This manual has been written to familiarize Resident Assistant with the Safety & Incident Response that residential staff will use throughout the Academic Year.
# TABLE OF CONTENTS

## OVERVIEW SAFETY & INCIDENCE RESPONSE
- Mission and Steps to Effective Confrontation
- Your role as a Resident Assistant
- S.O.A.P. Incident Response Model
- Things to remember when responding to incidents

## DOCUMENTATION
- Documentation Philosophy, Phone list
- RA Duty Cellphone Protocol

## HOW TO RESPOND TO INCIDENTS
- Alcohol, Marijuana, and Drugs
- Fight/Aggressive Student, Graffiti/Hate Graffiti
- Facilities Emergency, Bodily Fluid
- Medical Emergency, Mental Health Concerns
- Suicide/Suicidal Ideation, Sexual Assault, Domestic/Dating Violence, & Stalking
- Threats to Individual & Public Safety, Missing Student
- Fire/Fire Alarm, News Media
- Death of a Student, Restraining Orders
- Rodents/Insects, Service and Assistance Animals
- Bathroom Policy

## DUTY OVERVIEW
- Safety and Incident Guidelines
- RA Duty hours and visibility
- Duty Procedures
- Lock Out Assist Protocol
- Signage to check while on Rounds
- Residence Education Safety Coverage

## NAVIGATING OTHER INCIDENTS
- Entering rooms, escorting non-residents from the Hall
- Interim Restrictions
- Shelter in Place & Evacuation
- All Hands on Deck
- When to Call the RD
OVERVIEW SAFETY & INCIDENT RESPONSE
INTRODUCTION

Residence Education, in accordance with the mission of the University of Massachusetts Amherst, values safety within our communities. Staff, residents and their respective guests are responsible and expected to promote and foster civility and safety in the residence halls, and the immediate outdoor areas. Residence Education provides training for its residential staff to respond appropriately to situations that may occur in the residence halls.

Confronting residents about their behavior, enforcing community standards, helping students with a crisis, interceding in problem situations and responding to serious incidents and emergencies are all important parts of the being on-duty. Many serious incidents that occur in the residence halls require Residence Education staff to assess a situation and to coordinate the initial response call to get emergency personnel to the scene. Additionally, staff response may also include crowd management and the timely notification of appropriate personnel by activating the protocol response system. Everyone has a role in safety & incident response for the Residential Life Department.

Steps to an Effective Confrontation

The “DESC” Method

D: Describe: Describe the behavior which is inappropriate. Ask the other person to describe what they are doing. Listen non-defensively.

E: Explain: Explain what has or could happen as a result of the behavior. Explain what community standards is being violated and how.

S: Specify: Specify how the behavior should change. Remind the person if this is a repeat behavior.

C: Consequences: Share the consequences of the behavior. Explain that the situation is being documented and that the Community Standards Office will follow up with them.
YOUR ROLE AS A RESIDENT ASSISTANT

It is important that you understand and appreciate how very important your role is to the students we work with and to the success of the department. Because you are most often the first to be contacted by residents regarding a situation that requires an emergency response, it is critical that you are able to assess both the severity of the situation and immediate safety of yourself or others involved in the situation, as well as effectively execute the appropriate response according to the emergency protocol.

Your familiarity with the safety & incident response protocols detailed in the next section of this manual will improve your chances of being the greatest assistance to our residential communities when emergency situations occur. It is imperative that you understand how and when to transition from your specific responsibility while also supporting the work of the on-call professional residence staff and other emergency personnel (UMPD, CCPH, EH&S, and medical authorities). Accurate and concise communication of information is crucial in a time-sensitive relay response system. Distorted and incomplete information conveyed up or down the line may result in confusion as well as an untimely and ineffective response.

**Remember:**

<table>
<thead>
<tr>
<th>Your primary role as a Resident Assistant in the safety &amp; incident response plan is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) To get immediate emergency help to the scene if appropriate.</td>
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<tr>
<td>(2) To do no harm and to get yourself out of harm's way.</td>
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<tr>
<td>(3) To immediately inform the Residence Director on-call in order to have senior staff directly involved in the situation.</td>
</tr>
<tr>
<td>(4) To complete the Incident Report with care and accuracy directly after the incident has occurred and no later than 9am if on duty.</td>
</tr>
<tr>
<td>(5) To follow through the next day as directed by your supervisor.</td>
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</tbody>
</table>

All phases of the safety & incident response must be understood and executed in good time and in good order—it really could mean a matter of life or death!

**Incident response Protocols at a Glance**

**SAFETY IS YOUR MAIN PRIORITY**
(1) Call the University Police Department for all incidents that threaten life, or may impact community safety.
(2) If your personal safety may be at risk, note the location and seek a safe place to call for assistance.
(3) Stay with affected residents until UMPD or other emergency personnel arrive on the scene.
(4) Notify Senior Staff of the cluster during the day to report incident. Contact RD On-Call after hours. *Call REL if RD On-Call or Senior Staff is unavailable!*
(5) Call Facilities Operations to respond to bodily fluids and facilities concerns immediately.
(6) Upon arrival of UMPD, Emergency Personnel and/or Residence Education senior staff, surrender your first-responder role and prepare to take instructions.
(7) Complete Incident Report depending upon the incident.
S.O.A.P. INCIDENT RESPONSE MODEL

S.O.A.P Incident Response Model: This model is developed to help staff members respond appropriately and effectively to situations within their floor and hall community. The model is broken down into 4 components.

- Self-Reporting
- Observation
- Assessment/Action
- Plan

SELF REPORTING
- Self-Reporting - be sure to hear from all the individuals that are involved in the situation.
- Let the individuals involved explain the situation from their point of view (perhaps in writing...)
- Use open-ended questions when talking to the individuals. For Example:
  - What happened?
  - What do you remember?
  - How did this issue come to your attention?
- If the person is not responding at all- Call 911 or UMPD at 545-2121

OBSERVATION
- What did you observe, see, witness of the individual(s) involved and/or the surrounding area.
- Be very attentive to what you are observing about the individual(s) who are involved in the incident.
- While you are talking to the individual(s) you should be listening carefully while simultaneously observing their non-verbal communication or body language.
- What is going on in the surrounding area?

ASSESSMENT/ACTION
- Assessment/action refers to what you deem as primary needs: medical help, contact senior staff, police, etc.
- Contact On-Call RD or senior staff and report what you observed and how you responded
- Communicate the severity of the situation to senior staff.
- Consult with senior staff to assure the appropriate actions are taken.
- You and the senior staff member will need to determine how to proceed.
- You may be required to assist with crowd control depending on the situation.

PLAN
- This part is really all about follow up and with whom.
- Follow up with senior staff and the students or staff involved in the situation.
- You may be required to talk individually with students, have a floor meeting to address concerns with the community, and provide referrals and resources if necessary.
- A referral could consist of “here is the number to the counseling center, if you want it.”
- You will need to make sure that the situation is accurately documented and entered into the database.
Things to remember when responding to an incident:

- **Stay Calm:** As a leader in your community, others will look to you as a role model in how to respond.

- **Safety First:** Your safety and the safety of those nearby is a priority.

- **If in doubt, call:** It is OK to call UMPD. If you are not sure it is better to call and be safe.

- **Seek Assistance and Support:** In Residence Education, you are not alone. The RD on-call is always there to support and assist you. You can also call for back-up and support from another RA or Senior Staff.

- **Follow Protocol:** We have a protocol set up for the safety and well-being of residents and staff. Please be sure to follow that protocol at all times.

- **Medical Training:** Residence Education does not provide medical training for RAs. When a situation calls for First Aid or CPR response, an RA must respond first as an agent of the University by calling UMPD or 911, and by managing the situation reflecting the priorities and standards appropriate to the RA position. If an RA is currently certified in CPR, First Aid or as an EMT, they may choose to respond to a situation in that capacity (providing they have first responded as an RA and there are no other certified emergency personnel available). If an RA chooses to respond in a medical capacity, please be advised that they will be acting as an individual and not as an RA.

- **Stay with the Resident:** Unless your safety is in jeopardy, or it is not possible for you to stay with the resident, please stay with them and have someone else call 911 or wait for emergency services to arrive.

- **Document, Document, Document:** Be sure to document immediately any incident with which you address. Anytime UMPD is involved you need to document and call the RD on-call.

**Information to Gather**

With any incident to which you respond, gather the following information to report to the next level...

1. Date and Time of the Incident
2. Names of Residence Education staff members who responded to the incident (including yourself)
3. Names and badge numbers (if possible) of other University personnel who responded
4. Information about the students (UMass & Non-UMass) involved (Name, Student ID Number, Room Number, Hall)
5. Location of incident
6. Detailed description of the incident
7. Actions taken by Residential Life staff
8. Current status of the incident
Documentation

Documentation is critical to the communication process within Residence Education. All documentation should be completed legibly and with all required information.

Incident Reports

Purpose: Used to share information about incidents and document policy violations. This document can be completed online by any member of the University community.

Guidelines: Should be completed thoroughly including all student information and a detailed description of the incident. Incident reports should not include opinion, feelings, or other commentary. Please use first person.

Deadline: Incident Reports should be completed directly after you have handled the incident or no later than 9:00am the day following the incident. This includes incidents that happen during the early mornings such as 1am or 2am. All reports while on duty are due by 9am.

Safety & Incident Response Phone List

<table>
<thead>
<tr>
<th>RD CELL PHONE LIST</th>
<th>On Call Level</th>
<th>Cell Phone Number</th>
<th>Hours On-Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>RD West North Weekend/West Weekday</td>
<td>413-695-4691</td>
<td>24 hours</td>
<td></td>
</tr>
<tr>
<td>RD OHC Weekend/East Weekday</td>
<td>413-687-3927</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RD NESN Weekend</td>
<td>413-695-7652</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RD West South Weekend</td>
<td>413-695-7654</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| REL CELL PHONE | Residence Education Leadership | 413) 695-7651 | 24 Hours (Emergency use only) |

<table>
<thead>
<tr>
<th>UNIVERSITY EMERGENCY PHONE NUMBERS</th>
<th>University Resource</th>
<th>Phone Number</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Police (UMPD) (non-emergency)</td>
<td>5-2121 5-2123 escort services</td>
<td>24 hours</td>
<td></td>
</tr>
<tr>
<td>Center for Counseling and Psychological Health</td>
<td>5-2337 7-5000</td>
<td>9:00am – 5:00pm weekdays; all other hours</td>
<td></td>
</tr>
<tr>
<td>Center for Women and Community, Rape Crisis</td>
<td>5-0800</td>
<td>24 hours</td>
<td></td>
</tr>
<tr>
<td>Environmental Health and Safety</td>
<td>5-2682 5-2121</td>
<td>9:00am – 5:00pm weekdays; all other hours</td>
<td></td>
</tr>
<tr>
<td>Health Services Main Number and Urgent Care</td>
<td>7-5000</td>
<td>24 hours</td>
<td></td>
</tr>
<tr>
<td>Police/Fire Emergency</td>
<td>911</td>
<td>24 hours</td>
<td></td>
</tr>
<tr>
<td>Residence Hall Security</td>
<td>545-2123</td>
<td>S-TH 8:00pm – 12:00am; F-Sa 8:00pm – 3:00am</td>
<td></td>
</tr>
<tr>
<td>Residential Life Facilities Operations</td>
<td>Northeast/Sylvan/N Orchard Hill/Central Southwest/CHCRC</td>
<td>5-0403 5-0517 5-0439</td>
<td>Monday through Friday 7:00am – 2:45pm</td>
</tr>
<tr>
<td>Residential Life Facilities Emergency Operations</td>
<td>5-0812</td>
<td>2:45pm – 7:00am weekdays, 24 hours weekends and holidays</td>
<td></td>
</tr>
</tbody>
</table>

RA Cell Phones are for On-Call Use Only!
### RA Duty Cellphone Protocol

Cell phones have been provided for use by RAs while on duty to increase the security of the RA and to decrease response time in the event of an emergency.

#### Management of Cell Phones

- RDs will give RAs instructions for:
  - Checking out the RA duty cell phone
  - Returning the RA duty cell phone
  - Storage and charging of the RA duty cell phone
  - Checking voicemails prior to returning the phone

#### Usage of Cell Phones

RAs should use the cell phone on rounds when encountering situations requiring immediate response. These situations may include medical emergencies, potential assaults or any threat to the safety of the RA.

RA duty cell phones are not for personal use. Calls made to and from the cell phone will be recorded on the bill to the Residential Life bookkeeper. Any misuse will result in a request for restitution and possible disciplinary action.

RAs use the cell phone for reporting events to the on-duty RD. RAs are required to carry the cell phone at all times and are not allowed to transfer it to their personal cell phone. RAs are to remain in the cluster at all times for immediate response. The RA is to return the cell phone during the next morning after their shift, turn it off, and allow it to charge for the next evening of duty.

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<table>
<thead>
<tr>
<th>CLUSTER</th>
<th>CELL PHONE NUMBER</th>
<th>CLUSTER</th>
<th>CELL PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baker/Chad/Greenough</td>
<td>(413) 335-7064</td>
<td>JQA</td>
<td>(413) 575-8010</td>
</tr>
<tr>
<td>Birch/Maple</td>
<td>(413) 658-7772</td>
<td>Kennedy</td>
<td>(413) 575-8070</td>
</tr>
<tr>
<td>Brett/Brooks</td>
<td>(413) 531-9173</td>
<td>McNamara</td>
<td>(413) 575-8181</td>
</tr>
<tr>
<td>Brown</td>
<td>(413) 531-9134</td>
<td>Melville/Thoreau</td>
<td>(413) 575-8663</td>
</tr>
<tr>
<td>Cance</td>
<td>(413) 531-9230</td>
<td>Oak</td>
<td>(413) 362-9742</td>
</tr>
<tr>
<td>Cashin</td>
<td>(413) 531-9233</td>
<td>Patterson/MacKimmie</td>
<td>(413) 575-9213</td>
</tr>
<tr>
<td>Coolidge</td>
<td>(413) 575-7346</td>
<td>Pierpont/Moore</td>
<td>(413) 658-7295</td>
</tr>
<tr>
<td>Crabtree/Knowlton</td>
<td>(413) 575-7531</td>
<td>Prince/Crampton</td>
<td>(413) 575-9650</td>
</tr>
<tr>
<td>Dickinson</td>
<td>(413) 575-9922</td>
<td>Sycamore</td>
<td>(413) 362-9691</td>
</tr>
<tr>
<td>Dwight/Mary Lyon</td>
<td>(413) 575-7575</td>
<td>Thatcher/Lewis/Johnson</td>
<td>(413) 575-9796</td>
</tr>
<tr>
<td>Elm/Linden</td>
<td>(413) 345-1306</td>
<td>Van Meter/Butterfield</td>
<td>(413) 575-9842</td>
</tr>
<tr>
<td>Gorman/Wheeler</td>
<td>(413) 575-7781</td>
<td>Washington</td>
<td>(413) 575-9908</td>
</tr>
<tr>
<td>Grayson/Field</td>
<td>(413) 575-7833</td>
<td>Webster</td>
<td>(413) 658-4349</td>
</tr>
<tr>
<td>Hamlin/Leach</td>
<td>(413) 658-4667</td>
<td></td>
<td></td>
</tr>
<tr>
<td>James/Emerson</td>
<td>(413) 575-7984</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Adams</td>
<td>(413) 575-8042</td>
<td></td>
<td></td>
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</tbody>
</table>
REMINDER – The cell phone is an outside line and therefore dialing 911 will reach the Amherst Police Department, not University Police.

Trouble with Cell Phones

A malfunctioning or missing cell phone should be reported to the RD immediately. The RD will work with Residential Life central staff to fix or replace the cell phone.
HOW TO RESPOND TO INCIDENTS
Responding to Incidents

Alcohol Poisoning

☐ If you come across an unconscious resident call 413-545-2121 (UMPD) immediately. If there is someone else nearby ask them to call UMPD and you should stay with the student.

☐ If the resident is conscious, talk to them and try find out what and how much was drank. If they seem heavily intoxicated, Call 413-545-2121 (UMPD). If the resident is not willing to seek medical attention, then UMPD can ask a friend if they are willing to stay with the person.

☐ Notify the RD on-call

☐ Try to get the person to stay on their side.

☐ Remember that your primary role is to respond as an RA first, regardless of any medical training you may have.

☐ Write an Incident Report.

Marijuana and other Drugs

☐ Attempt to locate the specific room where the odor is taking place.

☐ RAs should knock on the door and confront the behavior. Safety is a priority, so it is recommended to have a back-up RA with you when you go to confront the situation.

☐ If you contact UMPD (413-545-2121) for support and they are able to respond, it is helpful to get the officer’s name and badge number for your reporting purposes.

☐ Complete an Incident Report. Document the room for the odor of marijuana and note anything you observed or were told from UMPD.

☐ Report the situation to the RD on-call.
**Fight/Aggressive Student**

- Your personal safety is the first priority. While you may want to stop the situation, do not put yourself in harm’s way.
- Call 413-545-2121 (UMPD) for help if the aggressive behavior does not stop.
- If you can get the individual(s) to calm down, take some time to listen to them.
- If there are two or more people involved it might benefit to have them go to a different room.
- Report the situation to the RD on-call.
- For a roommate conflict, it may be helpful to see if they can stay at a friend’s room; If not ask the RD on-call for other options.
- Complete an Incident Report.

**Bias Graffiti/Bias Incident**

- Cover the graffiti up but DO NOT remove it. If possible, take a picture before covering it.
- Contact UMPD (413-545-2121) to respond and investigate.
- Call Facilities Operations to remove the graffiti after UMPD has investigated, and given permission for the graffiti to be removed.
- Report the incident to the RD on-call.
- Complete an Incident Report.
- Follow-up with the community through education if needed.

**Examples of Bias Graffiti include:**

- Anything based on an individual’s actual or perceived race, ethnicity, color, mental or physical ability, religion, national origin, gender identity and/or expression, sex, or sexual orientation
- Anything that is targeted to a particular group or includes threats or intimidation
Facilities Emergency

☐ Contact Facilities Operations Staff IMMEDIATELY. Call UMPD if necessary.
☐ Contact the RD on-call.
☐ If it is safe, stay at the scene and redirect residents around it.
☐ Complete an Incident Report.

Possible Facilities Emergencies

☐ Broken door locks, or window screens that create a security risk
☐ Broken pipes, sink, toilets that cause standing water
☐ Broken window glass
☐ Card Access Failure (RA on duty may be instructed by RD on-call to stay by door until fixed)
☐ Exposed electrical wires
☐ Elevator not working
☐ Fire Alarm system malfunctions
☐ No Heat
☐ Power Outage
☐ Sprinkler Head Activation

Bodily Fluids

Bodily Fluids are a hazard to residents and yourself.

☐ Your first priority is your personal safety. Do not touch anything.
☐ IMMEDIATELY call Facilities Operations Staff.
☐ Contact the RD on-call.
☐ Secure the area so that other residents do not come in contact with the bodily fluid.
☐ Complete an Incident Report.
☐ You may want to follow-up with the floor community about the incident and do some educational initiatives as appropriate.

Types of bodily fluids

☐ Blood
☐ Vomit
☐ Urine
☐ Feces
Medical Emergency

- Call UMPD (413-545-2121) Immediately.
- Stay with the resident until help arrives. Try to keep the resident calm.
- Once Medical help is there, your role is to keep spectators out of the way.
- Contact the RD on-call.
- Complete an Incident Report.

Examples of Medical Emergencies in the Residence Halls
- Seizure
- Drug Overdose
- Alcohol Poisoning
- Suicide Attempt/Ideation
- Serious Injury
- Insulin Shock

Your role is important, You Find Help, You Make the Call

When a situation calls for First Aid or CPR response, an RA must respond first as an agent of the University by calling UMPD or 911, and by managing the situation reflecting the priorities and standards appropriate to the RA position. If an RA is currently certified in CPR, First Aid or as an EMT, they may choose to respond to a situation in that capacity (providing they have first responded as an RA and there are no other certified emergency personnel available.

Mental Health Concerns

- Make sure the person is safe, Call UMPD (413-545-2121) IMMEDIATELY if the person plans to harm themself, or others.
- Seek immediate assistance from the senior staff of the building or the RD on-call if senior staff is unavailable. Senior staff can assist you in helping refer the resident to the Center for Counseling & Psychological Health.
- Contact the RD on-call.
- Do not promise confidentiality, you must inform emergency authorities if the student is a danger to self or to others. Share that all information will be kept private.
- If you have general questions about a resident’s mental health you can always call Counseling and Psychological Health and speak with an on-call clinician at (413) 545-2337 between 8 AM and 5 PM or (413) 577-5000 after hours.
- Attempt to determine the level of risk and gather as much information as possible. And then consult with your supervisor and/or the RD on-call.

Helpful Talking Points
- Talk in a private setting, away from people, activities or distractions.
- Be compassionate toward the person suffering and ask them how you can help.
- Use I statements! (ex. I am concerned about you or your behavior)
- Allow the person to talk and be heard; don't try to "make it all better."
- Be sensitive to your OWN needs and limits; please seek help from senior staff.
## Suicide/Suicidal Ideation

- Call UMPD (413-545-2121) **IMMEDIATELY** if an attempt has been made
- If someone is threatening or has given an indication that they are thinking about suicide, consult with your Senior Staff, the RD on-call and UMPD immediately.
- Be empathetic and caring.
- If possible, attempt to determine the level of risk. Please remember, you are not a trained Mental Health professional. Always consult with your supervisor and the RD on-call.
- Low Risk: If you are comfortable, volunteer to go with the person to the Center for Counseling & Psychological Health.
- High Risk: Get someone to stay with the resident and RA should contact UMPD and the RD on-call.
- Complete an Incident Report.

### Determining Level of Risk (Questions you can ask):

- Have you thought about hurting yourself?
- What are your plans for the future?
- Have you thought about how you would hurt yourself?
- Have you tried to hurt yourself in the past?

## Sexual Assault, Domestic Violence, Dating Violence, Stalking

- Listen to the student and believe them.
- Establish clear boundaries around your role. You cannot promise confidentiality but let the student know you can assure privacy.
- Share information about resources that ARE confidential (CWC, Rape Crisis Hotline, Center for Counseling & Psychological Health - CCPH, Health Services, UMPD), or private (Men's Resource Center, Dean of Students Office).
- Encourage the resident to seek medical attention and/or UMPD, however, remember that the student involved maintains the right to determine what option to pursue.
- Contact your RD or the RD on-call to report the situation and get yourself support.
- Complete an Incident Report.

CWC Rape Crisis Hotline 413-545-0800
Threats to Individual and Public Safety

☐ As a first responder, your personal safety is a priority. Get to a safe place.
☐ Contact the UMass Amherst police department via the emergency response number 413-545-2121. (This number will activate fire company, UMPD and ambulance services at once. All UMPD telephone calls are recorded.)
☐ Be prepared to calmly state your full name, position, telephone number and location that you are calling from.
☐ Provide a clear and brief description of the emergency; its location and your best assessment of cause and effect.
☐ Do not hang up until the dispatcher disconnects the line first.
☐ Contact the RD on-call.
☐ Complete Incident Report.

Examples of Threats to Individual and Public Safety
☐ Bomb Threat
☐ Chemical Explosion
☐ Life-threatening Epidemic
☐ Fire, Fumes, or Noxious Gases
☐ Domestic Violence, and/or stalking (see specific protocol above)
☐ Sexual Assault (see specific protocol above)

Missing Student

☐ Try to contact the student via phone or knocking on room door.
☐ Contact the RD on-call.
☐ Contact UMPD (413-545-2121) to report the student missing.
☐ Residence Education Staff should NOT enter a student’s room. You may assist UMPD by providing a key to enter the room if there is a safety concern.
☐ Complete an Incident Report.

Entering a student’s room…(alarms coming from student room)
“Authorized University staff may enter your room without notice for maintenance or reasons of health and safety.”

☐ Always attempt to locate the student before doing anything to stop the alarm.
☐ If the location of the student is not known, a UMPD officer should accompany any staff person. (You MUST get permission from RD on call before entering.)
☐ If the location is known, TWO (2) staff members may enter the room. (You MUST get permission from RD on-call before entering.)
☐ Complete an Incident Report.
Fire/Fire Alarm

☐ Your first responsibility is for your personal safety. Exit the building via the nearest stairwell and exit door. Make sure you close your door behind you.

☐ If possible, knock on resident doors as you leave. Close any resident doors that may be left open.

☐ The first staff person to the lobby should retrieve the master key, go to the alarm panels and wait for instructions from the Fire Officials.

☐ Direct students away from the main door where the fire officials are entering. (If weather is bad, direct them to a nearby building and wait in lobby).

☐ Contact RD on-call.

☐ Wait for further instructions from the RD on call, who will report to the Incident Command Post where decisions will be made by representatives from UMPD, the Amherst Fire Department and EH&S.

☐ Residents should re-enter through the main door. (Have an RA walk around the outside of the building to ensure that all other exit doors are closed.)

☐ Complete an Incident Report.

If Exits are blocked by smoke....

☐ Lead residents to a room with a window. Close the door and block the opening under the door with a towel.

☐ Call UMPD, if possible. Give them the room number where you are. Wave or yell to those outside to alert them to your situation.

News Media

☐ Residence Halls are private residences. The news media are not permitted to enter the residence halls or access student floors unless invited/accompanied by a resident.

☐ Staff can ask for identification and inquire about the purpose of their presence.

☐ Inform students that they have NO obligations to speak to the media.

☐ If there is a concern, contact your Senior Staff or RD on-call.

☐ Should a media outlet contact a staff member, that staff member should politely decline to comment.

☐ Direct the reporter or agent to contact the UMass Amherst Office of News and Information.

☐ Call the Office of News and Information (413-545-0444) to let them know you have redirected the inquiry.

UMass Amherst Office of News and Information 413.545.0444
Death of a Resident

If the death occurred off campus:
- Contact your Senior Staff to find out if they have learned of the death.
- In consultation with your supervisor plan some interventions with your community around supporting each other and grieving.
- Complete an Incident Report.

If you discover a death of a student (on-campus)
- Your personal safety is your first concern.
- Call UMPD (413-545-2121) IMMEDIATELY.
  *Be prepared to calmly state your full name, position, telephone number and location you are calling from, provide a clear but brief description of the emergency and its location, and your best description of cause and effect of the situation, and the state of the individual
- Contact the RD on-call and/or your senior staff.
- If the situation is safe for you to remain at the scene, stay with the individual.
- Do not disturb the deceased’s body or any items on the premises.
- Maintain the security of the premises until the appropriate authorities arrive to the scene. With the exception of emergency personnel, no one should be permitted to enter the space of the alleged deceased—including friends, staff, roommate/suite/apartment mate, etc.
- Await instruction from emergency personnel or the RD on-call.
- Work to calm and support those present and any spectators at the scene.
- Follow-up with residents on the floor. (In consultation with Residence Education Staff).
  Some follow that may take place:
  - Media redirection
  - Crowd Management
  - Community Meetings
  - Individual Connection with residents
  - Relocation of residents
  - Additional support available o scene or at particular location
- Complete an Incident Report.

Restraining Orders (209A)

- Restraining orders are granted by the court system and enforced through UMPD (Not Staff).
- UMPD may involve Residential Education Staff in the situation if a resident needs to be relocated. Contact the RD on-call if a student needs to be relocated.
- Staff members should follow the direction of UMPD in these situations.
Rodents/Insects

☐ Bed bugs or bees should be treated as an Emergency concern by calling Facilities Operations at 413-545-0812.

☐ Other insects or animals include having the residents submit a detailed service request using online I-Service Request System. Integrated Pest Management will respond within 48 hours of request. If the resident does not get services within this time frame, please call your Facilities Operations Area Office.

☐ Report the incident to the RD on-call.

☐ Complete an I-service Request online

Examples:

☐ Rats/Mice (non-emergency)
☐ Bed Bugs (emergency)
☐ Bees (emergency if student is allergic)
☐ Lady Bugs (non-emergency can be vacuumed)
☐ Dust Mites or Fleas (non-emergency)
☐ Cockroaches (non-emergency)

Service & Assistance Animals

☐ Introduce yourself and ask the person politely and respectfully:
  - Is this animal required because of a disability?
  - What work or task has the animal been trained to perform?

*By law staff members may only ask these two specific questions for Service Animals/Service Animals in Training. You are not allowed to request any documentation for the animal, require the animal to demonstrate its task, or inquire about the nature of the person’s disability.

☐ If yes, thank the student for their time and bid them a great rest of the day.
☐ If no, state the policy to the student and ask the student for identification so you can document the situation.

☐ Document the interaction via email and/or through the Duty Log.
☐ Remember your role is not to investigate but to gather appropriate information.
☐ Write an Incident Report if there is a clear policy violation such as a noise violation.

Reminder Pets (other than fish in a 10 gallon or less tank) are not permitted in the residence halls.
University Bathrooms

A student has the right to use the gendered bathrooms in which they feel safe and most comfortable.

☐ If someone complains about another person/guest using the “wrong” bathroom.
  o Have a conversation with the person in question
  o If student is in bathroom: You may respectfully ask if student is aware this is a female or male restroom
  o Work to educate complainants regarding students using gendered bathrooms with which they feel the most comfortable for their gender
  o Dispel any stereotypes
☐ Contact UMPD (413-545-2121) to respond and investigate if student is intoxicated in a bathroom.
☐ Complete an Incident Report if the student is intoxicated.
☐ Report the incident to your RD or consult with RD on-call as needed.
☐ Follow-up with the community through education if needed.

Document
☐ If it’s apparent that the student is intoxicated and student is using inappropriate bathroom.

Do Not Document
☐ If someone presents as gender nonconforming or expresses their gender in keeping with the gender of the bathroom, then assume that they are using the bathroom in which they feel safe and most comfortable.
DUTY OVERVIEW
## SAFETY & INCIDENT RESPONSE GUIDELINES

<table>
<thead>
<tr>
<th>Responder</th>
<th>Immediate Safety/Security Response</th>
<th>Immediate Follow Up &amp; Services</th>
</tr>
</thead>
</table>
| 1st Responder (RA, ARD, GA, ACC, RD, etc.) | ☐ Call UMPD for all incidents that threaten life, may result in Actual Death, or may impact community safety.  
☐ If your personal safety may be at risk, note the location and seek a safe place to call for assistance.  
☐ Stay with affected residents until UMPD or other emergency personnel arrive on the scene.  
☐ Notify Senior Staff of the cluster during the day to report incident. Contact RD On-Call who are on 24/7. Call REL if RD On-Call or Senior Staff is unavailable!  
Note:  
☐ Call UMPD to respond bias graffiti.  
☐ Call Facilities Operations to respond to bodily fluids and facilities concerns immediately.  
☐ Upon arrival of UMPD, Emergency Personnel and/or Residence Education senior staff, surrender your first-responder role and prepare to take instructions. | ☐ Complete an Incident Report.  
☐ Offer campus resources to affected residents if needed (Ex: CWC, CCPH, Stonewall Center).  
☐ Call Facilities Operations staff to remove bias graffiti after UMPD has responded. |
| RD On-Call | ☐ Alert REL On-call and respond to scene of incident to assist staff members involved if necessary.  
☐ Confirm that UMPD/emergency personnel have been contacted and are on the way.  
☐ You may be directed (REL) to call CCPH Staff Member On-Call to seek advice or assistance. | ☐ Report/follow up on incident with REL On-Call and be prepared to provide a brief status assessment  
☐ If appropriate, send a voicemail message to the RD of the cluster in which the incident has occurred.  
☐ Make sure appropriate reports are completed and turned in to Assistant Director. |
RA ON-DUTY HOURS & VISIBILITY

As a first responder to incidents in our residence halls it is important to first assess the safety of those involved in the situation including yourself, and then notify the University of Massachusetts Police Department (UMPD), Residential Life Facilities Operations (FacOps), Environmental Health and Safety (EH&S) or other emergency personnel.

*Remember to take detailed information for reports to help assist other Residence Education On-Call Staff!

Duty is a critical aspect of the RA role. It is a cornerstone of community developments efforts, student safety, emergency response, and crisis management throughout the cluster. More than just rounds, duty encompasses the following things:

- Being visible, available, and approachable throughout the cluster.
- Responding to issues in the cluster that arise (lockouts, policy violations, crises, RD requests or needs, etc.).
- Role modeling academic success and being a well-balanced student.
- Community engagement activities by promoting and supporting cluster events and through individual interactions.
- Completing rounds thoroughly.
- Carrying and answering the duty phone when serving a primary RA on duty.

### RA ON-DUTY HOURS AND AVAILABILITY

<table>
<thead>
<tr>
<th></th>
<th>Visibility Time</th>
<th>Availability Time</th>
<th>Minimum # of Rounds</th>
<th>Timing of Rounds</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sunday – Wednesday</strong></td>
<td>7:00pm – 11:00pm</td>
<td>7:00pm – 7:00am In highly visible location within the cluster and available by phone</td>
<td>2</td>
<td>Once before 9:00pm Once after 10:00pm</td>
</tr>
<tr>
<td><strong>Thursday</strong></td>
<td>8:00pm – Midnight</td>
<td>8:00pm – 7:00am In highly visible location within the cluster and available by phone</td>
<td>2</td>
<td>Once after 8:00pm Once between 1st and 3rd set of rounds Once after 12:00am</td>
</tr>
<tr>
<td><strong>Friday &amp; Saturday</strong></td>
<td>8:00pm – 2:00am</td>
<td>8:00pm – 7:00am In highly visible location within the cluster and available by phone</td>
<td>3</td>
<td>Once at or around 8:00pm Once between 10:00-Midnight Once after 2:00am</td>
</tr>
</tbody>
</table>

**Additional staffing may be required for emergency situations or significant events during the semester, including, but not limited to, Mullins Center events, sporting events, and major campus events. When this additional coverage is required, RAs will be given as much advance notice as possible.**
DUTY PROCEDURES

Resident Assistants are expected to:

1. Provide residence hall on-duty coverage as scheduled. Duty starts at 7:00pm Sunday through Wednesday. Duty starts at 8:00pm Thursday through Saturday. All on-duty staff (primary and not) are expected to remain in the cluster and be reachable by phone throughout the duty shift until it ends at 7:00am.

2. Report to the RA Office at the start of duty: 7:00 PM Sunday through Wednesday, 8:00 PM Thursday through Saturday. Complete the following check-in procedures within the first ten minutes of duty:
   a. All RAs scheduled for duty meet in the RA office to report for duty at the start of the shift.
   b. Primary RA tests the duty cell phone by calling its number. Check any voicemails received while the phone was off in the office during the day.
   c. Put on their RA on duty name tag for the duration of visibility time. Return the RA on duty name badge to the RA office at the end of the duty shift.
   d. Post the first names of the duty RAs and where they can be found during duty on dry erase easels located in each cluster hall lobby. The dry erase easel must be updated as RA on duty location changes.
   e. The Primary RA is on duty is responsible for carrying the university issued cell phone for the cluster during duty hours and responding to any phone calls. On weekends, the RD on-call will call the university issued cell phone at the start of the duty shift (around 8pm). On weeknights, the RA on-duty will text the RD on-call with their cluster and full names of all RAs on duty at 7pm and whether or not all RAs on-duty are present. They will be considered ‘late to duty’ if they are unreachable via their cluster phone or they do not text on time.

3. Be visible, available and an approachable presence in the community during “visibility hours”. Visibility hours are 7:00pm to 11:00pm Sunday through Wednesday, 8:00pm – Midnight on Thursday and 8:00pm-2:00am on Friday and Saturday. RAs may not spend visibility time in their rooms, or in other staff or student rooms so as to maintain approachability.

4. Spend visibility time interacting with residents and being an active, visible part of that community. RAs are also encouraged to do community development work such as interacting with floor residents, bulletin boards, or programming with the understanding that duty is their primary obligation and must take priority. RAs may also conduct administrative work (such as completing documentation) while on duty.

5. Complete thorough and timely rounds as directed:
   a. During 1st set of rounds, RAs must check-in with security monitor(s) and cadets (if applicable) and introduce themselves, share where the RAs can be found and how they can be reached. If a security monitor is not present by 8p.m., RAs should contact the RD on call and Security Office to inform them.
   b. Sunday to Wednesday: RAs must complete at least two sets of rounds, one before 9:00pm and one after 11:00pm.
   c. Thursdays: RAs must complete at least two sets of rounds. The first will occur at or around 9:00pm. The second will after 12:00am.
   d. Fridays and Saturdays: RAs must complete at least three sets of rounds. The first will occur at or around 8:00pm. The second will occur between 10:00 pm and 12:00am. In addition, a third set of rounds must be completed after 2:00am.
   e. Whenever the situation warrants, additional rounds should be done to monitor the activity level in the building. This includes but is not limited to: loud or busy evenings, special events, advertising for programs or as directed by an RD or other senior staff on-call.

6. In completing rounds RAs are expected to:
a. Use rounds to check in with cluster residents and make connections. Complete a walkthrough of the entire cluster; including all floors, balcony doors (if applicable), roof entry points (if applicable), stairwells, common areas, and bathrooms.
b. Assess the activity in the building and determine if there is a need for additional rounds for that particular evening.

7. Document all resident and building concerns in the duty log; complete duty log no later than 9:00am.

8. Cell Phone Use for RA on Duty
   a. The Primary RA on duty is expected to carry the RA duty cell phone, keep it charged, be responsible for responding to any calls on the duty phone, and to return the charger and phone to the RA office the following morning.
   b. The cell phone access code is 51964. Voicemails should be checked as they come in and phone should be clear of voicemails at the end of duty. Return any missed calls and voicemails to the RA duty cell phone immediately and respond to any situations that arise from calls appropriately.
   c. The cell phone is for duty purposes only and should not be used for personal calls. Texting is only permitted on the duty cell phone for cluster weekday check in with the RD on Call, and the need for photo documentation of bias or other extreme situations.

9. Perform Lockout Assists outside RSD hours or under extenuating circumstances. For lockouts, RAs will follow the Lockout Assistance Script/Process.

10. Respond to expedited lock changes after the RSDs are closed by following protocol:
   a. Assure that the RD on call has been notified and has granted approval.
   a. Confirm number of resident/s present to receive keys.
   b. Meet the locksmith in the designated location to receive keys.
   c. Provide key/s to the resident/s.
   d. Alert residents not available that they may pick up their new key at the RSD the following day.

11. Cooperate with police and fire officials. Follow the instructions of police and fire officials when they are responding to an incident in the cluster. Take notes, and manage crowds as needed.

12. Follow duty swap procedure as delineated by their senior staff. RAs wishing to switch duty assignments may do so by mutual agreement of the RAs involved and with the consent of senior staff.

13. In Sylvan and CHCRC buildings with suites and apartments: RAs may not enter into suite/apartment space without permission of the resident(s) or the RD on-call or UMPD present.
Lockout Assistance Script/Protocol

What is Lockout Assist?
A resident may request a lockout assist when they do not have the key to their space in their possession and cannot/chooses not to take out their back up key from their RSD. Most lockout assists occur when the RSD is closed, however they can be requested during RSD business hours. The use of the Lockout Assist service does incur a $25.00 fee to the resident that will appear on their bursar bill within 7-10 business days of the service being used.

Who Responds to a Lockout Assist Request?

During RSD business hours: RSD staff will perform the lockout assist and manage the billing process.

Outside of RSD business hours: In all halls, except Lincoln Apartments and North Apartments, Residence Education staff will perform the lockout assist. Lincoln and North residents will contact Residential Life Emergency Operations for assistance. In these situations, Facilities Operations will gather the resident information requesting the lockout for billing purposes. In the event that roommates are mutually using this service, this must be noted so the bill is split accordingly.

What do I do if I have to respond to a Lockout Assist Request?

1. A student will call either the RSD or the on call duty staff phone to request assistance.
   
   a. At the time of the request, you need to first verify that the resident on the phone is the resident of that space. You can do this by asking them 3 identifiable questions found in SPIRE, the floor plan or alpha roster, or checking their ID if they have an ID with them.
      i. If the student is not able to answer three questions correctly, you cannot perform the lockout assist and should consult with senior staff.
      ii. Once confirmed, begin completing a Lockout Assist Form for use.
   
   b. Next, ensure the resident is aware that this service will result in a fee for use.
      i. SCRIPT: "Do you understand that this service carries a fee of $25 to be billed to your Bursar account?"

      "Please know that when staff arrive to unlock your room, you will be expected to produce your room key. If you are unable to produce a key with a matching key code, a standard recore will be ordered and billed to your bursar account at a rate of $50.00, in addition to this Lockout Assistance fee."

      "A staff member will report to your room as soon as possible. Please be aware that you may be waiting upwards of 30 minutes. You must be present at your room door in order for staff to open your door."
c. RSD/RA staff will follow their outlined process when accessing a backup/master key and card access to the hall.
   i. RA Staff Process
      i. Have the lockout assist form partially prepared with student information.
      ii. Call Emergency Facilities Operations staff at 413-545-0812 to alert them that you have removed the master key to assist with a lockout.

2. Staff member arrives to the room. **Student must be present for staff to unlock the room door.**

3. Upon opening the door, ask student, “**Please retrieve your key for confirmation.**"

4. After confirming the student has their key with the appropriate key code, finish completing the Lockout Assist Form with the student, **including getting their signature and printing and signing your name.**

5. If the student does not have their key, inform the student, “**Because you cannot produce a key for confirmation, a recore for your room will be ordered at a fee of $50 to be billed to your Bursar Account.**”
   i. Complete the Lockout assist form with the student, **including getting their signature and printing and signing your name.**
   ii. Submit Form to RSD Coordinator or place in After Hours Drop Box on RSD door if after hours.

RA Staff: After completing the lockout, the master key should be immediately returned to the RA office. You must call Emergency Facilities Operations at 413-545-0812 to tell them the key has been secured. The Lockout Assist paperwork should be submitted to your RD/ARD as directed.

6. **During RSD Business Hours:** Upon returning to the Service Desk, submit paperwork for billing and email student Lockout assistance email.

   **After Hours:** RSD staff will send Lockout Assistance email to resident upon receipt of the Lockout Assist form from ResEd Staff.
Signage to look for while on rounds

Resident Assistants in: John Adams, JQ Adams, Coolidge, Kennedy, Washington, Cance, Pierpont, Moore, James, Emerson, Melville, Thoreau, Crampton, Prince, MacKimmie, Patterson, Dickinson, Field, Grayson, Webster, Brown, Cashin, McNamara please make sure when on rounds to check that the below sign is at the roof access points. If the sign is missing please put in a I-service request.

All Resident Assistants please make sure when on rounds to check that the below UMatter resource Bathroom sign. If the sign is missing please put in a I-service request for replacement.
# RESIDENCE EDUCATION SAFETY COVERAGE

<table>
<thead>
<tr>
<th>Academic Year Coverage – All Halls Open</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Resident Assistants</strong></td>
</tr>
<tr>
<td>RAs are On-Duty in every cluster each night students occupy the residence halls. Duty schedules are determined and distributed by the RD for each cluster.</td>
</tr>
<tr>
<td><strong>Residence Directors</strong></td>
</tr>
<tr>
<td>Residence Director are on-call 24 hours per day.</td>
</tr>
<tr>
<td><strong>Call the RD on-call phone number for your residential area to reach the RD on-call</strong></td>
</tr>
<tr>
<td>Holiday Weekends (Monday Holiday): Friday 5:00pm – Tuesday 5:00pm. One Residence Directors on-call for each the area.</td>
</tr>
<tr>
<td>Weekday Holidays (University is closed, halls are open): Residence Director scheduled on the evening prior retains on-call responsibilities until 5:00pm on holiday.</td>
</tr>
<tr>
<td>Snow Days: If the university is closed for the full day or there is a delayed opening, RD on-call from evening prior retains on-call responsibilities until 5:00pm or time that the university opens. If the university is closed early after having opened, RD for that evening begins on-call responsibilities when university closes.</td>
</tr>
<tr>
<td>Hall Openings: When the halls re-open following Thanksgiving and Spring Breaks, there is one Residence Director on-call for OH/C, NE/S/N, West North and West South beginning at 9:00am on the day that the halls open.</td>
</tr>
<tr>
<td><strong>Residence Education Leadership</strong></td>
</tr>
<tr>
<td>One Residence Education Leadership Member on-call 24 hours per day.</td>
</tr>
<tr>
<td><strong>Vacation Periods (Thanksgiving, Winter Break, Spring Break)</strong>&lt;br&gt;<strong>Nine-Month Halls Open:</strong> Brett, Cashin, Johnson, Lincoln Apartments, North Apartments, Prince, and Wheeler,</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Resident Assistants</strong></td>
</tr>
<tr>
<td><strong>Residence Directors</strong></td>
</tr>
<tr>
<td><strong>RD on call phone number will be provided to staff hired for Vacation Periods</strong></td>
</tr>
<tr>
<td><strong>Residence Education Leadership</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Summer</strong>&lt;br&gt;<strong>Open: Hall(s) TBD</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Resident Assistants</strong></td>
</tr>
<tr>
<td><strong>Senior Staff</strong></td>
</tr>
</tbody>
</table>
NAVIGATING OTHER INCIDENTS
ENTERING STUDENT ROOMS

According to the Residence Hall Manual, “Authorized University staff may enter your room without notice for maintenance or reasons of health and safety.” On occasions, staff members become aware of a room where an alarm has been sounding for a long period or loud music is coming from the room and no one is responding. In these situations, every effort should be made to locate the student before entering the room. Student staff must get approval from the Residence Director or RD on-call before making the decision to enter a student room.

If the resident cannot be found, and there whereabouts are not known, UMPD should be contacted so that an officer can accompany a staff member into the room. If the whereabouts of the resident are known, but staff members have a continued concern about the noise coming from the room, two staff members can enter the room only with permission from the RD or REL on-call. A staff member should never enter a room alone.

If an official from the UMPD, Amherst Fire Department, or Environmental Health and Safety requests a key from a member of the Residence Education staff for the purpose of entering a student room, Residence Education staff should contact the RD on call and provide the key.

An incident report should be completed when staff members or other officials enter a student room, and a note should be left behind in the room to notify students of cause and result of entry

ESCORTING NON-RESIDENTS FROM THE HALL

Non-residents should be escorted from the hall in the following situations:

☐ They refuse to provide identification to the staff.
☐ When there is a large gathering or a situation in which asking people to leave is the best way to end the behavior.
☐ When the non-resident does not have an identifiable host.
INTERIM RESTRICTIONS

Code of Student Conduct States that:

1. Either the Chancellor or the Vice Chancellor for Student Affairs or their designee may impose restriction(s) upon a student pending disciplinary proceedings. Such interim restrictions become effective immediately without prior notice whenever there are grounds to believe that the student is an imminent threat to themselves, to others, to property, or the cause of serious disruption to the University community.

2. Interim Restrictions may include, but are not limited to, the following:
   - suspension
   - assignment to alternative housing
   - limitations of access to designated University housing facilities and/or campus facilities by time and location
   - restriction of communication with named individuals or groups within the University community
   - the requirement to secure advance authorization to engage in a specified activity

* Decisions to impose interim restrictions cannot be made by Residence Education staff. If Residence Education staff believes there is cause for imposing interim restrictions, information must be shared immediately with REL on-call. The REL on call will contact the Dean of Students on call staff. The Dean of Students office will make a decision as to whether interim restrictions will be imposed and the nature of the restrictions. If a decision is made to impose an interim restriction, Residence Education works with the Dean of Students Office to notify the student and to provide other accommodations, if necessary
SHELTER- IN- PLACE & EVACUATION

Shelter-in-Place

Shelter-in-Place events usually take place when a safety risk has been presented. In order to minimize your exposure to the risk, you will be asked to move to a secure building space. Shelter-In-Place will be signaled by emergency alerts to the campus community as outlined on the campus notification page.

☐ Upon the Shelter-in-Place alert, immediately seek shelter inside the closest sturdy building.
☐ If already indoors, remain in place until directed by UMass Police. Resist temptation to go outside until the "All Clear" signal has sounded.
☐ Close all doors and windows, turn off air conditioning or heating units where possible, and wait for further instruction. Stay away from windows and doors or any unsecured objects that may fall.
☐ DO NOT use elevators.
☐ DO NOT leave until the “All Clear” signal is received from emergency personnel. The University will disseminate information - including the all-clear to exit a building - as soon as it is available through the use of the emergency notification systems such as; UMass Alerts, broadcast e-mail, UMass.edu homepage and Outdoor Warning Sirens.
☐ All Resident Assistant should follow the protocol outlined above. If you are scheduled for duty that evening your first priority is your safety.
  o If shelter in place is prior to visibility hours follow shelter in place protocol and visibility hours will resume after the campus has given the okay to resume. RDs on call will provide additional information as needed.
  o If a shelter-in-place occurs while on duty, secure in a safe location with the RA Duty phone near you. Information will come via phone from a Senior Staff member in terms of resuming on-call responsibilities any additional information.

Evacuation

Determine in advance the exit routes for any building you frequent. Establish an alternative route in case the nearest exit is blocked or unsafe.

In case of a fire or other emergency that requires all occupants to immediately leave a building or area, evacuation will be signaled by the internal building alarm or by the direction of emergency personnel. Please follow the directions below:

☐ Leave the building or area immediately through the nearest exit. Evacuation is REQUIRED when the alarm is sounding, for every individual in the building, whether student, faculty, staff or visitor.
☐ DO NOT use elevators during an evacuation.
☐ Exit in an orderly fashion. WALK – do not run.
☐ Gather at a designated meeting place or at a safe distance from the building or area, taking care not to block entrances and exits. Emergency personnel will need a clear path into and out of the building or area.
☐ Stay together. Assess who is present. Faculty members who were leading classes should gather names of students; supervisors should gather names of staff, residence hall directors should gather names of residents.
- Report the condition and location of any persons unable to leave the building or area or who need assistance to emergency personnel.
- Wait for the “All-Clear” from emergency personnel before attempting to re-enter the building or area. If a fire or other incident makes a building or area unsafe to enter for a significant period of time, you will be directed to a temporary shelter.

People with Disabilities:

During an evacuation, follow the same protocol outlined above. If you need assistance leaving a building or area, notify a co-worker, friend, roommate, etc. that you will wait by the nearest stairwell. Do not use an elevator during an evacuation. Also, call UMass Police at 413-545-2121 from your cell phone and let the operator know of your exact location. Stay calm until help arrives.
ALL HANDS ON DECK (AHOD)

Rarely in our halls there are extenuating circumstances that may require a mobilization of resources and staff in large numbers to respond to an anticipated event, one unforeseen or in progress. AHOD is a Residence Education protocol that is only activated when an unusual crisis is in progress and is anticipated to necessitate all available staff (in addition to on-call staff) to report for duty or to assist at a specific residential emergency. The purpose of the AHOD protocol is to assist in crowd management in cases of multi-cluster evacuation or when the mobilization of extraordinary numbers of residents from the residence halls for safety reasons (such as major acts of nature or utility malfunctions) is required.

Who makes the decision to activate AHOD and to coordinate the protocol?

The REL person on-call in consultation with the Director of Residence Education or designee would make the decision to activate AHOD. Once the decision to activate AHOD has been decided, the coordinating group consists of the RD on-call* for the campus, REL person on-call, and the Director of Residence Education or designee.

*If AHOD is activated on the weekend then the RD on-call for the area affected by the emergency is the third member of the on-call coordinating team.

Who should respond to AHOD? How should the staff respond to AHOD?

- When AHOD is activated, those staff members already assuming scheduled on-call duty should maintain their responsibilities at their respective clusters unless specifically directed to do otherwise.
- **First responders** would be Residence Directors (this allows for GAs to remain at their cluster as a senior staff presence and to continue business as usual.)
- If it is determined by the coordinating on-call group that further assistance is required at the scene, **second responders** would be called to respond (one GA per cluster).
- RA staff may be called to respond as a final or alternate resource and act as **third responders**.

While the purpose of AHOD is to expedite and efficiently mobilize selected staff resources to a specific residential site engaged in an emergency, it is not the purpose of the plan to totally deplete residential areas of their entire staff support--this in itself may result in further crisis. **DO NOT** report to a site unless you have been specifically directed to do so via the AHOD summons.

- Remain calm and know that your role is to assist the senior Residence Education staff at the scene.
- Bring a flashlight if necessary.
- Report to the site as soon as possible—remember that AHOD is a departmental emergency summons.
- You will receive appropriate details concerning your role upon reporting to the site of the emergency.
- If the call does not indicate a specific hall or cluster location to report, report to the emergency site’s Facilities Operations Office and you will be directed how to assist.
- When you arrive at the scene, UMPD, EH&S and other appropriate emergency personnel should already be attending to their work at the scene. Allow UMPD (and other officials) to do their work. Do not attempt to gain information from emergency officials in pursuit of their duties. You will receive all the information necessary to your role on the scene by the Residence Education on-call coordinating team and/or its designee.
The role of a Resident Assistant is specific. Remember:

- Personal safety.
- To be calm and to help maintain order.
- To assist emergency personnel to keep residents/students clear of designated danger zones during an emergency crisis.
- To accompany large groups of students to designated safe zones.
- To provide/distribute prescribed information concerning an emergency crisis.
- To maintain the security of an area as directed and or supervised by emergency personnel via the on-call Residence Education coordinating team and, or its designee.
- Your role is not that of UMPD, EH&S, Fire Department or any other emergency officials.
- Perform duties as directed with professionalism.
- University/Residential Life policies and regulations remain in effect.
- Exercise good judgment when making decisions during emergency situations.
# WHEN TO CALL THE RD? IF IN DOUBT CALL!

*If the RD is called you need to write an Incident Report. Always check in about serious situations*

<table>
<thead>
<tr>
<th>Incident/Situation</th>
<th>Notify the RD on Call ASAP</th>
<th>Notify your RD the Next Day</th>
<th>Notify your RD within the Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>UMPD in building/cluster or called to respond to building/cluster</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Talk of Suicide or attempted suicide</td>
<td>Yes</td>
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<tr>
<td>Strange/bizarre behavior</td>
<td>Yes</td>
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<tr>
<td>Fire and/or Fire Alarm</td>
<td>Yes</td>
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<tr>
<td>Domestic Violence</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>Physical Attacks</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>Major Flooding</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major facilities concerns (broken window, vandalism, broken door, etc.)</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>Suspicion of Drugs (marijuana, crack, cocaine, heroin, etc.)</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Sexual Assault/Rape</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>Major Physical Injuries</td>
<td>Yes</td>
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<tr>
<td>Incapacitation</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Missing Resident</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Building or Campus Lock Down</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Wellness Check</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Ambulance Transport from Residence hall</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Student Arrest</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Anything threatening to safety of residents</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Rodents &amp; Insects</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Verbally Abusive Situations</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>Severe Roommate/Personal Conflicts</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Major Alcohol Violations</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Non-Emergency Facilities Concerns</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>Pregnancy</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Non-Emergency Student Concern</td>
<td>Yes (1:1)</td>
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<tr>
<td>Roommate Conflict</td>
<td>Use best judgement</td>
<td>Yes (1:1)</td>
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<tr>
<td>Homesickness/Minor</td>
<td>Yes (1:1)</td>
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<tr>
<td>Minor Facilities Concerns</td>
<td>Yes</td>
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<tr>
<td>Non-Threatening Eating Disorders</td>
<td>Yes</td>
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<tr>
<td>Concerns with Alcohol Consumption</td>
<td>Use best judgment or if needed for support, call if you have questions, based on severity of situation.</td>
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<tr>
<td>Weapons (air soft guns/pellet guns, ammunition, etc.)</td>
<td>Yes</td>
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</tbody>
</table>