

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 effectively regulate 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, there are many 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 whom you may interact with 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 – 36612

Department of Public Safety – 36606

Emergency - 36789

RESIDENT SAFETY PROGRAM

STAFF MANUAL

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The Resident Safety Staff in the residence halls is provided as a service to residents for the protection of their property and general safety. This system is an important part of the campus safety program, which is designed to ensure the well-being of the residents as well as eliminate damage to our buildings. One of the primary functions of the Resident Safety Representative (RSR) assigned to the residence halls is to assist with the safety of the residents and the 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 can best be achieved through the development and enforcement of consistent policies and procedures.

I. 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 fire safety alarms.
- 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. Notify the Operations Manager and the on-duty Supervisor (RSS) in case of emergency and abide by his/her instructions.
- d. **Under no circumstances is the desk/booth to be left unattended.**
- e. RSRs assigned to double coverage are not permitted to leave the booth without permission from a member of the

- supervisory staff.
- f. Conduct inspections of the lobby and booth areas prior to assuming desk duties. Enter the appropriate comments and actions on the Duty/Inspection Report and notify the Resident Safety Office, on-duty RSS or the on-duty Operations Manager if something needs immediate attention.
 - g. **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.) University supplied cable/color TVs are 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.
 - h. Report violations of University policies and all unusual incidents to the Operations Manager and on-duty RSS who will determine the appropriate actions to be taken. Be guided by his/her instructions.
 - i. 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.
 - j. When possible, assist the Residence Directors (RDs) whose responsibilities also include the safety and well-being of the resident students.
 - k. 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.**
- l. Be familiar with the Operations Manager and the on-duty RSS, and the following:
 - 1.) All policies and procedures established by the Department of Public Safety and the Office of Residential Life.

2.) All information dispersed by the Department of Public Safety.

3.) Students' rights and responsibilities.

4.) The Resident Safety Program Staff Manual

5.) The location of the panic button in your booth.

6.) Use of Card Reader.

7.) Use of the ID Monitor.

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 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. If a guest has a Hofstra ID, you must swipe the card through the card reader before you safeguard it in the ID box.

m. **Complete the Daily Sign-In Sheet each time you work.** Print the date, actual time worked, your name and Student ID number (700 number), then sign your name. Be sure your printed name and Student ID number are clear and legible, as this information is entered in the computer on a daily basis for payroll purposes. Complete the Duty Inspection Report each time you work and log in all visitors and guests on the Visitor Sheet. The RSS will verify entries while doing rounds. RSRs working the 0000 - 0400 shift are to start a new Daily Sign-In sheet, Duty Inspection Report, and Visitor

Sheet, completing all headings on these forms, and re-logging IDs that are in the ID box.

n. **Start New Sheets at 0000.**

- 1.) Resident Safety Staff Sign-In Sheet (White Sheet)
- 2.) Resident Safety Duty Inspection Report (Blue Sheet)
- 3.) Guest/Visitor List Form (Pink Sheets)

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) Enter the DATE in the “*Time In*” column. **DO NOT ENTER THE TIME FROM THE PREVIOUS DAY.** Be sure to transfer the original date if the ID has been there from a 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 “Transferred” 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 HUIDs and the other is for non Hofstra cards. Transfer each box separately.

- o. 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.
- p. **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.**
- q. **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.**
- r. Follow the instructions of the Senior Assistant Director of Residential Operations, Assistant Coordinators, Student Coordinator, Resident Safety Supervisors (RSSs) and Team Leaders (TLs).
- s. Communicate with the Resident Safety Office and Staff.

B. TEAM LEADER (TL)

S/he is responsible for the booth and RSRs of his/her respective booth. 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. TLs are accountable to the Senior Assistant Director of Residential Operations, Assistant Coordinators, Student Coordinator and Supervisors for his/her staff's performance while on duty. The TL supervises the maintenance and cleanliness of the booth area. 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. Assist with the training of RSRs.
- b. Notifies each RSR of training date and time (which will be approximately one hour).
- c. Assists with the scheduling of all RSRs in their assigned building.
- d. Instructs and disciplines RSRs failing to comply with regulations.
- e. Prepares temporary "emergency schedules" for all HU holidays (i.e. long weekends, vacations).
- f. Attends scheduled meetings with the Senior Assistant Director of Residential Operations, Assistant Coordinators, Student Coordinator and RSSs. In addition, checks the mailbox in the Resident Safety Office every other day and replenishes paperwork/supplies for assigned booth.
- g. Is assigned a minimum of 12 hours of office coverage for every two week period and assists the on-duty RSS in covering any openings. In addition, is required to work an additional four (4) hours per week in his/her respective booth and an additional eight (8) hour rotation shift once per semester.
- h. Follows up on incident sheets (write-ups) and updates the office on any changes in the schedule.
- i. Visits and signs in at assigned building Monday thru Friday.
- j. Performs other related duties as assigned by the Senior Assistant Director of Residential Operations, Assistant Coordinators, Student Coordinator or RSSs.

C. SUPERVISOR (RSS)

S/he functions as the enforcement arm of the RSR Program. 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 personnel. The RSS provides 24-hour supervision of staff and activities in and about the residence hall booths. 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. Supervises the activities of all TLs and the RSRs on duty.
- b. Confers with the Operations Manager and previous on-duty RSS at the beginning of each tour to identify current problems and conditions that may affect the safety of the residence halls.
- c. Visits each residence hall (at least once during a four hour tour providing there are no mitigating circumstances). Transportation will be provided by the Operations Manager for the purpose of visiting the Twin Oaks Apartment Complex when necessary.
- d. 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.
- e. Ascertains any supply needs and reports it in writing to the Assistant Coordinators.
- f. Co-signs the Duty/Inspection Report, the Daily Sign-In Sheet, and the Visitors 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.
- g. Swipes in to every open building at least once per four hour tour.
- h. Ensures that all RSRs and TLs are familiar with the contents of this manual and any future changes of policy and procedures that would affect their work performance.
- i. Enters date, name, time, and the number of the radio

used in the RSSs' Log Book at the beginning of each shift. The RSS 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.

- j. Meets next RSS at the office at the end of each tour of duty and communicates all pertinent information relevant to the following shift. The RSS signs out at the end of the shift.
- k. Covers any openings during or directly following his/her shift.
- l. Gives bathroom relief or meal relief to an RSR if needed.
- m. Picks up all Staff Sign-In Sheets, Duty Inspection Sheets, Guest/Visitor List Forms, Sub Request Forms, and Summonses from each booth during the 0000-0400 shift. Separates and staples sheets.
- n. Delivers memos to each booth.
- o. Works a minimum of 12 hours per week with at least one graveyard shift (0100-0500 or 0500-0900) and one eight hour weekend rotation shift per semester.
- p. Performs Panic Alarm Inspections once per week as designated by the Senior Assistant Director of Residential Operations.
- q. Reads and adheres to the responsibilities outlined in the current semester's *Supervisor Guide*.

II. ASSIGNMENT OF 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 4 hours/week and a maximum of 24 hrs/week on a permanent basis.
- 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 Coordinator. 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, RSS, 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 RSS/TL to determine priority. RSRs who work extra time should sign in for that time and 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.

III. 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 3 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, RSS, or TL. All other substitutions must be verified via individual sub sheet.

B. ABSENCES - OTHER

who You must immediately notify the Resident Safety Office, your TL or RSS will arrange for a substitute, in the event that:

1. You are unable to work your scheduled tour of duty due to an illness or emergency. Documentation, i.e. doctor's note must be submitted to the Resident Safety Office within seven (7) days. **Please Note:** Documentation will only be accepted if the office is notified prior to the shift.
2. The RSR scheduled to follow your tour of duty does not report to work.
3. You should become ill during your tour of duty.

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, RSS, 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.

IV. 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, secure his/her name, look up the name in the housing roster. Verify the name, room number and extension. Log the student's name and room number on the pink Guest/Visitor List. Include your reason for using the guest swipe (Forgot ID) and the time of entry.

Residents of your building who do not have ID should be issued a summons for violation of ID policy. Fill out the summons form completely and ask the student to sign it. Give the student the top white portion of the summons before you allow the student to enter. Retain the bottom yellow portion of the summons for your supervisor to pick up.

NOTE: If the resident student refuses to accept or sign the Summons, write "refused to sign" on the "Student's Signature" line. If you experience any difficulty in enforcing this procedure, call Public Safety (X6606) immediately and assistance will be provided.

REMEMBER: You must ask the resident to sign the summons. If the resident refuses to sign the summons, simply note that on the summons sheet. However, each resident must be made aware of the fact that s/he is receiving a summons. If you fill out the summons without at least asking the resident to sign it, the summons will be voided. Summonses should only be issued to residents who do not have their ID or sticker. All other violations (cursing, running the booth, etc.) warrant an appearance summons that is issued by Public Safety.

- b. **Visiting Students** - Those who reside in another residence hall who are visiting a student in another complex must have valid HUID with proper color-coded sticker. Take that 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.

- c. **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, school ID, etc.) 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.

NOTE: Acceptable ID **does not** include keys, Social Security Cards, Auto Registration, Library or Meal Cards, credit cards (even those with pictures,) health

club/leisure passes, etc.

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.

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.

BEFORE 2. **Twins Oaks Special Procedure** - ALL VISITORS AND GUESTS MUST BE ANNOUNCED AND AUTHORIZED ENTRANCE CAN BE GRANTED.

3. **Nassau / Suffolk Special Procedure**
Double coverage will be assigned whenever possible.
- a. The RSR(s) in Booth #1 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.
4. **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 inside the Health Center.
5. **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 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.
6. **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.
7. **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.
 - b. Record only the guide's information on the Guest / Visitor List Form.
 - c. Offer information and assistance when possible.
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, distributors, etc. (people who do not belong in the residence hall) will be denied entry, **NO EXCEPTIONS**

9. 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 RSS.
- 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 your supervisor immediately when this message appears.

10. ID Monitors

All Resident Safety booths are equipped with new 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.**

11. Missing ID

ANY RSR WHO LOSES AN ID WILL BE HELD RESPONSIBLE FOR IT! 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 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 YOUR SUPERVISOR IMMEDIATELY TO
REPORT
A MISSING ID.**

- 12. A resident is permitted to sign-in a maximum of four guests.**
- 13. Hofstra Faculty, Administration, Department of Physical Plant Personnel, Telephone Service Personnel who are permitted in residence halls** will have identification with them; ask them to swipe their ID. A uniform is not sufficient identification. If you have any difficulty, call the Operations Manager (X6606) or the on-duty RSS.
- 14. Waiting visitors and delivery people** are required to wait in the *outer lobby*.

V. TELEPHONE CALLS & TRANSFER 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, press 'Conf/Trans' and dial the number requested, press 'Conf/Trans' again and hang up or press the orange *Rls* button. To put a call on hold, press 'Hold' then hit the button next to the flashing arrow for an incoming call. To communicate with the call on 'Hold', hit the button next to the other flashing arrow.
2. **NEVER GIVE OUT A RESIDENT'S EXTENSION, ROOM**

NUMBER OR ID NUMBER.

VI. EMERGENCY PROCEDURES

A. FIRE ALARMS

1. Notify Public Safety (X6606) when a fire alarm is activated.
2. DO NOT LEAVE THE DESK unless the lobby area is affected by smoke/fire condition or unless Public Safety tells you to the evacuate.
3. The Operations Manager or his designee will investigate the alarm.
4. Assist people leaving the building.
5. Keep the telephone free for emergencies.
6. Residential Life 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 (X6789).
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

- several
- They will
1. While on the phone with the caller, press *57. You will hear beeps, then hang up.
 2. Notify Public Safety and the on-duty RSS as soon as possible. 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 (X6789).
2. Remain calm and wait for assistance.

E. ABUSIVE OR DISORDERLY VISITORS & STUDENTS

- person and
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 (X6789) 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 (X6606) and notify the RSS immediately. Report the urgency of the situation to Public Safety and the RSS 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 summons 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 the Operations Manager (X6606).
2. When vandalism occurs:
 - a. Notify the Operations Manager and RSS immediately.
 - b. Identify and 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 the Operations Manager at Public Safety (X6606).
2. Fire
 - a. 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.

VII. UNIFORMS

- A. All RSRs must 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 tour and will be written up.
- E. The uniform shirt is not to be worn off duty.

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 Life staff in your residence hall.
- C.** A Residence Assistant (RA) is on-duty from 1800 to 0900. During holidays, a Residence Director (RD) is on duty 24 hours.
- D.** Always have the proper forms and a sufficient quantity of supplies at the desk.
Notify the RSS 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 Life Office (Room 244 Student Center) if a resident cannot be reached in his/her room, including Twin Oaks.
- 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 Life 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 RSS must be notified immediately if unauthorized furniture is found in the booth.

IX. PERFORMANCE STANDARDS

A personnel file 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 suspension or dismissal of the employee.

A. GROUNDS FOR DISCIPLINARY WARNING INCLUDE, BUT ARE NOT LIMITED TO:

1. Minor infraction (examples)
 - a. Lateness.
 - b. Unexcused absence from a meeting or training session.
 - c. Incomplete administrative procedures.
2. Rudeness.
3. Not wearing the uniform.
4. Not notifying the RSS of unauthorized furniture in the booth.

B. GROUNDS FOR PROBATION AND/OR SUSPENSION INCLUDE, BUT ARE NOT LIMITED TO:

1. Repeated minor infractions, especially lateness.
2. Providing an unauthorized substitute as a replacement.
3. Failure to follow notification / reporting procedures.
4. Failure to follow direction of Assistant Directors, Operations Managers, Assistant Coordinators, Student Coordinator, RSSs, TLs, etc. Being argumentative, insubordinate, etc.
5. Evidence of poor judgment: The RSR must be able to maintain his/her composure and good judgment in times of stress. The RSR must be capable of assuming those extra responsibilities that an emergency situation may require.
6. Not notifying the RSS when leaving double coverage for a bathroom break, meal break, etc.

C. GROUNDS FOR IMMEDIATE DISMISSAL INCLUDE, BUT ARE NOT LIMITED TO:

1. Not reporting for duty as scheduled.
2. Sleeping on duty.
3. Leaving the booth unattended.
4. Unplugging the telephone, turning the ringer off, or leaving the telephone off the hook.
5. Consuming alcohol or drugs while on duty or coming to the desk

- under the influence of drugs or alcohol.
- 6. Repeated absences from scheduled assignments.
- 7. Being found guilty of violation of University regulations.
- 8. Severe infraction of Department of Public Safety or Office of Residential Life regulations.
- 9. Failure to enforce visitation and/or security policies.
- 10. Not safeguarding visitors / guests IDs.
- 11. Evidence of poor judgment and/or inability to handle job responsibilities.

D. PROCEDURE FOR PROCESSING EMPLOYEE PROBLEMS

- the
- 1. General Policy - All employees at Hofstra University are afforded opportunity to discuss grievances with the employer and to have those grievances processed on an equitable solution.
 - 2. Procedure - An employee is expected to discuss the grievance with the immediate superior; in this case, the TL, RSS or Student Coordinator. If satisfaction is not attained at this point, the employee should request to be heard by the Senior Assistant Director of Residential Operations and/or Assistant Coordinators. The decision of the Senior Assistant Director of Residential Operations and/or Assistant Coordinators is final.

X. THE RESIDENT SAFETY & PUBLIC SAFETY HOUSING GRANTS / OPTIONS

A. INTRODUCTION

The Resident Safety and Public Safety Room Grants / Housing Options offer students housing assistance in return for hours worked. The Room Grants are only available during the Spring and Fall semesters. The Housing Option is only available during the Summer Intersession.

- 1. **The 24-Hour Grant (\$2,000)** provides students with \$2,000 per semester toward on-campus housing. Students must work 24 hours per week for the \$2,000 credit. In addition, students who meet the requirement to work at least 24 hours per week will receive a \$24 stipend.
- 2. **The 12-Hour Grant (\$1,000)** provides students with \$1,000 per semester toward on-campus housing. Students must work 12 hours per week for the \$1,000 credit. In addition, students who meet the requirement to work at least 12 hours per week will receive a \$12 stipend.
- 3. **The Summer Housing Option** offers students housing

assistance
the summer housing
per week work schedule. For
Resident Safety office.

in return for hours worked. Every RSR utilizing
option must have a permanent 40—hour
more information, contact the

B. REQUIREMENTS / EXPECTATIONS

All grant recipients must meet and adhere to the following requirements and procedures:

1. Grant eligibility is based on financial need, academic standing, and prior job performance.
2. Each continuing grant student on either grant must work four hours per week between the hours of 0000-0800 (12 midnight-8AM) Monday-Sunday or 2000-2400 (8PM-midnight) Friday or Saturday night.
3. Each new grant student on either grant must work one shift per week between 0400 and 0800 hours (4AM-8AM) or two shifts between 0800-1000 hours (8AM-10AM) Monday-Sunday.
4. Hours not worked during any week must be made up within one month following the missed shift. However, you will not be able to make up hours after the semester ends. In addition, you will not be able to make up hours prior to the week of the missed shift or after employment has ended.
5. Any hours not worked by the end of the semester will be billed to the student's account held at Student Accounts.
6. If, at the end of the semester, a grant recipient owes an excessive amount of hours, s/he could be denied the grant for the following semester.
7. Students will be paid the corresponding RSR pay rate for extra hours worked. However, students will not be paid for extra hours that make up for shifts that were previously missed.
8. Stipends: \$24.00 stipends are issued to recipients of the 24 hour (\$2,000) room grant for the weeks that they work at least 24 hours. \$12.00 stipends are issued to recipients of the 12 hour (\$1,000) grant when they work at least 12 hours in a week. Stipends are also issued for early morning shifts: \$3.00 for 0000-0400 shifts and \$5.00 for 0400-0800 shifts.
9. The grant week begins on Monday and ends on Sunday, regardless of which day of the week the pay period begins or ends.
10. When the initial application is submitted, the student must state whether s/he is applying for the 24 or 12-hour grant.
11. RSRs are responsible for re-applying for the grant each new semester.

12. The grant will become effective on the Monday following qualification.
13. All grant recipients must maintain a 2.0 Grade Point Average (G.P.A.).
14. All grant recipients must maintain a 24-semester hour course load per year.
15. All grant recipients must adhere to all Resident Safety Personnel policies and procedures as outlined in the *Resident Safety Program Staff Manual*.
16. All grant recipients are responsible for keeping track of their own hours on a weekly basis for the entire semester.
17. Grant recipients are responsible for submitting their own housing application with the Office of Residential Life.

XI. WORKER'S COMPENSATION AND OTHER BENEFITS

All student employees are covered by disability provisions of the New York State Worker's Compensation Law. Should a student be injured while working, Public Safety is to be notified 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.

XII. EMPLOYMENT POLICIES & EMPLOYEE RESPONSIBILITIES

All students employed by the University are subject to policies developed by the Financial Aid Office, as well as the Payroll Office. This includes all employees of the Department of Public Safety, including student personnel. The paperwork required by the Placement Office (the Work Permit) assures a one-job-per-student policy. The paperwork at Financial Aid (the Financial Aid Form - F.A.F., the Hofstra F.A.F., and Blue Card) provides accountability for all University and Federal funds spent. The paperwork required by the Payroll Office (W-4 Form, Personal Data, I9, and IT-2104 Form) and proper identification (Hofstra ID and proof of eligibility to work as outlined on the I-9 form) is necessary for further job recommendations and tax purposes.

Personnel employed in the Resident Safety Program are responsible for making sure that all payroll and personnel paperwork has been completed and submitted. Workers will not be paid until 2 – 6 weeks after all paperwork and identification has been received.

Personnel employed by the Resident Safety Program will be paid at a current

rate of pay established by the Department of Public Safety.

Students must be matriculated and enrolled for a minimum of 3 credits for the corresponding Spring/Fall semester.

Each student employee is responsible for contacting the Public Safety Office if additional information is required.

Each student employee of the Department of Public Safety is responsible for filling out his/her own daily Staff Sign-In Sheet. Failure to sign-in could result in loss of pay. Any student found signing another person's name to a Staff Sign-In Sheet, or permitting another person to sign in for him/her, shall be subject to immediate dismissal.

A student employee with the Resident Safety Program, when entering a residence hall, is required to display his/her Hofstra ID, and abide by all the policies and procedures of the Resident Safety Staff manual.

APPENDIX A

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

Building ALLIANCE HALL Date 03/28/06

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	X	Bar, Rosanne	3/27	
Harrison, 612	6777	X	Bolton, Michael	3/26	0015
Stevenson, 103	visitor		Brady, Shawn	3/27	
Jones, 1112	9090		Cherry, James	3/27	0828
Davis, 308	3343	X	Diaz, Cameron	3/27	0826
Frankel, 402	w/host	X	Dion, Celine	3/27	
James, 211	w/host	X	Hendrix, Jimi	3/26	
Gunn, 606	4567		Lee, Derrick	3/27	
Smyth, 510	4444	X	Love, Jennifer	3/26	1215
Thomas, 510	3333	X	Moore, Demi	3/26	
Bishoff, 401	1212		Murray, William	3/27	
Harrison, 612	visitor		Nadder, Jeff	3/26	
Finch, 204	2323		Opal, Scott	3/26	0531
Denis, 610	w/host	X	Michand, Michael	0011	
Smyth, 602	30426	X	Brown, Charles	0015	
Roberts, 209	visitor		Franklin, Mary	0030	

3/28/06

APPENDIX B

HOFSTRA UNIVERSITY DEPARTMENT OF PUBLIC SAFETY
GUEST/VISITOR LIST

Building ALLIANCE HALL Date 03/28/06

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	Barr, Rosanne	3/27	
◀		X	Bolton, Michael	3/26	0015
			Brady, Shawn	3/27	
			Cherry, James	3/27	0828
		X	Diaz, Cameron	3/27	0826
		X	Dion, Celine	3/27	
		X	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	

3/28/06

APPENDIX C
SAMPLE SIGN-IN SHEET

HOFSTRA UNIVERSITY DEPARTMENT OF PUBLIC SAFETY
GUEST/VISITOR LIST

Building HOEDORM HALL Date 2/10/06

Host and Room Number	Host Telephone Ext.	Check if "NOT" Hofstra Student	Visitor/Guest	Time In	Time Out
		RSR	Johnny Trainedwell	0000	0400
Hermit, 315	X1234	X	Action, Mia	2/8	
Pescado, 911	w/host	X	Corleone, Don	2/9	
Snoozy, 411	X4567	X	Hiber, Nate	2/9	0912
Pescado, 911	V		Hoffa, Jimmy	2/9	
Snoozy, 411	V		Van Winkle, Rip	2/9	1311
Smith, 107	w/host	X	Lynne, Brooke	0016	
Mc Dougle, 212	X4321	X	Cove, Glenn	0059	
Kennedy, 109	X4848		Muter, Connie	0113	0325
		RSS	Jackie Chan	0145	0210
Newman, 207	V		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

3/24/06

APPENDIX D
FREQUENTLY CALLED TELEPHONE NUMBERS

PUBLIC SAFETY

Emergency	X6789
Non-Emergency	X6606
Public Safety Office	X6608
Hofstra Card Services	X6942
Resident Safety	X6612

RESIDENTIAL BOOTHS

Alliance	X2039	New Complex	X4927
Bill of Rights	X2941	Netherlands North	
X2953			
Constitution	X2943	Netherlands South	
		X3240	
Enterprise	X2947		
Estabrook	X2945	Colonial Square West	
X3221			
Vander Poel	X2949	Colonial Square East	
X2245			
Liberty / Republic	X2754	Colonial Square Far East	
X7067			
Nassau / Suffolk #1	17000	Twin Oaks	
X5046	Nassau / Suffolk #2	37000	

CAMPUS NUMBERS

Advisement	X6770		
Alumni Relations	X6636		
Bookstore	X6654	Events Line	
X5533			
Chronicle	X6965	Financial & Acad. Records	
X6680			
Conference Services	X6925	Freshman Advancement	
X6320			
Counseling Center	X6788	Hair Express	
X7647			
Culture Center	X5669	Health & Wellness Center	
X6745			
Dean of Students	X6913	Hofstra Arena	
X6633			
Dining Services		Information Center	
X6606			
Burlaps	X4077	International Students Office	
X6796			

	Cafe Bistro	X6669	Law Library
X5898			
	Café on the Quad	X6536	Library
X5952			
	Deli	X5064	New College
X5820			
	Dutch Treats	X5135	NOAH
X6976			
	Kate & Willie's	X5132	Payroll
X6855			
	Lion's Den	X5130	Payroll – Resident Safety
X6609			
	Netherlands	X2962	PHED
X6972			
	Rathskellar	X5225	Plant Department
X6620			
	Starr Café	X3664	Playhouse Box Office
X6644			
	Sbarro's	X6595	President's Office
X6800	Student Center	X6662	

APPENDIX D (cont)

Provost's Office	X5400	Student Government Assoc	
X6960			
Recreation Center	X4037	Swim Center	
X5082			
Residential Life	X6930	Telecommunications	X6601
Scheduling Office	X6631	University Club	X6648
Service Desk	X6925	University Relations	
X6818			
Sports Facilities	X6670	University Senate	
X5419			
Student Accounts	X6828	University Tutorial Services	X4955
Student Activities	X6914	WRHU Radio Station	X5667
Student Counseling	X6791/3		

FOOD

Bogart's	486-9464	Jim's Deli	483-2456
Borrelli's	794-0190	Monterey's	538-7881
Campus Pizza	489-2111	No. 1 Chinese	483-
3433			

Caridad Restaurant	538-4444	Panda Chinese	486-1919
Coco's Pizza	564-1860	Pizza Pasta	539-1000
Coliseum Deli	483-4900	Presto Pizza	485-0161
Dominican Restaurant	292-5700	Prima Pasta	334-2233
Domino's Pizza	538-6666	Sunrise Chinese	542-0295
Don Juan's	333-1020	Teriyaki 1	565-4753
Fortune Kitchen	794-0395	T.G.I Fridays	832-8320
Hunan Gardens	489-3636	Ting Ho II	564-8363

OTHER IMPORTANT TELEPHONE NUMBERS

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

APPENDIX E

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

Alliance	X2039	Courtesy	X4292
Bill of Rights X4302	X2941	Courtesy	
Constitution X4303	X2943	Courtesy	
Estabrook	X2945	Courtesy	X4322

Enterprise	X2947	Courtesy	X4331
Vander Poel	X2949	Courtesy	X4341
Liberty / Republic	X2754	Courtesy	X4118
Nassau / Suffolk: New Original	37000 17000	Courtesy	15009
Colonial Square West	X3221	Courtesy	X2489
Colonial Square East	X2245	Courtesy	X4158
Colonial Square Far East	X7067	Courtesy	14186
Netherlands North X2966	X2953	Courtesy	
Netherlands South	X3240	Courtesy	X4161
New Complex	X4927	Courtesy	X0233
Twin Oaks	X5046	Courtesy	15008

APPENDIX F

RA OFFICE PHONE EXTENSIONS

Alliance Hall	X5124
Bill Of Rights	X2233
Constitution	X4311
Estabrook	X2112

Enterprise	X2276
Vander Poel	X2301
Liberty / Republic	X4003
Nassau / Suffolk	X7045
Colonial Square West	X2115
Colonial Square East	X2256
Netherlands North	X2122
Netherlands South	X3911
New Complex	X0024
Twin Oaks	X6083