



Ohio University Event Services Employment Manual

Employment Manual Recent Revisions

Version	Date	Author	Change Description
1.0	1/10/2014	Anthony Fiorini	Creation of Manual – Aggregate data from former years
1.1	2/28/2014	Sam Binnig	First edits to refine. Some reordering of info
1.2	7/2/2014	Sam Binnig	Edits to revise food, break, and cell phone policy

Note The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between Event Services and any of its employees.

Event Services at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

TABLE OF CONTENTS

1	ABOUT EVENT SERVICES	5
1.1	Contact Information	5
1.2	Mission and Vision.....	5
1.3	Facilities Managed by Event Services.....	5
1.3.1	Baker University Center	5
1.3.2	Galbreath Chapel	5
1.3.3	Templeton-Blackburn Alumni Memorial Auditorium.....	5
1.3.4	Walter Hall Rotunda.....	6
1.3.5	Outdoor Space	6
2	EXPECTATIONS	7
2.1	Mandatory Training Sessions & Meetings.....	7
2.2	Breaks and Meal Periods	7
2.3	Academics	7
2.4	Discipline & Recognition.....	8
2.4.1	Appeals	10
2.5	Scheduling.....	10
2.5.1	General Scheduling Guidelines and Expectations.....	10
2.5.2	Tardiness	11
2.5.3	Absence	11
2.5.4	Commencement and Special Events Expectations.....	11
2.6	Customer Service	12
2.7	Dress Code and Appearance	12
2.8	Payroll and Wages	13
2.8.1	Raises	13
2.8.2	Pay Periods.....	14
2.9	Parking.....	14
3	POLICIES AND PROCEDURES	14
3.1	Driving.....	14
3.2	Press and Public Comment.....	14
3.3	Compliance.....	14
3.4	Medication	15
3.5	Harassment & Workplace Violence	15
3.6	Alcohol and Drugs	15

3.7	Cell Phones & Texting.....	15
3.8	Computers & Email.....	15
3.9	Equipment	15
3.10	Visitors.....	15
3.11	Holidays.....	16
3.12	Injury on the Job.....	16
3.13	Sick Leave	16
3.14	Vacation Time.....	16
4	EMERGENCY PROCEDURES	17
4.1	Active Shooter	17
4.2	Evacuation.....	17
4.3	Civil Disturbance/Demonstration	18
4.4	Fire.....	18
4.5	Medical Emergency	19
4.6	Severe Weather/Power Outage	19
4.7	Tornado	20
4.8	Hazardous/Infectious Material	20
4.9	Earthquake	21
4.10	Power Outage.....	22
4.11	Suspicious Packages/Objects	22
4.12	Water Loss	23
5	ACKNOWLEDGMENT	24
	APPENDICES.....	25
6	JOHN CALHOUN BAKER UNIVERSITY CENTER	26
6.1	Baker Center History	26
6.2	Baker Center Floor Plans	27
6.2.1	1 st Floor	27
6.2.2	2 nd Floor	29
6.2.3	3 rd Floor	31
6.2.4	4 th Floor	33

6.2.1	5 th Floor	35
6.3	Amenities	37
7	TEMPLETON BLACKBURN ALUMNI MEMORIAL AUDITORIUM.....	39
8	MARGARET M. WALTER HALL	39
9	HELEN MAUCK GALBREATH MEMORIAL CHAPEL	39
10	STUDENT POSITION DESCRIPTIONS.....	39
11	MANUALS	39
11.1	Setup Manual	39
11.1.1	Stage Manual	39
11.2	Operations Manual	39
11.3	Baker Tech Manuals.....	39
11.3.1	Crestron Manual.....	39
12	VERSION HISTORY	40

About Event Services

1.1 Contact Information

Mailing Address
347 Baker University Center
One Park Place
Athens, OH 45701

Telephone
Guest Services: (740) 593-4000
Baker Administration: (740) 593-4020
Reservations: (740) 593-4021
Memorial Auditorium: (740) 593-4467
Ticket Office: (740) 593-1780

1.2 Mission and Vision

As a center of activity that contributes significantly to the quality of campus life, the John Calhoun Baker University Center takes pride in being an attractive, functional, socially vibrant, welcoming gathering place for all Ohio University students, faculty, staff, and guests of the University.

To this end, the Ohio University Event Services staff exists to provide event solutions for all university constituents. Excellence will be achieved through proactive customer solutions, consistent policies, focus on student development and revenue generation within an atmosphere of open communication, accountability and fiscal responsibility.

1.3 Facilities Managed by Event Services

1.3.1 Baker University Center

Connecting the upper and lower campus, Baker University Center is a vibrant hub, welcoming and serving all members of our community including University students, faculty, and staff, parents, alumni, community members, and other campus visitors.

The Center offers state-of-the-art conference and event spaces, extensive support for students and their leadership development, exciting dining options, comfortable places to be, and service that will exceed your expectations.

1.3.2 Galbreath Chapel

Built in 1957, the Helen Mauck Galbreath Memorial Chapel welcomes people of all faiths. There is no permanent furnishing that would be identified with one religion or denomination and there are no restrictions on the type of service that may be conducted. Popular uses of the chapel include alumni weddings and induction services.

1.3.3 Templeton-Blackburn Alumni Memorial Auditorium

Located on Ohio University's historic College Green, the 2,000 seat Templeton-Blackburn Alumni Memorial Auditorium (MemAud, The Aud) plays host to a wide variety of events – from nationally-touring concerts, plays, and musicals, to new student admission sessions and keynote speakers.

1.3.4 Walter Hall Rotunda

Margaret M. Walter Hall consists of four lecture halls, two conference rooms, and governance meeting area, rotunda with catering kitchen, and various service and support areas. The building is designed to support a wide array of academic and non-academic functions including receptions, conferences, banquets, and other special events. Ohio University Event Services coordinates events in the Rotunda and Governance Room.

1.3.5 Outdoor Space

Event Services is also responsible for reservations and event management and production for several outdoor spaces. These spaces include: Alumni Gateway, Aquatic Picnic Grove, Baker University Center 1st and 4th floor entrances (including the outdoor tables), Civil War Monument, College Green, Emeriti Park, Howard Hall (site and table), Lindley Park, McCracken Field and Basketball Court, Morton Field, Oasis Table Space, Ridges Auditorium Lawn, South Green Amphitheatre, Basketball Court, and Volleyball Court, Stocker Picnic Grove, Tailgate Park, Walter Hall Lawn, West Portico, Wilhelm Amphitheatre, and Wolfe Garden.

2 Expectations

2.1 Mandatory Training Sessions & Meetings

There will be mandatory staff training sessions held throughout the academic year, primarily at the beginning of each academic semester. These are paid sessions (unless CPR/First Aid Training) and attendance by all student employees is required.

Student staff members will meet as a group by position with their direct supervisor. These meetings will be determined based on student and supervisor schedules. These are meetings for which student staff will be paid and attendance is mandatory.

2.2 Breaks and Meal Periods

Students who work more than four consecutive hours in the same department are entitled to a 15-minute paid work break during the course of a four hour shift. Students who work six or more consecutive hours are entitled to a 15 minute paid work break and at least a 30-minute non-paid meal break prior to the end of the six hours. When taking a **non-paid meal break, students must clock out and then clock back in after the meal is over.**

These breaks will be managed by either a student, graduate, or professional manager during the shift. Breaks and meal periods may not be accumulated and taken at the end of a shift, such as not taking a break and leaving early. The intent of a break is to provide a rest period during a shift in order to promote safety and productivity.

Breaks and meals should be taken in one of the retail venues (if in Baker Center) or outside of the regular work environment so that there is no question that the student is on a permitted break. Student breaks also should **not** interfere with the day to day responsibilities of their job (ie. Don't take a break right before lots of conference rooms will need to be opened).

Food:

Food can only be eaten during breaks (either shift break or meal break)

Food should be eaten in one of the retail or food areas (W82 or Front Room)

Food should be stored in locker or back room if kept during shift.

Should use breaks as opportunity to eat or purchase food.

Food brought by staff to share (doughnuts as a reward, snacks, etc.) are permitted but should be consumed during one of an employee's breaks away from the working area.

Drinks:

An individual can have ONE drink at their working location during their shift.

Drinks should be in a spill-resistant container (bottle, travel mug, or container with lid.)

Drinks should be thrown away in main trash containers, not containers behind desks or working areas.

2.3 Academics

The primary reason for working at Ohio University is to supplement in-class learning and offer the opportunity to both gain transferrable skills and a chance to earn money. If employment detracts from a students' studies or grades suffer, it is the expectation of Event Services that student staff members focus on academic success. As such, student staff members must maintain a 2.5 cumulative GPA to remain eligible for employment for Ohio University Event Services.

With students' permission, supervisors will monitor individual student employee's quarterly grades throughout the year. Should a student employee's semester or cumulative GPA fall below a 2.5, the supervisor reserves the right to reduce the number of scheduled work hours, issue a temporary leave of absence until the student employee raises his/her accumulative GPA to 2.5, or, should either semester or cumulative GPA fall below a 2.0, terminate employment.

2.4 Discipline & Recognition

For individuals:

Each student employee starts out with 4 points at the beginning of each semester and has a cap of 6 points for the academic year or 8 points per year if they work through summer intersession. These points are in place to help reflect a student's performance both throughout the semester and keep track of trends across the year.

Throughout the course of the semester, if a student commits any infractions as outlined on the attached document, they lose that number of points from their running total. The infractions are broken up into 3 different categories (Low, Mid, High) which will take the severity of the infraction into account. If a student commits an infraction, the number of points will be subtracted from their semester total.

A student will be placed on suspension if their points lost reaches:

- 4 points lost during a single semester (Fall, Spring, Summer Intersession)
- 6 points lost throughout the year while in Spring Semester (Fall + Spring totals)
- 8 points lost throughout the year while in Summer Intersession (Fall + Spring + Summer totals)

A student on suspension will **NOT** be unassigned from any assigned shifts and required to meet with their direct supervisor. If or when a student is removed from suspension, the student will be placed on a probationary period with only 2 points for the remainder of the year. The length of a student's suspension will be determined by their direct supervisor.

The point counts will reset at the beginning of each fall semester on the first day of classes.

Success of this system relies on support from all professional staff and managers as well as consistent enforcement of all rules and expectations across all areas of Event Services.

For All Student Staff:

Student staff across Event Services will be evaluated as a whole through the all staff total. The all staff total will be a representation of student performance across all areas of Event Services. The number of points per semester will be based on one point per employee at the start of the semester.

The all staff total points will be posted in common employee areas (Stage office at MA, 4th floor desk at BUC, etc.) to allow all employees to know where they stand at all times. The all staff total will show trends and performance as an entire staff which will hopefully help create effective peer accountability, hold all students to a higher standard, and create more of a sense of a larger team (both within individual positions as well as the staff as a whole).

At the end of each semester, the performance of student staff members as a whole will be evaluated and a meeting will be held. The nature of the meeting will depend on how well the team has done through the semester. The following points schedule will dictate the type of meeting held.

- **100 - 85% remaining** – A student appreciation pizza party (or similar) will be held for all student employees to reward for great performance as a team through the semester.

- **84 – 75% remaining** – Students will be provided with a breakfast at the last meeting of the semester with reflection on team successes and points of improvement for the next semester.
- **74 – 65% remaining** – Our end of the year staff meetings will be focused on things that we did well as well as things to improve on for the upcoming semester.
- **64 – 55% remaining** – Will discuss ways to improve training and knowledge retention while discussing ways to improve for future semesters.
- **Fewer 54% remaining** – Failure. Mandatory staff retraining. Meeting topics TBD.

Earning points:

All students will be afforded several opportunities throughout the semester to earn points for both the team and individual totals. Following various customer service workshops or other professional development workshops, a retention quiz will be available for students to take. The quiz will be optional following the workshops and will offer a chance for students to gain points (determined by the administrators based on difficulty and content) for their individual total as well as towards the group total. If a student has not lost any points during the semester, they are still encouraged to take the quiz as their points will count towards the group score. However, students cannot take quizzes to boost their personal score above 4 points.

Rewards and Recognition:

Event Services realizes that there are many students that frequently go above and beyond the call of duty and wants to recognize these students. Throughout the course of the semester, if any employee (student or professional) sees a student that has done a great job or gone above the call of duty they will have the option to submit an Employee Recognition note. This note will include the shift, the submitter's name, and a short comment describing what the employee did to deserve recognition. The cards will be drawn from at the end of each month and gift cards will be rewarded to 2 students.

Examples of point infractions:

1 Point Infractions (Mistakes):

- Dress code violation (1st, 2nd time)
- Late for shift or previous warnings.
- Failure to complete minor job expectations (Reports after shows and shifts, failure to return keys or radios, etc.)
- Equipment damage (accidental) if supervisor is notified ASAP
- Complaint from customer about personal attitude/demeanor while at work (1st, 2nd time)

2 Point Infractions (Personal Negligence, Repetitive Mistakes):

- Call – No Show / Late Call Off
- Dress code violation (3rd + time)
- Late for shift **without** conversation with supervisor
- Equipment damage (negligence) if supervisor is notified ASAP
- Equipment damage (accidental) if supervisor is not notified
- Complaint from customer about personal attitude/demeanor while at work (3rd + time)

3 Point Infractions (Group Negligence, Safety Issues):

- Insubordination
- No Call – No Show
- Loss of Key Vault Keys
- Endangering other employees' safety

Your supervisor reserves the right to assign any point value to any mistake

Event Services reserves the right to dismiss any student employee at any time if deemed appropriate and necessary. If a student employee is dismissed from one area of Event Services they cannot transfer or apply to work in any other area. All disciplinary actions are reset at the beginning of each academic year subject to evidence that there is no trend in disciplinary action taking place.

2.4.1 Appeals

Every employee has the right to respond to any disciplinary action. If an employee feels the discipline is unfair, unwarranted, or there are extenuating circumstances, the student employee may respond in writing and have that response included in their personnel file.

The student employee has the right to appeal if they feel a dismissal is unfair, unwarranted, or there are extenuating circumstances. The employee should forward a written statement appealing the dismissal to the Executive Director within 5 working days after received written notification of dismissal. The Executive Director will respond within 5 working days after receiving the dismissal.

2.5 Scheduling

2.5.1 General Scheduling Guidelines and Expectations

WhenToWork.com is the primary tool for scheduling student staff across all of Event Services. Certain areas will use WhenToWork a little differently based on their needs, however, there are many expectations that apply across the board.

Event Services operates on a scheduling rotation that will always ensure that at least two weeks are published at any one time. For example, at the end of week 7 we will publish week 10 (weeks 8 and 9 already being published). Additionally, since events and scheduling tends to be very dynamic, we will occasionally have the need to schedule additional shifts after the main schedule has been published. We will not schedule any shift within 3 days of the shift without asking the employee first. Anything outside of 3 days can be scheduled without prior employee notification.

Employees have the option to request to pick up more shifts and can request to drop/trade shifts if they are not satisfied with their schedule. This can be done through a WhenToWork's Tradeboard feature. It should be noted that **no trades are final until approved by your manager**. If the shift still has your name attached to it, we still expect you to be working here. You can try to expedite the process by communicating with your manager.

Trade requests are different from **Time Off Requests**. Time Off request are used if there is absolutely no way you can work a shift. These can be used for allowing time to study, visiting your hometown, scheduling a doctor's appointment, or almost anything else. Most time off requests will be approved with no question if they are put in before the schedule is filled. However, should you need to ask for time off during a time you are scheduled, please use both a Time Off Request as well as putting the shift on the Tradeboard. This helps to get someone to cover the shift and allow us to approve the request quicker.

More specific information on how to use WhenToWork can be found in the [WhenToWork How To Appendix](#).

2.5.2 Tardiness

Tardiness is unacceptable. However, we realize that sometimes there are circumstances outside of our control that may cause it. If necessary, employees must inform an Administrator or the Student Leader (Stage Manager, Building Manager, etc.) on duty in advance of their late arrival. Any tardiness is subject to disciplinary action.

2.5.3 Absence

Student staff members who must be absent from work must take the following actions to ensure that their shift is covered and that the Student Leader or Supervisor is informed of the shift change:

1. Post the shift on Tradeboard in WhenToWork
2. Find another employee to cover the shift, which then will “pick-up” the posted shift off of Tradeboard in WhenToWork
3. Call their respective supervisor prior to the shift to inform them of the shift change/absence
4. Contact supervisor of the shift change/absence immediately

In the event that a last-minute absence must occur, defined as notification **less than 3 hours** prior to start of shift, the employee must inform their direct supervisor as soon as possible. Disciplinary action may result if absence is considered unexcused. Forgetting to do homework or studying are not considered excused.

Absence from work should be avoided. Event Services understands that there are some occasions where something last minute will occur and an absence is necessary. Some reasons that can be excused (with proper documentation) include:

1. Personal injury or illness
2. Injury or illness of immediate family* which requires the personal presence of the employee
3. Death in the immediate family* (absence not to exceed 5 days)
4. Medical, dental, optical examination of employee or immediate family*
5. Exposure to contagious disease

*Immediate family is defined at grandparents, mother, father, mother-in-law, father-in-law, brother, sister, brother-in-law, sister-in-law, son-in-law, spouse, child, grandchild, legal guardian, or “step relatives” of the same capacity

Absence without prior notification is considered absence without leave and may subject employees to severe disciplinary action. Please keep an open line of communication during any time of absence so that we can help in whatever way we can.

2.5.4 Commencement and Special Events Expectations

As a student employee in Event Services, staffing major annual events such as Commencement, Halloween, Family Weekends (including Mom’s, Dad’s, and Sibs) and Homecoming is required. Student employees should expect, and be available, to work during these times. Time off requests can be granted but will be reviewed and assessed based on staffing needs. Housing extensions can be granted to students living in the residence halls. Exceptions for Commencement obligations may be made for graduating seniors and those students pursuing summer internships.

In addition, certain areas of Ohio University Event Services remain open on holidays and breaks. Student staff members are expected to cover the scheduled shifts during these times. Students who work on a holiday will be paid at their regular pay rate.

2.6 Customer Service

Providing excellent customer service is a requirement of every student position within Event Services. Whether interacting with students, faculty, staff, alumni, or other University constituents we are aiding in the execution of their meetings and events in a variety of different ways and it is of absolute importance that we meet their needs within reason.

Quality customer service provides positive promotion for our operations and assists in retaining and attracting new clientele; our customers are vital to the organization and pleasant customers will make your job that much more rewarding.

Four things that you control in providing excellent service:

1. Your attitude
2. How you respond to customers and questions
3. Your ability to set aside personal issues
4. The choice to help make another's experience better

Five easy steps to provide each guest with a positive experience:

1. Welcome them using a warm and sincere greeting.
2. Carefully listen to their question or concern.
3. Validate their question or concern
 - Example: Yes sir, I see your point. Or, yes ma'am that is a good question.
4. Answer their question to the best of your ability, or help clarify their concern by providing helpful information
 - If unable to answer their question, seek out someone who can, or affirm that you will get back to them if necessary. DO NOT direct them to another department unless that is the best solution.
5. Give them a fond farewell
 - Example: Thank you for visiting, have a good day.

Things each employee should be aware of and make sure they incorporate into their customer service practice and employment:

1. Maintain good eye contact
2. Proactively help guests if they look lost, or appear to need help with something
3. Always use please and thank you
4. Smile, be genuine, honest, and sincere

2.7 Dress Code and Appearance

Dress and uniform requirements may differ by position. Specific dress code guidelines for your position will be addressed in the job specific training. However, general dress requirements still apply to all student employees.

- Each student staff member will receive one shirt. For most areas, the Ohio University Event Services polo must be worn at all times while at work.
- If you receive a name tag, it is considered part of the uniform and must also be worn at all times while on duty.
- Pants or shorts must be clean and free from holes, rips, tears, and cannot be oversized. Sweat pants and other athletic pants are not permitted.

- Shoes are to be clean and in good condition. While no specific color is required, loud, vibrant, or eccentric colored shoes should be avoided. **Open-toe shoes of any kind, including sandals, are not permitted.** Acceptable types of footwear include:
 - Dress shoes, tennis shoes, work boots (if properly covered by pants),
- As a staff member of Ohio University Event Services you represent Ohio University. Employees must respect basic personal hygiene to prevent body odor, bad breath, and any other unacceptable practices.

There may be times where exceptions to the dress code will be permitted. If you ever have a question about the dress code for your specific shift, please contact your supervisor as soon as possible to get any questions resolved.

Dress requirements may also vary based on the formality of an event being hosted in a space managed by Event Services. For shifts requiring student staff members to dress in formal or business casual attire advance notice will be communicated.

In addition to the dress code, overall appearance while on shift is also important. The high levels of interaction all student staff will have with customers require the following guidelines to be in effect:

- Hair must be neatly combed, trimmed, and always be controlled
- Beards and mustaches are acceptable, but must be kept trimmed
- Make-up, if worn, must not be excessive
- Hands must be kept clean; fingernails must be kept cleaned and trimmed.
- Hats and other headwear may not be worn
- Gum chewing and eating are not permitted

2.8 Payroll and Wages

A student staff member's pay rate is based on their title and years of service. However, all student staff members will be paid at least the federal minimum wage. On occasion, a department may recommend an increase in pay rate based upon merit and/or length of service. To inquire about a position specific wage, speak to a supervisor.

Student employees should not work more than 20 hours/week when classes are in session and no more than 30 hours during periods of non-enrollment. Student managers and student leaders will have the opportunity to work up to 28 hours/week.

Falsely reporting work hours is considered theft and is a serious crime. Those who commit this crime will be sanctioned by Ohio University Event Services and may be referred to Ohio University Office of Community Standards and Student Responsibility along with the Ohio University Police Department.

2.8.1 Raises

A student staff member will receive an increase in their wage on an annual basis. The first raise will occur after completing one year of service with the department. If an employee receives a promotion, the increased wage will be effective upon notice of promotion.

2.8.2 Pay Periods

Students will accrue two weeks of payable work before submitting their timesheets to a supervisor for approval. Payment will occur two weeks after submission and approval of timesheets. Students are expected to be using the time clocks to swipe in and out of shifts when possible. This will automatically add the clock times to Workforce and enter them on a student's timesheet. Even if a student uses the time clocks to log shifts, they should still log into Workforce at the end of each pay period to verify their hours. All students are expected to use the "Sign and Submit" feature in Workforce for every timesheet. Timesheets that are not signed and submitted may be subject to errors. Any errors will have to be corrected by using a paper timesheet which will delay pay and also be subject to loss of points.

2.9 Parking

Parking is not provided for student employees. During the academic year and intersession periods student employees are responsible for any consequences that may occur for parking on campus. Only students with valid commuter passes issued by Parking Services may utilize the commuter lots to park during the business day.

Should students choose to drive to campus, they may utilize the Baker University Center parking garage or any university or city metered spots near the building. Parking spaces are on a first-come-first-serve basis. All costs associated with parking in the garage or at meters are the responsibility of the student employee.

During summer intersession, student employees who are working for Event Services may receive a written letter from their supervisor confirming their employment which may then be shown to Parking Services. Parking Services will issue a parking pass at cost to the employee for the summer intersession only, which will only be valid in the commuter lots.

3 Policies and Procedures

3.1 Driving

Whenever possible, university owned vehicles will be made available for official use. Personnel driving a university vehicle must be licensed and are not permitted to utilize a cell phone while driving. Drivers are responsible for all fines associated with traffic or parking violations received while operating or responsible for any university or personal vehicles. All drivers of university vehicles are subject to Ohio University Policy & Procedure 47.001.

3.2 Press and Public Comment

When approached by a member of the press to comment on an event or other item, refer the press member to the Executive Director of Event Services or Ohio University Communications and Marketing.

3.3 Compliance

Employees are required to comply with all relevant federal, state and local laws and codes, Ohio University Policies, Event Services Policies, responsibilities as defined in the position description, as well as the Ohio University Student Code of Conduct.

3.4 Medication

If an employee is taking any form of medication that may induce drowsiness, affects job performance, or has the potential to alter mental status, it is requested (but not required) that they inform their supervisor prior to the start of their work shift.

3.5 Harassment & Workplace Violence

Acts of harassment and/or workplace violence are grounds for dismissal. Please see Ohio University Policy and Procedure 03.004 & 41.135 in regards to this topic.

3.6 Alcohol and Drugs

The consumption of alcohol within 8 hours of the beginning of work is prohibited. The use of alcohol and other drugs on the job, reporting to work intoxicated or being under the influence of alcohol or drugs and use of or distribution of illegal drugs is prohibited. Noncompliance will result in disciplinary action up to and including termination.

3.7 Cell Phones & Texting

The use of cell phones/texting is prohibited during an employee's shift, unless the call is work-related or is an emergency call to the OUPD or the APD. It is expected that employees will not be utilizing their cell phones for personal matters. Communication devices will be made available to students through two-way radios, desk phones, or mobile duty phones.

3.8 Computers & Email

Work computers are to be used for work purposes only. Student staff members may use computers to perform work related tasks such as e-mail, looking up information for guests, and to complete reports. Staff members are not permitted to utilize computers for Facebook, homework, personal e-mails, surfing the web, or playing computer games. Personal laptops are not allowed while on a work shift. Installing or downloading software on University computers without written permission is also prohibited.

3.9 Equipment

Student staff members may not use University equipment or supplies for personal use, classroom assignments or non-work related purposes. This includes the phone, printer, photocopiers, fax machine, computers, and general office supplies.

3.10 Visitors

Employees should not have family or friends visit while at work. However, if someone does stop by, visits are to be kept brief and must not interfere with work duties. Visitors must remain in public areas of the facility.

3.11 Holidays

Certain areas of Ohio University Event Services (i.e. Baker University Center, Memorial Auditorium) remain open on holidays (legal holidays are indicated on the official University calendar). Student staff members are expected to cover the scheduled shifts during these times. Students who work on a holiday will be paid at their regular pay rate.

3.12 Injury on the Job

If a student is injured on the job during the performance of job duties, the supervisor should be consulted immediately and an Occupational Injury or Illness Investigation Report should be completed. A copy of this report should be sent to the Ohio University claims manager.

3.13 Sick Leave

Sick leave benefits are not extended to student staff members. If a student is ill, the student should notify his/her supervisor as early as possible on the day of each absence. The department may require a statement from a doctor for prolonged absence. The failure of a student to notify the department may be cause for disciplinary action.

3.14 Vacation Time

Vacation benefits are not extended to student staff members. The student may arrange for time off without pay by logging their availability/preferences or by putting a scheduled shift onto the "trade board" in WhenToWork. NOTE: Student is still responsible for covering a scheduled shift if time off is not approved or picked up via trade board.

WhenToWork can also be used to make time off requests. Note that these are requests and are at the discretion of your supervisor.

4 Emergency Procedures

4.1 Active Shooter

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in a populated area. In most cases active shooters use firearm(s) and there is no pattern or method to their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims.

Action Steps—Active Shooter Inside/Outside Your Building

- Proceed to a room that can be locked or lock the room you are in.
- Close and lock all windows and doors
- Turn off the lights
- If possible, get everyone down on the floor where no one is visible from outside the room
- Have one person call 911. Advise the dispatcher of your location and what is taking place
- Remain in place until the police or a campus administrator known to you gives the “all clear”

IMPORTANT: Unfamiliar voices may be the shooter attempting to lure victims from their safe space. Do not respond to any voice commands until you can verify the source.

Action Steps—Active Shooter Enters Your Office/Area/Classroom

- Try to remain calm
- Dial 911, if possible, and alert police to the shooter’s location. If you can’t speak, leave the line open so the dispatcher can listen to what’s taking place because 911 can often determine a location without a caller speaking.
- If there is absolutely no opportunity to escape or hide and you can communicate, it might be possible to negotiate with the shooter. Attempting to overpower the shooter with force should be considered a last resort after all other options have been exhausted
- If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter

IF YOU DECIDE TO FLEE DURING AN ACTIVE SHOOTER SITUATION:

- Do not attempt to carry anything
- Move quickly, keep your hands visible and follow instructions of any police officers you may encounter
- Do not attempt to remove injured people. Notify authorities of their location as soon as possible.

4.2 Evacuation

If a decision is made to evacuate a campus building, you will be notified by audible public address announcement, by telephone, or in person.

Once you are notified, evacuation is required.

Action Steps

- Remain calm
- Walk quickly, DO NOT RUN.
- Do not use elevators, except to assist a person with a disability when:
- Evacuation is urgent;

- Use of an elevator is necessary; or
- An elevator is operation by Fire Department personnel
- Quickly check restrooms, copy rooms, and storage rooms for people unaware of the evacuation
- Only take essential items with you
- Close doors behind you as you leave
- Assist and accompany persons with disabilities
- Move to a designated area at least 300 feet away from building
- Follow instructions by Police or Fire Department.

In the event of a campus-wide evacuation:

- LEAVING BY VEHICLE: follow traffic instructions
- LEAVING BY FOOT: leave campus by the most direct route.
- If being picked up, meet your party at a predetermined location
- PERSONS WITH DISABILITIES: Call 593-1911 for assistance

4.3 Civil Disturbance/Demonstration

Not all demonstrations are unlawful. The U.S. Supreme Court has ruled that certain activity is protected under the U.S. Constitution. However, any demonstration/protest on University property that interferes with the educational function of the institution or in which violence, property damage, or other unlawful behavior occurs is unlawful.

If you have a question about whether a demonstration is unlawful, call OUPD at (740) 593-1911.

If a disturbance appears to threaten the safety of faculty, staff, or students:

- Immediately call OUPD
- Avoid provoking or obstructing the demonstrators
- Lock doors as soon as possible and appropriate to isolate the disturbance.
- Take steps to protect your own safety and the safety of other faculty, staff, and students.
- Encourage people to leave the area
- Be prepared to give the following information:
 - The name of the group, if known.
 - The exact location of the group.
 - The size of the group.
 - Weapons involved, if any.

If a disturbance is outside and you are inside:

- Stay inside.
- Stay away from doors and windows.
- Continue with normal business operations, if possible.

4.4 Fire

In the event there is a fire in the Center, the following protocols are to be followed to ensure that the building is evacuated properly, and that no employee, student, or guest of the Center is harmed.

IF A FIRE ALARM IS ACTIVATED:

- EVACUATE building immediately ensuring you are ushering out as many patrons as possible along the way.
- DO NOT try to save belongings, files, or equipment.
- DO NOT use elevators.

- Shut all doors behind you as you go to prevent the quick spread of smoke.
- Help people with disabilities (non-wheelchair) leave building if possible.
- If disabled persons cannot be evacuated, lead them to the nearest enclosed stairwell and close the door(s) leading to the stairwell.
- Tell Fire personnel or Ohio University Police the location of disabled persons remaining in the building.
- Proceed to your designated exit point (approx. 300ft away from the building).
- Stay clear of firefighting equipment.
- **MANAGER ON DUTY:** meet with Fire and/or Police personnel to identify the location of smoke and/or fire.

4.5 Medical Emergency

If you experience or witness a medical emergency:

- Call 911 immediately.
- Remain calm.
- Be prepared to provide information about the emergency.
- Unless trained, **DO NOT** render first aid—wait for emergency personnel.
- **IF TRAINED**, use pressure to stop bleeding.
- **IF TRAINED**, use CPR if victim has **NO PULSE** and is **NOT BREATHING**.
- **DO NOT** move a victim unless safety dictates.
- Be prepared to provide OUPD with vital information:
- You name and telephone number.
- Location of the injured person (building, room, etc.)
- Type of injury or problem.
- Individuals present condition.
- Sequence of events leading to the emergency.
- Medical history and name of injured person's doctor (**IF KNOWN**).
- Stay on the phone with emergency personnel.
- Alert others of the emergency, if possible.

Medical emergencies may include any life-threatening situation, including the following:

- Broken bones
- Cessation of breathing
- Chest pain
- Compound fractures
- Excessive bleeding
- Eye injuries
- Head injury
- Heat stroke/ heat exhaustion/heat cramps
- Inhalation of a toxic substance
- Lacerations
- Seizure
- Serious allergic reactions
- Unconsciousness

4.6 Severe Weather/Power Outage

STEPS TO TAKE IN SEVERE WEATHER:

- Stay indoors and move to an interior room away from windows.

- Monitor the radio weather channel for Watch and Warning details.
- Encourage all staff and guests to also remain in the building.

In the event of a power outage, the back-up generators and emergency lights of Baker University Center should activate and the facility will remain fully operational.

- Stay calm.
- Contact Facilities Management to report the power loss.
- Check on BUC patrons and ensure everyone is okay and remaining calm.

In the event there is a fire in the Center, the following protocols are to be followed to ensure that the building is evacuated properly, and that no employee, student, or guest of the Center is harmed.

4.7 Tornado

WHAT TO DO IN A TORNADO WARNING:

- Remain calm.
- PROCEED IMMEDIATELY to a basement or the lowest level of the building
- USE ELEVATORS IF YOU HAVE A DISABILITY OR ARE HELPING A PERSON WITH A DISABILITY.
- Stay away from windows, glass, stairwells, and unsecured objects
- Crouch low with your hands covering the back of your head and neck
- Stay tuned to a media outlet for notification of an “all-clear.”
- DO NOT contact the OUPD unless an emergency situation exists.

WHAT TO DO IN A TORNADO WATCH:

- Be prepared to seek shelter.
- Determine the location of the nearest shelter.
- Listen to TV or radio for further weather reports.
- Realize the next step could be a warning.
- Be aware of your surroundings.
- Advise others of severe weather conditions.
- If weather grows threatening, SEEK SHELTER even if you hear no tornado warnings.

4.8 Hazardous/Infectious Material

A hazardous material spill is a spill in which there is a significant amount of hazardous material released or one in which the release of the substance cannot be controlled. Examples of hazardous materials in quantities that would be considered a spill are: more than one gallon of bleach, more than 100 mL of sulfuric acid, over one gallon of gasoline, and any quantity of mercury. Examples of infectious materials include blood and other bodily fluids.

Action Steps

- Call 911 or 593-1911 immediately
- If the hazardous material comes in contact with your skin, immediately flush the affected area with copious amounts of water for at least 15 minutes, and then seek medical attention
- If possible, stop the source of the hazardous material
- Evacuate the immediate area, closing doors behind you
- Unless trained, DO NOT attempt to clean up the spill yourself
- Make yourself available to emergency personnel to supply critical information to aid in clean up

- Provide as much of the following information as possible:
 - Where has the hazardous material spill occurred? Specify the floor, room number, and location in the room
 - Has there been a fire and/or explosion?
 - Are there any injuries? If so, how many?
 - What material has been spilled?
 - What is the state of the material (solid, liquid, gas, combination)?
 - Is any of the hazardous material escaping from the spill location in the form of chemical vapors/fumes or running or dripping liquid?

Infectious Material Spill Response

- If the infectious material comes in contact with your skin, immediately wash with soap and water
- Unless trained, DO NOT attempt to clean up the spill yourself
- Contact OUPD at 593-1911
- Make yourself available to responding emergency and EHS safety personnel to supply information to aid in the clean up

4.9 Earthquake

While Ohio has not historically been a state prone to severe earthquake activity, the National Earthquake Information Center does note that the largest earthquake in Ohio was centered in Shelby County. That earthquake, one of several in the 1930s, caused moderate damage to buildings and affected water, oil, and gas wells. Therefore, safety during an earthquake largely involves avoiding falling objects or power lines, and avoiding the use of cell phones or radio equipment that might spark fires from ruptured gas lines.

Action Steps—Indoors

- Stay inside, do not run outside
- Do not use elevators
- Take cover beneath a desk or table
- Protect your head and neck
- Stay away from windows and objects that could fall

Action Steps—Outdoors

- Get away from trees, buildings, walls, and power lines
- Assume a fetal position on the ground, with eyes closed, and arms crossed over back of your neck for protection
- Stay in fetal position until the shaking stops

After Shaking Stops

- Do not use regular or cellular phones except to call 911 or 593-1911 to report serious injuries
- Assist and accompany persons with disabilities
- Use battery-powered radios to follow instructions given by the Emergency Alert System
- Obey instructions/audio announcements by OUPD
- Evacuate if instructed to do so
- Do not enter any building that is deemed or looks unsafe

4.10 Power Outage

If a power outage occurs in your office or building, remain calm, and call OUPD (593-1911) or Facilities Management (593-2911) to report the loss of power.

Action Steps

- Remain calm
- Call OUPD or Facilities Management to report the power loss
- Help those in your area who may be unfamiliar with your space
- If in an unlit area cautiously move toward an area with emergency lights
- If in an elevator, stay calm. Use the emergency button or phone to contact OUPD or Facilities Management
- Evacuate the building if instructed to do so.

Action Steps—Downed Power Lines

- Distance is Your Friend
- Under normal conditions, power lines are not supposed to lie on the ground. However, there are circumstances, such as high winds and storms that can bring down power lines and other utility wires. Downed power lines can be dangerous because they carry an electric current that can instantly injure or cause death.
- There is no way for you to determine whether fallen power lines are energized or not because you can't smell, see, or hear electricity. Always keep your distance and presume a fallen wire is energized and dangerous
- Don't Guess, Stay Away
- Never touch a fallen wire no matter how harmless it may look. Power lines are not insulated or coated like power cords for home appliances. In some instances, power lines have a coating of weatherproofing material that may appear to be some form of insulation. It is not an insulating material and does not make the power line safe to touch.
- It is sometimes difficult even for professionals to tell the difference between energized power lines and other utility lines. Don't guess and stay away from all wires
- Keep Cars Clear, Too
- If your vehicle comes in contact with a downed power line, stay put. If you can, honk and lower your windows to alert passers-by. Caution them to stay away from the vehicle and ask them to call 911.
- If you must exit the vehicle, remove all loose items or clothing and jump clear of the vehicle. Avoid touching the car and the ground at the same time. Land with both feet together, keep your feet as close together as possible, and shuffle away from the car.

4.11 Suspicious Packages/Objects

If you receive a written threat or suspicious parcel, or if you find a suspicious object anywhere, call OUPD (593-1911) immediately to report the parcel. Never touch, move, or tamper with suspicious objects under any circumstances. Prevent others from handling it or going near it. Do not use cell phones or radio equipment within 100ft of the suspicious object as they might detonate explosives.

Write down everything you can remember about receiving the letter or parcel or finding the object. The police will need this information.

Recognizing Suspicious Packages and Objects

Be cautious of the following:

- Foreign mail, air mail, and special deliveries
- Restrictive markings such as "confidential" or "personal"
- Excessive postage

- Handwritten or poorly typed address
- Incorrect titles
- Misspelling of common words
- Oily stains or discoloration on package
- Excessive weight
- Rigid, lopsided, or uneven envelopes
- Protruding wires or tinfoil
- Excessive tape or string
- Visual distractions
- No return address

Action Steps—Suspicious Packages/Objects

- Call OUPD at 593-1911
- Keep others away from the object
- Do not use cell phones or radio equipment within 100 feet of the object
- Write down everything you can remember about receiving the letter or parcel or finding the object
- Be prepared to relay this information to law enforcement
- Follow instructions of OUPD and/or Fire personnel
- If instructed to evacuate, move at least 300 feet away from the building. Do not reenter the building until instructed to do so.

4.12 Water Loss

In the event that a loss of water occurs, or a boil alert has been issued, whether it is due to a water main break or similar, notification will be received. Buildings can operate as normal if they do not rely on water for operation. If you are notified that water sources should not be used, there are several courses of action that need to be taken.

Action Steps

- Check all restrooms for patrons; inform them you must close the restroom due to the loss of water. Once all patrons have exited, close and secure each restroom.
- Cover all water fountains to restrict usage.
- Post signs on all doors (perimeter and restroom) to notify patrons of the actions taking place.
- Monitor _____ for status updates and remove signs, unlock bathrooms, and uncover water fountains when notification is received that they are safe to use

5 ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Ohio University Event Services Employment Manual, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding OUES company policies or procedures I should direct them to my manager or another Event Services administrator

I know that Ohio University Event Services company policies and other related documents do not form a contract of employment and are not a guarantee by OUES of the conditions and benefits that are described within them. Nevertheless, the provisions of such OUES company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that Ohio University Event Services, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

Employee's Printed Name

Position

Employee's Signature

Date

