

Section Six: **Crisis and Conflict Protocol**

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6.1 Staff Emergency Procedure and Protocol

Please note:

Should the University or department deem it necessary to place the campus under an emergency status, all "nights out" will be suspended until further notice.

In the event of a campus emergency, the University will notify ALL students, faculty, and staff by phone with a pre-recorded voice message, email, or text message via the KatSafe Program. Make sure you have registered your current cell phone number with the University (in order to do so log in to your SamWeb account and register with KatSafe). If you receive an emergency call, you are instructed to do the following:

- RAs immediately call their RHD and report the location and the phone number at which they can be reached. If they are unable to reach their RHD by cell phone then leave a message on the RHDs cell phone and office phone with your contact information. **Await further instructions.**
- RHDs need to make sure all emergency radios are turned on and ready for use. RHDs may delegate this task as they see fit to their staff members.
- If you have any information pertaining to the emergency, notify UPD immediately at (936) 294-1000.
- Pass on any information to the residents **as instructed** until you are notified that the emergency is lifted.

RHDs call the Residence Life Office immediately to report your location, number of available staff and verify what number you can be reached at and **await further instructions**. The office number you should call is the front desk at 936-294-1812 or -1811. The front office will keep a log of staff reporting in. We do this to get an assessment of how many staff we have in each building. Frequently check your office voicemail for any additional information, such as if emergency radios need to be used.

6.2 Fire

6.2.1 Fire Alarm Responsibilities

- The RHD will supervise all evacuations with RA assistance to maintain a calm, safe exit that is free of panic.
- The hall staff should be responsible for reporting all fires and/or extensive smoke by calling 911 and central office personnel.

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- All hall staff should know the exact location of each fire extinguisher and should have access to them. Each staff member will be trained to be familiar with the operation of extinguishers so that in an emergency they can make rapid use of the equipment.
- It is the responsibility of the staff to inform residents of emergency procedures for their building, including means of evacuation, alarm systems, how to report a fire, and consequences of false alarms or tampering with equipment.
- The evacuation plan for each building must be posted in a conspicuous location on each floor and on the inside of each room door.
- If a fire alarm sounds during a time when there is inclement weather, please relocate your residents to the alternative meeting locations listed. RAs will need to ensure that residents stay in the lobby of the meeting building and do not access other areas. If it is after 5:00 p.m., notify the duty person(s) for the area that you are relocating to (if outside of your area).

BEL	- to ELL	ELL	- to BEL	LSH	-toEST
EST	- to BEL, ELL	RVN	-to WHI	4W	-toJAC
SHV	-to BEL, ELL, EST and JAC	HILL	- to ELL and BEL	W/V	-to RVN
JAC	- to SHV	BKV	- to WHI and RVN		

6.2.2 Fire Safety Information

- If there is smoke in the room, keep low to the floor.
- Before passing through any doors, feel the metal doorknob. If it is hot, do not open the door.
- Before opening a door, brace yourself against the door and open it slightly. If heat or heavy smoke is present, close the door and stay in the room.
- If you cannot leave the room, wet a large towel and place it at the bottom of the door to prevent or reduce the amount of smoke from entering. Open the window (to let out the heat and smoke).
- To attract fire department's attention if you are trapped, hang an object out the window (sheet, jacket, shirt, etc.). If there is a phone, call 911 and report that you are trapped, giving the room number and location.

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- If you can leave the room, close all doors behind you as you exit. Go to the nearest exit or stairs. DO NOT use an elevator. If the nearest exit is blocked, go to an alternate exit.
- If all exits are blocked, go back to your room and close the doors. Open the windows as described above and wave something from the window and shout for help.
- After evacuating the building, stand clear and away from smoke at least 200' away. Emergency apparatus will be maneuvering around the building.
- Follow directions of fire and police department personnel, as well as University Officials.

6.2.3 Potential Fire Hazards

- Abuse of electrical supply – use of electrical devices to obtain an excessive number of outlets can result in the overload of circuits.
- No storage is allowed in any public area that is not designed or designated as a storage area.
- Flammable liquid storage – gasoline, paint, etc. must not be stored in residential buildings.
- Exit paths must be kept free of obstacles. Blocking an exit path is prohibited by law. Exit paths include, but are not limited to the following: doorways, corridors, stairs, stairways, windows.
- Decorating and/or fully covering residence hall room doors.

6.2.4 Fire Drill Procedures

Fire drills are to be scheduled and completed four times a year (Fall, Spring, Summer I & Summer II). Your RHD will have more information on the exact date of your fire drill. The following procedures should be followed during any fire drill:

- At the start of a fire drill, staff will use their master keys to evacuate the building. Staff will assist in having residents leave the building and will knock on each resident door in their assigned area.
- Staff will use their master keys to enter each resident room to confirm evacuation. Bathrooms should be checked to assure that each resident has left the room.

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- Residents are to stay at least 200 feet from the building while the alarm is sounding.
- Make a mental note of any resident that is uncooperative and/or does not leave the building during the fire drill. Document and fine the resident \$250.00 after the drill has concluded.
- Once the alarm is silenced and the RHD gives the "all clear" for residents to return, staff will assist in counting each resident as they re-enter the building for an official count.
- An evaluation will be completed by the RHD at the conclusion of the drill. That evaluation will be submitted to the Residence Life Office.

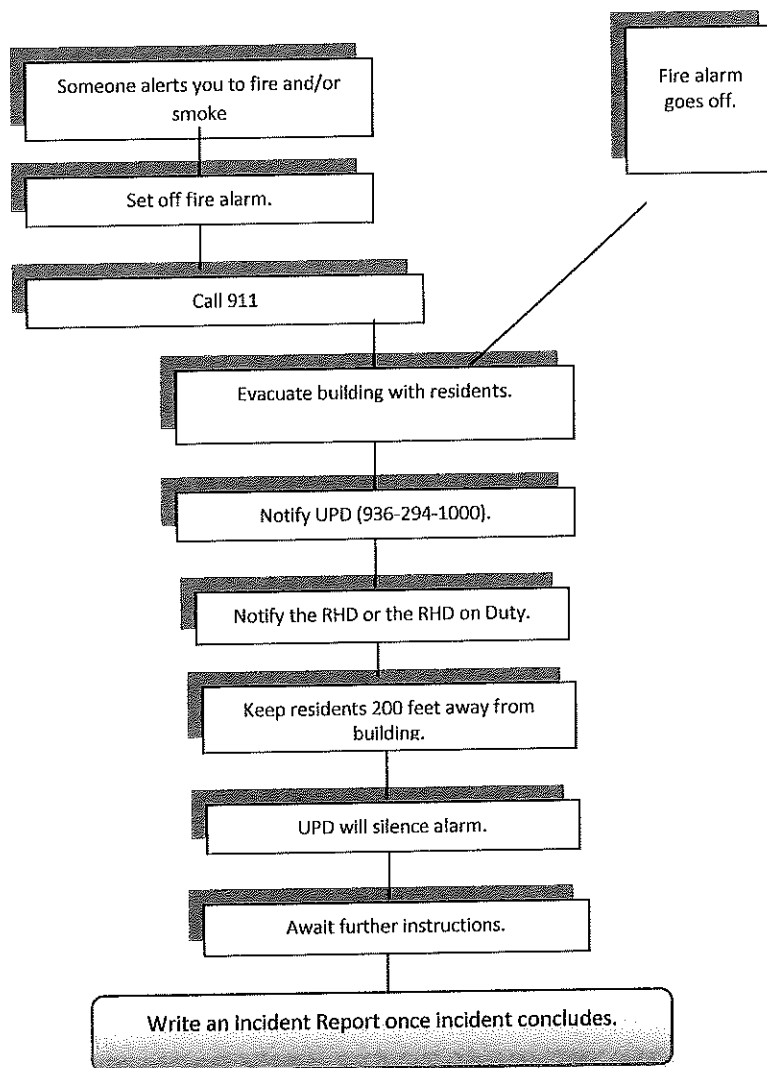
6.2.5 Fire Alarm (Non-Drill) Procedures

- Follow all instructions from your RHD.
- When the fire alarm sounds, you should evacuate the building immediately along with your residents. Call UPD at 936-294-1000 or if you see smoke and/or fire, call 911 on your way out.
- UPD will arrive and check the fire panel to see where the problem is. They will go to the location where the alarm was activated for verification that there is not an actual fire.
- After the building has been completely evacuated, all staff should meet with their RHD at a designated location for more instructions. RHD will set location at the beginning of the semester.
- Once it has been determined that it is safe for the residents to return, UPD will silence the alarm and take appropriate steps for the system to be re-set. RAs should not silence the fire alarm under any circumstances.
- After a fire alarm, all RAs should be available in their area to let residents in who may have been locked out. There is no charge to let them in.
- Special Notices:
 - Except for preliminary alarm (pull station cover), staff should always evacuate the building with the residents.
 - No staff member is to jeopardize his or her life.

In case of a real fire, defer to UPD and the Huntsville Fire Department.

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6.2.6 Fire Response and Protocol Flowchart



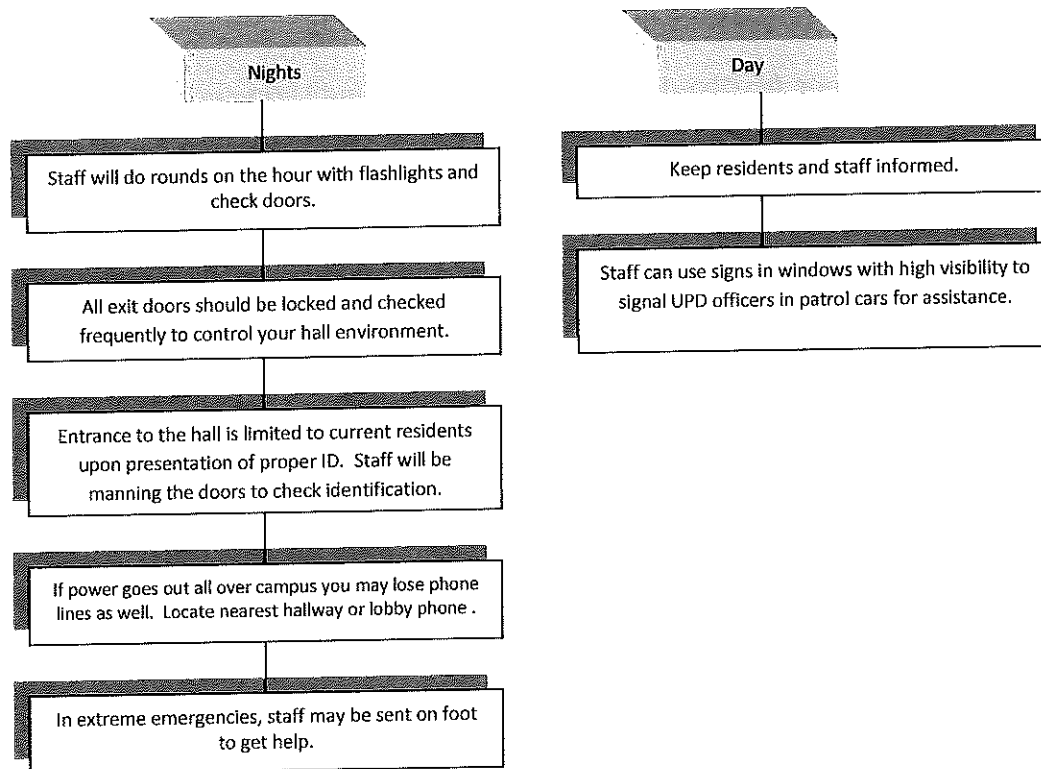
6.3 Missing Student Notification

Federal law requires that the University report this information to the University Police Department (UPD) and Huntsville Police Department and to the student's designated contact person when campus residents are determined missing for 24 hours (i.e., no one can identify where they are). If the missing student is less than 18 years of age and not emancipated, the University is also required to notify their parent or guardian. UPD will contact the appropriate department to make notification to parents/guardians. Residence Life staff should NOT make contact to the parent/guardian.

Campus residents have the opportunity to provide a contact person to the Residence Life Department during the application process. This information is confidential and only used in emergencies. UPD will always be notified if a campus resident has been determined to be missing for over 24 hours, regardless of whether the student has provided confidential contact information.

6.4 Power Outage and Severe Weather

- When the power goes out, call the RHD on Duty to verify that they are aware of the problem and to find out how long the outage is expected to last.
- Inform the residents who ask what you know about the outage.
- Staff should be prepared to remain in the building at the onset of any serious weather condition or power outage. See Residence Life Handbook for general information on hurricanes, tornadoes, snow and ice, and thunderstorms. Staff will follow more specific instructions from Residence Life, based on the situation.



**Write an Incident
Report**

6.5 Disorder and Disruption on Campus

Obstruction of normal University processes is not within the tolerance limits of this University. Disruption, criminal activity and violence have no place on this campus. The best measure for preventing such disturbances is to be aware of students' feelings, undercurrents, general activity, and to direct student emergencies to constructive means of settling problems.

- **General Procedures**

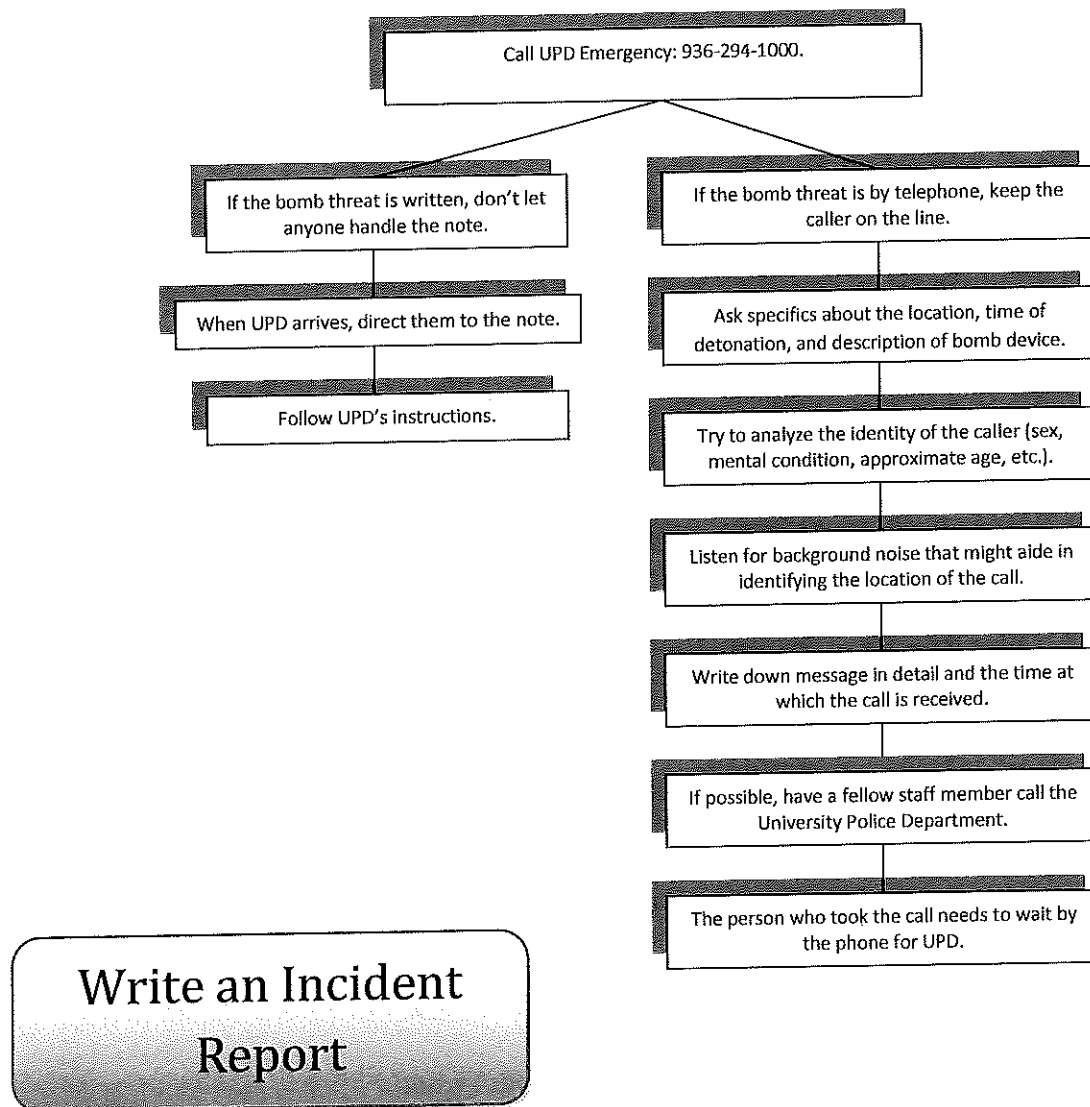
- Notify UPD Emergency: 936-294-1000.
- Notify the RHD on duty.
- Remain in the residence hall or house.
- **Do Not Become Involved** physically or give any indication of approval. Staff presence often can have a quieting influence on a group.
- Follow instructions given by UPD.
- Secure as many facts as possible from any student who may be discussing plans or reporting information. Talk as little as possible about plans but be alert to general conversation enough to perceive:
 - Time: Where is it planned?
 - Place: Where is it to be held or organized?
 - Who: Who is leading the movement?

6.6 Bomb Threat

The Department of Residence Life will not take action for a campus-wide emergency until instructed to do so by the SHSU University Police Department, KatSafe, or a University official.

ALWAYS assume the threat is real, but don't panic. Only UPD or the Executive Director of Residence Life is authorized to issue a directive that all personnel are to evacuate the affected building. Be present to furnish information when officers and other staff arrive. If a search is needed, UPD will coordinate it. If an unusual object is observed, do not touch it. Report it to the UPD officer in charge.

Bomb Threat Flowchart



6.7 Emotional Crisis

6.7.1 Response and Protocol

When you begin to feel you are in over your head, you probably are. Call for assistance. Always document no matter how trivial it may seem. Remain calm and record all information carefully and accurately for subsequent referral to central staff or the Dean of Students' Office.

- **If there is an emotional crisis between 8:00 a.m. and 5:00 p.m.:**
 - Contact your Assistant Director.
 - Educate the student about the Counseling Center. Encourage them to utilize the Counseling Center. Support them by escorting them to the Counseling Center. If the student resists going to the Counseling Center, contact the Assistant Director and/or the Director of the Counseling Center who will, in turn, contact the Dean of Students' Office. Members of the crisis team may come to the student in the hall if necessary.
 - Write an Incident Report
- **After 5:00 p.m., weekends, and holidays:**
 - Contact UPD. UPD officers are responsible for assessing the situation and contacting the crisis team.
 - If the student resists, at least offer the opportunity to receive help from these resources.
 - Always document. Remain calm, and record all information carefully and accurately for subsequent referral to central staff or the Dean of Students' Office.
 - Leave a message relaying the report number on the voicemail of the Assistant Director for Risk Management and Student Discipline.
- **Recognize the Warning Signs of Emotional Crisis**
 - Withdrawal.
 - Drastic change in appearance, demeanor, behavior and habits.
 - Making wills, giving away belongings, focusing on death.
 - Catastrophic event or series of misfortunes.
 - Extended period of "blues"/depression.
- **Things You Should Do Before and During an Emotional Crisis**
 - Develop and maintain good rapport with your residents.
 - Calm the person down and have them elicit a positive response.
 - Assure the student confidentiality with other residents and family; however let them know that you are instructed to report it with your supervisor.
 - Reassure the student.
 - Actively listen to the student.
 - Keep the situation in perspective.
 - After it is over, treat those involved as you normally would.

- **Things You Should NOT DO**

- Transport a student.
- Give out any information – Refer questions to the Executive Director of Residence Life or the Dean of Students.
- Break confidentiality.
- Forget to provide support for your community.

6.7.2 Follow Up to Emotional Crisis

A crisis may only last a few minutes or a few days but there may be residual emotions that are confusing and often difficult to handle. The entire community may need the hall staff to step in and offer guidance and support. Remember the following:

- **Confidentiality is important**

When residents start asking questions, direct them elsewhere. You are not allowed to share any information.

- **Utilize your resources**

When necessary, refer residents to the Counseling Center, etc. Do not attempt to handle something for which you have received no training.

- **Model healthy living**

If you develop poor sleeping habits or develop irregular class attendance, your residents will do the same. Lead them out of the crisis and maintain high morale among your community.

- **Talk to your Assistant Director**

Balancing confidentiality and being “strong” can be tough. Your AD can be a sounding board and may be able to help you sort through some of your thoughts and feelings.

6.8 Conflict

6.8.1 Conflict Management

- **Why Conflicts Occur**

- When a community member or members of a team fail to disclose reactions, emotions, interests, values, ideas, or thoughts that differ from those of others, disagreements can become conflicts.
- Team-defeating conflict can occur anytime an individual is invested in an idea or feeling which is not surfaced openly or directly. This often leads to passive-aggressive or aggressive behaviors.
- Disagreements (explicit or implicit) that become conflicts (spoken or unspoken) will prevent harmony and consensus. Disagreements and conflicts that are dealt with openly can promote diversity, creative ideas, and an atmosphere of trust.

- **Types of Conflict**

- Teams typically experience five types of conflicts: facts, interest, interpersonal, resources, and values. To a large extent, the type of conflict and the strength of the relationships among team members will determine how volatile the situation will become.

- **Managing Conflict**

- The key is to allow for disagreement without members destroying each other's self-esteem. The danger is if the conflict is handled incorrectly. This may cause the team to feel that disagreeing is not okay and members will then hold back information that is controversial yet could help the team progress.
- Managing conflict is a method of creating an environment where disagreeing is okay, but unresolved feelings toward a decision or another team member is not.

Focus on the following:

- Verbal and non-verbal behaviors.
- Checking out assumptions.
- Determining the true source of conflict.
- Keeping an open mind.

6.8.2 Types of Conflict

Facts	Caused by: lack of information; misinformation; different views on what is relevant; interpretation of differences; different assessment procedures.	Possible interventions: help define "facts" in terms of objective data or criteria; examine the process by which data is collected and evaluated.
Interests	Caused by: competing needs, desires, or wishes; substantive, procedural, or psychological interests perceived to be in competition.	Possible interventions: reveal underlying interests, find common ground on which interests are related naturally, relate interests to overall team interests.
Inter-personal	Caused by: general lack of familiarity with others; stereotypes; failure to check out assumptions about one another; behaviors perceived as negative; unresolved disagreements; unstated interests; past negative encounters with someone.	Possible interventions: support emotion through validation, surfacing assumptions, use procedures, ground rules to prevent disagreements, clarify and build positive perceptions, use team motivation activities to strengthen relationships.

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Resources	Caused by: perception of competition for limited resources, unequal control, ownership, or distribution of resources; lack of cooperation; time constraints.	Possible interventions: establish a fair decision making process; negotiate based on interests, not positions; search for common denominators: how is each party's need similar or different?
Values	Caused by: assumptions or by real differences in them; not checking out assumptions; mistaking behaviors for values; a perceived incongruence between behaviors and values; undisclosed values; different criteria for evaluating ideas or behavior; different ways of life, ideology, and/or religion.	Possible interventions: encourage parties to agree to disagree; search for a goal/value that all parties share; surface individual values and examine overlap with team values; reword statements in order to find common ground among individuals' values.

Discussion vs. dialogue – You Choose

Discussion – from the Latin derivative “discuss” interpreted as “to heave or throw”
Dialogue – from the Greek “dialogos” interpreted as “to build meaning or understanding”

6.8.3 Conflict Intervention

Any active response to a behavior or set of behaviors can be considered an intervention. Interventions are used for a variety of reasons: to clarify, provide structure, explore and settle disagreements, and disarm conflict. There are three types of intervention. These include prevention (low level), diffusion (mid-level), and confrontation (high-level). Prior to intervening, ask yourself several questions:

- **Is the conflict I sense between team members only, or am I in conflict?**
 - Check for physical signs of reaction and listen to concerns voiced by others.
- **Is this conflict due to the team's state of evolution?**
 - Are they just storming? (growth stage within a team)
- **How serious is this conflict?**
 - Check verbal and non-verbal behaviors. Is the team progressing or not?
- **What type of conflict is this?**
 - Values, resource, interest, interpersonal, or factual.

- **Why is it important?**
 - Intervention allows for conflict resolution.
 - Strengthen interpersonal relationships.
- **Focus On:**
 - Clarifying whose conflict it is.
 - Clarifying the type of conflict.
 - Matching intervention with degree of conflict.

Below is a list of behaviors that typically occur during conflict. There is no one-to-one correlation between the types of behavior, magnitude of the conflict, or level of intervention. When choosing an intervention, it is important to consider the team's usual mode of interacting, its stage of evolution (form, norm, storm, perform), the complexity of relationships between team members, and the type of conflict.

Overt Behaviors	Low participation * Lack of divergent views * Dominating members feuding * Straying off task * Stuck * Confusion * No agreement * Power struggle * Rambling * Obstinacy * Argumentativeness * Raised voices * Abrupt shifts in tone of voice * Sudden shifts in energy level * Distracting/ed members * Overly cautious statements * Inappropriate remarks
Covert Behaviors	Sighing * Eye rolling * Head shaking * Negative expressions * Fists * Hands gripping * Weird mouth sounds * Head down * Limited eye contact * Dozing off * Squinting * Holding breath * Teary eyes * Nail biting * Leg or foot tapping * Staring * Exaggerated Stretching * Disruptive noises * Inappropriate laughter * Clock watching * Mumbling * Sarcasm
Interventions	*Ground rules, timekeeping, icebreakers, etc may prevent conflict. The key is to remember that unchecked behaviors turn into conflict. *If you spot covert behaviors, defuse the situation by testing your assumptions. *Incongruence between verbal and non-verbal may be an indication of unresolved issue(s). *Silence may create an opportunity for those involved to deal with feelings and get back on track. *Time outs or stretch breaks *Feedback *Confront

- **Intervention Methods**

- **Prevention**

Prevention may be exploratory or diagnostic in nature, or it may involve the use of warm-up exercises, humor, or team development exercises.

- Icebreakers and team builders
- Humor, small talk, kidding
- Enthusiasm for team and task
- Active listening and empathy
- Summaries of thoughts, opinions, and ideas
- Model the use of "I" statements
- Self-disclosure
- Speak clearly
- Paraphrase and reframe participant comments
- Model the belief that all members have good intentions
- Feedback and openness to feedback
- Support healthy disagreements

- **Diffusion**

Diffusion is action-oriented, involving interruptions of the group process, and redirection as necessary. This method relies heavily on tracking the group's process.

- Refocus on objectives
- Make time to clear up conflict
- Revisit ground rules
- Use neutral language and search for commonalities
- Focus on thoughts and ideas not people
- Frame the existence of differences as positive
- Surface underlying issues
- Underline commonalities that exist even in divergent opinions

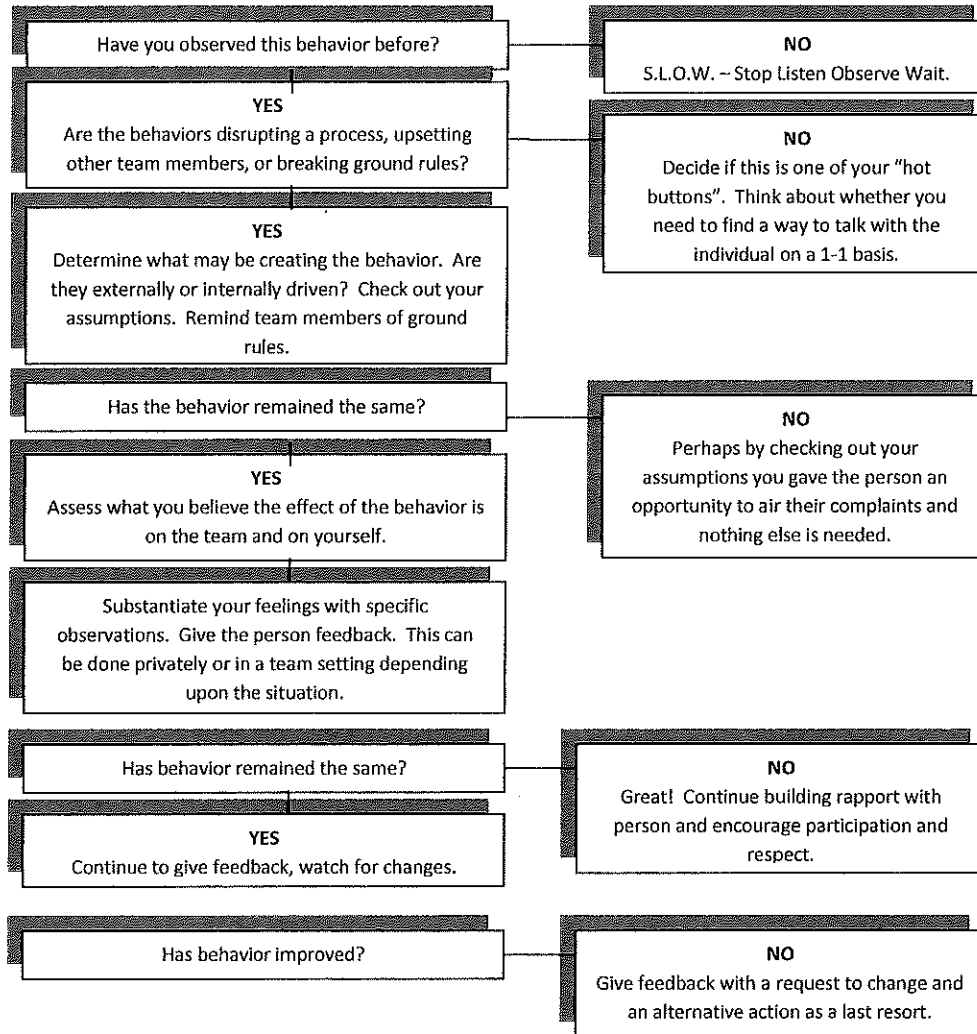
- **Confrontation**

Confrontation involves the use of comments or activities directed toward the individuals involved in the conflict and designed to include the team in solutions. Confrontation is a high-level intervention technique and should be used only when you are certain it is the best alternative.

- Feedback/Feedback with a request for a change
- Use direct questions to surface assumptions
- Clarify intentions behind behaviors/words
- Describe the effect that behaviors have on others
- Confront involved parties in private session
- Time-out

6.8.4 Conflict Response Flowchart

The chart below shows the steps to resolve a conflict (value based or not). These steps will help whether you are a participant in the conflict or acting as a facilitator in order to resolve the conflict between other members of your team.

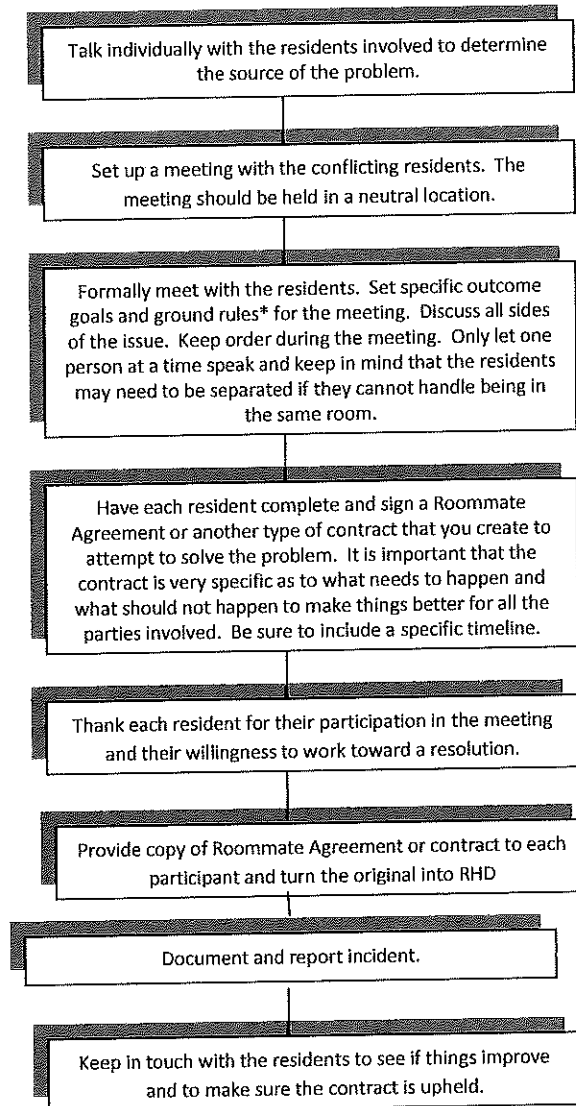


**Write an Incident
Report**

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6.8.5 Roommate Conflict Mediation Flowchart

Always encourage residents in conflict to resolve the problem themselves before getting involved.



*Examples of ground rules include only using "I" statements, talking to each other instead of to the mediator, maintaining physical distance, no name calling, and speaking in a calm and reasonable tone of voice.

**Write an Incident
Report**

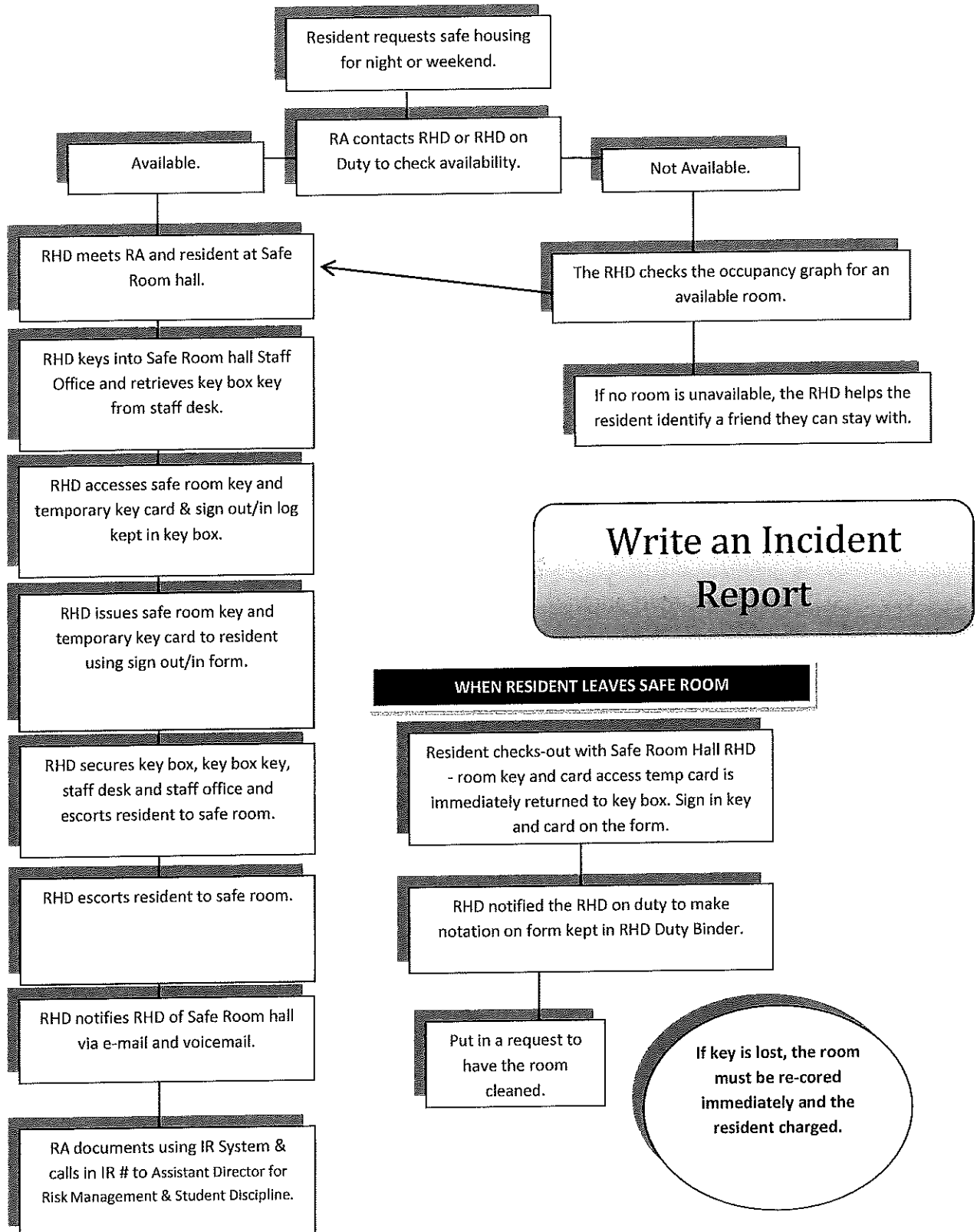
6.8.6 Safe Room Guidelines

Safe rooms are to be used as a last resort and are for temporary housing. A resident will be allowed to occupy the room for no longer than three (3) days with an emphasis on getting the resident reassigned as soon as possible.

1. During business hours, contact the RHD where the safe room is located (after hours, contact the RHD on duty) to verify whether the safe room is available. After verifying the room is available, arrange to meet the RHD at the safe room. The RHD will issue a key to the resident that will be returned when the resident checks out. No room change card or RC Sheet is needed. The RHD will let the resident into the safe room and issue them a key. The RHD will leave a voicemail message for the RHD of the building where the safe room is located alerting them of the occupancy. The RHD will issue a temporary access card for the exterior doors.
2. The resident must provide their own linens/toiletries, etc.
3. The RA will file an Incident Report concerning the incident and notify the RHD's, Assistant Director for Risk Management and Student Discipline.
4. Do not discuss the circumstances surrounding the reason why the resident is using the Safe Room. All situations are to remain confidential.
5. The resident occupying the Safe Room will be notified by the appropriate RHD, Assistant Director and/or the Dean of Students' Office concerning further action.
6. Once the resident checks out with the staff, the RHD will need to call custodial and have the room cleaned. The staff must collect the room key and the temporary access card from the resident during checkout.

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6.8.7 Accessing the Safe Room Flowchart



6.9 University Police Department

Promote cooperative relations.

Realize you may not be entitled to all of their information, but your RHD may request it.

Know that the dispatcher will be handling other calls and communicating with other agencies at the same time.

If your situation is not a priority (immediate threat to safety or facilities), be prepared to be put on hold if the dispatcher is involved with something else.

If your situation is a priority, announce to the dispatcher that your call is an emergency. The dispatcher will determine the nature of your call and what degree of response is necessary and then put you on hold while they notify the officer. The dispatcher will return to obtain additional information from you.

- **Call UPD for the following:**
 - Illegal activity
 - A medical emergency
 - Fire, power outages and weather related emergencies
 - Disruptive activity you cannot contain
 - A problem outside your building
 - A need to contact another agency
- **In case of an emergency:**
 - Call 936-294-1000 immediately and request an ambulance
 - Locate your RHD or the RHD on Duty if it is not between 8:00 a.m. and 5:00 p.m. Monday – Friday.

IF A STUDENT HAS A COMPLAINT ABOUT UPD, REFER THE STUDENT TO THE DEPARTMENT AND/OR OFFICER SO THAT UPD HAS AN OPPORTUNITY TO DEAL WITH IT FIRSTHAND

6.10 Two Way Radio Operations

6.10.1 Large Motorola XPR7550

These radios are large black radios.

The radio should be kept in a secure place in the RHD's office unless otherwise instructed by the Executive Director.

- **Instructions:**

- First turn the radio on using the on/off volume control located on the top of the radio. When turned on the radio will beep. **Switch to Res Life 1.**
- **You will speak and respond to the Base Unit only**, which will be the designated shelter coordinator at the Residence Life Office. Do not converse with each other unless directed to do so by the designated shelter coordinator. The Base Unit will relay all inquiries and directions to and from the appropriate areas (to maintenance, to the main emergency group, etc.) as this will involve switching channels multiple times.
- When preparing to talk, hold the radio within three to four inches of the side of your mouth. Speak in a normal tone of voice and be sure the radio's antenna is pointing straight up. Press the push-to-talk button first then start speaking. Speak in plain English and avoid using any slang terms. When finished, let go of the button and wait for a reply.
- If the message you receive is garbled, ask the person you are speaking with to "say again".
- When you are finished responding to a message and are signing off, please give your radio number and say either "signing off" or "clear". (Ex. "5515 Clear")

On the **XPR7550** model handheld radios (this is what we have) there are two buttons on the side of the radio below the push-to-talk button. The top button when pressed will open the "Squelch" allowing you to hear static which is useful for setting the radio volume. The lower button when pressed causes the LED on the top of the radio next to the channel selector to act as a battery indicator. Green means a good charge, yellow represents a mid level charge and red means the battery needs to be recharged.

Always remember that the radio is a tool and the frequencies are a shared resource. **Try to keep your communications short and to the point so that others can use the frequency. Only use the radio for emergency communication and for directions.** Do not have conversations on the radio. Inquiries or remarks such as "what time are we meeting for dinner?" or "when your shift is over, come by here to watch the ballgame" are completely unacceptable.

6.10.2 Small Motorola T6550R

These radios are small black and yellow radios. They are also known as "TALKABOUT".

To use your Talkabout radio, first turn the radio on using the on/off volume control located on the top of the radio. When turned on the radio will beep. The radio should already be programmed to be set on **Channel 3, Tone 115.**

If Channel is not set, then press Menu. Use the plus and minus buttons to select the channel. Press Menu again to set the tone. Toggle through the rest of the settings to get back to the main screen, which should display your inserted settings.

You will speak and respond to the other Talkabouts in your area only, which should mainly be to the designated RHD office. Do not converse with each other unless directed to by the RHD. The RHD will then use their large radio to relay all inquiries and directions to and from the Base Unit at Residence Life.

When preparing to talk, hold the radio within three to four inches of the side of your mouth. Speak in a normal tone of voice and be sure the radio's antenna is pointing straight up. Press the push-to-talk button (yellow button) first then start speaking. Speak in plain English and avoid using any slang terms. When finished, let go of the button and wait for a reply.

There is a plug-in on the side for earphones; however this should be unnecessary.

**Keep the Talkabouts on the charger in the staff office and/or in the RA offices
in the small houses.**

6.10.3 Residence Life Radio Call Numbers – Big Radios

513 & 507 – Base (Residence Life Office)	5510 – Estill Hall
5515 – Jackson-Shaver Hall	5508– White Hall & The Valley
5502 – Sam Houston Village	5503 – Raven Village
5514 – Belvin-Buchanan Hall	5509 – Bearkat Village
505/5516 – Elliott Hall	5507– Four West
5513– The Hill (Anne Shaver House)	5512 – Lone Star Hall

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Residence Life Radio Call Numbers – Small Radios

BLW 1 – Baldwin	CRA 2 - Crawford
CRE 3 - Creager	MLN 4 - Mallon
BKV 27 – Bearkat Village	BKV 28 – Bearkat Village
ASH 6 – Anne Shaver	GBH 7 – Gibbs
MHH 8 – Houston	RJH 9 – Rachel Jackson
ACO 10 – Alpha Chi Omega	ADP 11 – Alpha Delta Pi
SSS 12 – Sigma Sigma Sigma	ZTA 13 – Zeta Tau Alpha
BAR 19 – Barrett	PAR 20 – Parkhill
RAN 21- Randel	SPI 22 – Spivey
VIC 23 - Vick	WHI 27 – White Hall
ALH 12 – Residence Life	ALL 18 – Residence Life
BKV 26 – Residence Life	BKV 29 – Residence Life
BKV 30 – Residence Life	KNG 14 – Residence Life
NMH – Residence Life	RVN 24 – Residence Life

6.11 Crisis and Protocol FAQ

- **If I have a concern/complaint about a peer, what should I do?**

Discuss your concerns with that person and try to rectify any problems on your own. If this does not work, consult your immediate RHD.

- **If I have a concern/complaint about a RHD, what should I do?**

Discuss your concerns with that person and try to rectify any problems on your own. If this does not work, consult the Assistant Director.