

# SIMULATION 1 – KEY INTO ROOM REQUEST/MASTER KEY POLICY

## Basic Policies to Cover:

- Master keys should only be used for official Residential Life business when on duty or when directed by your supervisor or Professional Staff.
- Sub-master or master keys may be used for lockouts \*only\* when the resident who lives in the room is present and you have confirmed the residents identity via the roster and picture I.D.
- You may NEVER let someone who is not a resident of the room into a room, whether the person asking is a girlfriend, boyfriend, parent, whoever. When in doubt send the request to your supervisor or on duty staff.
- Master and Sub Master keys are never to be used for personal use, pranks, etc.
- You should never use keys to enter a room without the permission of your supervisor. When you do key into a room, make sure someone else is with you.
- If you are given a sub-master, keep it in a safe place! \*YOU\* are responsible for them, their use, and their return. In the event of the keys loss, you will be responsible for any charges incurred in changing locks. DO NOT KEEP YOUR SUBMASTER KEYS ON YOUR KEYCHAIN. Keep them in a secure location. Do not hold on to a master keys when you are not using them. This is for your own benefit.
  - When in doubt over whether to use a master key or master key etiquette, ere on the side of caution and defer to your supervisor.

Staff should ONLY use master keys for official Residential Life business. In the event of employment termination the keys must immediately be returned to the Area Office. In the event that the key is improperly used or lost, staff must understand that it can lead to termination and will be responsible for any charges that occur due to the loss or improper use.

Card Use: RAs have duty access to their assigned duty area as well as the Service Desk (where applicable) where their duty items are kept. Due to this expanded access it is even more important that RAs report their card missing as soon as they discover it in the event that they lose their ID card to protect the master keys kept in the Service Desk (if applicable) and to ensure anyone who finds your card cannot enter an area they should not be in.

## Simulation

**Actor 1:** You left your laptop in your boyfriend's room and need it for class. They are unreachable. You go to the RA to ask them to let you in to get your laptop. (Do not offer to call the person. Push a little but accept the RA's no. While you need it for class it isn't going to be the end of the world if you don't get it.)

**RA:** A student you know very well comes to ask you to let them into the room of their significant other to retrieve personal belongings. You know you cannot let them into the room.

## Processing questions:

- Does the situation change depending on if you know the person or not?
- What don't you know about this situation (e.g. they could have broken up and you don't know)?
- What if the person is on the phone with the other student and can tell you to let them in?
- Remember the policy is there to protect you. Always call try to help the student to the point where you are not violating policy and contact your supervisor/RD on Duty if you believe this is an urgent matter that cannot wait.

# SIMULATION 2 – FLOOR MEETING FOR MESSY COMMON SPACES

Basic Policies to Cover:

- Students should always clean up after themselves in a lounge/common space
- Students are never allowed to drink/have parties in a lounge/common space regardless of age
- Students should not leave personal items in the lounges
- RAs should walk through their lounges regularly to make sure they are being kept properly
- RAs can refer to community/floor expectations set at the beginning of the year to help hold students accountable
- Common Area Billing is a possibility in certain circumstances, talk to your RD
- Locking of spaces is possible in some spaces (lockable lounges and kitchens) in certain circumstances, talk to your RD. We would never lock a bathroom space.
- Remember egress (a firefighter should be able to get in and out of a room with all their gear on) so if students are blocking doorways with tables or chairs this is a fire safety violation

## Simulation

**Actor 1, 2, 3:** You and your friends had a small “gathering” in the lounge last night. The lounge is full of cups, plates, and even some leftover food. You meant to clean it up last night, but things got in the way.

**RA:** You notice the lounge is left quite dirty and decide to hold a floor meeting to figure out what happened.

Processing questions:

- Does the situation change depending on if you know the people responsible or not?
- What don't you know about this situation (was there alcohol involved?)
- What if they weren't drinking, but still left the lounge messy?
- How does this change in a suite/apartment setting?

## SIMULATION 3 – SOLICITATION/POSTING POLICY VIOLATIONS

### Basic Policies to Cover:

- There are posting guidelines set forth by \_\_\_\_\_
  - Posting is only allowed on designated flyer boards, and only one flyer is allowed per board
  - Residents/Student Orgs/Outside groups cannot post on resident's doors, bathroom doors, hallway walls, entry/exit doors, windows, mirrors, floors, or in elevators or stairwells etc. (Students may post flyers on their own door as long as it doesn't violate fire safety)
  - No one can slide advertising under student's doors
  - When posting an advertisement, you cannot cover other ads
  - Approved ways of hanging posters and fliers include staples, thumb tacks, and blue masking tape. Do not use duct tape, regular masking tape, or packing tape.
- Promotional literature posted on any surface other than the designated posting bulletin boards will be removed by the residential life staff.
- Commercial advertising is not permitted in any residence hall building. These advertisements will be removed by the residential life staff.
- RAs should take down outdated flyers on duty rounds or whenever they see them.

### Simulation

**Actor 1:** Your organization is having an event this weekend and you really want to recruit some new people to join. You put flyers all over the place. On every door in each building, in bathroom stalls, etc. You are sure this will help people notice your organization and definitely come to your event.

**RA:** You notice that there are flyers everywhere: every resident door, bathroom stalls, etc. You walk down the hallway and see Actor 1 posting a flyer on the wall.

### Processing questions:

- Does the situation change depending on if you know the people responsible or not?
- What if they are covering important resources?
- What if their flyer damages the residence hall (staple gunned to the wooden frame) etc.
- How do you combat this situation? Who do you include in the conversation?
- Do you remove the flyers?

## SIMULATION 4 – ESA/PETS IN HALL

### Basic Policies to Cover:

- Students are expected to adhere to college policy regarding animals, animals not approved to be in a residence hall need to be removed immediately, properly documented animals can still create incidents
- Animals can be involved in noise policy violations, damages/mess, and other college policies. In all situations, the responsibility lies with the student to make sure the animal is behaving within our rules
- Roommate conflicts can arise from having an ESA/service animal in a shared living space, follow the same procedures/guidelines for other roommate conflicts. If it cannot be resolved, contact your RD
- Remember to always follow up with the residents to maintain a positive working relationship and report all incidents to your supervisor
- Pet policy is fish only in 5 gallon tank or less.
- If you are unsure if an animal is an ESA, ask your RD directly.

### Simulation

**Actor 1:** You and your roommate are friends. You have an approved ESA dog to help with your test anxiety. You thought it would be easy, but this is your first time caring for a dog on your own, and you are very busy with school. Your roommate initially said they would help care for the dog, but now they have stopped helping, and have made passive aggressive comments that you should get rid of the dog.

**Actor 2:** You and your roommate are friends. You decided to live together, but a few months ago your roommate got approved to have an ESA dog. You thought it would be nice to have a dog around at first, but you believe your roommate is not doing a good job taking care of the dog, and is pushing you to take care of the dog all the time, which is not your responsibility. The dog barks when you are trying to sleep/study, its cold outside and you don't want to take it for walks, and your roommate refuses to take full responsibility, so you complain to the RA.

**RA:** You receive an email from a resident in which they complain about their roommate's ESA dog.

### Processing questions:

- What are some key guidelines to follow when approaching a potential roommate conflict?
- What don't you know about this situation? What is the history of the roommates and the dog?
- How do you listen to both sides without showing bias in your interactions and proposed solutions?
- What if the student with the dog refuses to change and the student complaining doesn't want to move?
- How do you maintain a positive relationship with both students after the incident?

## SIMULATION 5 – DEATH OF A COMMUNITY MEMBER

~~~~~trigger warning~~~~~

Preface statement: This is every RA's worst nightmare. It may happen in a number of ways. A student's family member dies, a beloved professor dies, a student unexpectedly passes, etc. This can be a difficult loss for a student, a floor community, and even you. While this is a difficult thing, your professional staff is there to support you.

Basic Policies to Cover:

- Remember to follow protocol and call UPD if there is a life-threatening emergency in the building
- Consult with your supervisors for anything regarding a death of a student and document everything
- Show support and offer resources to the students on your floor impacted by the death
- Continue to check-in on your residents to make sure they are recovering successfully
- Utilize your Counseling Center rep and your RD to support your floor in the weeks to come.

This situation, unlike the others in Simulations, is not to be acted out – just discussed and debriefed

**Situation:** It is Spring semester immediately after opening. One of your residents, John, who lives on the floor has not returned from spring break. You just learned that John has died in a car accident during winter break. Your residents were just notified.

Processing questions:

- What are your immediate thoughts and actions? How do you respond? What questions do you ask first?
- What support and resources do you offer to the floor? How do you comfort them?
- How do you and the rest of the Residence Life staff handle the continuation of this situation into the semester?
- How do you rebuild a floor community after the death of a community member?

## SIMULATION 6 – FACILITIES (BODY FLUIDS, ALARMS, OUTAGES, STUCK IN ELEVATOR, EXTINGUISHER DISCHARGED)

For all Incidents: Document and submit an IR and Call for backup if needed

Follow situation specific protocol as well below:

| Incident                                            | Procedure                                                                                                                                                                                                                                          |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bodily Fluids (blood, urine, feces, vomit etc.)     | *Call Facilities                                                                                                                                                                                                                                   |
| Toilet, sink, shower issues (leaking, floods, etc.) | *Always check the issue 1 <sup>st</sup> as the student may be exaggerating or unclear<br>*Consult with RD if it is immediate need                                                                                                                  |
| Fire Alarm                                          | *Leave via the nearest safe exit and direct others to do same. Once outside, move people away from the building and fire lanes.                                                                                                                    |
| Trouble Alarm - consistent                          | *Report to UPD and Facilities<br>*Call RD on duty if issue is not fixed and it is disrupting sleep/study<br>*Report to area RD if issue persists                                                                                                   |
| Someone stuck in an elevator                        | *Call UPD FIRST<br>*Report to Facilities and RD on Duty immediately after                                                                                                                                                                          |
| Discharged Fire extinguisher                        | *Call UPD first<br>*Report to RD and Facilities after UPD responds                                                                                                                                                                                 |
| Power Outage                                        | *Call Facilities<br>*Report to RD on duty<br>- there may be additional issues in power outage such as card access going down and emergency lighting and fire alarm system battery backups dying after a few hours – RAs may need to report to help |
| Flood                                               | *Always check the issue as the student may be exaggerating or unclear<br>*Call Facilities FIRST<br>*Report to UPD and RD on Duty immediately after<br>- there may be a need for RAs to report to assist with moving student's items off the floors |
| No heat                                             | *Always check the issue 1 <sup>st</sup> as the student may be exaggerating, covering heater, or has vents closed<br>*Call Facilities<br>*Report to RD on duty                                                                                      |

*For Apartments:*

- *These areas have protocol that is slightly different depending on situation*
- *You may need approval from the RD on Duty to call the private management company as they bill for after hours calls.*
- *These areas also have different facilities phone numbers*
- *See your supervisor for additional details*

Basic Policies to Cover:

- Be sure to keep a calm composure during all incident responses. Assure the resident you will be contacting whomever is needed to make the right next step
- During business hours, facilities can be called directly to put in a work order
- If it is an urgent situation (active flooding, fire, etc), call UPD AND RD

### Simulation #1

**RA:** You are on duty and a resident comes up to you and tells you that a toilet in the bathroom is clogged.

**Resident:** There is a clogged toilet in the bathroom! It's not flooding but it is inconvenient. You live in a corridor style area where there are 6 toilets in the bathroom.

#### Processing questions:

- What is important to ask?
- What don't you know about this situation?
- How does this change in a suite/apartment setting?

### Simulation #2

**Resident:** You were waiting on a friend to come up to see you on the 5<sup>th</sup> floor and you receive a text that they are stuck in the elevator!

**Friend:** You're stuck in the elevator

**RA:** You are on duty and a resident comes to you about their friend stuck in the elevator

#### Processing questions:

- What is important to ask?
- How do you help the student caught in the elevator?
- Who else can you contact to help?
- How does this change in a tall building setting?

# SIMULATION 7 – HEALTH INCIDENTS

## Basic Policies to Cover:

- If a student is injured or requires medical attention, try to help them remain calm and call UPD for EMS.
- In some cases a student may not want Student EMS involvement and that is their choice however if you are concerned about the student's well-being consult with the RD on duty
  - Some student's don't realize Student EMTs are a free service unless someone is transported to the hospital by an ambulance.
  - In many cases, students can refuse EMT to go to the hospital (unless they are overly intoxicated as deemed by EMT and UPD or are under 18.
- When addressing a health incident, you do not assess the situation yourself. Even if you are a member of EMTs in that moment you are an RA and need to defer to calling those on call for EMT
- If the situation is not serious (a minor cut simply requiring a small Band-Aid) you can provide the Band-Aid if you have one or if there are some in your area office/service desk
- Do not be a hero, follow procedure. Procedures are in place to keep everyone safe, including yourself.
- NEVER drive a resident to the hospital yourself.
- As an RA, you will not be asked or required to go to the hospital with a resident.
- Always submit an incident report for a health incident involving a student. It will be a CARE referral.

## Simulation #1

**RA:** You are on duty and a resident comes up to you yelling that their roommate cut themselves severely while working on an art project.

**Resident 1:** You run up to the RA on duty frantically as your roommate just cut themselves while working on a project for their art class.

**Resident 2:** You severely cut your hand while working on your art project.

## Processing questions:

- What is important to ask?
- What don't you know about this situation?
- How does this change in a suite/apartment setting?
- When should you call UPD?
- How will keep the resident calm in the situation?
- If a group of people start to surround the incident to see what is going on how will you handle this?

# SIMULATION 8 – THEFT/FORCED ENTRY/FIGHT

## Basic Policies to Cover:

### Disruptive Conduct (fight):

- You are never to put yourself in harm's way when there is a physical altercation among two residents. Use your voice to try to disrupt the conflict and call UPD as soon as possible during a physical confrontation.
- When writing an incident report for these incidents be as descriptive as possible about the escalation of the situation in a fight.
- Call UPD as soon as it is safe to. Tell the dispatcher this is an active situation, they will come faster.
- Call Facilities if there are bodily fluids involved in the argument after the situation is completely over.

### Theft/Stolen Property:

- Call UPD as soon as you are made aware of the incident and then write an IR.
- As a preventative measure: Encourage all students to lock their doors, not leave personal items in lounges/kitchens, and to not let others into the building who they do not know. Thefts do happen.

### Trespasser/Attempted Trespassing:

- Call UPD as soon as you are made aware of the incident and then write an IR when safe to do so.
- If this involves damaged property (window, door, etc.) call Facilities after UPD documents the issue.

### Simulation #1

**RA:** You are on duty and you notice two students yelling at each other aggressively in the lounge.

**Resident 1:** You are arguing with your roommate over a video game you just lost in the main lounge. Although playful fighting at first the situation quickly escalates as the RA approaches the situation.

**Resident 2:** You are arguing with your roommate over a video game you just lost in the main lounge. Although playful fighting at first the situation quickly escalates as the RA approaches the situation.

### Processing questions:

- What don't you know about this situation?
- How does this change in a suite/apartment setting?
- How will you try and deescalate the situation?
- How will you keep yourself safe?
- When should you call UPD?

### Simulation #2

**RA:** You are on duty and a resident reports to you that someone broke into their room and stole their laptop.

**Resident:** You run up to the RA on duty frantic about someone coming into your room and taking your laptop.

### Processing questions:

- What is important to ask?
- What don't you know about this situation?
- How does this change in a suite/apartment setting?
- Who should you call?
- Will the resident be reimbursed by Residence Life for the property stolen?

# SIMULATION 9 – STAFF ACCOUNTABILITY AND INCIDENTS INVOLVING OTHER RAS

## Basic Policies to Cover:

- RAs are to follow and support all policies as established by the Residential Life Office. Failure to do so may result in documentation or loss of the position. (e.g. Do not go to parties with your residents or anyone under age. If you are under age, you should not be drinking. Do not have candles in your room. Etc.).
- It is your job to uphold policies. This is not a “do as I say, not as I do” situation and hypocrisy can not only hurt your community but as a role model for your students you can be encouraging dangerous or unsafe behaviors. Role modeling is one of the most important parts of your job. If you need clarification on any policies or procedures, be sure to ask.
- RAs (as mandated reporters) are not police officers. Our purpose is not to go looking for problems or policy violations. It is always better to be proactive rather than reactive. Always be prepared to confront every violation promptly, whether you are on duty or not. You are “on-the-job” whenever you are in the building. If there is a policy violation happening in front of you, do not ignore it, deal with it. If you are unable to handle it call someone who can.
- Always confront incidents regardless of who is involved. Be consistent and fair with policy enforcement (including with RAs and other peer mentors or hall council members in the hall). This is your job and you put your job at risk by not doing so.
- Appropriately document the situation and notify the appropriate resources. For example, if it’s a Code of Conduct violation, document it and follow the Incident Protocol. If it’s a job responsibility (not Code of Conduct) notify your Resident Director. Do not assume they already know. Your Resident Director will follow up accordingly, but they will not share the supervisory outcome with you (maintains privacy).
- If you are of age and consume alcohol, never confront a situation when intoxicated. Call the RA on Duty, another RA or the RD on Duty is always on if you come across a policy violation or incident that needs to be addressed and you are intoxicated.

## Simulation

**Actor 1:** You are the RA on duty and it is a Friday night. While on your final round you notice someone throwing up in the trash can in the main lobby of your building. As you approach you see that it is one of your fellow staff members. They are 20 years old and they appear heavily intoxicated.

**RA:** You’re a RA and it’s a week before your 21<sup>st</sup> birthday. You went to a party for an early birthday celebration and you’ve had too much to drink.

## Processing questions:

- Who should you call?
- How does this change if it’s a RA on a different staff and you don’t know how old they are?
- These types of incidents may happen with a person you don’t know is an RA. Don’t worry too much about it as long as you have documented appropriately. Our professional staff will be notified.
- How does this change in a suite/apartment setting?