314-4243	SCC 3 & 4 Desk	301-226-0003
Johnson-Whittle Desk	301-314-5606	SCC 5, 6 & 7 Desk	301-226-0006

Appendix F - Assembly Areas

In an emergency evacuation, residents should respond to a designated outside area. In inclement weather or an extended evacuation longer than 30 minutes, residents will be guided by staff to inside assembly areas, if the RD determines it is necessary.

<i>Hall</i>	<i>Exterior Assembly Area</i>	<i>Interior Assembly Area</i>
CAMBRIDGE COMMUNITY		
Bel Air Hall	Centreville Quad	Centreville Lobby
Cambridge Hall	Centreville Quad	Centreville Lobby
Centreville Hall	Cumberland Quad	Cumberland Lobby
Chestertown Hall	Cumberland Quad	Cumberland Lobby
Cumberland Hall	La Plata Beach	Centreville Lobby
DENTON COMMUNITY		
Denton Hall	Outdoor Quad	Elkton Rec Room
Easton Hall	Outdoor Quad	Denton Rec Room
Elkton Hall	Outdoor Quad	Denton Rec Room
HERITAGE & OAKLAND COMMUNITY		
Johnson-Whittle Hall	Outdoor Courtyard/Plaza	LaPlata Rec Room
Pyon-Chen Hall	Outdoor Courtyard/Plaza	LaPlata Rec Room
Oakland Hall	Area in Front of Building	Denton Rec Room
ELLICOTT COMMUNITY		
Ellicott Hall	Basement Quad	LaPlata Rec Room
Hagerstown Hall	Basement Quad	LaPlata Rec Room
La Plata Hall	Basement Quad	Hagerstown Lobby

NORTH HILL COMMUNITY		
Anne Arundel	Lawn East on Anne Arundel	Queen Anne's Lobby & MPR
Caroline Hall	Lawn East of Wicomico	Prince Frederick MPR
Carroll Hall	Lawn North of Carroll	Prince Frederick MPR
Dorchester Hall	Lawn South of Dorchester	Anne Arundel Lobby
Prince Frederick Hall	Lawn South of Prince Frederick	SCC 5 Lobby & Seminar Room
Queen Anne's Hall	Basement Lawn North of Queen Anne's	Anne Arundel Lobby
Somerset Hall	Basement Lawn North of Somerset	Anne Arundel Lobby
St. Mary's Hall	Basement Lawn South of St. Mary's	Anne Arundel Lobby
Wicomico Hall	Lawn East of Wicomico	Prince Frederick MPR
Worcester Hall	Lawn North of Somerset	Prince Frederick MPR
SOUTH HILL & LEONARDTOWN COMMUNITY		
Leonardtown	Area in Front of Buildings	Leonardtown Community Center
Allegany Hall	Area North of Charles Hall	Annapolis Lobby
Baltimore Hall	Washington Quad	Annapolis Lobby
Calvert Hall	Calvert Quad	Annapolis Lobby
Cecil Hall	Calvert Quad	Annapolis Lobby
Charles Hall	Area North of Charles Hall	Annapolis Lobby

Frederick Hall	Washington Quad	Annapolis Lobby
Garrett Hall	Lawn North of Garrett	Annapolis Lobby
Kent Hall	Calvert Quad	Annapolis Lobby
Montgomery Hall	Lawn North of Calvert Quad	Annapolis Lobby
Prince George's Hall	Washington Quad	Annapolis Lobby
Talbot Hall	Lawn Northwest of Talbot	Annapolis Lobby
Washington Hall	Washington Quad	Annapolis Lobby
SOUTH CAMPUS COMMONS COMMUNITY		
South Campus Commons 1	Parking Lot Behind SC Dining Hall	Annapolis Lobby
South Campus Commons 2	Parking Lot Behind SC Dining Hall	Annapolis Lobby
South Campus Commons 3	Annapolis Hall Courtyard/Patio	Annapolis Lobby
South Campus Commons 4	Annapolis Hall Courtyard/Patio	Annapolis Lobby
South Campus Commons 5	Parking Lot Behind SC Dining Hall	Annapolis Lobby
South Campus Commons 6	Parking Lot Behind SC Dining Hall	Annapolis Lobby
South Campus Commons 7	Parking Lot Behind SC Dining Hall	Annapolis Lobby

Appendix G - Incident Report (IR) Writing Procedures

The Department of Resident Life relies significantly on the information reported in incident reports. Therefore, when an incident report (IR) is filed, it is important to remember several things:

Incident reports should be written in 3rd person.

Identifying individuals in the narrative

- When you identify a person the **first time** in an IR, add their position/role w/ First & Last Name.
 - Resident Assistant (RA) Darryl Pines
 - Community Director (CD) Jordan Adams
 - Resident Director on Duty (RD) Esmeralda Roman
 - Resident Keira Martone
 - Non- Resident Tion Taylor
 - UMPD Ofc. Nardella
- Any **subsequent** mention of the person, add their position/role w/ LAST NAME.
 - RA Pines
 - CD Adams
 - RD on Duty Roman
 - Resident Martone
 - Non- resident Taylor
 - UMPD Ofc. Nardella

IRs should contain factual information and consider the following:

- who,
- what,
- when,
- where,
- and any obvious reason why.

Avoid subjective information, i.e. "the student was drunk."

- What does that mean?
- Why did you make that assumption?
 - Instead "the student appeared intoxicated due to their loud, slurred speech, the smell of alcohol on their breath, and their general behavior and demeanor."
- Avoid using words like mad, angry, sad, emotional and other phrases that are to open interpretation.
- Avoid using words like "lots", "many", "a multitude" or other uncertain references to quantity. Specify "7" or "more than 10."
- Do not draw personal conclusions. For example, do not put in the IR the sanction that you feel

the student should receive.

- Be concise, put down what happened and avoid extraneous material.
 - Be clear in describing the event, making it so a person who was not there would be able to understand the incident by your report.
- Make sure the IR is both complete and legible from a grammar perspective. Review for typos.
 - If police are involved in the incident, always include the case number and the police officer's name and badge number.

It is imperative that the Department receive IRs in a timely fashion, therefore **ALL IRs are due by 8:30AM. THE MORNING AFTER THE INCIDENT – NO EXCEPTIONS.**

Remember, an IR, once submitted, becomes official University documentation of an incident, and therefore, is reviewed by many persons within the Department of Resident Life and the University. Further, these reports are reviewed by resident students when requested.