

Dos and Don'ts of Incident Protocol

Do	Don't
Be assertive and confident	Be aggressive
Use positive body language	Exhibit poor body language or seem uncomfortable
Be able to articulate policy	Inability to articulate policy
Articulate necessity of presence	Inability to articulate presence or purpose
Announce self/position before entering a room	Not announce who you are and that you are an RA
Ask to enter room	Failure to ask before entering a room or keying into a room without RD approval
Do not touch a person or any of their personal items	Touch anyone or any items in the room
Asking for IDs	Failure to ask for IDs of everyone in the room
Remaining calm and professional during the incident	Be easily worked up or not calm
Inform students of next steps in the process	Promise students a conduct outcome
Inform students that you have documented them	Failure to tell students you have documented them
Uses positive communication, questioning, and active listening skills	Difficulty with communication, questioning, and listening skills – Don't use inflammatory language; i.e. "you're getting written up"
Ability to problem solve during an incident	Difficulty problem solving
Call backup when needed and appropriate	Failure to call backup when needed
Keep control of the room	Loss of control of room during an incident
Speak to residents separately when necessary and appropriate	Failure to separate residents in an incident when needed
Do not take sides	Take sides or side with one student over another
Refer students to appropriate resources	Failure to refer students or failure to refer students to appropriate resources
Be community focused	Punitive or punishment focused
Follow up after an incident	Fail to follow up
Keep the privacy of incidents, conduct, and mental health concerns.	Speak about conduct cases where other students can hear or to people who do not need to know