

# **Protocol for Entering Student Housing**

## **Summary**

Plant Operations follows protocol to properly announce their presence prior to entering dorm rooms for the purpose of performing work requested.

## **Purpose**

The purpose of this document is to describe the protocol to properly announce their presence prior to entering dorm rooms for the purpose of performing work requested, and avoid uncomfortable situations.

## **Procedures**

1. Knock loudly twice. Wait ninety (90) second before knocking again.
2. If no answer, unlock the door and open slightly.
3. Announce your presence.
4. Turn lights on and enter room.
5. Place a maintenance tag on the door knob to show that someone is working in the room.

In the event of an uncomfortable situation, the employee will politely exit the room and return at another time, escorted. The maintenance tag will be left on the door knob updating the student if the work remains in progress or has been completed.

If maintenance is required after hours: The on-call employee must provide CSU identification (if not in uniform) and be accompanied by either a Resident Assistant or University Police for safety and liability issues.

## **Related USG Policy**

N/A

## **Last Update**

N/A

## **Responsible Authority**

Plant Operations