

# “What to do, if...”

## ROOM KEY ISSUES

1. "I am locked out?"
2. "I am locked out and I cannot go to the ROC because I'm in a towel?"
3. "I lost my keys?"

### Keys Loans

Loan keys are available at the ROC. To obtain a spare key when locked out, the student must have their Vassar ID card or an alternative form of valid identification. If the student does not have a Vassar ID card, a staff member will verify residency via other means. The student may borrow a key for 48 hours at a time and may sign out the loan key as many times as needed at no charge. If for some reason you can not go to the ROC yourself, you may send a designee.

### Lock-Outs

If the student is unable to come to the ROC to obtain a loan key, they may call the ROC at x7169 during regular hours (the Campus Response Center at x 5221 after hours) to ask for an attendant or Safety and Security Officer to meet them to unlock their room door. Once the room door has been unlocked, the student must produce their ID if they have not already done so. A student will be charged \$10 when ResLife or Safety & Security when performing lock out duties.

The ROC will manage loans keys and lockouts in the residential houses during these hours:

Monday – Friday, 9:00 am – 11:00 pm (hours subject to change)

Safety & Security will manage lockouts during these hours:

Monday - Friday, 11:00 pm - 9:00 am, and 24 Hours on Saturday - Sunday

### Lost Keys

Students must report lost keys immediately to the ROC. The lock core to his/her room/apartment will be changed and new keys will be issued. It is the student's responsibility to inform roommates or housemates that they have lost their key(s) and that the locks will be changed. Residents of all college houses and apartment areas will be billed to cover the labor and material for cutting the key(s) and changing the core.

## HEAT/POWER ISSUES

1. "My heat does not turn on when the heating is turned on for the building?"
2. "The handle of my heater is broken and I cannot control the heat?"
3. "The power/electricity in my room isn't working?"
4. "My light bulb burnt out. How do I replace it?"
5. "The water fountain is broken?"

## BATHROOM ISSUES

1. "Shower water does not heat up?"
2. "Shower drain is clogged and the shower is flooding?"
3. "There is no toilet paper, soap, or paper towels?"
4. "The toilet and/or sink is clogged and/or overflowing?"
5. "The roof pipes are leaking?"
6. "The bathroom light isn't working?"

## ROOM/FURNITURE ISSUES

1. "My window shade/screen is broken?"
2. "The light in my room/house is not turning on?"
3. "My furniture (chair, desk, drawer, etc.) is broken?"
4. "I am missing a piece of furniture (mattress, chair, desk, drawer, etc.)"
5. "The floor tiles are broken?"

These are all issues to be reported to the Residential Operations Center (ROC). Before 5pm on weekdays, you can call (845) 437-7169 to inform the ROC of the issue. After 5pm, call CRC at 845-437-5221 to request a Troubleshooter, especially if the issue is urgent. Make sure to follow up your call by submitting a [service request form](#). (You can find the form online on the Office of Residential Life page.) Please note that the issues will be dealt with according to the level of urgency.

## PEST ISSUES

1. "There are bugs (i.e. ants, cockroaches, bees, wasps, etc.) in my room/house?"
2. "There are mice and/or rats in my room/house?"
3. "There are bats in my room and/or in the common areas?"
4. "Pest control is not available and there are pests in my room?"

Craig Thomas, the exterminator, is here twice a week, to service the campus and address any complaint issues. They trap, bait, void inject, and monitor the mice and roach problems in the buildings. They are often called to return to campus for emergencies, bats, bees, etc. They have been going after the issue more aggressively, setting traps around the perimeter of the dorms, with heavy rodent problems.

Old buildings with cracks, crevices, open windows, doors, weather, seasons and construction all contribute to the ongoing issue. Along with the lifestyle of the students, leaving open food which draw rodents and roaches. Messy, cluttered rooms which hamper the technicians' from finding entry points within the rooms, which delays the efforts and possibly allowing more entries.

If the issue is very urgent, i.e. bats in a room or common areas, call CRC at 845-437-5221 to request a Troubleshooter.

## **SAFETY & SECURITY ISSUES**

### **1. "I saw something and I want to report it?"**

Both the CRC emergency number (845-437-7333) and 911 are available 24/7 for reports. Most calls would just need to go to the CRC, but if it is a life threatening emergency, calling 911 first and then Security is the best option.

### **2. "I saw a suspicious person on campus?"**

It is not about someone looking suspicious (implicit biases could be creating suspicion where none exists). You must ask if they are doing something unsafe, against the rules, against the law or generally suspicious (i.e. looking into windows, climbing onto to a roof, checking for unlocked bikes,etc.) Call into the CRC emergency number at 845-437-7333, prepared to answer the questions on what the person is doing/what the behavior/activity is. Please be prepared to give a physical description as well.

Note: If there is no activity to report security will respond to the area to observe. If security observes behavior that justifies their approaching, they will.

### **3. "The blue light is out of order?"**

Call Security at 845-437-5221. They will submit a helpdesk ticket. When these are submitted other departments are notified to tag/bag the phone and make repairs. Please remember that Safety and Security does not make phone repairs but they will help with reporting the blue light phone problem.

### **4. "I want to use the campus shuttle?"**

Safety shuttle runs from 6pm–2am weeknights, and 6pm–3am weekends, when school is in session. Call the CRC at 845-437-5221 to check on where the shuttle is at.

Here is the link to the schedule: <https://security.vassar.edu/safety/shuttle/>

### **5. "I feel unsafe and need to be escorted?"**

If you need escorts outside of shuttle hours, call the CRC at 845-437-5221 and ask for a safety escort.

Note: Security accommodates on-campus escorts, but not off-campus.

## HEALTH ISSUES

### 1. "I'm not feeling well and Baldwin is closed?"

If Baldwin is closed, students can access the "Night Nurse Triage" line by calling 845-437-5800. This number will refer you to a member of the medical staff is on call outside of clinic hours. In case of a medical emergency, call the Campus Response Center (CRC) at 845-437-7333 to dispatch either New York State certified EMTs or an ambulance.

The **Women's Health Service** is located on the second floor of Baldwin House above the Health Service. It is open during the academic year but closed on weekends and most holidays. Emergencies after-hours or on weekends can be evaluated at the Health Service by the nursing staff with medical on-call backup from 9am-5pm weekdays and 12 noon-4pm weekends or by going to a local hospital emergency room.

### 2. "I'm having a hard time mentally and seeking help?"

Metcalf is a resource you can go to if seeking help, Metcalf's hours are between 8:30 am and 5:00 pm. You can call (845) 437-5700 to make an appointment. Appointments are typically made two weeks in advance (sometimes longer). If in an emergency situation, more resources and their contact info can be found here: <https://counselingservice.vassar.edu/need-help/>

### 3. "Someone I know is experiencing a mental health issue and seeking help?"

During daytime hours, you can direct them to/help them call Metcalf to set up an appointment at (845) 437-5700. If your friend is experiencing an immediate emergency and needs to speak with a counselor after normal business hours, you may reach the Counselor On Call by calling the Campus Response Center at (845) 437-7333. Information about local resources can be found at <https://counselingservice.vassar.edu/> by scrolling down.

### 4. "There are bodily fluids in a communal space during after hours?"

You should call the CRC at (845) 437-5221 and ask to be connected to the troubleshooter. If someone is unconscious/in need of immediate attention near their own bodily fluid, please call the CRC, once again, and ask to be connected to EMS.

### 5. "In need of a private resource to to talk to?"

You can get in contact with The Listening Center (TLC) every night from 8pm-12am. By going online to: <https://www.7cups.com/p/thelisteningcenter/> and using the code: Vassar, you can get in contact with an anonymous peer listener.

## MISCELLANEOUS ISSUES

### 1. "I lost my Vassar ID/my Vassar ID is not working?"

First, if lost, you must deactivate your card online by logging into your Blackboard account.) Then you must visit the Card Office, at the College Center Service Desk (in the North Atrium). If you lose your ID card outside of normal business hours, visit the CRC. The Sergeant on duty has the ability to issue a temporary card to use.

**Important note:** A fee of \$25.00 is levied to replace lost, stolen and for replacement ID cards that are damaged by negligence. You are granted one free replacement.

### 2. "Laundry machines/dryers are broken?"

Washing/drying machines are rented by the college from Mac-Gray, an outside company, and thus cannot be serviced or repaired by the college. If a washer/dryer is in need of repair, please submit a ticket on <https://servicerequest.macgray.com>. The 6-digit ID# on the face of each machine can be used to speed up the service request submission process.

### 3. "I want to live off-campus?"

Students who wish to live off-campus or to make other such special accommodations must acquire approval through the Office of Residential Life.

### 4. "My neighbors are being noisy (but I don't want to file a noise complaint?)"

Please try to talk to your neighbors directly. If you are a first year student, student fellows can help you with this. If you are not a first year student, members of the house team are available, if you do not want to talk to your neighbors directly.

### 5. "I'm having issues with my roommate?"

Please talk to your House Advisor to discuss these issues. The house advisor is a member of the Residential Life staff who serves as a liaison with Office of Residential Life and is available help you with such situations.

### 6. "I want to get a service animal registered?"

Please call or visit the Accessibility and Educational Opportunity office (AEO). Their phone number is (845) 437-7584. The central office is located in the Old Laundry Building Room 125, on the ground floor and is open Monday through Friday, 9:00 a.m. - 5:00 p.m. during the academic year and by appointment during the summer.

### 7. "Can I check how much time is left before my laundry is finished?"

Yes, each laundry machine's runtime can be checked on:

[http://www.laundryview.com/laundry\\_room.php?lr=170045](http://www.laundryview.com/laundry_room.php?lr=170045).