

**Office of Residence Life
Student Clerk Manual
2002 – 2003**

Harshman Anderson/Bromfield

Table of Contents

Title	Page
Principle of Community	3
Core Values	3
Position Description	4
ORL General Expectations	5
HAB Expectations	8
Student Clerk Applications	10
Employee Discipline	12
Student Clerk Suspension and Terminations Policies	13
Desk Staff Evaluations	15
Desk Duties	17
Scheduling Procedures	22
Desk Clerk Substitution Form	23
Package Log	24
Equipment Checkout	25
VCR/Movie/Grill Log	26
VCR Agreement	27
Check-out Record	28
Night Guard Duties	29
Guest Registration	31
Example Incident Report	32
Emergency Procedures	33
Kitchen Log	35

Office of Residence Life

Principle of Community

The life and work of a Bowling Green State University student should always be based on responsibility, integrity, and consideration. In all activities and endeavors, each student is expected to be sensitive to and respectful of the rights and interests of others, be personally honest, and never place another member of the Bowling Green State University community in jeopardy or at risk. She or he should be appreciative and supportive of the diversity of the community as providing an opportunity for personal learning and growth.

Bowling Green State University

Core Values

Respect for One Another

Creative Imaginings

Pride in a Job Well Done

Intellectual and Spiritual Growth

Cooperation



The Office of Residence Life Bowling Green State University

Student Clerk 2002-2003

Position Summary

Student Clerks assist the residence hall staff in the daily operation of a residence hall. Student Clerks may be asked to work a variety of hours to accommodate the coverage needs of the residence hall.

Principle Responsibilities

The Student Clerk works under the supervision of the Senior Resident Advisor/Assistant to the Hall Director, performs a variety of clerical tasks, general operational services for residents and visitors, a variety of safety tasks. The primary tasks, functions and responsibilities of the Student Clerk include but are not limited to:

Clerical Tasks

- Answers telephone, screens calls and takes messages
- Serves as residence hall office receptionist; greets residents and visitors, responds to general questions regarding the operation of the residence hall and responds to general requests for information and assistance
- Refers residents' and visitors' concerns/issues to the residence hall supervisor
- Makes announcements using the residence hall public address system
- Maintains and updates paper records associated with the daily operation of the residence hall office
- Maintains and updates paperwork associated with the daily operation of the residence hall office
- Monitors the residence hall's emergency system(s)
- Assists the residence hall staff in responding to residence hall emergencies

Operational Services

- Receives, sorts, distributes and forwards incoming mail
- Receives, logs, sorts, distributes and forwards incoming packages
- Sorts, bundles and forwards outgoing mail
- Issues and records the use and return of lock-out keys and PEDs
- Issues and records the use and return of hall equipment
- Reports problems related to and/or requests repairs of vendor contracted equipment located within the residence hall (including but not limited to washing machines, clothes dryers, vending machines, photocopier(s) and video games)
- Assists residents and visitors in requesting cash refunds for money lost in vendor contracted equipment located in the residence hall
- Assists residents in reporting maintenance problems and requesting repairs

General Tasks, Functions and Responsibilities:

- Completes a Duty Log for each shift worked
- Performs general clerical and safety tasks
- Performs general operational services

- Cleans desk at end of shift
- Performs other related duties as assigned

Safety Tasks (from midnight to 8 am)

- Greets residents and visitors, responds to general questions regarding the operation of the residence hall and responds to general requests for information and assistance
- Verifies the identity of residents and guests entering the residence hall
- Signs in guests and distributes guest passes
- Admits only residents of the hall and their escorted guests
- Locks residence hall exterior doors at designated times
- Checks residence hall exterior doors throughout the shift and un-props or locks doors as needed
- Unlocks residence hall exterior doors at designated times
- Performs periodic rounds throughout the residence hall to observe, report and deter violation of the law, University policies and residence hall policies.
- Confronts violations of the residence hall quiet hours policy
- Conducts un-escorted non-residents from the building
- Informs the residence hall staff on duty of all violations of the law, University policies and residence hall policies.
- Refers residents' and visitors' concerns/issues to the residence hall supervisor
- Maintains and updates paper records associated with the daily operation of the residence hall office
- Maintains and updates paperwork associated with the daily operation of the residence hall office
- Monitors the residence hall's emergency system(s)
- Assists the residence hall staff in responding to residence hall emergencies

Compensation

Student Clerks will receive a starting hourly wage of \$5.15.

Application Process

To apply, submit the Student Clerk Application to the Senior Resident Advisor/Assistant to the Hall Director for the hall where you would like to work.



General Student Clerk Expectations

Office of Residence Life
Bowling Green State University

The Office of Residence Life seeks to provide a positive environment that enhances student learning, development and academic success. As such, the Office of Residence Life is committed to providing an environment which is clean, well-kept, comfortable and secure; promotes academic success and personal growth; where differences among people are recognized and celebrated while meeting individual needs; increases student responsibility and involvement in the University community; provides learning opportunities that educate students about relevant social issues; and promotes an awareness of wellness and understanding of wellness as a lifestyle choice.

The professional and para-professional staff within the Office of Residence Life cannot hope to achieve this task alone and require the support of a large team of Student Clerks who provide assistance, particularly in the areas of clerical support and operations. As the Office of Residence Life endeavors to provide a facility of the highest quality possible, it follows that expectations of its Student Clerks will be of a high order as well. While these expectations are set at a high standard, they are neither unreasonable nor unattainable.

Listed below are the general expectations of all Student Clerks who are employed within the Office of Residence Life. Your immediate supervisor may have additional specific expectations regarding your role as a Student Clerk in the particular residence hall in which you are employed.

1. Policies and procedures for the performance of assigned duties will be issued from time to time by your immediate supervisor. Failure to perform any assigned duties in the prescribed manner may result in termination of your employment if, after adequate warning, there is no demonstrated improvement in performance. It is expected that you will immediately comply with any policy or procedure change from the date such a change is put into effect.
2. As a Student Clerk, you are expected to treat in confidence any information and/or situation(s) which you may encounter during the course of your employment.
3. As a Student Clerk, you are employed to perform the duties, which will be assigned to you. Although there may be periods during a work shift where it is possible to undertake personal work or study, all assigned tasks must be completed before these activities are undertaken. Personal work or study should be carried out in a discreet manner so as not to compromise the professional image of the Office of Residence Life.
4. An appropriate professional and customer-service oriented attitude must be displayed at all times. You need to be approachable when working the desk. Residents should not have to wait to be acknowledged. As a Student Clerk, you are required to treat residents, their guests, and coworkers in a friendly and courteous manner. This, however, does not mean that you should be made to endure offensive language, behavior or physical violence. Any incidents of this nature should be referred to your immediate supervisor. The assistance of the Campus Police should also be sought should the situation warrant this.
5. As a Student Clerk, you must provide professional and para-professional staff with assistance when requested.
6. As a Student Clerk, you must not exceed the bounds of your responsibility or authority as outlined in statements of policy and procedure.
7. As a Student Clerk, you must observe an appropriate standard of dress. Your immediate supervisor will issue guidelines for appropriate dress.
8. Please ensure that you arrive to work a few minutes prior to the start of a scheduled shift. You must be prepared to commence working at the designated start of a scheduled shift.
9. Do not leave your shift early unless you have received prior approval from your immediate supervisor. If you must leave work because you are ill you must notify your supervisor before leaving.
10. It will be your responsibility to find a substitute if you are unable to work a scheduled shift. Failure to work a scheduled shift without adequate prior notice may result in termination of your employment.

11. Do not report to work intoxicated or under the influence of alcohol or any other drug(s).
12. You must wear your Office of Residence Life Photo ID Badge anytime you are working. If your Photo ID Badge is lost or stolen you must bear the cost of replacing it.
13. Hours of work must be recorded accurately. No extension of a scheduled shift will be accepted unless approved by your immediate supervisor.
14. Only those Student Clerks who are working a scheduled shift or conducting business are permitted within the residence hall office.
15. It is permissible for you to speak with friends and/or acquaintances while working, however, it is expected that these conversations will be limited in length (one to two minutes) so as not to interfere with the performance of assigned duties or compromise the professional image of the Office of Residence Life.
16. No televisions are permitted in the work area; however, radios may be played at a very low volume. The use of a radio, however, must not interfere with the performance of assigned duties or compromise the professional image of the Office of Residence Life.
17. Short personal telephone calls (of one or two minutes) will be permitted while working; however, these calls must not be made from the residence hall office telephone. If necessary, these calls must be made from the courtesy phones located at the residence hall office. Personal telephone calls must not interfere with the performance of assigned duties or compromise the professional image of the Office of Residence Life.
18. Drink is permitted while working, however, the location and manner of its consumption must be discrete and not interfere with the performance of assigned duties or compromise the professional image of the Office of Residence Life.
19. As a Student Clerk, you are expected to respect the privacy and confidentiality of the personal effects and personal and/or official papers, which are stored within your immediate work area. You are not permitted access to any filing cabinets, storage cabinets or offices without the express consent of your immediate supervisor. Use of office equipment and/or supplies except during the performance of work-related tasks is not permitted.
20. If you resign you must provide at least 2 weeks notice and you must surrender, prior to the end of your last shift, your Photo ID Badge and any keys or electronic door access devices you have been issued to the residence hall office or to the building;
21. If your employment is suspended or terminated you must surrender, prior to the end of your last shift, your Photo ID Badge and any keys or electronic door access devices you have been issued to the residence hall office or to the building;
22. Attendance is required at all Student Clerk staff meetings.
23. You are encouraged to bring any concerns and/or comments about your assigned duties to your immediate supervisor.
24. Your immediate supervisor will provide you with computer usage expectations.
25. Be alert to what is going on in the lobby and building. Report any suspicious behavior or problem to the RA on Duty or your supervisor.

Signature of Student Clerk

Date

Anderson/Bromfield Expectations

1. Follow all expectations from the Office of Residence Life, as outline in previous pages.
2. As stated in #16 of the ORL expectations, no televisions are permitted in the work area. This includes the big screen located in the lobby. At no time are you to leave the desk and sit outside of the desk and watch TV. You may watch the big screen from behind the desk as long as it does not interfere with your duties as a Student Clerk, which includes making sure all guests and residents are signing into the building during the late hours.
3. The Hall Secretary computer cannot be used by any desk clerk at any time. Doing so will result in the Employee Discipline steps to be followed, as outlined later in this manual. The *only* exception would be if the hall secretary asks you to do something on the computer. The PED computer located at the front desk is off limits to all desk clerks at all times. This includes, but not limited to, using the computer for homework, games, Instant Messenger, etc. Doing so will result in immediate termination. The PED computer also has many fragile wires connected to it, so it is also an expectation that you do not move the PED computer for any reason. Doing so will result in the Employee Discipline process to be followed. The computers located in the back room are to be used for official business only (i.e.: writing incident reports). This means they are not to be used for homework, etc. If you are working on homework in the back room, how can you be doing your job of watching the desk? Personally owned computers (laptops, PDAs, etc) may only be used while at the front desk, after all of your assigned tasks have been completed. Personally owned computers may only be used for homework, and to play music as described in #16 above, so long as it does not impede on your performance during your shift. Using a personally owned computer for things other than homework (i.e.: games, Instant Messenger, DVD, etc) will set the Employee Discipline process in motion, as described later in this manual. These expectations also apply to portable gaming devices in the same manner.
4. Night Guard PEDs are to be used only by staff (desk clerks, NGs, RAs, HDs). At no time shall a Night Guard PED be given to anyone other than a staff member for any reason. The PEDs are not to leave the building (i.e. taken home with you) except during community walks and while completing other duties pertaining to your job. The PEDs will remain in the Desk Clerk drawer at all times when it is not in use. This includes times between community walks. The PED should be signed out on the log sheet whenever it is out of the drawer. The NG PED has the same access as the RA PEDs, so you are entrusted in that you will use the PEDs in an appropriate manner. If at any time a PED comes up missing immediately notify me (or Kimberly or Bonnie if during the day and I'm not around) so we can cut the PED's access to the building and begin monitoring it to see if and where it is trying to be used. Misuse of the PED will result in the discipline process to begin.
5. As with all Employees, it is expected that you do not show up for work under the influence of alcohol or drugs, illegal or legal. It is also expected that you do not drink alcohol prior to working your shift. If you are on medication, which has side effects that could potentially inhibit your work performance, please notify me of this prior to any scheduled shifts you have. It is also expected that you not consume alcohol or illegal drugs during your shift. The consumption of or being under the influence of alcohol and illegal drugs during a shift will result in immediate termination as outlined in the Student Clerk Suspension and Termination Policies, located on pages 13-14 of this handbook.
6. Only desk clerks, who are currently working their shift or are on official business, are permitted behind the desk. At no time shall a clerk who is not working or on official business be behind the desk, which includes the RA workroom. Retrieving mail from your personal mailbox (if you live in the hall) is *not* official business, and therefore you are not permitted behind the desk.
7. At no time shall persons other than desk clerks be behind the desk, which includes the RA workroom.
8. Homework shall only be done while working after all assigned tasks have been completed, and as long as it does not interfere with the operation of the desk, and your duties as a DC/NG.
9. Appropriate clothing shall be worn at the desk at all times. Please remember that administration, guests, alumni, parents, and perspective students will be in our building from time to time, so it is expected that you represent the University well. This includes footwear at all times, no PJ's, no offensive language or images on clothing, etc. Wearing inappropriate clothing will begin the discipline process.



10. Bonnie's desk, the front counter, and the backroom should be kept clean at all times. Do not leave personal items at any of these locations between shifts. When your shift is completed, make sure that these areas look the same, or even better, than they did when you began your shift.
11. Flyers will be dropped off at the front desk from time to time. Only flyers that have been approved by ORL or Kimberly are allowed to be placed into RA mailboxes for posting. If a flyer has been approved a stamp will be placed on some portion of that flyer, all copies of that flyer then need to be stamped and then placed into RA mailboxes. There will be a designated area that approved flyers will be. Any extra flyers can be placed into RA mailboxes at random.
12. A To-Do list will be placed in the Desk Clerk Book. It is expected that all tasks during your shift and all tasks left over from previous shifts be completed before doing any personal work. If time permits, you may begin working on tasks that are assigned for upcoming shifts, but it is not a requirement. The task list will be laminated and written on with dry-erase marker. Please do not use permanent marker. There will be at least two copies of the task list. At the end of the 4-8 shift, that person will turn in that days' task list to my mailbox, and another one will be used the next day.
13. All new desk clerks (those who have worked a semester or less) are expected to attend an hour and a half "GETSET I" session. Many times are offered for this course, so finding a time for it to fit into your schedule should not be difficult; however, if a conflict exists please discuss this with me. It is highly encouraged that returning desk clerks attend the GETSET II session, or if no GETSET II sessions fit into your schedule (there's only 3 times for GETSET II) attend GETSET I. All employees will be paid for the entire time they attend a GETSET session.

Employee's Signature _____

Supervisor's Signature _____

Date _____

Student Clerk Application

Instructions: This application for employment will be used to screen applicants and determine which applicants will receive a personal interview. Complete both sides of this application and return it to the residence hall in which you are seeking employment by the deadline indicated on the job notice posted outside the Student Employment office. Be sure to sign your application; applications without signatures will not be considered.

Residence Hall to Which Applying for Employment: _____

If there are no openings, what other halls would you consider? _____

Applicant Name: _____ BGSU ID Number: _____

Local Address: _____

City: _____ State: _____ Zip Code: _____

Local Phone: (____) _____

Permanent Address: _____

City: _____ State: _____ Zip Code: _____

Permanent Phone: (____) _____

How long have you attended BGSU?: _____ semesters (including this semester)

When do you plan to graduate?: Month: _____ Year: _____

Have you been employed previously by BGSU?: Yes No

If yes, when and where?

Have you ever lived on campus?: Yes No If yes, where? _____

Have you ever been found responsible of a violation of the Student Code?: Yes No

If yes, please indicate below the month and year the violation occurred, and explain the nature of the violation:

Are you currently serving a disciplinary sanction imposed through the Residential or University Judicial Process?: Yes No

Are you eligible for Federal Work Study?: Yes No

How many hours are you able to work each week?: _____

	Sun	Mon	Tue	Wed	Thur	Fri	Sat
8 am							
9 am							
10 am							
11 am							
noon							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							
midnite							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							

Are you willing to cover extra shifts as needed?: Yes No
 Explain below why you would be an asset to the Student Clerk staff.

My signature affirms that all of the information I have provided on this application for employment is true and correct to the best of my knowledge.

Furthermore, in accordance with the Family Education Rights and Privacy Act, I consent to:

- the release of my student employment information (rates of pay, dates worked, job classifications and performance evaluations) to the Office of Residence Life;
- the release of my BGSU disciplinary information (dates of Student Code violation(s) and nature of the Student Code violation(s)) to Office of Residence Life;
- the release of my grades and GPA to the Office of Residence Life

 Name of Applicant

 BGSU ID Number

 Signature of Applicant

 Date

Employee Discipline

There may be times where issues of performance need to be addressed. We subscribe to a system of progressive discipline. There are three levels in this system.

Step 1: Written Warning

A written warning outlines behavior(s) in question, notification of being on a warning status, what that means, desired outcome, duration of warning, and consequences if warning is violated. You will meet with your supervisor to discuss the behavior(s) in question. After the meeting, you will receive a copy of the letter on file. A written warning does not generally result in any loss of privileges. Failure to change the behavior(s) in question or to conform to the agreed upon behavior(s) may result in probation. Other non-related behaviors not outlined in the written warning may result in probation.

Any violation of job expectations may result in a written warning.

Step 2: Probation

Probation outlines behavior(s) in question, notification of being in a probation status, what that means, desired outcome, duration of probation, and consequences if probation is violated. You will meet with your supervisor to discuss the behavior(s) in question. After the meeting you will receive a copy of the letter on file. Probation may include loss of privileges, and it is the step before termination. Failure to change the behavior(s) in question or to conform to the agreed upon behavior(s) may result in termination. Other non-related behaviors not outlined in the probation letter may result in termination.

Any repeat violation or violation of job expectations may result in probation.

Step 3: Termination

See "Student Clerk Suspension and Termination Policies" on page 13 of this manual.



Student Clerk Suspension and Termination Policies

Office of Residence Life
Bowling Green State University

The Office of Residence Life seeks to employ staff and students at all levels who are willing and able to aid in its goal of providing the highest quality services to residential students. The Student Clerk position is an integral part of the department's efforts to accomplish this goal. However, occasionally and for a variety of reasons, it may become necessary to suspend or terminate the employment of a Student Clerk. Listed below is a brief overview of the policies and situations that will govern the suspension or termination of employment of Student Clerks.

Suspension

If you are accused of one or more violations of the Student Code you will be suspended, without pay, from your position of employment as a Student Clerk pending the outcome of the discipline process through the Office of Student Life. You may **not** be terminated from your position of employment for violating the Student Code unless you are found responsible for one or more Student Code violations by the Office of Student Life (see Termination).

While suspended, you may **not** work any shift(s) or part of any shift(s) beyond the effective date and time of your suspension. You will receive payment for all hours worked up to the effective date and time of your suspension. While suspended, you must surrender your Photo ID Badge and any keys or PEDs you may have been issued for the residence hall office and/or the building.

You will be notified, in writing, of any decision to suspend your employment.

At the conclusion of the discipline process through the Office of Student Life, you are found not responsible for violating the Student Code you will be reinstated as a Student Clerk, assimilated back into the work schedule as quickly as possible and reissued your Photo ID Badge and any keys or PEDs for the residence hall office and/or the building.

Termination

There are two conditions under which your employment as a Student Clerk may be terminated: 1) termination with notice, and 2) termination without notice. No matter the reason for your termination, you will be guaranteed all earned wages and the ability to seek and acquire on-campus or off-campus employment elsewhere.

Termination with Notice

Your employment as a Student Clerk will be terminated with at least two weeks notice for reasons including but not limited to:

- continued unacceptable performance of job duties;
- discontinuation of the job position;
- lack of departmental funding;
- change in office policy;
- scheduling conflicts; or
- Federal Work Study earnings maximum met.

You will be notified, in writing, of any decision to terminate your employment.

Your supervisor is required to submit to the Office of Financial Aid and Student Employment a "Student Employment Evaluation" form and a "Student Change" form if your employment as a Student Clerk is

terminated. The reason(s) for your termination will be included on the evaluation. You have the right to review the evaluation prior to your last day of employment. You will be asked to sign the evaluation; however, your signature on the evaluation indicates only that you have reviewed the evaluation, but does not indicate that you agree with the evaluation.

Termination without Notice

Your employment as a Student Clerk will be terminated without notice if you are found in extreme violation of University policies. Examples of extreme violation include, but are not limited to:

- repeated unexcused absences;
- theft;
- timesheet falsification;
- violation of any part of the University Student Code;
- use of drugs or alcohol during or immediately prior to your work shift; or
- no effort to rectify a grievance previously presented to you by your supervisor.

You will be notified, in writing, of any decision to terminate your employment without notice.

Your supervisor is required to submit to the Office of Financial Aid and Student Employment a “Student Employment Evaluation” form and a “Student Change” form if your employment as a Student Clerk is terminated. The reason(s) for your termination will be included on the evaluation. You have the right to review the evaluation prior to your last day of employment. You will be asked to sign the evaluation; however, your signature on the evaluation indicates only that you have reviewed the evaluation, but does not indicate that you agree with the evaluation.

Evaluations

You will be evaluated each semester or when designated by termination policy. An evaluation is meant to be a tool to help you see what aspects of the job you are doing well and to help pinpoint areas that need work. An evaluation gives you a chance to review your performance and to attempt to remedy any shortcomings. Your supervisor should be providing feedback throughout the semester and addressing issues as they arise, therefore, nothing on the evaluation should be a surprise.



Desk Staff Evaluations

Employee Name: _____ P00 _____

Supervisor Name: _____

Semester: _____

Date of Evaluation: _____

Evaluation Scale:

- 1-Unsatisfactory, does not meet requirements
- 2-Needs Improvement, partially meets requirements
- 3-Satisfactory, meets requirements
- 4-Good, above and beyond requirements
- 5-Excellent, consistently above and beyond requirements

Work Attitude and Behavior:

Rating: _____

- Takes responsibility for appearance and functioning of desk area
- Displays a positive and cooperative attitude with residents
- Responds to professional staff requests
- Cooperation with Hall Staff/Student Clerk Supervisor

Comments:

Desk/Hall Atmosphere:

Rating: _____

- Keeps desk area clean and tidy; gives hall business top priority while working
- Respect for Hall Property
- Maintains the appropriate desk atmosphere

Comments:

Work Ethic and Dependability:

Rating: _____

- Consistently punctual, demonstrates a positive attitude, prepared for shift
- Is flexible and initiates work when requested/needed
- Response to Incidents
- Willing to take on additional tasks

Comments:

Personal Growth:

Rating: _____

Aware of individual areas of deficiency and strives for improvement
Accepts constructive criticism and profits from it

Comments:

Additional Comment from Supervisor

Response from Student Clerk

Our signatures below certify that we have both seen this evaluation and are aware that it will become a part of the student employee's file. The student's signature below does not indicate agreement with this rating only that it has been seen by the employee.

Supervisor/Rater's Signature

____/____/____
Date

Student Employee's Signature

____/____/____
Date

Desk Duties

All Student Desk Clerks are expected to know how to perform each of the following procedures. If you don't know how to perform one or more of these duties, detailed instructions are included below. Feel free to use this book at any time to aid you in the completion of your duties; also, **don't be afraid to ask questions!** Additionally, as explained in the Student Clerk Expectations, all staff members are expected to complete all desk work first before turning to other activities such as homework during an assigned shift. If you follow the procedures outlined below, you will do an outstanding job!

When You Arrive for a Shift

1. Sign in. The Sign In Sheet is found in the Desk Duty Log.
2. On the day that timesheets are due, sign your timesheet. You must do this in order to get paid.
3. Check the to-do list located on the desk. The to-do list will outline any work you need to complete during your shift. Once you complete a task, remember to erase it!
4. Work on any mail forwarding that needs to be done. See below for instructions.
5. If you have finished all the items on the to-do list, and you have forwarded all the mail, you may work on homework in between helping residents and/or going on rounds.

Mail

Each day, the Student Clerk working the mail shift will collect and sort the mail. Each mailbox lists the occupants of that room above the appropriate box. If any piece of mail does not match the name or names listed on the box, this item needs to be put in the Mail Forwarding Box. Do not put mail for RA's in their room mailboxes - they have separate mailboxes designated for their use.

Forwarding Mail

IMPORTANT: DO NOT FORWARD BULK MAIL, which is labeled as "Bulk Rate" or "Presorted Standard". Only those items which say "Address Return Service Requested" need to be returned to the sender. Ask your Hall Secretary if you have any questions regarding mail.

In order to forward the mail, you will need to pick up the following: the Forwarding Mail Box, the housebook, Mail Forwarding Cards, the BGSU telephone directory, address labels, the Return to Sender stamp, a black permanent marker, and a pen.

For each piece of mail, you need to find the person's new address. Check (in this order) the housebook, the Mail Forwarding Cards, and the BGSU telephone directory. If you are unable to find the person's new address, you need to mark out the incorrect address and the bar code with a black permanent marker and stamp the Return to Sender Stamp clearly on the envelope. Remember to mark out only the address - you must leave the person's name on the mail. Mark "Attempted - Unknown" with your pen, and place this item in the outgoing mail.

Once you find the person's new address, you need to forward the mail. If the person still resides in the building, simply place the item in their box. If the person has moved to a different building or off-campus, you need to mark out the incorrect address and bar code with a black marker and add their new address. Remember to leave the person's name on the item! Once the new address has been added, write "Forward to" and place the item in the outgoing or campus mail.

Make sure you add new names to the Mail Forwarding Cards as you come across them, so that the next person's job is that much easier!

Magazines: Magazines need to be forwarded in the following manner. If the person has moved off campus, forward for 60 days, and then Return to Sender. If the person has moved to another building on campus, forward for 90 days, and then Return to Sender. If the person has only moved to a new room within the same building, we will forward their magazines all year long.

Packages

When packages for residents arrive:

1. Separate the packages by hall.
2. Fill out a yellow package slip for each package.
3. Place the packages in the appropriate location.
4. Use the completed yellow package slips to update the package log. Remember to initial that you received the package!
5. Put the completed yellow package slips in the appropriate mailboxes.
6. If the package contains something perishable, such as flowers or food, also call the resident (and record the call in the student phone calls log)

When a student picks up their package:

1. Take the yellow package slip from the resident.
2. Ask to see their ID - an ID must be presented in order to pick up a package
3. Open up the package log and have the resident sign for their package. Initial and date that you gave the student their package.
4. Throw away the yellow package slip.

Mail Handling Guidelines

October 17, 2001

Recent national incidents involving the possible spread of anthrax or other biological agents via the mail or package deliveries have raised concerns among employees and students at the University.

With this in mind the University's departments of Public Safety, Environmental Health and Safety and University Postal Services are publishing the following information and guidelines for identifying and handling suspicious packages.

We ask that you relax and remain calm. We have no reason to believe that BGSU is a target of the recent incidents involving anthrax. Plus, experience has shown that many of these incidents are likely to be hoaxes. Please remember that a primary goal of terrorists is to create fear and panic.

However, having said that, it is also important to recognize that any threatened use of a biological agent must be treated as though it is real. Consequently, the FBI and the U.S. Postal Service (USPS) continue to advise the general public to maintain a state of heightened awareness.

The USPS has increased security measures at all of its locations. Mail that enters the postal stream is constantly monitored by the USPS and other mail delivery services for a variety of possible safety threats.

What we're doing.

The University's Postal Services employees are being trained to recognize suspicious letters and packages and will continue to receive training updates as well as information updates from the USPS and FBI. In addition, hoaxes that are identified will be pursued and prosecuted to the fullest extent.

What you can do.

First and foremost, you can be vigilant when handling mail. In the event you receive a piece of mail that you believe is suspicious, remain calm and please follow the instructions below that have been jointly developed by the Centers for Disease Control and Prevention, the FBI and USPS authorities.

IF YOU ARE SUSPICIOUS OF A MAILING AND ARE UNABLE TO VERIFY THE CONTENTS WITH THE ADDRESSEE OR SENDER:

1. Relax and remain calm.
2. DO NOT OPEN. Treat it as suspect.
3. Isolate the mail piece from the rest of the mail.

4. Contact the University police department at 911 or 372-2346.

The police will determine whether to call other agencies.

IF YOU HAVE OPENED A MAIL PIECE THAT CONTAINS A WRITTEN THREAT,

SUSPICIOUS SUBSTANCE, OR A POWDERY SUBSTANCE:

1. Relax and remain calm.
2. Leave the mail piece at the location you opened it. You and co-workers or roommates should vacate the room, apartment or immediate office area.
3. Wash your hands with soap and water immediately and ensure that all persons who have touched the mail piece wash their hands with soap and water.
4. Call university police at 911 or 372-2346.
5. Do not attempt to clean up the area or discard the mail piece.
6. Do not allow anyone who has touched the mail piece to leave the general area until emergency response officials have arrived and given their OK to do so.

INDICATORS OF SUSPICIOUS MAIL:

- > Restrictive markings like "personal" or "confidential" from an unknown source.
- > Postmark city that is different from return address city.
- > Unusual packaging: rigid or bulky or excessive weight.
- > Excessive security material such as masking or duct tape, string, etc.
- > Excessive postage.
- > Misspellings of common words.
- > Addressed to a person who is no longer here.
- > Poorly typed or poorly written addresses.
- > Unfamiliar address or no return address.
- > Powdery substances on surface of letter.
- > Strange odor.
- > Lopsided package.
- > Oily stains on wrapping.
- > Protruding wires or aluminum foil.

We again ask you to relax and remain calm during this difficult time.

Feel free to share this communication with your family, friends, loved ones or co-workers.

We've listed some links below with additional information that you may find helpful.

<http://www.CDC.gov>

<http://www.fbi.gov/> (see item at bottom of its home page)

<http://www.USPS.com>

We appreciate your cooperation and if you have any questions, please call

Public Safety at 372-2346 or Environmental Health and Safety at 372-2171.

Bryan Bennner
Associate VP. for Administration

Lock-out Keys

If a student locks him or herself out of their room, they will need to pick up a lockout key from the front desk. You should check to make sure the resident lives in that room by having them show their ID or by reciting their PO# and birth date.

1. Pick up the lockout key box.
2. Determine if the student has an existing lockout key card. The cards are kept numerically by room number. If the student has an existing card, skip to step number 4.
3. If the student does not have an existing card, you will need to fill out the top half of the card. Please write legibly, and do not have the student fill out the card. Check the housebook to make sure the information is accurate.
4. Under the Key Out column, you should write the current date, and have the student initial in the appropriate spot, and then record the time. **Important:** the student MUST initial to get a key.
5. Remove the appropriate key form the key locker and hand it to the student. Return the card to the lockout key card box in an upright position, making it easier to find when the person returns their key.
6. When the resident returns the key, remove the card from the Lock-out Key Card Box. Fill in current date, your initials, and the time it was returned.
7. Take the key and return it to the appropriate spot in the key locker.
8. Return the Lockout Key Card to its appropriate spot in the correct position.

Lock Changes and PEDs

Student Desk Clerks are not responsible for lock changes or issuing PEDs. If a resident needs a lock change or a new PED, you should leave a detailed note for the Hall Secretary. The note should indicate date and time, the name of the resident, and their room number. Remember to sign the note so that the Hall Secretary knows who to talk to if there are questions. If the resident's PED is "dead" rather than lost, take the PED and put the "dead" PED in the PED box at the front desk with a detailed note for the Hall Secretary.

Equipment/Facilities Check-Out

Each residence hall has a number of items that residents may check out at any time. In order to check out hall equipment, a resident (including RA's and desk clerks) must present his or her student ID to the Desk Clerk. The ID is kept until the item is returned. The clerk is responsible for filling out the Equipment Log for each item that is checked out and returned.

1. Fill out the appropriate equipment log completely. **All** items must be checked out. Please note that there are separate check-out logs to be filled out, depending on the item being checked out. All of these logs are located in the Package and Equipment Check-Out Binder. These are to be filled out by the Desk Clerk, not the resident.
2. Take the student's ID and place it in the ID box.
3. Give the item to the student, taking note of its condition before doing so.
4. When the item is returned, give the student their ID back, check the item back in on the log, and return the item to its appropriate storage place.

Room Check-In

If a student is moving into this residence hall, at any time of the year, there are several procedures that must be completed, and which are outlined below.

1. Have the student fill out an Emergency Medical Card.
2. Give them a room inventory form to fill out in their room and return immediately.
3. Give them their assigned key and PED
4. Give them the Student Handbook & Community Living Standards booklet.
5. Give them their mailbox code and bathroom code.
6. Take their room inventory and place it in a bin for the Hall Secretary, and file the Emergency Medical Card in the appropriate box.

Room Check-Out

If a student moves during the course of the semester, he or she must complete a room check-out. This applies whether the student is moving to a new room in the same building, a new building, or off-campus. There are two ways to check-out: Express and Regular. Regular check-outs occur between 8 am and 4 pm Monday through Friday. Express check-outs can occur at any time.

1. Have the student complete the Change of Address Form.
2. If the student chooses to do an Express Check-Out, he or she must fill out the Express Check-Out form. If he or she elects to do a Regular Check-Out, the custodians need to be called to do a room inventory first.
3. Find the student's room inventory in the Room Inventory Binder. The student needs to sign the form regardless of which option they are using. The resident only signs the form, they do not fill out the condition of the room.
4. Fill out the Check-Out Record with the student.
5. Have the student turn over their key and PED.

6. Paperclip all items together and place them in the Hall Secretary's mailbox. Even if the resident chooses a regular check-out, the Express Check-out form needs to be included to account for the resident's key and PED.

Refunds

If, at any time, a student complains of losing money to a vendor's machine in the building (e.g., washing machines, dryers, video games, snack and pop machines, the change machine), have the student fill out a Refund Slip.

Maintenance Slips

If a student needs to have maintenance performed to his or her room, have the student file a work order over the Internet. The address for the work order form is:

<http://www.bgsu.edu/offices/facilities/internal/workorderform.htm>

You can also fill this out for the student or if a work order is needed for the desk. Remember to fill out all fields except for "Area/Org number."

Key Code/Mailbox Combinations

These are kept in a 3-ring binder at the front desk. If a resident forgets his or her combination, be sure to check their ID or PO# before giving out the mailbox combination.

Solicitation and Approved Postings

The Office of Residence Life does not support or endorse any solicitation, and solicitors are not to be let upstairs into the Hall. If you are aware of a solicitor contact a RA or HD immediately and provide the location and what they are soliciting. As for postings being hung in the Residence Hall, the policy is that it must be approved for posting by the Office of Residence Life prior to being hung in the Hall, and proof must be shown at the front desk. Also, we ask that a flyer that has been stamped on the front side by the Office of Residence Life be shown. Anything that still seems questionable should be given to the Hall Director to approve.

Cleanliness

The desk is your work-space and it needs to be kept clean. Please remember to clean up after yourself. You need to clean up the desk at the end of your shift. There are cleaning supplies located at the desk for this purpose. There is no food allowed at the front desk.

Other Procedures

If there are other procedures not outlined in this manual, please don't hesitate to ask. When in doubt, call the RA on duty, the Senior RA, or the Assistant to the Hall Director. They have been trained in all desk and hall procedures. If they do not know the answer, they will refer you to the appropriate person.

Scheduling Procedures

Each semester, the Senior RA or Assistant to the Hall Director will create a new schedule based on the availability of his or her staff. Student clerks are expected to show up for all assigned shifts based on this schedule. Occasionally, an individual may want to take some time off, or circumstances may arise where the student clerk is not able to make an assigned shift. In such instances, it is up to the Student Clerk to find a replacement beforehand. Outlined below are step-by-step instructions on how to find a replacement.

Finding a Replacement

1. Turn to the Staff Contact List located in the Desk Duty Log.
2. Call each of the members on the staff including those that have volunteered to sub for others. RAs can work after midnight at HD's discretion.
3. If none of the staff members in your building can take your shift, begin calling other buildings in your area. A list of these names and numbers can be found in the Desk Duty Log.
4. Once you have found a replacement and confirmed that they will be working for you, open up the Desk Duty Log and turn to the schedule calendar that is kept in there. Find your name in the appropriate date and time, and cross it out. Immediately above it, write the name of the person who has agreed to take your shift. Fill out a substitution form prior to the substitution date, unless it is an emergency.
5. If an emergency does arise, I understand that filling out a substitution form is the last thing on your mind. However, both persons who are involved in the substitution shall leave a voice mail with JJ in his office (2-2466), detailing why the substitution occurred, and who was involved. The reason for having both persons call is to serve as a check and balance and to ensure that both persons understand the substitution.

There will also be times during the semester when individuals fail to show up for their assigned shift due to illness, an emergency, or lack of responsibility. The following procedures should be followed if this situation should arise. Do not close down the desk! You are responsible for following the instruction below before leaving.

If Someone Fails to Show Up for a Shift

1. Check the schedule calendar, located in the Desk Duty Log. It's possible that someone agreed to sub for the missing person and then forgot

2. Call the person who is responsible for the shift. If they are running late or forgot, you need to staff the desk until they arrive. If you are unable to staff the desk until the person arrives, you must find someone to do this for you.
3. If you are unable to track down the person who has failed to show up, you need to find a replacement for that person. Begin calling each of the staff members on the Staff Contact List. If you are unable to find someone to work, call the RA on duty. It is currently an expectation of the RA staff that the RA on Duty covers the desk in emergencies. The Senior RA should be called as a last resort.
4. Remain at the desk until the new replacement arrives.
5. Record and report incident to Senior RA/ Assistant to the Hall Director.

Desk Clerk Substitution Form

Must be turned in to JJ by 5pm 2 days prior to substitution date, unless substitution is for Sunday in which case must be turned in by Friday at Noon

Today's Date: _____

Your Name: _____

Who are you switching with?: _____

Date of substitution: _____ **Which Shift:** _____

When will the shift be repaid: _____

Denied _____ Approved _____ Date: _____

Reason(s) Denied: _____

**PLEASE PRINT OUT
“PACKAGE LOG”
AND PLACE HERE**

Or form of your design

**PLEASE PRINT OUT
“EQUIPMENT LOG”
AND PLACE HERE**

Or form of your design

**PLEASE PRINT OUT
“VCR LOG”
AND PLACE HERE**

Or form of your design

VCR/TV Agreement

By signing this contract, I am assuming full responsibility for the Hall VCR/TV unit for the time period indicated below. I understand that any damage or repair costs to the unit will be billed to me. If I find the VCR/TV unit damaged upon check-out, I will report it *immediately* to the office clerk. If I find the VCR/TV unit to be in a non-working condition, I will return it *immediately* to the front desk. I also understand that I assume responsibility for any unreported damage to the unit after 20 minutes from the time that it was checked out.

By checking the items below, I am indicating that I have read and understand that:

- _____ I must be a resident of _____ to check out the unit.
- _____ The VCR/TV is not to leave _____ at any time.
- _____ The unit is for private use in student rooms, **not in TV lounges**, except for cases of programs run by RA's or other legitimate uses approved by the Hall Director.
- _____ I am not to charge admission to anyone watching with me.
- _____ I will treat the VCR/TV unit with care and respect
- _____ Any violation of this contract will result in loss of privileges and possible fines if necessary, to cover damages or repairs. (Subject to the discretion of the Hall Director)
- _____ I will return the VCR/TV during the hours the main desk is open.

If there is any problem with the VCR, please contact the desk staff. Thank you.

*Resident's Name (please print) _____

*Resident's Room Number _____

*Resident's PO# _____

* I have read and understand all of the above statements.

Resident's Signature

TO BE COMPLETED BY THE OFFICE STAFF

Rental Date:

Rental Time:

Identification of Resident Verified: _____ Initials of Staff Processing Rental: _____

Date and Time of Unit Returned: _____ Staff Initials: _____

**RESIDENCE UNIT CHECK-OUT RECORD
OFFICE OF RESIDENCE LIFE**

NAME			BGSU ID Number	
Home Address	Street	City	State	Zip Code
Room No.	Residence Hall		Date checked out	
The resident is leaving the hall/house because he/she is:				
	no longer attending the University			
	moving to another residence hall/house			
	no show - never checked in			
	going to commute			
	going to reside off campus			
Charges: (explain)				
Staff Member submitting this information:				

Night Guard Duties

Every evening from midnight to 8 am, night guard procedures are in effect. Night guards are important members of our desk staff because they ensure the safety of our halls. The following procedures apply to all night guards.

Check-In

After midnight, every person who enters the building needs to be checked in.

1. In the Night Guard Book, you will find: a list of all the building's residents, Check-In sheets, and Night Guard Duty Logs.
2. As residents come into the building, you need to check that they are residents. This must be done for every resident whether you know him or her or not. This is done by requesting the student's ID and checking it against the list of residents found in the Night Guard Book. Once this is done, the student may enter the building. If the student is not a resident of the building, they cannot enter alone and must be escorted out.
3. Guests are allowed in the building after midnight, but a resident must accompany them. To check-in a guest, you must see a form of picture ID and add their name to the Check-In sheet. Remember to add the resident's name and room number, too.

Walkthroughs

Rounds of the buildings are to be completed between the hours of midnight and 4 am, every night without exception. All days, complete rounds at 1am, 2am, 3am, and 4am. You may take turns with the other night-guards at the desk, as long as someone is going.

1. When you go, be sure to take the Night Guard notebook and something to write with
2. Walk the entire building - both halls and every floor. Make sure all doors are closed and secure.
3. Record any events that occur as you walk the building. If no events occur, write that down.
4. When you are done for the night, return to the front desk and fill out the Night Guard Duty Log. Put the completed Duty Log in the Senior RA or Assistant to the Hall Director's mailbox.

Duty Log Check Sheet

What kind of information should you be including in your duty log reports? We have provided a check-list below that you should use as a guide if not sure.

1. Are all the exterior doors secure? If not, where are the problems? Is it a maintenance concern or was the door propped?
2. Are all the fire extinguishers accounted for? Do any of them appear to have been tampered with (you can tell this by looking at the gauge - if the needle is not in the green zone, something is wrong. You can also tell it has been tampered with if the tag or the plastic ring is gone) These problems need to be reported immediately. Contact the RA on duty if you find an issue with the fire extinguishers
3. Did you have any problems with quiet hours? Where were the problems? What was the nature of the problem? Did you warn them or did it warrant documentation?
4. Did you find trash in the hallway? Where did you find it? (Don't ever take someone's trash out for him or her - just record it).
5. Did you find any other maintenance concerns? Was a maintenance slip filled out?
6. Were there any incidents that you needed to call the RA-on-duty for? It needs to be recorded that they were called. Also, if you ever have trouble tracking down the RA-on-duty, this needs to be noted, as well.

Handling Problems and Incidents

Occasionally, night guards may be confronted with problems either at the desk or while on rounds. Please complete the following steps if this happens:

1. If there is a minor violation, such as a noise violation, give them a verbal warning the first time, and explain to them that they need to stop their behavior. Make a note of the warning on the Duty Log. If it happens a second time, you need to see their ID's and take all their names and PO#'s, and write an incident report about the violation.
* Note: During 24-hour quiet hours (finals week) no warnings will be given, and all violations must be immediately documented.
2. If the incident is not minor, or if you suspect alcohol is involved, write down the room number or location, return to the desk, and call the RA-on-duty immediately. They are trained to handle such incidents, and will take care of the situation, although they may request that you serve as backup.
3. If they request that you come as backup, stand in the doorway (not in the room), while the RA steps into the room. Keep your eyes and ears open, and try to remember as much as possible about what happens and how the room looked, so that the RA can rely on you later when writing the Incident Report, if necessary.
4. Feel free to follow up with the RA-on-duty, your Supervisor, or the Hall Director to make sure the problem was handled.

**PLEASE PRINT OUT
“GUEST CHECK IN LOG”
AND PLACE HERE**

Or form of your design



Bowling Green State University

Office of Student Life
405 Saddlemire Student Services Building
Bowling Green, Ohio 43401
(419)372-2841
FAX (419)372-0491

- Issues Report
- Incident Report

Incident Number: _____

Complainant Information -

Name: Joe Shmo Local Phone: 2-1234

Date of incident: 2/11/02 Time of incident: 12:15AM

Department (e.g.: ORL, Public Safety): ORL

Were University police notified? Yes Officers responding: Officer Bob

Alleged Violator(s) and/or Student(s) involved -

Name	BGSU ID	Date of birth	Gender	Local Address	Phone	Class
Jenni Jen	P00000000	4/22/82	F	236 Hole Hall	2-3524	Fr.
Jim Jimson	P00000000	11/10/81	M	402 Hole Hall	2-5121	Fr
Sam Sangren	P00000000	11/15/81	M	433 Hole Hall	2-5817	Fr
Tim Tingle	P00000000	6/27/82	M	457 Hole Hall	2-5122	Fr
Fred Flinger	P00000000	3/7/82	M	457 Hole Hall	2-5122	Fr

Witness(es) - (By agreeing to list your name as a witness you are waiving your right to anonymity)

Name	BGSU ID	Local Address	Phone
Jane Doe	P00000000	430 Hole Hall	2-5719

Description of the Incident: The person(s) who files the complaint or those who witnessed the incident should complete the section below. Describe the incident in detail and please do not summarize. Describe the incident as observed or how it was reported to you – **no your opinion**. Include a description of the roles and actions of all persons involved. Attach as many pages as are necessary. Please type or print clearly.

On Sunday, February 11, 2002 at approximately 12:15AM RAs Joe Shmo and Jane Doe were doing rounds on the fourth floor of Hole Hall and heard loud noises coming from room 433. RA Shmo knocked on the door and a Resident Jim Jimson came to the door and opened it and RA Shmo saw a box of beer on the floor and saw Resident Jenni Jen in the room smoking. Resident Jimson immediately shut the door in RA Shmo's face. RA Shmo then told RA Jane Doe to go down the hall to RA Shmo's room and call the campus police. While RAs Shmo and Doe were waiting for the police to arrive, two residents, Resident Tim Tingle and Resident Fred Flinger, squeezed past RA Shmo and walked towards the bathroom on the floor. Residents Flinger and Tingle proceeded to type in the bathroom code, open the door, allow it to shut (without entering the bathroom), and then proceeded to walk down the hall away from the incident and towards the stairwell. RA Doe noticed this and asked Residents Tingle and Flinger to return back to the room and RA Doe took a step towards Residents Tingle and Flinger. At this point Residents Flinger and Tingle began to run away from RA Doe. At this point Resident Sam Sangren came to the door and RA Shmo explained that RA Doe called the police because Resident Jimson had closed the door in RA Shmo's face and that everyone in the room needed to give RA Shmo their information. At this time, RA Shmo asked the residents to put all the alcohol by the door. The residents had 1 beer bong, 3 full Natural Lights, 20 empty Natural Lights, 1 half full Natural Light, ashes in an ashtray on their table and the smoke detector was unplugged. Officer Bob then showed up and talked to the residents who were in the room. Officer Bob asked Resident Sangren who the two gentlemen were who had left Resident Sangren's room. Resident Sangren told Officer Bob that Resident Tingle and Resident Flinger from room 457 Hole Hall had left the room. Resident Sangren stated that Resident Jimson was the resident who closed the door in RA Shmo's face. Resident Sangren was very cooperative in this matter.

I understand that my signature verifies that I have read this incident report and does not signify an admission of responsibility.

Signature of Alleged
Violator(s)

X

Date **X**

Emergency Procedures

Tornado Warnings

When you hear the tornado siren:

1. If the Hall Director is not there, make an announcement on the intercom for residents to report to the nearest tornado shelter.
2. Take the housebook and the emergency cards and go to the designated shelter area.

Designated Shelter Areas

Conklin Hall The first choice is the ground floor hall from the main office to the east stairwell with all doors shut. Second choice is the second floor hall with all doors closed.

Founders Hall The first choice is ground floor east and west wings with all doors shut. Second choice is the first floor in the east and west wings with all doors shut.

Harshman Quad The first choice is the tunnel area. The second choice is the activity areas.

Kohl Hall The first choice is the first floor hall with all doors shut.

Kreischer Quad The first choice is the tunnel area. The second choice is the activity areas.

McDonald Quad The first choice is the ground floor in the west and north buildings with all doors shut. Second choice is second floor in the east and west wings with all doors shut.

Offenhauer Towers The first choice is the second floor in the east and west buildings with all doors shut. The second choice is the third floor in the east and west buildings with all doors shut.

Rodgers Hall The first choice is the ground floor in the east and west wings with all doors shut. The second choice is the first floor in the east and west wings with all doors shut.

Fire Alarms

In the event of a fire alarm:

14. Wait until the first Resident Advisor or Hall Director responds to the desk.
15. Take the housebook and emergency cards and evacuate the building.

Bomb Threat

Should you or the office receive a bomb threat:

25. Remain calm.
26. Write down everything about the threat that you can recall.
27. If it is received over the phone, make notes about the:
 28. **time of the call** (on or off campus ring);
 29. **person** (male or female, describe accent, list any speech impediments, describe any phrases the person uses);
 30. **background noise** (sounds: planes, cars, trains, people talking);
 31. **what is said** (description of bomb, location of bomb, when it is to detonate, why the bomb, anything that would indicate the person's knowledge of the building or campus)
32. If it is a suspicious package or letter, do not touch it, and clear the immediate area, which includes any location that can see the item.
33. Call the University Police at 911.
34. Tell the police all of the information you have gathered.
35. The police will make the decision to evacuate the building after evaluating all of the information.
36. Call/page the Hall Director or Hall Director on call.
37. Call/page the Area Coordinator.

Ambulance

If there is ever a situation where an ambulance needs to be called:

1. Call University Police and explain to them the situation. They will call the ambulance.
2. Call/page the RA on duty or your supervisor.

Drugs

In the event that you confront or suspect drug usage:

1. Call University Police.
2. Call/page the RA on duty or your supervisor.

Student in Crisis

If a student comes to you in crisis:

1. Remain calm.
2. Listen to the student carefully.
3. Call/page the RA on duty or your supervisor.

Kitchen Log

Name: _____ Room: _____

Date/Time Out: _____ Clerk

Initial: _____

Date/Time In: _____ Clerk

Initial: _____

Kitchen Key: _____ Elec. Mixer: _____

ID#s on Items Checked Out:

Kitchen Log

Name: _____ Room: _____

Date/Time Out: _____ Clerk

Initial: _____

Date/Time In: _____ Clerk

Initial: _____

Kitchen Key: _____ Elec. Mixer: _____

ID#s on Items Checked Out:

