ON-CALL PROCEDURES

Scope: Residential Life

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1. **Purpose**

To provide a multi-layered response system for student health concerns, de-escalation of crises, student safety and facility upkeep.

**Process**

Residential Life & Education

A. **Resident Assistants (RA)**

1. RAs are to be on-call 7:00pm-7:00am Sundays through Thursdays, 24-hours on weekends (7:00 pm Friday through 7:00 am Monday) and also 24-hours on holidays/days that the university is closed.

2. Two RAs from each community will share on-call shift for purposes of safety and security.

3. RAs who are on-call must be present and available in their communities at all times with the exception of walking around the perimeter of the community or when responding to an incident.
   a. RAs on call may leave their community to eat in on-campus dining facilities while on call. During the time they leave, the following must be followed:
      i. One of the on-call RAs may leave the building at a time.
      ii. RAs may not be gone from the building for more than 45 minutes.
iii. RA on call must be available by cell phone for the time in the dining facility. In the event they are called they are expected to immediately return to their community.

iv. During times when all on-campus dining facilities are closed, RAs on call will be allowed to utilize their 45-minute break to get food at an off campus location, as long as one on-call RA remains present during this time.

4. All rounds during an on-call must be done in RA pairs. Rounds are to be conducted as follows:
   a. Sunday-Thursday On-Calls:
      i. First rounds must be taken directly following the 7:00pm call from the GRD.
      ii. At least three rounds must be completed between 7:00pm and 1:00am; the timing of these rounds will be determined by the Residence Life Coordinator and Graduate Residence Director of their community. The last round must be completed just before 1:00am (final round in apartment communities will be conducted with LSU-PD community officer).
      iii. Extra rounds will be established by the Residence Life Coordinator based on the needs of the community.
   b. Weekend/Holiday On-Calls:
      i. First rounds must be taken directly following the 7:00pm call from the GRD.
      ii. At least four rounds must be completed between 7:00pm and 3:00am; the timing of these rounds will be determined by the Residence Life Coordinator and Graduate Residence Director of their community. The last round must be completed just before 3:00am (final round in apartment communities will be conducted with LSU-PD community officer).
      iii. Extra rounds will be established by the Residence Life Coordinator based on the needs of the community.

5. At the beginning and end of each round, the RAs On-Call and DA on-shift must time and initial the On-Call Report for that night, located in the On-Call Log. Any incidents, issues, or concerns found during a round should be listed in detail in the On-Call Report after every round. The On-Call Log will be kept in a secure location at the community’s front desk. Every weekday, the On-Call RAs must report to the front desk to read the On-Call Report from the night/weekend before and initial on the On-Call Report that they have reviewed the most current happenings in the community.

6. There should be at least one-fourth of the total number of staff present in the community at all times during the evening and weekend hours.
7. RAAs are considered “essential staff” during campus emergencies (i.e. hurricanes, other weather threats, etc.), and will be collectively placed on-call at the discretion of the Departmental leadership.

8. RA On-Call shifts must be scheduled for every day students are living in a residential community.

9. Any RA needing to switch an on-call shift must submit a request to their RLC. RAAs requesting to switch an on-call shift are responsible for finding their replacement from a fellow RA within the same community.

10. All RLCs/GRDs will keep an RA On-Call Calendar updated in When to Work for their community. Every Monday, RLCs/GRDs are to print off each community’s RA on-call schedule for the week for their records (just in case of G-drive failure). RLCs are to inform the on-call GRD/RLC On-Call of any last minute changes to a community’s RA on-call calendar.

11. On Call for Home Football Games will operate under the following conditions:
   a. Rounds during home football games shall occur in addition to all other designated rounds as follows:
      i. 4 hours prior to kickoff
      ii. 2 hours prior to kickoff
      iii. At the designated television kickoff time
      iv. At halftime of the game
      v. At the completion of the game
      vi. 1 hour after the completion of the game
   b. During the time period from four hours prior to kickoff, until 5 minutes into the first quarter, an RA must be stationed within each community to assist the front desk and other general security concerns. This RA cannot be the on-call RA.
   c. During all home football games, one-half of the staff must be available on campus and able to assist in community staff in the event of an emergency.
      i. During high profile home games, there will be four RAAs assigned on-call. Large-scale home games are designated as follows:
         1. The first SEC home game of the regular season
         2. The University of Alabama
         3. The University of Mississippi
         4. The University of Florida

B. Graduate Residence Directors (GRD)

1. There are two Graduate Residence Directors on-call for campus. One GRD will be assigned to the East side of campus (communities located east of Highland
Road) and one GRD will be assigned to the West side of campus (communities located west of Highland Road).

2. GRDs are scheduled to be on-call 5:00pm-10:00am Monday through Thursday, and weekends (5:00pm Friday through 10:00am Monday). In the event of a holiday on a weekday, the GRD on-call will be also be responsible to respond to incidents from 10:00am-5:00pm.
   a. At the start of the on-call shift, the GRDs On-Call must call the RLC On-Call to inform them if they are not able to be on campus and where they can be reached.
   b. GRDs On-Call will be included on the Departmental On-Call calendar, which is monitored and operated by an Assistant/Associate Director for Residential Life & Education. Any GRD On-Call changes must be communicated to that Assistant/Associate Director for Residential Life & Education so that the appropriate stakeholders can be informed.
   c. The GRDs On-Call will be issued a rotating departmental cell phone that is to be used for on-call responsibilities only. All RAs On-Call, and front desks, will have the GRD On-Call phone numbers for quick access to advice and emergency response.

3. GRDs On-Call must be on scene of an incident within 15 minutes. GRDs On-Call must be within the following boundaries while on-call: No further West than Nicholson Drive, no further North than Aster Street with the exception of Edward Gay Apartments, no further East than Perkins Road and no further South than Lee Drive. If the GRD on-call needs to leave the campus grounds (i.e. the geographic perimeter of campus), they must contact the RLC On-Call and ask the RLC On-Call if they are able to cover the GRD On-Call while they are away from campus. In the event that the GRD On-Call leaves campus after securing coverage, the GRD On-Call must be within a 15-minute response distance from campus at all times.
   a. In the event that the RLC and GRD must be away from campus, the GRD may request another GRD cover their on-call, for a period not to exceed 90 minutes, with the approval of the RLC On-Call.

4. GRDs On-Call will be included on the Departmental On-Call calendar, which is monitored and operated by the Associate Director for Staffing and Operations.
   a. The Departmental On-Call calendar will be published by the first day of the month which it reflects.
   b. Any GRD on-call changes must be requested through the Associate Director for Staffing and Operations no later than 5 business days of the end of the month prior to the publishing of the calendar.
   c. All requested switches must involve an even trade of shifts; both shifts involved must be submitted to the Associate Director for Staffing and Operations at the time of the request.
   d. Following the publishing of the On-Call Calendar, changes may occur in the event of severe, unforeseen circumstances. Unforeseen circumstances
are defined as something unexpected that prevents you from completing your on-call. Approval for these switches is approved by the Assistant/Associate Director On-Call at the time of the incident.
e. In the event of an unforeseen circumstance on-call switch, it is the responsibility of the GRD On-Call to notify the front desks of the change of on-call personnel.

5. GRD On-Call will be the primary responder for all on-call emergencies on campus, allowing for swift response to all emergencies called up from the RAs on call.

6. If at any time the GRD On-Call is unreachable (busy responding to an incident or in class), the student staff should call the RLC On-Call.

7. RLCs/GRDs are to print off each community’s RA On-Call schedule each Monday for the week for their records (just in case of When to Work failure). To follow up and assure that every community is being monitored, starting at 7:00pm on Sundays through Thursdays, and 7:00pm on Fridays and Saturdays, the GRD On-Call must call each RA On-Call (using the GRD On-Call cell phone). The GRD On-Call is to contact the RLC On-Call to report any RAs that have not reported for their on-call shift and communities that are not being monitored.

8. GRDs are considered “essential staff” during campus emergencies (i.e. hurricanes, other weather threats, etc.), and will be collectively placed on-call at the discretion of the Departmental leadership.

9. GRD On-Call shifts must be scheduled for every day students are living in traditional residential community on campus during the Fall and Spring semesters. The GRD On-Call does not exist in the summer months.

10. The outgoing GRD On-Call is to check-in the on-call phone with the student worker in the Residential Life & Education Administrative office (Grace King Hall 210) by NOON the day they end on-call responsibilities for the week. Incoming GRD on-call must pick up and sign for the on-call phone from the student worker in the Residential Life & Education Administrative office before 5pm the day their on-call shift begins.

11. When the GRD and RLC for a community will be away from Baton Rouge/the office at the same time, the GRD and RLC must identify a GRD or RLC that will be present in Baton Rouge during that time period to act as the emergency contact person for that community. The emergency contact person will be shared with the AD of that community, the community RA staff and the on-call staff for that time period.
    a. This is only applicable while the community is occupied with residents.

12. On-Call for Home Football Games will operate under the following conditions:
a. GRDs On-Call will do a set of rounds checking on RA presence and security concerns through all of their assigned communities no more than two hours before kickoff.
b. GRDs On-Call will also do one set of rounds after the conclusion of the game to verify security and activity issues on campus.

C. Residence Life Coordinators (RLC)
1. One Residence Life Coordinator is on-call weekly for the entire campus. RLCs are scheduled for on-call 8:00am Wednesday to 8:00am Wednesday. The RLC On-Call is the primary responder for all of campus except during the workday (10:00am-5:00pm), when the RLC for a community is the primary responder.
   a. RLCs are to answer their work-provided cell phones in accordance with Departmental policy and expectations. RLCs are expected to answer their work phone and respond during any departmentally organized meetings.

2. The RLC On-Call must be within a 15-minute response distance from campus at all times.

3. RLCs will be issued a Departmental cell phone that is to be used for business responsibilities. These phone numbers will be posted on the Departmental directory for employee use during the day and evenings.

4. RLC On-Call shifts will be scheduled for every week of the calendar year.

5. RLCs On-Call will be included on the Departmental On-Call calendar, which is monitored and operated by the Associate Director for Staffing and Operations.
   c. The Departmental On-Call calendar will be published by the first day of the month which it reflects.
   d. Any RLC On-Call changes must be requested through the Associate Director for Staffing and Operations no later than 5 business days of the end of the month prior to the publishing of the calendar.
   e. All requested switches must involve an even trade of shifts; both shifts involved must be submitted to the Associate Director for Staffing and Operations at the time of the request.
   f. Following the publishing of the On-call Calendar, changes may occur in the event of severe unforeseen circumstances. Unforeseen circumstances are defined as something unforeseen that prevents you from completing your on-call. Approval for these switches is approved by the Assistant/Associate Director on-call at the time of the incident.
   g. In the event of an unforeseen circumstance on-call switch, it is the responsibility of the RLC On-call to notify the front desks of the change of On-call personnel.

6. When the GRD and RLC for a community will be away from Baton Rouge/the office at the same time, the GRD and RLC must identify a GRD or RLC that will be present in Baton Rouge during that time period to act as the emergency contact
person for that community. The emergency contact person will be shared with the AD of that community, the community RA staff and the On-Call staff for that time period.

a. This is only applicable while the community is occupied with residents.

7. On Call for Home Football Games will operate under the following conditions:
   a. The primary On-Call RLC cannot leave campus from 6 hours before game time through 8:00am on Sunday morning.
   b. A second RLC will be scheduled for all game days. This RLC must be on campus from 8:00am on Saturday through 8:00am on Sunday.
   c. The primary RLC for the week will be responsible for on-call unless the volume of calls is excessive. If the calls are excessive, the Assistant/Associate Director On-Call, in consultation with the primary RLC On-Call will activate the secondary RLC.
   d. For all home football games, the RLC On-Call must remain on campus during the football game. At no time should the RLC On-Call leave the campus during a home football game unless it is to accompany a medical transport student as directed by the Assistant/Associate Director On-Call.

D. Assistant/Associate Directors (AD)
1. One Assistant/Associate Director is on-call weekly for the entire campus. On-call ADs are scheduled for on-call 8:00am Wednesday to 8:00am Wednesday. ADs On-Call must be within a 30-minute response distance at all times.

2. ADs will be issued a Departmental cell phone that is used for business responsibilities only.

3. ADs On-Call will be included on the Departmental On-Call calendar, which is monitored and operated by the Associate Director for Staffing and Operations.
   4. The Departmental On-Call calendar will be published by the first day of the month which it reflects.
   5. Any AD on-call changes must be requested through the Associate Director for Staffing and Operations no later than 5 business days of the end of the month prior to the publishing of the calendar.
   6. All requested switches must involve an even trade of shifts; both shifts involved must be submitted to the Associate Director for Staffing and Operations at the time of the request.
   7. Following the publishing of the On-Call Calendar, changes may occur in the event of severe unforeseen circumstances. Unforeseen circumstances are defined as something unexpected that prevents you from completing your on-call. Approval for these switches is approved by the Director of Residential Life and Education at the time of the incident.
8. In the event of an unforeseen circumstance on-call switch, it is the responsibility of the AD On-Call to notify the RLC and GRD On-Call of the change

Incident Response:

1. A staff member witnesses an incident in or around the residence halls/apartments. (If a staff member witnesses a possible incident, it is that staff member’s responsibility to address the issue; and refer it to an on-call staff member (unless they are unable to assist due to an academic or another emergency situation)).

2. The staff member assesses as to how to address the issue. The Incident Reporting Protocol checklist should be used for guidance in handling an incident. The checklist is not an exhaustive list of all incidents that can take place in the halls/apartments-- when in doubt, staff members should use good judgment and communicate up the reporting chain if assistance is needed.

3. If the staff member is able to address the issue with no supervisory assistance, an incident report (further called “IR”) will be generated following protocol. [Go to #9 in the process for next step in staff response.]

4. If the staff member needs assistance, or if communication is dictated per process/policy in the Process Manual or the Incident Response Protocol checklist, the staff member will:
   a. Between 10:00am and 5:00pm
      i. Contact their community’s RLC;
      ii. Contact the RLC On-Call if the community’s RLC is not reachable;
      iii. If RLC On-Call is not reachable, contact community AD or AD On-Call.

   b. After-hours (between 5:00pm and 10:00am)
      i. Contact the GRD On-Call
      ii. If GRD On-Call is unavailable, contact RLC On-Call
      iii. If RLC On-Call is not reachable, contact AD On-Call

5. The GRD/RLC/AD gathers information and facts about the situation in order to determine a course of action. This may include contacting LSU-PD, Facility Services, or other appropriate campus agencies, as well as a visual check of the incident/situation.

6. The GRD/RLC/AD reports the incident to the next level of supervision depending on the severity or nature of the incident; this response will continue for extreme incidences, concluding with the Assistant Vice President for Residential Life & Housing. Courses of action are determined at each level of the on-call reporting structure, as necessitated by the incident.
7. Once the chain of communication has been activated, a detailed Incident Report (IR) is written by the RA On-Call (or staff member who first reported the incident) and submitted as per protocol. All IRs must be completed immediately following the incident.

A. Communications & Administration Information Systems Computer Analyst
   a. One Computer Analyst is on-call for a period that begins 8:00 am on Monday and ends at 8:00 am the following Monday.
      i. Staff members are to contact the Information Systems Help Desk, 225-578-0560, during normal business hours.
      ii. Staff members are to contact the Computer Analyst On-Call after normal business hours (between 4:30 pm and 8:00 am, Monday-Friday), holidays and weekends.
   b. Information Systems informs the Associate Director for Residential Life & Education for Staffing and Operations of the on-call calendar. The calendar is published by the first day of every month.
   c. The Computer Analyst will be issued a Departmental phone that will be used for business responsibilities only.
   d. The Computer Analyst On-Call is to be contacted by Graduate or Professional staff members on-call for the following:
      i. All Blackboard doors are off-line
      ii. External doors to a community/building are off-line
      iii. Persona database software is not accessible
   e. The Computer Analyst On-Call has one hour to respond to the initial call.
      i. If the Computer Analyst On-Call has not responded after three attempts, the Call Tree is implemented:
         1. Contact Computer Analyst not on-call
            a. If no response, move on to next person
         2. Contact Computer Manager
            a. If no response, move on to next person
         3. Contact Associate Director of Information Systems

B. Conferences
   a. Conference Assistants (CA)
      i. One Conference Assistant (CA) will be on-call per occupied building for summer conferences.
      ii. The CA is on-call from 7:00 pm to 8:00 am daily.
      iii. The CA On-Call responds to incidents that occur within the assigned building(s) during the assigned time period.
      iv. The CA On-Call utilizes the Incident Reporting Protocol as necessary.
v. The CA On-Call contacts the Conferences and Contracts Manager for conference related issues.

b. Desk Assistants (DAs)
   i. The DA utilizes the Incident Reporting Protocol and contacts the RLC On-Call as necessary between the hours of 8:00am and 7:00pm.
   ii. The DA contacts the Conferences and Contracts Manager for conference related issues between the hours of 8:00am and 7:00pm.

C. Housing
   a. Custodial Staff
      i. The Associate Director of Housing Operations maintains the on-call Schedule. The Associate Director informs the Associate Director for Residential Life & Education for Staffing and Operations of the on-call calendar. The calendar is published by the first day of every month.
      ii. Custodial staff members are on-call on a rotational basis during the week. The on-call shifts are defined as the following:
          1. 4:30pm Monday to 8:00am Tuesday; 4:30pm Tuesday to 8:00am Wednesday
          2. 4:30pm Wednesday to 8:00am Thursday; 4:30pm Thursday to 8:00am Friday
      iii. Custodial staff members are on-call from 4:30pm Friday to 8:00am Monday for the weekend shift.
   b. Pagers, access cards and parking permits (home football games ONLY) are to be picked up by NOON on the day that on-call begins. These items are to be returned by no later than 9:00am on the day that the on-call concludes.
      i. All items assigned to custodial staff members must be used for LSU business only.
   c. A Supervisor 1/2/3 is assigned to lead each On-Call Team.
      i. The Supervisor 1/2/3 will be notified by the following of needed assistance: Facility Services, GRD On-Call, RLC On-Call, AD On-Call, Housing Leadership Team
      ii. The Supervisor 1/2/3 has 10 minutes to respond to the call/page
          1. The Supervisor 1/2/3 contacts the On-Call Team
             a. On-Call Team has 30 minutes to report to campus for assistance
      d. The Custodial On-Call team responds only to incidents in residential communities and addresses major issues, such as floods, fire damage clean up, blood/bio-hazardous clean up, or bodily fluid clean up in high traffic areas.