ON-CALL PROCEDURES

Scope: Residential Life

Issued: June 1, 2012

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

Process

Residential Life & Education

A. Resident Assistants (RA) – Communities With More Than 8 RAs
1. RAs are to be on-call 7:00 pm -7:00 am 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.
   a. Each community will have an RA On-Call cellular phone. The RA On-Call Phone needs to be picked up from the RLC of the community by 7:00 PM at the beginning of the On-Call shift and returned to the RLC of the community by 10:00 AM at the conclusion of the On-Call shift.
2. Two RAs from each community will share on-call shift for purposes of safety and security.
3. The RA On-Call Phone Number will be posted at the front desk during times that there is no desk coverage. The RA On-Call is expected to answer the On-Call phone and address all concerns presented via the On-Call phone.
4. 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 community at a time.
ii. RAs may not be gone from the community for more than 60 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 60-minute break to get food at an off campus location, as long as one RA On-Call remains present during this time.

5. All rounds during an on-call must be done in RA pairs.
   a. Sunday-Thursday On-Calls:
      i. First rounds must be conducted at 7:00 pm. The RAs on-call must contact the GRD On-Call once the 7:00 pm round is completed via the community’s front desk phone.
         1. The GRD On-Call will contact the Community On-Call phone in the event that the RAs on-call do not call by 7:45 pm.
      ii. At least three rounds must be completed between 7:00 pm and 1:00 am; the timing of these rounds will be determined by the Residence Life Coordinator and Graduate Residence Director of their community.
         1. The last round in all communities but apartments must be completed just before 1:00 AM.
         2. The last round in apartment communities must begin at 12:00 am.
      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 conducted at 7:00 pm. The RAs on-call must contact the GRD On-Call once the 7:00 pm round is completed via the community’s front desk phone.
         1. The GRD On-Call will contact the Community On-Call phone in the event that the RAs on-call do not call by 7:45 pm.
      ii. At least four rounds must be completed between 7:00 pm and 3:00 am; the timing of these rounds will be determined by the Residence Life Coordinator and Graduate Residence Director of their community.
         1. The last round in all communities but apartments must be completed just before 3:00 am.
         2. The last round in apartment communities must begin at 2:00 am.
      iii. Extra rounds will be established by the Residence Life Coordinator based on the needs of the community.
   c. While on rounds, RAs should:
i. Sign the On-Call Report at the desk and make note of the round’s start time.

ii. Utilize the Incident Reporting Grid, Incident Reports, and Maximo and IS work order systems to document and remedy any issues found while on rounds.

iii. Check the following to ensure proper function and resident safety:
   1. Flights of stairs, hallways, breezeways, elevators, common areas, and internal and external lighting.
   2. Building signage, including emergency signs, exit signs, room numbers, emergency maps, etc.
   3. Emergency equipment, such as sprinklers, alarm pull stations, and fire extinguisher boxes.
   4. External walkways and courtyards in and around the building(s).
   5. Room doors/Apartment front doors, hall doors, building entry doors, common area doors, custodial and mechanical closet doors, and any other doors specific to your building as determined by your RLC or GRD.

iv. Check for and address any messes, spills, garbage, or other potential health concerns throughout the building.

v. Check for and address any possible or known policy violations or inappropriate behavior in and around the community.

vi. Complete any additional tasks and expectations as determined by your GRD or RLC.

vii. Sign the On-Call Report and make note of the round’s end time. Have the desk assistant sign to confirm the report is complete.

6. 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 Report from the night/weekend before and initial on the On-Call Report that they have reviewed the most current happenings in the community.

7. 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.

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

10. Any RA needing to switch an on-call shift must submit a request to their RLC. RAs requesting to switch an on-call shift are responsible for finding their replacement from a fellow RA within the same community.
11. All RLCs/GRDs will keep an RA On-Call Calendar updated in WhenToWork for their community. By the first day of each month, RLCs/GRDs are to print off each community’s RA On-Call schedule for the month for their community. Updates to the on-call calendar should be made in WhenToWork and on the physical copy of the calendar at the community’s front desk.

B. Resident Assistants (RAs) – Communities with 8 or Fewer RAs

1. RAs are to be on-call 4:30 pm – 7:00 am Sundays through Thursdays, and 24-hours a day on weekends (4:30 pm Friday through 7:00 am Monday) and holidays.
2. One RA from each community will serve on call at a time. Additional RAs On-Call may be assigned under special circumstances as determined by the RLC or GRD of the community.
3. The RA On-Call must be on campus between 4:30 pm and 10:00 pm on weekdays and 7:00 am and 10:00 pm on weekends and holidays. For all on-call shifts, the RA must be in their community between 10:00 pm and 7:00 am.
   a. The RA On-Call must possess and be able to answer the on-call phone at all times during the on-call shift.
   b. The RA On-Call must be within a 15-minute response radius of their community from 4:30 pm and 10:00 pm.
   c. The RA On-Call may not leave the community between 10:00 pm and 7:00 am for any reason unless expressly given permission from professional staff on-call.
4. The RA On-Call must complete one round of the community each day of on call. Rounds are to be conducted as follows:
   a. The round must be completed between 4:30 pm and 10:00 pm. The timing of the round will be determined by the RA On-Call unless otherwise specified by the RLC or GRD of the community.
   b. Extra rounds may be established by the RLC or GRD based on the needs of the community.
   c. If the RA On-Call feels unsafe doing the round alone or needs additional assistance addressing a situation, the RA will call the GRD On-Call or LSU Police for additional support.
   d. While on rounds, the RA should follow the procedures outlined in A.5.c. of this policy, as well as the following:
      i. Call the GRD On-Call to share that the round has concluded.
5. At the beginning and end of each round, the RA On-Call must 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.
6. There should be at least one-fourth of the total number of staff present on campus at all times during the evening and weekend hours.
7. RAs 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 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. RAs 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 WhenToWork for their community. By the first day of each month, RLCs/GRDs are to print off each community’s RA on-call schedule for the month for their community. Updates to the on-call calendar should be made in WhenToWork and on the physical copy of the calendar at the community’s front desk.

C. RA On-Call – Football Games

On-Call for Home Football Games will operate under the following conditions in all communities except Edward Gay Apartments:

1. The following signage is to be placed within communities by 5:00 PM the day prior to a home football game:
   a. Signs on exterior doors informing residents that guests need to be escorted at all times and that building access will be limited to a single point of entry
   b. No Tailgating yard signs in Nicholson Gateway

2. Rounds during home football games shall occur in addition to all other designated rounds as follows:
   a. 4 hours prior to kickoff (except for kickoffs prior to NOON)
   b. 2 hours prior to kickoff
   c. At the designated television kickoff time
   d. At halftime of the game
   e. At the completion of the game
   f. 1 hour after the completion of the game

3. 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.
   a. 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.

4. During high profile home games, there will be four RAs assigned on-call. The second pair of RAs is on-call beginning 4 hours prior to kickoff of the game until 7:00 AM Sunday. Large-scale home games are designated as follows:
   a. The first SEC home game of the regular season
   b. The University of Alabama
   c. The University of Mississippi
   d. The University of Florida

5. For staffs with six or fewer RAs, a second RA will serve On-Call from 4 hours prior to kickoff to 7:00 AM Sunday.
6. The Department of Residential Life reserves the right to increase the number of on-call staff during a home football game at any time.

D. Graduate Residence Directors (GRD)

1. There are three Graduate Residence Directors On-Call for campus when all on-campus communities are occupied.
   a. One GRD will be assigned to the east side of campus (communities located east of Highland Road).
      i. This person will report to the east side RLC On-Call
   b. One GRD will be assigned to the west side of campus (Cedar Hall, Cypress Hall, Edward Gay Apartments, Kirby-Smith Hall, Pentagon Community, Spruce Hall, West Campus Apartments).
      i. This person will report to the west side RLC On-Call
   c. One GRD assigned to the north side of campus (Broussard Hall, Nicholson Gateway Apartment Communities, and the Residential College Complex).
      i. This person will report to the west side RLC On-Call

2. GRDs are scheduled to be on-call 4:30 pm-10:00 am Monday through Thursday, and weekends (4:30 pm Friday through 10:00 am Monday). In the event of a holiday on a weekday, the GRD on-call will be also be responsible to respond to incidents from 10:00 am-4:30 pm.
   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 with the exception of Nicholson Gateway Apartments, 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. All RLCs/GRDs will keep an RA On-Call Calendar updated in WhenToWork for their community. By the first day of each month, RLCs/GRDs are to print off each community’s RA on-call schedule for the month for their community. Updates to the on-call calendar should be made in WhenToWork and on the physical copy of the calendar at the community’s front desk. To follow up and assure that every community is being monitored, the RAs on-call will contact the GRD on-call from their community’s front desk at the conclusion of the 7:00 pm round each night. If a community’s RAs have not contacted the GRD On-Call by 7:45 pm, the GRD On-Call is to contact that community’s front desk to determine what factor has caused the delay. 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. The GRD On-Call is to email the community RLC with information regarding the issue.

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.

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 208) 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 4:30 pm 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.

E. **Residence Life Coordinators (RLC)**
   1. Residence Life Coordinators are scheduled for on-call 10:00 am Wednesday to 10:00 am Wednesday. The RLC On-Call is the primary responder within the appropriate Residential Life communities except during the workday (10:00 am – 4:30 pm, Monday-Friday), when the RLC for a community is the primary responder.
      a. Two RLCs will be on-call when all on-campus communities are occupied with residents:
         i. One RLC for the east side of campus (communities on the east side of Highland Road).
         ii. One RLC for the west side of campus (communities on the west side of Highland Road).
      b. During times when not all on-campus communities are occupied with residents:
         i. One RLC will be on-call for all of campus.
      c. 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 30-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 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.

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 On-Call RLC cannot leave campus from 8:00 am Saturday through 8:00 am on Sunday.

b. 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.

F. Assistant/Associate Directors (AD)

1. One Assistant/Associate Director is on-call weekly for the entire campus. One-Call ADs are scheduled for on-call 10:00 am Wednesday to 10:00 am Wednesday. ADs On-Call must be within a 45-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.

   1. The Departmental On-Call calendar will be published by the first day of the month which it reflects.

   2. 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.
3. 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.

4. 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.

5. 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.

2. The staff member assesses as to how to address the issue. The *Incident Reporting Grid* should be used for guidance in handling an incident.

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.

4. If the staff member needs assistance, or if communication is dictated per process/policy in the Process Manual or the *Incident Response Grid*, the staff member will:
   a. Between 10:00am and 4:30pm
      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 4:30pm 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.
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.

Communications & Administration

A. Information Systems Computer Analyst

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

B. Conferences

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

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

### C. Housing

1. Custodial Staff
   a. The Associate Director of Housing Operations maintains the on-call Schedule.
   b. Custodial staff members are on-call on a rotational basis during the week. The on-call shifts are defined as the following:
      i. 4:30pm Monday to 8:00am Tuesday; 4:30pm Tuesday to 8:00am Wednesday
      ii. 4:30pm Wednesday to 8:00am Thursday; 4:30pm Thursday to 8:00am Friday
   c. Custodial staff members are on-call from 4:30pm Friday to 8:00am Monday for the weekend shift.

2. 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.
   a. All items assigned to custodial staff members must be used for LSU business only.

3. A Supervisor 1/2/3 is assigned to lead each On-Call Team.
   a. 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
   b. The Supervisor 1/2/3 has 10 minutes to respond to the call/page
      i. The Supervisor 1/2/3 contacts the On-Call Team
         a. On-Call Team has 30 minutes to report to campus for assistance
4. 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.