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# **RESIDENT SAFETY PROGRAM**

# **STUDENT EMPLOYEE MANUAL**

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**Department of Public Safety  
117 Hofstra University  
Hempstead, NY 11549**

**FALL 2010**

**THE CONTENTS OF THIS MANUAL ARE GUIDELINES ONLY. THIS MANUAL DOES NOT  
CREATE AN EMPLOYMENT CONTRACT. THE DEPARTMENT OF PUBLIC SAFETY RESERVES  
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ANY TIME WITH OR WITHOUT CAUSE OR NOTICE BY THE STUDENT OR THE UNIVERSITY.**

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## **WELCOME TO THE RESIDENT SAFETY PROGRAM**

Congratulations on your decision to become part of the Resident Safety Program. Hofstra University is among the top ten percent of American colleges and universities. Your role within the Department of Public Safety is extremely important in helping Hofstra maintain its excellent reputation as a safe place to reside and work.

The Resident Safety Program is a unique effort to provide students with the safety they deserve on a college campus. By providing twenty-four hour coverage, seven days a week, the program serves to regulate effectively the flow of residents and guests who enter the residence halls. The program, however, does not run itself. It relies on the Resident Safety Representatives (RSRs) and their judgment. Although the policies are well outlined in this manual, it is up to you as a member of the Resident Safety Program to enforce these policies. Although a great amount of responsibility is placed on the Resident Safety Staff, there is a very competent and reliable support system ready to help, should you require assistance.

As a member of the Department of Public Safety's Resident Safety Program, you have access to a number of people who can assist you in your duties. Even though you may have a great deal of contact with the Resident Safety Office, there is additional aid you can obtain from the Public Safety Officers with whom you may interact on occasion. Furthermore, we encourage you to contact the Operations Manager or the Public Safety Operations Desk for additional assistance as needed during your scheduled assignments. In addition, by reading this manual you will see how the various units of the Department of Public Safety interact with the Resident Safety Staff.

We hope that you will enjoy contributing to the safety of your campus. Please feel free to contact the Office of Resident Safety if you have any questions regarding your position.

### **IMPORTANT TELEPHONE NUMBERS**

**Resident Safety Office – (516) 463-6612**

**Department of Public Safety – (516) 463-6606**

**Emergency – (516) 463-6789**

## TABLE OF CONTENTS

- I. TERMS AND CONDITIONS OF EMPLOYMENT
- II. JOB DESCRIPTIONS
  - Resident Safety Representative (RSR)
  - Team Leader (TL)
  - Resident Safety Shift Coordinator (RSSC)
- III. ASSIGNMENT OF HOURS
- IV. ABSENCES
- V. VISITATION POLICIES AND PROCEDURES
- VI. OTHER POLICIES AND PROCEDURES
  - Card Swipe Messages & Procedures
  - ID Monitors (T-Mons)
  - Missing ID
  - Telephone Procedures
  - Uniforms
  - Required Breaks
- VII. EMERGENCY PROCEDURES
  - Fire Drills and Alarms
  - Bomb Threats
  - Prank Calls / Obscene Calls
  - Medical Emergency
  - Abusive or Disorderly Visitors / Students
  - Individual(s) Run Through the Booth W/O Swiping ID
  - Vandalism
  - Elevators
- VIII. MISCELLANEOUS DESK PROCEDURES
- IX. PERFORMANCE STANDARDS & DISCIPLINARY PROCEDURES
- X. WORKERS' COMPENSATION
- XI. APPENDIX
  - Appendix A - General Transfer Procedure
  - Appendix B - Nassau/Suffolk Transfer Procedure
  - Appendix C - Sample Sign-in Sheet
  - Appendix D - Listing of Frequently Called Phone Numbers
  - Appendix E - Listing of Residential Booth and Courtesy Phone Numbers
  - Appendix F - Listing of RA Office Phone Extensions
  - Appendix G - ADP exception Form

The Resident Safety Staff Program in the residence halls is provided as a service to the residents for the protection of their property, their privacy and their general safety. This system is an important part of the campus Public Safety and Security Program that is designed to insure the well being of the residents as well as eliminate damage to our buildings. The primary function of the Resident Safety student employee is to assist in the protection of the residents and residential facilities. Therefore, the following guidelines have been established to provide you with the information necessary to perform your tasks in the proper manner. It is important to realize that safety and security can be best achieved through the development and enforcement of consistent policies and procedures.

## **I. TERMS AND CONDITIONS OF EMPLOYMENT**

1. All students employed by Resident Safety must be enrolled for a minimum of six credits for the corresponding semester.
2. All students employed by Resident Safety must complete the required payroll and tax forms in addition to submitting work eligibility documents before they begin working.
3. Hofstra University's policy for student employees prohibits a student from holding more than one position in a semester or working more than a total of 25 hours per week (20 hours per week for Federal Work Study positions and for International Students) when classes are in session. During the winter and summer breaks, students may work longer hours as determined by the Department of Public Safety.
4. Resident Safety student employees must work a minimum of eight hours per week.
5. Resident Safety Representatives (RSR), Resident Safety Shift Coordinators (RSSC) and meal relief personnel must be in uniform when on duty. Team Leaders (TL) must be in uniform when working in a booth.
6. All students employed by Resident Safety must punch in at the beginning and out at end of their shifts using the designated ADP telephones. These telephones are located in each RSR booth and in the Resident Safety office.
7. Your ADP password and student ID number must not be shared with others. Punching in or out or swiping in or out for anyone other than yourself is forbidden.
8. Any problems punching in or out must be reported immediately to the Resident Safety office (36612).
9. Failure to punch in/out will require you to complete an ADP EXCEPTION FORM and provide proof of time worked in order to be paid for the shift in question. This process can ONLY be completed by coming into the Resident Safety office and filling out this paperwork in person. You will not be paid unless you complete this form.
10. Failure to punch in will result in the student's pay being withheld until the issue is resolved. You will only be paid for time that can be verified.
11. All students employed by Resident Safety must have their Hofstra ID and are required to swipe their card as soon as they arrive to their shift and at the end of their shift at the designated card reader in the RSR booths or at the Resident Safety office.
12. If you are unable to work a scheduled shift, you are responsible for obtaining a replacement from our current semester staff list and completing a Substitute Request

Form to ensure coverage. Substitute Request Forms and the staff list are available to all student employees in the Resident Safety office. Substitute Request Forms are also available in all booths. All substitute requests must be approved, in advance, by the Resident Safety office.

13. A student employee with the Resident Safety Program is required to abide by all the rules and regulations as outlined in the Resident Safety Program Student Employee Manual and any changes in policy and procedure developed by the Department of Public Safety as stated in the RSR booth Post Book. Post Books must be reviewed on every shift.
14. A student employee with the Resident Safety Program holds a position of trust and must preserve the security and confidentiality of the information he/she uses or has access to and is required to abide by all applicable Federal and State guidelines and University policies regarding the confidentiality of University data and information, including Hofstra's Confidentiality Agreement and Security Policy and Family Educational Rights and Privacy Act (FERPA) policy, found at [www.hofstra.edu/policies](http://www.hofstra.edu/policies).
15. In case of emergency notify Public Safety (X-36789) and respond to their directions at all times. If you are unable to contact Public Safety by telephone, you may use the panic button located in each booth.
16. Attend all training sessions, including start of semester training sessions, mid-semester training and formal on-the-job training.
17. Enforce all policies and procedures pertaining to the security of the residents and residence halls while providing appropriate assistance to the students.
18. All students employed by Resident Safety must abide by ALL Hofstra University policies and procedures, including the policies of the Office of Student Employment. To the extent Department of Public Safety and Office of Student Employment policies differ, the stricter standard will apply.
19. During each semester, failure to meet any of the above terms and conditions of employment or any of the duties and responsibilities as outlined in the Resident Safety Program Student Employee Manual or in the Post Book will lead to sanctions ranging from a warning to termination of employment with the Department of Public Safety and/or with any other Hofstra University department.

## **II. JOB DESCRIPTIONS**

### **A. RESIDENT SAFETY REPRESENTATIVE (RSR)**

#### **1. Duties**

- a. Admit residents and their guests into the residence halls in accordance with the specific procedures developed herein.
- b. Advise the Public Safety office and the Resident Safety office of all violations of policy procedures.
- c. Provide appropriate assistance to students and staff.
- d. Monitor all alarms including fire, elevator, exit door, etc. and report to Public Safety (36606).
- e. Provide assistance regarding elevator malfunctions.

- f. Notify Public Safety to provide emergency medical service for students and guests.
- g. Provide information to Public Safety in identifying persons committing a theft, vandalism, malicious mischief, etc.

2. **Responsibilities**

- a. Arrive on time for duty.
- b. Report for duty in uniform.
- c. Swipe your HU ID at the outer entrance to the building when reporting to your assigned shift. The on-duty RSR will swipe you into the second door if you do not have swipe access.
- d. Swipe your ID again when you enter the booth.
- e. Punch in at the booth using the designated ADP telephone.
- f. Punch out at the end of your shift using the ADP designated telephone and swipe your HU ID in the reader inside the booth.
- g. Immediately report any problems punching in or out by calling the Resident Safety office (36612). Leave a message if no one answers.
- h. Sign in on the Visitor Sheet (pink sheet) at the start of your shift.
- i. Conduct inspection of the booth area and complete the Duty Inspection Report (blue sheet). Enter the appropriate comments and notify the Resident Safety Office, on-duty Resident Safety Shift Coordinator (RSSC) or the on-duty Operations Manager if something needs immediate attention.

j. **Start New Sheets at 0000.**

- 1.) Resident Safety Duty Inspection Report (Blue Sheet)
- 2.) Visitor Sheet (Pink Sheet)

A.) General Procedure

- (1) Re-log all IDs that are in the ID box at midnight. Please be sure to include first and last names and check the “*Not a Hofstra Student*” box if applicable.
- (2) Transfer all Host information over from the previous day’s sheets. Include last name, room number, and extension.
- (3) In the “*Time In*” column, enter the date that the card was signed in. Be sure to transfer the original date if the ID has been there from a previous day. **DO NOT ENTER THE TIME FROM THE PREVIOUS DAY.**

- (4) Write “Not in Box at 0000” and the date in the “*Time Out*” column of the previous day’s sheets if an ID is not signed out and is no longer in the box.
  - (5) **Use the ID Recorder to record all IDs in the ID box.**
  - (6) See APPENDIX A: *General Transfer Procedure Sample*.
- B.) Nassau/Suffolk Special Transfer Procedure
- (1) Re-log all IDs that are in the ID box at midnight. Please be sure to include first and last names and check the “*Not a Hofstra Student*” box if applicable.
  - (2) Write “Transfer” in the “*Host and Room*” column. Host names and room numbers do not have to be transferred at Nassau / Suffolk.
  - (3) Follow steps 3 - 5 as described in the General Procedure (listed above).
  - (4) See APPENDIX B: *Nassau/Suffolk Transfer Procedure Sample*.

**NOTE: There are two ID boxes at Nassau/Suffolk: one is for HU IDs and the other is for non Hofstra cards. Transfer each box separately.**

- k. You are required to keep track of IDs. Every RSR should check the pink Visitor Sheets and ID box at the beginning of every shift. If a card is logged and it is not in the box, you should write “not in box @ (time)” and initial it in the “Time Out” column. If an ID is in the box but not logged in, you should log it in and write “not logged @ (time)” in the “Host” column. This protects you from being held responsible for missing IDs that were lost before you arrived. It also helps us perform investigations and keep track of IDs.
- l. **You are required to refer to the Post Book at the beginning of every shift so that you can familiarize yourself with any/all office correspondence as you will be held responsible for policies, procedures, etc. that are outlined in these correspondences.**
- m. RSRs assigned to double coverage are not permitted to leave the booth without permission from a member of the supervisory staff.

- n. **You are required to move to a different security booth if instructed to do so by a member of the supervisory staff. You are assigned to permanent days and times; however, your building assignment may be changed at the discretion of this department.**
- o. Notify the Operations Manager and the on-duty Resident Safety Shift Coordinator (RSSC) in case of emergency and abide by his/her instructions.
- p. Please be courteous to your fellow RSRs by keeping the booth clean. Please discard or take with you anything that you bring into the booth, including food and food wrappers. Good hygiene and booth cleanliness are expected of every RSR.
- q. **Remain awake and alert at all times.**
  - 1.) **Alcohol is not to be consumed** while on duty or immediately prior to duty so that your capabilities will not be impaired.
  - 2.) A University supplied cable/color TV is provided in each booth. This TV may be used at the RSRs discretion. When traffic is heavy the TV volume is to be turned to a reasonable level. The RSR on duty is responsible for the TV set. Any damage or malfunction is to be reported to the Resident Safety Office immediately.
  - 3.) **Visitors are not permitted in the booth.**
- r. Report violations of University policies and all unusual incidents to the Operations Manager and on-duty RSSC who will determine the appropriate actions to be taken. Be guided by his/her instructions.
- s. Respect the privacy of the residents you serve. Phone numbers, room numbers, and the residents' personal information should never be released. This also pertains to the messages and any other personal information to which the RSR has access.
- t. When possible, assist the Resident Directors (RDs) whose responsibilities also include the safety and well-being of the resident students.
- u. Attend all meetings and training sessions.
  - 1.) Be responsive to training.
  - 2.) You must notify the Assistant Coordinators, and/or Senior Assistant Director of Residential Operations if you cannot attend a training session; you will be held responsible for all information dispersed at these sessions whether or not you attend.

**TRAINING SESSIONS ARE MANDATORY.**
- v. Be familiar with the Operations Manager and the on-duty RSSC and the following:

- 1.) All policies and procedures established by the Department of Public Safety.
- 2.) All information dispersed by the Resident Safety Office.
- 3.) Students' rights and responsibilities.
- 4.) The Resident Safety Program Student Employee Manual
- 5.) The location of the panic button in your booth.
- 6.) Use of Card Reader.
- 7.) **Use of the ID Monitor (T-Mon)** – See Other Policies and Procedures for details.
- 8.) Use of the Identification Recorder - Whenever you receive a non-Hofstra ID from a guest, it must be recorded before it can be filed in the ID box. Please follow these instructions:
  1. Look for the green light on the machine.
  2. Insert the ID card into the card slot on top of the machine. The picture needs to face the rear of the machine. You will see a red light on while the image is being recorded and you will be able to view the image on the security monitor. If the image is not clear, shield the top of the machine from the sunlight to get a better picture.
  3. When the green light comes back on, you can remove the card from the slot and safeguard it in the ID box.  
**\*\*Please remember that you must use this machine to record the image of every non-Hofstra ID card you receive from guests.**
- w. Follow the instructions of the Senior Assistant Director of Residential Operations, Assistant Coordinators, Student Coordinator, Resident Safety Shift Coordinators (RSSCs) and Team Leaders (TLs).
- x. Communicate with the Resident Safety Office and Staff.
- y. **Under no circumstances is the desk/booth to be left unattended.**

## **B. TEAM LEADER (TL)**

The TL participates in training and scheduling of the Resident Safety Staff. When it is necessary, during emergency schedules and office coverage, the TL will take booth assignments as an emergency replacement until coverage is assigned. In addition to compliance with the aforementioned duties and responsibilities

assigned to an RSR, the TL shall be responsible for the following:

**1. Duties**

- a. Assists with the training of RSRs.
- b. Notifies each RSR of training date and time.
- c. Assists with the scheduling of all RSRs.
- d. Instructs and disciplines RSRs failing to comply with regulations.
- e. Prepares temporary “emergency schedules” for HU holidays, long weekends, spring break and finals.
- f. Attends scheduled meetings with the Senior Assistant Director of Residential Operations, Assistant Coordinators, Student Coordinator and RSSCs. In addition, checks the mailbox in the Resident Safety Office when on duty.
- g. Is assigned a minimum of 8 hours of office coverage per week and assists the on-duty RSSC in covering any open shifts. In addition, is required to work an additional two hours per week in a booth for a total of ten hours per week.
- h. Follows up on incident sheets (write-ups) and updates the office on any changes in the schedule.
- i. Performs other related duties as assigned by the Senior Assistant Director of Residential Operations, Assistant Coordinators, Student Coordinator or RSSCs.
- j. Reads and adheres to the responsibilities outlined in the current semester’s *Team Leader Guide*.

**2. Responsibilities**

- a. Arrives on time for duty.
  - b. Swipes HU ID at the reader outside the RSR office at the beginning of the shift and at the end of the shift.
  - c. Punches in at the start of the shift and out at the end using the designated ADP telephone in the Resident Safety Office.
  - d. Immediately reports to RSSC any problems punching in or out.
  - e. Signs in on the TL Log Book.
  - f. Reads TL and RSSC log book.
  - g. Conducts inspection of the office area and reports any conditions in the log book. Reports to Public Safety conditions that need immediate attention.
  - h. Communicates with RSSC.
  - i. Checks mail box.
  - j. Refers to the TL Guide for TL Policies & Procedures

## C. RESIDENT SAFETY SHIFT COORDINATOR (RSSC)

The RSSC provides 24-hour coordination of staff and activities in and about the residence hall booths. The RSS reports to, and assists the Senior Assistant Director of Residential Operations, Assistant Coordinators and Student Coordinator with the supervision, assignment, instruction, training and evaluation of the Resident Safety student employees. S/he assists other Public Safety Directors, Operations Managers, TLs, and RSRs when required. Prepares reports, conducts preliminary investigations, supervises and disciplines on-duty RSR personnel. Takes desk assignment until RSR replacement is obtained. S/he performs other departmental assignments as directed by the Senior Assistant Director of Residential Operations, Assistant Coordinators and/or Student Coordinator.

### 1. Duties

- a. Coordinates and oversees the activities of all, TLs and the RSRs on duty.
- b. Confers with the Operations Manager and previous on-duty RSSC at the beginning of each shift to identify current problems and conditions that may affect the safety of the residence halls.
- c. Visits and swipes in to every residence hall (at least once during a four hour shift providing there are no mitigating circumstances).
- d. Ensures that all RSRs and TLs are familiar with the contents of this manual and any changes of policy and procedures that would affect their work performance.
- e. Reports any violations of the University or Departmental regulations to the Student Coordinator, Assistant Coordinators, Senior Assistant Director of Residential Operations and/or Public Safety.
- f. Ascertains any supply needs and reports it in writing to the Assistant Coordinators.
- g. Co-signs the Duty/Inspection Report and the Visitor Sheet to verify its accuracy on every visit to each residence hall. Checks the Visitor Sheets to make sure each RSR is logging in the visitors properly.
- h. Enters date, name, time, and the number of the radio used in the RSSCs' Log Book at the beginning of each shift. The RSSC includes an entry to indicate that all keys have been inspected and accounted for at the start and again at the end of the shift. S/he enters all incidents or concerns as well.
- i. Meets next RSSC in the office at the end of each tour of duty and communicates all pertinent information relevant to the following shift. The RSSC signs out at the end of the shift.

- j. Covers any openings during or directly following his/her shift.
- k. Picks up all Duty Inspection Sheets, Guest/Visitor Sheets, and Sub Request Forms from each booth during the 0000-0400 shift. Separates and staples sheets.
- l. Delivers memos to each booth.
- m. Works a minimum of 12 hours per week with at least one graveyard shift (0100-0500 or 0500-0900).
- n. Performs Panic Alarm Inspections once per week as designated by the Senior Assistant Director of Residential Operations.
- o. Keeps Post Books current and replenishes paperwork and supplies in all booths.
- p. Gives bathroom relief or meal relief to an RSR if needed.

2. **Responsibilities**

- a. Arrives on time for duty.
- b. Arrives for duty in uniform
  - c. Swipes HU ID at the reader outside the RSR office at the beginning of the shift and at the end of the shift.
  - d. Punches in at the start of the shift and out at the end using the designated ADP telephone in the Resident Safety Office.
  - e. Signs in on the RSSC Log Book.
  - f. Reads TL and RSSC log book.
  - g. Conducts inspection of office area and reports any conditions in the log book. Reports conditions that need immediate attention to Public Safety.
  - h. Checks assigned mail box and OUT BOX for any items to be delivered to the booths.
  - i. Reads and adheres to the responsibilities outlined in the current semester's *Resident Safety Shift Coordinator Guide*.

**III. ASSIGNMENT OF RSR HOURS**

A. Hours are assigned based on a 24-hour schedule. Shifts are scheduled in two-hour blocks (or multiples of two) between the hours of 0800 and 2000. Shifts are assigned in four-hour blocks (or multiples of four) between the hours of 2000 and 0800.

B. Permanent RSRs must work a minimum of 8 hours/week and a maximum of 24 hrs/week on a permanent basis. During the winter and summer breaks, students may work longer hours as determined by the Department of Public Safety.

C. Schedules are assigned based on the RSR's class schedule, prior work performance, and availability of hours according to the Resident Safety

Permanent Schedules.

**D. An RSR's total number of permanent hours cannot be decreased once the agreement of hours has been signed.**

1. RSRs with extenuating circumstances such as medical conditions or severe academic problems who must reduce their total number of permanent hours must contact the office to arrange for a meeting with the Assistant Coordinators. RSRs will be asked to submit proper documentation verifying the need to change permanent hours.
2. Specific shifts can be re-arranged based on the RSR's class schedule according to the availability of permanent hours on the Resident Safety permanent schedule.

E. RSRs are assigned to a time and day and this cannot be changed without proper authorization from both the RSR and a representative of the office (the Senior Assistant Director of Residential Operations, Assistant Coordinators or Student Coordinator). Locations; however, can be changed at any time as determined by the Senior Assistant Director of Residential Operations, Assistant Coordinators, Student Coordinator, RSSC, or TL.

F. Shifts cannot be scheduled within 30 minutes before or after class and/or any other obligations because RSRs cannot leave their post until relieved by another RSR. This could mean that RSRs will be asked to stay up to 30 minutes after his/her scheduled shift has ended. RSRs can volunteer to stay longer and should communicate with the on-duty RSSC/TL to determine priority. RSRs who work extra time will be paid accordingly.

G. RSRs are responsible for their permanent shifts for the entire semester as outlined in the specific agreement of hours. **Holidays and days off from school ARE included.**

**Students employed by the Resident Safety Program will be paid at a current rate of pay established by the Department of Public Safety and in accordance with federal minimum wage standards.**

#### **IV. ABSENCES**

##### **A. ANTICIPATED ABSENCES**

1. Provide an approved RSR substitute when not able to work during your scheduled tour of duty.
2. Complete the required Substitute Request Form and forward all copies to the Resident Safety Office at least three days in advance. Once the Substitute Request Form has been properly signed by both parties and approved by the Senior Assistant Director of Residential Operations, Assistant Coordinators, or Student Coordinator, the responsibility for the tour of duty shifts from you to your substitute.
3. If the Substitute Request Form is not properly completed or approved by the Senior Assistant Director of Residential Operations, Assistant

Coordinators, or Student Coordinator, you will be held responsible for that tour of duty. **NOTE:** A sub request form is to be left at a booth until both parties sign it. After the sub form is completed, it is then forwarded to the Resident Safety Office. Once the sub sheet has been approved, copies are placed in the Post Book of the corresponding booth. You can also call the office to confirm approval. It is the requesting RSR's responsibility to verify approval of the sub sheet.

4. **If an RSR finds a substitute within 24 hours of his/her assigned shift, the substitution must be verbally confirmed by the Assistant Coordinators, Student Coordinator, RSSC, or TL. All other substitutions must be verified via individual sub sheet.**

## **B. ABSENCES - OTHER**

You must immediately notify the Resident Safety Office, TL or RSSC in the event that:

1. You are unable to work your scheduled tour of duty due to an illness or emergency.
2. The RSR scheduled to follow your tour of duty does not report to work.
3. You should become ill during your shift.

**NOTE: VERY IMPORTANT!!** Always take the name of the party you are speaking with when reporting that you are unable to work. Leaving a message on voicemail is not sufficient notification. You must speak directly to the on-duty TL, RSSC, Student Coordinator, Assistant Coordinators, or the Senior Assistant Director of Residential Operations.

**In addition, DO NOT LEAVE THE BOOTH UNTIL YOU HAVE BEEN RELIEVED BY ANOTHER RSR OR MEMBER OF THE SUPERVISORY STAFF.**

If you do not appear for work at your assigned time or you do not arrange for an approved substitute RSR for all days and hours during which the residence halls are open, you will be subject to serious disciplinary action. Do not assume that your hours will be covered at any time, including holidays, unless you confirm it with the TL or the Resident Safety Office.

## **V. VISITATION POLICIES AND PROCEDURES**

### **1. All Residence Halls**

- a. **Resident Students** – Resident students must swipe a current Hofstra University identification card with the proper color-coded

sticker. Entry is then permitted.

If the resident student does not have his/her ID, please follow this procedure:

**\* Inform the resident that failure to carry ID is a violation of the ID Policy and Public Safety will be notified.**

**\* Obtain the resident's name and room number and verify the information on the roster.**

**\* Log the resident's name and room number on the pink sheet with explanation, No ID.**

**\* Permit student to enter only after information has been verified.**

**\*Contact Public Safety immediately after allowing entry to inform them about the ID policy violation. Do not wait until the end of your shift to call Public Safety.**

**\*Provide resident's name and room number to responding Public Safety officer.**

**Resident Students** must leave a valid HUID with proper color-coded sticker and be signed in by the RSR when visiting another residence hall on campus. Take the ID card and log the visiting student in on the pink Guest/Visitor List; note the name of the resident/host that the student is visiting, the room number and the time of entry. **In the Host Telephone Extension column, write V or Visitor.** Swipe the guest desk card (to allow entry). Retain and safeguard the ID and place it in the alphabetical card box under the visitor's last name (NOT THE RESIDENT/HOST'S LAST NAME). Upon departing, return the ID and note the time on the Guest/Visitors List.

- b. **Guests & Commuter Students (anyone who does not live on campus)** - Secure a valid photo type ID (such as a driver's license, military ID card, or school ID. **Do not accept credit cards even if the card has a photo.**) and inquire whom they wish to see. Acceptable ID must have the person's picture and name on the identification card. Fake or altered IDs will be confiscated. Look up the host's name in the housing roster and call that resident host and ask if s/he wishes to see the guest. If permission is granted,

secure the ID and place non Hofstra IDs on the ID Recorder for approximately 5 seconds - this ID is now permanently recorded on the digital recorder. Sign the guest in on the pink Guest/Visitor List Form along with the resident host's name, room number, telephone extension, and time of entry. Retain the ID and place it in the alphabetical card box behind the letter of the guest's last name - not the host's last name. When the guest leaves, return the ID and note the time of departure.

**NOTE: Anyone who does not live on campus must be announced to the host before you can allow the person to enter.** When you call the resident/host, and there is no answer or the host states he does not wish to see the guest, **DO NOT ALLOW THAT GUEST TO ENTER!!!**

**NOTE: If the guest is accompanied by the resident host, write "W/Host" in the Host Telephone Ext. column on the pink sheet instead of writing the host extension.**

**Anyone who wishes to enter must have valid ID. Contact Public Safety if someone without ID insists on getting into one of the residence halls.**

**A RESIDENT IS PERMITTED TO SIGN-IN A MAXIMUM OF FOUR GUESTS.**

**Each time you use the Guest Swipe, the swipe must be accounted for on the pink Visitor Sign-in sheet. You must include the person's name, room number, your reason for using the Guest Swipe and the time of entry. You will be held responsible for every Guest Swipe that you make.**

See EXAMPLE, APPENDIX C: *Resident Safety Staff Sign-In Sheet.*

2. **Nassau / Suffolk Special Procedure**

**Double coverage will be assigned whenever possible.**

a. The RSR(s) in Booth #1 (Original Booth) will be responsible for guest and visitor sign in.

1.) A phone has been installed outside the booth for Visitors' and Guests' convenience; however, all Guests MUST be announced by the RSR before entry is allowed. Visitors and Guests are NOT ALLOWED TO SIGN IN OR OUT AT THE INNER WINDOW.

- 2.) All Residents must swipe at the outer door and at the turnstile.
  - b. The RSR in Booth #2 (New Booth) will have the following responsibilities:
    - 1.) Ensure that unauthorized persons are not entering the building through the exit door. Only disabled students with proper ID and Plant Department personnel carrying large objects are permitted to enter through this door.
    - 2.) Call Public Safety immediately if any unauthorized person enters the building.
    - 3.) Call Public Safety if there is a problem with the turnstile or other equipment.
    - 4.) Answer and/or transfer calls on the 37000 line.
3. **Republic Hall Wellness Center ID Procedure**  
 Students are unable to leave ID at the booth when visiting the health center because they need their ID to swipe into the building. When a student enters, obtain his/her HUID and log his/her name in the visitors column and write “Wellness Center” in the “host” column. Also include time of entry. Return the student’s ID so s/he can use it at the Health Center.
4. **Police Department Access**  
 If anyone from the **Police Department** requests entry into a residence hall, the following procedure should be followed:
  - a. Uniformed Officers are permitted to enter when responding to an emergency after stating where they are going. Public Safety must then be immediately notified.
  - b. Police personnel who are not in uniform must be escorted into the building by Public Safety even if they have badges and proper ID.
5. **Media Access**  
 Members of the media are NOT ALLOWED INSIDE ANY BUILDING OR COMPLEX UNLESS ESCORTED BY A PUBLIC SAFETY OFFICER OR PUBLIC RELATIONS EMPLOYEE.
6. **Hofstra Tour Groups**  
 When a member of a Hofstra Tour Group (Gold Key Organization, Ambassador Program, etc.) enters the residence hall to conduct a tour, the RSR on duty will:
  - a. Check the tour guide’s ID. Tour guides have swipe access.
  - b. Record information on the Guest / Visitor List Form as follows:  
 Tour Group - # of people – Tour guides name – time of arrival.
  - c. Do not request ID from the tour group.

7. **Hofstra Faculty, Administration, Department of Physical Plant Personnel, and Telephone Service Personnel who are permitted in residence halls** will have HUID with them; ask them to swipe their ID. A uniform is not sufficient identification. If you have any difficulty, call Public Safety (36606) or the on-duty RSSC.
8. **Delivery people** are **NOT** permitted into the Residence Halls to deliver packages, food, menus, flyers, etc. The resident must meet the delivery person at the security booth. In addition, salespersons, will be denied entry, **NO EXCEPTIONS.**
9. **Waiting guests and delivery people** are required to wait in the *outer lobby*.
10. **13<sup>th</sup> floor Approved Meeting Access**  
**RSRs are not permitted to sign anyone into the 13<sup>th</sup> floor lounge in the Towers or any other lounge in any residence hall unless the RSR has received written notification from the Resident Safety office. A guest list and sign-in instructions will be provided to the RSR.**

## VI. OTHER POLICIES AND PROCEDURES

1. **Card Swipe Messages & Procedure**  
 The following messages will appear on the Card Reader. RSRs are responsible for the following procedures when messages appear:
  - a. **Pass:** This means that access is permitted.
  - b. **No Rule:** This means that access is denied because the person does not meet the qualifications for access. (For example students who live in other buildings.) These people must be treated as Visitors and standard Visitor ID procedure should be followed.
  - c. **Expired:** This means that access is denied because the ID is not current or the person's affiliation with the University has ended (the person is no longer a student or employee). ***These IDs CANNOT be accepted.*** RSRs who find expired IDs in the box when they come on duty should contact the RSSC.
  - d. **Bad Suffix:** This means that the RSR must look at the picture on the ID before allowing the cardholder to enter. "Bad Suffix" indicates a duplicate card (usually a lost or stolen card). If the picture matches the person who is presenting it, the RSR may accept the ID, but should inform the person that the card s/he is using is not current. The RSR must direct the individual to Card Services located in Room 104 in the Student Center. If the RSR suspects that the ID is fake, s/he must hold the Hofstra Card inside

the booth and ask for another form of ID as verification. If the person cannot provide a second form of ID, the RSR must safeguard the Hofstra Card and contact Public Safety.

- e. **Bad Customer # or Bad Account:** This means that the Card's magnetic strip is bad. The RSR must instruct the individual to go to the Card Services office located in Room 104 in the Student Center to have the card replaced. If the student is unable to report to Card Services at that time, the ID can be accepted and standard Resident, Visitor, or Guest procedure should be followed.
- f. **Bad Swipe:** When this happens, the RSR should try swiping the card again and in reverse. If the problem persists, the individual should be referred to Card Services located in Room 104 in the Student Center. This ID can be accepted as valid ID in the meantime and standard Resident, Visitor, or Guest procedure should be followed.
- g. **Message Waiting:** This means that someone at the University needs to find this individual because of an emergency situation. The RSR should refer the individual to Card Services located in Room 104 in the Student Center. If the card is valid, standard Resident, Visitor or Guest procedure should be followed.
- h. **Message Blocked:** This means that access is denied. ***This person should not be granted access under any circumstances*** and Public Safety should be contacted immediately.
- i. **System Down / Rejected / Fail:** This means that the card reader is not connecting to the network. Notify the RSSC immediately when this message appears.

## 2. **ID Monitors (T-Mons)**

All Resident Safety booths are equipped with monitors that will display the picture and name on a Hofstra Card when the card is swiped through the card reader. RSRs must pay attention to the person who swipes the card to ensure that an unauthorized person is not using that card. If you discover that the person entering the building is using someone else's card, you are required to confiscate the card and notify Public Safety immediately. If you are unable to confiscate the card, you are still required to report the incident to Public Safety. Make sure that you record the name that came up on the screen so that you can provide this information to the Public Safety Officer. In addition, whenever you swipe the guest card, a guest entry will appear on the screen. This will serve as a reminder to you that you need to have a corresponding entry on the pink sheet indicating who you let into the building at this time. **You must make an entry on the pink sheet each time you use the Guest Swipe card.**

3. **Missing ID**

RSRs ARE RESPONSIBLE FOR SAFEGUARDING ALL IDs. DO NOT ALLOW STUDENTS TO LEAVE IDs IN THE ID BOX PERMANENTLY. EVERY GUEST / VISITOR MUST RETRIEVE HIS/HER ID WHEN EXITING THE BUILDING. GUESTS MUST BE SIGNED IN (AND ANNOUNCED IF THEY ARE NOT A RESIDENT) EACH AND EVERY TIME THEY RE-ENTER THE BUILDING.

IDs left in the booth for **more than three consecutive days** will be confiscated and brought back to the Resident Safety office for immediate safeguarding. Hofstra IDs will be returned to Card Services. Non-Hofstra IDs will be returned to the issuing authority or to the address on a driver's license.

**CONTACT THE RESIDENT SAFETY SHIFT COORDINATOR IMMEDIATELY TO REPORT A MISSING ID.**

4. **Telephone Procedures**

a. **Telephone Calls**

- (1.) Proper telephone greetings are as follows: "Good morning, Alliance Hall. How may I help you?"
- (2.) Personal calls should be kept to a minimum. This telephone line must be kept open for emergency use. **RSRs are to hang up from personal calls when any supervisor enters the booth.**
- (3.) Never accept collect calls at the desk. RSRs will pay for these calls when the bill is received.

b. **Transfer Procedure**

- (1.) To transfer a call, tap down the receiver and dial the number requested, tap the receiver again and hang up.
- (2.) **NEVER GIVE OUT A RESIDENT'S EXTENSION, ROOM NUMBER OR NAME.**

5. **Uniforms**

- a. All RSRs will be issued uniform shirts.
- b. All uniforms are washable and are to be kept clean and neat.
- c. RSRs reporting for duty without wearing their uniform shirts could be prohibited from working that day unless special permission has been granted by a member of the supervisory staff.
- d. An RSR observed not wearing his/her uniform without permission while on duty could be relieved without pay, for the remainder of

- the shift and will be written up.
- e. The uniform shirt is not to be worn off duty.

**6. Required Breaks**

- a. According to New York State labor laws, students employed with Resident Safety are required to take a ½ hour break after six consecutive hours of work and an additional 20-minute break after eight consecutive hours of work. These breaks must be uninterrupted and you must be relieved of all duties during these breaks.
- b. As an hourly student employee, you are not paid for this break. The break will be deducted from your pay. You are responsible for notifying your supervisor promptly if you fail to take the break so that your pay may be adjusted.
- c. Failure to take this mandatory unpaid and uninterrupted break may result in disciplinary action ranging from warnings up to dismissal from employment.

**VII. EMERGENCY PROCEDURES**

**A. FIRE ALARMS**

1. Notify Public Safety (36606) when a fire alarm is activated.
2. DO NOT LEAVE THE DESK unless the lobby area is affected by the smoke/fire condition or unless Public Safety tells you to evacuate.
3. The Operations Manager or his/her designee will investigate the alarm.
4. Assist people leaving the building.
5. Keep the telephone free for emergencies.
6. Residential Programs personnel will ensure that all persons have evacuated their rooms.
7. Public Safety will notify you and residents when the building can be re-opened.
  - a. Residents can re-enter as a group w/o swiping while Public Safety and RA Staff are still there to monitor the doors and identify residents.
  - b. Once Public Safety has left the building, standard ID policy must resume.

**B. BOMB THREATS**

1. Listen attentively to the bomb threat message and note the following:

- a. The EXACT WORDING of the threat.
  - b. Location - Where the bomb has been placed.
  - c. Time - When it is to be placed or exploded.
  - d. Description - What the bomb looks like, what type of bomb it is.
  - e. Sex and approximate age of the caller.
  - f. Whether it is an on-campus (1 ring) or off-campus call (2 rings).
  - g. Any identifiable background noise.
2. Notify the Operations Manager immediately (36789).
  3. The Residence Director or the Director on-duty will be notified by Public Safety.
  4. The Operations Manager will determine whether the building should be evacuated.
  5. Be guided by the Operations Manager's direction.

**C. PRANK CALLS OR OBSCENE CALLS**

1. While on the phone with the caller, press \*57. You will hear several beeps, then hang up.
2. Notify Public Safety and the on-duty RSSC as soon as possible. They will make arrangements to have you fill out a Witness Statement. Note the date, time, whether the call was made on campus (1 ring) or off-campus (2 rings) and any identifiable characteristics of the caller.

**D. MEDICAL EMERGENCY**

1. Immediately notify the Operations Manager (36789).
2. Remain calm and wait for assistance.

**E. ABUSIVE OR DISORDERLY VISITORS & STUDENTS**

1. Remain calm and attempt to calm the visitor / student in a non-threatening manner.
2. If the person continues to exhibit this behavior, identify the person and notify the Operations Manager (36789) as to the nature and severity of the incident.
3. If you cannot identify the person by name, advise the Operations Manager as to any identifying characteristics of the individual: height, weight, hair color, clothing, etc.
4. If you need immediate emergency assistance for a situation which threatens physical harm to yourself or others, **use the Panic Button located on the counter or on the adjacent wall.**

**F. INDIVIDUAL(S) RUN(S) THROUGH THE BOOTH W/O SWIPING ID**

1. Call to the individual(s) and instruct him/her/them to return to the booth.
2. If the individual(s) refuses to return, get description and call Public

Safety (36606) and notify the RSSC immediately. Report the urgency of the situation to Public Safety and the RSSC accordingly. Report any important details such as whether the person is a student, resident, etc. if possible.

3. Prepare a Witness Statement and submit it to Public Safety so that an incident report can be filed.
4. If you see this/these individual(s) again, call Public Safety with his/her/their name(s), room number, etc. and a Notification to Appear will be issued.

#### **G. VANDALISM**

1. Vandalism is defined as intentional damage to property such as University property or the personal property of another person. Examples of vandalism include graffiti, damage to telephones, vending machines, recreational equipment, mailboxes, elevators, etc. All such incidents must be promptly reported to Public Safety (36606).
2. When vandalism occurs:
  - a. Notify Public Safety and the RSSC immediately.
  - b. Identify and verbally detain the individual(s) responsible. If unable to detain, note identifying characteristics such as height, weight, build, hair color, clothing, etc.
3. Any unreported damage due to vandalism occurring in the lobby area during your tour of duty will result in disciplinary action.

#### **H. ELEVATORS**

1. Mechanical Malfunction - Notify Public Safety (36606).
2. Fire
  - a. Notify Public Safety (36789) in the event of a fire. The alarm system will activate and the elevators will automatically return to the lobby.
  - b. Do not permit anyone to enter the elevators.
  - c. Wait for Public Safety personnel to arrive and respond to their directions.

### **VIII. MISCELLANEOUS DESK PROCEDURES**

- A.** Greet all students, visitors, and staff members in a courteous and friendly manner.
- B.** Maintain a positive working relationship with the Residential Programs staff in your residence hall.
- C.** A Resident Assistant (RA) is on-duty from 1800 to 0900. During holidays, a

Resident Director (RD) is on duty 24 hours.

- D. Always have the proper forms and a sufficient quantity of supplies at the desk. Notify the RSSC for additional forms and supplies if needed.
- E. **DO NOT ACCEPT RESPONSIBILITY FOR STUDENTS' BELONGINGS.** Do not accept anything. Advise students accordingly.
- F. **DO NOT ACCEPT PACKAGES OR MAIL FOR RESIDENTS OF THE BUILDING.** Refer all delivery people to the Residential Programs Office (Room 244 - Student Center) if a resident cannot be reached in his/her room.
- G. Nothing is to be taped on the windows of the booth.
- H. You are responsible for the safety of the residents and the protection of University property in your building.
- I. Mail distribution will be handled by the Residential Programs staff.
- J. Maintain composure and use good judgment at all times.
- K. Unauthorized furniture (lounge chairs, sofas, etc.) is not allowed in any booth. The on-duty RSSC must be notified immediately if unauthorized furniture is found in the booth.

#### **IX. PERFORMANCE STANDARDS & DISCIPLINARY PROCEDURES**

A student employee record is kept for each RSR during the term of employment. When assessing the performance of any RSR, the Senior Assistant Director of Residential Operations and Assistant Coordinators have the right to consider past and cumulative reports or complaints that have been registered. This information, along with the RSR's job description, serves as a guide for hiring and a basis for evaluation of the RSR.

In the event that the outlined expectations are not met by the employee (i.e. inadequate job performance), the Senior Assistant Director of Residential Operations and Assistant Coordinators will utilize these considerations as a basis for disciplinary action ranging from a warning to termination of employment. **Offenses include, but are not limited to, the following:**

- Working prior to completing eligibility, payroll and/or tax forms
- Lateness
- Unexcused absence from a meeting or training session
- Absent from a scheduled shift
- Not wearing the uniform
- Not notifying the RSSC of unauthorized furniture in the booth

- Providing an unauthorized substitute as a replacement
- Failure to follow notification / reporting procedures
- Failure to safeguard confidential student information
- Failure to follow direction of Director, Assistant Directors, Operations Managers, Assistant Coordinators, Student Coordinator, RSSCs, TLs, or other Department of Public Safety personnel.
- Being argumentative, insubordinate, rude, etc.
- Not notifying the RSSC when leaving double coverage for a bathroom break, meal break, etc.
- Failure to take your mandatory break
- Sleeping on duty
- Leaving the booth unattended
- Unplugging the telephone, turning the ringer off, or leaving the telephone off the hook
- Consuming alcohol or drugs while on duty or coming to the work under the influence of drugs or alcohol
- Being found responsible of violation of University regulations
- Failure to enforce visitation and/or security policies
- Not safeguarding visitors / guests IDs
- Failure to sign in visitors and guests properly
- Failure to complete necessary departmental paperwork.
- Failure to swipe HU ID in at the beginning and out at the end of your shift
- Swiping with a fellow employee's ID or allowing someone else to swipe for you
- Failure to punch in at the beginning and out at the end of your shift using the designated ADP telephones

## **X. WORKERS' COMPENSATION**

All student employees are covered by disability provisions of the New York State Worker's Compensation Law. If you are injured while working, you must immediately notify Public Safety to file an incident report and, when necessary, the student is to report immediately to the Health Center. When convenient, notify the Office of Student Employment. In addition, the student employee must also notify the Senior Assistant Director of Residential Operations of the injury.

## **XI. APPENDIX**

- Appendix A - General Transfer Procedure
- Appendix B - Nassau/Suffolk Transfer Procedure
- Appendix C - Sample Sign-in Sheet
- Appendix D - Listing of Frequently Called Phone Numbers

- Appendix E - Listing of Residential Booth and Courtesy Phone Numbers
- Appendix F - Listing of RA Office Phone Extensions
- Appendix G - ADP Exception Form

APPENDIX A

GENERAL TRANSFER PROCEDURE SAMPLE  
HOFSTRA UNIVERSITY - DEPARTMENT OF PUBLIC SAFETY - GUEST/VISITOR LIST

Building ALLIANCE HALL Date 03/28/09

| Host and Room Number | Host Telephone Ext. | Check if "NOT" Hofstra Student | Visitor/Guest    | Time In | Time Out |
|----------------------|---------------------|--------------------------------|------------------|---------|----------|
|                      |                     | RSR                            | Joe Torres       | 0000    | 0400     |
| Davis, 408           | w/host<br>6777      | X                              | Bar, Rosanne     | 3/27    |          |
| Harrison, 612        |                     | X                              | Bolton, Michael  | 3/26    | 0015     |
| Stevenson, 103       | visitor<br>9090     |                                | Brown, Shawna    | 3/27    |          |
| Jones, 1112          |                     |                                | Cherry, James    | 3/27    | 0828     |
| Davis, 308           | 3343                | X                              | Dick, Cameron    | 3/27    | 0826     |
| Frankel, 402         |                     |                                | Dion, Celine     | 3/27    |          |
| James, 211           | w/host              |                                | Hendrix, Jimi    | 3/26    |          |
| Gunn, 606            | 4567                |                                | Lee, Derrick     | 3/27    |          |
| Smyth, 510           | 4444                | X                              | Love, Jennifer   | 3/26    | 1215     |
| Thomas, 610          | 3333                | X                              | Moore, Demi      | 3/26    |          |
| Bishop, 401          | 1212                |                                | Murray, William  | 3/27    |          |
| Harrison, 612        | visitor<br>2323     |                                | Nadder, Jeff     | 3/26    |          |
| Finch, 204           |                     |                                | Opal, Scott      | 3/26    | 0531     |
| Denis, 610           | w/host<br>30426     | X                              | Michand, Michael | 0011    |          |
| Smyth, 602           |                     | X                              | Brown, Charles   | 0015    |          |
| Roberts, 209         | visitor             |                                | Franklin, Mary   | 0030    |          |

**APPENDIX B**  
**NASSAU / SUFFOLK TRANSFER PROCEDURE SAMPLE**

**HOFSTRA UNIVERSITY - DEPARTMENT OF PUBLIC SAFETY - GUEST/VISITOR LIST**

Building   NASSAU/SUFFOLK   Date   03/28/09  

| Host and Room Number | Host Telephone Ext. | Check if "NOT" Hofstra Student | Visitor/Guest    | Time In | Time Out |
|----------------------|---------------------|--------------------------------|------------------|---------|----------|
|                      |                     | RSR                            | Joe Torres       | 0000    | 0400     |
| TRANSFER             |                     | X                              | Barry, Rosanne   | 3/27    |          |
|                      |                     | X                              | Bolton, Michael  | 3/26    | 0015     |
|                      |                     |                                | Brown, Shawna    | 3/27    |          |
|                      |                     |                                | Cherry, James    | 3/27    | 0828     |
|                      |                     | X                              | Davis, Cameron   | 3/27    | 0826     |
|                      |                     |                                | Dion, Celine     | 3/27    |          |
|                      |                     |                                | Hendrix, Jimi    | 3/26    |          |
|                      |                     |                                | Lee, Derrick     | 3/27    |          |
|                      |                     | X                              | Love, Jennifer   | 3/26    | 1215     |
|                      |                     | X                              | Moore, Demi      | 3/26    |          |
|                      |                     |                                | Murray, William  | 3/27    |          |
|                      |                     |                                | Nadder, Jeff     | 3/26    |          |
|                      |                     |                                | Opal, Scott      | 3/26    | 0531     |
| Denis, 610B NAS      | w/host              | X                              | Michand, Michael | 0011    |          |
| Smyth, 602B SUF      | 30426               | X                              | Brown, Charles   | 0015    |          |
| Roberts, 209A SUF    | visitor             |                                | Franklin, Mary   | 0030    |          |

**APPENDIX C**  
**SAMPLE SIGN-IN SHEET**  
**HOFSTRA UNIVERSITY - DEPARTMENT OF PUBLIC SAFETY - GUEST/VISITOR LIST**  
 Building HOFDORM HALL Date 2/10/08

| Host and Room Number     | Host Telephone Ext. | Check if "NOT" Hofstra Student | Visitor/Guest    | Time In | Time Out |
|--------------------------|---------------------|--------------------------------|------------------|---------|----------|
|                          |                     | RSR                            | Johnny Trainor   | 0000    | 0400     |
| Hermit, 315              | X1234               | X                              | Action Mia       | 2/8     |          |
| Pescado, 911             | w/host              | X                              | Gornie, Don      | 2/9     |          |
| Snoozy, 411              | X4567               | X                              | er, Nat          | 2/9     | 0912     |
| Pescado, 911             | V                   |                                | Holla, Jimmy     | 2/9     |          |
| Snoozy, 411              | V                   |                                | on Winkle, Rip   | 2/9     | 1311     |
| Smith, 107               | w/host              |                                | Lynne, Brooke    | 0016    |          |
| Mc Dougle, 212           |                     | X                              | Cove, Glenn      | 0059    |          |
| Kennedy, 109             | X4848               |                                | Muter, Connie    | 0113    | 0325     |
|                          |                     | PSS                            | Jackie Chan      | 0145    | 0210     |
| Newman, 207              |                     |                                | Residente, Jay   | 0200    | 0425     |
| Guest Swipe - PSO        | ----                |                                | PSO Doright      | 0233    | ----     |
| Ford, 158                | X9702               |                                | Coonan, Dave     | 0342    | 0925     |
| Guest Swipe - Hands full | -----               |                                | Borracho, 216    | 0359    | -----    |
|                          |                     | RSR                            | Yuri Turin       | 0400    | 0800     |
| Guest Swipe - Forgot ID  | ----                |                                | James, 205       | 0418    | ----     |
| Guest Swipe - Custodian  | ----                |                                | Brown, Doc       | 0555    | ----     |
| Mornriser, 402           | X6923               |                                | Offcampus, Jimmy | 0715    | 0927     |

**APPENDIX D**  
**FREQUENTLY CALLED TELEPHONE NUMBERS**

**PUBLIC SAFETY**

|                       |       |
|-----------------------|-------|
| Emergency             | 36789 |
| Non-Emergency         | 36606 |
| Public Safety Office  | 36608 |
| Hofstra Card Services | 36942 |
| Resident Safety       | 36612 |

**CAMPUS NUMBERS**

|  |       |
|--|-------|
| Advisement                             | 36770 |
| Bookstore                              | 36654 |
| Commuting Student Affairs              | 33469 |
| Conference Services                    | 36925 |
| Counseling Center                      | 36788 |
| Dean of Students                       | 36913 |
| Dining Services                        | 36662 |
| Financial & Academic Records           | 36680 |
| Health & Wellness Center               | 36745 |
| Information Center                     | 36606 |
| Multicultural & International Students | 36796 |
| Payroll                                | 36855 |
| Payroll – Resident Safety              | 34925 |
| Plant Department                       | 36620 |
| Recreation Center                      | 34037 |
| Residential Programs                   | 36930 |
| Student Accounts                       | 36828 |
| Student Counseling                     | 36791 |
| Student Leadership & Activities        | 36914 |
| Student Ombudsperson                   | 36614 |
| Student Support                        | 36320 |
| Swim Center                            | 35082 |

**OTHER IMPORTANT TELEPHONE NUMBERS**

|   |                 |
|---|-----------------|
| <b>Domestic/Dating Violence Hotline</b> | <b>542-0404</b> |
| <b>Drug Treatment/Prevention</b>        | <b>485-4600</b> |
| <b>Poison Control Center</b>            | <b>542-2323</b> |
| <b>Rape Hotline</b>                     | <b>222-2293</b> |
| <b>Suicide Prevention</b>               | <b>679-1111</b> |

**APPENDIX E**

**RESIDENTIAL BOOTH TELEPHONE NUMBERS**  
**&**  
**COURTESY (LOBBY) TELEPHONE NUMBERS**

|                                   |                |          |       |
|-----------------------------------|----------------|----------|-------|
| Alliance Hall                     | 32039          | Courtesy | 14292 |
| Bill of Rights Hall               | 32941          | Courtesy | 14302 |
| Constitution Hall                 | 32943          | Courtesy | 34303 |
| Estabrook Hall                    | 32945          | Courtesy | 14322 |
| Enterprise Hall                   | 32947          | Courtesy | 14331 |
| Vander Poel Hall                  | 32949          | Courtesy | 34341 |
| Liberty / Republic                | 32754          | Courtesy | 14118 |
| Nassau / Suffolk: New<br>Original | 37000<br>37190 | Courtesy | 15009 |
| Colonial Square West              | 33221          | Courtesy | 12489 |
| Colonial Square East              | 32245          | Courtesy | 16116 |
| Colonial Square Far East          | 37067          | Courtesy | 14186 |
| Netherlands North                 | 32953          | Courtesy | 12966 |
| Netherlands South                 | 33240          | Courtesy | 14161 |
| Stuyvesant Hall                   | 34927          | Courtesy | 30233 |
| Graduate Hall                     | 32951          | Courtesy | 10437 |

**APPENDIX F**

**RA OFFICE PHONE EXTENSIONS**

|                      |       |
|----------------------|-------|
| Alliance Hall        | 35124 |
| Bill of Rights Hall  | 32233 |
| Constitution Hall    | 34311 |
| Estabrook Hall       | 32112 |
| Enterprise Hall      | 32276 |
| Vander Poel Hall     | 32301 |
| Liberty / Republic   | 34003 |
| Nassau / Suffolk     | 37045 |
| Colonial Square West | 32115 |
| Colonial Square East | 32256 |
| Netherlands North    | 32122 |
| Netherlands South    | 33911 |
| Stuyvesant Hall      | 30024 |
| Graduate Hall        | 37251 |

APPENDIX G

**HOFSTRA UNIVERSITY  
DEPARTMENT OF PUBLIC SAFETY  
RESIDENT SAFETY PROGRAM**

ADP Exception Form

Name \_\_\_\_\_

Student ID Number \_\_\_\_\_

Position \_\_\_\_\_

Shift Date \_\_\_\_\_

Shift Time \_\_\_\_\_

Shift Location \_\_\_\_\_

Missed Punch IN \_\_\_\_\_ O \_\_\_\_\_

Verification

ADP Confirmation Sheet  Sink Sheet

Daily Schedule  Swipe Report

Other \_\_\_\_\_  Witness Statement

\_\_\_\_\_  
\_\_\_\_\_  
Witness Signature \_\_\_\_\_

Student Signature \_\_\_\_\_

Administrator Signature \_\_\_\_\_ Date \_\_\_\_\_

**SAMPLE**