



EMU STUDENT CENTER
EASTERN MICHIGAN UNIVERSITY

Student Employee Handbook

**Community, Inclusion, Empowerment, Collaboration,
Education and Leadership**

EMU Student Center
Emergency Procedures
Acceptance and Recognition

I have read and understand the procedures and guidelines outlined in The EMU Student Center handbook, including Emergency Procedures.

Procedures dated _____. As an employee that works in The EMU Student Center, I will comply with these procedures as well as any additional emergency procedures required by EMU.

Signature

Print Name

Date

Completed

**Eastern Michigan University Statement of
Responsibility for Confidentiality**

Security and confidentiality are matters of concern to all EMU employees and to all other persons who have access to office facilities and information. Each department is a repository of information in either computer-accessible or hard copy files for Eastern Michigan University. Each person using student information holds a position of trust relative to this data. One must recognize the responsibilities entrusted to him or her, as well as to individual departments, in preserving the security and confidentiality of this information. Since conduct either on or off the job could affect the security and confidentiality of this information, each person authorized to access student information is expected to adhere to the following:

- No one may make or permit unauthorized use of any information maintained, stored or processed by EMU
- No one is permitted to seek personal benefit or allow other to benefit personally by knowledge of any confidential information which has come to him or her by virtue of work assignment
- No one may knowingly include or cause to be included in any record or report a false, inaccurate or misleading entry

- No official record or report, or copy thereof may be removed from the office where it is maintained, except in the performance of a person's duties
- No one is to operate or request others to operate any University equipment for purely personal business
- Any knowledge of violation of this code must immediately be reported to the person's department head

Violation of this code will result in denial of access to computerized and hard copy privileged departmental information, reporting of the violation to the offender's supervisor and job dismissal could result.

I have received the EMU statement of Responsibility for Confidentiality and have read, understand and will comply with these rules.

Student Signature
& Date

Student Printed
Name

Supervisor
Signature &
Date

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EMU Student Center **Student Staff Handbook**

Introduction

Welcome to the student staff of The EMU Student Center! In joining our team you have become an integral part of the success of the department and EMU. We are proud to serve the campus community. We are proud of the high quality of our services, programs, facilities, and customer service, and we're glad to have you join this tradition of excellence.

The purpose of this manual is to provide you with an overview of the operations and activities of The EMU Student Center. You will find procedures, policies, expectations, and duties related to your position in these pages. It is not exhaustive and does not cover every possible aspect of your role. You should always feel comfortable asking management questions and clarifying anything that you do not understand with management.

Mission Statement

The Eastern Michigan University Student Center fosters a collegiate community by integrating academic, cultural and recreational life. The Student Center is a comfortable and inclusive environment, connecting students, the campus community and our many guests by providing opportunities for engagement through programs and services.

Commitment

All who work in the Eastern Michigan University Student Center are committed to creating a sense of community, providing quality service and offering opportunities for learning.

Guiding Principles

All Who Work Here Value **Community** – We believe that through civic engagement, citizenship and service, the EMU community becomes an agent of change through meaningful, reciprocal contributions within the campus, local and global communities. The EMU Student Center embraces their responsibility to facilitate these connections.

All Who Work Here Value **Inclusion** – We believe inclusive programs, services, and environments invite a deeper understanding and appreciation of all individuals. All who work in The EMU Student Center celebrate, respect, embrace and promote the dignity of all people.

All Who Work Here Value **Empowerment** – We believe The EMU Student Center provides numerous daily opportunities for empowerment through learning experiences, resulting in a more meaningful opportunity for growth and development.

All Who Work Here Value **Collaboration** – We believe that when all areas of the EMU Student Center engage in the spirit of teamwork, demonstrated by the sharing of resources, knowledge and creativity, it results in a richer and more connected campus community.

All Who Work Here Value **Education** – We believe The EMU Student Center provides opportunities for learning beyond the classroom. These college experiences stimulate lifelong learning.

All Who Work Here Value **Leadership** – We believe that The EMU Student Center provides opportunities for connections that invite campus leaders to model integrity in their day to day interactions, thus benefiting the entire EMU community.

Role of the College Union

(Adopted by the Association of College Unions International's general membership in 1996, this statement is based on the Role of the College Union statement, 1956.)

The union is the community center of the college, serving students, faculty, staff, alumni, and guests. By whatever form or name, a college union is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the college.

The union is an integral part of the educational mission of the college.

- As the center of the college community life, the union complements the academic experience through an extensive variety of cultural, educational, social, and

recreational programs. These programs provide the opportunity to balance course work and free time as cooperative factors in education.

- The union is a student-centered organization that values participatory decisionmaking. Through volunteerism, its boards, committees, and student employment, the union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values.
- In all its processes, the union encourages self-directed activity, giving maximum opportunity for self-realization and for growth in individual social competency and group effectiveness.

The union's goal is the development of persons as well as intellects.

Traditionally considered the "hearthstone" or "living room" of the campus, today's union is the gathering place of the college. The union provides services and conveniences that members of the college community need in their daily lives and creates an environment for getting to know and understand others through formal and informal associations.

The union serves as a unifying force that honors each individual and values diversity.

The union fosters a sense of community that cultivates enduring loyalty to the college.

Important Phone Numbers

Room Numbers

Admissions Welcome Center	734.487.6453	220
Campus Life	734.487.3045	345
Disability Resource Center	734.487.2470	246
Diversity & Community Involvement	734.487.3118	348
Conference and Event Services	734.487.4108	312
LGBT Resource Center	734.487.4149	354
Student Center Administration	734.487.1100	370
Multicultural Affairs	734.487.2377	358
Office of International Students	734.487.3116	240
Public Safety	734.487.1222	
Student Conduct & Community Standards	734.487.2157	250
University Information Center	734.487.1157	207
VISION	734.487.1313	346
Women's Resource Center	734.487.4282	356



EMU Student Center **Staff Expectations**

Working at The EMU Student Center is working at the center of student activity on campus. Working in this unique atmosphere comes with a large responsibility. Please take the following expectations seriously to ensure that your work experience is a positive one.

As a staff member, you are expected to follow the six Student Center Guest Service Guidelines:

- Be a good listener. Make eye contact.
- Have a cheerful, positive manner – SMILE! Even when on the phone!
- Show a sincere desire to help.
- Be knowledgeable.
- Take the time to be accurate.
- Ask clarifying questions as to understand the customer's true needs.

Generally, our staff should serve as informed resources about EMU, its services and organizations. This doesn't mean that you will be expected to know the answer to every question. However, it is important that you are willing to find the answer or make referrals when you do not have the answer.

Accountability and Responsibility:

- Maintain good University standing.
- The S.C. requires all employees to maintain a 2.5 cumulative GPA in order to for you to maintain regular employment. If your GPA falls below the recommended 2.5, your employment may be subject to a reduction in hours or possible termination. We are able to provide avenues of help if required.
- Comply with University and departmental policies and procedures.
- Serve as a positive representative of The EMU Student Center.
- Arrive punctually and work all scheduled hours.
- Put request in to WhenToWork of any planned absences in advance and call in to the Building Manager Hotline on any day when you will be absent unexpectedly.
- Manage time commitments effectively, anticipating necessary tasks and deadlines.
- Report hours and attendance accurately on Web Time Entry.
- Seek out appropriate information, assistance and/or consultation as needed.
- Attend all departmental staff meetings, trainings and development sessions.
- Come prepared to all meetings.
- Respond to requests for information and/or action in a timely manner.
- Seek supervisor feedback and final approval on all work products and communication before they leave the department.
- Keep workspace and shared computer/office space clean and organized.

- Maintain appropriate level of professionalism including language, dress, hygiene and attitude.

Interdependence and Teamwork:

- Promote and contribute to an atmosphere of cooperation and productivity.
- Help others when possible and appropriate.
- Express ideas and concerns clearly.
- Share skills and expertise with others.
- Inform supervisor of any conflicts or issues of concern.

Remember that going the extra mile for our customers is not an exception, but an expectation. Be sure that you do all you can to assist at all times, to the best of your abilities.

Terms of New Hire- Probationary Employment- **Approx. 90 Days**

The new hire introductory period of employment is a time for new employees to train in their new positions. It is not our expectation that you know everything right away, it is our expectation that you proactively learn about the many aspects of your new position. Scheduled training is intended only to supplement the continuous training should happen during your regular shifts. During this time you will be expected to adhere strictly to the guidelines set forth in the Student Center Handbook and to the procedures specific to your area. Your signature below acknowledges that you have reviewed these with your supervisor and have no further questions at this time.

If you have questions regarding any aspect of your position, please see a supervisor immediately as we maintain an open-door policy here at the Student Center. This introductory employment status will remain in effect for approximately 90 days after days after your first shift and regular student employment status will begin subject to employer discretion thereafter. Any significant absence will automatically extend an introductory period by the length of the absence. If supervisors determine that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

Either the employee or the Student Center may end the employment relationship at will at any time during this period, with or without advance notice. Employees may be asked to complete assessments in order to verify that they have learned the necessary skills to perform their job responsibilities in an effective and efficient manner. Furthermore, no performance based pay raise will be given within the first semester of employment.

Additionally, any attendance or performance based infractions that occur within the Probationary Period may be grounds for immediate dismissal.

EMU Student Center **Staff Protocols**

Attendance Protocol:

Punching In/Out and Web Time Entry

Department staff are required to punch in and out, and record their time on Web Time Entry, for each shift, staff meeting and/or training session. *You are expected to be at work in the building the entire time that you are punched in!* **Punching in or out for another staff member is cause for disciplinary action including immediate dismissal.** Supervisors review all hours worked before they are submitted for payroll. Only hours documented by the punch clock and Web Time Entry will be honored; hours written onto the time card are not valid. **If you do not punch in and out and log your hours using Web Time Entry you will not get paid.**

Switching Shifts

You are free to make arrangements with other staff to switch shifts, however your supervisor must be informed and approve these changes on WhenToWork. You are responsible for finding your own replacement for your shift. **Please see your department for further information.**

Unexcused Absences

One unexcused absence will result in a verbal warning. Further unexcused absences may result in dismissal.

Calling in Sick

If you are ill and cannot make it to work please call the Building Manager Hotline as soon as possible and let them know. Put the shift up on WhenToWork and contact 3 or more staff members to cover your shift. Contact information can be found on WhenToWork. Always call before the beginning of your shift. Voice mail is on at all times for you to leave a message. You can text the Building Manager Hotline as well.

Absenteeism and Tardiness

All employees are expected to be **on time** (preferably 5-10 minutes prior) for their scheduled shifts. If you know that you will be absent or if you need time off, you are expected to call in at the earliest convenience. If you find someone to cover your shift, this switch must be approved in advance on WhenToWork by your supervisor. Failure to come to work for a scheduled shift without proper notification to the office/your supervisor will result in dismissal (emergencies excluded).

Excessive absenteeism will result in progressive disciplinary action, up to and including dismissal. Excessive absenteeism is more than one absence occurrence during any 30-day period. An absence occurrence is any absence not pre-approved or excused by your supervisor.

Excessive tardiness will result in progressive disciplinary action, up to and including dismissal. Excessive tardiness is more than three instances of tardiness during any thirty-day period. Tardiness is more than 10 minutes late for your schedule shift. We expect you to be on the job and ready to work at the scheduled starting time. Tardiness includes being late in reporting to work or returning late from breaks or from lunch or leaving early (unless arranged for and approved by your supervisor in advance). Employees are not paid for the amount of time they are tardy.

Early Release from Shift

Based on events in the building and duties required for closing, managers, building managers, and supervisors are permitted to relieve you earlier than scheduled. This is for the best interest of not only staff, but the Student Center itself. Staff is expected to comply with the decision of the managers, building managers, and supervisors.

Appearance Protocol:

Appearance

A good appearance is important to the positive public perception of The EMU Student Center. It is important that employees dress appropriately. Please use these guidelines when choosing what to wear. All employees are expected to wear the Student Center Polo (two shirts will be provided) and EMU Student Center fleece (if needed). Depending on the needs of some functions; business formal, casual dress or department shirt with khakis must be worn. Your supervisor will notify you of these functions in advance.

Acceptable

Black or Khaki Pants (without holes/tears)

Staff Polo's tucked in

Well-kept athletic shoes (Black/Brown)

Not Acceptable

Clothing advertising other colleges or universities

Torn/ripped or low riding jeans

Revealing clothing (short-shorts, low-cut blouses)

Short clothing that reveals bare midriffs

Clothing with drug/alcohol/tobacco/obscene logos

Hats, unless for religious purposes

Campaign hats, buttons or stickers

***Unacceptable for both men and women**

Worn down athletic shoes and work boots, hiking boots, hiking sandals, beach shoes, flip flops, bare feet. Weekend clothes – shorts, leggings, stretch pants, stirrups, sweatpants/sweatshirts, t-shirts, shorts and or similar items.

****The following items may not be worn at any time:**

- Clothing which is discolored, worn-out, ripped or frayed
- Beach foot wear, flip-flops, or similar foot wear, hats/caps
- Shorts, sweatpants, leggings/spandex pants or jogging pants
- Crop tops, tank tops, midriffs, halter tops, muscle shirts and spaghetti straps not covered by a jacket/sweater.

+Each department within the Student Center reserves the right to implement their own set of wardrobe guidelines as well. Please refer to your direct supervisor for any department specific information. +If you have questions over the definition of 'well-kept' please defer to your supervisor.

Employees who dress outside the scope of these guidelines may be sent home to change. Employees sent home will not be paid for the travel time. Repeated offenses could result in disciplinary action. If you are uncertain whether an item of clothing is appropriate, it probably is not.

Eating

If you need to get some food during your shift you do not need to punch out to do so. If you are the only one working you may eat in your assigned work area, however be as discreet as possible about it.

*Always check with you supervisor before leaving work area to eat. **If at all possible, please eat out of the public view.** There is a microwave and refrigerator in the break room, located in 300c.

Nametags

All employees are issued a nametag when employment commences. All employees are **required** to wear a nametag at all times in order to be identified as a staff member. Your nametag should always be worn on your right chest area. If you lose your nametag, report it to your supervisor immediately. Students will be responsible for the cost of replacement.



Professionalism:

Homework, Exams and Papers

While on the job, customer service is your primary responsibility. During slow times, you may, with supervisor permission, do homework or read, but please make yourself immediately available to anyone needing assistance.



We believe strongly that the student's primary focus should be their academics. We do need to know when you may need time off for midterms, final exams, etc. so that we can plan accordingly. All of our services and programs are still operational during these periods. Plan ahead and submit appropriate time off during busier times.

Keys, Passwords and Codes - Department and University

For safety and security reasons, staff is not to distribute or share any work-related keys, codes or passwords (e.g. door codes, copy codes, long distance phone codes, etc.). All keys, codes and passwords are University property and the security of such information is necessary for the efficient operation and usage of University resources. Please report missing keys to your supervisor immediately. In addition, contact your supervisor immediately if you believe that your password or door code has been compromised.

Personal Electronic Devices

Cell phones and text messaging devices must be locked in a locker and not on your person. Unless otherwise noted, one should not be talking, texting or surfing while at work. Cell phones may be used in 300c during employees 15 minute break. On-BM's will be allowed a cell phone for emergency purposes only. Please keep MP3 Players and Blue tooth devices out of your ear during your shift, as it hinders your ability to effectively help customers and answer questions.

Political Endorsements

Employees are asked to refrain from endorsing any off or on-campus political candidates while at work.

Use of Computers, Copier, Supplies in Work Room

The use of all technology on campus, including the department computers is governed by the EMU Acceptable Use of Technology policy, found in the Student Handbook, or at http://www.emich.edu/web_standards_guide/acceptable_use_policy.html. Please review this policy and ensure adherence to the guidelines. Please keep your



documents filed on a CD or memory stick rather than on the hard drives. Do not change any settings on any computer. Leave the wallpaper and screensaver the same. Do not download anything from the web and always be aware of what is on your screen and what the public can see. All computers used in the various EMU Student Center offices are for departmental use only. If you have computer problems running a program, please let your supervisor know so that it can be fixed.

Visitors

We ask that you refrain from inviting friends or visitors into your work area. Please meet friends and visitors elsewhere in the building and not during shift hours. For work-related meetings involving guests from outside the department, please schedule an appropriate meeting room through the Conference & Event Services Office.

Evaluation

At the end of the Fall semester and at the end of the academic year, your supervisor will evaluate your work performance. You may request written copies of your evaluation. The evaluation will cover areas such as organizational skills, job knowledge, performance or responsibilities, customer service and attitude.

Phone Usage

Personal phone calls at all department offices are discouraged and should be for emergency information only. The lines must remain available for incoming calls.

Phone Instructions

Answering the Phone

The EMU Student Center is a major source for EMU information. Make a favorable impression by answering the phone promptly. Identify the Information Center, "*EMU Student Center Information Center, Jennifer speaking, how may I help you?*" This indicates that you are a responsible person ready to be of assistance to the caller.



Putting Someone on Hold

If you must leave the line, be sure to get the caller's permission – "May I put you on hold while I get that information?" – and estimate how long you'll be away from the phone. If it will be longer than a minute or two, offer to call them back and tell the caller when to expect your call. Be sure to use the HOLD BUTTON – never simply set the phone on the counter. When you return to the line, say something like "Thank you for holding" and apologize for any delay.

To Make a Call

- Press "8", then "1", followed by the number to get an outside line
- Dial the number, being sure to use the area code first
- If dialing a long distance code, you need an access code which can be accessed through your supervisor
-

To Answer a Call

- Lift the handset if not on a call
- If on a call hit the **ANSWER** button. Your current call will be placed on hold.
- To resume original call press **RESUME**.

To Transfer a Call

- While person is on the line press the **TRANSFER**.
- Dial the number 7-XXXX you wish to transfer the call.

- Either wait until the person picks up to let them know they have a call and press **TRANSFER** again or do it as soon as you hear it ring.

A Few More Pointers

- Try to make your voice “smile”. Actually smiling when you talk will help!
- Remember that you may be the first impression that the caller gets of Eastern Michigan University.
- Never promise anything that you cannot deliver.
- Use names whenever possible.

Voice Mail Instructions

- The phone light will blink red, and the screen will display “you have a message”.
- Procedure to retrieve message will be designated by your supervisor.

Radio Usage

The two way radios should be used for business purposes only. Radios should be to communicate with other employees about work communications only. Try to keep chatter to a minimum so the channels remain open. Meet in person or use the phone for any longer conversations that need to take place. Please also remember that guests, co-workers and other staff may overhear conversations that take place over the radio. To minimize what guests and clients overhear, ear pieces are required. Utilizing ear pieces will complete one’s uniform and give a more professional appearance to those around us.

To make communication more effective and easier to understand we have come up with a set of codes to help you communicate with your coworkers. These codes should be used at all times when working at the Student Center.

Radio Codes

General Codes

103 = Out of Service (gone)
103b = Out of Service (bathroom)
103m = Out of Service (meeting)

Radio 10 Codes 10-4 = Affirmative, ok

10-9 = Please repeat your last transmission
10-20 = What's your location?
10-23 = Please stand by
10-54 = Negative
10-56 = Meet me at _____.

Emergency Codes Code 2 = Bomb threat
Code 4 = Fire
Code 8 = Tornado
Code 21 = Suspicious person(s)
Code 22 = Call DPS (487-1222)

Situation Signal

Signal 1 = Hurt Guest of Staff member
Signal 4 = Spill
Signal 5 = Overflowing trash can
Signal 6 = Overflowing toilet
Signal 7 = Leak in the building



Student Center Raise Requirements

Those who do to meet the general requirements, will not be eligible for either skills or performance based raises. All raise qualifications are subject to change with or without advanced employee notice. Regardless of employee qualifications and/or other circumstances, it is ultimately to the discretion of the Department. Please understand that the qualifications above meet the minimum expectations for a raise-meeting these qualifications alone cannot guarantee you a raise. Not all students are eligible for a raise each semester, if you have questions as to whether you are eligible for a raise feel free to speak to a Supervisor. Furthermore, if a raise is granted, please allow a minimum of two pay-periods for the raise to take effect. No back pay will be granted at any time for any circumstance. **General**

Requirements

All employees eligible for a skills based pay raise must meet the minimum requirements listed below. Those who do not meet each requirement will not be eligible for a raise.

Performance Based Pay Raise

Employees are eligible for performance based pay raises after 2 semesters of employment. These raises are awarded to (subject to change due to budget) to students who consistently *exceed* expectations. Keep in mind, meeting just the minimum requirements will not qualify you for a raise. Below are the minimum requirements for a performance based raise. Note: Performance based increases are given at the discretion of the department, and may not be available due to circumstances beyond your control, including budget issues.

General Attendance Requirements

Students cannot have any more than two attendance based disciplinary records during the current semester. Records will be generated for events of No Call, No Show, 3 or more late/callins within 30 days. See Attendance Guidelines for more detail. **How can I go above and beyond?**

- Perfect attendance.
- Arriving on-time or early to each shift and ready to work.

General Performance Requirements

Students cannot have any substandard performance records during the current semester. This includes both Disciplinary Records as well as an overabundance of, or recurring Feedback records or negative TrendTrackers.

How can I go above and beyond?

- Be a leader and take initiative to be provide quality customer service -Utilize resources to complete setups in a timely manner
- Seek additional projects during downtime

Job Knowledge Requirements

There is always more to learn, however, it's necessary that you are able to understand the many operations of the Student Center. We expect that you take initiative during downtime to continue to expand your job knowledge through training or special projects.

How can I go above and beyond?

- Taking initiative to submit projects
- Cross Training- Other positions (AV/Info)
- Cross Training- Other Departments (SC Attendant)

Policies and General Procedures:

Violation of these sections could result in one or more of the following actions, per your supervisor's discretion.

Disciplinary Procedures

Disciplinary action occurs either verbally, in writing and/or via dismissal.

- Verbal warnings may be given for tardiness, inappropriate dress, getting coverage for your shift without permission, failure to submit reports, etc.
- A written warning is typically given if an employee has already received a verbal warning about a particular issue.
- Dismissal occurs after repeat violations of department policies. Immediate dismissal will occur in the case of more serious conditions, including (but not limited to) theft of goods or services, inaccurate timecards, and use of drugs and/or alcohol. Copies of all disciplinary actions will be placed in the employee's personnel file.

Code of Conduct

Department employees are expected to follow Eastern Michigan University's policies on and off the job. This will be accomplished if you follow Eastern's code of conduct. Violation of this code on or off the job could result in disciplinary action, which may include dismissal.

Violations warranting immediate dismissal include:

- Possession or consumption of any alcoholic beverages on University property.
- Reporting for work or being at work under the influence of alcohol, narcotics or other drugs.
- Possession, use, distribution, sale or offering for sale of narcotics or other drugs.
- Gambling on University property at any time.
- Immoral conduct or indecency.
- Sleeping on the job during work hours.
- Theft or misappropriation of University, employee or customer property.
- Misuse or removal from University premises, without proper authorization, of employee lists, University records or confidential information of any nature.
- Sabotage or other deliberate damage to, or destruction of, University property, including the computer system and its components.
- Falsification of any company records or reports, including those dealing with your own employment. (example: Time Card)
- Gross discourtesy to customers.
- Harassment or assault of other employees or customers.
- Possession of any weapon.

Confidentiality

During the course of conducting your duties you may have access to confidential office, university, and/or student information. It is expected that this information will be handled responsibly and for its' intended purpose. Divulging confidential information is strictly prohibited and could be grounds for dismissal.

Alcohol/Drugs

If an employee is found to be under the influence of alcohol or drugs while at work, the employee will be immediately dismissed.

Employment Card and Paychecks

Before your first day of employment, you MUST fill out an I-9 form at the University Advising and Career Development Center. You will need to present 2 forms of ID when you fill out this form. Additionally, you must consent to a criminal background check and sign off on the university hourly student employment policy. These items can both be accessed through your 'myemich' under the student services tab. If you have questions, please contact the Student Center Administration Office for more direction. This applies to all student employees.

Equal Opportunity Employment

Eastern Michigan University is an equal opportunity employer. We do not discriminate against any employee or applicant because of race, gender, religion, age, marital status, height, weight, disability or sexual orientation. Our equal opportunity employment policy applies to all of our employment practices, including hiring, training, advancement and compensation.

Harassment

We are committed to providing a work environment free of unlawful harassment. We do not expect you to tolerate unlawful harassment, including: verbal conduct such as epithets, derogatory comments, slurs or unwanted sexual advances or invitations. If you feel that you have been subjected to any type of harassment, please notify your supervisor immediately or seek help from the Ombudsman's Office (248 Student Center x70074).

GPA Requirements

All EMU Student Center employees are required to maintain a GPA of at least 2.5 per semester. If a student falls below a 2.5 then the individual shall be placed on what is known as 'employee academic probation.' The student will then be required to meet with the GA of Employee Development or their supervisor, depending on the departments' specific policy. The student will need to show improvement during the semester of probation. Ideally, the student will earn at least a 2.5 and will then be taken off of probation status. While on probationary status it is **highly recommended** that the student meets with an Academic Success Coach. Additionally, if continued problems occur, an employees' work load could be lightened and if unable to progress or meet the requirement after 2 consecutive semesters the employee may be terminated.

Staff Meetings/Training

You are expected to attend staff meetings and mandatory trainings. If you must miss a staff meeting or training, you must inform your supervisor and the GA of Employee Development in advance. Your attention during staff meetings is critical to the success of the Student Center and your employment.

***SELC (Student Employee Leadership Courses)** are included in this policy. These courses take place 1-2 times a month for about an hour and a half. They are considered a mandatory requirement of your employment with the Student Center. Any absence must be excused in advance with **at least 1 full days notice** by the GA of Employee Development. Additionally, the employee should not assume that an 'excused absence' will be granted in all instances.

*****Please note that the use of cell phones, mp3 players, ipads or other electronic devices is strictly forbidden during these sessions (as with any training or orientation).** We

reserve the right to ask you to leave and/or 'discount' your attendance from the session. In that event you would not be compensated and will receive an absence for the day.

***SEAC (Student Employee Advisory Committee)** is a board of volunteer students chosen by their supervisors to assist in the growth of our students and staff at the student center. SEAC acts as a liaison between student and professional staff, a sounding board for professional staff regarding building happenings, hosts the kickoff potluck and semester end celebrations and various other leadership opportunities.

Lost and Found

Any items that are lost in the Student Center are to be sent to the University Information Center for storage, log in and tracking. This is located on the second floor.

Animals

There are no animals permitted in the building, except service dogs. Please notify a building manager or staff member if you see an animal in the building.

Rollerblades, Bicycles, and Skateboards

For the safety of building guests there is no rollerblading or skateboarding allowed in the building. Skateboarding is prohibited on the railings outside the Student Center. Also, bicycles should be left outside at the bicycle racks.

Staffing behind the Desks

With the exception of special occasions or programs, **ONLY** the scheduled desk or reception staff behind the reception areas.

Storage of Personal Belongings

You can store your personal belongings in the lockers on the first floor of the Student Center. The lockers will be available for staff to store their backpacks, coats and other personal belongings (except food and drink) during their shift. It is strongly recommended that you do not

leave purses, wallets, coats, textbooks, laptops or other valuables out on the information desks unattended. Your work area must remain neat and presentable at all times. You may also register at the information desk for a locker (located on the 2nd floor).

EASTERN MICHIGAN UNIVERSITY TOBACCO USE POLICY:

Eastern Michigan University is committed to the health and well-being of its students, employees and campus visitors. In an effort to achieve a healthy learning, living, and work environment for every student, employee and visitor, smoking and the use of tobacco are prohibited in or on all university owned, operated or leased buildings, facilities, and grounds, including vehicles. The grounds of the EMU campus will be tobacco free, as will the grounds of any off-campus facilities owned or leased in total by the university.

Tobacco is defined as all tobacco-derived or containing products, including but not limited to; cigarettes (e.g., bidis, kreteks), electronic cigarettes, cigars and cigarillos, hookah smoked products, pipes and oral tobacco (e.g., spit and spitless, smokeless, chew, snuff) and nasal tobacco. It also includes any product intended to mimic tobacco products, contain tobacco flavoring or deliver nicotine other than for the purpose of cessation.

The University is committed to promoting and maintaining a healthy learning, living, and work environment that is tobacco free and in accordance with all federal, state and local laws. To support this commitment the University will provide a tobacco-free environment.

- Tobacco cessation programs and support will be available to students, faculty, and staff.
- The sale or distribution of tobacco products is prohibited on university owned, operated or leased property.
- The University will not advertise tobacco on university owned, operated or leased property or at any University sponsored event or university owned/sponsored media.
- The use of tobacco products will be permitted for controlled research, educational, or religious ceremonial purposes, with prior approval of the Dean or Director responsible for the facility, along with the Institutional Review Board, when appropriate.

SANCTIONS FOR VIOLATIONS OF LAWS & POLICIES

The laws of the state of Michigan and Eastern Michigan University's policies and rules prohibit the use of tobacco in public buildings.

Community Sanctions:

Violations of the Michigan Clean Indoor Air Act are subject to civil fines of not more than \$100 for the first violation and not more than \$500 for second or subsequent violations.

Violations of the smoking prohibition at child care centers and child care institutions are subject to a stricter penalty of a fine not less than \$100 and not more than \$1,000.

University Sanctions:

Violation of university policies and rules will be subject to campus disciplinary review and action as follows:

Students:

Students who violate this policy are subject to disciplinary action in accordance with the provisions of the Student Conduct Code. Sanctions for violations may include verbal warning, formal reprimand, probation, suspension or dismissal.

Visitors:

Violation of university rules and regulations by visitors could result in permanent removal from EMU properties.

Work Hour Limitations

Student Employees are responsible for making certain they do not exceed the University's limitations on the number of hours they can work per week. **Exceeding the hour restrictions may result in disciplinary action.**

Limits for all Students except International Student

During the Fall and Winter semesters, student employees who are US citizens or permanent residents may work up to 29 hours per week.

Limits for International Student

The Immigration and Naturalization Services (INS) limits the number of hours students on F-1 and J-1 visas can work to 20 per week during the Fall and Winter semesters and 29 per week during the Spring and Summer semesters.

Limits for Graduate Assistants

Graduate students who are not subject to INS limitations may work 20 hours per week in their assistantship positions and up to 9 additional hours in regular student employment positions. Graduate assistants must inform their immediate supervisors of their intention to work the additional hours prior to accepting the student employment position.

Breaks and Lunch

For each four-hour work shift, student employees are entitled to one paid 15-minute break. Students working six or more hours are required to take an unpaid lunch period for 30 minutes. Paid breaks may be taken at the beginning or the end of a shift and may not be used to cover a late arrival or early departure. Students are to take their breaks at the discretion of their supervisors so they do not interfere with the department's regular work routine. Unused breaks are not cumulative and not eligible for extra pay.

Conduct while off the clock

While conducting yourself as a student or representative of a student group, please remember that you need to abide by the standard policies and procedures that all other clients would. Please do not use your status as an employee to circumvent the process and alter a room set or audio visual set as this could cause undue confusion and potential contract issues. We greatly appreciate your compliance with this request.

Lactation Room

The Student Center is now able to accommodate nursing mothers with a lactation room upon request. The room utilized for this service is the Green Room and will be available as long as the room is not being utilized as a dressing room for events within the Auditorium. Guests interested in this can inquire at the information desk and receive a key to the room in exchange for a photo ID which will be returned when the key is.

GUIDANCE FOR HANDLING
SEXUAL MISCONDUCT AND INTERPERSONAL VIOLENCE INCIDENTS

If someone tells you, or if you hear about, any sexual misconduct and/or interpersonal violence incidents, a Student Employee should:

Notify the Title IX Coordinator:

Melody A. Werner, Ed.D.
246B Student Center
734.487.3617
mwerner@emich.edu

If you feel that the victim is in immediate danger, contact the Department of Public Safety (734.487.1222)

Role of the Title IX Coordinator

The Title IX Coordinator's role is to respond promptly and appropriately to sexual misconduct and interpersonal violence incidents. The Title IX Coordinator will work to STOP the misconduct, PREVENT it from happening again, and to ADDRESS the effects of the misconduct by providing protective and other remedial measures to ensure the victim receives all the care and accommodations necessary for that person to function successfully at EMU. Additionally, if the victim wishes to file a complaint, the Title IX Coordinator will oversee the process to ensure a fair, prompt and thorough investigation. Contact the Title IX Coordinator at any time if you have questions.

What types of conduct are considered to be sexual misconduct and interpersonal violence?

1. Sexual Harassment

- a. Unwelcome sexual, sex-based and/or gender-based conduct that may be physical, verbal, written and/or online.

2. Gender-Based Harassment

- a. Harassment based on gender, sexual orientation, gender identity or gender expression

3. Sexual Assault

- a. Sexual Contact and/or Sexual Intercourse that occurs without consent

4. Sexual Exploitation

- a. Examples include nonconsensual: voyeurism, recording private sexual activity, disseminating or posting private sexual images

5. Dating/Relationship Violence

- a. Acts of violence or threatened acts of violence that occur between individuals who are or were involved in a sexual, dating, spousal, domestic or other intimate relationship

6. Stalking

- a. A course of conduct directed at a specific person that is unwelcome and would cause a reasonable person to feel fear (may be done in person or electronically).

7. Retaliation

- a. Any adverse action taken against a person for making a good faith report of sexual misconduct and/or interpersonal violence or for participating in any proceeding under the policy.

If you have any questions at any time, contact the Title IX Coordinator directly.

EMU STUDENT CENTER **EMERGENCY PROCEDURES**

Unfortunately, emergencies occur. Here are guidelines for helping you deal with them. Remember, you are never alone in dealing with emergencies. Good communication during any situation is vital. Staff on duty must have building radios on and at an appropriate level. If a situation occurs during the day, contact the professional staff in the building immediately. If professional staff is not available, the Department of Public Safety (DPS) can be reached at 734.487.1221 or 734.487.1222, or call 911. **If using a cell phone, dial 734.487.1221, not 911, to reach DPS.**

EMERGENCY PHONE NUMBERS

Department of Public Safety (DPS)	734.487.1221 or 734.487.1222
Physical Plant	734.487.3380
Kevin Lawson	734.487.1199 (Direct) 734.417.8806 (Cell) 734.547.8227 (Home)
Ann Klaes	734.487.2438 (Direct) 734.320.4679 (Cell)
Brian Kulpa	734.487.4192 (Direct) 734.345.6179 (Cell)

EMERGENCY ANNOUNCEMENTS

The EMU Student Center is equipped with two public address (PA) systems: Voice over Fire Alarm Panel and the Auditorium PA.

The Voice over Fire Alarm Panel system covers the entire building using the fire alarms wall units. Enunciator panels (where you will make an announcement) are located in the West entrance vestibule and room 151 (Custodial Break room, lower level back hallway). You can access the panel using the special key on the building manager ring. This system should only be used by trained personnel and messages should be concise, simple and provide clear direction. During Tornado Warning and Watch conditions, use the panel in room 151 since it is below ground and away from glass.

The Auditorium PA system should be used primary for general non-emergency announcements (e.g., closing hour announcements.) This PA system covers the first, second, and third floor public corridors. It can also be activated via any VOIP phone in the building by senior staff.

Blue Light System

There are several blue light systems located throughout the Student Center. They are located on the 2nd floor at the north entrance, 2nd floor west entrance and computer lab, and on the 3rd floor in the back hallway. Once they are activated by pulling down on the lever, it automatically

connects to DPS and is an open line of communications through the speaker system, as well as a visual connection through the cameras located in the ceiling. This system can be used in emergencies if DPS is needed in the building.

EMERGENCY REPAIRS

An emergency repair is any repair that if left unattended could cause further damage, disruption of service or safety/security problems. This would include such things as: broken glass/windows, exterior doors not functioning, elevator problems, major electrical problems, floods, HVAC leaks or shutdowns, etc.

Non-emergency repairs should be reported to the Student Center Administration Office, in room 370, or the building manager, who will note it on the building report.

If an emergency repair is required:

1) Go to the location and assess the situation. 2)

Items to note:

- a) Location
 - b) Nature of the problem
- 3) On Monday-Friday (non-holidays) between 8 a.m. and 5 p.m., repairs need to be called in directly to Kevin Lawson or Ann Klaes. If they cannot be reached, call the Physical Plant at 487-3380. Call DPS at 487-1222 after business hours.
- 4) Block off affected area if the situation is hazardous.
- 5) Request Student Center custodial staff to help contain or clean up area.
- 6) Notify one of the following (if no response within 10 minutes, notify the next person on the list):
- a) Kevin Lawson – Assistant Director, Student Center (Cell: 734.417.8806) (Home: 734.547.8227)
 - b) Ann Klaes – Director, Student Center (Cell: 734.320.4679)
 - c) Brian Kulpa – Executive Director (Cell: 734.345.6179)

See the reference cards at the University Information Center for all updated home phone numbers, cell phone numbers, etc.

7) Write an incident report and submit it to the Student Center Administration Office.

REMEMBER, WHEN YOU HEAR:

- TORNADO WARNING SIRENS: immediately seek shelter (**Shelter-In-Place**) in a safe location within the building
- FIRE ALARMS: immediately **evacuate** the building and move to the designated meeting area
- ALL OTHER ALERTS: follow the directions given *In all cases, you should get additional clarifying information by all possible means...EMU Homepage, text, radio, email, etc.*

INCLEMENT WEATHER CONDITIONS



nd

- 1) If inclement weather conditions exist, keep informed of developments by listening to radio or television. Tune the monitor at the University Information Center to the weather channel, channel 30.
- 2) In the event of a **TORNADO WARNING** for the Ypsilanti area and campus:
 - a) Areas of The EMU Student Center are designated Tornado shelter; therefore, the facility CANNOT be locked while a warning is in effect.
 - b) DO NOT use telephones, computers, or other electrical devices.
 - c) Stay away from glass doors and windows as much as possible.
- 3) Unlock the west stairwell door leading to the first floor back hallway. Using the key on the building managers ring, open the fire alarm enunciator panel in room 151 and inform patrons of the tornado warning and advise them to go to the following locations for shelter:
Stairwells at the north (Kiva, computer lab), west (Art Gallery, drop off), and south (bookstore, ballroom mezzanine).
The service hallway behind the dining room. The entrance is by Subway and Wendy's.
The auditorium.

Note: The interior stairwell from the 3rd floor Center for Student Involvement to the 2 floor lounge is **NOT** a tornado shelter.

For evacuation of the Student Center, the location of the stairwells is as follows:

Stair A is on the south side of the building leading from room 300 to the first floor.

Stair B is on the west side of the building by the Conference & Event Services Office: (room 312).

The second floor by the west entrance and the University Gallery and Ballroom Salon, and the 1st floor service hallway.

Stair C is on the north side of the building by the Kiva Room, second floor north entrance, and on the first floor by the bathrooms in dining room.

Stair D is on the north side of the building next to room 370. This stairwell only goes from third floor to second floor.

The staff on duty will assist as follows to help building users find shelter.

- a) Building Managers/CSI Staff/Conference & Event Services Staff/Custodial Staff:
Evacuate the third floor to the stairwells in the west (stair B) and north (stairs C and D).
** Remember to also use the emergency exit stairwell by administration office, Stair D.
- b) AV Techs/New Student Programs/Information Center/Custodial Staff: evacuate the ballroom to stairwell on the south (stair A), west (stair B) or auditorium (if available.)
Evacuate second floor offices and computer lab to stairwell on north (stair C). If there is no ballroom event, use stair A as well.

- c) Dining Room Staff/Custodial Staff: evacuate first floor to back service hallway.
- d) People will be in stairwells during tornado warning and could be there for a long period of time. Help keep them informed by providing information over the fire alarm system as it becomes available (e.g., the tornado has been spotted in Ann Arbor and is expected to reach us in 8 minutes.)
- e) When the storm has passed, issue an ALL CLEAR alert over the fire alarm system.
- f) Note events on the night report.
- g) Other approved shelter areas of the Student Center are as follows: Northwest corner of the 1st floor, the back office area of the Eagle Card office, room 120 away from the glass, the 1st floor service hallway, room 222 and 236, the auditorium and back stage areas.

POWER OUTAGE

In the event of a power outage, The EMU Student Center is equipped with generator power that will maintain some basic electrical systems (e.g., emergency lighting). However, other electrical systems will shut down.

Check ALL THREE elevators for trapped passengers by checking each floor. If there are trapped passengers:

- Call DPS at 487-1222 and inform them of the problem by using a cell phone or one of the land lines (fax machine have land lines.)
- Notify trapped passenger that you will be contacting DPS and advise them of the situation.
- Designate another staff person to stay by the elevator to reassure the passenger.

If the power is out for more than a half hour, contact the professional staff on the emergency call list.

ILLEGAL ACTIVITIES

- In the following cases, notify DPS immediately:
Illegal use of drugs or alcohol, larceny, assault, etc.
 - Do not place yourself in a dangerous position by confronting individuals involved in an illegal activity. Be a witness, not a victim.
- 1) Contact DPS with the following information:
 - a. An explanation of the situation
 - b. Descriptions of any involved parties
 - c. Location of the disturbance
 - d. Direction of travel of the individuals
 - e. If it's in view of a security camera ask them to bring it up on their screen.
 - 2) Follow any instructions given by DPS
 - 3) Report incident to one of the following:
 - a. Kevin Lawson - Cell: 734.417.8806
 - b. Ann Klaes - Cell: 734.320.4679
 - c. Brian Kulpa -Cell: 734.345.6179
 - 4) Note the situation on the night report and submit to the Student Center Administration Office.



FIRE EMERGENCY

- If the fire alarm sounds all occupants of the Student Center are required to leave the building and report to the Designated Meeting Area (DMA). **DO NOT STAY IN THE BUILDING!**
 - If you discover a fire immediately leave the area, pull a fire alarm and call EMU Public Safety. **DO NOT ATTEMPT TO USE A FIRE EXTINGUISHER UNLESS YOU HAVE BEEN PROPERLY TRAINED!**
 - Do not re-enter the building until emergency personnel tell you it is safe to do so.
1. When the alarm sounds, all staff should leave the building and assist in evacuating the building by holding open doors and leading people to DMA's. On your way out, check rooms and corridors guiding anyone you find out of the building.
 2. After evacuation, report to the turn around on the west end of the building.
 3. If after hours, the senior staff member on site should call professional staff on the emergency contact list.
 4. File an incident report.

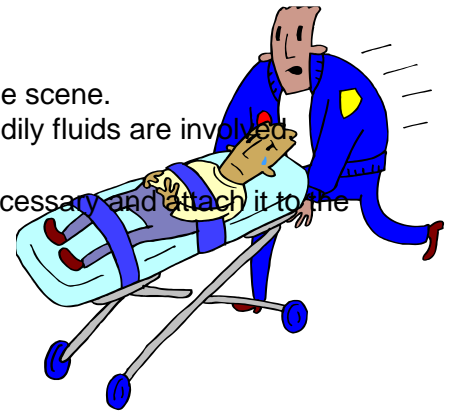
- **In the event of a false alarm:**
- Evacuation must still be conducted
- Wait for permission to enter the building •
Note the situation on the incident report



MEDICAL EMERGENCY

1. Call EMU Public Safety immediately upon learning of a medical emergency. Do not hang up until released by the dispatcher.
2. The senior person on duty should go to the scene to investigate.
3. Have the person calling 911 physically with the victim at the time the call is placed.
Provide the following information:
 - a. The age and gender of the victim.
 - b. Location
 - c. Nature of the emergency and whether the victim is conscious, alert and breathing.
 - d. Any other pertinent information, such as events leading up to the emergency (ex. Eating fish products at a dinner.)

4. Keep the victim still and comfortable. Do not move the victim.
5. **DO NOT PROVIDE CPR UNLESS PROPERLY TRAINED!**
6. Have other staff members keep a crowd from forming.
7. Meet Public Safety at the loading dock and escort them to the scene.
8. Have custodial clean the area if needed. Block off area if bodily fluids are involved.
9. Call professional staff on the emergency call list.
10. Take a picture of the scene after the patient is removed if necessary and attach it to the incident report.



ACTIVE SHOOTER

The response to an active shooter is dictated by the specific circumstances of the encounter. It is not possible to provide instructions in advance that will apply to every situation, as the specific circumstances in every incident are different. The following are general guidelines for an active shooter situation:

- Call 9-1-1 from a campus phone, 734.487.1222 from a cell phone and provide:
- Your name, location and report "we have an active shooter on campus, gunshots fired."
- Give a description of the shooter(s) and identity - if known.
- Report the location and number of victims.
- Report any suspicious devices and provide the location and description, if possible.
- Report the location of any fires or explosions.
- Remain calm.
- Warn other faculty, staff, students and visitors to seek shelter immediately.
- Proceed to a room that can be locked or barricaded.
- Lock and barricade doors and/or windows.
- Turn off lights.
- Close blinds.
- Block windows.
- Turn off radios or other devices that emit sound.
- Remain out of sight and take adequate cover/protection, i.e. concrete walls, thick desks, filing cabinets.
- Silence cell phones.
- Depending on the circumstances, exit from ground floor windows or doors as safely and quietly as possible.
- Do not respond to voice commands until you can verify with certainty that they are being issued by a police officer, first responder, CERT member or Crisis Management Team member; unfamiliar voices may be the active shooter trying to lure you from safety.
- Wait patiently until a uniformed police officer, first responder, CERT member or Crisis Management Team member provides the "all clear." **If an active shooter enters your office or classroom:**
- Remain calm.
- Do not provoke the active shooter.

- As a last resort where there is no possibility of escape or hiding, make a personal choice to negotiate with or overpower the assailant(s).
- Barricade the room or proceed to a safer location if the active shooter(s) leaves the area.
- Call 9-1-1 from a campus phone, 734.487.1222 from a cell phone and provide the information listed under the general guidelines.

If you encounter an active shooter outdoors:

- Remain calm.
- Move away from the active shooter or the sounds of gunshot(s) and/or explosion(s).
- Move to locations for cover/protection, i.e. brick walls, retaining walls, large trees, parked vehicles or any other object that may stop bullet penetration.
- Call 9-1-1 from a campus phone, 734.487.1222 from a cell phone and provide the information listed under the general guidelines. **What to expect from responding police officers:**
- Immediate engagement or containment of the active shooter(s) to stop life threatening behavior. Keep your hands visible to police officers at all times as they do not know if you pose a threat or not. Do not make sudden movements towards officers.
- Identification of other threats such as improvised explosive devices.
- Identification of persons requiring medical care.
- Identification of and interviews with victims.
- Crime scene processing and investigation.

BOMB THREATS

- EMPLOYEES RECEIVING OR DISCOVERING A BOMB THREAT OR EMERGENCY SHOULD IMMEDIATELY NOTIFY THE EMERGENCY EXTENSION 911 (from a campus phone) OR 734-487-1222 (from a cell phone) and then notify professional staff
- 1) DO NOT evacuate the building. DO NOT activate the fire alarm.**
 - 2) If a bomb threat is received by phone, ask:**
 - A. When is the bomb going to explode?
 - B. Where is the bomb right now?
 - C. What kind of bomb is it?
 - D. What does the bomb look like?
 - E. Why did you place the bomb?
 - 3) Keep the caller on the phone as long as possible. Record the following information for DPS.**
 - A. Time of call.
 - B. Date of call.
 - C. Exact word of the caller.
 - D. Gender and approximate age.
 - E. Speech pattern, accent.
 - F. Background noises.
 - G. Call DPS.
 - 4) If a bomb threat is received by mail, staff should:**
 - A. Not handle the envelope or package
 - B. Leave the immediate area
 - C. Notify EMERGENCY 911 and stop anyone from entering the area where the package is located.

5) If a suspicious or unattended object is discovered, staff should:

A. Not attempt to touch or move the object B. Evacuate the immediate area only
Notify DPS by calling 911 on a campus phone and wait for further instructions

DO NOT use two-way radios or cellular phone; radio signals can cause a detonation.

Threat by E-mail/Text Message

1. DO NOT delete the e-mail/text message.
2. Call EMU Public Safety at 734.487.1222 or 9-1-1.
3. Forward the e-mail as directed by Public Safety.
4. Contact your Building Administrator.
5. If directed to evacuate, follow building evacuation procedures.

Threat by Mail

1. Call EMU Public Safety at 734.487.1222 or 9-1-1.
2. Handle mail as minimally as possible.
3. Contact your Building Administrator.
4. If directed to evacuate, follow building evacuation procedures.

Threat by Handwritten Note

1. Call EMU Public Safety at 734.487.1222 or 9-1-1.
2. Handle note as minimally as possible.
3. Contact your Building Administrator.
4. If directed to evacuate, follow building evacuation procedures.

1 Handle with Care
Don't shake or bump

3 Do NOT open,
smell or taste

2 Isolate and look
for indicators

4 Treat it as suspect
Call 9-1-1



Suspicious Letter or Package

The following guidelines are intended to help identify suspicious letters or parcels and to provide procedures to follow in the event of receiving suspicious mail.

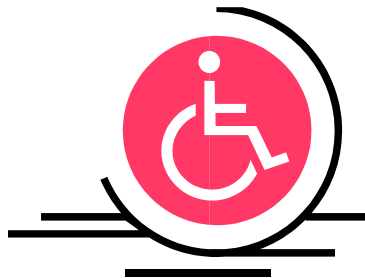
If you receive a suspicious letter or package:

1. Do not try to open the package. If there is spilled material, do not try to clean it up and do not smell, touch or taste the material.
2. Do not shake or bump the package or letter.
3. Calmly alert others in the immediate area and leave the area, closing the door behind you.
4. Wash hands and exposed skin vigorously with soap and flowing water for at least 20 seconds. Antibacterial soaps that do not require water are not effective for removing anthrax or other threatening materials.
5. Call EMU Public Safety at 734.487.1222 or 9-1-1.
6. Wait for Public Safety to respond. Do not leave the building unless instructed to do so by Public Safety personnel.

Hazardous Materials:

Departments shall be responsible for training and conducting drills for the specific hazards in their area.

Procedures for Persons with Special Needs and Those Who Assist Them



Elderly Individuals

- Always ask the person how you can help before beginning any assistance even though it may be important to evacuate quickly. Ask if the person has limitations or problems that may affect his or her safety.
- Some elderly persons may respond more slowly to a crisis and may not fully understand the extent of the emergency. Repeat questions and answers if necessary. **Be patient!** Taking time to listen carefully or to explain again may take less time than dealing with a confused person who may be less willing to cooperate.
- Before moving an elderly person, assess his or her ability to see and hear.
 - Persons with a hearing loss may appear disoriented and confused when all that is really “wrong” is that they can’t hear you.

- If the person has a vision loss, identify yourself and explain why you are there. Let the person hold your arm and then guide him or her to safety.
- If the person has dementia, identify yourself and explain why you are there. Speak slowly and in a calm voice, using short words in a calm voice. Ask “yes” or “no” questions: repeat them if necessary. Maintain eye contact.

Individuals with Service Animals

- Always ask the person how you can help before beginning any assistance. Even though it may be important to evacuate quickly, respect their independence to the extent possible. Ask if they have limitations or problems that may affect his or her safety.
- A service animal is not a pet. Do not touch or give the animal food or treats without the permission of the owner.
- When a dog is wearing its harness, it is on duty. In the event you are asked to take the dog while assisting the individual, hold the leash and not the harness.
- Plan to evacuate the animal with its owner. **Do not separate them!**

Individuals with Mobility Limitations

- Always ask the person how you can help before beginning any assistance. Even though it may be important to evacuate quickly, respect the person’s independence to the extent possible.
- Ask if they have limitations or problems that may affect his or her safety
 - “Are you able to stand or walk without the help of a mobility device like a cane, walker or a wheelchair?”
 - “You might have to [stand] [walk] for quite a while on your own. Will this be ok? Please be sure to tell someone if you think you need assistance.”
 - “Do you have full use of your arms”?
- Do not try to carry or move someone yourself. Inform emergency personnel of the location of someone that needs to be rescued.
- A person using a mobility device may be able to negotiate stairs independently. Do not interfere with the person’s movement unless asked to do so, or the nature of the emergency is such that absolute speed is the primary concern. If this is the case, tell the person what you will need to do and why.

Individuals with Hearing Impairments

- There is a difference between hard-of-hearing and deaf. People who are hearing impaired vary in the extent of hearing loss they experience. Some are completely deaf, while others can hear almost normally with hearing aids.
- If possible, flick the lights when entering an area or room to get their attention.
- Establish eye contact with the individual. Use facial expressions and hand gestures as visual clues.
- Offer pencil and paper. Write slowly and let the individual read as you write.
- Written communication may be especially important if you are unable to understand the person’s speech. While written communication should work for many people, others may not understand English well enough to understand written instructions. Keep instructions simple and in the present tense, and use basic vocabulary.
- Do not allow others to interrupt you while conveying the emergency information.

Individuals with Visual Impairments

- There is a difference between visual impairment and blindness. Some people who are “legally blind” have some sight, while others are totally blind.
- Announce your presence, speak out, and then enter the area.
- Speak naturally and directly to the individual. Do not shout.
- State the nature of the emergency and offer the person your arm. As you walk, advise them of any obstacles.
- Offer assistance but let the person explain what help is needed.
- Do not grab or attempt to guide the person without first asking them.
- Let the person grasp your arm or shoulder lightly for guidance.
- Be sure to mention stairs, doorways, narrow passages, ramps, obstacles, etc.
- When guiding someone to a seat, place the person's hand on the back of the chair.
- If leading several individuals with visual impairments, ask them to guide the person behind them.
- When you have reached safety, orient the person to the location and ask if any further assistance is needed.

Individuals with Autism or Cognitive Impairments

- Approach the person in a calm manner. Try not to appear threatening.
- Speak calmly. Use direct, concrete phrases with no more than one or two steps, or write brief instructions on a pad. Allow extra time for the person to respond. The person may repeat what you have said, repeat the same phrase over and over, talk about topics unrelated to the situation, or have an unusual or monotone voice.

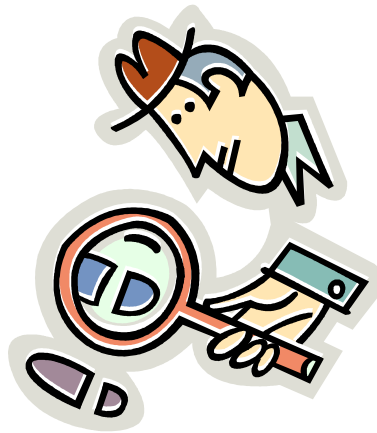
Avoid touching the person and, if necessary, gesture or slowly guide the person. If the person is showing obsessive or repetitive behaviors, or is fixated on a topic or object, try to avoid stopping these behaviors or taking the object away from him or her, unless there is risk to self or others.

- Make sure that the person is away from potential hazards or dangers (busy streets, etc.) since he or she may not have a fear of danger.
- Be alert to the possibility of outbursts or impulsive, unexplained behavior. If the person is not harming themselves or others, wait until these behaviors subside.

Missing Person Alert At The Student Center

1. If a visitor reports a person is missing, a detailed description of the person and what he or she is wearing (including shoes) is obtained. Shoes are the clothing least changed in case of abduction.
2. Radio building staff and notify them with; “A missing person alert is in effect. Order immediate assignment of staff to all building exits.”
3. DPS is called and when they arrive they will advise on any announcements.
4. All exterior access to the building is monitored by our staff and any remaining staff will start a search through the building. DPS will conduct a search of the exterior surroundings. Remember to observe and report any information from a safe distance. Do not confront anyone.

5. If a public announcement is determined to be necessary, an assigned employee will use the PA house system (in Auditorium or find alarm annunciator panel) and page describing the person's physical features and clothing.
6. If the person is found and appears to have been lost and unharmed, the person is reunited with the searching family member (upon verification of family's identification).
7. If the person is found accompanied by someone other than a parent or legal guardian, observe and report their location and the description of the individual accompanying the missing person. DPS will be notified and given details about the individual accompanying the person. Continue to observe and report until DPS arrives to find the missing person and companion.
8. The Missing Person Alert will be canceled after DPS gives us the all clear to cancel the alert.



Position Descriptions

Conference & Event Services Office Student Event Planning Job Description

Duties

- Reserve space for the Student Center, The Lakehouse, and McKenny through computerized reservation system (EMS)
- Be the front line customer service representative for the office.
- Answer the phone and greet customers with a smile. Demonstrate a high level of customer service and interpersonal communication skills (i.e. courtesy, respect, tact and sincere desire to meet customer needs).
- Assign space and process contracts for customers by phone, walk-in or email.
- Distribute information regarding confirmations to in-house personnel.
- Answer or refer questions to full time staff.
- Understand and be able to explain use of facilities, policies and procedures.
- Perform office-related duties as assigned.
- Maintain a GPA of 2.5.

All confirmations that you complete are to be checked by a full time staff member before they are to be sent out.

Salary to be state minimum wage, max. 29 hours per week.

**Student Center Administrative Office
Office Assistant
Job Description**

Duties

- Provide excellent customer service by greeting visitors, answering phones and taking detailed messages.
- Answer or refer questions to full time staff.
- Sorting and distributing the mail, typing, copying, filing, and faxing.
- Running errands on campus and other clerical tasks.
- Perform office-related duties as assigned.
- Maintain a GPA of 2.5.

Salary to be state minimum wage, 12-15 hours per week between the hours of 8:00am-5:00pm Monday-Friday).

**Student Center Attendant
Job Description**

Duties

- Be enrolled in classes at EMU.
- Must have a cumulative GPA of 2.5 or higher..
- Must be in good judicial standing with the University
- Must be in good physical condition (able to lift at least 25lbs).
- Must possess good organizational skills, communication skills, leadership abilities and possess the ability to exercise good judgment in stressful or emergency situations.
- Must be able to work as a team as well as independently.
- General knowledge of Eastern Michigan University.
- Must present a well-mannered, professional image.
- Would like you to have Work Study money.
- Must be able to provide a pair of black or tan pants.

Starting pay is state minimum wage.

**UNIVERSITY INFORMATION CENTER ATTENDANT
Job Description**

Duties

-
- Provide quality, proactive customer service to the university population (i.e. walk-in customers, telephone callers and other correspondents) in their request for information on The EMU Student Center and University.
 - Direct customers to the appropriate person, office and/or department.
 - Answer inquiries from the University community and general public.
 - Make all customers feel welcome in The EMU Student Center and at Eastern Michigan University.
 - Gather, maintain and update information from other campus buildings and departments (Pease, Convocation Center, etc.).
 - Take responsibility for keeping the University Information Center workspace organized and stocked.
 - Attend all staff meetings for Information Center Attendants.
 - Complete projects as assigned.
 - Be a registered student in good academic standing.

The starting hourly rate is state minimum wage, 12-15 hours per week during the Fall and Winter Semesters.

STUDENT GRAPHIC DESIGNER

Job Description

Duties

- Design ads for various Student Center marketing campaigns.
- Design promotional materials.
- Update Student Center print pieces as needed (Directories, brochures, directional signage, etc.).
- Assist building vendors with graphic needs.
- Assist with website design and updates as needed.
- Serve as a graphic design resource to other departments and offices.
- Complete projects in a timely manner.
- Experience and skills typically associated with upper-class graphic design majors.
- Previous graphic design experience, whether it be work or volunteer.
- Expertise using CS3 Design Software on an Apple platform environment.
- Experience moving design through print production process.
- Excellent organizational and communication skills.
- Strong critical thinking and problem solving skills.
- Enjoy working with others.
- Must be in good academic and judicial standing.
- GPA of at least a 2.5.

The starting hourly rate is commensurate with experience. 20-24 hours during the fall and winter.

Technology Developer

Job Description

Duties

- Maintain and develop websites and linking.
- Maintain and develop FWI Boards.
- Log, Troubleshoot, and resolve computer support requests, including installing, configuring, maintaining, and troubleshooting hardware and software.
- Update project management's software.
- Experience in html and CSS
- Knowledge of Javascript and Php
- Knowledge of various web browsers
- Knowledge of text editing software
- Strong critical thinking and problem solving skills.
- Must be in good academic and judicial standing.
- GPA of at least a 2.5.

The starting hourly rate is commensurate with experience. 20-24 hours during the fall and winter.

Event Technician

Job Description

Description:

Event Technicians will work directly with the Building Managers. The Event Technician position is vital to the success of the everyday operation of the Student Center. The Event Technicians provides mission critical, quality customer service to The EMU Student Center customers. Event Technicians serve as front line employees to ensure rooms are successfully set to the customers' desire in advance of their event. You are also responsible for maintaining clean rooms and equipment. Work takes place in a fast-paced environment, and could also include late nights or early mornings. Event Technicians will also provide assistance and support during events as requested or as needed. It is important that the Event Technicians be familiar with the building, its equipment, policies, programs, services and the day-to-day schedule of events. This position offers the opportunity to grow as a student and professional.

General Responsibilities:

- Be punctual.
- Provide quality proactive customer service to Student Center Patrons (internal or external).
- Manage time to ensure all set ups are done in the appropriate time frame.
- Make all customers feel welcome in EMU Student Center and at Eastern Michigan University.
- Take responsibility for keeping the Student Center meetings rooms clean (chairs pushed in, tables clean, blinds even, carpet clean, trash removed etc).
- Handle all equipment with care, and report anything that might be broken.
- Attend all staff meetings for Student Center Set up Crew.
- Complete projects as assigned.
- To perform other duties assigned.

Qualifications:

- Must maintain at least a 2.5 GPA.
- Be a responsible and dependable person.
- Be self-motivated, have a friendly disposition and be customer-service oriented.
- The ability to work independently, identifying resources and make independent decisions.
- Strong written and oral communication skills.
- Ability to work in a team environment.
- Demonstrate excellent interpersonal skills.
- Flexible hours for availability (including evenings and weekends) when the building is open.
- Positive customer-oriented attitude and professional image.

Audio-Visual Technician

Job Description

Description:

The Audio-Visual Technician will work directly with the Audio-Visual Manager. The Audio-Visual

Technician position is vital to the success of everyday technology at the Student Center. The Audio-Visual Technician is responsible for setup, running, and take down of audio/visual (A/V) equipment used throughout the building. The Audio-Visual Technician will also provide technical assistance and support throughout the building. The Audio-Visual Technician will also provide technical assistance and support during events as requested or as needed. It is important that the Audio-Visual Technician be familiar with the building, its equipment, policies, programs, and services and the day-to-day schedule of events. This position offers the opportunity to grow as a student and professional.

General Responsibilities:

- Read and interpret room diagrams.
- Set up/remove room setups and change room arrangements, including tables, chairs and stages in accordance with the schedule of events for The EMU Student Center.
- Ensure setup and put away of A/V equipment is completed for all events. Make sure A/V closets are kept in order.
- Respond to requests from the Audio-Visual Manager, Conference & Event Services Director, and Student Building Manager.
- Inspect rooms for damage, cleanliness, and document issues to be addressed. Give documentation to supervisor.
- Reading and interpreting room diagrams with respect to A/V setups.
- Setup A/V equipment for meetings and various functions around the building.
- Troubleshooting A/V equipment when there are technical questions or problems related to A/V equipment and identifying appropriate solutions.
- Serve as on-sight A/V support for events that take place in the Student Center.
- Provide basic instruction on the operation of A/V equipment to customers as necessary.
- Clean and maintain equipment, report damages to the Audio-Visual Manager.
- Assist in weekly inventory of A/V equipment.
- Assist with room setups and teardowns, as necessary.
- Attend A/V staff meetings and training sessions.
- Be attentive to the safety and security of the Student Center.
- Be aware of emergency procedures and troubleshoot concerns throughout the facility.
- Other duties as assigned.

Qualifications

- Must maintain at least a 2.5 GPA.
- Must have skilled knowledge of audio-visual equipment.
- Must have skilled knowledge of computers, presentation software and A/V equipment.
- The ability to work independently, identifying resources and make independent decisions.
- Strong oral communication skills.
- Ability to work in a team environment.
- Ability and interest in learning technology related skills.
- Demonstrate excellent interpersonal skills.
- Flexible hours for availability (including evenings and weekends) when the building is open.
- Positive customer-oriented attitude and professional image.

Building Manager

Job Description

Position Description:

The Building Manager will work directly with the Audio-Visual Manager and the Assistant Directors for Conference & Event Services and Facilities. The Building Manager position is vital to the success of the everyday operation of the Student Center. The Building Manager is responsible for the guests, Event Technicians, A/V Technicians, Information Center Attendants, and Dining Room Attendants. The Building Manager will also provide assistance and support during events as requested or needed. It is important that the Building Manager be familiar with the building and its equipment, policies, programs, and services. This position offers the opportunity to grow as a student and professional. In the course of their duties, Building Managers will:

- Work nights (including weekends) until and most often beyond 1AM.
- Work 10-25 hrs. per week, depending on the number of shifts.
- Earn a starting wage of \$8.50 per hour (varies depending on experience and various other factors).
- Operate in – and must maintain a thorough knowledge of – all assigned departments: Setup (including Audio-Visual [A/V] equipment and its use in events), Info Desk, and Dining.
- Be hired/promoted internally from the Student Center student staff.

General Responsibilities and Guidelines:

Building Managers are students at EMU that have accepted the responsibility of contributing to the management and operation of the Student Center. They are required to maintain a professional attitude and appearance at all times, and must adhere to the following guidelines:

- Provide excellent customer service to all guests in the building. Guests include all students, faculty, staff and outside community members that use the building in any capacity, whether or not they reserve a room for an event.
- Provide Security for building.
- Provide eyes and ears for the maintenance department.
- Provide eyes and ears for the Custodial department.
- Provide direction for Setup employees.
- Provide leadership and knowledge to all student staff.
- Provide for the proper use and maintenance of equipment.
- Provide exemplary and responsive service for the professional staff.

Job Qualifications:

- Be able to work with minimal supervision.
- Display a cooperative spirit with supervisors, co-workers and guests.
- Be able to conceptualize oral and written instructions required to set up rooms.
- Maintain a 2.5 or better GPA.
- Possess good leadership and interpersonal skills.
- Have a positive, customer-oriented attitude and a professional image.
- Be comfortable promoting staff development through training and discipline.

This handbook will be reviewed and update once a year during the summer term. Traditionally the 'new' book will be in place prior to Fall orientation and will remain in place throughout the academic year. In the event that we see a need for earlier alteration we do reserve the right to alter/update the book as we see fit during the academic year.