



On Call Policy

Issued: August 19, 2016

Revised: February 3, 2017

Purpose:

To provide guidelines to assist Resident Assistants (RAs), Conference Assistants, Graduate Assistants and full-time staff members (Residence Life Coordinators, the Assistant Director of Residence Life, Senior Residence Life Manager, and Director of Residence Life) in handling crisis and student safety situations that may arise will be on call for the Residence Life Department.

Process:

A. Resident Assistant (RA)

1. RAs are to be on call from 6:00pm – 8:00am the following day on Sunday through Thursday, 6:00pm Friday – 6:00pm Saturday, and 6:00pm Saturday – 6:00pm Sunday.
2. RAs will also serve 24-hours on call during holidays in which the university is closed.
3. Each community will have 2 RAs on call for each night (a primary and secondary) for the purpose of safety and security.
4. **Primary** RAs must be within the Residential Community for the duration of their on call period and may not be involved in or participating in any activity that will impede them from performing their job duties.
5. **Secondary** RAs must always be able to return to the community and assist in a situation in no more than fifteen (15) minutes.
6. For ACA (Affordable Care Act) purposes, RAs hours will track their on call hours as follows:
 - a. **Primary** RA ACA hours will be for the entire duration they are on call. This amount will always be either 14 hours for weekday on call or 24 hours for weekend and holiday on call.
 - b. **Secondary** RA ACA hours will be the time the RA participates in on-call rounds or when the RA is called to assist in a situation
7. RAs will perform a total of three (3) on call rounds each night they are on call. Each round will be completed by both the **Primary** and **Secondary** RA.
 - a. Rounds will be performed between 6:00pm - 1:00am.
 - b. The first round will begin at 6:00pm each night.
 - i. At the beginning of this round RAs will forward the on-call duty phone to the **Primary** RA, change the on call duty signs throughout the community, and perform any other tasks that are given to them by their RLC (i.e., hanging up flyers)

- c. The second round will be performed at a point during the middle of the round time period.
 - i. The Residence Life Coordinator (RLC) of the community will give directions to the RA staff as to when this round should be performed.
- d. The third round will be completed near 1:00am.
- e. The RLC or the Department of Residence Life reserves the right to add additional rounds at any time during the on call period based on community and/or university needs.

Weekdays

1. Weekday on calls are days that fall on and between Sundays through Thursday.
2. RAs will be on call starting at 6:00pm on the day the weekday on call begins through 8:00am the following morning.
 - a. Ex: 6:00pm Thursday – 8:00am Friday.
3. The person serving as **Primary** RA must be in the community they are serving on call starting at 6:00pm.
4. The person serving as **Secondary** must be in the community they are serving on call starting at 6:00pm to complete the first round.
 - a. The **Secondary** RA must be in the community during the other two on-call rounds.

Weekend/Holiday

1. Weekend on calls are Friday and Saturday.
2. Holiday on calls are days in which the University is not open.
3. RAs will be on call starting at 8:00am on the day the weekend on call begins through 8:00am the following day.
 - a. Ex: 6:00pm Saturday – 8:00am Sunday
4. The person serving as **Primary** RA must be in the community they are serving on call starting at 8:00am.
 - a. Starting at 8:00am during the on-call period, the **Primary** RA transitions to becoming a **Secondary** RA.

B. Graduate Assistants and Full Time Staff Members

1. Graduate Assistants and full time staff members, which include Residence Life Coordinators (RLC), the Senior Residence Life Manager, and the Assistant Director of Residence Life (hereon collectively mentioned only as “on call staff member”).
2. On call staff members will be on call from Monday to Monday of the following week.
3. The on call staff member will transition and receive the on call phone from the previous on call staff member every Monday.
4. During the hours of 10:00am to 5:00pm Monday through Friday, the Residence Life Coordinator will serve as the on call person for their community.

5. For ACA (Affordable Care Act) purposes, live-in or live-off on call staff members who are not FSLA (Fair Labor Standards Act) exempt will track their on call hours as follows:
 - a. Each call that the on call staff member receives, they will need to track the following things:
 - i. Exact time in which the on call staff member is made aware of a situation.
 - ii. Exact time in which the situation is resolved or time in which the on call staff member is no longer assisting with the situation.
 - b. If the on call staff member has to be on site where the situation is occurring, tracking will begin once they are in transit to the situation, and ends once the situation is resolved and the on call staff member leaves the site.
6. The on call staff member must be within a fifteen (15) to twenty (20) minute drive of being able to assist in situations in which their presence is needed.

C. Director of Residence Life

1. The on call capacity for the Director of Residence Life is to be on call for any large situation that may occur in the residence hall.
2. The Director of Residence Life has no time frame in which they are on call. They are essentially on call 24/7.
3. If the Director of Residence Life is not available or are not in the vicinity, the Assistant Director of Residence Life will take on this role.
 - a. If the Director and the Assistant Director of Residence Life are not available or are not in the vicinity, the Senior Residence Life Manager will take on this role.

D. Conference Assistants

1. Conference Assistants (CA) will serve on call for any camp(s) or conference(s) that the Department of Residence Life may house during the summer.
2. CAs direct supervisor will be the Assistant Director of Residence Life.
3. CAs will serve a similar “**secondary**” on call status during the summer.
4. For ACA (Affordable Care Act) purposes, CAs hours will track their on call hours as follows:
 - a. CA ACA hours will be the time they are called to assist in a situation
 - b. Each call that the CA receives, they will need to track the following things:
 - i. Exact time in which the on call staff member is made aware of a situation.
 - ii. Exact time in which the situation is resolved, or time in which the on call staff member is no longer assisting with the situation.
5. CAs will be on call during the following times:

Weekdays

1. Weekday on calls are days that fall on and between Sunday through Thursday.
2. CAs will be on call starting at 5:00pm on the day the conference begins through 8:00am the following morning.
 - a. Ex: 5:00pm Thursday – 8:00am Friday.
3. Starting at 5:00pm, the CAs must always be able to return to the community and assist in a situation in no more than fifteen (15) minutes.

Weekend/Holiday

1. Weekend on calls are Friday and Saturday.
2. Holiday on calls are days in which the University is not open.
3. CAs will be on call starting at 5:00pm on the day the weekend on call begins through 5:00pm the following day.
 - a. Ex: 5:00pm Saturday – 5:00pm Sunday
4. Starting at 5:00pm, the CAs must always be able to return to the community and assist in a situation in no more than fifteen (15) minutes.

On Call Reporting Protocol

During Business Hours
Monday - Friday
(10:00am – 5pm)



Call Your Community RLC Cell

Explain the situation and follow instructions

Try calling twice. If no answer, **LEAVE A MESSAGE** then...

Call the Main Housing Office

Ask to speak to a Professional Staff Member

Tell Student Assistant that it is an Emergency

Explain the situation and follow instructions

If no one is at the Main Housing Office, then...

Call Senior Residence Life Coordinator or the Assistant Director of Residence Life Cell

Explain the situation and follow instructions

Explain the situation and follow instructions

If neither SRL nor AD answers, then...

Call the Director of Residence Life

Residence Life Coordinators

Main Housing Office: 706-507-8710
CSU PD: 706-507-8911

Leadership Staff

On Call Reporting Protocol

After Hours & Holidays

Monday – Thursday

(5:00pm – 10:00am)

Friday – Monday

(Fri 5pm – Mon. 10am)



Call the Pro Staff On Call Cell

Explain the situation and follow instructions

Try calling twice. If no answer, **LEAVE A MESSAGE**, then...

Call the Pro Staff On Call Cell Again

Explain the situation and follow instructions

If Staff on Call doesn't answer, **Leave Another Message** then...

Call Senior Residence Life Coordinator or the Assistant Director of Residence Life Cell

Explain the situation and follow instructions

Explain the situation and follow instructions

If neither SRL nor AD answers, leave a message, then...

Call the Director of Residence Life

Residence Life Coordinators

CSU PD: 706-507-8911

Leadership Staff

PLACE HOLDER