

Resident Assistant – Roles & Responsibilities 2019 - 2020

Nature and Scope

A key priority of the Residence Life (Student Success & Engagement, and Campus Services departments) program at Humber College (“Humber” or the “College”) is to ensure that all students in residence have the opportunity to learn and grow in a supportive, diverse environment. The aim of this document is to ensure that all staff act in accordance with this key priority and in line with the values of the Residence Life program. This document serves to outline the additional expectations for staff behaviour while both living and working in residence, particularly with respect to their role modeling, and community, student, and teammate interactions.

Humber’s Residence Life program has a legal obligation to safeguard the health and safety of students, staff, and guests in the College’s residences. To fulfil this obligation, the Residence Life program is committed to employing staff who demonstrate, through selection and performance management measures, superior capacity:

- (a) as a role model, through compliance with expectations outlined below, in all College policies, and several other applicable documents, which may be amended as necessary (i.e. changes to College policies, laws, etc.) from time to time [e.g. the Room & Dining Agreement, Residence Code of Conduct, the Position Description, Non Full Time (NFT) contract, etc.], and,
- (b) through satisfactory conduct and behaviour; and,
- (c) By making independent decisions as a mentor and para-advisor to students in need and as a first-responder in emergency situations.

Identifying Concerns & Sharing Information

As applicable, Resident Assistants shall proactively approach their assigned supervisor (the Residence Life Coordinator) and self-identify any performance challenges, incidents and personal challenges they are encountering with work. Identifying a concern or sharing information should be done one-on-one with the Residence Life Coordinator directly. As trained, Resident Assistants are encouraged to address minor concerns directly with teammates if comfortable, but should seek guidance from their Residence Life Coordinator if they believe the concern is more serious and/or requires additional support.

Academics

Resident Assistants are required to be full-time students at Humber College or the University of Guelph-Humber. All Resident Assistants are required to maintain an average of at least 70% each term, as well as a cumulative average of 70% overall. Academic grades will be checked at the end of each semester. If Resident Assistants fail to obtain the required average for their position at the completion of any semester, the staff member will either be placed on Learning Support (as described below), or be subject to disciplinary action, up to and including the termination of their employment.

Learning Support

If, at any time of the year, a staff member falls below the required average (by no more than 2%), the Residence Life Coordinator will meet with the staff member to discuss their academic standing. At that point, the staff member will typically be placed on Learning Support. The Residence Life Coordinator will clearly outline the conditions of the Learning Support Agreement in a meeting with the staff member. The Residence Life Coordinator may additionally require, for example, the staff member to:

- Attend a Learning Skills Workshops session
- Meet with an academic counselor.
- Meet with a program coordinator/advisor.
- Complete a Learning Support Goals Worksheet.

1. Role Modeling

- i. Resident Assistants must be professional. They are expected to be leaders, role models, and authority figures within the residences and the College community. Resident Assistants must recognize that their position affords them a level of influence over students in the residence, and this influence must not be abused. Accordingly, Resident Assistants should not behave in such a way as to bring discredit or disrespect to their fellow staff or other members of the College community.
- ii. Resident Assistants must ensure they foster and engage in respectful conduct, affiliations, and online interactions with others. A Resident Assistant is required to maintain the utmost discretion in all interpersonal matters, respecting every resident's right to privacy.
- iii. Humber's Sexual Assault and Sexual Violence Policy (2018) states that consent "cannot be given if the perpetrator abuses a position of trust, power or authority" (pp. 2-3). Because Resident Assistants can be viewed as authority figures within the residence, and have a level of influence over residents, they are expected to refrain from entering into intimate/sexual relationships with other residence students in their immediate community. Resident Assistants are expected to declare any conflicts of interest, pre-existing sexual relationships with any community members, and/or developing relationships of a romantic or sexual nature immediately to their Residence Life Coordinator.
- iv. While on duty, or while acting in any capacity of the role, Resident Assistants language and behaviour must be inclusive, professional, appropriate, and respectful at all times.
- v. Under no circumstances should Resident Assistants confront, argue, or show disrespect towards another staff member, particularly in the presence of residents. In the event of any disagreement, Resident Assistants are expected to follow up afterwards to discuss the matter in private.
- vi. Resident Assistants must not use posters, signage, language, products, or wear clothing that displays, degrades or ridicules any identifiable group or persons.

2. Approachability, Availability, & Accessibility

- i. The role of the Resident Assistant includes being available and open to students, which means that quality time must be spent on the floor and in the residence community. For example, Resident Assistants should at times be in their room with the door open, around the floor following up with residents about questions or concerns, and conducting one-on-one check-ins. Resident Assistants will generally be expected to be available to meet with residents for approximately two (2) hours each week in addition to their regular availability during scheduled programs, 1-on-1 conversations, floor meetings, etc.
- ii. Resident Assistants members should establish, develop and maintain an open relationship with each member of their community, regularly interacting with each resident, as outlined in the Transition Support Model. They should be available to residents regularly, and provide information to residents as to when they will be available. Resident Assistants will have either 24 consecutive hours (one day) off work each week, or 48 consecutive hours (two days) off every two weeks, as required by law. This time off will be coordinated in consultation with the Residence Life Coordinator. If a staff member does not request their time off, the Residence Life Coordinator will assign this time off for the staff member.
- iii. Resident Assistants must ensure their role is not compromised by a constant person, or constant group of people in their room. A person or group of people who are monopolizing the Resident Assistant's time may intimidate, turn-off, or repel a community member from entering, knocking, or simply asking a question.

3. Confidentiality

- i. Any resident and staff information that is known of, and/or acquired, will be managed in accordance with the Freedom of Information and Protection of Privacy Act, as applicable. Because of this, parents/guardians of the staff member will not be privy to information regarding a staff member's employment or residence status. Resident Assistants may at times be provided with information on a "need to know" and confidential basis.
- ii. All incidents are deemed confidential, and are only to be discussed with the necessary personnel. Resident Assistants are expected to maintain a high degree of confidentiality in regards to resident and staff-related matters. In many cases the information exchange will be required to move up the supervisory chain, but not out through the peer chain.
- iii. Information sharing such as unapproved discussions, gossip, or other inappropriate communication about residents, incidents, sanctions, crimes committed on campus or in residence, is deemed a breach of confidentiality, and disciplinary action may be taken.

4. Alcohol, Cannabis & Illegal Substances

- i. Resident Assistants must not drink alcohol or use cannabis or any other illicit drug irresponsibly, to excess, in contravention of the laws of the land, or in violation of the Residence Code of Conduct or the Code of Student Conduct. It is expected that Resident Assistants will not possess or use illegal substances during the term of their employment.
- ii. Resident Assistants are expected to refrain from acting in any official capacity when they are under the influence of alcohol, cannabis, or any other illicit substance or drug that may cause impairment. For greater clarity, "official capacity" is not limited to work during scheduled shifts.

Resident Assistants who are impaired by alcohol, cannabis, or any other substance, must remove themselves from any situation where they are acting as a representative of the Residence Life program and Humber College. It is expected that Resident Assistants will call for assistance if necessary. This policy (i.e. refraining from acting in any official capacity while under the influence of the mentioned substances above) applies to all aspects within the role, including but not limited to, floor events, activities off-campus, and while living in the residence environment.

5. Weekday & Weekend On-Call Shifts

- i. A **Weekday On-call Shift** is a shift that occurs between Sunday to Thursday nights, starting at 9:00 p.m. and continuing until 3 a.m. A **Weekend On-Call Shift** is any shift that occurs on Friday or Saturday night, starting at 8:00 p.m. and continuing until 5:00 a.m.
- ii. **All on-call shifts (Weekday and Weekend On-Call Shifts)** are shared by all of the Resident Assistants in each building team, resulting in each staff member working approximately two (2) total shifts each week. On average and given a typical work week, a Resident Assistant can expect to be scheduled to work for either two (2) **Weekday On-Call Shifts**, or, one (1) **Weekday On-Call Shift** and one (1) **Weekend On-Call shift**. If a Resident Assistant works a different scenario than was outlined above, it is likely that this is as a result of a team scheduling conflict for that particular month (and would result in the Resident Assistant receiving a much lighter schedule in a different week) or because the Resident Assistant took on a shift from another staff member of their own accord.
- iii. During the on-call shift, the Resident Assistant will not be working and will not be required to remain at their place of work. They will be entitled to eat, sleep, and/or engage in other private affairs or pursuits. If an emergency or urgent situation arises in relation to the residence during that time, the Resident Assistant may be called in to work to assist in responding. Resident Assistant's will be paid their regular rate for the first three (3) hours when they are on-call, regardless of whether or not they are called in to work during this time. If a Resident Assistant is called in to work outside of these first three (3) hours, they will be compensated for the additional time spent working. Resident Assistants will be expected to document the dates and times that they spent working as per the procedures set out during training, and as mentioned in Section 8 (below). As noted above, if Resident Assistants are not called in to work during this on-call period, it is understood that staff are not working during this time. Due to this, Resident Assistants should plan to not do other work-related tasks (run programs, 1-on-1s, emails, etc.). If Resident Assistants want to do other work (such as run programs/events) during their scheduled shift, they need to arrange this at least one (1) week in advance with their supervisor.
- iv. During the on-call shift, staff are required to be reachable by phone, and in a position to come and respond to incidents in residence. This requires that that the staff member is both unimpaired, and able to attend work. Staff are strongly advised to stay on campus, as there is an expectation that there is no more than a 10-minute response time to attend to an incident in residence.
- v. If an incident response commences during a scheduled on-call period, and extends into time that was not previously scheduled (i.e. runs past the end of the on-call shift), the Resident Assistant will be asked to continue to help with the response (if possible, and in consultation with the Residence Life Coordinator on call), and will be compensated for the time that they work.
- vi. The Residence reserves the right to modify the on-call schedule based on need and/or emergency situations, and will work to give appropriate notice in these cases and ensure adequate payment of wages for work.

- vii. In an effort to ensure staff are scheduled for evening and on-call shifts that work well with their own personal schedules, Resident Assistants will be have the opportunity to submit a request for specific dates and times that they would like taken into consideration for advanced scheduling. Additionally, Resident Assistants may request to have shifts changed in advance with ample notice (at least two business days), and an effort will be made by the Residence Life Coordinator (or designate) to accommodate. Staff members will also be permitted to trade shifts with less than two (2) business days' notice, and for legitimate reasons (such as unexpected classes, exams, etc.). When arranging this, Resident Assistants must involve their Residence Life Coordinator in the request, and/or the Residence Life Coordinator on call if it is during their immediate on call period. The staff member will then also be responsible for communicating the shift change to the various parties (e.g. front desk staff, other on-call staff, etc.). Failure to make proper arrangements for coverage, or any miscommunication resulting in improper coverage or missed shifts, will result in the staff member who was originally assigned the shift being held responsible, including disciplinary action.
- viii. All Resident Assistants have a duty to report all incidents to the Residence Life Coordinator within a period of 24 hours. All incidents of a serious or severe nature must be reported immediately to the Residence Life Coordinator on call as outlined in training sessions and documents (i.e. "When to Call the RLC On Call" document). This includes, but is not limited to, physical aggression/assault, incidents of sexual violence, medical emergencies, concerns for a student's life safety, etc. Incidents where a Resident Assistant is unsure of how to respond or the necessary actions must also be reported to the Residence Life Coordinator on call immediately.
- ix. Resident Assistants respond to emergency and crisis situations, utilising training such as First Aid/CPR, Naloxone response, etc.
- x. On occasion, Resident Assistants may be asked to provide immediate support for emergencies or incidents where additional staff support is required. In these instances, the time spent working (i.e. helping to respond to the emergency) will be recorded and paid accordingly.

6. Community Management

- i. Resident Assistants will encourage residents to take an active role in protecting, managing and building their own community, as outlined in the Transition Support Model. They will understand, role model, and enforce the Residence Code of Conduct. Encourage residents to understand safety issues and concerns on and off campus.
- ii. Resident Assistants will assist residents with their understanding and application of community living. Resident Assistants will promote academics and lifestyle balance in the residence, and be an effective peer helper to students as appropriate and within own personal limits.
- iii. Resident Assistants will be familiar with academic and personal services on campus and, utilize and refer students as required, with an understanding of one's own personal limits. They will encourage and support residents with their involvement within residence and on campus.
- iv. Resident Assistants will hold monthly floor meetings (unless otherwise specified by their Residence Life Coordinator), and facilitate room inspections for each student once a term as outlined by the Residence Life Coordinator. They will do their best to respond to questions and concerns from residents within a period of 24 hours.

- v. To help combat noise issues within residence, Resident Assistants are encouraged to conduct occasional Quiet Hours checks for their immediate floor community. Ideally, these checks are encouraged to take place relatively soon after Quiet Hours come into effect. Staff are encouraged to conduct at least one (1) hours' worth of checks each week [up to a maximum of two (2) hours each week], and ideally on both evening and/or weekend nights. As a guideline, checks should likely take no longer than 20 minutes each. Please note that the definition of Quiet Hours is outlined in the Residence Code of Conduct.

7. Transition Support Model & Residence Programs

- i. Resident Assistants are required to complete all components of the Transition Support Model document, as discussed during training.
- ii. Resident Assistants may be asked to help with, and participate in, various events, programs, and Resident Assistants recruitment. Programs run by Resident Assistants must be inclusive of all members of the community. Resident Assistants will check in with a Residence Life Coordinator before running any off campus programs to ensure that any and all risks have been accounted for and mitigated.

8. Administrative Standards

- i. Resident Assistants will ensure that all required reports, logs and documents (Programming Logs, Incident Reports, On Call documentation, etc.) be submitted in a timely manner, as outlined during training. All incident reports and Person of Concern logs are due to a designated Residence Life Coordinator within 24 hours of the incident.
- ii. Resident Assistants will endeavour to reply to emails (both students and staff) within 24 hours, unless otherwise indicated. Resident Assistants will also communicate regularly with their residents; this may include email, voicemail, social media, and/or regular community meetings.
- iii. Resident Assistants must attend, punctually and attentively, all staff meetings (including team meetings), emergency meetings, committees, and training sessions. There may be no more than one excused absence from staff meeting/event per semester. Permission to miss a scheduled event may only be given by the Residence Life Coordinator, prior to the meeting/event.
- iv. Resident Assistants should check in regularly, via scheduled one on ones, with the Residence Community Assistant and Residence Life Coordinator.
- v. Resident Assistants act as a liaison between residents and College administration, and should keep other Resident Assistants informed of any pertinent information.

9. Weekly Work Expectations & Payment for Work

- i. Work within the Resident Assistant role is more variable, given the time of year and expectations within the role (e.g. on-call, training, and Transition Support Model expectations). Although hours may vary as required, typically, Resident Assistants will be expected to work between 15-20 hours each week over the course of the year, with the maximum number of hours in a given week being 24 total hours. If there is any possibility or concern that a Resident Assistant may work more than 24 hours in a given week or 48 hours in a two-week pay period, the Resident Assistant is expected to notify the Residence Life Coordinator as soon as possible and, together, they will consider how best to resolve the issue.

10. Hours & Compensation

- i. For the duration of the contract, which starts on August 12, 2019, and ends on April 25, 2020, the salary for Resident Assistants will be \$14.00 per hour, plus 4% vacation pay, less all applicable withholding and deductions, paid on a biweekly basis.
- ii. As trained, Resident Assistants will be expected to document, and share with their RLC, all hours worked within the role on a biweekly basis, including the dates, times, and the nature of work completed. Staff will also be expected to input their hours for approval in the College's payment system on a biweekly basis. Hours will be verified and approved by the Residence Life Coordinator. If hours aren't entered by the individual, they will not be paid. If hours aren't entered on time (as trained), Resident Assistant's will not be paid on schedule.
- iii. Some days anticipate that the Resident Assistant may be asked to work more than eight (8) hours per day (Pre-Service Training in August, Residence Orientation, on-call, etc.). In order to ensure that staff are open and agreeable to working on these occasions, we have prepared an "Excess Hours Agreement" form for staff to review.
- iv. At the end of the Fall 2019 and Winter 2020 academic terms, Resident Assistants will receive a \$500 award. This is contingent upon the following criteria:
 - a. The staff member was employed as a Resident Assistant for the full term.
 - b. The staff member must maintain a cumulative and term GPA of 70% or higher upon completion of the term in question. As such, this "grade check" may result in a delay in when the individual receives the award.

11. Training & Additional Expectations

- i. Resident Assistants must complete any online summer learning modules by the end of Pre-Service RLS Training (August 23, 2019). These modules include:
 - The College's online AODA training program
 - Additional tasks as outlined in the summer newsletter
- ii. ***Pre-Service RLS Training***
 - Week #1: **Monday, August 12, 2019 to Friday, August 16, 2019**
 - Week #2: **Monday, August 19, 2019 to Friday, August 23, 2019**

Pre-Service RLS Training is a fundamental requirement for the Resident Assistant role. Training is designed to be a highly engaging, informative, hands-on, exciting, and immersive learning experience. At its core, Pre-service training is intended to prepare Resident Assistants for supporting students in their community as of move-in day, and to also build important team cohesion amongst staff. The program runs for ten (10) days, with occasional evening work and optional socials throughout. Throughout the two weeks, several complimentary (optional) meals are provided, all transportation (also optional) is provided, and some fun (optional) evening socials are offered as well. Travel and meals are provided during a mandatory leadership retreat which takes place at YMCA Cedar Glen Outdoor Centre (Schomberg, ON) on Tuesday, August 20, 2019. Staff are provided accommodation in residence during training at no extra charge. A sample schedule will be provided to staff by August 2019, with hard copy schedules for the program being delivered prior to Monday, August 12, 2019. Most days begin at 9 a.m. sharp, and end roughly at, or shortly after, 5 p.m. Occasionally, there will be days within training that will be longer than eight (8) hour work days.

Staff are paid 40 hours for each week of training (80 hours over the two week program), and staff are welcome to request to see which sessions, teambuilding events, and areas within training are paid and which are not.

Resident Assistants are required to reach out to their Residence Life Coordinator as soon as they become aware of any potential conflicts with training.

- iii. Resident Assistants must be present and attend the following:
 - i. August 2019 and January 2020 “Move-in” days
 - ii. December 2019 and April/May 2020 “Move-out” days
 - iii. All Ongoing Training sessions (approximately 1 per month)
 - Sunday, September 29, 2019 from 6-8PM (Tentative Date)
 - Sunday, November 3, 2019 from 6-8PM (Tentative Date)
 - Sunday, January 5, 2020 from 10 a.m. to 5 p.m. (Tentative Date/Time Range)
 - Sunday, March 1, 2020 from 6-8PM (Tentative Date)
- iv. Resident Assistants must be present for and support any Open House events as assigned by the Residence Life Coordinator each term.

12. Accommodations

Should you require employment accommodation, please contact the Residence Life Manager at 416-675-6622 Ext. 72044.

13. Breach of Contract

Violations or non-performance of core duties and expectations, as may be articulated by supervisors or set out in this document, may give rise to disciplinary action up to and including suspension or termination of employment. Such discipline may, for example, be required in situations where (a) non-performance is deemed serious, disruptive to the community, or a violation of health, safety, or security for residences, guests, or staff; or (b) concerning behaviour persists despite coaching conversations. It is important to note that inappropriate conduct in residence or on campus *at any time* may jeopardize the ability of the College to continue to employ you. Termination provisions are outlined in the ‘Terms and Conditions of Employment’ on the back of your employment contract.

Notwithstanding the potential need for disciplinary action to be taken in certain situations, Residence Life Coordinators will generally strive to support Resident Assistants and attempt help to remediate performance issues and employ a progressive approach to discipline.

For greater certainty, disciplinary action will be taken if First Aid and CPR certification is not maintained, if mandatory training is not complete, if concerns exist for academic success, or if the staff member no longer has student status with Humber College or The University of Guelph-Humber.

Further, the direct supervisor may require that staff comply with additional requirements, to be summarized in a written letter. When such a letter is provided, it will be considered part of this employment contract, and staff will be expected to comply with its directives.

When an employment contract with Humber Residence Life has ended, the staff member will be required to transition to another residence community, other than the immediate floor community they are in.

I have reviewed, understood, and will abide by the expectations outlined in this document. I have been given an opportunity to obtain legal advice with respect to the terms and conditions herein, and execute this document freely and voluntarily with full understanding of its contents.

Name: _____

Signature: _____

Date: _____

CC: HR file

Initial __