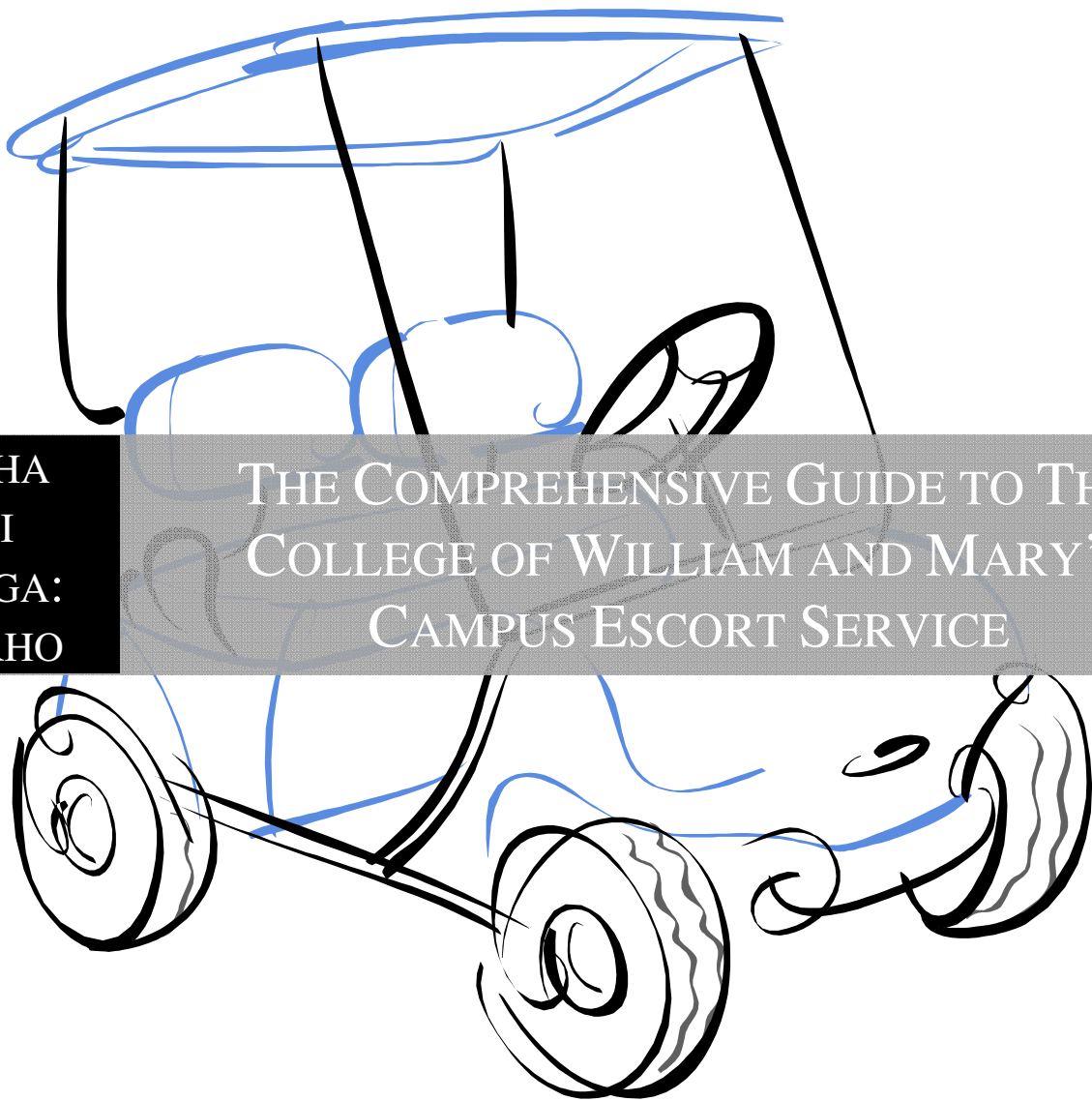


Summer 2009<sup>y</sup>



ALPHA  
PHI  
OMEGA:  
NU RHO

# THE COMPREHENSIVE GUIDE TO THE COLLEGE OF WILLIAM AND MARY'S CAMPUS ESCORT SERVICE

Amanda Derringer | James Muirhead et al.

**Mission Statement: Escort's purpose is to provide safe, reliable, and efficient on-campus transportation to the campus community.**

**Escort Project Head**

**Amanda Derringer**

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**Pleasants 304**

**CSU 1104**

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**Stephanie Winkeljohn**

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**Escort House**

**404 Jamestown Road**

**757.221.329**

## **I. General Information**

### ***A) Time and Shifts***

1. Campus Escort is open every day of the fall and spring semester, when properly staffed, at the discretion of the Executive Board and the Escort Project Heads.
2. Campus Escort takes calls 9 PM – 1 AM from Sunday through Thursday hereafter referred to as the *Weekday Shift*.
3. Each day within the Weekday Shifts should be covered by assigned groups of no fewer than five (5) people, rotating every four (4) weeks. The four weeks of Escort are labeled W, X, Y, and Z. **See Appendix 1**
4. Any brother or pledge may go to any Weekday Shift. A brother must actively contribute to the shift in order to receive credit for the time he spends there.
5. Campus Escort takes calls 9 PM – 2AM on Fridays and Saturdays hereafter referred to as the *Weekend Shift*.
6. The Weekend Shifts of Campus Escort are divided into two parts, *A Shift* and *B Shift*. The A Shift receives calls from 9-11:30 PM and B Shift receives calls from 11:30 PM to 2 AM.
7. Weekend shifts are to be filled by no more than 8 brothers at a time, who sign up on a calendar at Brother's Meeting or contact one of the Project Heads by 8:00 PM on Wednesday. Those who do not sign up may not go to the weekend shift.
8. Those who sign up for any shift must actively contribute to the Escort Project in order to receive service hours and weekend credit. The Project Heads will refer individuals who do not participate to the Standards Committee, which will review this on a case-by-case basis.
9. When a shift is not filled, the Escort Project Heads may send out an email over the Alpha Phi Omega (APO) listserv asking for help. Those who respond to the email and actively contribute to the shift may count the shift as one of their weekend credits and count the time they spend at Escort as time and a half; however, they may not receive this credit for more than one shift per semester.

### ***B) Qualifications to Participate in Campus Escort***

1. In order to operate any Campus Escort equipment (including but not limited to the golf carts, radios, computer, phones, or call logs) the person must be an active or associate current brother who has been properly trained in Escort Protocol. Active and Associate brothers do contribute to house capacity.
2. Pledges may volunteer at escort as outlined below (see section ###). Pledges do contribute to house capacity.
3. Alumni may come to Escort shifts, but may not operate Escort equipment (including, but not limited to the golf carts, radios, computer, phones, or call logs) due to insurance regulations. Alumni do not contribute to house capacity.
4. Non-brothers are allowed to be in the Escort house during shifts, but may not operate Escort equipment (including but not limited to the golf carts, radios, computer, phones, or call logs) due to insurance regulations. Non-brothers do not contribute to house capacity.

### ***C) Courtesy to Others in the House***

1. APO shares this house with the Student Assembly (SA); when meetings are going on, noise from both parties should be kept to a minimum.
2. In accordance with Nu Rho's dry nature, alcohol is prohibited at Campus Escort and Escort events. Due to the nature of the project; it is also prohibited to come to Escort inebriated. Violations will be directed to Standards.

### ***D) House Maintenance***

Updated: April 2009

Emily Brown, Sifra de Benedictis-Kessner, Amanda Derringer, Charlie Heyer, Chris Neuhard, and Lauren Shaw

1. 404 Jamestown Road should be treated with respect. The house is shared by the Campus Escort service and the SA and must therefore be kept clean. Any charges accrued from the cleaning staff will be passed along to the responsible party.
2. The Campus Escort Office must be maintained to a standard of cleanliness and order. It should not be the disposal closet for APO social events. The supplies in this room belong to APO.
3. The kitchen is available for the use of all persons in 404 Jamestown Road; it must be kept clean and orderly. Food may be stored in the kitchen in airtight containers. There is a mouse problem.
4. Theft is a violation of the honor code and the law; as such, it will not be tolerated.
5. 404 Jamestown Road does not have a nightly cleaning staff. The trash cans are not always emptied on a timely schedule. Trash that does not fit in the trashcans must be taken out of the house after a shift is done.

## **II. Chain of Command**

### *A) When no Problems Exist*

1. During an Escort Shift, all brothers are equals. They must treat one another in a way congruent with the fundamental principles of APO: friendship, leadership, and service.
2. When pledges are present, all brothers are expected to be positive role models. They are to show effective teamwork and communication.
3. No single brother should monopolize any job. Answering the phone, recording calls, driving the golf cart, and working the radio inside the house and on the cart should be jobs rotated by all brothers present.
4. With the acknowledgement that one of the pillars of APO is friendship; all brothers present must recognize their time at the Escort Project is a time to emphasize service. Brothers may only do homework, watch TV, play games, and otherwise socialize when there are no calls being received at the service.

### *B) When a Problem Arises*

1. The Office Manager responsible for opening should be called if the Office is not unlocked at the beginning of the shift. That call should be followed up by a phone call to an Escort Project Heads so proper disciplinary action may be taken.
2. Regarding any other problem at the Escort Project, the Escort Project Heads should be called first. If the Project Heads are called for any reason, an Incident Report Form must be filled out.
3. The Project Heads and Service VP should be in constant communication.
4. The primary job of the Escort Project Head is to filter the influx of communication between the brotherhood and the Service VP regarding the Campus Escort Project.
5. For minor incidents, the Project Heads will deal with the incident immediately, and will notify the Service VP by the next meeting (executive board or brother), so he or she may answer questions from the brotherhood in a fully informed manner.
6. For major incidents, the Project Heads will immediately call the Service VP so they may deal with the incident together. It is up to the Service VP's judgment as to who else may get involved.
7. The Project Heads otherwise serve as a mentor and organizer; they are not capable of instituting punishments regarding Campus Escort.
8. All disciplinary action will be referred to the Standards Committee.
9. The Advisor of the Campus Escort Project is Mark Constantine. He is only to be contacted by the Project Heads or Service VP.

## **III. Office Management**

### *A) Opening the Office*

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1. Office Managers are responsible for opening the Campus Escort office in 404 Jamestown Road, in return for committee credit. The number of Office Managers needed per semester is named at the Project Heads' discretion.
2. There are currently 9 Office Managers, who are paired up and assigned to one of the Escort Weeks (W, X, Y, or Z). Every office manager must sign out a key at the beginning of the semester and return the key by the end of the semester to the Project Heads.
3. The managers are to arrive at 8:50 to unlock the house.
4. Managers must stay in 404 Jamestown Road until at least one brother has arrived to Escort people. The manager is then free to leave.
5. If no brothers arrive to volunteer at Escort by 9:05, the manager is to call one of the Project Heads for further instructions.
6. If an Office Manager fails to show 3 times without prior warning during the course of the semester, he or she will not receive committee credit for unlocking 404 Jamestown Road. He or she will be replaced following the fourth incident.

*B) Contacts in the Absence of Escort Volunteers*

1. If at 9:05 PM, no one has arrived to work escort for the night, the Office Manager should call one of the Project Heads, who will then email the brotherhood. The manager must then wait in 404 Jamestown Road for someone to relieve them.
2. Escort should be closed only as a last resort if no staff is available for the night. This decision is to be made by the Service VP and Project Heads.
3. In the case of a cancelled shift, the voicemail should be set to direct individuals to Campus Police for safe walks.
4. Any problems must be reported to one of the Escort Project Heads.

*C) In the Absence of an Escort Office Manager*

1. In the absence or inability to contact an Escort Manager at 9:00 for an assigned shift, escort staff should attempt to contact another Campus Escort manager to open the office. If no Office Managers are available, the escort staff should call the Project Heads or Service VP.

*D) Reporting Emergencies*

1. In the case of minor incidents, such as the phone not working, radios not working, cart issues, or anything that further limits escort's ability to render service, fill out an incident report form and call one of the Project Heads. **See Appendix 2, Appendix 3**
2. In the case of major incidents, such as cart wrecks or personal injury, fill out an incident report form and call one of the Project Head. **See Appendix 2, Appendix 3**
3. In the case of an emergency, call 911 or campus police at 757.221.4596, and follow up with incident report form and call both the Project Heads and Service VP.

#### **IV. Pledging and Campus Escort**

*A) Pledge Training*

1. Pledges are to be trained by a committee of individuals approved by the Escort Project Heads and Service VP, and which is to be trained by the Escort Project Heads.
2. Pledges are to receive a full orientation, including a tour of 404 Jamestown Road, a tour of the Escort garage, introduction to procedure, and a test drive on the golf cart.
3. The tour of 404 Jamestown Road should include the Escort office, bathroom, kitchen, common room, bulletin boards, and living room.
4. Pledges should know where radios are, how to work them, which channel they are supposed to be on, as well as where to locate a script. They should demonstrate competency in communication over the radio.
5. Pledges should know where the phone is, where the call log is, how to fill out a call log, as well as where to locate a phone script. Pledges should demonstrate competence in both answering the phone and recording call information.

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6. Pledges should know where the keys to the golf carts are kept, where the keys to the shed are kept, how to charge and unplug the golf cart, as well as how to distinguish the golf carts from one another for radio communication purposes. Pledges should demonstrate competence in using the golf cart. Pledges should be able to locate a resource for answering questions they have about golf cart use.
7. Pledges should be thoroughly trained in incident reporting procedure. They should be able to locate incident report forms both in 404 Jamestown Road and the escort carts, as well as fill them out in entirety.

#### *B) Pledges in the Escort House*

1. Pledges are allowed to receive their mandatory Campus Escort volunteer hours during weeknights or weekend shifts.
2. The building capacity is 20. Pledges do not contribute to the weekend shift capacity. They do receive hours for their time. Brothers still must actively participate in the project in order to receive hours for their time when pledges are present.
3. Pledges should only receive hours for their time at the Escort Project when they actively participate in the project.
4. Pledges are allowed to answer the phone, record data on the call log, and work Radio Escort.
5. Pledges are welcome to read scripts while they are communicating over the phone or radio.
6. Brothers volunteering at escort while pledges are present are to give aid to Pledges when pledges are in need of guidance.
7. Brothers scheduled to work the Escort project are responsible for correcting misbehavior at escort, or notifying one of the Project Heads in the case of failure to follow protocol.

#### *C) Pledges on Escorts*

1. Pledges may participate in both walking and driving escorts.
2. Only one pledge may go out per escort, and a brother must remain with the pledge at all times.
3. Pledges may work the radio on an escort run at any time, both in walking escorts and in driving escorts.
4. Pledges may drive the golf cart under the supervision of a brother to and from an escort. The brother must drive while there are passengers on the cart.
5. Under no condition should a non-brother operate a Campus Escort golf cart or use the radios.

### **V. Dispatch of Student Calls**

#### *A) Receiving a Phone Call*

1. The phone is to be answered in a professional way; this provides comfort for first time callers as well as regularity for people in the campus community who frequently use the Campus Escort Service. **See Appendix 4**
2. When the phone is answered, the brother on the phone is responsible for collecting all pertinent information, including: call time, caller name, caller description, location of the pickup, location of the drop off, and how many people are requesting a ride. **See Appendix 5.**
3. While the caller is on the phone, the brother on the phone is responsible for coordinating a pickup location (e.g. on the main steps of Swem, the Sunken Gardens side of Washington Hall), as well as providing the caller with a time estimate on their wait.
4. The brother answering the phone may then pass the clipboard to the brother responsible for manning the radio inside the house (*Radio Escort*).

*B) Manning the Radio in 404 Jamestown Road*

1. The brother with the radio in the house is responsible for recording pickup and drop off times, as well as answering the radio in 404 Jamestown Road.
2. The radio is a tool; NOT a toy. The only communications allowed over the radio are those listed in **Appendix 6**.
3. Communications outside the approved list, funny voices, and switching frequencies are not permitted. Not only do the police listen to the Escort frequency, using the radio for reasons not listed below are dangerous and grounds for review in front of the Standards Board.

**VI. Escort of Students**

*A) Distinguishing the Golf Carts*

1. The golf carts will be distinguished from one another by names. One golf cart will be Gold Rover. The other will be White Rover. These names can be found on the windscreen of the golf carts.
2. When there is a need for walking escorts, the walking escorts will be known as Blue Rover and Green Rover and Red Rover.
3. 404 Jamestown Road is always referred to as "Escort".

*B) Using Two Carts on Weeknights*

1. When a single cart has been out for two hours or when the first cart's full speed is less than walking speed, that cart is to be traded for the second cart. The first cart is to be put back into the garage and charged.
2. Two carts may run simultaneously if the Escort Program receives three escort requests within 15 minutes, or if the wait for an escort exceeds 20 minutes.
3. There should never be more than one inactive cart sitting in front of 404 Jamestown Road.

*C) Using Two Carts on Weekends*

1. When a single cart has been out for one and a half hours or when the first cart's full speed is less than walking speed, that cart is to be traded for the second cart. The first cart is to be put back into the garage and charged.
2. Two carts may run simultaneously if the Escort Program receives two escort requests within 10 minutes, or if the wait for an escort exceeds 10 minutes.
3. There should never be more than one inactive cart sitting in front of 404 Jamestown Road.

*D) Dealing with Groups of Two to Four People*

1. The cart may be used for groups between the sizes of one to four people. In the case of more than two, but fewer than four people, both carts are to be used simultaneously.
2. Both carts must radio in to confirm pickup and drop off.
3. The lead cart is to choose the safest, most efficient route. The second cart is to follow the first cart on the same path, following at least two cart lengths behind. This distance should increase depending on weather conditions, as well as when going down hills. Both carts are to take the same route to prevent racing.

*E) Incoming Calls When Both Carts are Out on Runs*

1. Occasionally, Escort will have to notify carts of incoming calls while both carts are out on runs. In this instance, Escort is to radio the first cart dispatched and asks it to call the Escort House. The run information is not to be broadcast over the radio; it can be transmitted over the phone or face to face.
2. Further incoming calls are alternated between the carts already out on escorts.
3. Only the cart on a particular run should know the specifics of the run. Carts and Walking Escorts are not allowed to "cherry pick" prime escorts or refuse a call.

#### *F) Problems Rendering Carts Unavailable*

1. When one or both carts get stuck on a particular path, run out of batteries, or get into a wreck, they are to radio the Escort House to notify them of the problem. **See Appendix #**
2. Any time this code is used on the radio, an incident report form must be filled out completely on the scene of the incident.
3. If both carts are involved in an incident, both carts must radio the house. They must then take care of their problem independently. If this involves the carts getting stuck on a blocked path or a path with no access, each cart must take turns getting out of the situation. The carts should notify radio Escort in order to provide accurate time estimates to callers.
4. If both carts are involved in an incident and there are passengers on the carts, one pair of volunteers is to continue a walking escort, the other is to stay with the carts.

### **VII. Golf Cart Maintenance**

#### *A) Location of Golf Cart*

1. The golf carts are locked in a small white garage behind the Corner House. The main garage door faces Griffin Street.
2. Both the back door and the front sliding doors are locked by padlocks. The keys for the locks and the golf cart are held in the Campus Escort Office.
3. If the garage is blocked by a vehicle while Escort is operating, the vehicle is illegally parked. Call Campus Police at 757.221.4596 to have the vehicle warned.

#### *B) Operation of Golf Cart*

1. To turn the golf cart on, unplug the charger from under the driver's side panel; lift the seat forward. On the passenger side, on the motor, there is a switch. Engage the switch from *Maintenance* to *On*.
2. The front two seats are for APO brothers. The driver is on the left side, in control of the steering wheel, accelerator, and the breaks. The brother on the radio sits to the right. The radio sits in one of the cup holders.
3. When in reverse, the golf cart typically makes a beeping sound to alert those behind it. If the golf cart does not make a sound, please look behind the cart, and shout warnings to pedestrians if necessary.
4. Always be professional and polite in dealing with pedestrians, both students and adults. Ask kindly for individuals walking in front of the cart to move, thank them for complying, and continue on your way. Do not simply beep a horn at them and expect them to move.
5. In many cases, the windscreen is removable. It is up to the judgment of the driver as to whether the screen should be on or off; decided according to visibility and temperature.

#### *C) Golf Cart Regulations*

1. Only 4 people may ride on the Golf Cart at any one time. One of those must be brother who is currently receiving time from the Escort Project. The other may be a brother, pledge, or neophyte receiving time from the Escort Project. One brother is responsible for driving; the other is responsible for working the radio and filling out an Incident Report form, should anything be unusual or problematic.
2. Drivers should stay on campus sidewalks and paths at all times whenever possible. Exceptions will only be made at crosswalks, and in extreme cases where common sense dictates. (Exception: the cart may be taken off the road in front of the Sadler Center, where there are cars diagonally parked. The bushes are too close to the sidewalk to allow adequate maneuvering. The other exception as well as at Ludwell, where there is



limited access to the sidewalks. The third exception is on the one-way portion of Landrum Drive).

3. Lights should be on at all times after dark.
4. The Golf Cart is only allowed on the nuclear campus, including Brown, Sorority Court, Ludwell, and the Mason School of Business. Services are not provided to Matoaka Amphitheatre, the School of Law, the School of Education, Dillard, Wawa, or the Gradplex.
5. The Golf Cart should be driven at a prudent speed, given conditions and operator skill. Special consideration should be taken for the comfort of the passengers.
6. There is to be NO racing, tailgating, playing chicken, or other reckless behavior regarding multiple carts in one area. Any damages caused by these behaviors will be defined as intentional damage to APO property.
7. Under no condition should a non-brother operate a Campus Escort golf cart or use the radios.

#### *D) Weather*

1. When it is precipitating (including, but limited to, drizzle, rain, snow, sleet, hail, flooding), the golf cart is not to be used. Walking escorts are to be offered.
2. When there is snow, ice, or slush on roads and campus paths, the golf cart is not to be used. Walking escorts are to be offered.
3. When the roads and campus paths are wet or covered with puddles, the golf cart may be used, but under extreme caution. Driving should reflect the weather condition, and puddles should be avoided.

#### *E) Miscellaneous*

1. The Escort Project Heads should stop by at least once a week to check on the general functioning of 404 Jamestown Road.
2. The golf carts' batteries need to be filled with water on a weekly basis. This can be done with tap water. In order to do this, the Project Heads should pull the golf carts around to the front of 404 Jamestown Road, fill a container, and use the water to fill the openings at the top of the batteries. The lids of the batteries need to be replaced securely. This allows the cart to charge to maximum capacity.
3. The Project Heads should drive the cart once weekly, checking the steering and the brakes, as well as the fullness of the tires. The Project Heads should also look at the cart weekly for cosmetic damage, such as scratches and dents on the body of the cart or the windshield. Damages should be recorded and reported to the Service VP and Mark Constantine.

### **VII. Closing Down Escort**

#### *A.) In the Garage*

1. Both golf carts must be returned to the garage at the end of the night. They are to be charged nightly. The plug inserts in the paneling under the driver's seat. It inserts in a diagonal fashion. To turn the golf cart off, lift the seat forward. On the passenger side, on the motor, there is a switch. Flip the switch from *On* to *Maintenance*.
2. Lock both sides of the sliding garage doors on the street side, before leaving the building. Both padlocks should be in a closed, locked position.
3. Leave through the door on the 404 Jamestown Rd. side of the garage. Push the door shut completely. Check for both radios and both sets of cart keys before locking the outside padlock.

#### *B.) In 404 Jamestown Road*

1. Turn radios off. Return radios to their cradles. A red light on the cradle should illuminate. This indicates that the radio is charging. Radios are to remain off while they are on their cradles.

2. Return phone to its cradle. Make sure it is charging.
3. Shut down the computer. Turn off speakers and monitor.
4. Return keys to appropriate hook.
5. Put the nightly call record in "record" box.
6. Turn off all of the lights in the house, including the kitchen, porch, living room, Escort Office, and bathroom lights.
7. Pull Escort Office door closed behind the last person. Check to make sure it is locked.
8. Pull the front door of 404 Jamestown Road closed behind the last person. Check to make sure it is locked.

THERE IS TO BE NO RACING, TAILGATING, OR OTHER RECLESS BEHAVIOR REGARDING THE THE  
TWO CART SYSTEM

## Appendix 1: Schedule

<u>W-WEEK</u>	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>
	<b>Pledge Staff</b>	<b>Amelia Becker</b>	<b>Julia Stori</b>	<b>Ashley Nguyen</b>	<b>Jake Milnor</b>
Office		<b>and friends</b>	<b>and friends</b>	<b>and friends</b>	<b>and friends</b>
Managers:					
Carla Jackson					
Andrew Abeyounis					

<u>X-WEEK</u>	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>
	<b>James Muirhead,</b>	<b>Matt Danek</b>	<b>Laila Selim</b>	<b>Shewit Giovanni,</b>	<b>Nithya Jayakumar</b>
Office	<b>Lucy Inglis</b>	<b>and friends</b>	<b>and friends</b>	<b>Caroline Cummings</b>	<b>and friends</b>
Managers:	<b>and friends</b>			<b>and friends</b>	
James Raas					
Ben Pryor					

<u>Y-WEEK</u>	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>
	<b>Exec 2009</b>	<b>Sara Gurusuamy</b>	<b>Ashley Nguyen</b>	<b>Julia Stori</b>	<b>Amelia Becker</b>
Office		<b>and friends</b>	<b>and friends</b>	<b>and friends</b>	<b>and friends</b>
Managers:					
Jasleen Singh					
Ryann Tanap					

<u>Z-WEEK</u>	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>
	<b>Kathryn Hansen</b>	<b>Ryan Cerone</b>	<b>Matt Danek</b>	<b>Chris Whyte</b>	<b>Nithya Jayakumar</b>
Office	<b>and friends</b>	<b>and friends</b>	<b>and friends</b>	<b>and friends</b>	<b>and friends</b>
Managers:					
Katie Ikeler					
Matthew Danek					

## **APO Campus Escort Incident Report Form Instructions:**

### **Filling out the Incident Report form for cart repairs:**

1. **Fill out Section I of the form for times where you notice cosmetic damages brought about by accidents, sticky breaks, steering alignment issues, peculiarly fast battery discharge, etc. This is also to be used if the cart needs to be pushed because the battery died!!**
2. Report names of brothers at time damage was noticed.
3. Under "Details of Incident" write *suggested cart repairs*.
4. Under "Damage to Cart" write damage noticed.
5. Under "Action Taken" write actions taken by brother while at Escort House.
6. Fill out all blanks to the best of your ability.
7. **Sign Section IV**

### **Filling out the Incident Report form for cart wrecks and injuries:**

1. **Fill out Section I.**
2. Report names of both brothers present at time incident occurred.
3. Under "Details of Incident" write circumstances and details of wreck.
4. Under "Damage to Cart" write damage noticed to cart body, and, if it drives, to the cart itself.
5. Under "Action Taken" write actions taken by brother while at Escort House (eg. Called Amanda Derringer, filled out Incident Report Form, etc.).
6. **Fill out Section II of the form.** Get information from injured persons.
7. **Have riders sign the form to confirm all information is correct. Verify name and spelling.**
8. **If no medical attention is desired, get injured person to sign Section III.**
9. Fill the blanks out to the best of your ability.
10. **Sign Section IV**

**Submit to Escort Project Head within 24 hours of filling out the form:**

**Amanda Derringer  
aederringer@wm.edu  
Pleasants 310  
CSU 1104**

**Follow up with an email.**

Appendix 2: Incident Report Form

## APO CAMPUS ESCORT INCIDENT REPORT FORM

Please fill out one Incident Report per incident to the best of your ability.

If there is more than one injury in a cart incident, fill out one report per injured person.

Write legibly; verify all information.

*\*\*Sections I & IV are required; see directions for further instruction.*

**\*\*Section I:**

**Date of incident:** \_\_\_\_\_ **Time:** \_\_\_\_\_ AM/PM

**Brother Driving:** \_\_\_\_\_ **Brother on Radio:** \_\_\_\_\_

**Details of Incident:** \_\_\_\_\_

\_\_\_\_\_

**Damage to Cart:** \_\_\_\_\_

\_\_\_\_\_

**Action Taken:** \_\_\_\_\_

\_\_\_\_\_

**Section II:**

**Name of Passenger:** \_\_\_\_\_

**Campus Address:** \_\_\_\_\_

**Phone Number(s):** \_\_\_\_\_ **Gender:** M/F (*circle*)

**Injuries:** \_\_\_\_\_

**Injury requires physician/hospital visit?** Yes/No (*circle*)

**Name of physician/hospital:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
**Signature of injured party or rider**    *I verify the above information is accurate*    **Date**

**Section III:**

**Sign below if no medical attention was desired and/or required:**

\_\_\_\_\_  
**Signature of injured party**    **Date**

**\*\*Section IV:**

\_\_\_\_\_  
**Signature of Primary Brother**    *I verify the above information is accurate*    **Date**

Return this form to APO Campus Escort Project Manager within 24 hours.

Updated: September 2008

Amanda Derringer, Colin Pearson

## **APO Campus Escort Phone Script:**

### **Phone plan when cart(s) run:**

**Hello. Thank you for calling APO Campus Escort. This is [brother name]. May I have your name so we may identify you?**

**Thank you [use name]. Where would you like to go tonight? [Repeat drop off location]**

**Where do you need to be picked up? [Repeat pickup location]**

**Is there something you are wearing or holding that will help us identify you? [Repeat identifying characteristic]**

**How many people will be joining you on this escort?**

**If two or fewer: Alright. Thank you [use name]. We will be able to pick you up at [specify location the golf cart will meet the person *specifically*; e.g. on the main steps of Swem, the Sunken Gardens side of Washington Hall] **in about** [conservative time estimate]. **If you change your plans, please call us again so we can cancel your ride.****

**If between two and four: In order for us to take that many people, we would need to use **both** golf carts. That means there will be a slightly longer wait. Is that alright with you?**

**Thank you [use name]. We will be able to pick you up at [specify location the golf cart will meet the person *specifically*; e.g. on the main steps of Swem, the Sunken Gardens side of Washington Hall] **in about** [conservative time estimate]. **If you change your plans, please call us again so we can cancel your ride.****

**If greater than four: I'm sorry, we are not able to take more than four people on the golf carts at any time. We can provide a walking escort for you and your friends. Is that okay with you?**

**If yes: Thank you [use name]. We will be able to pick you up at [specify location the golf cart will meet the person *specifically*; e.g. on the main steps of Swem, the Sunken Gardens side of Washington Hall] **in about** [conservative time estimate]. **If you change your plans, please call us again so we can cancel your walk.****

**If no: I'm sorry. Thank you for calling Escort. Have a good night!**

**USE DISCRETION TO ADVISE CALLERS UNDER THE INFLUENCE OR IN LARGE GROUPS TO CALL STEER CLEAR AT 757.221.DRIV.**

Appendix 3: Answering the Escort Phone  
**Phone plan when cart(s) are not running:**

**Hello. Thank you for calling APO Campus Escort. This is [brother name]. May I have your name so we may identify you?**

**Thank you for your call,[use name]. Due to the weather tonight, we are only able to provide walking Escorts for your safety.**

**If caller is interested in walking Escort: Where would you like to go tonight?** [Repeat drop off location]

**Where do you need to be picked up?** [Repeat pickup location]

**Is there something you are wearing or holding that will help us identify you?** [Repeat identifying characteristic]

**How many people will be joining you on this escort?**

**Thank you [use name]. We will be able to pick you up at [specify location the golf cart will meet the person *specifically*; e.g. on the main steps of Swem, the Sunken Gardens side of Washington Hall] in about [conservative time estimate]. If you change your plans, please call us again so we can cancel your walk.**

**If caller is disinterested in walking Escort: I'm sorry for the inconvenience. Thank you for calling Escort. Have a good night!**

**USE DISCRETION TO ADVISE CALLERS UNDER THE INFLUENCE OR IN LARGE GROUPS TO CALL STEER CLEAR AT 757.221.DRIV.**

Date:

Group:  
Weather:

Time			Caller		#	Location		Cart
Call	Pick Up	Drop Off	Name	Description		Pick-Up	Drop-Off	
:	:	:						
:	:	:						
:	:	:						
:	:	:						
:	:	:						
:	:	:						
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:	:	:						
:	:	:						
:	:	:						
Remarks:								



# **APO Campus Escort Radio Script:**

## Radio Check Procedure:

**Rover [color] to Escort: Radio check.**

Escort to Rover [color]: Read you loud and clear.

**Rover [color] to Escort: Copy that.**

Escort to Rover [color]: Radio check complete.

## Pickup Procedure:

**Rover [color] to Escort: Pickup has been made.**

Escort to Rover [color]: The time is #:##.

## Drop Off Procedure:

**Rover [color] to Escort: Drop Off has been made.**

Escort to Rover [color]: The time is #:##.

## New Escort Request Procedure:

**Escort to Rover [color]: Please call the Escort House**

## Escort Cart Problems:

To be used when a cart experiences a dead battery, wreck, injury, or when it is stuck or lost.

Rover [color] to Escort: Rover [color] is no longer available.

**Escort to Rover [color]: Please call the Escort House.**

**Communications outside the approved list, funny voices, and switching frequencies are not permitted. Not only do the police listen to the Escort frequency, using the radio for reasons not listed below are dangerous and grounds for review in front of the Standards Board.**

# **APO Campus Escort Radio Script:**

## **Communications between Office Managers and Project Heads**

### Check In Procedure:

**Escort to Big Brother: Good Morning, Big Brother.**

**Big Brother to Escort: Good Morning, Escort.**

### Further Communication:

**Further communications between the Project Heads and Escort are at the discretion of the Project Head listening for the night. Examples of when the Project Head may communicate over the radio: when the Project Head hears information being transmitted over the radio not included in the script, when the phone in the Escort House is not working, etc.**

**Communications outside the approved list, funny voices, and switching frequencies are not permitted. Not only do the police listen to the Escort frequency, using the radio for reasons not listed below are dangerous and grounds for review in front of the Standards Board.**

Toast Song:  
Here's to Alpha Phi Omega,  
Loyal Brothers we,  
True to self and to each other,  
Firm in loyalty.  
Daily working, daily striving,  
Ever more to be,  
Men of Alpha Phi Omega,  
Our fraternity.

Brothers clasp the hands of Brothers,  
Strong the circle we,  
Ever mindful ever serving  
All humanity  
Now we raise our grateful voices,  
In our song to thee  
Men of Alpha Phi Omega  
May we always be.

Cardinal Principles:  
Leadership, Friendship, Service

Motto:  
Be a leader  
Be a friend  
Be of service

Jewel:  
Diamond

Flower:  
Forget-Me-Not

Tree:  
Oak

Colors:  
Royal Blue and "Old Glory" Gold

Bird:  
Golden Eagle