

Emergency Protocol for Hall Resident Assistants

Examples of when to call Campus Safety and the RLC/RD duty phone (616-283-0576):

- Student death
- Situation is or was life threatening
- Medical emergency (ambulance needed)
- Significant damage or potential damage to a building
- Fire
- Fight or physical assault
- Sexual assault
- Suicide attempt or gesture
- Gas leak
- Situation where building may need to be evacuated
- Mental health emergency/crisis
- Drugs
- Police or ambulance at building
- Significant vandalism

Examples of when to call Campus Safety:

- After hours facility emergency
- Power outage (not a fuse)

Examples of when to call the RLC/RD duty phone:

- Situation could be in the local or college newspapers and/or picked up by the media
- Policy violations where you need assistance
- Situation where you need advice to handle a confusing or tense situation
- Missing student



Emergency Protocol for Cottage Resident Assistants

Examples of when to call Campus Safety and the NC duty phone (616-402-6371):

- Student death
- Situation is or was life threatening
- Medical emergency (ambulance needed)
- Significant damage or potential damage to a building
- Fire
- Fight or physical assault
- Sexual assault
- Suicide attempt or gesture
- Gas leak
- Situation where building may need to be evacuated
- Mental health emergency/crisis
- Drugs
- Police or ambulance at building
- Significant vandalism

Examples of when to call Campus Safety:

- After hours facility emergency
- Power outage (not a fuse)

Examples of when to call the NC duty phone:

- Situation could be in the local or college newspapers and/or picked up by the media
- Policy violations where you need assistance
- Situation where you need advice to handle a confusing or tense situation
- Missing student



Confrontation

Confrontation is something you are certainly going to face as an RA. It is part of the job that you must be prepared for and ready to handle.

When you suspect a policy violation...

Make sure that you have a plan before you begin the confrontation. Take paper and a pencil with you, and get ready to ask direct, straightforward questions. NEVER be afraid to find someone to go with you to confront the situation (another RA, your RLC/RD/NC, the RLC/RD/NC on duty, or Campus Safety). If you know for sure that drugs or alcohol are in the room, or if you have a good suspicion, it is a good idea to ask someone to go with you to confront the situation.

Start by knocking on the door of the room you are confronting. Introduce yourself and why you are there. If the people in the room do not let you in, call for back-up if you do not already have back-up. If you are not let in to the room on your first try, knock again and say that you are going to come in. Call you RD or the RD on duty if the residents will not answer the door or let you into the room.

When you are in the room, keep yourself in front of the door, so no one can leave the room. Keep a positive attitude—remember not to judge the person you are confronting. Never apologize for the confrontation and do not take the blame for the situation. Explain the policy and make sure that everyone understands it. Let the people in the room know that you are going to document the situation.

Be assertive. Respect others, but make your point clearly and effectively. Do not be too timid or try to verbally attack the people you are confronting. Nonverbal cues matter, too. Make sure your voice is clear, using a serious tone that is not aggressive. Make eye contact, and use open body language without invading the personal space of those you are confronting. Use good listening skills and make sure the conversation stays focused. Repeat what the other person says so he or she will know you are listening. Make your point directly, and do not let the other people in the conversation change the subject. Repeat your point if necessary. Never say that a certain consequence will happen—if it does not happen, the person you were speaking to will not take you seriously next time you speak with him or her. It is better to say “may” rather than “will.” Remember that the other person is watching your behavior as much as you are watching his or hers. Watch your language and make sure your behavior is appropriate. Always remember to be respectful.

When you are confronting the situation, make sure you ask for the IDs of everyone in the room. When you are writing an incident report, you will want to know the day, date, time, room location, and names, ID numbers, and addresses of everyone there.

Adapted from: Assertiveness and Confrontation, Reslife.net., Confrontation: It's All About the Attitude, by Irene Kenny, Reslife.net, and How do we confront? Is it really a skill?, by Phil Amoa, Reslife.net.



Helpful Hints for Writing an Incident Report

- The purpose/intent of the incident report is to create a snapshot of the incident.
- Be as clear as possible in your writing. Remember that the judicial hearing officer was not present, so he or she is relying on the clarity of your report.
- Be objective. Just the facts.
- Be as detailed as possible. It is better to have more information than not enough information.
- Avoid judgmental or accusatory words.
- Record the names of all people involved in the incident, including non-Hope students.
- If necessary, write down what residents said to you. Use quotation marks if it is a direct quote.
- Make sure that you include the correct time and date of the incident. This is especially important when confronting visitation hours. For example, if you are on duty Friday night, September 18th, and confront a situation at 2:30am, the date on the report should be Saturday, September 19th.
- Be as detailed as possible. Write the incident report in sequential order. Avoid backtracking when you write. Sometimes it helps to write a rough draft before writing the actual report.
- Use the third person. (Avoid he, she, they, we, etc). For example, write RA John Adams approached the room of Ryan Smith, Phelps room 245. This will avoid confusion, especially if there are multiple parties involved in the documentation.
- It is not necessary to put specific violation(s) on the report. The judicial hearing officer will identify the violations based on your report and explain the charge(s) when he or she conducts the judicial hearing.
- If a resident asks what they are being charged with, you can tell them what the policy violation is (e.g. alcohol) but inform them that the judicial hearing officer will explain and discuss the specific charges at the judicial hearing.
- Do not give residents false information. If you don't know what will happen, or unsure, say so. Direct them to talk to the RLC/RD for more information.

