



UNIVERSAL STAFF MANUAL

BOSTON COLLEGE
Campus Recreation

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Campus Recreation Mission

Campus Recreation cultivates life-long health and active lifestyle experiences. We honor the Jesuit commitment to the formation of the whole person through diverse programming in a safe, fun environment.

Core Values

INTEGRITY: upholding a culture of honesty, trust, fairness, responsibility, and accountability to maintain high standards in all we do.

PASSION: bringing commitment and energy to elevate the physical and social well-being of the Boston College community.

DEVELOPMENT: fostering the personal growth of our members and student leaders through self-discovery, experiential learning, teambuilding and role modeling.

CAMARADERIE: creating a foundational home for relationships and community at Boston College.

RESPECT: valuing opportunities to interact with those we serve and maintaining our facilities to create a welcoming and caring environment.

Work Environment

- **Never do anything to put yourself or others at risk.**
 - If you are not comfortable with doing a certain task, please notify your supervisor.
- **Open-Door Policy**
 - If you have a question or concern of any nature, you are encouraged to approach any manager.
- **Discrimination or harassment of any kind is not acceptable.**

Notice of Non-Discrimination

Founded by the Society of Jesus in 1863, Boston College is dedicated to intellectual excellence and to its Jesuit, Catholic heritage. Boston College recognizes the essential contribution a diverse community of students, faculty and staff makes to the advancement of its goals and ideals in an atmosphere of respect for one another and for the University's mission and heritage. Accordingly, Boston College commits itself to maintaining a welcoming environment for all people and extends its welcome in particular to those who may be vulnerable to discrimination on the basis of their race, color, national origin, sex, religion, disability, age, marital or parental status, sexual orientation, military status, or other legally protected status.

Boston College rejects and condemns all forms of harassment, wrongful discrimination and disrespect. It has developed procedures to respond to incidents of harassment whatever the basis or circumstance. Moreover, it is the policy of Boston College, while reserving its lawful rights where appropriate to take actions designed to promote the Jesuit, Catholic principles that sustain its mission and heritage, to comply with all state and federal laws prohibiting discrimination in employment and in its educational programs on the basis of a person's race, color, national origin, sex, religion, disability, age, marital or parental status, genetic information or family medical history, or military status, and to comply with state law prohibiting discrimination on the basis of a person's sexual orientation.

To this end, Boston College has designated its Executive Director for Institutional Diversity to coordinate its efforts to comply with and carry out its responsibilities to prevent discrimination in accordance with state and federal laws, including Title VI, Title IX, Section 504 and the ADA. Any applicant for admission or employment, and all students, faculty members and employees, are welcome to raise any questions regarding this notice with the Executive Director for Institutional Diversity:

Boston College Office for Institutional Diversity (OID)
140 Commonwealth Avenue
Chestnut Hill, MA 02467

Phone: 617-552-2323

Email: diversity@bc.edu

The Executive Director for Institutional Diversity oversees the efforts of the following additional Title IX coordinators: (i) Student Affairs Title IX Coordinator (for student sexual harassment complaints), 260 Maloney Hall, Chestnut Hill, MA 02467, reachable at 617-552-3482 or (odair@bc.edu); (ii) University Harassment Counselor, reachable via OID (see above contact information); and (iii) Athletics Title IX Coordinator, the Senior Women's Administrator, 310 Conte Forum, Chestnut Hill, MA 02467, reachable at 617-552-4801 or (jody.mooradian@bc.edu).

In addition, any person who believes that an act of unlawful discrimination has occurred at Boston College may raise this issue with the Assistant Secretary for Civil Rights of the United States Department of Education.

- **Grievance**

- Campus Recreation encourages employees and managers to resolve any employment-related grievances with each other. Whenever a grievance cannot be resolved among the staff, the Campus Recreation staff 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.

- **University Smoking, Alcohol, and Drug Policy**

- **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.
- 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, whether at night, at lunch, or at any other time.
- 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. 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. 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.
- University 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.

Student Employment

- **Hiring Process**
 - Student job information is posted on www.bc.edu/rec. Please apply online. The leading candidates are then invited in for an in-person interview with the Manager. Upon acceptance, each hire signs a written contract and then must attend the All-Staff Orientation. During the course of employment, employees receive ongoing training associated with the position.

- **Compensation**
 - **Salary**
 - Student employees are paid on an hourly basis
 - The weekly pay period runs Sunday through Saturday and the payment enters the designated bank account the following Friday.
 - Employees are required to fill out tax paperwork and direct deposit info with the Human Resource Service Center.
 - Students are also required to fill out employment verification paperwork at Student Services in Lyons Hall.
 - **Time Keeping**
 - In order to gain entry into Campus Recreation, employees must swipe their ID card when they arrive for work.
 - Students may work a maximum of 20 hours a week, during the academic year, between all of their on-campus jobs.
 - Students may work a maximum of 40 hours a week during the summer.
 - You may clock in a maximum of 15 minutes before your shift begins, and must clock out a maximum of 15 minutes after your shift.
 - You may not swipe another employee's card.
 - If for some reason your ID does not work, please use the back-up time clock.
 - If you forget to clock in or out please see your Manager
 - To check your hours, log onto Agora and check your record of your hours against the online payment statements.
 - **Benefits**
 - **Locker**
 - Each student staff receives a free staff locker in which they keep their uniform. You may also lock up personal possessions (coats, bags, cell phones, personal music devices, etc.)
 - **Membership**
 - All employees receive a complimentary membership to Campus Recreation during the course of their employment.
 - **Recommendations**

- It is a pleasure for the professional staff to provide a recommendation to those employees who have left Campus Recreation with a quality employee record.
 - **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.
 - **Staff Activities**
 - Staff Intramural-type events, coupled with meals.
 - Senior Banquet – In May
 - Staff Appreciation – Summer
 - **Incentives**
 - **Outstanding Achievement Award**
 - Student employees who go above and beyond the responsibilities of their job descriptions are eligible to receive the Outstanding Achievement Award
 - Awards are bestowed to 4-5 student employees at the end of the Fall Semester, Spring Semester, and Summer, and anyone can nominate a student employee.
 - Student employees can be nominated from each of the following departments: Facility Supervisors, Equipment Desk, Fitness, Group Fitness, Aquatics, Front Desk, Office Staff, Club Sports (Fall and Spring only), Intramurals (Fall and Spring only), Patio Grill (Summer only).
 - Examples of criteria for this award:
 - Repeatedly and reliably covers shifts for other staff members in need; exhibits exceptional attendance and punctuality record; stays late if they can when there is a need; regularly contributes to the Campus Recreation as a whole, outside their own area; excels in customer service.
 - Student employees who are awarded The Outstanding Achievement Award will receive a certificate and a gift certificate, and their names will also be included in an Outstanding Achievement Award display that will be located in the lobby.
 - **Rehire**
 - Employees who successfully complete their job responsibilities are welcomed back each year and are eligible for a pay increase. Please see you manager for details.
 - **Performance Measures**
 - **Shift Coverage**
 - All staff members must cover their assigned shifts. 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 you do not have a sub, you must notify your Manager.

- If you are running late, are sick, or have some other serious last minute emergency, please call **617-552-8966** and ask to speak with the **Facility Supervisor**.
 - Shift coverage is tracked by your Manager.
 - **Feedback**
 - Managers will communicate to you or fill out Performance Reports for positive and negative feedback. The Performance Report will be documented and given to the student and their manager.
 - **Infractions**
 - A violation of these guidelines will result in a verbal warning from your Manager. A second violation will result in an in-person meeting with your Manager and you will receive a written warning. A third violation will result in an in-person meeting with your Manager and the Director of Campus Recreation and you will receive a written reprimand which may result in your termination from employment.
- **Ongoing Training**
 - **Certification**
 - Your manager will keep track of your certifications and offer recertification updates when applicable.
 - **In-service**
 - Managers will provide the necessary on-the-job training, including information necessary for quality customer service.
- **Personal Appearance**
 - **Uniforms and Name Tags**
 - You must wear your issued uniform and name tag while working. This identifies you to our members and guests and makes for a professional appearance.
 - Please see attached uniform document, Appendix A. Supervisor and Manger can decide if uniform is appropriate and ask staff member to change.
 - **Professionalism**
 - It is the responsibility of the student employee to exercise good judgment when attempting to do homework during your shift. Reading may be permissible while on shift, but sometimes homework and reading are not an option if it is done at the members' expense. If the on-duty Facility Supervisor finds that your tasks are being neglected at the because of your reading, you will be held accountable.
 - Cell phones, personal music devices and laptops are not allowed while you are working and must be kept in your locker during work hours-not on your person.
 - It is not permissible to have friends, family, or other co-workers congregate or loiter in your work area.
 - Sleeping at work is never an option.

- You should show up to work well rested and not under the influence of drugs and alcohol.
 - **Health, Sanitation & Cleanliness**
 - 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 to eat, provided that your area is covered.
 - 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/rotisserie 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.

Customer Service

Campus Recreation provides one of the highest levels of customer service at Boston College. With over 2000 visits a day from undergrads, grads, faculty, and staff, our 350 plus student employees have a very powerful and positive impact on the BC community. Not only do we want to keep these people safe and moving, we also want to ensure they are happy. With such stressful and busy lives, the hour a member is in our building might be the best hour of their day. To continue this high level of customer service, it is important for staff to remember to:

- 1) Be positive.
- 2) Don't say "you don't know", instead contact a supervisor to help answer the question.
- 3) Know where to direct people for information (bc.edu/rec, flyer rack in lobby, etc...).
- 4) Pass comments/complaints onto your manager.
- 5) Professional staff business cards are in member services – hand the member a card if you can't find them a solution.

Disgruntled Members

From time to time, our staff does encounter some members that are not satisfied with the answer or solution you may offer. The important thing is NEVER to argue or get into an altercation with a member. If a member becomes irate, always keep your cool and politely ask the member what is wrong and what you can do to help. Just try to help. Demonstrating to the patron that you care and that you are trying to help 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**. *Ask the patron to be patient for a moment and call a Supervisor immediately to deal with the situation.*

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 "Campus Recreation" and identify which department the person calling has reached in addition to identifying yourself.

Example: ***"Campus Recreation Control Desk this is Megan speaking"***

OR

"Good Morning/Afternoon/Evening Campus Recreation Equipment Desk, this is Brandon speaking, how can I help you?"

Remember, not everyone has the pleasure of working at Campus Recreation, so they might not know how to sign up for a spin class, where the bathrooms are, or that they should lock up their personal items. We were all freshmen once. Proving customer service is not just part of your job, it is why you are at Boston College. You help elevate those around you by increasing their number of positive interactions each day, and in turn they go out into the world happier and ready to serve others.

General Campus Recreation Rules

Please enforce all of the rules within your area of responsibility as well as the general rules of Campus Recreation. 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 Campus Recreation Rules

- Members must present their Eagle One card every time they enter Campus Recreation.
- 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:
 - Glass containers are not allowed anywhere inside the Flynn Complex, Quonset Hut, or on the Patio.
 - Smoking, gum chewing, drinking alcohol and chewing tobacco are not permitted anywhere inside the Flynn Complex, Quonset Hut, 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 Campus Recreation Administration.
- Designated areas are to be used for their intended purpose unless prior authorization is given by the Campus Recreation Administrative staff. For example, only tennis may be played on tennis courts, only squash on squash courts, etc.

Guest Privileges of Members

- 1. A parent or legal guardian of a child under 18 is required to sign an entry waiver each time the minor enters any Campus Recreation facility.** Minors may enter the facility with a sponsoring adult that is not a parent or legal guardian, but a [guest waiver](#) must be fully completed and signed prior to the arrival of the visiting minor. The waiver is available for [download](#) or copies may be picked up in the Member Services Office. Completed forms may be emailed (campusrec@bc.edu), faxed or hand-delivered to the Member Services Office. Minors that are enrolled as a full-time undergraduate student are exempted from this rule.
- 2. Children under the age of 14 must be directly supervised by a sponsoring adult at all times while in the facility.** Direct supervision is defined as the sponsoring adult being physically in the same immediate area as the child at all times.
- 3. Children ages 14 to 17 must be adequately supervised by a sponsoring adult at all times while in the facility.** Adequate supervision is defined as the sponsoring adult being in the same facility as the child at all times.
- 4. Children under the age of five may enter a locker room of the opposite sex if accompanied by the sponsoring adult.** Children over the age of five may not use locker rooms of the opposite sex and are directed to use the Family Changing Room.
- 5. Campus Recreation members over the age of 18 may sign in up to three guests that are not members.** The member and his or her guest(s) must check in at the Member Services office and pay the appropriate day fee. Members are required to provide direct supervision to all guests from entry to exit. Members that would like to bring in more than three guests at once must submit a written request to campusrec@bc.edu. All guests of members will be charged a daily guest fee. Children under the age of five may enter with a sponsoring adult free of charge.

Guest Fee Structure

<u>Pass Type</u>	<u>Student Price</u>	<u>Other Member Price</u>
Single pass	\$7	\$10
5 Passes (Package)	\$35	\$50
12 Passes (Package)	\$70	\$100

*Guests under 4 years of age – No Charge

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:



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”?



- Is this a scrape on the knee or a major laceration?
- **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.
 - 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 Flynn ComCampus Recreation , 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 ComCampus Recreation 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 Campus Recreation 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 ComCampus Recreation 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:

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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
Camp Staff	Escorted campers out of building

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 ComCampus Recreation 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 Campus Recreation 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 ComCampus Recreation 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 Campus Recreation 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.

Radio and Communication Procedures

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