The following document contains important guidelines and procedures in relation to the student building patrol position at Valley City State University. The review of these guidelines and procedures is mandatory before beginning employment with the Facilities Services Department. For questions concerning this document, contact your supervisor.

Department of Facilities Services

6/2015
Welcome to the Facilities Services Department!

This handbook was developed to serve as a training manual for your position and as a reference guide for day-to-day questions. This handbook will explain the general tasks and procedures your need to know for this job and answers many commonly asked questions.

Your Job
The Facilities Services Student Building Patrol position is an undergraduate student employee working with the Facilities Services and Safety Offices to provide additional safety and security for the campus by assisting the full-time building security staff. This is achieved through foot patrol of the interior and exterior of campus buildings. The Student Building Patrol will also assist with parking control. Other duties within the Power House may be assigned. These students are expected to work 2 nights a week (mostly Thursday and Friday from 10:00pm-6:00am).

Your Supervisor
The Facilities Services Office Manager/Safety Coordinator and the Heating Plant Supervisor co-directly supervise this position. Many of your tasks will be assigned by the Heating Plant Supervisor, but you may be asked to help with other functions of the department.

Any questions or complaints you have concerning your job should be directed to your direct supervisor(s).
Policies

**Attire and Personal Conduct**
The Facilities Services Department is a casual office. There are, however, a few standards for dress and conduct that you will need to follow.

Your appearance should reflect the fact that you are working in a majority outdoor position. Essentially, that means that you dress according to the temperature. Jeans and t-shirts are acceptable attire, just be sure they are not worn out (torn, frayed, holes, etc.). Clothing should not display offensive or obscene images/messages.

A level of professionalism should be applied to your conduct within the department. Remember to speak politely and be as helpful as possible when answering a telephone or interacting with a visitor. No matter who the caller is or where they are from, you must always be professional and courteous. If you feel that someone is being rude to you, please direct that person to a staff member.

**Personal Phone Calls**
We understand that there may be times when you need to make a personal phone call while at work. If you make such a call while working, please do so privately and keep the call brief.

**Illness**
Please do not feel it necessary to come in to work on days that you are not feeling well. We neither expect nor want you to show up on these days. Take the time to recover at home so you do not pass your illness on to your co-workers. You are, however, expected to let us know through email or phone call, before your shift begins that you will not be coming in to work due to illness.

**Lateness/Absence**
If something unexpected keeps you from arriving to work on time, please notify the Power House Office (845-7708) as soon as possible that you will be late. If you know ahead of time that on a specific day you would like to be late, please discuss this with your direct supervisor.

**School Related Lateness/Absence**
We understand that there may be certain times of the year when school responsibilities will monopolize your time, making it difficult to make it in to work. If you anticipate situations like these, please discuss with your direct supervisor ahead of time. Remember
that school is your top priority and we will work with you on making your hours work with your school obligations.

**School Work**
Student Building Patrol are permitted to do school work in the Power House Office under the following circumstances:

- All regular, daily tasks are completed
- Your direct supervisor has no other assignments for you (you need to ask for additional tasks)
- If a task is assigned to you while you are working on school work, that task needs to take priority

Please remember that you are being paid to do work for the department and doing school work in the office is a last resort.

**Confidentiality**
There are times that you will be handling confidential material. When working with confidential documents, remember the following:

- Keep all documents out of public view (do not leave them on the front desk or counter or other unattended areas)
- Do not discuss these documents with anyone besides FS Office Staff
- Don’t hesitate asking questions concerning confidential documents with your direct supervisor

**Timesheets and Paychecks**
Paper timesheets are due by 11am on the day following the end of a pay period. You are responsible for filling out your timesheet accurately. There will be consequences for falsifying records. Remember to sign your timesheet before turning it in to your direct supervisor.
Job Responsibilities

Each building security student is expected to spend a significant portion of each shift patrolling the campus, either on foot or in a campus vehicle. Campus building security serves this important function:

- Patrols by campus building security provides a unique opportunity for building security staff to personally observe campus activity, and monitor individuals, and/or situations, which could pose a threat to the safety and security of the students, faculty and staff of the University and/or its physical plant.

FOOT PATROLS
Foot patrols are to be conducted whenever possible. The size of the foot patrol area contains the entire campus property (transportation may be utilized to get from building to building. The primary purpose of a foot patrol is to observe conditions in and around buildings, parking lots and events on campus. Ground floor doors and windows are to be checked and secured and any safety violations recorded. Building Security employees are expected to spend the majority of the shift walking the campus. While on foot patrol, employees are responsible for the following:

- Check rooms. (If students are present check to make sure they are approved to have after-hours access to the area they are in- lists are kept in the Power House).
- Turn off lights and lock all doors (interior and exterior).
- Monitor for any disturbances (report back to the Power House or call 911 if the situation warrants).

VEHICLE PATROLS
The primary purpose of a vehicle patrol is to observe conditions on and around the campus. Vehicles permits building security staff to patrol a large area of campus quickly.

VEHICLE PATROL PROCEDURES
- Vehicle patrols do not follow set routes or timetables.
- Parking lots should be checked on a regular basis. Running loops should be checked during daylight hours. Remote areas should be checked at least twice during a shift.
- During periods of little activity on campus, e.g. holiday breaks, building security staff will conduct more frequent vehicle patrols of parking lots and closed campus buildings.
- Building Security staff patrolling in vehicles are expected to obey all state and local traffic rules and regulations at all times. Failure to do so may result in disciplinary action.
- Security vehicles should be driven only on established roads and/or parking lots.
Student Conduct Scenarios- How Do You Respond?

Scenario 1: A burglary in one of the residence halls is reported to Power House.

Response: Contact the Director of Residence Life/Hall Director, after confirming that a criminal act has taken place, Director or RL will call police. File an online “After Hours Emergency” report.

Scenario 2: Inside a room, two residents have just extinguished a small fire in the trashcan. The residents are also burning incense and have lit candles. The fire was started when one of the resident threw a cigarette butt in the trashcan. The smoke detector is sounding which alerted the Power House and they respond the alarm and find the students trying to put out the fire.

Response: Extinguish fire, contact the Director of Residence Life/Hall Director, and complete an online “After Hours Emergency” report. The Director of Residence Life/Hall Director will provide a citation and will inform them of the fine.

Scenario 3: While on rounds, you hear angry shouting coming from a room/hallway/or outside of a building. When you investigate, you notice two students in the middle of a fight.

Response: Depending on the extent of the fight (i.e. screaming/intermittent fight, knife fight): Announce who you are and that they need to stop fighting or you will call the police department. Obtain ID (if possible) for incident report, contact the Director of Residence Life/Hall Director, complete “After Hours Emergency” report.

Scenario 4: You are on rounds and smell the strong scent of marijuana coming from a room/hallway/outside of a building. When you investigate, you find students smoking an illegal substance.

Response: Collect student IDs (if possible), contact the Director of Residence Life/Hall Director and VPSA, depending on situation, the police may be called by the Housing staff. File an online “After Hours Emergency” report.

Scenario 5: There has been a report of a possible sexual assault on a resident.

Response: Contact the Police, the VPSA, the Director of Residence Life/Hall Director. Obtain ID of individuals involved (if possible). File and online “After Hours Emergency” report.

Scenario 6: A resident has punched a window, sustaining many lacerations.

Response: Depending on the severity of lacerations, call 911, contact the Director of Residence Life/Hall Director and they will determine next steps. If the lacerations are not severe: Collect ID and contact the Director of Residence Life/Hall Director and complete an online “After Hours Emergency” report. The Director of Residence Life/Hall Director will provide a citation and inform them of the sanctions/fines.

Scenario 7: A small group of people are drinking outside the residence hall/academic building/entrance of residence hall/on campus property.

Response: After introducing yourself and collecting IDs (if possible), complete an online “After Hours Emergency” report and inform them that they will be contacted by the VPSA regarding the incident/citation regarding their sanctions and fines.
### Important Contacts

| Facilities Services Management          | (701) 845-7700  
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<tr>
<td>Dir. of Facilities Services</td>
<td>(701) 490-1953 (cell)</td>
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| Asst. Dir. of Facilities Services      | (701) 845-7702  
| Safety Coord./Office Mgr.              | (701) 490-0405 (cell) |
|                                        | (701) 845-7710  
|                                        | (701) 840-7821 (cell) |
| Facilities Services Office             | (701) 845-7705  
| Power House                            | (701) 845-7708  
|                                        | (701) 490-1999 (cell) |
| Director of Housing                    | (701) 840-2348 (cell) |
| Vice President of Student Affairs      | (562) 822-7604 (cell) |
| Head Resident (Kayla Evenson)          | (701) 261-7979  

### Closing Statement

We are a laid back and fun department, but it is still important to remember that this is a professional office and you must do your part in maintaining this atmosphere. Follow directions from your direct supervisor and ask questions when you are unsure of a procedure. We look forward to having you as part of our team!