HALL DUTY

Residential Life Staff, from the Director to Resident Assistants, share responsibilities with each other throughout the academic year to ensure a support network exists for all students. The network of support needed is as varied as the student population and therefore ranges from a psychological crisis or needing a shoulder to cry on, to needing a vacuum or to be let into one’s room. Resident Assistants are expected to play a formal role in this network throughout the academic year and in particular by participating in the weekend duty rotation.

On Friday and Saturday nights throughout the term, Resident Assistants will be on duty from 9:00 p.m. to 7:00 a.m. in either their hall or several halls paired together. RAs will also be on duty Friday-Sunday of Midterm Breaks and Wednesday-Saturday of Reading Day weeks. The Resident Assistants on duty are expected to be reachable during these times in their duty area. They may be in their room, the lounge, laundry room, friend’s room, or elsewhere in the building so long as they may be easily contacted by someone seeking assistance. This is why we are providing a cell phone for duty RAs. Duty RAs must remain in the buildings they are responsible for however! By continuing the duty program this academic year the Residential Life staff have committed themselves to being available on these evenings to meet the needs of the residents. The sections which follow outline how the system will work. As always, a Hall Director and Central Staff will be available to assist should the need arise by calling their cell phone.

DUTY DATES

1. RAs are on duty every Friday and Saturday night during the term including the last day of classes and the first reading day. They are also on duty the Sunday of mid-term break. Spring Term RAs will also be on duty the night before graduation.

2. Each building or paired building group is responsible for covering the above dates and times for their area and for posting the duty schedule in the building master key closet and in a prominent location on each floor. If a change is made in the schedule for a given weekend the new schedule must be provided to the Hall Director on Duty for that week, Security, and Residential Life. A copy of the term schedule must be submitted to the Office for inclusion in the Hall Director Duty Handbook.

3. Hall staff are responsible for posting in a prominent location in their building the name, room, building, phone number, and cell number of the PRIMARY RA on duty.

4. The RAs on duty are not expected to replace the floor, column, or house RAs. Students should only seek out the duty RAs if they cannot find their own RA.

Your night of duty should be a time when you plan on being visible in the building and getting to know some building residents that you may not have met before. Duty nights can be a great way to work on programming as well. Why not plan a movie, game, or puzzle night! Your Hall Director will have some great ideas to help bring residents together.
Duty Log

Date: _____________  Primary: ________________  Secondary: _______________

Cell Phone Pick-up Time: _______________  Cell Phone Drop-off Time: _____________

11:00pm Rounds  Time Completed:

What did you hear or see (Be Specific, include room #s and hall/house):

Exterior Round:

Any Events Going in the Area (Explain):

Facilities Concerns:

______________________________________________________  FWR’d ______

______________________________________________________  FWR’d ______

1:15am Rounds  Time Completed:

What did you hear or see (Be Specific, include room #s and hall/house):

SIRS:

Facilities Concerns:

______________________________________________________  FWR’d ______

______________________________________________________  FWR’d ______

Questions for Hall Director:

THE REPORTING SYSTEM

Reasons for Reporting
• Keep those who need to know informed; they are a primary communication tool.
• Summarize and evaluate hall activity; RA’s, House Managers, Hall Directors, and Central Office Staff are all more likely to understand what is happening in the halls.
• Encourage better planning and problem solving.
• Provide better service, support, and assistance to students.

Regular reporting also enables staff to receive the support and counsel of Hall Directors and other staff without diminishing their involvement in the situation. This encourages more collaborative decision making, which is usually better decision making.

Regular Reporting Expectations
The three parts of the Carleton regular reporting system are as follows:

Weekly Reports. Every Sunday you will fill out a weekly report and send to your Hall Director with information about your floor, column or house. Each staff member is to complete a separate report.

End-of-Term Reports. At the end of each term, you will fill out a brief—one page or less—report which summarizes the term on your floor, column, or house. This is due the first day of finals each term by 10 a.m.

Staff Information Reports. Occasionally something will happen on your floor, column, or house that requires special documentation. A serious incident or emergency, illness behavior problem, or any situation that may require follow-up and/or action usually warrants an information report. Due within 12 hours of incident. We would like you to fill out a SIR immediately so all the details are fresh in your mind.

Written reports require only a few minutes of your time each week. Yet the process has great benefits for you and is essential for our residential life "system" to work. These reports are the vehicle for accomplishing two of the objectives of your position: to have a clear understanding of your residents and other staff, and to be part of an information and communication network.

Find the forms on-line at http://webapps.acs.carleton.edu/reslife/forms/.

Consultation with Confidential Sources about Sexual Harassment and Assault
When you become aware of an incident where sexual assault/harassment may have or is perceived to have occurred you should contact your Hall Director, the Hall Director on call, and a member of the Wellness Center or the Chaplain. Procedures on what and how this will work will be covered thoroughly in staff training. Make sure you are knowledgeable of the sexual misconduct policy and who on campus are considered confidential and non-confidential resources. See page 9 of the Helping Skills section.

STAFF INFORMATION REPORTS
It is essential that the Office of Residential Life be kept abreast of all situations. Therefore, all Residential Life staff members are expected to use Staff Information Reports. By completing a Staff Information Report a staff member will:
1. Have an incident documented on paper, therefore not need to rely on memory.
2. Have a written communication on file in the Office of Residential Life.
3. Have a written statement of actions taken in a situation for future evaluation and reference.
4. Have a record of the types of situations encountered while on the job.
A Staff Information Report is not a method of filing a complaint. It is an information source. This Report may be filed in connection with a complaint but it should only serve as a memory aid. Most Staff Information Reports will deal with non-judicial concerns. Staff Information Reports may also be completed to let the Office of Residential Life know of positive events occurring in your residence or with your residents.
Staff Information Reports should be completed immediately after a situation has been addressed. While this may be inconvenient, it will ensure accuracy. The Staff Information Report should be given to your Hall Director as soon as possible. They will forward it to the Residential Life Office. Additionally, the incident should be reported to the On-Call Hall Director if, in your judgement, it is serious enough to justify immediate contact. Staff Information Reports can be very helpful. If you’re not sure whether you should complete an Information Report on a particular situation, fill one out and let your Hall Director make that decision.

**DOCUMENTATION**

Documentation is of central importance in performing your role. Properly completed information reports add to their credibility and allow for quick follow-up by your Hall Director or other staff. The guidelines below offer you a framework for documenting incidents. Documented incidents would include violations of College policy, significant events which impact the community, and particular achievements or actions of individuals or groups.

**Remember:** 1. Take nothing for granted, 2. Write objectively, 3. Be accurate and factual, and 4. Be prepared to attend a judicial hearing and support your written statement if necessary.

**DOCUMENTATION DO’S**

1. **Document the incident properly.**
   * Date (Month/Day/Year)
   * Time - a.m. or p.m.?
   * Location - which residence hall, parking lot, common area
   * Individuals present - use name whenever possible

2. **Give a succinct description of the event.**
   * objectively, use no emotion
   * use plenty of details
   * follow a chronological order providing times whenever possible
   * name all witnesses and staff involved

3. **Describe other persons/services contacted.**
   * when - at that time were they called? when did they arrive?
   * who - security, staff, EMTs, etc.
   * where

4. **Write legibly or type.**

5. **Sign it ...**the report is of little value unless the author is known. If your signature is usually illegible, please print your name as well. If completing the form online, the system authenticates the address it is sent from, and this acts as a signature.

6. **Review the documentation** with your Hall Director.

7. If you feel comfortable with the situation, go over the report with the individuals that you have written about.

8. Be prepared to verbally present your report at a judicial hearing if necessary.

On the following page you will find an example of a well-written information report.
Person(s) Involved: (name, hall and room number)
Tim Johnson, Chaney 103; Lindsay Marshall, Watson 613; Doug Campbell, Burton 401; Greg Richards, Burton 419

Date of Occurrence (mm/dd/yy): 10/31/04
Time: 11:30 p.m.

Nature of Incident: Noise, alcohol, furniture damage

Explanation of the facts: On Wednesday, October 31, at approximately 11:30 p.m. RA Sue Anderson observed 4 students, Tim Johnson, Lindsay Marshall, and Doug Campbell running on the 4th floor of Burton. They were yelling at each other and making a lot of noise. They each had trouble walking and appeared intoxicated. Richards informed RA Anderson that they were on a "mission to destroy the mice and bats" on the floor. RA Anderson mentioned that it was past quiet hours, asked them to keep the noise down, and suggested to them to write up a FWR (Facilities Work Request) as soon as possible about the rodent problem. At 11:45 p.m. RA Anderson entered the floor lounge and saw that the lounge table was knocked over and two of the chairs were broken. Greg Richards said he was in the kitchen when Johnson, Marshall, and Campbell entered the lounge. He claimed that they were jumping on the furniture and chasing after a mouse. RA Anderson confronted Johnson, Marshall, and Campbell and asked them if they knew what happened to the furniture in the lounge. They said they had gone in the lounge in the attempt to "destroy the mice and bats". RA Anderson asked them to clean the mess up in the lounge and left a voicemail with the Burton hall director about the incident.

Person Completing Report: Sue Anderson, Burton 421, x4674

Hall Director Comments:
DOCUMENTATION DON’TS

Poorly written information reports make it very difficult for Residential Life Staff to make good decisions concerning follow-up with those involved. In addition, a poorly written Information Report makes you look bad. You may be asked to rewrite your documentation.

The following is a list of items to be avoided when completing an Information Report form.

Don’t:

1. Demonstrate emotion - i.e., “That was the fifth time it happened this term, I was sick and tired of it so I told him I was going to write him up.”

2. Leave out names and use him, her, or they instead - Lisa, Sally, and Jane then went outside. - i.e., “A few moments later, I saw her steal the sign.”

3. Neglect chronological order - i.e., “At about 12:45 a.m. I saw Joe with the TV, oh yeah, earlier I saw him with Mike.”

4. Let a series of events accumulate and then write them on one report. Do each individually and promptly!

5. Allow a significant period of time to lapse between the time the incident occurred, and the time the incident was documented.

6. Not allow students the opportunity to read the report you have written about them. (If you feel comfortable with the situation).

7. Not go over the information report with your Hall Director.

On the following page you will find an example of a poorly written information report.
Poorly Written Info. Report

CARLETON COLLEGE
Office of Residential Life
STAFF INFORMATION REPORT

Person(s) Involved: (name, hall and room number)
Tim Johnson; Lindsay Marshall; Greg Richards; Doug

Date of Occurrence (mm/dd/yy): 10/31 Time: 11:30 p.m.

Nature of Incident: Killing rodents and busting up furniture

Explanation of the facts: Dag gum it! My floor sucks! I was just chillin' in my room and I heard a lot of noise coming from the hall. I went to check it out and saw that 3 really drunk people were running up and down the hallway screaming at a mouse! I told them, "If you kept your rooms cleaner, maybe we wouldn't have mice!!" I went into the lounge and saw that it was trashed; I made them clean the mess. Before that I asked a person that was sitting in the lounge who had messed it up.

Person Completing Report: Mary Davis, Burton 408

Hall Director Comments:
RESIDENTIAL LIFE ON-CALL PROCEDURE
FOR RESIDENT ASSISTANTS

During the academic year, one of the Hall Directors will carry a cellular phone and be “on call” 24 hours a day. The On-Call person is available to Resident Assistants, other Hall Directors, House Managers and Security staff when the building Hall Director is not available. The On-Call person is also available to assist the building Hall Director if he/she would like help responding to a situation.

1. Once a term, the Hall Director staff will develop a schedule listing who will be on-call. This schedule along with the cell phone number and a brief summary of the On-Call Procedure will be distributed to the RAs, HMs, HDs, Central Office staff, and Security staff. If a staff member must switch duty with another, the individual requesting the change will notify all Hall Directors, the On Call Central Office person and Security Services.

2. Resident Assistants will be scheduled to be on-call on Friday and Saturday nights from 9 p.m. until 7 a.m. Each building pairing will have both a PRIMARY and a SECONDARY RA on duty. The timeline for each RA is listed below:

   - 9:00 pm PRIMARY duty RA picks up the duty phone and duty bag. PRIMARY duty RA is responsible for taking calls on the duty cell phone for the shift.
   - Between 9:00 and 9:15, the on-call Hall Director will call the PRIMARY duty RA on the cell phone to check in.
   - 10:30 pm SECONDARY duty RA must be back to the building area to start duty. The SECONDARY duty RA checks in with the PRIMARY duty RA on the duty cell phone. The duty RAs should make a plan for meeting to do rounds at this time.
   - 11:00 pm PRIMARY and SECONDARY duty RAs meet and go on rounds together. Expectations of rounds include going through each of the buildings in your area and also doing an exterior set of rounds. Hall Directors will train each staff individually about specific rounds expectations for each of the areas. After rounds are completed, a call should be placed to the HD on duty while both RAs are still together to report in. Record all pertinent information in the Duty Log and complete any necessary paperwork (FWRs, SIRs, etc).
   - While waiting for the next set of rounds, the PRIMARY RA will have the duty cell phone with them at all times and will respond to calls. The SECONDARY RA is to be contacted if backup or assistance is needed. The SECONDARY RA may either stay with the PRIMARY duty RA or keep the PRIMARY duty RA informed of how to reach her/him. Both duty RAs must remain in their designated duty areas.
   - 1:15 am PRIMARY and SECONDARY duty RAs meet and go on rounds together. RAs must do rounds of each building, but a specific exterior round does not need to be done at this time. After rounds are completed, a call should be placed to the HD on duty while both RAs are still together to report in. Record all pertinent information in the Duty Log and complete any necessary paperwork (FWRs, SIRs, etc).

3. Details about rounds:

   - Building Rounds in General: Each HD will determine with their staff a route to take to complete duty. While on your first set of rounds (11 pm) you should be taking an assessment of the buildings; looking to make sure that all lounge furniture is in place and in good condition, noting any facilities concerns, checking in with any registered parties that may be in your area, noting specific areas where there is activity going on, and chatting with residents in general. While on your final set of rounds (1:15 am) you should be looking to see if there were any changes that occurred since your first rounds. Are there any vandalism or facilities issues that have changed since your first rounds? Have all of the parties and noise in the building stopped?
- Rounds in Houses and Apartments: When doing rounds in houses, you do need to enter each house and check out the common areas (living rooms, kitchens, etc). You do not need to go upstairs or into basements (with the exception of Parish House) unless you notice something that may need to be addressed. When doing rounds of apartments you just need to do a walk by since you cannot enter the apartment. You should be checking for noise issues (how far away can you hear noise?) and for any alcohol outside or on the porches.

- Exterior Rounds: Walk around the exterior of each building during your first set of rounds. This will allow you to see or hear things you may miss inside the buildings. Check for missing screens, any safety issues, people on roofs, and issues like this.

4. When on-call, the PRIMARY RA is expected to carry the duty phone at all times and remain within their duty area. The SECONDARY RA is expected to remain in the duty area as well and always keep the PRIMARY RA informed about how to be contacted if needed.

5. When the RA on-call receives a call, they will respond to the situation as soon as they can. The RA On-Call will assess the situation and determine if the Hall Director On-Call should be immediately notified/consulted.

6. After the immediate situation is taken care of, brief the On-Call Hall Director on what occurred and write a Staff Information Report. You should also let your building HD know by leaving a note, e-mail, or voicemail.

Note: The HD cell phone number is for staff use only and should not be given to residents.

EMERGENCY CONTACTS: (In all cases, the RA should notify their Hall Director and/or the Hall Director On-Call).

In any life-threatening situation (see bolded items), Security Services should be notified immediately to initiate emergency protocol (ambulance, police). Then the Hall Director On-Call should be contacted after talking with Security staff.

Hall Director On-Call should always be contacted in the following instances:

- Alcohol Abuse/Overdose
- Bomb Threat
- Death
- Facility Issues (flooding)
- Fire
- Incidents involving the Police
- Medical Emergency
- Psychological Emergency
- Sexual Assault

SECURITY  Ext. 4444  FIRE DEPARTMENT  9-911
HALL DIRECTOR ON CALL  9-301-8393

DIALING 9-911 ON CAMPUS TELEPHONE: Please be advised that if you should need to dial 9-911 (Emergency) from a campus phone, you will experience a 10 second delay from the time you finish dialing to the time the call is connected to the Rice County Dispatch Center in Owatonna. PLEASE REMAIN ON THE LINE AND WAIT FOR THE DISPATCHER TO ANSWER YOUR CALL.
EMERGENCY RESPONSE PROTOCOL

The role of a staff member in an emergency is to:
• assess the situation and make an immediate referral
• contact a professional staff person and complete a Staff Information Report
• follow-up

The following steps are to be taken in the event of an emergency or crisis (medical, substance abuse, fire, assault, psychological) on your floor, column, or house. These steps will ensure quick medical response, if necessary, and immediate information flow. Feel free to post this sheet by your personal phone for easy reference.

1. **Attend to the medical needs** of the situation first. If a condition is **life-threatening**, dial 9-911 and then call Security Services (X4444) to inform them of the situation. If you are unable to determine the seriousness of the situation, err on the side of caution and call 9-911 first and then Security Services.

2. If the situation is **NOT life-threatening** but medical attention is required, call Security Services (X4444). Security will come to your building and make a decision concerning transporting the person to Allina Medical Clinic or the hospital.

3. Due to the liability issues and training differential, it is essential that a full-time staff member be involved in these situations as quickly as possible. If it does not interfere with the immediate response to the emergency, you need to **contact the appropriate administrator in the following order:**
   - **First**, your Hall Director.
   - **Second**, the On-Call Hall Director, cell phone number, 301-8393. Depending on the circumstances, the Hall Director On-Call may contact the Central Staff member on call.

4. As soon as possible after the emergency has been addressed (preferably before going to bed if a late-night incident), **document the event with a Staff Information Report and submit the report to your Hall Director.**

5. **Stay in regular contact** with the administrative staff contact (HD, Assistant Director, Director of Residential Life or Associate Dean) for the following three or four days. This on-going follow-up helps us give you necessary information, helps you give us information and helps us make sure you are doing okay.

**Follow-up: the floor/residents** Emergency situations can be unnerving and scary. Once the immediate problem has been addressed and the above steps have been followed, the problem may still be affecting people on your floor, column, or house, including you. It is important that you keep an eye and ear on your floor or house to see how your residents are doing. Work closely with your Hall Director, Assistant Director, the Director of Residential Life and Associate Dean in any emergency situation. You should not handle an emergency without support.

**Follow-up: the RA/HM** Also, expect your Hall Director will be concerned about you following the emergency. Your role in all of this is integral and can, at times, feel overwhelming. We want to help you however we can.
HEALTH AND EMERGENCY RESOURCES

THE WELLNESS CENTER - Ground Davis x4080
Hours: Monday - Friday, 8 am - 5 pm

AFTER HOURS PHYSICIAN CONTACT:
Call Allina Medical Center at 663-9000 to reach the on call physician after hours. Or call Northfield Hospital at 646-1000. Identify yourself as a Carleton college student and request to speak with the doctor on call. The E.R. Nurse will assist you.

EMERGENCY:
Contact Security x4444. Assign a person to stay with the student. Contact RA and or Hall Director. Assign people to wait outside and inside to direct emergency personnel.

URGENT CARE
The following urgent situations may occur in your residence hall. It is your responsibility to contact the appropriate campus resources when necessary.

Contact Security (x4444) and the HD On Call should any of the following occur:
Alcohol intoxication
Acute alcohol poisoning
Burns
Diabetes
Head Injury
Seizures

Contact the Wellness Center (x4080) and your HD should any of the following occur:
Colds or Infections
Cuts, scrapes or abrasions
Fainting
Nausea, vomiting, or diarrhea
Nosebleeds
Sexually transmitted diseases
Sprains
CARLETON COLLEGE
Policy Regarding the Release of Constituent Information
September 1998

(Bolded items added by Residential Life to assist RAs in understanding the policy)

Goals
• Protect the interests of all Carleton constituents (alumni, parents, students, staff) by releasing only information approved for release by the constituent and the College.
• Provide constituent information for educational, volunteer, or social purposes only.

STUDENTS
• Carleton College will refrain from disclosing any personally identifiable information contained in a student’s education records, except that certain information may be revealed with the consent of the student or as otherwise permitted by law.
• Carleton specifically reserves the right to disclose “directory information” to any party without a student’s consent. “Directory Information” includes information contained in an education record of a student which would not generally be considered harmful or an invasion of privacy if disclosed.

  It includes:
  a) a student’s name
  b) permanent and local college addresses
  c) all telephone numbers of record
  d) date and place of birth
  e) major field of study
  f) participation in officially recognized activities and sports
  g) weight and height of members of athletic teams
  h) dates of attendance
  i) degrees and awards received
  j) most recent previous school attended
  k) photograph

• Students nonetheless have a right to request that directory information be kept confidential. Such a request should be signed by the student and submitted in writing to the Dean of Students. (Adopted by the Board of Trustees June 17, 1993, upon recommendation of the College Council.)
• Please direct all questions regarding current students to the Registrar (x4289)

What RAs need to know
Consult the web directory to ensure that the directory information is public. If someone has asked for the information to be confidential, the student’s name will be the only item on the web directory. Your HD will also have a list of any students in your location who have asked for their information to be confidential.

All Listings: Information other than directory items should not be shared with anyone (even family or friends of the individuals) other than Residential Life or Student Life and Development Staff who have a need to know (Hall Directors, Class Deans, Psychologists, etc.). This includes anything from whether they’re in good health to where they were last night. If you receive a phone call or email from parents, family members or friends of a resident, please take down their name and phone number so that the Hall Director can contact them and handle their questions or concerns.

Confidential Listings: This means that you should not answer questions about room numbers or phone numbers for students listed as confidential. It also means that you should not put up door decorations for these individuals. Feel free to make one for him/her and deliver it personally so the resident can choose whether to post it on his/her own door or inside the room. This also means that we should not include the student’s name in the public posting of floor lists such as negative check off lists for BBQs or hall dinners. Please make sure confidential names are crossed off the list in advance before posting. You should also ask the resident in advance if they want to be included in birthday bulletin boards or recognition on the floor. Should you have any questions, please consult your Hall Director.
ALUMNI (Note: refers to both graduates and non-graduates)

- Information regarding alumni is released only to other alumni.
- Information regarding alumni generally will not be given out to non-alumni unless:
  - it is official government business
  - another educational institution requests such information to locate one of their alumni; or,
  - a non-alumnus may send to the Alumni Affairs or Central Records offices a note, fax or e-mail message that includes the non-alum’s name and mailing address. Staff will forward the message to the alum in question. Contact with the non-alumnus then will be at the initiative of the alumnus.
- Alumni home and business addresses and phone numbers may be released to other alumni by following specific procedures. Forward all requests to staff in Central Records (x4195) where they will be promptly handled.
- In order to protect alumni from unwanted business solicitations or from a large amount of inappropriate contact, no class, geographic, professional or other lists will be printed unless:
  - the alumnus is serving the College in an approved volunteer capacity (i.e., as a club chair, class agent, admissions representative, reunion committee volunteer or careers coordinator)
  - as part of alumni career networking under the direction of the Director of the Career Center, or,
  - with the permission of the Alumni Affairs.
- Alumni labels will not be sent to non-staff. All mailings to alumni must be approved by the Director of Alumni Affairs. Upon approval, labels can be obtained from Central Records (x4195)

CURRENT PARENTS

- No information regarding parents of current students is released. Please contact the Registrar if you have questions (x4289)

PAST PARENTS

- Information regarding parents of past students is not to be given out by Carleton staff. Contact Central Records staff (x4195 or x4721) with questions.

FACULTY/STAFF

- Upon request, you may provide the job title, on-campus telephone number and Carleton e-mail address. Below is an example. Information available for release from the campus directory is underlined.

  4000 Doe, John – 645-5000 JDOE Office phone number
  (Jane) 100 College St. Director of Alumni Records
  Sayles-Hill 100 Job title

If you have questions:

Alumni: Central Records x4195 or Alumni Affairs Office x4205
Students: Registrar x4289
Current Parents: Registrar x4289
Past Parents: Central Records x4195 or x4721
Faculty/staff: Human Resources x4175
COMMON PROBLEM AREAS

NOISE, HEALTH, AND CIVILITY

On every college campus, and particularly residential campuses, noise is a problem. Excessive noise can adversely affect the health of individuals and can also adversely affect the quality of relationships in the community. As an RA or House Manager, you must, therefore, be concerned about noise from two perspectives:

A) Educational. Residents need to understand the effect of noise on themselves and on their living environments. If students are aware of the potentially destructive effect of noise on other's personal health as well as the community, they are more likely to behave with consideration for others. Here we assume that informed and concerned individuals will prevent noise problems.

B) Policy and Practice. RAs and House Managers must enforce noise policies and work to see that residents understand them. The residential community needs policies and practices to ensure common understandings and appropriate behaviors. Noise and quiet hours policy are found in the following passages from the Student Handbook and Living at Carleton:

1. A student’s right to study or sleep in an environment free from undue interference and disruption is a priority at Carleton. As a result, quiet hours have been established for all student residential areas. (see Student Handbook).
2. Campus-wide quiet hours start in the evening and end in the early morning. Stereos, radios, TVs and human voices interfere with the need for sleep, study and quiet (from Living at Carleton).
3. Northfield Ordinance: See Residential Life staff for a copy of the Northfield Ordinance.

This protection from noise is not merely a courtesy, it is a right guaranteed to all residents.

Quiet Hour Procedures

The procedure for establishing and enforcing quiet hours is described below.

1. Establishing Quiet Hours. It is expected that each living unit, under the supervision of the Resident Assistants or House Managers, will discuss the quiet hour policy at the beginning of each academic year. Using either a hand vote or secret ballot, students may determine any reasonable quiet hours. Beyond those established by the College, quiet hours in all residence halls are:
   11:00 p.m. to 7:00 a.m. Sunday through Thursday nights
   1:00 a.m. to 7:00 a.m. Friday and Saturday nights

Quiet hours in and around College houses should not disturb neighbors. Quiet hours are from
10:00 p.m. – 7:00 a.m. seven days a week, in accordance with the Northfield Noise Ordinance.

Students are also encouraged to create quiet hours for lounges or any public areas in close proximity to student rooms. A written statement of hours beyond those listed above must be posted in the living unit, and a copy filed with the Hall Director.

2. **Defining Quiet Hours.** Just as important as establishing quiet hours is the process of defining the meaning of those hours. The challenge is to help all residents reach a common understanding of acceptable behavior as defined by the policy. Two major points need to be made:

   a) Residents need to agree on a concrete definition for "reasonable" behavior and "unreasonable" noise. A suggested definition—during quiet hours, **any noise** that prevents a resident (who is in his room with his door closed) from sleeping or studying is "unreasonable" noise.

   b) During times not designated quiet hours, unreasonable noise is still unacceptable. Quiet hours are defined as times when quiet is essential and required, but "reasonable" noise levels are expected at all times. In other words, it is not true that during non-quiet hours, anything goes. This understanding must be made clear and agreed upon from the start.

3. **Enforcing Quiet Hours.** Residents should be encouraged and expected to deal directly with fellow residents causing noise or other disturbances. RAs and House Managers need to be sensitive to the hesitancy of many students to practice such assertive confrontation, and may need to work with individuals to help them to do so. In some instances, it will be more appropriate and effective for hall staff to become directly involved. In almost all cases, the RA/HM or Hall Director will be able to help the involved parties reach an acceptable solution.

   However, when such conflicts or problems cannot be resolved by hall staff, they will be referred to the Hall Director or Office of Residential Life. After consulting with all parties involved, the Director or Assistant Director of Residential Life may proceed with informal sanctions, administrative action, or formal disciplinary action.
SOCIAL CONTRACT

Rights

The right to read and study in one’s room free from undue interference (unreasonable noise and other distractions inhibit the exercise of those rights).

The right to sleep without undue disturbance from noise, roommates or floormates, guests, etc.

The right to expect that roommates will respect each other’s personal belongings.

The right to a clean environment in which to live.

The right to free access to one’s room and facilities without pressure from a roommate.

The right to personal privacy.

The right to host guests at agreed upon times. Guests are to respect the rights of the host’s roommate and other residents in the community. (Hosts are responsible for their own guests.)

The right to be free from harassment, discrimination, and fear of intimidation and physical and/or emotional harm.

The right to expect reasonable cooperation in the use of the room telephone.

The right to expect that any disagreements will be discussed in an atmosphere of openness and mutual respect, and that it is acceptable to confront the roommate respectfully when he/she is not fulfilling mutual agreements. (Residence hall staff are available for assistance in settling conflicts.)

Responsibilities

To treat other residents with respect and consideration, and to guarantee them their individual rights.

To understand the policies and regulations necessary for the hall community to function, and to abide by those rules or responsibly face the consequences of violating them.

To be responsive to the requests of fellow residents.

To be responsible and cooperative in dealing with residence hall staff members.

To accept responsibility for personal and community safety (i.e. to refrain from misusing safety equipment, propping open fire doors, losing or forgetting room keys).

To recognize that public areas and public area furnishings belong to everyone, and that abuse of these violates the rights of the community.
WHEN TO CONFRONT AN INCIDENT

In order to maintain respect and accountability within your community, it is important that you (and your residents!) confront situations where you see, smell or hear a violation of policy or inappropriate behavior. Staff members must confront within their floor/column/house and notify staff members of other areas when they see violations/inappropriate behavior occurring in that building. Make sure to solicit appropriate support from fellow RAs/HMs, Hall Directors, Central Staff or Security Services.

HOW TO CONFRONT AN INCIDENT

1. Remember someone else has initiated the problem, you are only responding to it.

2. Ask yourself (before you speak), “What is the problem?”

3. Identify yourself as a staff member.

4. Specifically tell the person why you are on the scene (music too loud, discharged extinguisher, etc.). Explain why the behavior is inappropriate in this community.

5. Focus on the person’s behavior and its impact on the hall/house environment.


7. Be aware of the student’s frame-of-mind and tailor your approach accordingly. Remember, you’re not likely to win an argument with a drunk.

8. Stop the behavior that is causing the problem (have music turned down, move party into room).

9. Inform the student(s) that the incident will be documented, and a follow-up meeting may be scheduled.

10. Maintain confidentiality.
RESPONDING TO PROBLEMS

I. Basic Confrontation Techniques

A. Be simple and direct as you speak, but proceed openly and smoothly. Rushed encounters of any type are usually not conducive to increased awareness.

B. Know the basic facts regarding the behavior you are confronting, but don’t try to come across as an expert.

C. Be specific and clear in your confrontation. You are confronting the person’s drinking and resulting behaviors, not the person or his/her behavior in general.

D. Confront behaviors, not values. Pushing your values (especially if you aren’t into alcohol) probably will not work. Specify what behaviors are causing others a problem, such as damage, rowdiness, messiness etc., and specify what behaviors you observe that may be causing the person a problem, such as personal isolation, disciplinary problems, etc.

E. Care!!! At every available opportunity, communicate your interest in the person and ask him/her clarifying questions: How do you view your current behavior? What are the reasons behind your actions?

F. Show your feelings about the confrontation. If you are angry, check to see that your anger is directed at the behavior, not the person. Communicate the distinction to the person. Identify feelings as feelings, rumors as rumors, facts as facts.

G. Focus on the person’s strengths but do not engage in an on-the-spot counseling session or personality build-up period.

H. Confront behavior in a positive and constructive manner. Show the individual you are concerned with the positive elements of living together. Collective responsibility is such an element and includes consideration of others.

I. Generally attempt to make the confrontation objective, in terms of the specific observed behavior. Be subjective about your interest in the person.

J. Maintain your assertiveness; don’t let the individual put you on the defensive about your behavior, and the fact that you may drink yourself.

K. Keep the conversation centered around the person’s behavior and don’t get off into tangents (don’t bring other baggage into it).

L. If necessary, discuss long-range consequences. Give the negative possible results if behavior change doesn't occur (i.e., referral, sanctions).

M. Stick to the issues. Don’t let the person bring in a lot of outside circumstances and rationalizations. Don’t let them get you off track or bait you into a debate.
N. It is generally helpful to relate personal experiences to the person, but be careful that the focus of the conversation doesn't switch away from the person’s behavior and their problem (i.e., with alcohol, drugs, eating disorders, and so on).

O. It is important in the confrontation that you avoid a lot of “I told you so,” and “You are doomed, because I know…” type comments.

P. Realize and convey that the confrontation need only be an initial contact, and that helpful referral service, time and understanding can and will follow.

II. Confronting Potential Problems Early
In the situation where you as a staff member are confronting a student about their problem behaviors talk about:

A. . . . blackouts and the unintended results of these (e.g., sicker than expected the next morning; the broken chair . . . who did that??; insulted friends; etc.)

B. . . . how people pass off destructive or dangerous behavior, because “I was a little drunk and it wasn't really my fault.”

C. . . . how sometimes people tend to do whatever the group is doing simply because they are afraid to be different.

D. . . . individual rights. If you’re an individual, then choose how you wish to behave; don’t succumb to peer pressure that says you should drink or do drugs.

E. . . . acquiring habits during the maturation process that are subtle and not necessarily preconceived. Sometimes patterns of behavior can catch up with us before we know it particularly patterns of coping with stress/emotions.

F. . . . how drinking or drugs can interfere with the natural development process. It allows us to make excuses for disruptive behavior, and not have to accept responsibility for it. It can often become a crutch when it is, for example, the only way one can have a good time in a social situation, or when one needs alcohol in order to be comfortable with a romantic interest.

III. DON’Ts in Confronting Alcohol or Drug Abuse

A. DON’T argue or try to reason with a drunk or high person. Confront the person's drinking behavior later, when the person is sober.

B. DON’T threaten a drunk or high person.

C. DON’T expect personal gratification--especially in the short run.

D. DON’T interact with the person without a substantial degree of sincerity.

E. DON’T say one thing and act in an opposing way.
F. DON’T be afraid to call for help--fellow RA, Hall Director or Security.

IV. As you’re confronting a person’s behavior related to alcohol, drugs or even psychological or emotional problems, you should expect to encounter:

A. A lot of excuses.
B. Promises of behavior change that will not be fulfilled.
C. Attempts to challenge you and the fact that you may drink, or get depressed, or have tried drugs.
D. Attempts to change the conversation to other subjects.
E. Attempts to pass the behavior off as no big deal.

DO’S AND DON’TS FOR THE IMMEDIATE CARE OF A DRUNK PERSON

DON’TS
1. Don’t give the person any drugs (not even aspirin) to sober them up.
2. Don’t give the person coffee, tea or other liquid stimulants to sober them up.
3. Don’t give the person a cold shower--the shock may cause the person to pass out, injuring himself/herself.
4. Don’t try to walk, run or exercise the drunk person.
5. Don’t keep the person awake.
6. Don’t attempt to constrain the person.

DO’S
1. Keep the person comfortable--however, don't reinforce drinking behavior.
2. If the person is put in bed--make sure the person is lying on their side, not on their back.
3. Assess whether the person is in a life-threatening health crisis. If so, get help--call Security (X4444) or the Rescue Squad (9-911).
4. If you put a person to bed, monitor their breathing.
5. Keep your distance.

(taken from Michigan State University Resident Advisors Manual)
What is responsible drinking?

Responsible drinking is the use of alcohol in ways which harm neither the individual(s) nor the community.

Guidelines for Responsible Drinking

1) Make sure the use of alcohol is an adjunct to an activity rather than being the primary focus of the activity.
2) Make sure each person knows own limits (generally one drink per hour or less).
3) Make sure that the use of alcohol improves social relationships, rather than impairing them.
4) Make sure human dignity is served by the use of alcohol.
5) Make sure alcohol is used carefully (if at all) in connection with other drugs.

There are some actions one can take to encourage responsible drinking by others. For example:

1) Respect the person who chooses to take alcohol in moderation or who abstains; do not be insistent about "refreshing" or refilling, and keep down the amount of alcohol consumed.
2) Provide food with alcohol at all times, especially proteins such as dairy products, fish and meats.
3) Provide transportation or overnight accommodations for those unable to drive safely, recognizing that the host(s) are just as responsible for preventing drunken driving as are their guests.

Responsible drinking results from a combination of many factors, none of which is essential or sufficient by itself and all of which vary in importance from one individual to another. But whatever the particular combination of influences--from self, family, associates or society--responsible drinking is the use of alcohol in ways which harm neither the individual or the community/society. There will always be persons who are unable, for various reasons, to sustain safe drinking practices regardless of how intense social and other pressures may be upon them. In such cases, abstinence is necessary in order for these individuals to protect their health and well-being. In other cases, indications of problem drinking (as opposed to alcoholism) may be reduced or eliminated by the responsible use of alcohol. In summary, this approach to responsible drinking practices is intended to aid the majority of people, both those who drink alcohol and those who choose not to drink, by reducing the incidence of problem drinking in the community as a whole.
AGREEMENT FOR SERVICES BETWEEN SECURITY SERVICES AND THE OFFICE OF RESIDENTIAL LIFE

Office of Residential Life
The Office of Residential Life is responsible for providing the following services as they relate to the Security Services:

1. Articulate to staff and students a philosophy of safety and personal responsibility within the residence halls.
2. Monitoring and evaluating safety provisions within the residence halls.
3. Hire, train and supervise Hall Directors, Resident Assistants and House Managers.
4. Develop a handbook/manual of personnel policies and job responsibilities.
5. Provide adequate staff for both emergency contacts and routine coverage (e.g. Hall Directors, RAs).
6. Inform Security Services of incidents occurring in the residence halls, which may have implications outside of the halls.
7. Train residence hall staff and inform residents of the proper procedures for handling incidents so that Security is called in only when needed to resolve a situation.
8. Assist in the training of Security personnel as requested and provide a copy of any emergency procedures, which are residence hall specific for their use.
9. Meet regularly with Security personnel to evaluate the level of safety and security in the residence halls and to resolve any incidents and/or questions.
10. Inform Security Services regarding the final disposition of major incidents in which Security Services staff were involved.
11. Inform Security Services in advance of upcoming residence hall events which may impact upon staffing consideration.

Security Services
The Office of Security Services is responsible for providing the following services as they relate to the Office of Residential Life:

1. In the absence of an RA, Hall Director or Custodial Services staff, provide emergency lockout assistance for residents.
2. Provide transportation to the hospital for sick or injured residents as outlined in Security File No. 6.1.
3. Respond and take corrective action to all fire alarm signals.
4. Make emergency contacts to police, fire and ambulance personnel. Refer non-emergency calls to the appropriate RA or Hall Director.
5. Complete Incident/Information Reports for each incident involving the residence halls. Copies of each report shall be forwarded to the Office of Residential Life as soon as possible.
6. Inform Residential Life of all incidents involving, or affecting residents whether the incidents occur on or off campus.
7. Contact repair personnel for emergency repairs as requested by students and staff.
8. Meet with the Director and Assistant Director of Residential Life for the purpose of resolving questions/issue and routine communication.
9. Assist in locking and provide periodic checks of halls during vacation periods based on a schedule determined by the Office of Residential Life.
10. Assist in training residence hall staff as requested.
11. Provide adequate staff for emergency contacts, routine coverage, special events and midterm breaks.
SECURITY STAFF ENTERING RESIDENCE HALLS

Non-emergency Response

A. The residential life staff are primarily responsible for the safety and security of the residence halls.

B. Security Services shall, to the best of their ability, provide routine patrols in and around the residence halls throughout their shift.

C. When entering a residence hall for the purpose of routine patrol, the following procedure should be followed:

1. Limit your patrol to the more public areas of the building (e.g., building lounges, ground floors, etc.).
2. Notify a Resident Assistant or Hall Director of any condition, which you feel should be brought to their attention (e.g., disruptive behavior, safety concern, fire hazard, etc.).
3. Notify appropriate support/service staff as needed.

Emergency Response

A. Security Services acts as the liaison between the College and outside emergency response departments (e.g., Police and Fire Departments, Rescue Squad, Ambulance, etc.) and should be notified of all criminal and medical emergencies occurring within the residence halls.

B. The senior Security Officer responding to the scene shall assume control of the incident.

C. When entering a residence hall in an emergency situation, the following procedure should be followed:

1. Attempt to notify the Hall Director or appropriate RA and arrange to have them meet you at the scene.
2. Log entry, exit and all action taken inside the residence hall on a Patrol Activity Report.
3. Log entry and exit of all emergency response departments within the residence halls and include them on an Incident Report.
RESIDENTIAL LIFE ON-CALL PROCEDURE  
FOR HALL DIRECTORS

During the academic year, one of the Hall Directors will carry a cellular phone and be “on call” 24 hours a day. The On-Call person is available to Resident Assistants, other Hall Directors, House Managers and Security staff when the building Hall Director is not available. The On-Call person is also available to assist the building Hall Director if he/she would like help responding to a situation.

1. Once a term, the Hall Director staff will develop a schedule listing who will be on-call. This schedule along with the cell phone number and a brief summary of the On-Call Procedure will be distributed to the RAs, HMs, HDs, Central Office staff, and Security staff. If a staff member must switch duty with another, the individual requesting the change will notify all Hall Directors, the On Call Central Office person and Security Services.

2. Hall Directors will be scheduled to be on-call from Friday-Friday. The On-Call person will carry the cell phone 24-hours a day. The cell phone and an on-call log will be picked up in Residential Life on the Friday beginning the on-call duty at 9 a.m. The cell phone and on-call log will be returned to Residential Life the following Friday by 9 a.m.

3. When on-call, staff are expected to carry the cell phone at all times and remain within a 60 minute radius of campus. On Friday and Saturday nights from 7 p.m. until 8 a.m., staff are expected to remain in Northfield.

4. When the On-Call person is called, they will respond to the situation as soon as they can. The On-Call person will assess the situation and determine if the On-Call Central Office person should be immediately notified/consulted. If a dean or staff psychologist needs to be contacted, the On-Call Central Office person will initiate this process after he/she has been contacted.

5. After the immediate situation is taken care of, brief the On-Call Central Office person on what occurred (or leave them voice mail or a note) and write a Staff Information Report.

6. Each Sunday evening, the On-Call person will email the On-Call Central Staff Group List with an update of events that occurred over the weekend and week of duty (call the person on-call if you need to discuss something).

Note: The cell phone number is for staff use only and should not be given to residents.

EMERGENCY CONTACTS: (In all cases, the Hall Director On-Call should notify both Security and Central Staff On-Call).

In any life-threatening situation, Security Services should be notified immediately to initiate emergency protocol (ambulance, police). Central Office Staff should be called after talking with Security staff.

Central Staff (Associate Dean, Director of Residential Life or Assistant Director on-call) should be contacted in the following instances. Hall Directors should use their judgement in notifying COS in all other instances.

- Alcohol Abuse/Overdose
- Bomb Threat
- Death
- Facility Issues (flooding)
- Fire
- Incidents involving the Police
- Medical Emergency
- Psychological Emergency
- Sexual Assault

SECURITY     Ext. 4444  
CENTRAL STAFF ON CALL     301-8586

FIRE DEPARTMENT      9-911

DIALING 9-911 ON CAMPUS TELEPHONE: Please be advised that if you should need to dial 9-911 (Emergency) from a campus phone, you will experience a 10 second delay from the time you finish dialing to the time the call is connected to the Rice County Dispatch Center in Owatonna. PLEASE REMAIN ON THE LINE AND WAIT FOR THE DISPATCHER TO ANSWER YOUR CALL.
Listed below you will find information regarding how we should respond to emergency situations involving students. For our purposes, an emergency would be a situation that could be life threatening such as a severe injury or medical problem which would include alcohol or drug overdose, sexual assault, psychological situations such as suicide and severe depression, fire and bomb threats.

RESIDENT ASSISTANTS

Resident Assistants are in many cases the person who will first discover or be contacted about an emergency situation. Due to training and skill level differentials in all emergency situations, the RAs are expected to seek immediate support and assistance from a professional member of the college staff.

In all medical emergency situations, the RA staff has been instructed to make a judgment call as to first calling an ambulance or Security Services. In either case, Security will be called for assistance. In situations not requiring immediate medical transport, the RA staff will contact Security to help assess the situation and to provide first response assistance. The RAs next call will be to the Hall Director and/or Hall Director On Call who will provide support and assistance, as well as notify the Central Staff Member on call and, if psychological assistance or support is needed, the Counselor on call will be contacted.

In cases of sexual assault, the RA staff has been instructed to contact either their Hall Director or Hall Director On Call who will seek assistance from the appropriate on and off campus resources.

In the case of fire, the RA staff has been instructed to call the fire department first, then Security Services, and next, the Hall Director on call. In the case of a bomb threat, the RA staff has been instructed to call Security first, then the Hall Director or Hall Director On Call.

In the case of psychological emergencies not requiring immediate medical attention, the RA staff has been instructed to contact Security Services first and then the Hall Director or Hall Director On Call.

HALL DIRECTORS ON-CALL STAFF

The prime concern of the Hall Directors is the well being of all the residents in an area. Their concern in all emergencies is the health and safety of those immediately at risk and the tangential impact that an emergency may have upon other residents and friends.

In all medical emergency situations where off campus support has been requested, the Hall Director or Hall Director On Call will assist Security Services staff, collect information about the situation or student if necessary, and contact the Central Staff Member On Call. If a situation requires assistance or guidance from a counselor, the Central Staff Member On Call will contact the on-call counselor.

In all cases of sexual assault, the Hall Director or Hall Director On Call will contact the counselor on call for assistance and guidance.

In all cases of fire or bomb threat, the Hall Director or Hall Director On Call will contact Security Services and then Residential Life Central Staff Member On Call.
In all cases of psychological emergencies, the Hall Director or Hall Director On Call will contact the Residential Life Central Staff Member On Call.

CENTRAL STAFF

A member of the Residential Life Central Staff or Associate Dean is always available for consultation, advice, and support. In addition, the Central Staff is available to assist on location with a particular situation. Hall Directors may contact the On Call Staff Member by contacting the person at their home or by dialing their cell phone. The Central Staff consists of the Director of Residential Life, Assistant Director, Associate Dean of Students or other staff as designated.

Hall Directors should contact the Residential Life Central Staff whenever they need assistance or consultation, have an unanswered question, a dean or staff psychologist needs to be contacted, or want to inform us about a situation that has been resolved.

SECURITY SERVICES

In most cases, Security Services staff are either the first person contacted or discover the situation themselves. Their experience, expertise, and first responder training place them in this extremely important role.

In instances of medical emergency, fire, and bomb threat, the officer(s) should coordinate their efforts with those of emergency personnel and either the Hall Director, Hall Director On Call, or the On Call Central Staff Member.

In all instances of sexual assault, the College is most concerned about the health and safety of the victim. Medical and psychological assistance needs to be immediate. If medical transport is not necessary, the officer should call the counselor on call immediately. If medical transport is necessary, the physical health of the student should be addressed first and then calls made to the on call counselor.

COUNSELORS AND DEANS

The role of the counselor in emergency situations is to attend to the psychological and emotional needs of the victim or others affected by the emergency. As a result of professional training and experience, the counselor will be the case manager for those emergencies regarding mental health issues. All other staff will assist the counselor by providing support to the counselor as requested. The Deans assume the case management of all non-mental health related issues with the assistance of the counselor. The Deans may need to contact faculty regarding class absence, facilitate conversations with parents or guardians, and coordinate leave of absence or withdrawal from college issues.

In those emergencies not related to a student’s mental or emotional health, the Deans are expected to coordinate College efforts to assist the individual student or other affected students, to contact other on or off campus persons as necessary, and to facilitate other on campus issues such as class absence, change in College status, and off campus news releases.

Student Death

In the event of a student death, the first call should be made to the Dean of Students or, if the Dean is not available, one of the Associate Deans.