



**Community Assistant
Summer Housing Assistant
On-Call Manual**

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Academic Year On Call Phone Numbers

928-814-2354	Ponderosa Zone	928-707-3100	Aspen Zone	928-310-6244	Oak Zone
928-814-6347	Calderón CA	928-266-6542	Gabaldon CA	928-607-8985	Allen CA
928-523-3696	Calderón Desk	928-523-2790	Gabaldon Desk	928-523-2567	Allen Desk
928-607-9181	Courtyards CA	928-266-6543	McConnell CA	928-699-2113	Honors CA
928-523-3443	Courtyards Desk	928-523-5331	McConnell Desk	928-523-1864	Honors Desk
928-607-8259	Cowden CA	928-266-6540	Mckay CA	928-607-3681	Reilly CA
928-523-2571	Cowden Desk	928-523-2318	McKay Desk	928-523-3764	Reilly Desk
928-707-4569	Mountain View CA	928-266-6541	Pine Ridge CA	928-607-4331	Sechrist
928-523-1555	Mountain View Desk	928-523-2122	Pine Ridge Desk	928-523-2555	Sechrist Desk
928-607-8313	North District CA	928-266-5317	South Village	928-607-5495	Wilson CA
928-523-6225	Roseberry Desk (North District)	928-523-7974	South Village Desk	928-523-4621	Wilson Desk
928-523-2741	Taylor Desk (North District)	928-864-8231	Campus Heights	Phone forwarding/unforwarding <ul style="list-style-type: none">• Dial *3, then 8, then the 7 digit phone number (not extension)• To un-forward, dial #3; you'll hear a double beep to know it has been un-forwarded• To forward the on-call phones dial *72 then the 10 digit number, you will hear a confirmation message• To un-forward the on call phones dial *73 and you will hear two beeps confirming it has been completed	
928-607-6870	Tinsley CA	928-523-0016	International Pavilion (Campus Heights) Desk		
928-523-3262	Tinsley Desk	Forwarding and Unforwarding Google Pixel Phones			

Academic Year: CA On-Call Overview

CA On-Call System

Each building or coverage area will have one or more CAs on-call each night and weekend, determined by the size and population of the hall. At the start of each on-call shift, the CAs will text the Zone Pro Staff on-call to verify who the CA(s) on-call is/are and that the on-call phone is operable. This will occur starting at 7:00 p.m. nightly. The Pro Staff on-call will text the on-call CA back to inform them of who the Zone Pro Staff on-call is and to ensure the phone is working.

On-Call Zones

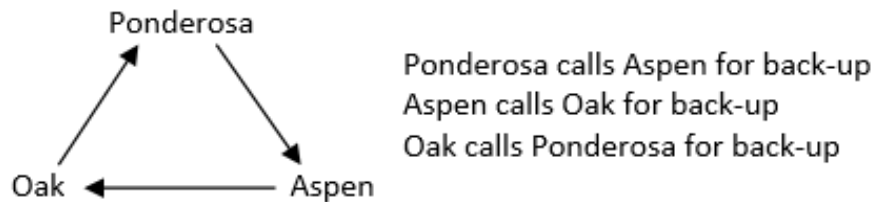
Ponderosa Zone: Calderón, Courtyards (Gillenwater, McDonald, Raymond), Cowden, Mountain View, North District (Morton/Campbell, Roseberry, Taylor), Tinsley

Aspen Zone: Gabaldon, McConnell, McKay, Pine Ridge Village, South Village, Campus Heights

Oak Zone: Allen, Honors College, Reilly, Sechrist, Wilson

On-Call Reminders: CAs who have night classes cannot be on-call when they have class; staff will not consume or be under the influence of alcohol while on-call.

Zone Back-Ups:



Weekly On-Call:

Sunday-Thursday, 7:00 p.m.-7:00 a.m. While on-call, the CAs must be available via the on-call phone.

Weekend On-Call: Friday starting at 7:00 p.m. through Sunday at 7:00 p.m. Weekend on-call is 24 hours per day.

Holiday On-Call: Holiday on-calls are always 24 hours.

In a situation requiring Pro Staff assistance, intervention, or notification, CAs should always contact the zone Pro Staff on-call first, and if unable to establish contact with their zone Pro Staff on-call they should contact their back-up Zone Pro Staff On-Call.

Academic Year: CA On-Call Guidelines

- On-Call for weekday nights goes from 7 p.m. to 7 a.m. the following day Sunday-Thursday. Weekend on-call begins Friday at 7 p.m. and extends until Sunday at 7 p.m.
- When the university is closed for holidays on-call will extend during the daytime hours even when the desk is open.
- The on-call staff member is to pick up the on-call phone from the designated front desk **prior to 7:00 p.m.** on the day of their on-call shift.
- The front desk phone should be forwarded to the CA On-Call phone upon desk closure. Similarly, the front desk phone should be unforwarded when the desk opens the following day.
- The on-call staff member is to TEXT the Zone Pro Staff on-call at the start of their shift **by 7:15 p.m.** to inform them that they are on-call and have retrieved the on-call phone, etc.
- The on-call phone should be turned on during the entire on-call period and the ringer should be at a level that can be easily heard. The on-call phone should never be out of the possession of the on-call staff member.
- The on-call phone is to be returned to the front desk **by 9:00am** the following day or prior to leaving for class, whichever is sooner.
- It is the staff member's responsibility to make sure the on-call phone is attached to the phone charger at the front desk so that it can be re-charged between 9:00 a.m. and 7:00 p.m. for the next on-call shift.
- The on-call phone is for on-call use only (work-related calls, emergency responses, contacting NAU staff)
 - The on-call phone is limited to local/long distance calls, in-network text messaging, and text messages from the Lenel System that notify the on-call staff member that a door in their hall/area has been propped open for a period of time.
 - The plan on the on-call phone is an unlimited in-network text message and call minutes with voicemail. Monthly billing statements are reviewed for compliance.
- In order to ensure a quick response when needed, on-call CA staff members must stay within their hall/community throughout their on-call shift and be able to respond within 10 minutes to any situation that may arise.
 - During weekend days, the on-call CA may leave the building between 8am-7pm as long as they are able to return to the building within 10 minutes. CAs who cannot get back to the community within the 10 minute time frame should find someone to hold the phone.
 - The on-call CA Sunday through Thursday will need to make dinner arrangements/eat before starting their on-call shift at 7:00 p.m.
- Being on-call means no other commitments including working the desk or other jobs (on or off campus) during the course of the on-call period.
- The CA on-call log is to be completed between 7 a.m. and 8 a.m. the morning after the on-call night. For weekend on-call a log should be completed for each night of on-call.
- CAs should wear their name tag while performing on-call duties and represent NAU and Campus Living positively.
- Community-specific guidelines and instructions will be provided by the Pro Staff of each community.
- Violations of these guidelines may result in personnel and/or disciplinary actions.
- In the unlikely event of no zones answering, call Campus Living 2nd floor reception desk at 928-523-3978 and ask for an Assistant Director, Director, or AVP.

Cell Phone Use Instructions

- On-call phones are issued to the building or a designated Pro Staff from the area along with a charger.
- Ringtones and wallpaper are limited to those available in the Settings and Tools Menu or photos taken with the phones. No custom downloads are allowed!
- The Pro Staff will select and set the password for the phone (ideally the on-call phone number or last four digits). Password lists will be centrally maintained.
- The Pro Staff is responsible for recording the voicemail greeting for the phone. Please do not change the greeting.
- The on-call CA is responsible for checking and responding to voice messages left before and during their on-call shift.
- To forward/unforward the residence hall front desk phone to the on-call phone, follow the [provided instructions on the Front Desk Site](#) and/or the printed guidelines at your hall's front desk.
- If the on-call phone is not making or receiving calls, please notify the Pro Staff on-call immediately
- To update/add/replace the text signature follow these instructions:
<https://www.verizon.com/support/knowledge-base-214930/>
- All On-Call Staff are required to complete the [Campus Living Cellphone Usage](#) form annually.

General Tips for Crisis Response

The following are examples of student crises which require a call to a Pro Staff any time of day or night. You should talk to a live voice. When in doubt, call Pro Staff.

The following are examples of student crises that require a phone call to Pro Staff during business hours or a voicemail to the Pro Staff office phone. Use your judgment. When in doubt, call Pro Staff.

- Missing university property
- Property damage/graffiti
- Rumors of Hazing
- Suspicion of Theft

General Steps in Responding to a Crisis Situation

Step 1: Determine what is happening. What is the issue? Who is involved? What has been done? Get first-hand accounts whenever possible. Collect and record all the information relating to the incident.

Step 2: Consult and/or Take Action

- *Consult:* Contact the Pro Staff or Pro Staff on-call at the earliest possible moment
- *Act:* Implement appropriate action to protect life and/or property or to prevent injury. May need to call NAUPD

Step 3: Document the incident and create an incident report.

Step 4: Follow Up and touch base with community members and staff who were involved to see if they are struggling with the issues/outcomes.

When contacting a Pro Staff about a situation, have the following information ready:

- *Student information:* first/last name, hall/room #, date of birth, age, if student is under 18, & student ID #
- *Details of the situation:* how the staff was made aware of the situation; who, what, when, & where situation occurred

Alcohol

Suspicion of Alcohol: Received call about a party, smell of alcohol, alcohol visible in an open room, hear talk about drinking or alcohol while on rounds, hear glass clinking, hear the song of pong balls, etc.

Step 1: Confront the Situation

- If possible, get another CA to assist. Knock on the door and introduce yourself by name and your role as a CA.
- State what brought your attention to the room/suite/apartment (Smell of alcohol, overheard talking, etc.)

Step 2: Ask if there is any alcohol in the room

- If Yes → Thank them for their honesty. Ask to enter the room to talk more about the situation. Then proceed to step 3.
- If No → Ask to come in and state that there is a concern and need to check that everything is okay.

Step 3: Enter the Room. Ask everyone in the room/apartment/suite if they are 21 or older

- If 21 or Older → If not following policy about alcohol storage/use, student(s) will need to dispose of alcohol.
 - If all policies are being followed, no action is needed.
- If Under 21 → Since the legal drinking age is 21, let them know that additional info is needed and ask for cooperation on their part. Thank them in advance. Continue to step 4.
- Is the student under the age of 18 and NOT a NAU student?
 - If Yes → Call NAUPD at 9-1-1
 - If No → Continue to step 4
- If in assessing the situation you find that students may need medical care, please refer to the next section “Alcohol Poisoning”

Step 4: Students Gather Alcohol. **CAs should NOT touch any alcohol!**

- Ask students to bring all alcohol to the center of the room.
- Ask community member of the room to open the fridge/freezer to verify there is no alcohol stored inside
- Point out any alcohol that can be plainly seen
- Take photos of all alcohol (using a cell phone)
 - Make sure if it is an iPhone that the settings are changed to ensure photos are not in HEIC format

Call 9-1-1 immediately if anyone shows signs of alcohol poisoning

Step 5: Determine and Document Alcohol Type & Quantity

- Note how many containers of alcohol are there total?

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- What types of alcohol? Wine, beer, liquor? Be specific in the brand of alcohol too.
- Which containers are empty, full, unopened, or contain a usable amount of alcohol?

Step 6: Possession & Consumption

- Ask each person if they have been drinking and note their individual response
- While talking with everyone, note if anyone has the smell of alcohol on their breath, slurred speech, or other signs of consumption (or no signs of consumption).
- Ask where the alcohol came from --- Who purchased it? Who brought it to the room?

Step 7: Dispose of Alcohol & Containers

- Ask a community member in the room to dump out alcohol in the sink
- Ask a community member of the room to go with CA to recycle the empty containers --- one CA should stay in the room

Step 8: Gather Identification

- Ask to see a photo ID for each person --- can be NAU ID, driver's license, etc.
- If someone does not have a photo id, take them to the desk to verify their information in StarRez or social media
- If someone will not produce an ID or go to the desk, inform them that the Pro Staff on-call will be contacted
- Write down NAMES and ID NUMBERS for each person

Step 9: Explain Policies & Documentation

- Answer any questions about NAU/CL policy
- Explain that the situation will be documented
- Give each person a conduct information card and encourage them to check their NAU email for next steps

Step 10: Document and create an Incident Report.

- Attach photos of alcohol to IR

Step 11: Follow Up

CAs that encounter alcohol in common/public spaces with no clear origin may grab a trash bag and dispose of the container themselves. CAs should take care to ensure that the alcohol is immediately disposed of in a dumpster.

Please text the Pro Staff on-call if/when you do this.

Alcohol Poisoning

Step 1: If there is any suspicion of alcohol poisoning/alcohol overdose, call 9-1-1 for help. Do not try to guess the level of drunkenness.

- Call 9-1-1 immediately

Step 2: Assist the intoxicated person while waiting for EMS to arrive

- Know the danger signals (listed below), do not wait for all symptoms to be present
- Be aware that a person who has passed out may die
- Actions that can help:
 - Check if they are breathing
 - Ask witnesses for the student's name. Call their name to try to get a response. If responding, ask questions to keep them alert.
 - If the student is unconscious, ask witnesses/friends if they can turn the student onto their side. This can help them not to choke if they vomit.
- Things to complete before EMS transports a student
 - Determine if a friend can accompany the student to the hospital (usually only one allowed)
 - Ensure the student has their JacksCard and Room Key with them
 - Ensure the student has their cell phone with them
 - Ensure the student has weather appropriate clothes with them (e.g. winter coat, shoes, etc.)

Step 3: Contact the Pro Staff On-Call

- Pro Staff will respond to the situation (if timeline allows)
 - (It is not uncommon for students to be transported before Pro Staff arrive)

Step 4: Gather information & respond to any policy violations

- Speak with all witnesses/friends
- How much alcohol did the student drink? What kind of alcohol? When? How frequently?
- Did the student vomit at all? (This is important as it affects how much alcohol is in their system)
- Follow usual steps for any alcohol present: have community members dispose of, document amounts, check student identification for ages, etc.

Step 5: Explain policies & documentation

- Answer any questions about NAU/CL policy - the focus is on student well-being
- Explain that the situation will be documented
- Give each person a conduct information card and encourage them to check their NAU email for the next steps
 - This should only be done for students not transported - university staff will follow up with transported student

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Step 6: Document and create an Incident Report.

Resources

Critical Signs and symptoms of alcohol poisoning/overdose:

- Mental confusion, stupor, coma, or person cannot be roused
- Vomiting
- Seizures (Eyes roll back in the head)
- Slow breathing (fewer than eight breaths per minute)
- Irregular breathing (10 seconds or more between breaths)
- Hypothermia (low body temperature), bluish skin color, paleness

What can happen to someone with alcohol poisoning/overdose that goes untreated?

- Victim chokes on their own vomit
- Breathing slows, becomes irregular, or stops
- Heart beats irregularly or stops
- Hypothermia (low body temperature)
- Hypoglycemia (too little blood sugar) leads to seizures
- Untreated severe dehydration from vomiting can cause seizures, permanent brain damage, or death

Adapted from:

<https://www.collegedrinkingsprevention.gov/NIAAACollegeMaterials/FactSheets/collegedrinkingsfactsheet.aspx>

Animal or Pet Unauthorized

Step 1: If there is a report of, signs, or observation of an animal staff should check to see if the student space has a listed approved animal. This can be found in StarRez as a report titled “Approved Service/Assistance Animal” which can be obtained from the CLCC/GA or pro staff on-call.

Step 2: If the animal is not listed as an approved service or assistance animal, staff should make contact with the student(s) and inquire about the presence of an animal or signs of an animal.

- If student indicates that the animal is a service animal, staff are only able to ask the following two questions
 - 1. Is it a service animal?
 - 2. What service does it provide?

Step 3: If an animal is present or a student indicates that there has been an animal present, the CA will remind them that animals are not allowed in CLCs and that the animal needs to be removed within 24 hours. CA may share resources in the broader community if applicable.

Step 4: CA will write an IR for the unauthorized animal.

Step 5: CA or other in community staff member should check back with the space in 24-48 hours to ensure the animal has successfully been removed from the space.

Step 6: If the animal returns, or is present still, an additional report should be written documenting the follow up.

Bats Protocol & Resources

It is best never to handle a bat. Bats that are hanging on the exterior of buildings, bridges, natural surfaces (trees, eaves, caves, etc.), or flying in the evening should NOT be disturbed!

NAU Students and Employees should not attempt to touch or capture bats, either dead or alive.

Step 1: If there is a report of or observation of a bat inside a Campus Living Community, first determine if it is in a lockable space or an unlockable public area.

- Lockable space (student room, lounge, kitchen, etc.) à Everyone vacates the space, close and lock the door. Any ESAs or service animals should be removed from the space. Hang “DO NOT ENTER” sign on door.
 - Students should take weather-appropriate clothing and vital items quickly & quietly so as not to disturb or alarm the bat.
- Unlockable space (lounge, corridor, lobby, etc.) à Everyone vacates the area.
- Bats on the exterior of buildings or in exterior breezeways do not require vacating the area.

Step 2: Determine if anyone has had direct contact with the bat (ex: scratched, bitten, entangled in hair, etc.) OR slept in a room with a bat present.

- The individual should wash the wound or contact area with soap and water immediately.
- Seek medical attention within the first 24 hours. Follow instructions from Pro Staff on options for medical attention.

Step 3: Call NAU Work Control at 928-523-4227 to report the bat inside a Campus Living Community. Provide details about the exact location and if there was direct contact with anyone.

Step 4: Contact your Pro Staff or the Pro Staff on-call and follow their instructions. Provide details about the exact location and if there was direct contact with anyone.

Step 5: NAU Facilities and either Animal Control or a Pest Control vendor will respond to remove the bat. The bat should be collected by one of these agencies for rabies testing. Report back to NAU Work Control when the bat has been removed from the Campus Living Community.

- Note that response times may vary depending on the availability of Animal Control and Pest Control vendors (ex: 30 min-several hours).
- If there is a dead bat in a common area, NAU Facilities staff may cover it with a trash can until Animal Control or a Pest Control vendor can retrieve it.

Step 6: Document and create a report in Maxient under Campus Living reports.

- If individual had direct contact → Create a Care report
- If it was just in a building but no direct contact → Create an FYI report

Step 7: Follow up with student(s) as needed in the following days

Resources

- [NAU Bat Safety and Protocols](#)

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- [Centers for Disease Control and Prevention: Preventing Rabies from Bats](#)
- [Arizona Game and Fish: Living with Bats](#)

Facilities Emergency

Step 1: CA personally observes and assesses the situation

Step 2: Are the students in immediate danger? (includes the smell of gas)

- If Yes → Contact 9-1-1 and then proceed to step 3
- If No → Proceed to step 3

Step 3: Contact your Pro Staff or the Pro Staff on-call and follow their instructions.

Step 4: Document the incident with a [Facilities Incident Report](#)

- If instructed to do so by Pro Staff, also submit an incident report through Maxient if the issue is conduct related

Facilities crises that require a phone call to the Pro Staff anytime of day or night:

- Smoke or fire (in or around the exterior of the building)
- Evacuation of the building
- Exposed electrical wire (live or not)
- Broken steam pipe in the building
- Smell of natural gas
- Water leak that could cause flooding or property damage
- Insufficient heat in a room, apartment, or building
- Sewage backup of any amount
- Power outages
- Broken glass on doors or windows that could cause injury or lack of security
- Lock problems which prevent individuals from securing or exiting a door/window
- Any incident where injury or property damage could occur
- No hot water

Protocol for Calling Work Control for public space clean up:

- **Assess:** Can the area be closed off until the morning? Can it be easily cleaned up with a paper towel?
 - Make signs that are visible from all access points, block off the area with cones, tape, etc. until custodial can arrive to clean
- **Determine:** If the student is able to clean up their own mess?
 - Students are responsible for cleaning up in their own room/space!
 - Work control should be contacted to clean up bodily fluids (blood/urine/feces/vomit), and discharge a fire extinguisher in public spaces

Fire & Fire Alarm Evacuations

Alarm Sounds

Step 1: Evacuate the Building

- Use the nearest exit and do not use the elevator(s)
- Head towards the front desk for procedure assignments
- Ensure community members are evacuating

Step 2: Are you the first staff member to arrive at the designated meeting place?

- If yes → Call 9-1-1 and Pro Staff On-Call. Follow building fire evacuation protocol. Then proceed to step 3.
- If no → Follow the lead staff member's directions

Step 3: Work with NAUPD to determine the cause of the alarm. If during business hours, call your Pro Staff. If after hours or weekends, call the Pro Staff on-call.

Step 4: All Clear Signals by Emergency Personnel

Only NAUPD, Flagstaff Fire Department, or Pro Staff can give the "all clear" signal to re-enter the building. Do not allow students to enter the building signal is given, even if the alarm is silenced.

Step 5: Document the incident in both the [Facilities Incident Report](#), and an incident report submitted through Maxient if the fire or fire alarm was due to a policy violation or caused damage.

Cannabis (Marijuana) Response Protocol

The Student Code of Conduct uses the term marijuana rather than cannabis . This document uses cannabis instead of marijuana since cannabis refers to the plant, but marijuana is a term that originated in Mexico but was often used to foster anti-mexican sentiments. To learn more click [here](#).

Suspicion of Cannabis: Receiving a call about drug usage, the smell of cannabis, paraphernalia visible in an open room, hearing talk about using cannabis while on rounds, hearing talk about someone sharing or using medicinal cannabis on campus, heard talk/social media posting about a student selling drugs, etc.

General Information

- If you smell cannabis, determine the exact room/apartment you believe the scent to be coming from.
- If someone shares that they believe a student is using or selling drugs, confirm the full name of the student, where they live, any details regarding what drugs they may be using or selling, and where this is taking place. Also, confirm the full name of the individual who shared this information with you.
- Capture any social media posts that indicate drug usage or sales.
- If paraphernalia is visible in a space, determine the exact location (apartment/room number/community space). Do not engage with community members if they are also in the space. Do not touch any drug paraphernalia.
- If you suspect the use of any drugs beyond cannabis call 9-1-1 and the Pro Staff on-call.

Step 1: Confront the Situation

If possible, get another CA to assist. Knock on the door and introduce yourself by name and your role as a CA. Then state what brought your attention to the room/suite/apartment (Smell of cannabis, paraphernalia)

Step 2: Determine and Document Cannabis Type and Quantity

- Scent of cannabis coming from a particular apartment/room
- Drug paraphernalia of any kind are visible in a space
- You observe someone actively using cannabis
- Note any specific types of cannabis, paraphernalia or other items

Step 3: Gather Identification

- Ask each person if they have been partaking in the use of the cannabis
- Ask where the cannabis came from
- Ask to see a photo ID for each person --- can be NAU ID, driver's license, etc.
- If someone does not have a photo id, take them to the desk or use your iPad to verify their information in StarRez
- Take down NAMES, and ID NUMBERS for each person
- Is the student under the age of 18 and NOT an NAU student?

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- If Yes → Call NAUPD at 9-1-1
- If no → Continue to step 4

Step 4: Explain Policies & Documentation

- Answer any questions about NAU/CL policy
- Explain that the situation will be documented
- Instruct the student to remove the cannabis from NAU property immediately by one of these three options:
 - Flush cannabis down toilet (any bags/containers will need to be thrown away in a garbage receptacle)
 - Walk them to the dumpster or big belly trash receptacle to throw away
 - Instruct them to take it off campus or put in car
- *If applicable:* Note that medical cannabis is not treated any differently because all cannabis (including recreational) is legal in the state. Students may try to resist policy documentation by bringing up that they have their medical cannabis card. Explain that cannabis is still illegal at the federal level and we are a federally funded institution.

Step 5: Document and create an Incident Report

- CAs should document any suspicion or allegations of drug usage or sales.

Step 6: Document and create an Incident Report.

- Attach photos of cannabis and paraphernalia to IR

Step 7: Follow Up with student(s) as needed in the coming days

Call up if

- If you suspect the person is selling or distributing cannabis call the Pro Staff on-call who will determine if a call to NAUPD is appropriate.
- If the student is experiencing a bad reaction and is in need of medical services, call 9-1-1 immediately
- When in doubt, call the Pro Staff on-call to consult

Other Drugs Response

Suspicion of Other Drugs: Receiving a call about drug usage, paraphernalia visible in an open room, hear talk about using other drugs while on rounds, heard talk/social media posting about a student selling drugs, etc.

General Information

- If someone shares that they believe a student is using or selling drugs, confirm the full name of the student, where they live, any details regarding what drugs they may be using or selling, and where this is taking place. Also, confirm the full name of the individual who shared this information with you.
- Capture any social media posts that indicate drug usage or sales.
- If paraphernalia is visible in a space, determine the exact location (apartment/room number/community space). Do not engage with community members if they are also in the space. Do not touch any drug paraphernalia.
- If you suspect the use of any drugs call 9-1-1 and the Pro Staff on-call.

Step 1: Call 9-1-1

Step 2: Contact your Pro Staff or the Pro Staff on-call

Step 3: Wait for NAUPD to arrive. Follow their directives and document, and get the following from NAUPD:

- Incident number or case number
- Description of what was found and seized
- Was anybody arrested?

Step 4: Create Incident Report

Step 5: Follow Up with student(s) as needed in the coming days

Prescription Drugs Response

Individuals cannot be in possession of prescription drugs that were not prescribed to them by a licensed doctor. Common instances where you may encounter somebody illegally in possession of prescription drugs are: seeing a prescription drug bottle in a community member's room that bears a name not belonging to any occupants of the room, hearing talk about using or taking prescription drugs that they received from somebody else (most commonly adderall), hear talk/social media posting about a student selling prescription drugs, etc.

General Information

- If someone shares that they believe a student is using or selling prescription drugs, confirm the full name of the student, where they live, any details regarding what drugs they may be using or selling, and where this is taking place. Also, confirm the full name of the individual who shared this information with you.
- Capture any social media posts that indicate illegal prescription drug usage or sales.
- If paraphernalia is visible in a space, determine the exact location (apartment/room number/community space). Do not engage with other community members if they are also in the space. Do not touch any drug paraphernalia.

Step 1: Call 9-1-1

- Did you become aware of these illegal prescription drugs while talking with a student who was in crisis and/or in need of mental health support?
 - If yes → NAUPD and your Pro Staff or the Pro Staff on-call will still need to be called. Find a break in the conversation to inform the student why you have to call NAUPD. When you call NAUPD non-emergency at 928-523-3611, let them know of the situation. NAUPD may adjust its approach in addressing the illegal prescription drugs with the student.
 - If no → Call 9-1-1 and your Pro Staff or the Pro Staff on-call

Step 2: Contact your Pro Staff or the Pro Staff on-call

Step 3: Wait for NAUPD to arrive. Follow their directives and document, and get the following from NAUPD:

- Incident number or case number
- Description of what was found and seized
- Was anybody arrested?

Step 4: Create Incident Report

Step 5: Follow Up with student(s) as needed in the coming days

Medical Emergencies/Student Transports

Issue: Concern(s) about the student (head/neck injury, severe injury/medical condition, possible alcohol/drug related condition)

Step 1: Gather Information (symptoms, alcohol/drug involvement, brief history)

Step 2: Call 9-1-1

Step 3: Contact your Pro Staff or the Pro Staff on-call

Step 4: Document and Create an IR

Step 5: Follow Up

Never transport community members yourself!

Mental Health
(self-harm, depression, eating disorders, suicidal ideations)

Issue: Concern(s) about a student arise: When you feel a student is about to disclose something, be sure to interrupt to inform them that you will need to call your supervisor in order to keep them safe and give them the best resources possible. Remind them all information is private and not confidential.

Step 1: Determine if anyone is in immediate danger (suicide planned out, suicide attempt, weapons, direct threat to others)

- If Yes → Contact Emergency NAUPD, then move to step 2
- If No → talk with the community member to gather details, then move to step 2

Reminder the suicide risk questions are:

4 assessment questions - Start with these questions. If you get a no at any point, you do not go any further in the list of questions.

1. **Are you having thoughts of killing yourself?** If no, no need to continue with questions 2-4.
2. **Do you have any intention of acting on these thoughts? On a scale of 1-10, how likely do you feel like acting on these thoughts?**
3. **Have you started to plan or work out the details of how to kill yourself?**
4. **Do you have the things you named to carry out this plan?**

Step 2: Contact/involve your Pro Staff on-call if you feel uncertain about asking the questions or at minimum after asking them to share the info with the pro-staff member. I

Step 3: Pro Staff contacts on-call counselor. Pro Staff has students talk to counselors. Pro Staff talks with a counselor for a summary.

Step 4: Pro Staff will determine the course of action

Step 5: Document and Create an Incident Report

Step 6: Follow Up (make sure community members understand the process and the appointments that they need to attend)

For some general mental health information and resources view the following document [here](#).

Student Whereabouts Unknown (missing student)

Step 1: Notification of student whereabouts unknown (someone reports a student missing → family, friend, roommate, etc.)

- If a concern is provided over the phone: at a minimum, collect the following information so that the Pro Staff/NAU PD can work with the family member/friend who is concerned:
 - Name
 - Callback phone #
 - General timeline of events (last time they spoke to the student, any special circumstances/concerns, etc)

Step 2: Contact your Pro Staff on-call. Pro Staff on-call will contact NAUPD and NAUPD will create IR number and follow up appropriately

Step 3: Follow any instructions given by the Pro Staff on-call.

Physical Assault/Relationship/Domestic Violence

If an assault is currently taking place, call 9-1-1.

Note: Depending on the situation, this could be considered Title IX; if so [Title IX protocol](#) should be followed.

Step 1: Call your Pro Staff or the Pro Staff on-call and inform Pro Staff of the information.

(What the Pro Staff does → informs manager on-call, assists you in writing the IR, complete denial of access paperwork if necessary, follows-up)

Step 2: Assist Pro Staff in collecting involved parties' information

- Name(s)
- community member(yes or no)
 - If not a resident, what is the relationship to the resident
- Address, phone number, date of birth, NAU student ID number

Step 3: Assist Pro Staff in asking the following questions

- Was anyone arrested? Was there an existing protective order, no contact order, or denial of access?
- Is everyone safe? Do they want to move, want a denial of access, want a no-contact order, etc.?
- Does the alleged violator have keys?
 - If yes → does the community member want the keys taken away from the perpetrator?
 - If no → does the contract community member(if victim) want this person taken off the key permission sheet [family housing]
- Where are the kids (if applicable)? Were they involved (injured or observed incident)? ***NAUPD will determine if Child Protective Services should be contacted*
- Remind all parties involved that retaliation is prohibited; this includes friends and family members
 - Refer to Standards of Residence and Code of Conduct for retaliation clauses.

Sexual Violence/Misconduct (Title IX)

Student begins to disclose to CA/Staff member will interrupt to inform them and can use the language below:

- “I’m sorry to interrupt, but it sounds like you’re about to tell me something important. I definitely want you to feel comfortable sharing, but I want you to know that I have to report this information [up to my supervisor OR to a department on campus (Office for the Resolution of Sexual Misconduct (ORSM), Equity and Access or Office of the Dean of Students)] that can provide you with resource information and review resolution options with you.”

OR

- “I am so glad you told me about this, and I want to provide you with as much support as possible. I want to be up front that as part of my role, I do have to inform [my supervisor OR a department on campus (Office for the Resolution of Sexual Misconduct (ORSM), Equity and Access or Office of the Dean of Students)] about this.”

Step 1: Tell the student that information provided will be kept private but not confidential. (Let the student know as soon as possible that a Pro Staff will need to be involved. NAU Counseling Services & Victim/Witness Services & Pastoral counseling are confidential resources)

Step 2: Assess immediate safety. If concerned about immediate safety, contact 9-1-1.

Step 3: Utilize pages 1 & 2 of [this link](#) for tips on supporting and listening to the student as they may share their story with you. The Pro Staff will cover the resources on pages 3-5 when they arrive.

Step 4: Contact Pro Staff. Notify the student that the Pro Staff will respond in person.

Step 5: Support Pro staff if needed when they are talking through Resources and Reporting Options with the student

Step 6: Work with Pro Staff on-call to document and create an [incident report](#).

Step 7: Work with your Pro Staff to follow up.

Weapons and Firearms

Step 1: Staff is made aware of weapon (possession, use, or discovery)

- More information on what constitutes a weapon can be found here on page 4:
[NAU Standards of Residence](#)

Step 2: In case of weapon(s) or firearm(s), simulated or real, or if a student brandishes, discharges, or threatens others with a weapon → Call 9-1-1 immediately.

Step 3: Contact Pro Staff or Pro Staff on-call as soon as possible. Pro Staff must arrive on site.

Step 4: Is the Owner/User Present or Not?

- If Yes → Pro Staff directs the user/owner to immediately remove the weapon from the community (Pro Staff remains on site until the weapon is relocated in conjunction with NAUPD (928-523-3611))
- If No → contact NAUPD (928-523-3611) to request assistance with removal of the weapon from the community, with the Pro Staff waits in the room where the weapon was discovered for NAUPD, NAUPD receives the weapon and provides temporary storage until the student returns

Step 5: Document and Create an Incident Report

Step 6: Follow Up (staff should check in with students impacted by situation including the user/owner and a note about the follow up in the Incident Report)

High-Risk Welfare Checks & Entering a Student Room

A high-risk welfare check is precipitated when Pro Staff learns information indicative of a possible threat to a student or students in the community.

Some Examples of a High-Risk Welfare Check:

- An actively suicidal subject
- An assault took place
- An escalated mental or behavioral health risk

Step 1: Contact your Pro Staff or the Pro Staff on-call

Step 2: Pro Staff will contact the Manager on-call to consult, and then NAUPD for assistance and consultation with health and wellness concerns (follows directives from NAUPD)

Step 3: At least two staff members must respond to the student room (Pro Staff and CA(s) On-Call with NAUPD)

Step 4: Staff knocks loudly on the door and announces themselves as community staff.

- If no response, announce that the hall staff is entering the room

Step 5: Resolve the concern in the room and leave a note indicating that staff was in the room and the purpose of entry

Step 6: Document and Create an Incident Report

Additional Reasons you may need to work with the Pro Staff on-call to enter a room for

- Remove a community disruption (alarm clock, loud music, TV, etc.)
- Check unoccupied portion of a double room in order to prepare for occupancy
- Emergencies such as flooding
- Smell of something burning (ie: candle) coming from a specific room

Window Decor

Addressing rooms/apartments where there is something affixed to the window such as posters, sticky notes, paper etc.

Step 1: Staff member notices something affixed to a community member window while in a student room or while completing exterior rounds. Examples might include sticky notes, a poster/sign, etc.

Step 2: Staff member visits room and talks with community members about the item attached to the window, sharing about the Campus Living Community Standard related to decorations. Staff member asks community member to remove items from window and indicates that they will be documenting the situation. Also indicate to the students that Campus Living staff will be checking back in a few days to ensure all items have been removed.

Step 3: Staff member documents the window decor via IR, including the names of the student(s) in the room/apartment.

Step 4: Staff member connects with the CA of the community member and supervisor to ensure follow up happens within 72 hours of the incident.

Exit Sign Damage

Noticing a broken or missing hallway or other common area exit sign that has been damaged or is missing.

Step 1: Staff member notices that an exit sign is missing or has been damaged (signs include exit sign hanging from ceiling, wires hanging down, damage to the face of the exit sign, or the absence of the sign all together)

Step 2: If unknown who damaged the sign, staff member takes a photo of the exit sign, and submits as a Facilities IR and a work order for the sign.

Step 3: If it is known who damaged/stole the sign, or a sign is found, NAUPD should be contacted to take a report, and a Conduct IR should be written in addition to a Facilities IR. Both IRs should include the report number provided by PD.

Summer Housing Assistant On-Call

SHA On-Call System

SHAs are on-call for two zones in the summer: North Zone (uses the Ponderosa Pro Staff On-Call Phone) and South Zone (uses the Aspen Pro Staff On-Call Phone). There are two SHAs on-call for each zone, resulting in 4 SHAs being on-call at any given time. When necessary, SHAs should call the other Zone for assistance. The front desk phones get forwarded to the SHA on-call phones when the desk closes.

Pro Staff On-Call System

There are two Coordinators on-call at any given time, one for Ponderosa Zone (North Zone) and Aspen Zone (South Zone). SHAs will call their primary zone first for assistance but should always call their backup zone when their primary zone is unavailable to assist. During CCV, the Oak Zone (Central Zone) will be active as well.

SHA On-Call Structure

- SHAs will complete one set of rounds for each on-call shift. Rounds are defined as walking through all hallways, community spaces and perimeter access of the community to check for facilities, safety, and/or other issues. It is an opportunity to provide customer service and community connections with individuals who are living in the building. Rounds are completed for occupied buildings only, meaning summer communities will always need walked, and summer campus and conference buildings will only need walked when occupied.
- SHA on-call begins at 7:00 pm and goes for 24 hours. 7:00 pm the following day is when the phone is handed off to the next person.
- After receiving the phone, SHAs will clock in from 7:00 pm - 9:00 pm. This hour will cover any calls or tasks on-call staff need to complete during their "shift". If tasks or call volume exceeds the two-hours, staff will then make note in their timesheet of the additional time used in the given 24hour block.
- [On-call logs](#) will be completed for each 24-hour on-call shift and will be completed at the end of their on-call day, submitted by 8:00pm.
- SHAs are able to be on-call for two consecutive days and no more than 4 on-call shifts within a 7 day period.
- Each day a SHA is on-call the SHA should text their primary Pro Staff on-call phone to check-in at 7:00pm.
 - "Hi, this is (your name) and I am on call for Zone X today".
- In order to ensure a quick response when needed, SHAs on-call are limited to a 15 minute response time. You must be able to respond within 15 minutes or less.
- Desk phones should be forwarded to the respective on-call phone when the desk is closed.
 - Desks for NAU summer students are open daily
 - Desks for conference guests are open only while a group is staying in the community and are open from 7:00 am - 10:00 pm.
- At 7pm, SHAs should ensure any desks that closed have had the phones appropriately forwarded to the on-call phone.
- At 7pm, the SHA should text the Pro Staff on-call to indicate who they are and that they are on-call.
- When you are on-call, you are unable to be scheduled for anything else during that time frame (e.g., desk shifts, turn, preps, etc.).
- While on-call, you are not clocked in for the 24 hour period. You only clock in when you are conducting on-call related tasks.

SHA On-Call Zones

North (Ponderosa) Zone (928-814-2354): Calderon, Courtyards, Cowden, Mountain View, North District, McKay, Sechrist, & Tinsley

- SHA North A on-call phone is 928-266-6540 and is made up of: Calderon, Courtyards, Mountain View, & Sechrist
- SHA North B on-call phone is 928-607-8985 and is made up of: Cowden, North District, McKay, & Tinsley

South (Aspen) Zone (928-707-3100): Allen, Campus Heights, Honors, McConnell, PRV, Reilly, South Village, & Wilson,

- SHA South A on-call phone is 928-266-5317 and is made up of: Allen, Honors, Reilly, & Wilson
- SHA South B on-call phone is 928-607-6870 and is made up of: Campus Heights, McConnell, PRV, & South Village

SHA On-Call Zones During CCV (June 2-13)

North (Ponderosa) Zone (928-814-2354): **Calderon**, Courtyards, **Cowden**, Mountain View, North District, & **Tinsley**

- SHA North A on-call phone is 928-266-6540 and is made up of: **Calderon**, Courtyards, & Mountain View
- SHA North B on-call phone is 928-607-8985 and is made up of: **Cowden**, North District, & **Tinsley**

Central (Oak) Zone (928-310-6244): **Allen**, Campus Heights, **Honors**, **Reilly***, **Sechrist***, & **Wilson**

- SHA Central A on-call phone is 928-266-6543 and is made up of: **Allen**, **Reilly***, & **Sechrist***
- SHA Central B on-call phone is 928-266-6541 and is made up of: Campus Heights, **Honors**, & **Wilson**

South (Aspen) Zone (928-707-3100): McConnell, McKay, PRV, & South Village

- SHA South A on-call phone is 928-266-5317 and is made up of: McConnell & McKay
- SHA South B on-call phone is 928-607-6870 and is made up of: PRV & South Village

Bold are CCV buildings.

* Sechrist will only have CCV 1 and Reilly will only have CCV 2.

Quick Guide to Summer On-Call Phone Numbers

<u>On-Call Phone Numbers:</u>	<u>Number:</u>	<u>Assigned Phone:</u>
Pro Staff On-Call North Zone <ul style="list-style-type: none"> - Primary Zone for all North Zone Communities - Secondary Zone for Central Zone 	928-814-2354	Ponderosa
Pro Staff On-Call South Zone <ul style="list-style-type: none"> - Primary Zone for South Zone Communities - Secondary Zone for North Zone 	928-707-3100	Aspen
Pro Staff On-Call Central Zone <ul style="list-style-type: none"> - Primary Zone for Central Zone Communities - Secondary Zone for South Zone 	928-310-6244	Oak (6/2 - 6/12)
SHA On-Call Phone	928-266-6540	SHA North A
SHA On-Call Phone	928-607-8985	SHA North B
SHA On-Call Phone	928-266-5317	SHA South A
SHA On-Call Phone	928-607-6870	SHA South B
SHA On-Call Phone (6/2 - 6/13)	928-266-6543	SHA Central A
SHA On-Call Phone (6/2 - 6/13)	928-266-6541	SHA Central B

On-Call Reminders

- *In a situation requiring Pro Staff assistance, intervention, or notification, SHAs should always contact the Pro Staff On-Call. **When in doubt, always call pro-staff on-call.***
- During the day (8:00 am - 5:00 pm) staff should aim to contact pertinent staff rather than only the on-call phones. If those staff are unavailable, then please contact the on-call phones. **When in doubt, always call pro-staff on-call.**
- Staff will not consume or be under the influence of alcohol or cannabis while on-call .

On-Call Phone Usage

- The cell phone is for on-call use only (work-related calls, emergency responses, contacting NAU staff, including NAUPD)—no exceptions!
- The on-call phone is limited to local/long distance calls, in-network text messaging, and text messages from the Lenel System that notify the on-call staff member that a door in their hall/area has been propped open for a period of time.

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- The front desk phone should be forwarded to the SHA On-Call cell phone upon desk closure. Similarly the front desk phone should be unforwarded when the desk opens the following day.
- The on-call phone should be turned on during the entire on-call period and the ringer should be at a level that can be easily heard. The on-call phone should never be out of the possession of the on-call staff member.
- The plan on the on-call phone is unlimited in-network text message and call minutes with voicemail. The monthly text message allowance is limited to 450 out of network messages and is prioritized for receipt of Lenel System alarm messages. **In-network text messaging is to be accessed for on-call purposes only.** Monthly billing statements are reviewed for compliance. Use of the on-call cell phone to send email is prohibited.
- The SHA on-call log is to be completed during, or immediately following the conclusion of each call.
- SHAs cannot be working an outside job
- Violations of these guidelines may result in personnel and/or disciplinary actions.

Cell Phone Use Instructions

- The on-call SHA is responsible for checking and responding to voice messages that are received while they are holding the phone.
- To forward/unforward the hall desk phone to the on-call cell phone, follow the provided instructions on the CL Front Desk Site and/or the printed guidelines at your hall's front desk.

General Tips for Crisis Response

The following are examples of student crises which require a call to a Coordinator anytime of day or night. You should talk to a live voice. When in doubt, always call pro-staff on-call.

- Actual Fire (inside or around the exterior of the building)
- **Anytime NAUPD is in the building**
- Bias related incident with victim(s)
- Civil unrest or riot
- Crisis situation involving a student under the age of 18
- Evacuation of building due to bomb threat or unusual circumstances
- Hospitalization
- Major facilities issue (i.e flood, power/water outage, elevator, heat, security issues, etc.) or facilities issue where you are not getting a response
- Physical assault
- Press event with any type of media
- Psychological behavior problems (danger to self or others)
- Report of a student whereabouts unknown (missing student)
- Sexual Assault (or rumor of), domestic violence, stalking, and type of sex/gender based harassment etc.
- Student arrest (Student handcuffed or transported to detention facility)
- Student, conference guest death
- Weapons (discovery, possession, brandish, discharge)
- Welfare checks with NAUPD

The following are examples of other situations that require a phone call to the Coordinator during business hours or a voicemail to the Coordinator office or on-call phone. Use your judgment. **When in doubt, always call pro-staff on-call.**

- Missing university property
- Property damage / graffiti
- Rumors of Hazing
- Suspicion of Theft

A Note about Conference Guests & Minors

When you are approaching and responding to a situation involving conference guests, your involvement may be limited and you may need to call Pro Staff on-call or your supervising Coordinator **sooner** than if you are interacting with NAU students. With situations involving conference guests, the general steps are outlined below:

Step 1: Recognize that a situation is occurring that requires you to intervene

- If the situation is urgent and somebody is in danger, call NAUPD at 9-1-1. As soon as you are able, call Pro Staff on-call. If possible, find and contact a group leader for the conference or ask Pro Staff to contact them if nobody is nearby.
- If the situation is not urgent, you can proceed to step 2

Step 2: Walk up, say hello, and introduce yourself. Ask them what their names are, then explain what you observed and why you need to address the behavior.

Step 3: Explain why the behavior you observed is not allowed and please ask them to stop. Ask for their name, age, and what conference group they are with.

- For situations that do not involve minors and/or do not break any laws, you do not need to contact Pro Staff on-call. You will just proceed to Step 4.
- For situations that involve minors, break laws, or non-compliance to case the behavior, you can find a conference group leader or contact Pro Staff on-call for assistance.

Step 4: Write an incident report

- To view the type of IR forms and what form to submit for which type of situation, please view the IR section.

Steps in Responding to a Crisis Situation

Step 1: Determine what is happening. What is the issue? Who is involved? What has been done? Get first-hand accounts whenever possible. Collect and record all the information relating to the incident.

Step 2: Consult and/or Take Action

- Consult: Contact Pro Staff on-call at the earliest possible moment
- Take Action: Implement appropriate action to protect life and/or property, or to prevent injury. May need to call NAUPD

Immediate Problem Solved

Step 3: Document the incident and create an incident report.

Step 4: Follow Up and touch base with residents, guests and staff who were involved to see if they are struggling with the issues/outcomes.

When contacting Pro Staff on-call about a situation, have the following information ready:

- Student information: first and last name, hall and room number, date of birth, if student is under 18, and student ID number
 - If a conference guests, get their full name, age, and what group they are part of
- Details of the situation: how the staff was made aware of the situation; who, what, when & where situation occurred

Summer Response Protocols

Alcohol - Summer

Suspicion of Alcohol: Received a call about a party, smell of alcohol, alcohol visible in open room, hear talk about drinking or alcohol while on rounds, hear glass clinking, hear song of pong balls, etc.

Step 1: Confront the Situation

If possible, get another SHA to assist. Knock on the door and introduce yourself by name and your role as a SHA. Then state what brought your attention to the room/suite/apartment (Smell of alcohol, overheard talking, etc.)

Step 2: Ask if there is any alcohol in the room

- If yes → Thank them for their honesty. Ask to enter the room to discuss the situation further. Then proceed to step 3.
- If No → Ask to come in and state that there is a concern and need to check that everything is okay.

Step 3: Enter the Room. Ask everyone in the room/apartment/suite if they are 21 or older

- If 21 or Older → If all policies are being followed, no action is needed.
 - A common policy violation in this situation is there are individuals present who are under 21 years of age.
- If Under 21 → Since the legal drinking age is 21, let them know that additional info is needed and ask for cooperation on their part. Thank them in advance. Proceed to step 4. If anyone is under

Step 4: Guests/students gather Alcohol. **SHAs should NOT touch any alcohol!**

- Ask guests/students to bring all alcohol to the center of the room.
- Ask occupant(s) of the room to open the fridge/freezer to verify there is no alcohol stored inside
- Point out any alcohol that can be plainly seen

Call NAUPD immediately if anyone shows signs of alcohol poisoning or if anyone is under the age of 18.

Step 5: Determine and Document Alcohol Type & Quantity

- Note how many containers of alcohol are there total?
- What types of alcohol? Wine, beer, liquor? Be specific in the brand of alcohol too.
- Which containers are empty, full, unopened, or contain a useable amount of alcohol?

Step 6: Possession & Consumption

- Ask each person if they have been drinking and note their individual response
- While talking with everyone, note if anyone has the smell of alcohol on their breath, slurred speech, or other signs of consumption (or no signs of consumption).
- Ask where the alcohol came from --- Who purchased it? Who brought it to the room?

Step 7: Gather Identification

- Ask to see a photo ID for each person --- can be NAU ID, driver's license, etc.
- If someone does not have a photo id, take them to the desk to verify their information in StarRez
- If someone will not produce an ID or go to the desk, inform them that NAUPD will be contacted to verify their identity
- Write down NAMES and ID NUMBERS for each person

Step 8: Dispose of Alcohol & Containers

- Ask the occupant of the room to dump out alcohol in the sink

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- Ask the occupant of the room to go with SHA to recycle the empty containers.

Step 9: Explain Policies & Documentation

- Answer any questions about NAU/CL policy
- Explain that the situation will be documented
- Give each person a conduct information card and encourage them to check their NAU email for next steps

Step 10: Document and create an Incident Report.

SHAs that encounter alcohol in common/public spaces with no clear origin may grab a trash bag and dispose of the container themselves. SHAs should take care to ensure that the alcohol is immediately disposed of in a dumpster. Please contact the Pro Staff on-call if/when you do this.

Alcohol Poisoning

Step 1: If there is any suspicion of alcohol poisoning/alcohol overdose, call 9-1-1 for help. Do not try to guess the level of drunkenness.

- Call 9-1-1 immediately

Step 2: Assist the intoxicated person while waiting for emergency services to arrive

- Know the danger signals (listed below), do not wait for all symptoms to be present
- Be aware that a person who has passed out may die
- Actions that can help:
 - Check if they are breathing
 - Ask witnesses for the persons name. Call their name to try to get a response. If responding, ask questions to keep them alert.
 - If the person is unconscious, ask witnesses/friends if they can turn the student onto their side. This can help them not to choke if they vomit.
- Things to complete before emergency services transports a guest/student.
 - Determine if a friend/camp counselor, etc is accompanying them to the hospital (usually only one allowed)
 - Ensure th has their JacksCard/conference card and Room Key with them
 - Ensure the student has their cell phone with them
 - Ensure the student has weather appropriate clothes with them

Step 3: Contact the Pro Staff On-Call

- Pro Staff will respond to the situation (if timeline allows)
 - (It is not uncommon for persons to be transported before Pro Staff arrive)

Step 4: Gather information & respond to any policy violations

- Speak with all witnesses/friends
- How much alcohol did they consume? What kind of alcohol? When? How frequently?
- Did the student vomit at all? (This is important as it affects how much alcohol is in their system)
- Follow usual steps for any alcohol present: have community members dispose of, document amounts, check student identification for ages, etc.

Step 5: Explain policies & documentation

- Answer any questions about NAU/CL policy - the focus is on student well-being
- Explain that the situation will be documented
- Give each person a conduct information card and encourage them to check their NAU email for the next steps
 - This should only be done for students not transported - university staff will follow up with transported student

Step 6: Document and create an Incident Report.

Resources

Critical Signs and symptoms of alcohol poisoning/overdose:

- Mental confusion, stupor, coma, or person cannot be roused

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- Vomiting
- Seizures (Eyes roll back in the head)
- Slow breathing (fewer than eight breaths per minute)
- Irregular breathing (10 seconds or more between breaths)
- Hypothermia (low body temperature), bluish skin color, paleness

What can happen to someone with alcohol poisoning/overdose that goes untreated?

- Victim chokes on their own vomit
- Breathing slows, becomes irregular, or stops
- Heart beats irregularly or stops
- Hypothermia (low body temperature)
- Hypoglycemia (too little blood sugar) leads to seizures
- Untreated severe dehydration from vomiting can cause seizures, permanent brain damage, or death

Adapted from:

<https://www.collegedrinkingprevention.gov/NIAAACollegeMaterials/FactSheets/collegedrinkingfactsheet.aspx>

Facilities Emergency

Step 1: SHA personally observes and assesses the situation

Step 2: Are the students/guests in immediate danger?

- If Yes → Contact 9-1-1 and then proceed to step 3
- If No → Proceed to step 3

Step 3: Contact the Pro Staff on-call and follow their instructions

Facilities crises that require a phone call to Pro Staff anytime of day or night:

- Smoke or fire (in or around the exterior of the building)
- Evacuation of the building
- Exposed electrical wire (live or not)
- Broken steam pipe in the building
- Smell of natural gas
- Water leak that could cause flooding or property damage
- Insufficient heat in a room, apartment, or building
- Sewage backup of any amount
- Power outages
- Broken glass on doors or windows that could cause injury or lack of security
- Lock problems which prevent individuals from securing or exiting a door/window
- Any incident where injury or property damage could occur
- No hot water

Protocol for Calling Work Control for public space clean up:

- Assess: Can the area be closed off until the morning?
- Determine: If the student is able to clean up their own mess? If a vomit kit can be used for clean up, use accordingly.
- Work control should be contacted to clean up bodily fluids (blood/urine/feces/vomit) if the above do not apply
- Guests/students are responsible for clean up in their own room/space!

Fire & Fire Alarm Evacuations

Alarm Sounds

Step 1: Evacuate the Building

- Use the nearest exit and do not use the elevator(s)
- Head towards the front desk for procedure assignments
- Ensure residents are evacuating --- knock on doors as exiting

Step 2: Are you the first staff member to arrive at the designated meeting place?

- If yes → Call NAUPD (928-523-3000) and Pro Staff on-call. Follow building fire evacuation protocol. Then proceed to step 3.
- If no → Follow the lead staff member's directions

Step 3: Work with NAUPD to determine the cause of the alarm. If during business hours, call your supervising Coordinators. If after hours or weekends, call Pro Staff on-call.

Step 4: All Clear Signal by Emergency Personnel

Only NAUPD or Flagstaff Fire Department can give the "all clear" signal to re-enter the building. Do not allow students to enter the building signal is given, even if the alarm is silenced.

Step 5: Document and Create an Incident Report.

Hate Crime, Bias, and Vandalism Incidents

If you believe something *could be* a bias situation, or are *uncertain*, please consult with Pro-Staff on-call or your supervising Coordinators.

Step 1: Assessment

- What happened, where and when did it occur?
- Could this be perceived as a bias incident? Why?
- Was the action(s) directed at a person(s) or property?
- Are the victim(s) known or unknown?
- Are the perpetrator(s) known or unknown?
- Are there any witnesses to the incident?

Step 2: If the incident is bias, Consult/Take Action

- Secure the area
- Separate the person(s) involved
- Contact NAUPD
- Interview all parties involved
- Contact your supervising Coordinators or Pro Staff on-call

Step 3: Communicate and Offer Resources

- Offer support, resources, and options to the victim(s)
- Share rights, responsibilities, expectations and resources to the perpetrator(s)
- Provide additional resources and information, including the Campus Inclusion Team
- Contact Work control, custodial, or appropriate facilities areas for clean up/repair

Step 4: Document and Create an Incident Report

Step 5: Follow Up (with known victim(s), known perpetrator(s), and with impacted communities)

Marijuana (Cannabis) Response Protocol

The Student Code of Conduct uses the term marijuana rather than cannabis . This document uses cannabis instead of marijuana since cannabis refers to the plant, but marijuana is a term that originated in Mexico but was often used to foster anti-mexican sentiments. To learn more click [here](#).

Suspicion of Cannabis: Receiving a call about drug usage, the smell of cannabis, paraphernalia visible in an open room, hearing talk about using cannabis while on rounds, hearing talk about someone sharing or using medicinal cannabis on campus, heard talk/social media posting about a student selling drugs, etc.

General Information

- If you smell cannabis, determine the exact room/apartment you believe the scent to be coming from.
- If someone shares that they believe a student is using or selling drugs, confirm the full name of the student, where they live, any details regarding what drugs they may be using or selling, and where this is taking place. Also, confirm the full name of the individual who shared this information with you.
- Capture any social media posts that indicate drug usage or sales.
- If paraphernalia is visible in a space, determine the exact location (apartment/room number/community space). Do not engage with community members if they are also in the space. Do not touch any drug paraphernalia.
- If you suspect the use of any drugs beyond cannabis call 9-1-1 and the Pro Staff on-call.

Step 1: Confront the Situation

If possible, get another SHA to assist. Knock on the door and introduce yourself by name and your role as a CA. Then state what brought your attention to the room/suite/apartment (Smell of cannabis, paraphernalia)

Step 2: Determine and Document Cannabis Type and Quantity

- Scent of cannabis coming from a particular apartment/room
- Drug paraphernalia of any kind are visible in a space
- You observe someone actively using cannabis
- Note any specific types of cannabis, paraphernalia or other items

Step 3: Gather Identification

- Ask each person if they have been partaking in the use of the cannabis
- Ask where the cannabis came from
- Ask to see a photo ID for each person --- can be NAU ID, driver's license, etc.
- If someone does not have a photo id, take them to the desk or use your iPad to verify their information in StarRez
- Take down NAMES, and ID NUMBERS for each person
- Is the person under the age of 18 and NOT an NAU student?
 - If Yes → Call NAUPD at 9-1-1
 - If no → Continue to step 4

Step 4: Explain Policies & Documentation

- Answer any questions about NAU/CL policy

[RETURN TO THE TABLE OF CONTENTS](#)

- Explain that the situation will be documented
- Instruct the student to remove the cannabis within 24 hours. We do not remove drugs/cannabis in the moment (this is different from alcohol).
- *If applicable:* Note that medical cannabis is not treated any differently because all cannabis (including recreational) is legal in the state. Students may try to resist policy documentation by bringing up that they have their medical cannabis card. Explain that cannabis is still illegal at the federal level and we are a federally funded institution.

Step 5: Document and create an Incident Report

- SHAs should document any suspicion or allegations of drug usage or sales.

Step 6: Document and create an Incident Report.

- Attach photos of cannabis and paraphernalia to IR

Step 7: Follow Up with student(s) as needed in the coming days

Call Pro Staff on-call if:

- If you suspect the person is selling or distributing cannabis call the Pro Staff on-call who will determine if a call to NAUPD is appropriate.
- If the student is experiencing a bad reaction and is in need of medical services, call 9-1-1 immediately
- When in doubt, call the Pro Staff on-call to consult

Other Drugs Response

Suspicion of Other Drugs: Receiving a call about drug usage, paraphernalia visible in an open room, hear talk about using other drugs while on rounds, heard talk/social media posting about a student selling drugs, etc.

General Information

- If someone shares that they believe a student is using or selling drugs, confirm the full name of the person, where they live, any details regarding what drugs they may be using or selling, and where this is taking place. Also, confirm the full name of the individual who shared this information with you.
- Capture any social media posts that indicate drug usage or sales.
- If paraphernalia is visible in a space, determine the exact location (apartment/room number/community space). Do not engage with community members if they are also in the space. Do not touch any drug paraphernalia.
- If you suspect the use of any drugs call 9-1-1 and the Pro Staff on-call.

Step 1: Call 9-1-1

Step 2: Contact your Pro Staff or the Pro Staff on-call

Step 3: Wait for NAUPD to arrive. Follow their directives and document, and get the following from NAUPD:

- Incident number or case number
- Description of what was found and seized
- Was anybody arrested?

Step 4: Create Incident Report

Step 5: Follow Up with guest/student as needed in the coming days

Prescription Drugs Response

Individuals cannot be in possession of prescription drugs that were not prescribed to them by a licensed doctor. Common instances where you may encounter somebody illegally in possession of prescription drugs are: seeing a prescription drug bottle in a community member's room that bears a name not belonging to any occupants of the room, hearing talk about using or taking prescription drugs that they received from somebody else (most commonly adderall), hear talk/social media posting about a student selling prescription drugs, etc.

General Information

- If someone shares that they believe someone is using or selling prescription drugs, confirm the full name of the person, where they live, any details regarding what drugs they may be using or selling, and where this is taking place. Also, confirm the full name of the individual who shared this information with you.
- Capture any social media posts that indicate illegal prescription drug usage or sales.
- If paraphernalia is visible in a space, determine the exact location (apartment/room number/community space). Do not engage with other community members if they are also in the space. Do not touch any drug paraphernalia.

Step 1: Call 9-1-1

- Did you become aware of these illegal prescription drugs while talking with a person who was in crisis and/or in need of mental health support?
 - If yes → NAUPD and your Pro Staff or the Pro Staff on-call will still need to be called. Find a break in the conversation to inform the student why you have to call NAUPD. When you call NAUPD non-emergency at 928-523-3611, let them know of the situation. NAUPD may adjust its approach in addressing the illegal prescription drugs with the student.
 - If no → Call 9-1-1 and your Pro Staff or the Pro Staff on-call

Step 2: Contact your Pro Staff or the Pro Staff on-call

Step 3: Wait for NAUPD to arrive. Follow their directives and document, and get the following from NAUPD:

- Incident number or case number
- Description of what was found and seized
- Was anybody arrested?

Step 4: Create Incident Report

Step 5: Follow Up with student(s) as needed in the coming days

Medical Emergencies/Student Transports

Issue: Concern(s) about the student (head/neck injury, severe injury/medical condition, possible alcohol/drug related condition)

Step 1: Gather Information (symptoms, alcohol/drug involvement, brief history)

Step 2: Call 9-1-1

Step 3: Contact your Pro Staff or the Pro Staff on-call

Step 4: Document and Create a Care Report

Step 5: Follow Up

Never transport community members yourself!

Mental Health
(self-harm, depression, eating disorders, suicidal ideations)

Issue: Concern(s) about a person arise: When you feel someone is about to disclose something, be sure to interrupt to inform them that you will need to call your supervisor in order to keep them safe and give them the best resources possible. Remind them all information is private and not confidential.

Step 1: Determine if anyone is in immediate danger (suicide planned out, suicide attempt, weapons, direct threat to others)

- If Yes → Contact Emergency NAUPD, then move to step 2
- If No → talk with the community member to gather details, then move to step 2

Step 2: Contact/involve your Pro Staff on-call

Step 3: Pro Staff encourages persons to utilize Jackscare. Pro Staff has students talk to counselors. Pro Staff talks with a counselor for a summary.

Step 4: Pro Staff will determine the course of action

Step 5: Document and Create an Incident Report

Step 6: Follow Up (make sure community members understand the process and the appointments that they need to attend)

For some general mental health information and resources view the following document [here](#).

Student Whereabouts Unknown (missing person)

Step 1: Notification of student/guest whereabouts unknown (someone reports a student/guest missing → family, friend, roommate, etc.)

- If a concern is provided over the phone: at a minimum, collect the following information so that the Pro Staff/NAU PD can work with the family member/friend who is concerned:
 - Name
 - Callback phone #
 - General timeline of events (last time they spoke to the person, any special circumstances/concerns, etc)

Step 2: Contact your Pro Staff on-call. Pro Staff on-call will contact NAUPD and NAUPD will create IR number and follow up appropriately

Step 3: Follow any instructions given by the Pro Staff on-call.

Physical Assault/Relationship/Domestic Violence

If an assault is currently taking place, call 9-1-1.

Note: Depending on the situation, this could be considered Title IX; if so [Title IX protocol](#) should be followed.

Step 1: Call your Pro Staff or the Pro Staff on-call and inform Pro Staff of the information.

(What the Pro Staff does → informs manager on-call, assists you in writing the IR, complete denial of access paperwork if necessary, follows-up)

Step 2: Assist Pro Staff in collecting involved parties' information

- Name(s)
 - community member(yes or no)
 - If not a resident, what is the relationship to the resident
 - Address, phone number, date of birth, NAU student ID number

Step 3: Assist Pro Staff in asking the following questions

- Was anyone arrested? Was there an existing protective order, no contact order, or denial of access?
- Is everyone safe? Do they want to move, want a denial of access, want a no-contact order, etc.?
- Does the alleged violator have keys?
 - If yes → does the community member want the keys taken away from the perpetrator?
 - If no → does the contract community member(if victim) want this person taken off the key permission sheet [family housing]
- Where are the kids (if applicable)? Were they involved (injured or observed incident)? ***NAUPD will determine if Child Protective Services should be contacted*
- Remind all parties involved that retaliation is prohibited; this includes friends and family members
- Refer to Standards of Residence and Code of Conduct for retaliation clause.

Sexual Violence/Misconduct (Title IX)

Student begins to disclose to SHA/Staff member will interrupt to inform them and can use the language below:

"I'm sorry to interrupt, but it sounds like you're about to tell me something important. I definitely want you to feel comfortable sharing, but I want you to know that I have to report this information [up to my supervisor OR to a department on campus (Office for the Resolution of Sexual Misconduct (ORSM), Equity and Access or Office of the Dean of Students)] that can provide you with resource information and review resolution options with you."

OR

"I am so glad you told me about this, and I want to provide you with as much support as possible. I want to be up front that as part of my role, I do have to inform [my supervisor OR a department on campus (Office for the Resolution of Sexual Misconduct (ORSM), Equity and Access or Office of the Dean of Students)] about this."

Step 1: Tell the person that information provided will be kept private but not confidential. (Let the student know as soon as possible that a Pro Staff will need to be involved. NAU Counseling Services & Victim/Witness Services & Pastoral counseling are confidential resources)

Step 2: Assess immediate safety. If concerned about immediate safety, contact 9-1-1.

Step 3: Utilize pages 1 & 2 of [this link](#) for tips on supporting and listening to the student as they may share their story with you. The Pro Staff will cover the resources on pages 3-5 when they arrive.

Step 4: Contact Pro Staff. Notify the person that the Pro Staff will respond in person.

Step 5: Support Pro staff if needed when they are talking through Resources and Reporting Options with the student

Step 6: Work with Pro Staff on-call to document and create an [incident report](#).

Step 7: Work with your Pro Staff to follow up.

Weapons and Firearms

Step 1: Staff is made aware of weapon (possession, use, or discovery)

- More information on what constitutes a weapon can be found here on page 4: [NAU Standards of Residence](#)

Step 2: In case of weapon(s) or firearm(s), simulated or real, or if a student brandishes, discharges, or threatens others with a weapon → Call 9-1-1 immediately.

Step 3: Contact Pro Staff or Pro Staff on-call as soon as possible. Pro Staff must arrive on site.

Step 4: Is the Owner/User Present or Not?

- If Yes → Pro Staff directs the user/owner to immediately remove the weapon from the community (Pro Staff remains on site until the weapon is relocated in conjunction with NAPUD (928-523-3611))
- If No → contact NAUPD (928-523-3611) to request assistance with removal of the weapon from the community, with the Pro Staff waits in the room where the weapon was discovered for NAUPD, NAUPD receives the weapon and provides temporary storage until the student returns

Step 5: Document and Create an Incident Report

Step 6: Follow Up (staff should check in with students impacted by situation including the user/owner and a note about the follow up in the Incident Report)

High-Risk Welfare Checks & Entering a Student Room

A high-risk welfare check is precipitated when Pro Staff learns information indicative of a possible threat to a student or students in the community.

Some Examples of a High-Risk Welfare Check:

- An actively suicidal subject
- An assault took place
- An escalated mental or behavioral health risk

Step 1: Contact your cluster supervisors or the Pro Staff on-call

Step 2: Pro Staff will contact the Manager on-call to consult, and then NAUPD for assistance and consultation with health and wellness concerns (follows directives from NAUPD)

Step 3: At least two staff members must respond to the student room (Pro Staff and CA(s) On-Call with NAUPD)

Step 4: Staff knocks loudly on the door and announces themselves as community staff.

- If no response, announce that the hall staff is entering the room

Step 5: Resolve the concern in the room and leave a note indicating that staff was in the room and the purpose of entry

Step 6: Document and Create an Incident Report

Additional Reasons you may need to work with the Pro Staff on-call to enter a room for

- Remove a community disruption (alarm clock, loud music, TV, etc.)
- Check unoccupied portion of a double room in order to prepare for occupancy
- Emergencies such as flooding
- Smell of something burning (ie: candle) coming from a specific room

On-Call Important Phone Numbers	
Ponderosa Zone Pro Staff On-Call Oak Zone Pro Staff On-Call Aspen Zone Pro Staff On-Call	928-523-2354 928-310-6244 928-707-3100
Campus Health Services - Counseling Services	928-523-2261
Campus Health Services - Medical Services	Appointments: 928-523-8995 Information: 928-523-2131
NAUPD	Emergency: 9-1-1 Non-emergency: 928-523-3611
Coconino Humane Association (animal control)	928-526-1076
Flagstaff Medical Center	928-779-3366
The Guidance Center	928-527-1899
Poison Control Center	800-362-0101
Silent Witness (anonymous crime reporting)	928-774-6111
Campus Living	928-523-3978
Work Control	928-523-4227
ITS Solution Center	928-523-1511 / After Hours - 928-523-3335
Victim Witness	Business: 928-679-7770 / After hours and weekends: 928-774-1414 (ask for a victim witness advocate)
Northern Arizona Regional Behavioral Health Authority	(crisis line) 877-756-4090
Northland Family Help Center	(crisis line) 877-634-2723
Arizona Coalition to End Sexual & Domestic Violence	(help line) 800-782-6400

Campus Living Community Staffing Area

Community	CLC Coordinator	GA CLC	Supervisor
Allen	Stephanie Capps		Unique Harston
Calderon	Kyle Lester		Unique Harston
Courtyards	Kenzie Bihn		Jake Shaw
Cowden	Carlos Lopez		Shannon Malone
Gabaldon	Erin Hernández	Alec Murphy	Jamie Lloyd
Honors	Joe Hannon	CJ Ruiz	Jake Shaw
McConnell	Tori Ball		Jamie Lloyd
	Tylan Eastham		
McKay Village	Kylie Schumacher		Shannon Malone
Mountain View	Dylan Rose	Natalie Rodriguez	Jake Shaw
North District	Shawnee Doling-Tye		Shannon Malone
Pine Ridge Village	Hanna Barnett		Jamie Lloyd
Reilly	Sofia Rodriguez Walter	DeVante Parker	Unique Harston
Sechrist	Zach Atkins	Bella Staines	Shannon Malone
Campus Heights	Yani Shao		Unique Harston
South Village	Lowell Hobson		Unique Harston
Tinsley	Jesica Delmar		Jamie Lloyd
Wilson	Rich Righetti		Jake Shaw

Campus Living Initiatives and Partnerships Area

Values	Coordinator	GA	GA
Equity & Inclusion	Jaden Reyes	Sam Osinga	Mehwish Hameed
Learning & Development	Megan Greenwood	Anastasiia Isaeva	Lily Schmitt
Care & Support	Jordan Dedrick	Elaina Sajadea	Jacquie Bassford
Community & Connectedness	Sammy Garrett	Allen Turner	Ashley Harger
Indigenous Peoples Living Learning Community	Nate Armenta	Stephen Pagano III	

Campus Living Operations Area

GA	Housing Assistant Manager
Robert Petruncola	Markayla Clayton
Philip Asare	Markayla Clayton

Campus Living Facilities Area

GA	Housing Assistant Manager
Ceth Reeves	Steven Barnett

Incident Reports Forms

Below are the various Incident Report Forms and when they should be submitted. When you open each IR form, **there is information at the top of the page that you must familiarize yourself** with to ensure you are submitting the correct form and calling additional staff for specific situations (e.g., Pro staff, NAUPD, work control)

IR Type	Brief Description	IR Link
Conduct	To document situations involving NAU student(s) or guests of NAU Students (not summer camps/confernces) violations of the student code of conduct and Standards of Residence	Campus Living Report Form and select “conduct” for nature of report.
Care	To document situations involving students of concern that need support from the Lumberjack CARE Center.	Campus Living Report Form and select “care” for nature of report.
Sexual Misconduct	To document alleged sexual misconduct incidents. Reporting these situations are mandatory and require a call to Pro Staff on-call.	Sexual Misconduct Report Form
Facilities	To report building concerns, damages, or issues (exit signs, vandalism, broken windows, or other damage intentionally done to NAU property) If the identity of the individual(s) who intentionally damaged or vandalized is known, you also need to submit the Campus Living Report Form as a conduct violation.	Campus Living Facilities Incident Report Form.
FYI	To document situations that are against policy, but we do not know who the alleged person is. AND/OR to document situations involving Summer Campus and Conference guest incidents, policy violations, and/or other reportable situations.	Campus Living FYI Form

Example Academic Year IRs

Sample CARE Referral: Homesickness

At approximately 12:00 PM on July 12, 2023, in Sechrist Hall Room 702, Community Assistant (CA) Rya Mejia called CA Leia Skywalker regarding an ongoing situation regarding Community Member (CM) Mia Masters (6237110). CM Masters has been struggling with homesickness. CM Masters stated that she is from Edmonds, Washington, and would go to the beach to help manage her anxiety. As CM Masters spoke, she began to cry. CA Mejia called Campus Living Community Coordinator (CLCC) Scout Miller to consult on appropriate resources to share with CM Masters. CA Mejia provided CM Masters with the information for the Jack's Care App and the phone number for NAU Counseling Services. CM Masters plans to call her parent tonight to create a support plan for her homesickness.

Sample Conduct Report: Noise + Cannabis

At 12:45 AM on Saturday, July 7th, a Community Member (CM) called Community Assistant (CA) Rya Mejia about excessive noise from Allen Hall room 279. CA Mejia knocked on the door and Community Member Alyssa White opened the door. CA Mejia noticed the scent of cannabis and CA Mejia asked to come inside the room. Present in the room were Community Member Robert Jones (host), CM White, Community Member Hannah Green, and Community Member Katie Charles. CA Mejia informed the room that she was there to respond to a noise complaint. CM Green apologized and said that the group had lost track of time. CA Mejia stated that she could smell cannabis in the room and asked if they had been smoking cannabis. CM Charles said that had just smoked outside in the central quad and thought that was allowed. CA Mejia asked if the group had any more cannabis in their possession. CM Green stated that they had smoked a "joint," finished it, and possessed no further cannabis. CA Mejia shared NAU's expectations about cannabis use as stated in the code of conduct. CA Mejia stated that she would document this interaction.

SHA Example IR

At approximately October 6, 2022 at 5:40pm, Summer Housing Assistant Alex Karev (SHA Karev) was working the front desk when Officer Derek Shepherd of Seattle PD approached SHA Karev at the front desk. Officer Shepherd was responding to a wellness check on Resident Meredith Grey who lives in Blue Hall. Office Shepherd first stopped in Blue Hall looking for Resident Grey, but could not locate Resident Grey in Blue Hall. Officer Shepherd then spoke with residents of Blue Hall and was able to figure out that Resident Grey was in Green Hall with a few of her friends.

Officer Shepherd was able to locate through the residents of Blue Hall that Resident Grey was in the 2nd floor women's bathroom on the west side of Green Hall. Officer Shepherd and Officer Richard Weber went to the 2nd floor to consult with Resident Grey. At 5:55pm, Officer Weber returned to the front desk and informed SHA Karev of the details. Officer Weber informed SHA Karev that the student was in good health and not suicidal. Officer Weber told SHA Karev that Resident Grey and her friends were going to go eat at the Hot Spot in the University Union.