



UNIVERSITY OF
NEW ENGLAND

CAMPUS CENTER
STUDENT EMPLOYEE MANUAL

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PREFACE

PURPOSE OF THE EMPLOYEE MANUAL

This handbook depicts policies, procedures, and guidelines applicable to all Campus Center Student Employees. The contents provide students with information about the Campus Center that will assist with understanding employment expectations and responsibilities. All Campus Center Students and Staff are expected to become familiar with the contents.

The subsequent information was developed collaboratively by the Student Engagement Administrators within the Campus Center. All policies, procedures, and guidelines supersede previously developed policies, procedures, and guidelines.

UNIVERSITY OF NEW ENGLAND MISSION AND VALUES

The University of New England provides students with a highly integrated experience that promotes excellence through interdisciplinary collaboration and innovation in education, research, and service.

The University of New England values student-centered, multi-disciplinary and interdisciplinary programs that meet the highest ethical standards to achieve excellence in support of an integrative approach to the liberal arts, health, and the environment, as well as scholarship and research.

STUDENT AFFAIRS MISSION

Grounded in theory and guided by assessment, the Division of Student Affairs promotes scholarship, leadership, social responsibility and involvement through an integrated learning community.

ADHERENCE TO MISSION

The Campus Center Student Employee policies, procedures, and guidelines seek to adhere to and emulate the aforementioned institutional mission and values. In accordance with the subsequent manual, students are afforded the opportunity to develop professionally and personally.

UNIVERSITY POLICIES

ANTI-HARASSMENT

UNE will not tolerate harassment of its employees or students. At the University of New England, discriminatory harassment is defined as unwelcome verbal or physical conduct based on race, sex, sexual orientation, gender identity and/or expression, ethnicity or national origin, religion, age, creed, color, genetic information, physical or mental disability, HIV status, or status as a veteran, when such conduct has the purpose or effect of unreasonably interfering with the individual's work or educational performance; such conduct creates or has the intention of creating an intimidating, hostile, or offensive working and/or learning environment; or such conduct unreasonably interferes with or limits one's ability to participate in or benefit from an educational program or activity. Pursuant to the Maine Human Rights Act, Title VII of the Civil Rights Act of 1964 and Title IX of the Education Amendments of 1972, "sexual harassment" is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal or physical conduct of a sexual nature, when:

- a. Submission to such conduct is made either implicitly or explicitly a term or condition of an individual's employment or status in a course, program or activity;
- b. Submission or rejection of such conduct by an individual is used as the basis for employment or educational decisions affecting such individual; or
- c. Such conduct has the purpose or effect: of interfering with the individual's work or educational performance; of creating an intimidating, hostile, or offensive working and/or learning environment; or of interfering with or limiting one's ability to participate in or benefit from an educational program or activity.

The University wants to know of any harassment that occurs, in order that it may act promptly to investigate and resolve the situation. If you are uncomfortable about a situation that may, in your opinion, constitute sexual harassment or any other form of harassment, you are encouraged to discuss your concerns with the Associate Vice President of Human Resources or the Title IX Coordinator.

The University of New England, as an equal opportunity educational institution, is committed to both academic freedom and the fair treatment of all individuals. It, therefore, discourages the use of sexist or other discriminatory language. Language that reinforces sexism and/or discriminatory stereotypes can arise from imprecise word choices that may be interpreted as biased, discriminatory, or demeaning even if they are not intended to be.

Each member of the University community is urged to be sensitive to the impact of language and to make a personal commitment to eliminate sexist language. Supervisory personnel have a particular responsibility to discuss this policy with faculty and staff and to assure the dignity

that all employees deserve. Complaints about the use of sexist language should be directed to the appropriate Dean, Senior Administrative Officer, or to the Associate Vice President of Human Resources.

To review Anti-Harassment/Anti-Discrimination Policy in its entirety, see Appendix A of the University of New England Personnel Handbook.

NON-DISCRIMINATION

UNE's goal is to provide access to students, faculty, and staff to participate in the academic, employment, cultural, and recreational life of the University. Under University policy and Federal and State laws, people with disabilities who are otherwise qualified are entitled to reasonable accommodations that will allow them access to University programs, jobs, services, and activities. Questions from students should be directed to the Director of the Student Access Center (formerly called Office for Students with Disabilities (OSD)). Questions from all others should be directed to the Associate Vice President of Human Resources.

To review the Non-Discrimination & Accommodation of Individuals with Disabilities Policy in its entirety, see Appendix B of the University of New England Handbook.

EQUAL OPPORTUNITY

Consistent with federal and state law and University policy, the University of New England is committed to the fundamental concept of equal opportunity for all of the members of the University community. The University prohibits and will not tolerate discrimination in employment, the provision of academic services or in any other area of University life based on race, color, sex, physical or mental disability, religion, age, ancestry, national origin, sexual orientation, gender identity and/or expression, ethnicity, genetic information, HIV status, or status as a veteran. Prohibited bias factors will not be permitted to have an adverse influence upon decisions regarding students, employees, applicants for admission, applicants for employment, contractors, volunteers or participants in and/or users of institutional programs, services, and activities.

This policy is enforced by Federal Law under Title IX of the Education Amendments of 1972, Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, Section 504 of the Rehabilitation Act of 1973, and all other applicable civil rights laws and regulations. It is also enforced under Maine law through the Maine Human Rights Act at 5 M.R.S.A. section 4551 et. seq. Inquiries regarding compliance with these statutes may be directed to the Associate Vice President of Human Resources, UNE, 11 Hills Beach Road, Biddeford, ME 04005, 207-602-2339 or to the Director, Office of Civil Rights, Department of Education, 8th Floor, 5 Post Office Square, Boston, MA 02109-3921, 617-289-0111 or the Maine Human Rights Commission, 51 State House Station, Augusta, ME 04333-0051, 207-624-6290.

Every member of this University community is expected to uphold this policy as a matter of mutual respect and fundamental fairness in human relations. Every student of this institution has a responsibility to conduct himself/herself in accordance with this policy as a condition of enrollment. Further, every University employee has an obligation to observe UNE policies in implementation of federal and state law as a term of employment.

Merit and productivity, free from prohibited bias, will continue to guide decisions relating to employment and enrollment. No person will be penalized for good faith utilization of channels available for resolving concerns dealing with prohibited sexual misconduct, harassment or discrimination. In addition, this policy specifically prohibits any and all forms of sexual or gender-based harassment, and all forms of sexual misconduct, including sexual assault, dating violence, domestic violence and stalking

TOBACCO AND SMOKE-FREE UNIVERSITY

Policy Statement: Effective July 1, 2014, the University of New England is a tobacco and smoke-free campus. Smoking of tobacco or other substances and use of all tobacco products, including electronic cigarettes, will not be permitted anywhere or anytime on the University campuses or properties. This includes all parking lots, (including personal vehicles), buildings, residence halls and their grounds, clinics, laboratories, classrooms, private offices, balconies, roofs, plazas, vestibules, loading docks, sidewalks, and on any other campus property as well as within close proximity to or causing the obstruction of any building entrance, covered walkway, or ventilation system. Please note only FDA-approved nicotine replacement therapy products will be permitted (See Questions and Answers below for more information).

Signs will be posted at each building's entrances and displayed in prominent, visible areas to inform all individuals entering or occupying UNE property that smoking and tobacco products are prohibited. This policy applies to all University of New England sites within and outside Maine.

The UNE Community will fully implement this policy related to smoking and tobacco use. All vendors and contractors retained by UNE will ensure that this policy is implemented when their employees are visiting or working on UNE property.

For more information on the Tobacco and Smoke-Free University Policy see Appendix D of the University of New England Personnel Handbook.

ENVIRONMENTAL HEALTH AND SAFETY

UNE commits to providing a safe and pleasant working and learning environment. To this end, Environmental Health and Safety Office (EH&S) have developed an Environmental Health and Safety manual to comply with applicable Federal and State laws and regulations. In addition, a University-Wide Safety Committee (UWSC) has been established and acts as an advisory board to the EH&S in the implementation of the safety manual and other safety issues. Members of the UNE community are encouraged to direct any safety concerns they have to the EH&S.

Employees are expected to understand and observe requirements of the safety manual and to conduct their jobs in a safe manner as well as report any hazards of which they are aware. UNE trains its employees in areas of safety

For more information on all University Policies see the University of New England Personnel Handbook and associated appendices.

GENERAL STUDENT EMPLOYMENT POLICIES AND GUIDELINES

HIRING PROCESS

To be a student employee in the Student Engagement Department, an individual must be enrolled as an undergraduate student. Most positions require that a student receives federal work-study funding. There are also a few opportunities to be a non-work student employee and receive payment from institutional funds.

During the summer between the spring and fall semester, a student seeking employment must have attended the University as a full-time or part-time student during the previous semester. Summer employment is a possibility for recent graduates who graduated in the spring semester immediately prior to the summer session.

If a student receiving work-study utilizes all of their funding prior to completing of employment, their supervisor may, at their discretion, maintain the student's employment with institutional funds. This is determined on a case-by-case basis and occurs only if funds are available.

All students employed by Student Engagement in the Campus Center must complete an application as provided by the specific area of employment. To complement an employment application, a resume must be submitted for review. After the application is reviewed, the student may be asked to participate in an interview with an area supervisor prior to a potential employment selection.

TRAINING

Training/Orientation sessions are held in the fall and spring semesters for both new and returning employees. These meetings are mandatory. Only extreme emergencies and scheduled classes will be accepted as excused absences. Failure to participate in either training/orientation program may result in termination of employment at the discretion of your supervisor. Periodic workshops and/or staff meetings will be held throughout the year as in-service training or staff development. Employees will be compensated for attending all training sessions as part of the current pay period. Training hours will be considered as part of the employee's scheduled work hours per pay period (2-week).

MANDATORY MEETINGS/IN-SERVICES

There are mandatory area meetings/in-services held throughout the semester. Dates and times of these meetings will be given at the beginning of each semester. Your attendance is expected. Missing a meeting/in-service is equivalent to missing a shift and will result in disciplinary action. If you continue to miss meetings/in-services you may be terminated from employment. If you are not able to attend a meeting/in-service, you must contact your area supervisor in writing at least 24 hours prior to the meeting/in-service to schedule a make-up. Employees will be compensated for attending mandatory meetings/in-services and these will be considered part of the current pay period. However, employees will not be compensated for make-up meeting/in-service, which will be scheduled at the convenience of the area supervisor.

CUSTOMER SERVICE EXPECTATIONS

Professionalism and attitude are critical aspects of Student Employment in the Student Engagement Department. All student employees are expected to maintain professional behavior in their attire, language, and attitude. A positive attitude and friendly demeanor is expected at all times. All members of the UNE community must be addressed in a courteous manner. Student employees are expected to be knowledgeable of their departments, the Campus Center, and the campus. When lacking the information to answer a question or complete a task, direct individuals to a co-worker or staff member who may be able to provide an answer.

EVALUATIONS

All employees will be evaluated each semester. These evaluations will be important for references, letters of recommendation, promotions, continued employment, and personal development. A signed copy of your evaluation will be kept on file with your supervisor.

UNEMPLOYMENT

All student employees are considered part-time by the University and under no circumstances are student employees permitted to collect unemployment.

RESPONSIBILITIES

- Greet customers and guests with a smile.
- No earphones and/or digital devices may be in use while working a shift.
- Refrain from eating while at your workstation.
- Document suggestions for improvement by others.
- Be appreciative and receptive to all comments and suggestions.
- Demonstrate an interest in helping customers and possess knowledge about the features and services in the building.

EMPLOYEE EXPECTATIONS

Be timely and present! Showing up for work and being on time is required. You must call in if you will be out or running late. If you work for an area where you are the only student employee and you fail to show up for your assigned schedule with no notification, your employment may be terminated immediately. Be ready to fully assume your responsibilities and care for our patron's needs once your shift is scheduled to begin. Homework/studying is a secondary focus only when your duties and needs of our patrons have been met.

Be in attendance at meetings and trainings! When departmental or campus center wide meetings or in-service trainings or certification trainings are scheduled, attendance is required. Excused absences are:

- Death in the family – Present a copy of the obituary or memorial card.
- Illness – A written doctor's excuse.

- Review Session or Exam – Signed note from the professor or TA with email address or a copy of the class syllabus.

Be courteous! Greet each patron, guest, and staff as they enter your work area appropriately and with a smile. When interacting with fellow staff/patrons/visitors, please consider the following: be polite, helpful, courteous, and patient. Speak clearly. When answering the phone say “Hello UNE Campus Center, my name is _____, how can I help you”. When taking phone messages, be sure to relay a complete message (date, time, name, phone, concise clear message and your initials). Most importantly remember we work with a wide-ranging population, your attitude should always project as “CUSTOMER FIRST”.

Be responsible! Be on time, present, and dressed appropriately for the job. Plan ahead for time off. When working, look at your job with a critical eye towards health and safety. We ask that you consider “if not you, then who – if not now, then when”.

Be knowledgeable! Make an effort to learn basic Campus Center operations and your role on the team. Each employee should have a working knowledge of Campus Center hours, programs, services, facilities, and professional staff. Always ask, and continue to learn. Veteran staff members and supervisors are always happy to help and guide.

Be an active part of the Campus Center team! We are one ONE team! Help when you see someone else needs it, and when it is appropriate. Seek opportunities to become multi-functional and cross-train with supervisor approval. Recommend any appropriate changes, additions, or modifications to improve the quality of services and programs. Communicate with your area direct supervisor.

Be engaged! Be familiar with the departmental staff and University administrators.

CONDUCT WHILE ON DUTY

Along with the **responsibilities and expectations** found above, there are several other items to consider while on duty. Please become familiar with the following:

- Employees will assist customers and enforce policies established by the department and University of New England.
- Employees should be courteous and use tact when handling problems. Most problems can be solved through listening, discussion, and explanation. If a customer “loses control,” remember, he/she is attacking the system, not you. Do not take it personally. Try to explain the policy in a controlled, pleasant manner. If you need assistance, call a staff member for help.
- When employees are not on duty, no special privileges will be extended to anyone regarding guests, reservations, or using the facilities when not open.
- Always be alert for any situation that may be dangerous to the customers, try to eliminate the danger and notify your supervisor or the Evening/Weekend Building Manager.

- All employees should be willing to pick up loose paper, articles of clothing, juice bottles, cans, and other items found in the facility. A clean environment is important to the overall operation.
- An important responsibility is to curtail the misuse of the facility. Should you see anyone misusing the facility, contact your Supervisor or the Evening/Weekend Building Manager.
- Employees should report any maintenance or custodial needs to their area supervisor or to the Evening/Weekend Building Manager. It is essential that all items needing attention be reported so that repairs take place immediately.
- Employees are asked not to congregate at the Front Desk area. This inhibits customers from approaching the desk and seeking our assistance.
- Excessive socializing is prohibited. Friends should not be congregating around the work area. Personal visits during work time should be very brief and should not interfere with your job duties.

UNRULY PERSONS

At various times/places you may encounter persons whom are disruptive or belligerent. Under no circumstances should you attempt to physically confront any disruptive person. You should contact the area supervisor, a department staff member, or campus security if any customer refuses to leave the building.

USE OF COMPUTER/OFFICE EQUIPMENT

Student employees are authorized to use the computers located in their designated work areas of the Campus Center for the purpose of conducting assigned duties during operational hours **only**. Friends of employees, roommates, groups doing projects, and others are not authorized to be in staff areas of the Campus Center, including offices, storage areas, behind the Front Desk, or in “back of house” areas. Therefore they may not use the computers. If found in violation of these rules, loss of privileges will result.

PROFESSIONAL STANDARDS

Your personal appearance is important! However, your professionalism and attitude are equally important! You are expected to remain professional in your dress as well as in your language and attitude. For some, you may be the first contact a person has with the Campus Center or UNE. The impression you make will **always** reflect upon the University. A positive attitude is expected, always. Address all guests and customers in a courteous and helpful manner. Be knowledgeable about your position, the Campus Center and the University. If you do not know the answer, direct the individuals to a person who may be able to help him/her, or take a message and see that the person receives a reply. Take pride in what you do.

ATTITUDE

Whether you realize it or not, the approach you use in fulfilling your job responsibilities will be revealed in how well you perform. The way you approach a situation will be influenced by your attitude.

- How much attention do you pay to details?
- Do you let your moods affect your decisions?
- Are you consistently friendly, enthusiastic, and fair in your enforcement of policies? If you do not personally agree with a particular rule, are you mature enough to enforce it impartially and vigorously?

As a staff member, you will come in contact with many people. All of our customers are important. Treat them with respect and in the same manner you would want to be treated.

PHYSICAL APPEARANCE

Employees will work directly with a variety of customers from both the campus and local community. Therefore, it is necessary that staff maintain a professional appearance. Please keep this in mind.

DRESS

You are expected to dress appropriately and to present yourself in a professional manner. The goal of your dress as an employee is be identifiable, professional, and wearing clothing that is functional for your job tasks. Remember that there is a high degree of visibility and public contact with all positions. Please remember the following:

All student employees are to adhere to any required dress code provided by their area.

- Wear a UNE Campus Center Staff Shirt and Name Tag.
- No hats, cut-off jeans, or bib overalls permitted during work hours.
- Slacks or khaki pants are recommended.
- Closed-toed shoes appropriate for the function of the job.

- Summer Dress Code – check with your supervisor for the current dress code

During special events employees may be asked to dress in a more professional manner. Sweat pants, tattered shorts or tattered jeans, clothing advertising other schools, any revealing type of clothing, and vulgar t-shirts or t-shirts w/drugs or alcohol labels are unacceptable.

NAME BADGE

Each employee will receive a name badge to keep at work. Please make sure it is visible and wear it at all times when on duty. It will identify you as a person of authority. The name badge will enable a customer to approach an employee in matters of safety, security, and information. In conflict situations, the employee will be readily identifiable as a person with resolution abilities. Do not wear your badge outside of work.

TIPS FOR CREATING A POSTIVE IMAGE

Have you ever heard the expression “you never get a second chance to make a first impression?” The same is true for the Campus Center. Our customers will not continue to utilize our services unless they have a positive experience. Here are some tips for fostering that positive image:

- Treat all people with respect – the same way you would expect to be treated.
- Be polite and interested in each customer’s opinion, comments, and suggestions.
- Speak up, articulate your words, and use eye contact.

RELIABILITY

Tardiness and missed shifts are unacceptable and will not be tolerated. You are responsible for any hours that you are scheduled to work. If you are unable to work, you must find someone to cover your shift and notify your supervisor of any schedule changes. In the case of an emergency, notify your supervisor immediately.

COMMITMENT

All student employees are encouraged to make a minimum one-year commitment to the position for which they were hired. We strive to develop and train students to gain additional responsibilities over time. You are expected to perform to the best of your abilities. Student employees are also expected to actively support the Campus Center and the University equally. You have been selected for your position because you are trustworthy and responsible. Your commitment to the Campus Center is mirrored in UNE’s commitment to you. The professional staff will do its best to support you in your efforts as a valued member of the staff.

SCHEDULING AND WORKING YOUR SHIFT

WORK SCHEDULES

Schedules are developed by area supervisors or their designee. Four weeks prior to the beginning of the semester, employees are asked to complete their availability in When-to-Work. Area supervisors will publish staff schedules throughout the semester 4 weeks in advance. It is the responsibility of the employee to update their availability and request time off via When-to-Work. Please note: Staff schedules are not static, they take into account your availability and that of your co-workers from a week-to-week basis.

WORK HOURS

Fall and Spring semester work hours: Student employees will be scheduled for no more than a total of forty (40) hours for each two-week pay period. Work Study employees cannot work more than 8 hours in one day, 20 hours in one week.

Summer work hours: Student employees will be scheduled for no more than a total of sixty (60) hours for each two-week pay period. However, if the student employee does not have classes scheduled, he/she can work more than 30 hours/per week.

Lateness and missed shifts will not be tolerated and will be subjected to disciplinary action.

Finding substitutes for an assigned shift is the responsibility of the student employee. You are required to use the When-to-Work Trade Board and your departments Group Me when posting shifts. Please work with your area supervisor on additional, specific policies regarding substitutions.

PHONE/EMAIL LIST AND CURRENT EMPLOYEE FILE

Student employees are responsible for keeping their current name, address, and telephone numbers up-to-date with their supervisor and in When-to-Work. Changes should be reported to your supervisor. Written correspondence will be directed to your UNE email account and you are expected and responsible for checking your UNE email account at least once a day.

SCHEDULE CHANGES

Changes in the schedule should be requested and approved by your supervisor. Although an attempt is made to comply with individual wishes, changes are not made for unjustifiable reasons, such as merely disliking a shift. Any change should be reported to and approved by the area supervisor. It is the employee's responsibility to ensure all assigned shifts are covered. Not showing up for an assigned shift will lead to a disciplinary action. Talk with your supervisor for extenuating circumstances.

FINALS WEEK AND HOLIDAY SCHEDULING

Area Supervisors will be flexible in working with student employees during Fall and Spring Finals Week. Employees are expected to adjust their availability in When-to-Work five weeks prior to

Finals Week. Students should be aware that all student employment policies related to scheduling, absences, and substitutions must be followed during final exam periods, and that changes to the schedule can only be made through When-to-Work trade-board and direct supervisor approval.

BREAKS

Employees are permitted breaks, when the following conditions apply:

- If an employee works more than 4 hours, a fifteen-minute paid break is allowed.
- If an employee works 6 hours, a 1/2 hour meal break is required.
- If an employee works 8 hours, a 1/2 hour lunch and two fifteen (15) minute breaks are required.
- Meal breaks DO NOT count toward paid time.

After 5:00 PM or on weekends, arrangements for any breaks must be made with the Building Manager so that normal building operations may be maintained.

REPORTING AN ABSENCE

An employee must call their direct supervisor to report an absence. Absences must be reported at least two (2) hours before his/her shift or by opening, if working the opening shift. When an employee misses a shift, he/she must contact their direct supervisor within 24 hours of the violation. If not resolved, it is assumed that it is an unauthorized absence and appropriate action will be taken.

ILLNESS AND INJURY

Any job-related injury or illness must be reported to your direct supervisor so that an immediate substitute can be obtained. After 5:00 PM or on weekends, employees should contact the Building Supervisor.

PROTOCOL FOR STUDENT EMPLOYEE DISCIPLINARY ACTION

Employees should know what is expected of them and what the consequences are for not fulfilling these expectations. Job descriptions, performance evaluations and the supervisory process are tools to assist employees in the performance of their positions. Regular supervision gives feedback to the employee on his or her performance and assistance in fulfilling the requirements of the job. It is a forum to help an employee grow professionally.

If an employee's performance or conduct falls below a satisfactory standard, disciplinary action may be taken by the immediate supervisor with the intent of helping the employee resume satisfactory standards.

The Campus Center reserves the right to implement the level of appropriate discipline based on the circumstances of each case. In general, discipline is progressive in nature, but progressive discipline is not required. The Campus Center reserves the right to dismiss an employee immediately if it deems appropriate for the level of misconduct or violation.

First Infraction – Verbal Warning: This is typically for 1st offense or repeated offenses of minor misconduct/poor performance. The supervisor will conduct a meeting with the student employee to discuss the infraction. Upon completion of the meeting, the supervisor will follow-up with an email to the student summarizing the meeting outcome(s).

Second Infraction – Written Warning: This is typically for 2nd offenses or moderate misconduct/poor performance. The supervisor will conduct a meeting with the student employee to discuss the infraction. Upon completion of the meeting, the supervisor will follow up with an official letter to the student summarizing the meeting outcome(s). Depending on the infraction, probation is possible.

Third Infraction – Termination/Probation: This is typically for 3rd offenses or major misconduct/poor performance. The Supervisor will conduct a meeting with the student employee to discuss the infraction. Upon completion of the meeting, the supervisor will follow-up with an official letter to the student which may or may not include termination of employment.

Given that there may be extenuating circumstances and understanding that sometimes exceptions must be made, the supervisor has discretion when dealing with the disciplinary processes. There also may be times when termination is required immediately. Examples of those are listed below under "Grounds for Immediate Termination." This is not an exhaustive list.

Supervisors are expected to keep appropriate documentation of misconduct/violations and the steps taken to help address issues with their employees. Documentation includes critical incident logs, emails verifying verbal warnings, formal written warnings and documentations.

PROBATION

If a student employee is placed on probation, they will remain on probation until the end of the semester. It will be determined at their semester evaluation if the student has demonstrated improvement on their infractions and whether they will be rehired or terminated.

TERMINATION OF EMPLOYMENT

It is very important for employees to take responsibility for their individual actions. The following violations of policies and procedures may be grounds for suspension of employment:

- Failure to perform duties as stated in the job description.
- Failure to report to work when scheduled on multiple occasions.
- Excessive tardiness.
- Failure to obtain a substitute and report a substitution, as listed in the Substitution Policy.
- Leaving the job without authorization.
- Admitting unauthorized or ineligible persons into designated work areas.
- Use of headphones while on duty.
- Failure to follow UNE and/or departmental policies and procedures.

GROUND FOR IMMEDIATE TERMINATION

Extreme violations of departmental and/or UNE policies and procedures may result in immediate termination. This means that an individual in violation of the following rules will not be given a warning or probation notice, but will be terminated from employment following a meeting with their supervisor.

- Working while under the influence of alcohol or other non-prescription drugs.
- Pilfering of equipment or theft of items belonging to the department, Penn State University, or others.
- Sleeping while on duty.
- Falsification of payroll.
- Improper off-duty conduct that affects job performance or public trust.
- Any behavior that affects the safety and well-being of others.
- Abuse of authority.
- Insubordination.

Additionally, anyone convicted of a criminal offense may be subjected to immediate suspension and possible termination.

DRUGS/ALCOHOL

If an employee is found under the influence of drugs or alcohol while at work, that employee will be terminated immediately. Immediate termination will also occur when any student employee is found using drugs/alcohol *prior* to coming to work. Student disciplinary action may also be taken where appropriate.

INTERNAL CONFLICTS

When conflict arises, you are expected to address issues with co-workers directly and in a professional manner. If you are unable to solve the problem, contact your direct supervisor to serve as a resource.

EMERGENCY ACTION PLAN

CODE COMMUNICATION

Code 1 – Minor accident, illness, or incident requiring one Building Manager to respond and assess.

Code 2 – Moderate accident, illness, incident requiring one Building Manager's immediate attention and second Building Manager on standby. This will require Security intervention and may require 911 intervention.

Code 3 – Major accident, illness, or incident requiring all staff's immediate attention and 911 and/or Security intervention.

Code 5 – Housekeeping or Facility related issue.

Code 10 – Need a Break.

SUDDEN ILLNESS/INJURY

In all areas of the building, except the pool, the Building Manager is in charge of emergency response until relieved by UNE Security, UNE Campus Center Professional Staff, UNE EMS, or City of Biddeford first responders.

Should a sudden illness or injury occur in the Campus Center:

- Alert the Building Manager via radio with the appropriate code modality to initiate response
 - **Code 1;**
A Building Manager will respond as soon as practically possible with a radio, incident report, and first aid kit.
 - Examples include but are not limited to:
 - Vomiting, dislocated finger, minor laceration
 - **Code 2;**
A Building Manager will immediately respond with a radio, incident report, and first aid kit.
 - Examples include but are not limited to:
 - Theft, broken arm, sprained ankle, fainting, assault, burn, chemical exposure.
 - **Code 3;**
 - Two Building Managers will respond with a radio, incident report, AED, and first aid kit.

- All other Campus Center employees will respond to the scene and assist the Building Manager/UNE Security until relieved after making their work area safe (i.e. closing the pool).
- Examples include but are not limited to:
 - Unconscious, CPR in progress, life threatening emergency.
- Alert emergency responders as necessary.
- Call 911 if a life threatening injury/illness.
 - Call UNE Security at x366 or (207) 602-2298.
 - A Building Manager will designate an employee to guide first-responders to the injury scene from the entrance to the building.
- Confirm scene safety and alert other responders if scene becomes unsafe.
 - If scene becomes unsafe, the Campus Center employee will retreat to a safe place and alert other responders of the safety hazard.
- Apply appropriate personal protective equipment to prevent the spread of infectious illness.
- Treat the patient to the extent you are trained.
- Secure the scene and keep bystanders away.
- IN THE CASE OF ACTIVE ASSAULT OR A FIGHT: The Building Manager will call 911/UNE Security and will not attempt to interject into the situation. The Building Manager will remove other patrons as safe to do so and wait for UNE Security.
- Contact chain of command.
- Complete Incident/Accident Report.

BIOHAZARD EXPOSURE

When providing care:

- Always wear gloves, use a breathing barrier, and wash your hands thoroughly.
- Dispose of all soiled first aid materials in a red biohazard bag.
- Biohazard bags do NOT go in the trash. There is a biohazard receptacle in the pool storage room next to the ice machine.

If there is blood, vomit, urine or other bodily fluid present:

- Close or isolate area.
- Radio the Building Manager for assistance and to call Housekeeping/Facilities.
- Keep staff and patrons away from area until properly sanitized.
- Contact of chain of command.
- Complete Incident/Accident Report.

If there is blood, vomit, urine or other bodily fluid in the pool/spa:

- Close the pool.
- Check and record the chlorine and pH levels.
- Contact Campus Center Aquatics & Facility Manager for further instructions. If Campus Center Aquatics & Facility Manager is unavailable, contact Facilities Management (207) 602-2368. After business hours, call UNE Security x366 (207) 602-2298.

- Complete Incident/Accident Report.
- The pool/spa **may be** closed and shocked after such incidents. The pool/spa will re-open when the affected area and all emergency equipment is properly sanitized.

OPERATIONAL DEFICIENCY

Operational Deficiencies occur when the infrastructure of the facility is compromised in a manner that could affect the overall health and safety of staff and patrons. Examples of this include poor air quality, lack of heat or air conditioning, lack of lighting, no water for the facility, etc.

Follow these steps:

- Notify the Building Manager
- Building Manager contacts Facilities/Security and 911 if necessary
- Building Manager isolates or evacuates part of or whole building as necessary
- Contacts chain of command
- Completes Incident/Accident Report

THUNDER AND LIGHTNING

The Campus Center pool is grounded, or protected from transmitting electricity. However, we practice safe management of indoor pools by following guidelines set forth by the National Lightning Safety Institute and the American Red Cross.

1. The Building Manager will utilize physical observation, weather radar maps, and monitor the SkyScan Lightning Detector. SkyScan detects lightning within four ranges: 0-3 miles, 3-8 miles, 8-20 miles, and 20-40 miles.
2. If lightning is detected within 8-20 miles, the lifeguard is notified and on alert.
3. **CLEAR the pool if the SkyScan detects lightning within 0-8 miles OR if you hear thunder or see lightning.**
 - Advice patrons that showers may not be used at the time.
 - Lock all doors and watch the storm from the lobby.
 - **The pool and the pool deck must remain closed until the storm is 20-40 miles away on the SkyScan AND at least 30 minutes without thunder and lightning.**
 - Make sure the pool is operating properly and the chemicals are balanced before re-opening especially if the building loses power.

Operating SkyScan Lightning Detector

- The SkyScan is on if it is plugged in. When working properly, the red On/Off light stays lit.
- If the light is blinking, press the battery save button twice.
- When a strike is detected, the light for the appropriate distance (in miles) will light for 3 seconds and then blink for 25 seconds. If a closer strike is detected in that time, the reading will change.
- If a strike further away is detected, it will light for 3 seconds and return to the closer strike light.

- Always have the warning tone on (press the button once to turn it on and off).
- When activated, the tone light blinks and a warning tone will sound when the strike is in the 8-20 mile range.

FIRE

If you discover a fire -

- Pull the fire alarm & notify others in the area. If you are not near a fire alarm pull-station, dial 911 and then x366 from a safe location to notify the Department of Safety and Security.
- Exit the facility based upon the room/area posted plan.
 - When safe to do so, bring with you:
 - Campus Center Radio
 - Campus Center iPad (Building Manager only)
 - Your wallet/ID
 - Campus Center and personal keys
- As you exit, encourage others to leave and help disabled persons.
- As you evacuate, if time permits and it can be done safely, close windows and all interior doors.
- Do not re-enter building unless Fire Department and/or UNE Department of Safety and Security gives the all-clear.
- All UNE Campus Center Employees are expected to muster at the parking circle at the front of the building.
 - The Building Manager will confirm all CC employees are accounted for and act as a liaison with UNE Security and Biddeford Fire Department.

If you hear a fire alarm -

- Exit the facility based upon the room/area posted plan.
 - When safe to do so, bring with you:
 - Campus Center Radio
 - Campus Center iPad (Building Manager only)
 - Your wallet/ID
 - Campus Center and personal keys
- As you exit, encourage others to leave and help disabled persons.
- As you evacuate, if time permits and it can be done safely, close windows and all interior doors.
- Do not re-enter building unless Fire Department and/or UNE Department of Safety and Security gives the all clear.
- All UNE Campus Center Employees are expected to muster at the parking circle at the front of the building.
 - The Building Manager will confirm all CC employees are accounted for and act as a liaison with UNE Security and Biddeford Fire Department.

Patrons without adequate clothing during a fire alarm/fire alarm during a thunderstorm:

Patrons working out or swimming with a minimal amount of clothing unsuitable for the conditions (winter/thunderstorm) will be provided booties and blankets at the pool door and escorted to East Hall by a Lifeguard. The Lifeguard will radio the Building Manager and confirm movement to East Hall/request assistance. The Fitness Center Attendant will assist as necessary getting Fitness Center Patrons connected with the Lifeguard and cold weather supplies.

ACT OF VIOLENCE

- If possible, Dial 911 immediately, then x366 for UNE Safety and Security.
 - If the scene is dangerous, seek safety
- Report as much information regarding the incident as possible:
 - Location
 - Number of individuals involved
 - Injuries
- The Department of Safety and Security will determine what protective actions should be taken.
- Complete Incident/Accident Report.
- Notify of chain of command.

Acts of violence include, but are not limited to the following:

- Physical or Sexual Assaults
- Civil disturbances/riots/demonstrations
- Protests
- Disruptive and/or threatening behavior (i.e. fight, intoxication)
- Presence of a weapon
- Terrorist activities

HOSTILE PERSON/ACTIVE SHOOTER

When an aggressor is actively causing death or serious bodily injury, or the threat of imminent death or serious bodily injury to person(s) within a building, follow the below procedures:

- Run:
 - If you think you can safely, RUN. Do not wait for others who might be reluctant to leave.
- Hide:
 - Lock all doors and windows if you can. If you cannot lock a door, barricade with furniture or anything you may have.
 - Turn off all lights, televisions, radios, and put your phone on silent.
 - Move to a point in the room where you cannot be seen such as under a desk, behind a file cabinet, a wall closest to the hallway where you cannot be seen through a window.
 - Dial 911 and let the police know where you are and any other information that might be helpful.
- Fight:
 - As a last resort, if the active shooter enters your hiding space, you may have to fight. If you do, commit to taking down the shooter with all you have.

- If communication is available, call 911. Then call UNE Safety and Security at x366.
- Do not sound fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempted to exit.
- If you are caught by the intruder and are not going to fight back, obey all commands and do not look the intruder in the eyes.
- Once the police arrive, obey all commands. This may involve being handcuffed, or keeping your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

BOMB THREAT/SUSPICIOUS PACKAGES

- If you observe a suspicious object or potential bomb, do not handle or go near the object.
- Clear the immediate area and call 911, and then Campus Safety and Security at x366.
- Do not evacuate the building until it has been deemed necessary by the police.
- Do not activate the fire alarm.
- Bomb threats may be received in offices via telephone, email, facsimile, mail or as a message. Always call 911.
- If a threat is received by mail, once the suspicious object is discovered, it should not be handled. This preserves fingerprints and protects individuals from potential harm.
- If an email threat is received, do not erase or delete it.
- Persons receiving a telephone bomb threat should try to gather as much information as possible about the caller, the alleged bomb and its location.
- Keep the caller on the telephone as long as possible and record as much information about the caller as you can.
- Refer to the Bomb Threat Call Information below.
- If an evacuation is deemed necessary, employee should report to the Campus Center Parking Circle for further instructions.

Bomb Threat Call Information

If a telephone bomb threat is received, remain calm and note the information provided by the caller. If possible, ask the following questions:

- When is the bomb to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does it look like?
- Why was the bomb placed?
- What will cause the bomb to explode?
- What is your name and address?

EMPLOYEE EVALUATION

STUDENT EMPLOYEE EVALUATION

Student Name: _____

Supervisor: _____

Department: _____

Date: _____

Evaluation Key:	1 Below Expectations	2 Meets Expectations	3 Exceeds Expectations
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	1	2	3
Self-Management and Initiative			
Departmental Knowledge			
Employs Critical Thinking in Problem Solving and Decision Making			
Cooperative and Collaborative with Co-workers			
Customer Service Skills			
Writes and Speaks Coherently and Effectively			
Ability to Follow Direction and Instruction			
Time-Management Skills			
Punctuality and Attendance			
Maintains Organized and Neat Work Area			
Appropriate Dress and Presentation			

Attend all Mandatory Training Sessions/Meetings			
Seeks Feedback from Others			
Overall Performance			

Strengths:

Areas for Improvement:

Rehire		Probation		Do Not Rehire	
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Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

My signature indicates that I have been advised of my performance. It does not necessarily imply that I agree with all aspects of the evaluation. I understand that I may attach comments to this document to be held on file.

RECEIPT OF ACKNOWLEDGEMENT

As a representative of UNE, you are expected to adhere to and execute the aforementioned policies, procedures, and guidelines. Furthermore, you are expected to be a role model, and exhibit appropriate behavior both before and after selection. Violations of the University and Student Engagement Policies may either prevent your selection or result in termination.

I have received and reviewed the Campus Center Employee Manual, my department(s) specific policy/procedure document and job description. I understand the expectations as outlined, agree to fully participate in my department(s) onboarding training, and fully carry out these responsibilities upon acceptance of the position(s) indicated below.

Position	Job Description	Department PP Doc
Aquatics Lead		
Aquatics Associates		
Front Desk Lead		
Front Desk Associates		
Building Managers		
Event Production Lead		
Event Production Shift Supervisors		
Event Production Associates		
Clubs/Organization Managers		
Fitness Center Operations Lead		
Fitness Center Associates		
Fitness Program Lead		
Group Exercise Associates		
Personal Trainer Associates		
Health and Wellness Associates		
Outdoor Recreation Associates		
Boat Loan Associates		

Employee Signature

Date

Supervisor Signature

Date

RECEIPT OF ACKNOWLEDGEMENT – ADDITIONAL EMPLOYMENT

The position(s) indicated below was(were) acquired after my initial hire in the Student Engagement Department. I have received and reviewed the Campus Center Employee Manual, my department(s) specific policy/procedure document and job description. I understand the expectations as outlined, agree to fully participate in my department(s) onboarding training, and fully carry out these responsibilities upon acceptance of the position(s) indicated below.

Position	Job Description	Department PP Doc
Aquatics Lead		
Aquatics Associates		
Front Desk Lead		
Front Desk Associates		
Building Managers		
Event Production Lead		
Event Production Shift Supervisors		
Event Production Associates		
Clubs/Organization Managers		
Fitness Center Operations Lead		
Fitness Center Associates		
Fitness Program Lead		
Group Exercise Associates		
Personal Trainer Associates		
Health and Wellness Associates		
Outdoor Recreation Associates		
Boat Loan Associates		

Employee Signature

Date

Supervisor Signature

Date