

CAMPUS RECREATION

UNIVERSAL STAFF MANUAL

2011 - 2012

BOSTON COLLEGE
Campus Recreation

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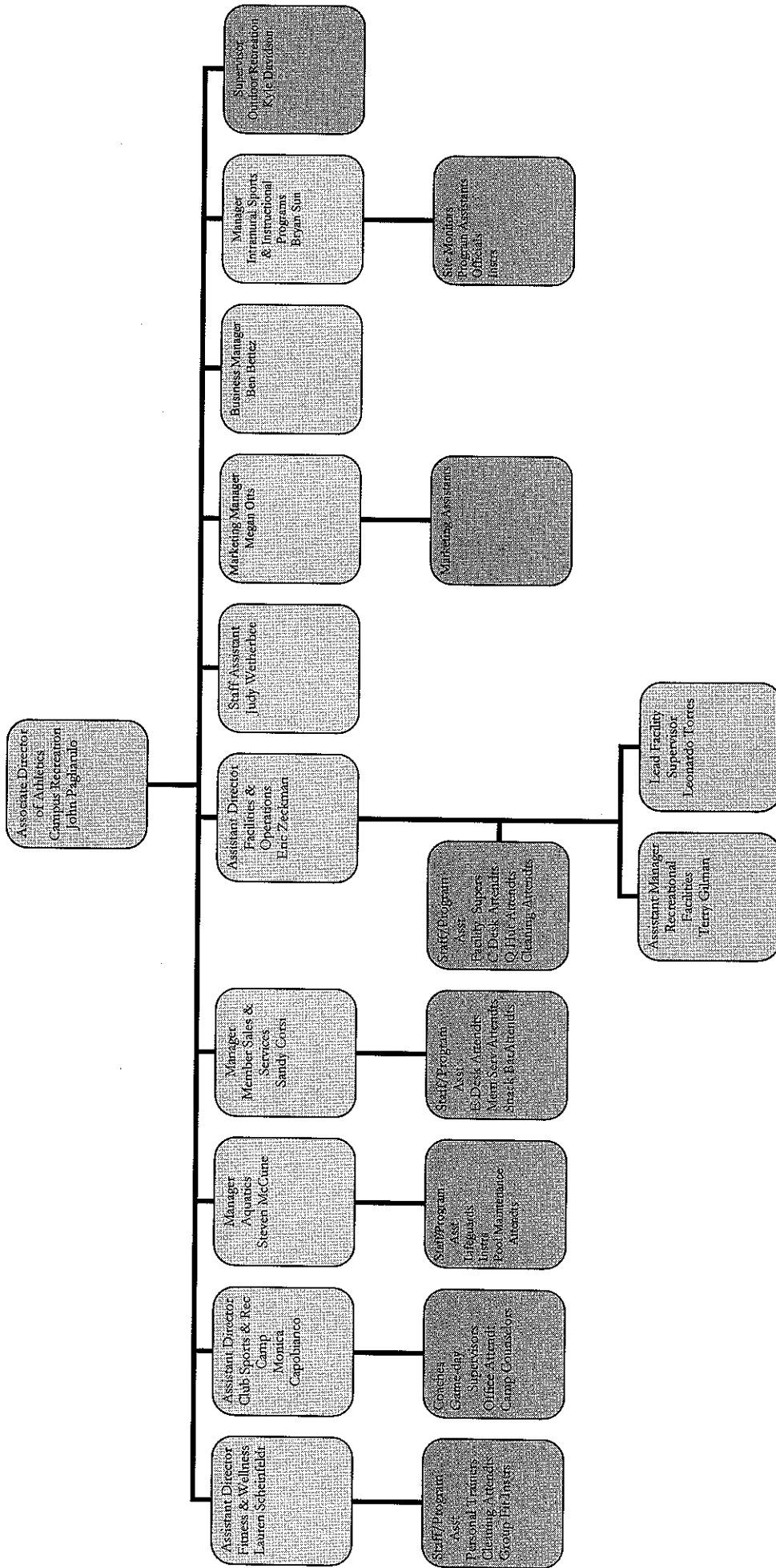
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Section 1:

Professional Staff & Organizational Chart



Yellow denotes full-time staff.

Blue denotes part-time, non-benefitted, non-student (approximately 50 staff) and student (approximately 350 staff)

Section 2:

Mission and Guiding Principles

Campus Recreation Mission & Guiding Principles

Our Mission

In keeping with the Boston College Jesuit tradition and its commitment to the formation of the whole person, our mission is to enhance the physical health and wellness of our members.

In the fulfillment of our mission, we strive to deliver

- Great People
- Great Programs
- Great Places

Campus Recreation Guiding Principles

The Boston College Department of Campus Recreation has seven “guiding principles” which direct and govern our actions at all times and in all our affairs. They define “what we stand for” and “what we won’t stand for.” They include:

Respect

We treat others as we would like to be treated. We are thoughtful and attentive and treat everyone with dignity and respect.

Positive Attitude

We are enthusiastic and demonstrate a positive attitude to our members and guests.

Good Judgment

At all times and in all our affairs, we use good judgment. There is simply no substitute for common sense. We never do anything to put ourselves, our members or our guests at risk.

Clear Communication

We are straightforward. We communicate clearly and candidly.

Professional Conduct

As representatives of Boston College, we conduct ourselves as professionals at all times and in all affairs.

Accountability

We are here to use our talents in the service of others. We are accountable to our members, our guests and each other. We are an important part of a great team.

Continuous Improvement

We use proven systems and methods, yet we are always looking for a better way to get things done. We can learn from everyone.

Section 3:

Work Environment

Work Environment

The work environment affects the quality of employee performance. Campus Recreation seeks to promote a healthy work environment by providing clearly stated policies and procedures regarding work performance and compensation. The following sections outline key principles and guidelines for ensuring a positive work environment.

1. First Rules:

Never do anything to put yourself or others at risk, and
Never do anything that you do not feel comfortable with...
"I don't feel comfortable with that!"

2. Open-Door Policy:

The senior management team is always available. If you have a question or concern of any nature, particularly relating to items in the following sections, you are encouraged to approach the senior management team.

3. Discrimination of any kind is not acceptable.

4. Harassment of any kind is not acceptable.

Policy on Discriminatory Harassment

As a University dedicated to fostering the dignity of each person, Boston College strives to provide an environment that is free of harassment. The search for truth and freedom of inquiry are integral to a Jesuit university and presume the right of each member of the University community to be respected as a person, without regard to sex, race, color, religion, national origin, citizenship, handicap, age, sexual orientation, or status as a Vietnam-era veteran. All members of the University community, especially faculty and other individuals, who exercise supervisory authority, have an obligation to promote this environment.

Definition of Discriminatory Harassment

Discriminatory harassment may occur in numerous forms, many of which are also violations of federal and state laws. Direct harassment is person to person; indirect harassment is the creation of a hostile environment. For the purposes of this policy, the following are considered discriminatory harassment.

- I. Conduct that, by reference to the sex, race, color, religion, national origin, citizenship, handicap, age, sexual orientation, or status as a Vietnam-era veteran of a member or members of the University community, intentionally or recklessly abuses, mocks, or disparages a person or persons so as to affect their educational performance or living or working environment at Boston College.

- II. Offensive sexual behavior whenever toleration of such conduct or submission to or rejection of it is the basis for a personnel or academic decision affecting an individual; or such conduct has the purpose or effect of creating a hostile or stressful living, learning, or working environment.

5. Smoking, Alcohol and Drug Policy

University Smoking Policy

Except as noted below, smoking is prohibited in all Boston College buildings and vehicles. This restriction applies to all indoor space, including private faculty and administrative offices and dining facilities. It is the responsibility of all faculty, staff, and students to observe and enforce the nonsmoking policy. Courtesy and consideration toward others should always be exercised in this regard.

Alcohol Policy

Absolutely no alcohol is allowed on the job or at the worksite. Furthermore, Boston College employees are expected to come to work free of impairment resulting from drinking or use of illegal substances elsewhere, whether at night, at lunch, or at any other time.

Drug-Free Workplace

Boston College complies with the requirements of the Drug-Free Workplace Act of 1988.

Boston College prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance in and on University-owned property. A controlled substance is a substance covered by federal law. This includes illegal drugs as well as all drugs and pharmaceuticals for which a license or prescription is required for possession, use, sale, distribution, or manufacture. "Controlled substances" therefore refers to both illegal drugs and prescription drugs taken in non-therapeutic doses. Any Boston College employee determined to have violated this policy may be subject to disciplinary action up to and including termination of employment and referral for prosecution.

The employment of those engaged in the performance of work under a federal contract or grant is conditional on their willingness to abide by the terms of this policy. These employees are also required to notify the Department of Human Resources, in writing, of any drug-related criminal conviction for a violation occurring in the workplace no later than five days following conviction.

6. Grievance

Campus Recreation encourages employees and managers to resolve any employment-related grievances on an informal basis. Whenever a grievance cannot be resolved informally, Campus Recreation will arrange for a formal review and will seek a fair and timely resolution of the problem. No employee will be discriminated against because he/she has sought resolution of a problem through the grievance procedures.

Section 4:

**Student
Employment**

Student Employment

Compensation

Salary

- All students are paid on an hourly basis and are required to fill out the necessary paperwork with the Human Resource Service Center in More Hall, including, tax paperwork and direct deposit (Paperwork is available for download on the BCHR website). Students are also required to fill out citizen verification paperwork at Student Services in Lyons Hall.
- The weekly pay period runs Sunday through Saturday and the payment of funds for that week are automatically deposited into the employee's designated bank account the following Friday (in other words, funds are received six days after the week that just ended).

Time Keeping

- All employees must swipe their BCID card when they arrive for work in order to gain entry into the Plex. Members are allowed to enter the Plex twice during the semester if they forgot their ID. As employees you are responsible for setting an example for other members to follow. Therefore, the same rule applies to you.
- During the academic year, students may work a maximum of 20 hours a week. The 20 hour limit includes all on-campus jobs. Therefore, for example, if you are working 10 hours in another department, you need to make sure you do not go over 10 hours at The Plex for any reason. During the summer the limit is 40 hours. You are responsible for keeping track of this.
- Every staff member is expected to arrive on time for their shift and to stay in their area for the entire shift. All staff must swipe their BCID card in the time clock to check in and out for their shifts (and in rare cases the manual punch card). You may clock in fifteen minutes before your shift begins (maximum), so that you may put your uniform on and look at your schedule for the day. If you work a 6.5 hour shift or longer, you are entitled to a 1 hour break (only 30 minutes will automatically be deducted from your paycheck). Breaks must be scheduled with your area manager. You are free to go eat or do an errand. Please note, that your area must be covered before you may take a punched out break. You must clock out at the end of your shift (fifteen minutes after your shift ends maximum). If you forget to clock in or out please see your Manager. If for some reason your ID does not work, please use the back-up time clock. Also, it is unethical to swipe anyone else's card so please refrain from doing it. If you are experiencing problems with swiping in please notify your Manager. In the mean-time, please ensure you punch in and out on the manual time clock for that shift.
- It is always a good idea to personally keep track of how many shifts and hours you work each week, as sometimes a question may arise with your pay. If you feel that you have not been compensated properly, please log onto Agora and print your pay stub for the week in question. See your Manager to clear up any

discrepancies or conflicts regarding your hours. Your Manager will then pursue remedying the issue with the Plex payroll manager.

Benefits

Locker

- Each student staff receives a free staff locker in which they keep their uniform. It is also the place where staff lock up their personal possessions (coats, bags, cell phones, personal music devices, etc.) while they work their shifts. This ensures that each work area remains clean and professional looking.

Membership

- All Boston College undergraduate students are annual members to the Plex. Non Boston College students who are hired as well as graduate students receive a complimentary membership to the Plex during the course of their employment.

Parking

- During the academic year, most Boston College students do not qualify for on-campus parking. During the summer, student staff may park on campus in the Beacon Street garage for a daily fee, or purchase a summer parking pass.

Incentives

Point System

- Each employee earns points for working. As your seniority increases, your points increase. Students may sign up for shifts in order of their seniority points, giving those with the most points the opportunity to have preference of shifts. Awards will also be given out each semester for most increased points

| | |
|---------------------------|--|
| Semester (fall or spring) | 3 points |
| Winter break | 1 point – part-time 2 points – full-time |
| Summer | 3 points – part-time 6 points – full-time |
| Late to shift | -0.25 points |
| Substitute a shift | 0.25 points |

Outstanding Achievement Award

The purpose of the Outstanding Achievement Award is to honor those student employees who deserve special recognition for going above and beyond the responsibilities of their job descriptions. Awards are bestowed at the end of the Fall Semester, Spring Semester,

and the Summer Session. Anyone can nominate a student employee for the Outstanding Achievement Award.

While we appreciate all of our staff for showing up on time for their shifts and performing their duties and responsibilities, the purpose of this award is to recognize those students who go above and beyond the call of duty. Below are examples of criteria for the Outstanding Achievement Award.

- Repeatedly and reliably covers shifts for other staff members in need.
- Exhibits exceptional attendance and punctuality record, especially students who stay late if they can when there is a need.
- Regularly contributes to the Plex as a whole, outside the scope of their own area.
- Excels in customer service e.g. helpfulness to members and friendliness

Student employees who are awarded The Outstanding Achievement Award will receive a certificate and a gift certificate. Their names will also be included in an Outstanding Achievement Award display that will be located in the lobby.

Rehire

- Employees who fulfill their job responsibilities in keeping with the Guiding Principles are welcomed back each year and qualify for a .25 cent/hour pay increase. This is provided that you worked two or more terms during a fiscal year (which runs June 1 – May 31).

Recommendations

- It is a pleasure for the Administrative Staff to provide a recommendation to those employees who have left the recreation complex with a quality employee record.

Performance Measures

Shift Coverage

- Each staff member must cover his/her assigned shift. Students are responsible for getting a substitute and for notifying their Manager once the shift has been covered. If it is within three days and a student does not have a sub, he/she must notify their Manager. If you are running late, are sick or have some other serious last minute emergency, please call **552-8966** and ask to speak with the **Facility Supervisor**. The Door Attendant will not relay messages.

Tracking

- Each week, shift coverage is tracked. Students receive feedback in a variety of forms, including memos, e-mails and in-person.

Feedback

- Managers will communicate their appreciation of your hard work and with anything you do in your position that exemplifies the Campus Recreation mission. Managers will fill out Performance Reports for positive/negative feedback.

Infractions

- A violation of the Guiding Principles will result in a verbal reprimand from your Manager. A second violation will result in an in-person meeting with your Manager and the Associate Athletics Director of Recreation at which time you will receive a written reprimand. A third violation will result in an in-person meeting with your Manager and the Associate Athletics Director of Recreation at which time you will receive another written reprimand and it may result in your termination from employment.

On-going Training

Certification

- The managers in your area will keep track of and offer recertification updates when applicable.
- All recertification classes are free to employees. However, you are not paid to take them.

In-service

- Learning on the job is ongoing. The Managers will provide the necessary training for you to be able to do your job. You may swipe in for in-service trainings.

Customer Service

- The Managers will provide you with the necessary information to help you better serve our members.

Personal Appearance

You are expected to show up for work well groomed and in your proper uniform. Please note, there is a uniform fee however, in lieu of payment, you are expected to attend staff orientation and you will not be paid for attendance.

Uniforms and Name Tags

- You must wear your issued uniform while working. This identifies you to our members and guests and makes for a professional appearance. Please refrain from wearing ripped clothing, pajama bottoms, jeans, sweatpants, etc.. Rather, khakis and neat warm-up pants are appropriate. If you choose to wear a hat, it must be a Campus Recreation hat. No other head gear is acceptable. In addition, flip flops are not a proper form of footwear, except for the Lifeguards.

Professionalism

- It is the responsibility of the student employee to exercise good judgment. As such you are expected to stay in your assigned areas/posts. If you need a relief, please radio the Facility Supervisor. There are times when reading may be permissible while on shift. However, our members are our first priority and reading may not be done at their expense.
- While every staff member will not always be busy every second of their shift, you should not be spending your time doing non CR-related work. Doing some occasional reading may be acceptable depending upon your position and responsibilities, but please note that if the on-duty Facility Supervisor finds that your tasks are being neglected at the cost of your reading, you will be held accountable.
- The following are unacceptable: cell phones, personal music devices and laptops. In fact, these items must be kept in your locker during work hours-not on your person. Please remind your friends, family, or other co-workers and members not to congregate or loiter in your work area.
- Sleeping at work is never an option
- What you choose to do outside of the work is you own business however, as stated in the work environment section it is not permissible to show up for work under the influence of drugs and alcohol. In addition, you should not smell of any of these substances and should show up to work well rested.

Health, Sanitation & Cleanliness

- In order to maintain a professional appearance only eating a small snack at your post is acceptable. If for some reason you miss a meal, ask the building supervisor if you may take a few minutes to go to the staff break room/time clock room to eat...provided your area is covered. Please note that members are not allowed to use glass containers therefore student employees may not have glass containers at their work stations.

NCAA Compliance

The NCAA and Boston College have a "zero tolerance" policy toward wagering on athletic events. This includes gambling and extra benefits.

Gambling: It is impermissible per NCAA rules for student – athletes and BCAD staff (e.g., coaches, administrators, recreation staff, volunteers, interns, graduate assistants, work-study students, part-time help, etc.) to be involved in any type of gambling activity that involves intercollegiate or professional athletics events. This includes, but is not limited to:

- Providing information to individuals involved in organized gambling activities concerning intercollegiate athletic competitions;
- Soliciting a bet on any intercollegiate or professional team;
- Accepting a bet on any team representing the institution;

- Soliciting or accepting a bet on any intercollegiate or professional competition for any item (e.g., cash, shirt, dinner, etc.) that has tangible value; or
- Participating IN ANY MANNER in any gambling activity that involves intercollegiate athletics or professional athletics, through a bookmaker or those working with or for a bookmaker, a parlay card, or any other method employed by organized gambling.
- The prohibition on gambling includes:
 - Any wager related to an intercollegiate or professional game, be it between friends, relatives, acquaintances, or strangers;
 - ALL pools involving intercollegiate or professional athletics, regardless of who sets them up (spouse's/friend's place of work, close friend, etc.)
 - Picking "squares" or "boxes" where the pay-outs are determined by the scores of the teams involved; and
 - Fantasy/roisserie teams and leagues
- **Paying any fee or promising to pay any fee, regardless of the amount, in exchange for the opportunity to participate in any of these activities is absolutely considered gambling.**

Extra Benefit: is any special arrangement by an institutional employee or a representative of the institution's athletics interests to provide a student-athlete or the student-athlete's relative or friend a benefit not expressly authorized by NCAA legislation if it is demonstrated that the same benefit is generally available to the institution's students or their relatives or friends or to a particular segment of the student body determined on a basis unrelated to athletics ability. Examples of Impermissible Benefits:

- Providing your pin code for a personal call or fax
- Allowing a student-athlete to use your cell phone
- Loaning money to a student-athlete
- Allowing a student-athlete to use your credit card to reserve something – even if they do not have a credit card and are giving you the money
- Co-signing a loan
- Co-signing for rent or utilities
- Loaning your car to a student-athlete

Reporting a Violation: It is every staff member's responsibility to conduct the business of the University within the rules and regulations set forth by all associations of which Boston College is a member.

- Any possible violations (or allegations of a violation) that come to the attention of anyone within the BC community should be brought to the attention of the Director of Athletics and the Associate Athletics Director for Recreation
- If it is determined a violation has occurred, all pertinent information will be submitted to the ACC and/or the NCAA, as appropriate
- Violations, regardless of the degree, become a matter of permanent record for the institution and are documented in the personnel file of the individual(s) involved.

Section 5:

Customer Service

Customer Service

Why quality customer service is so important...

Over two thousand members and guests visit the Flynn Recreation Complex every day. You will encounter many of these members and guests on a day to day basis. You are expected to answer various questions and respond to any concerns that a member may have. We ask that all employees be cognizant of what is going on in your area of responsibility as well as the areas throughout the facility. It is always important that you practice quality customer service whenever you are interacting with members, guests, and co-workers.

We could have the BEST state of the art facility in the world and fill it with the BEST equipment, but without a great staff we would get nowhere. All of our successes depend on and start with you, our student staff. If the guidelines we are suggesting you follow in this section are applied with care and diligence no matter which department you work in, you will find that they will not only benefit our members and guests but will be rewarding and beneficial to you as well.

Our Guiding Principles – how they are the key to a great experience for our members and guests...

The secret to achieving our goals lies within our Guiding Principles. How do they apply to providing quality customer service and a great experience for our members and guests?

Remember our First Guiding Principle: RESPECT

“We treat others as we would like to be treated. We are thoughtful and attentive and treat everyone with dignity and respect.”

Respect is the first and most important key to providing great service. It is easier than you think to be successful at this. How do you show respect for our members?

Show them that you care by being attentive to their needs

Have you ever been on the receiving end of bad customer service? Chances are you have and can remember exactly what happened. This illustrates how important customer service can be. Remember, you never get a second chance to make a first impression. We are not expecting you to know all the answers. Frequently you may be asked a question about another department. Providing quality customer service is knowing where to find the correct answers.

What to say when asked a question that you do not know the answer to:

"I'm not sure of the answer to that question, but if you give me a few moments I will try to find one for you."

What to NEVER say when asked a question you do not know the answer to:

"I don't know."

POSITIVE ATTITUDE

"We strive to be enthusiastic and demonstrate a positive attitude to our members and guests."

Are you approachable? Do members and guests feel you care about their experience in the facility?

The way you conduct yourself can have a major impact on how our members and guests are made to feel. A positive attitude can go a long way. Always convey a positive attitude and an approachable demeanor to our members—it will make them feel more welcome..



Are you putting on your best face?

Which image are you projecting?

Attitudes are Contagious, Is Yours Worth Catching?

The customer is always right...right?

Not necessarily. It is possible for a member to be mistaken from time to time and become rude and unreasonable. The important thing is NEVER to argue or get into an altercation. There will be times when a member is upset and rude because of something that happened that has caused them to become extremely dissatisfied. Sometimes it is even our fault (e.g. a misprint on a flyer). If a member becomes irate, always keep your cool and politely ask the member what is wrong and what you can do to help. Demonstrating that you care is enough to cause 99% of people to simmer down and act a little more reasonably. If things continue to get worse despite your best efforts, **NEVER ARGUE BACK OR GET INTO AN ALTERCATION.** *Call a Supervisor immediately to deal with the situation.*

How to handle a complaint

1. **Be an attentive, patient and sympathetic listener**

When you give someone your undivided attention it shows that you care. Often this is all someone with a complaint wants- someone to listen to them. Nothing else is as flattering to a person as exclusive attention to what they are saying. Make eye contact and be careful about your body language.

2. **Encourage the member or guest to fill out a suggestion card**

The suggestion box is located in the lobby next to the locker rooms. There is also a web-based version. We welcome member feedback.

3. **Thank them for voicing the problem and offer a solution**

After you have sympathized with their position, be sure to thank them for voicing it. It takes a lot for most people to complain about something so chances are it is really a big problem. Try this:

"I want to thank you for bringing this problem to our attention and for taking the time to voice your concerns."

No matter what the problem is you will diffuse an uncomfortable situation and send a dissatisfied person away with the reassurance that the problem will be looked into if you follow these steps. If handled correctly the member may even thank you for your time and attention and apologize for making such a fuss. Remember, referring them to a supervisor or a department manager if you legitimately do not know the answer is a good solution. If they do not wish to file a comment card, you can offer them the appropriate department manager's business card (available at Control Desk and in Member Services).

Phone Etiquette

The impression you give when answering the phone is as important as your in person appearance and conduct. When answering the phone be sure to say "Flynn Complex" and identify which department the person calling has reached in addition to identifying yourself.

Example:

"Campus Recreation Front Desk this is Sisyphus speaking, how may I assist you."

OR

"Good Morning/Afternoon/Evening Boston College Campus Recreation, this is Brett speaking, how can I help you?"

Section 6:

**General Plex
Rules**

General Plex Rules

Please enforce all of the rules within your area of responsibility as well as the general rules of the Recreation Complex. The rules have been created for the safety and enjoyment of our members and guests. When enforcing the rules, please be firm and polite. Never engage in an argument. If you are having difficulty enforcing the rules, please radio the Facility Supervisor for assistance. When rules are enforced only part of the time or only by certain staff, this not only confuses our members or guests, but it also compromises their safety. It also makes it difficult for the staff that are fulfilling their responsibilities and enforcing the rules. Please remember that the staff is also responsible for adhering to the same rules. Members and guests will not respect your authority if they observe you breaking them.

General Plex Rules

- Members must present their Eagle One card every time they enter the Recreation Complex.
- Any child, who is a paid member, but is under the age of fourteen and wishes to enter and use the Recreation Complex, must be accompanied by another Recreation Complex paid member aged fourteen or over. That person is responsible to remain with the child in all areas of the building at all times.
- Tennis sneakers are the only form of footwear allowed on the tennis surfaces. Sneakers are the only form of footwear permitted on the basketball courts. Black soles are not allowed on any courts. Bare feet are allowed only on the Pool Deck and on the Patio.
- Please observe the following guidelines with regards to food and drink:
 - Eating is not allowed in the Recreation Complex, with the exception of the Pool Mezzanine and the Patio.
 - Glass containers are not allowed anywhere inside the Recreation Complex or on the Patio.
 - Smoking, gum chewing, drinking alcohol and chewing tobacco are not permitted in the Recreation Complex or on the Patio.
- Profanity, fighting, lewd, and any other inappropriate behavior will not be tolerated. Patrons should treat each other and the staff with courtesy and respect.
- Cell phone use is restricted to the Front Lobby and the Patio.
- Patrons may not teach any private instruction of any type or bring in a private teacher with them without prior authorization from the Recreation Complex Administration.
- Designated areas are to be used for their intended purpose unless prior authorization is given by the Recreation Complex Administrative staff. For example, only tennis may be played on tennis courts, only squash on squash courts, etc.

Guest Privileges of Members

Recreation Complex members age fourteen and older may sign in a guest and must remain in the facility with the guest at all times.

Each member is allowed to sign in a maximum of five guests per day. If a member wishes to bring in more than five guests, he or she must make arrangements through the Membership Office at least three business days in advance.

Guest of Student or Student Spouse - \$5.00
Guest of Faculty, Staff or Summer Community Member - \$7.00
Infant – 4 years of age – No Charge

Section 7:

Emergency Response

Universal Emergency Response Guidelines

Purpose: To provide universal guidelines for Campus Recreation Staff during emergency and non-emergency situations that may arise while on shift. These guidelines are designed to assist employees in acting in the most appropriate way for their and our members' safety while utilizing our facility.

This section includes a number of topics to help you appropriately deal with a number of emergency situations. It is broken up into the following areas:

- 1) General Guidelines to follow in all emergency situations
- 2) Incident Specific Guidelines for
 - a. Personal Injuries/Illness
 - b. Power Outages
 - c. Emergency Evacuations
 - d. Shelters in Place
 - e. Fire Extinguishers

It is an expectation that all staff members are familiar with, and act in accordance with these guidelines during all emergency situations.

Remember the first rule from the Work Environment section:

“Never do anything to put yourself or others at risk, and never do anything that you do not feel comfortable with...”

General Guidelines

It is important to recognize that every emergency situation will be a little different. It is our goal to give you the basic tools to appropriately respond to any type of emergency, and get the appropriate help or resources to the victim as quickly as possible.

In every emergency situation, please keep the following 3 steps in mind:



CHECK



CALL



CARE

1) CHECK the scene for safety & the situation for severity



- Approach the scene only when it is safe to do so and even then with caution.
 - o Is there blood on the floor, broken glass, aggressive members, etc?
 - o **IF THE SCENE IS NOT SAFE, DO NOT ENTER. CALL THE FACILITY SUPERVISOR & BCPD FOR ASSISTANCE.**
- Try and determine the severity of the situation.
 - o Does your "jaw drop"?
 - o Is this a scrape on the knee or a major laceration?
 - o **Always err on the side of caution. If you are not sure of the severity of a situation, ASK!**

2) CALL the Facility Supervisor & BCPD if necessary



- In any emergency situation, radio the facility supervisor for assistance.
 - o Convey the following information:
 - Who you are (Fitness Desk to Facility Supervisor)
 - Where you are (in the fitness wing, by the treadmills)
 - What is your situation & severity (unconscious victim)
- If necessary, BCPD will be called and respond for additional assistance
- For more information on radio usage, see: *Radio Usage Protocol*

3) CARE for the situation within your ability and wait for help to arrive



- If you are certified, begin care within your training as you are the primary rescuer. The Facility Supervisor will arrive on the scene and offer to help with care and will help deal with the crowd.
- If you are NOT certified, you can still help. Try and keep the patient calm, and do not leave them until help arrives. However, do NOT try and provide any treatment unless you are certified.
- All Facility Supervisors are trained to help, and are certified in First Aid and CPR for the Professional Rescuer with AED

NOTE: It is extremely important that care be provided by these certified personnel. Any staff who does not possess the proper certification and who attempts to administer care makes themselves liable to negligence should the care later be deemed improper. The Good Samaritan laws are designed to protect the certified caregiver to provide the proper care as outlined in their certification course. For example, even something as small as giving out a bag of ice to a person who suffers an injury may in fact be construed as improper care, therefore if you are not certified you cannot give it out.

We recommend that everyone take a course in First & Aid and CPR. They are available at the Plex, often free of charge or discounted to our employees. For information, please see your department manager.

Incident Specific Guidelines

Personal Injuries & Illnesses

Purpose: To outline the general guidelines for Recreation Staff to follow in the event that they come upon or are called to an injury or illness while on duty.

In the event that a member or guest sustains an injury, the first person on the staff to be alerted is considered the "First Responder" and he/she should activate the Recreation Complex Emergency Action Plan. The First Responder should follow the general guidelines from the previous section, which is expanded upon here. Please also refer to your area specific emergency response protocols.

NOTE: If you are not a certified responder, you may not provide any treatment to the victim. Notify the supervisor and keep the patient as calm as possible until they arrive.

1. A Plex employee is notified of/asked to respond to a potential medical incident
2. Upon arrival, the employee should **CHECK** the scene for safety, and if safe to do so, proceeds with caution to the patient
 - a. If the scene is not safe, contact the Facility Supervisor for assistance
3. The employee should then **CHECK** the victim for the severity of incident
 - a. If you are trained, determine if it is a Life Threatening situation or any other pertinent information
4. The employee should then **CALL** the facility supervisor for assistance via radio
 - a. Relay any pertinent information over the radio including:
 - i. Who you are
 - ii. Where you are
 - iii. A brief description of the incident and its severity
 - b. If you know that a particular piece of equipment may be needed (AED, Medical Bag, etc), inform the supervisor at this time
5. The employee should then, WITHIN THEIR LEVEL OF TRAINING CARE for the patient where appropriate
6. Once the Facility Supervisor arrives, he/she will determine the subsequent steps as per the Recreation Complex Emergency Action Plan. They will offer to assist you and help maintain crowd control.

You may be asked to: Retrieve additional medical equipment, await emergency personnel and direct them to the incident location or other tasks as deemed appropriate by the Facility Supervisor.

REMEMBER: Your safety is number one! If you don't feel comfortable doing something, DON'T DO IT!

Power Outages

Purpose: To outline the general guidelines for Recreation Staff to follow in the event that the facility loses power and proper lighting is no longer available.

Every once in a while the facility loses power. This can happen as a result of lighting storms or power overloads in the facility or on campus. When this happens, lights in various areas or the entire facility may go out. Each area of the facility is equipped with emergency lighting that automatically switches on when the power goes out. In addition, flashlights are kept in every area.

IMPORTANT: DO NOT under any circumstances wait for or call for authorization to take action when the lights go out. Take action, and proceed immediately with the following procedures:

- 1.) Retrieve flashlights located in designated areas
- 2.) Instruct members to cease all activities in which they might be engaged
- 3.) If it is still light outside, open up all perimeter doors leading to the outside so as to allow light in (turn door alarms off first)
- 4.) Members may choose to leave the facility, however only allow this if there are ample lights to do so as per discretion of the Facility Supervisor. If the light is not sufficient for members to safely move about, ask them to stay put
- 5.) When the lights have been fully restored, the facility may be reopened. (this may take up to 20 minutes as the lights need to reheat)

Each area is expected to take care of their assigned zones:

Each area is expected to take care of their assigned zones:

| Staff Member(s) | Assigned Zones |
|---------------------|---|
| Facility Supervisor | Basketball Courts (including Racquetball Courts), Outdoor Courts, IM Office, Pro Staff Break Room |
| Lifeguards | Pool Area, Locker Rooms, Patio, Pool Mezzanine, Student Staff Break Room & Family Changing Room |
| Equipment Desk | MPR & Hallway |
| Control Desk | Lobby & Locker Rooms |
| Fitness Attendant | Fitness Area & Tennis Wing including Restrooms |

Responsible if Present

| Staff Member(s) | Assigned Zones |
|-------------------|--------------------------------------|
| Patio Grill Staff | Patio |
| IM Office Staff | Basketball Wing |
| Instructors | Individual Class & Surrounding Areas |

Emergency Evacuations Procedures (Fire Alarms, Bomb Threats, Facility Structural Failures, etc):

Purpose: To outline the general guidelines for Recreation Staff to follow in the event that they are asked to evacuate the facility

The Office of Environmental Health and Safety has provided the Recreation Complex with clearly defined evacuation routes that are posted in each area. In addition, there are copies in this manual. You are responsible for knowing the route assigned to your area. Members and employees will be notified to evacuate the building normally through the use of the fire alarm system.

We are required by State law to evacuate the facility when the fire alarm is activated. In no instance should a fire alarm be ignored by a member or the Recreation Staff. When the alarm is triggered, the Boston Fire Department and the Boston College Police Department receive immediate notification and will respond.

*****As Recreation Staff, you are expected to act promptly and efficiently – DO NOT wait for or call for authorization to start evacuating members. When the alarm sounds, all members must be evacuated according to state law.***

The following procedure should be followed:

REMEMBER: YOUR SAFETY IS THE FIRST PRIORITY. WHEN THE ALARM SOUNDS, EVACUATE THE BUILDING!

- 1) If readily available, one staff member from each area should carry a Plex radio on their person
- 2) If there is **NO IMMEDIATE DANGER**, in a calm, loud voice, announce that everyone must evacuate the facility and usher them to the appropriate exit
- 3) You should head towards the nearest appropriate exit, letting members know and closing doors behind you as you leave. You should **NOT** be searching for members.
- 4) Since there are several assigned emergency exits, the staff member from each area should ensure to communicate to the Facility Supervisor that, to their knowledge, their area has been evacuated. If any member will not exit the facility when asked to do so, please notify the Facility Supervisor, and continue to leave the building. **DO NOT ARGUE WITH THE MEMBER, JUST EXIT THE BUILDING**
- 5) Lead the members to the meeting place outside the grass area in front of the Recreation Complex near outdoor tennis court 1 and across the road from Gate E.
- 6) Radio or speak directly with the Facility Supervisor when you arrive
- 7) Remain there with the members who you have escorted out until you receive directions from the Facility Supervisor.
- 8) No one, including staff, will be allowed back into the facility until given permission by Emergency Personnel.

Shelter in Place Procedures (Active Shooter, Severe Storms, Heavy Lightning, etc):

Purpose: To outline the general guidelines for Recreation Staff to follow in the event that they are asked shelter in place.

In the unlikely event that we are asked to shelter in place, the Boston College Office of Emergency Management has developed a general Shelter in Place plan for campus buildings. You will be notified of this situation via the Plex Radio, and in turn should alert those employees and members around you.

The following procedure should be followed:

- 1) Once you receive the radio call to "Shelter in Place" you should, in a loud clear voice say: "We have been asked to Shelter in Place. Please take cover utilizing the best available concealment and remain in place until law enforcement officials arrive."
- 2) Be sure that all doors and windows in your area are shut and locked
- 3) If able to, turn off all air conditioners, fans, and heaters
- 4) Stay inside until informed it is safe to go outside
- 5) Follow instructions of emergency personnel

****REMEMBER: During a Shelter in Place Emergency, keep radio chatter to an absolute minimum. ****

Fire Extinguisher Guidelines

Purpose: To establish guidelines for the use of fire extinguishers by Recreation staff.

There are fire extinguishers located throughout the facility. Every staff member is expected to learn how to use them properly, which should be gone over during staff orientation. Do not use the fire extinguisher if you are not comfortable!

You should attempt to extinguish only small fires, and only if you are trained to use a fire extinguisher. Always have immediate readiness to evacuate if you do choose to put out a small fire.

Fire Extinguisher Use – **REMEMBER P-A-S-S**

P – Pull the pin

A – Aim the hose at the base of the fire

S – Squeeze the handle

S – Sweep the hose, using back and forth motions at the base of the fire

Always keep your back to the door and close doors behind you to contain a fire. All fires, even those that have been extinguished, must be reported to BCPD & the Boston Fire Department immediately.

Various Other Incidents

Purpose: to establish guidelines for Recreation Staff when responding to altercations, thefts, or other inappropriate Behavior.

Altercations:

There have been times when members have gotten into verbal altercations with on another. Sometimes those altercations have escalated into physical ones. If you observe or are informed by a member that a verbal or physical altercation is taking place, please alert the on-duty Supervisor and they will handle it.

Thefts:

Any reports of thefts, no matter how "minor", should be brought to the attention of the on-duty Supervisor. The Supervisor will handle it. In addition, if someone brings an item to you that was found, or reports an item that they lost, please alert the Supervisor. They will document the report and handle from there.

Inappropriate Behavior:

If you observe or are informed by a member that lewd or inappropriate behavior is going on, please alert the on-duty Supervisor. Example, a couple is making out in the spa or a man has entered the Women's locker room.

Emergency Follow-up Protocol

If any major incident, emergency, or evacuation should occur Campus Recreation staff will take the following steps:

1. Within 24 hours of any major issue, Campus Recreation management will setup a staff debriefing for all staffers that were on or at the scene of the issue.
2. The statements of the debriefing will be kept confidential, but will be used to improve emergency protocols.
3. Any member or guest that was injured or impacted by the incident will be contacted by the appropriate Campus Recreation staff member as soon as the situation allows for a well-being check.

Section 8:

**Radio &
Communications**

Radio and Communications

It is vitally important to the safety of our members that our staff carry radios with them at all times. Please maintain a degree of professionalism when using the two-way radios and remember everyone may hear what is said. Radios are for Campus Recreation related business only.

Who has a radio?

- Facility Supervisor
- Control Desk
- Equipment Desk
- Aquatics
- Fitness Attendant
- Group Fitness Instructors*
- Intramural Staff*

* When on duty

How to use the radios:

- Turn the radio on by twisting the knob with the white dot clockwise all the way. This knob also adjusts the volume
- Stay on Channel 1 at all times
- Depress the call button on the side of the radio and hold the radio about 4-8 inches away from you face.
- Identify yourself first, and then say who you are trying to call.
- Pause before you speak, speak clearly, and use plain English terminology

Example of Radio Call:

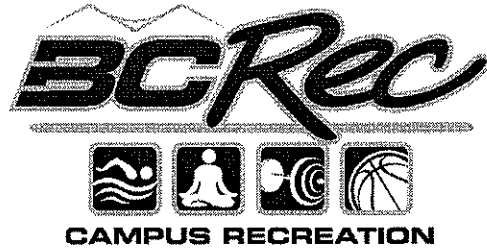
FS: FACILITY SUPERVISOR to Lifeguard, come in please.

LG: This is the LIFEGAURD, go ahead"

Always perform a radio check when you are coming on shift

Employment Contract

2011-2012



I, _____, agree to abide by the Campus Recreation Mission and Guiding Principles. I understand that it is my responsibility to learn, enforce and abide by all of the rules, procedures and guidelines detailed within this manual. I also agree to the terms listed below:

Job Title: _____

Start Date: _____

End Date: _____

Hours per week: _____

Pay rate: _____

Should my availability change, I will notify my supervisor two weeks prior to the change and fill out a new availability form.

Employee Name (print): _____

Employee Name (sign): _____

Supervisor's Name (print): _____

Supervisor's Name (sign): _____

Date: _____