



APPENDIX 3A (RESIDENCE LIFE) TO ANNEX E (PLANNED RESPONSE ACTIVITIES-UA OPERATIONAL SUPPORT)

OBJECTIVE

To provide personnel safety information which may be helpful to students living in on/off-campus residences before or after an emergency.

GENERAL ROLES AND RESPONSIBILITIES OF EACH STAFF MEMBER

DIRECTOR

The Director of Residence Life is responsible for the overall well being of all Staff and students working and living in the Halls. The Director represents the Department to the campus and surrounding communities. The Director has final decision on how any situation is addressed in the Halls, thus s/he is in constant communication with all Staff for updates on how a situation is being handled. Furthermore, the Director is normally the only individual that may represent the Department to any media outlet.

ASSOCIATE DIRECTOR FOR RESIDENTIAL EDUCATION

The Associate Director is responsible for direct communication with the Director. Most of the information gathered by the Associate Director flows from the Assistant Directors. They are also responsible for the overall support and guidance of Assistant Directors and Hall Staff.

AREA ASSISTANT DIRECTOR (AD)

Assistant Directors are directly responsible for supervising, advising and supporting HDs. Assistant Directors are, more often than not, the individuals who respond to a crisis by coming to the scene. Once an Assistant Director is alerted to a situation, s/he is the primary individual to communicate with the Associate Director/Director.

HALL DIRECTOR (HD)

The HD's role is to respond to the crisis – very often the first or second Staff member on the scene. S/he is responsible for crisis management and on-going Hall Staff support, guidance and supervision.

RESIDENT ASSISTANT

Resident Assistants are usually the first Staff to the scene of a crisis or emergency. Their primary role is to assess a situation and alert the necessary Staff (specifically HDs) to the scene. They are responsible for long term support for residents and are often the Staff members who continue educational intervention long after the initial crisis/emergency is completed.

GUIDANCE TO RESIDENCE HALL OCCUPANTS

The following paragraphs provide guidance to occupants of residence halls in addressing facility emergencies that may disrupt the academic mission.

Who To Call

1. 911 if necessary.
2. Hall Director – Hall.
3. Hall Director on Call.
4. Assistant Director – Area.
5. Assistant Director on Call.
6. Associate Director.
7. Director.
8. Dean of Students.

When to Call

RAs are encouraged to contact a HD, Assistant Director or emergency personnel any time they believe they need assistance. However, RAs are *required* to contact a HD or Assistant Director in the following situations:

- Bomb Threat.
- Dangerous Weapons (when a suspicion or direct knowledge exists).
- Drug Possession in the Hall.
- Death of a Student.
- Fight (physical altercation).
- Fire.
- Flood (depending on severity).
- Medical Emergency.
- Psychological Emergency (any behavior which leads others to be concerned about the safety of the student or others).
- Sexual Assault.
- Suicide/Attempted Suicide.
- Any time the police have been called to a Residence Hall.

Use of the On-Call Cell Phone:

Call the 7-digit number of the cell phone or pager you wish to call.

HD On-Call Cell Phone
AD On-Call Cell Phone

XXX-XXXX
XXX-XXXX

Death of a Student Protocol

1. **Do not touch anything!** Police regard any death as a homicide until otherwise determined.
2. Contact UAPD immediately (call "911").
3. Contact direct supervisor:
 - RAs contact HD (contact HD on Duty or Assistant Director if HD is not available).
 - HDs contact Assistant Director (contact Associate Director or Director if Assistant Director is not available).
 - Associate Director will notify Director and/or Dean of Students.
4. Limit access to area as best as possible until assistance arrives.
5. When assistance arrives, assist as requested. AD on-Call, Associate Director and Director will come to hall.
 - Gather information from other students, staff.
 - Acquire personal info on student (parents name/number/address).
6. HD should call emergency meeting with RA staff to inform and update on situation (check with Assistant Director on information to be disseminated).
7. If death is visible and "attention drawing", the hall staff should meet immediately with residents to address concerns, answer questions, offer support, etc.
8. Associate Director will contact CAPS staff for counseling support (for residents and staff).
9. Continue follow-up with residents and staff (especially with friends of the student) as necessary to demonstrate appropriate support and caring.
10. Residence Life does not initiate contact with the family of the deceased student. The Dean of Students and/or UAPD coordinates this.

Contagious Disease (Chicken Pox, Hepatitis A, Measles, Meningitis, Tuberculosis)

1. Notify the HD, if unavailable contact the HD on Call.
2. For non-life threatening situations after hours, contact Campus Health at 570-7898.
3. For life-threatening situations, Call 911.

4. Relocate all people in immediate area to Campus Health or Graham Greenlee guest apartment, depending on circumstances.
5. Assist them as necessary.

Room Entry

Emergency Situations

1. In the event of imminent danger to life, safety, health or property contact the HD or other University staff member (HD on call, Assistant Director, UAPD).
2. Write an Incident Report.

Non-Emergency Situations

1. In situations where sufficient disruptions to the hall community exist (alarm clocks ringing, incessant phone ringing) call the HD or another University staff member (HD on call, Assistant Director, UAPD) for approval.
2. Obtain back-up (preferably another staff member) to accompany you into the room.
3. Enter room and take care of disruption that caused you to enter, lock the door behind you, and leave resident a note indicating why and when you entered the room.
4. Write an Incident Report.

Flood Protocol

Once a HD determines that a true “flood” condition exists (there is the chance that personal property and/or building damage may result from the water being dispensed), the following procedure is utilized:

1. Emergency RLM/RLC is called – utilize RAs and/or Front Desk to dispatch these services if you are needed at the scene or in some other capacity.
2. Contact your Assistant Director immediately.
3. Utilize Hall Staff to maintain crowd control – it will be important to communicate with residents regarding the situation and the progress of clean-up/repair (do not give out this information until RLM/RLC have assessed the situation).

There may be the need for insurance claims if personal property is lost. **RISK MANAGEMENT WILL DETERMINE WHETHER THE UNIVERSITY IS IN SOME WAY AT FAULT. NEVER** promise students that their personal belongings will be covered by insurance claims. This process, if needed, will be discussed and determined by the Director, Associate Director, Assistant Director and HD.

FIRE PROTOCOL

Fire Alarm Activation:

1. Staff evacuates building per established procedures. HDs may require RAs to report to (or check-in at) a specific location; e.g., front desk.
2. UAPD is called (dial "911"):
 - a). By front desk staff if desk is open; or if desk is not open;
 - b). By first staff member to reach the desk.
(Note: too many calls are better than none, so don't assume!)
3. HD. will assign staff to report to a specific location in or around the building to ensure that residents do not re-enter the building prior to the "all clear" signal.
4. Staff waits for the "all clear" to be given by police or fire authorities **before** permitting residents to re-enter the building.
5. RAs are not to enter or "key into" student rooms unless instructed to do so by police, fire authorities or the HD.
6. HD (RA on-duty in case of HD absence) documents alarm on a Fire Alarm Report. This report is to be submitted to the Assistant Director by the next morning. The Assistant Director then forwards the report to Judy Taylor the next day for tracking.

AT NO TIME ARE STAFF TO PLACE THEMSELVES OR OTHERS AT RISK OF HARM!

BOMB THREAT PROTOCOL

If a staff member receives a bomb threat:

1. Alert another staff member of what is happening. Have that person contact UAPD immediately (call "911").
2. Keep the caller on the line as long as possible.
3. Ask specific questions.
 - Location of bomb(s)?
 - How many bombs?
 - Are there bombs in any other buildings?
4. Listen for specific sounds in the background of the caller (construction, air blowing, etc.).
5. Some notes to take may include:
 - Exact words of the caller.
 - Time the call was received.
 - Description of the caller.
 - Male/female.

- Accent.
- Distinctive background noises.

Once the person has hung up, proceed as follows:

1. Contact UAPD immediately (“911”).
2. Contact direct supervisor (HD, Assistant Director, etc.) or HD on Call.
3. Follow instructions of supervisor and/or UAPD.
4. File an incident report as soon as possible. Include as many details as possible. UAPD may require you to complete a Police Report.

MISSING STUDENT PROTOCOL

1. When the HD is informed that a student may be missing, the HD should direct the Hall Staff to attempt to determine if friends, roommate(s), hallmates, staff, or others have knowledge of the resident’s whereabouts.
2. If no one has this knowledge, determine when, where, and who last saw the resident.

NOTE: HDs and RAs should *not* initiate contact with resident’s parents! If you feel this contact may be helpful, first contact a Assistant Director.

3. The HD notifies the Assistant Director with the following information:
 - The student’s name.
 - Room number.
 - Student identification #.
 - Home Phone # and Address.
 - When, where, and by whom the student was last seen.
 - Any suspicious circumstances surrounding the student.
4. The Assistant Director may direct the HD to call UAPD. UAPD will need to know the same information as the Assistant Director. Otherwise, the Assistant Director, in consultation with appropriate supervisors, will make a determination about subsequent steps.

FOLLOW UP AND “POST CRISIS” GUIDELINES

1. Write an Incident Report within 24 hours and give it to your HD.
2. See your manual for more information if needed.
3. Follow-up with your HD to debrief the situation.
4. Follow-up with community or individual, if necessary, to debrief the effect of the situation.

5. Communicate with HD before & after until there is resolution from a debriefing.

REQUESTS FOR INFORMATION – INS & OUTS OF FERPA

F.E.R.P.A, the Family Educational Rights and Privacy Act, restricts the amount and type of student information staff can share. Privacy and confidentiality rights are guaranteed to students. Please note the following regarding requests for information:

- From Lawyers: Refer to University Attorneys Office.
- From Parents: Respect FERPA requirements at all times. (Conduct/other information can be shared only with a signed Confidentiality Waiver from the student).
- From UA Administrators: Provide need-to-know information. This is sometimes a judgment call; if you are unsure, speak with your supervisor.
- From UAPD/TPD: Respect FERPA requirements at all times. (Conduct/other information can be shared only with a signed Confidentiality Waiver from the student).
- From Others: Respect FERPA requirements at all times and use common sense; we have a duty to be effective advocates for the rights of residents.

SUBPOENAS

If you are served with a subpoena for a case involving your role as a HD (or other staff member), forward it immediately to the University Attorneys Office, 103 Administration Building. University Counsel will determine appropriate response and advise you of it.

RESOURCE/REFERRAL LIST

When a resident experiences a concern or problem, which hinders her/his adequate functioning, the HD must be prepared to make a referral to a campus or community service.

The HD must ensure referrals are based appropriately on the presented or apparent problem. It often is advisable to escort (or have the resident escorted) to the service. The HD should do follow-up. This not only demonstrates a concern for the resident but also allows the HD to check on the success of the referral in meeting resident needs.

HDs are encouraged to contact these resources directly during normal business hours and attempt to assist the resident in scheduling an appointment with that resource. If you are unsure about the appropriateness of a referral, contact the service directly before making the referral.

CAPS, Counseling and Psychological Services. Located in Highland Commons, phone **621-3334**. Daily Walk-ins 1-4 p.m. for first appointment/assessment (student checks in at first floor business office). Walk-in appointment is free, \$5 per visit up to 5 appointments, \$10 each for subsequent visits. Group meetings (free) available on eating disorders/body image, sexual assault/abuse issues, HIV/AIDS, and alcohol and other drugs.

OASIS, Center for Sexual Assault and Relationship Violence. Located in Highland Commons, phone **626-6265**. Information, services and counseling for students/staff affected by sexual assault and/or relationship violence.

Dean of Students Office, Located in 210 Old Main, phone **621-7057**. Provides student assistance in emergency or difficult situations (e.g., emergency student loans, university withdrawal, etc.). Assists with conflict resolution and administers University Code of Conduct. Liaison/Advocate for students with other university resources and administrative office.

Campus Health Center, phone **621-6490**. Medical center for campus students and staff. Education, medical exams, prescriptions, pharmacy, cold and flu clinic, etc.

AFTER HOURS REFERRALS

If a situation occurs that calls for an immediate referral and it is after normal business hours or occurs over a weekend, contact your Assistant Director, who in turn will contact the Associate Director, who will contact the appropriate support service.

U of A Police Department	621-8273	Rational Recovery Support Group	795-4357
University Medical Center Emergency Room	626-6093	Palo Verde Hospital (alcoholics)	
	626-6122	Switchboard Hotline (U of A)	621-1000
Psychological and Medical Concerns:		U of A Alcohol/Drug Education	621-4519
Alcoholics Anonymous	624-4183	Carolyn Collins	
Campus Health Center	621-6490	S.H.A.D.E. Class	621-6483
Cocaine Anonymous	791-3433	Victim Witness	792-8748
Cocaine Hotline	1-(800) COCAINE	Other Referral Sources:	
Counseling and Psychological Services (CAPS)	621-3334	Campus Information Operator	621-2211
		Safe Ride (ASUA)	621-7233
Health Promotions	621-6483	Campus Resources:	
Help On Call (Community Hotline)	323-9373	Career and Placement Service	621-2588
Mobile Acute Care (M.A.C. Team)	628-5241	Center for Disability Related Resources	
(suicidal or major psychological problem)		(CeDRR)	621-3268
Narcotics Anonymous	881-8381	Dean of Students	621-7059
OASIS	626-6265	Learning Disability Services - S.A.L.T.	621-1242
Poison Rape Crisis Center Control Center	626-6016	Testing Center	621-7589
Rape Crisis Center	623-7273	University Learning Center	621-1206

WATER DAMAGE CONTROL INFORMATION

WATER FACTS

Water Categories

- Clean Water – Water that does not pose harm to humans.
- Gray Water – Contains significant degree of contamination.
- Black Water – Water contaminated with organisms harmful to humans.

Where Does the Water Come From

- Drinking Fountains
- Toilets/Showers
- Humidity
- Washing Machines
- Sprinklers
- Broken Pipes

Water problems must be reported immediately. The longer the water sits, the greater the property damage and health risk. As water degrades from one category to another, the damage and contamination grows and so does the concern. The concerns include: property loss, mold, parasites, and viruses. The importance of a timely response to any water damage is necessary to prevent progressive material damage, amplification of microorganisms and to minimize potential, adverse health effects.

When water damage occurs

- Stop the water source.
- Report the problem/Secure the area.
- Remove objects out of water's path.

Who do you call?

- Monday - Friday 7am – 3:30 pm call 621-XXXX.
- Monday - Friday 3:30pm – 7am and weekends call the Emergency Call Out service at XXX-XXXX.