WELCOME to the student staff of Reeve Memorial Union! We hope that your employment here will be a positive and productive experience for you. As a student employee, you are an important part of the growth and success of Reeve Union in serving the needs of the University and the community.

No matter what position or area in which you are employed, you represent Reeve Union to our guests. These guidelines are provided to help make your job easier and more enjoyable. Welcome, and good luck!

Reeve Memorial Union  
Mission/Vision/Values

MISSION
We provide a lively environment with quality dining services and diverse experiences that foster learning, leadership, social interaction and healthy lifestyles for the UW Oshkosh students and community.

VALUES
We value:
1. Diversity, quality, and inclusivity in our programs, services, and environment;
2. Learning, volunteerism, personal development and leadership experiences;
3. Sustainable practices;
4. Meaningful work conducted in a teamwork environment;
5. Integrity, respect, dignity, honesty, commitment, passion and excellence in all we do.

Adopted by Reeve Memorial Union, 2004  
Updated September, 2016
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Expectations for all Reeve Student Employees

There are four primary tenets for you to learn and incorporate into your work experience at Reeve Union. Although there are other policies and guidelines, these four principles should be used to guide your work habits daily.

**Put our customers first.** Always. Period. Without them, you would not have a job and the Reeve Union organization would not exist. Understand that our customers come before anything else. They are the first priority – always. When you put the customer first, it means that you think about them constantly. Anything that you do in your work area, from regular work tasks to those things that fill slow times, must be conducive to good customer service and must not minimize or distract from your customer focus. For example:

- Personal cell phones can be very disruptive during work time; we ask that they be put away and silent.
- Visits from friends during work must be very brief; many customers often will not approach you if you appear busy.
- Computer content, whether visual or audio, must be in good taste and not distracting to customers; inappropriate web sites and music that is too loud may offend our customers.

Remember, it is the perceptions of customers and not our own that are important.

**It’s a learning experience.** This is a university. Almost everything we do is about learning. Work is too. Strive to learn more everyday about your job, the area you work, the department and the university. Treat your relationship with your boss and others with whom you interact as a way to learn more about yourself. Think about what you can do to improve, how you can progress in your position, how can you develop skills to move up in the organization or prepare for a career. The job skills you learn here will serve you all your life.
Take initiative. We expect you to take and show initiative every time you work. This means several things. One, if you believe that you have finished the tasks at hand, take initiative to find out what to do next. You may ask your supervisor what else you should do. There may be a prepared list for your work area of things for you to do during quiet times. You may see things that need to be done and just do them – or ask your supervisor if you may do them. You may come up with a whole new list of items that could be done by you and others working in the area. The issue is for YOU to take and show initiative.

Work toward inclusivity. We expect you to provide service, plan programs and work in a way that ensures all students and guests feel welcome and valued in our buildings. Reeve Union uses the UW System’s working definition of diversity which includes both individual and group/social differences that “include race/ethnicity, gender, sexual orientation, country of origin, and ability as well as cultural political, religious or other affiliations.”

Organization of Reeve Memorial Union

Student Groups
Reeve Advisory Council (RAC) RAC advises the Director and is responsible for setting the overall direction of Reeve Union, guiding programs and policy development. This group of student, staff and alumni guides the policy making for Reeve Union.

Reeve Union Board (RUB) RUB is the student programming council of Reeve Union. RUB is a student-run organization that provides quality programming while entertaining and appealing to a wide campus audience.

University Speaker Series Speaker Series is the student committee that invites and hosts speakers on campus that cover various topics of interest to students.

Fraternity and Sorority Life There are multiple sororities and fraternities that comprise the Greek community. Fraternity and sorority members are a diverse group of individuals that span every major on campus and many campus organizations. The fraternities are governed by the Interfraternity Council, and the sororities are governed by the Panhellenic Association. Order of Omega serves as the honorary organization for fraternity and sorority members.

Titan Volunteers Titan Volunteers is a student group that identifies and plans volunteer opportunities for students.
National Society of Leadership & Success This student organization strives to help students identify and learn skills to reach their goals. Students hear motivating lectures, participate in small groups activities and complete leadership training to become inducted members.

Social Justice Club This club is to host events and create a community of individuals to analyze and investigate various forms of oppression including, but not limited to, sexism, racism, homophobia, and religious oppression that are occurring both on campus and in the community.

Management Groups

Leadership Team: This group consists of the Director, Assistant Director for Business and Retail Services, Assistant Director for Operations, Assistant Director for Student Involvement, Assistant Director for Dining Operations and the Assistant Director for Marketing.

Management Staff: This includes the Leadership Team in addition to Program Advisor for Fraternity and Sorority Life, Program Advisor for Reeve Union Board & Late Night Programming, Program Advisor for Campus and Civic Engagement, Program Advisor for Emerging Programs and Special Events, Program Advisor for Diversity & Inclusion, Building Operations Manager, AV & Technical Services Coordinator, Manager of Titan Central, Office Manager for Reeve Union, Office Manager for University Dining, Reservation Coordinator, Cash Accountant, Art Gallery Coordinator and Graduate Students.

Contractual Partnerships

Food Service: The major responsibility of University Dining is to manage meal plans for students. The business offices for University Dining are located in Blackhawk Commons. The campus offers food services in several venues on campus including Blackhawk Commons, To Go @ Blackhawk, Reeve Union Marketplace, Sage Cafe, Scotty’s in Scott Hall and Mi Taza locations on campus.

Sodexo: Sodexo, in partnership with University Dining, has an exclusive contract with UW Oshkosh to provide all food services on campus. Food services are located throughout campus with primary residential dining located in Blackhawk Commons and Reeve Union. Sodexo’s central office is located in Blackhawk Commons. As a private contractor, Sodexo’s student employees are guided by policies and procedures established by their corporate guidelines; they are not associated with the University policies and procedures.

Banking: The UW Credit Union is the banking partner for UW Oshkosh and is housed in Reeve Memorial Union. They offer full banking services.
to students, staff and the community. The ATM services on campus are provided through the contract and they support students by sponsoring scholarships.

**Offices Located within Reeve Union**

**Reeve Advisory Council (RAC)** As a governance board, RAC advises the Director and staff on issues of importance to Reeve Union. The office is located in the Reeve Union Administration Office.

**Reeve Union Board (RUB)** RUB is responsible for planning, scheduling and sponsoring student activities in Reeve Union and on campus. The office is located in the Titan Underground.

**Fraternity and Sorority Governance (Interfraternity Council/Panhellenic Association)** Two organizations serve as the governing bodies for the social Greek organizations on campus. The office is located in the Reeve Union Administration Office.

**Oshkosh Student Association (OSA)** OSA is the constitutionally recognized governing voice of the UW Oshkosh student body. OSA recognizes all student organizations, represents students on a variety of important issues and funds numerous activities, services and special events. OSA is located near the Elmwood Entrance of Reeve Union. OSA coordinates appointments for Student Legal Services.

**Advance Titan (Student Newspaper)** The Advanced Titan is a student run newspaper and is open to students in all majors. The editor in chief is elected each semester by the paper’s staff. Students interested in writing, photography and design are encouraged to apply. Offices are located in the lower level of Reeve Union.

**Student Organizations** The Student Leadership & Involvement Center (SLIC) provides storage and services as well as offers a wide variety of resources for student organizations including training and leadership opportunities. Some offices located in the SLIC (currently outside Titan Underground) include Student Allocations, Rainbow Alliance for HOPE, and the Multicultural Education Coalition.

**Offices Located within Blackhawk Commons**

**University Dining** is responsible for administering the meal plans for residential and commuter students and retail food and catering services across campus. Students with any questions about their meal plan may have those questions answered at this office located on the lower level of Blackhawk Commons.
Sodexo  The University contracts with Sodexo to provide food services on campus. The main local offices for Sodexo are located on the second level of Blackhawk Commons. The campus catering offices are located on the lower level.

Parking Services  The office for Parking Services on campus is located on the lower level of Blackhawk Commons next to the University Dining offices.

Services Available in Reeve Union

Gail Floether Steinhilber Art Gallery  The Union’s third floor Art Gallery presents works by local, regional, and nationally recognized artists, as well as by the University’s students, faculty and staff.

Copy This!!  Located behind Titan Central on the first floor of Reeve Union, Copy This!! offers a wide variety of services for student, staff and campus community. Services offered include black & white and color copies, banner & wide-format printing, lamination, fax and shipping service, business cards, computer workstations and button making.

Corner Convenience Store  The Corner Convenience Store, operated by University Books & More, is on the main level of Reeve Union at the Academic Mall entrance. Customers will find a wide selection of convenience items and services such as snacks, soda, health and beauty aids, refrigerated and frozen grocery items, newspapers, and magazines.

Titan Central  Located at the intersection of the main hallways on the first floor of Reeve Union, the Titan Central staff creates TitanCards for all students, faculty and staff. The Titan Card functions as a declining balance, meal plan, library card, ID card and key. Titan Central acts as the primary source for general information about the University and offers the following services: US Postal Services, campus lost & found and dry cleaning drop off/ pick up. Chromebooks are available to check out for use in Reeve Union.

Titan Underground  The Union’s place to hang-out, the Underground serves panini sandwiches, snacks, ice cream and beverages. Many student groups use the location as a major entertainment area for bands, comedians, hypnotists, open mic, etc. The venue includes flat screen televisions, pool tables and game systems. The Titan Underground is located on the lower level of Reeve Union.

University Books & More  University Books & More is located on the Concourse in Reeve Memorial Union. In addition to textbooks and UW Oshkosh apparel, general books, cards and supplies are available.
Bank Services Banking services are provided by UW Credit Union to students, faculty and staff in Reeve Union. Their full branch location is at the Horizon entrance. They offer ATM locations in Reeve & on campus. Students who use UWCU can utilize their TitanCard as a debit card.

ATM Two ATMs managed by UW Credit Union are available within Reeve Union. One is located next to the Credit Union office at the Horizon entrance and the second is in the Elmwood entrance. Other UWCU ATM are found in Scott Hall, Sage Hall, Gruenhagen Conference Center and at Titan Stadium.

Meeting Rooms The Reeve Union reservation office schedules all Union meeting rooms and facilities. The reservation office can assist groups and individuals with planning meetings, conferences, banquets and a variety of events. Reeve provides equipment necessary for meetings or activities. Comfortable rooms, catering, AV equipment, sound systems, staging, dance floor, pianos, displays, internet access and phone jacks are available.

Marketing Services Reeve Union provides various promotional and design services to student organizations and campus departments. Services include poster design, Campus Vision, bulletin boards, display cases, buttons, digital sign and table tents.

Reeve Memorial Union Food Services
Mi Taza Coffeehouse Located off the Mary Fraker Concourse on the first floor of Reeve Union, Mi Taza proudly serves Starbucks coffee and smoothies. Muffins, donuts, other baked goods and fresh fruit are available to compliment your beverage.

Reeve Union Marketplace The Marketplace offers a wide variety of foods from pizza to burgers, Mexican to sub-sandwiches, salads to gooey treats. Venues change from time to time to reflect current interest of students.

Titan Underground The Titan Underground is run by Reeve Union and offers sandwiches, snacks, soda, coffee, ice cream and other refreshing beverages.

Student Positions in Reeve Union

Accounting Assistant The Accounting Assistant position is responsible for assisting the Reeve Cash Accountant with reconciling daily cash deposits, recording transactional data, and filing financial paperwork. Additional responsibilities may include providing assistance with report development and internal auditing functionality.
Art Gallery Attendant/Lead The Art Gallery Attendant staffs the Steinhilber Gallery during open hours. The attendant assists in the maintenance of exhibition and permanent art. The attendant works closely with exhibition artists to insure their needs are met. They help to maintain the permanent collection in Reeve Union and Blackhawk Commons. This area has a student lead position that is responsible for scheduling, hiring, on-the-job training, mentoring, and communicating Reeve Union employment standards. The Lead Attendant assists with the maintenance of the permanent collection.

Audio-Visual Technician/Lead AV Technician provides technical support to customers of Reeve Union. Support roles include customer service, meeting and training customers, set-up of presentation equipment, mixing sound and running lighting for live entertainment, and troubleshooting live sound, lighting and presentation systems. This area has a student lead position that provides day-to-day management and training for the AV Tech Team. The scope of the lead position includes scheduling, on-the-job/at-event training, mentoring. The Lead AV Technician is responsible for communicating with customers to determine and meet their needs.

Building Manager The Building Manager is the primary contact for evening and weekend operations of Reeve Memorial Union. They are responsible for all functions occurring during their shift, working with student, faculty, staff, and guest users of the Reeve Memorial Union services and facilities, as well as oversight of other student employees working in the facility. Building Managers are additionally responsible for security of the building, safety of its patrons, decision making in regard to irregular situations or requests and response to emergency situations, all according to Reeve Union and University policy.

Copy This!! Attendant / Lead / Manager The Copy This!! Attendant is responsible for processing print jobs for customers. They assist in adjusting format for printing and offer other services like sending faxes, UPS, making buttons, resume printing and lamination. Copy This!! is a student run operation and has a student lead position responsible for providing support and assisting with the daily operations management and customer communications under the supervision of the student manager. In addition the student manager has additional responsibilities for hiring, training, evaluating and other business operations.

Dining Office Attendant/Lead The Office Attendant helps to manage meal plan and billing information. Attendant serves as a customer service representative for individuals with concerns involving any on campus dining option. Additionally, the Office Attendant answers phones, provides effective communication and networking with other University departments, and performs filing/clerical duties. This area also has a lead student that assists the Dining Office Manager with supervision and
implementing office procedures.

**Diversity & Inclusion Program Assistant** The Diversity & Inclusion Program Assistant assists the Program Advisor in programming efforts that raise awareness and educate on topics related to diversity & inclusion. Research, marketing, event planning, and assessment tasks and projects will be integral to the role. Will work on events.

**Front Desk Office Assistant** The Front Desk Office Assistant provides reception services for Reeve Union including respectfully answering customer inquiries. The assistant informs customers in regard to Reeve Union and University Policy. Additionally, the assistant handles mail, answers phones, maintains office supplies, participates in the Reeve Union monthly newsletter, accepts and approves posters and banners from customers, assists with general projects from staff, and provides effective communication and networking with other University departments.

**Graduate Intern, Volunteerism** This position serves as an advisor for a broad range of activities and event planning. This position is expected to provide advisement and guidance in the area of volunteerism, event planning and implementation, leadership training and development. Specific responsibilities include serving as an advisor to University Speaker Series, Titans on the Move and collecting/tracking statistics as related to service.

**Graduate Program Assistant, Reeve Union Board & Late Night Programming** This position serves as an advisor for a broad range of activities, event planning and leadership training. This position is expected to provide advisement and guidance in the area of event planning and implementation, leadership training and development. Specifically this position will advise two or three Reeve Union Board Committees, accompany student groups during travel, book entertainment and work with students to promote and advertise for events. Also, this position assists with a variety of leadership programs.

**Greek Life Program Assistant** This position provides support for the Program Advisor for Fraternity and Sorority Life and the individual fraternities and sororities at UW Oshkosh. This support is provided through event planning and implementation, leadership training and development, strategic planning, and marketing.

**Graphic Artist** The Graphic Artist creates and develops various publications and media as assigned. The Artist also prepares layouts and designs from publications, and assists in creating Reeve Union Marketing publications. The Graphic Artist serves as a graphic consultant as needed. The Artist maintains a comprehensive file of brochures, posters, flyers, and other documents.
Marketing & Social Media Coordinator/Manager The Marketing & Social Media Coordinator works with the Marketing Manager to develop and implement a Reeve Union marketing plan. Works closely with Graphic Artists to manage publicity request process and develop promotional material for Union operations. The Coordinator maintains various display cases, CampusVision screens and other digital media. Coordinators are responsible to maintain the department’s social media accounts. This area has a student manager that coordinates staff schedules, manages projects for graphic artists and assists with special projects by the Marketing Manager.

Late Night Student Assistant The Late Night Student Assistants support the management of the late night/emerging programs including Titan Nights. Students assist with marketing, pre-event preparation, hospitality for performers, and event management.

Operations Team/Lead The Operations Team is responsible for completing the set-up, take down, storage, and clean-up of equipment. This position responds to customer needs regarding adjustments to room sets and equipment. Operations Team Members perform custodial (cleaning of restrooms, stairwells, garbage, etc.) and maintenance duties including some seasonal tasks (lawn care, snow removal, etc.). This area has lead students who assists in planning the work necessary for evening teams, guides the staff to complete duties and assists when possible in the training of new members of the team.

Projectionist/Lead The Projectionist serves as a member a team with primary responsibilities for hosting, playing, and supervising the up to weekly film showings in the Reeve Theatre. It is expected that the projectionist have a good relationship with the Reeve Union Board Cinema committee. It is strongly encouraged that the projectionist serves as a member of the Cinema committee. This area has a student lead position that schedules staff to work events, communicates with the student team, trains new employees and when possible assists with hiring.

Reservation Assistant Reservation Assistants provide event planning services for guests of Reeve Union. Assistants must be able to communicate in an accurate and respectful manner. Reservation Assistants also provide reception services to Reeve Union.

Reeve Union Board Budget Manager The RUB Budget Manager works with the Program Advisor for Reeve Union Board & General Leadership and RUB President to prepare annual program budget. The Budget Manager will prepare monthly operating reports and financial statements. Serves on the RUB Executive Board.
**Student Employment Coordinator** The Student Employment Coordinator is responsible for assisting in hiring, evaluation, and training as related to the student employment program. The position works with the Assistant Director for Operations to research and evaluate current practices, make recommendations for improvement and plan training and recognition events for student employees.

**Student Leadership Involvement Center Consultant** The SLIC Consultant provides reception services for Reeve Union and communicates information to customers accurately and respectfully. They complete office assignments as designated. Consultants support student organizations and assist students to get connected with involvement opportunities.

**Titan Central Information Specialist/Lead** Titan Central Information Specialists act as the main information resource on campus by operating the UW-Oshkosh telephone switch board and processing incoming calls. They communicate information to customers in an accurate and respectful manner. They process all TitanCard inquiries from students and staff, including creating the IDs and completing T$ transactions, and gift card sales. Titan Central staff is also responsible for providing postal services to our students, staff and guests. They also oversee our laptop rental program and process dry cleaning requests. They log and maintain all of the campus lost and found. This area has a lead employee who assists with reconciliation of processes, communication and training of new team members and hiring of new staff.

**Titan Underground Staff/Manager** The Titan Underground staff greets customers and serve/prepare beverages and snacks as required. They take payment from customers and maintain a clean workplace. The Attendant must enforce University and Reeve Union Policies while serving customers in a respectful manner. This area has student managers to complete daily tasks to ensure smooth operation. Tasks include hiring, training and evaluating current staff as well as menu generation, ordering and maintaining inventory and budget management; and programming and event management. The managers are responsible for student team schedules and ensuring special customer needs are met.

**Volunteerism Program Assistant** The Volunteerism Program Assistant serves as the chair and overall coordinator for Hands On Oshkosh. This includes meeting with outside partners, managing budget, in-kind requests, preparing event logistics, and organizing reflections and evaluations. The Volunteerism Program Assistant is also responsible for creating a campus volunteer model and volunteer tracking database.

**Website Manager** Works with the Marketing Manager to maintain the Reeve Union website. Meets regularly with staff to discuss pages, maintain,
improve and update the Reeve Union and other related web pages, calendars and digital media.

Reeve Union Student Employment Policies

As an employee of Reeve Union and the University of Wisconsin Oshkosh, there are policies that affect your employment. While some of the guidelines that affect your day-to-day work are discussed in this booklet, policies that are unique to your work area are available from your supervisor. You should familiarize yourself with them and ask your supervisor questions whenever you are unsure of proper procedures.

Qualifications
To qualify for, and continue employment with Reeve Union, students must:
• Be enrolled at least part-time (6 credits/undergraduate or 4.5 credits/graduate); and earn and maintain a minimum cumulative GPA (2.0/undergraduate or 3.0 graduate).
• Some positions require a higher GPA.
• Students may hold no more than two positions at one time within Reeve Union.

Appearance
Reeve Union and Blackhawk Commons are service environments and the appearance of our employees is important. Our customers include students, staff and community members. Employees are expected to wear the established/provided uniform while working their shifts. Uniforms are expected to be clean, well-maintained, and appropriately worn with nametag.

The expectations for student employee appearance are:
• A neat, clean, professional look is expected at all times. It is not acceptable to wear pants/jeans with tears, patches, or holes, sweatpants or suits, tank and tube tops, spaghetti strap tops, bared midriffs or backs, flip flop sandals and any kind of sleepwear (pjs, boxers, etc.). The way you dress for work contributes to your sense of professionalism. Most areas/positions will provide a uniform.
• All hats, scarves and bandanas are prohibited unless it is part of your uniform or prior authorized by the area supervisor.
• Please use discretion for a neat and pleasant appearance. Questions regarding appropriate dress should be directed to your immediate supervisor. Your supervisor will call to your attention any concerns about acceptable attire and may send you home to change and return to work.
• Name badges are provided and should be work for the duration of each work shift. Name badges should be worn on your shirt (not pants) by your collar to provide easy visibility for guests.
• The nature of certain positions requires some additional guidelines.
Each area has different expectations for uniforms. Check with your supervisor for expectations and required safety equipment/clothing (cleaning, cooking, customer service). Good personal grooming (neat hair, deodorant, clean breath, etc.) is expected.

**Respect, Harassment/Discrimination, Language & Sensitivity**
Treat others the way they would like to be treated. It is a basic rule, but it really works. Treat others with respect. Don’t borrow things without permission and return items to their original location. Profanity and words or phrases that are offensive or oppressive to others will not be tolerated. Any such offensive language directed toward co-workers or customers is grounds for immediate dismissal. This includes insults based on race, ethnicity, gender, sexual orientation, religion or disability. If you witness or experience harassment you are expected to inform your supervisor.

**Customer Service**
One thing all of our student employees have in common is working with a variety of people. Whatever your role within Reeve Memorial Union, customer service is an integral part of your employment. Prompt, pleasant handling of requests is a priority at all times.

There are several simple rules to follow when serving our patrons.

- Smile. Even when you are on the phone; customers can hear the smile in your voice.
- Give the customer your full attention and avoid working on other projects while talking to customers.
- If you are on the phone or helping someone else, be sure to acknowledge others who are waiting.
- Answer all questions thoroughly. If you do not know the answer, call other appropriate offices until you find the answer.
- When giving directions, use a campus map and refer to easily identifiable references.
- Be polite and patient.
- Treat our patrons with respect. Satisfied customers will return to the Union. Without them, you wouldn’t be here.
- Occasionally, visitors may wish to meet with Reeve Memorial Union staff members. You may take a message for the staff person if they are unavailable. Be sure to get a name and telephone number. If a patron is planning on stopping by later, it is important to inform the staff member. Please do not make commitments for staff members concerning their schedules unless you have been asked to do so.
- When taking messages, be helpful and courteous, collecting as much relevant information as possible.
- Work areas should be kept neat and inviting. Service counters and equipment stations should never be left unattended. If you
Telephone Courtesy
Please follow this guide for the proper way to answer the telephone in any office or service area:

- Give the caller your complete attention. Do not complete office work or other duties while talking on the phone.
- Be prepared to write down any important information or messages. It is extremely important that you get the caller’s name and which office or company they represent. Get the correct spelling and telephone number.
- Be polite and honest. Do not make up information simply to answer a question. It is perfectly acceptable to ask a caller to hold while you look up something or ask someone else. Your first goal should be the accuracy of the information you are providing. Take a moment and be sure you are correct.

Regular Attendance and Punctuality
It is essential that you arrive on time for your scheduled shift. If possible, you should arrive for work approximately five minutes early. Be considerate of co-workers and be aware of their class schedules around the time of your shift. Consistent tardiness is unacceptable, but should you find yourself held in an endless class or delayed by academic meeting, do your best to get to work as soon as possible. Report to your supervisor immediately and explain your delay. Habitual tardiness will result in disciplinary action.

Work Schedules
- Absences. Missed work due to illness must be called in to your supervisor or, for evening or weekend shifts, the Building Managers (920-410-3412) as soon as you know you will not be able to work. Informing your supervisor as early as possible is appreciated.
- Assigned Work Schedules Work schedules vary within each employment area. In most areas, schedules are compiled each term or session. Consideration for hour preferences may be given to seniority. Supervisors make every effort to work around student schedules. It is very important for you to submit your class schedule along with any other known commitments (organization meetings, athletic practices, etc.) to your supervisor in a timely fashion. If regular schedule conflicts arise, consult your supervisor to possibly arrange a permanent change. You will be expected to fulfill your scheduled work obligations through the last day of final exams for any term.
- Break. Students who are scheduled to work a shift of four hours or more will receive a paid 15-minute break. All eight-hour shifts will include two paid 15-minute breaks. Your supervisor will let you know when you can take your break. Breaks after 4:30pm are given by the
Building Manager.

**Substitutes.** If you need time off for a personal matter, it is your responsibility to find a substitute to cover your scheduled hours with the exception of an emergency. Please notify your supervisor in this instance. Please note that all scheduled hours remain your responsibility until your supervisor approves substitutes. If you have any questions about this procedure, see your supervisor before it becomes a problem.

**Vacation/Holiday Break Schedules.** Even though classes are not in session, our operations are open during regular business hours (Monday – Friday, 7:45 a.m.-5:30 p.m.). Conferences and other special events may occur on campus during academic breaks and student employees are often needed to staff their respective areas during these periods. If you have questions or concerns about this, speak with your supervisor. Students may return to their jobs in the fall provided they are in good standing and communicate their needs and intentions to their supervisor.

**Smoking/Vapor Devices**
The University has a policy that restricts smoking of tobacco products inside any building. Smoking is allowed outside and at least 25 feet from the entrance of any University facility. Reeve Union restricts any employees from using any smoking/vapor producing device within the building or in paid status. Designated outdoor smoking/vapor device areas have been identified for each Blackhawk Commons and Reeve Union.
Equipment Use Policies

Computers
Reeve Memorial Union owns and maintains a number of computers for staff use. All users of University owned computers and any personal equipment accessing the campus network are bound by the UW Oshkosh Acceptable Use Policy located at http://www.uwosh.edu/acs/policies/acceptable-use-policy. Please refer to that document for guidelines on passwords, security, abuse, and confidentiality of information. Misuse of computing resources shall result in disciplinary action.

Student use of Reeve Union computers is limited to tasks assigned by the supervisor, to be completed during regularly scheduled work shifts. The computers are not to be used by anyone who is not currently employed by Reeve Memorial Union, or student employees who are not working at the time. Students who have work that requires the use of a Reeve computer and access to network drives will be issued a student employee username and password. This account and password shall not be shared with or used by any other.

• Students may not download or install any program from the Internet on department computers without requesting permission through Reeve Technical Services.
• Playing of games or watching videos/movies during down times is discouraged, but subject to the discretion of your supervisor. Students may not download programs/games to any computer; they must be played online. Any such activity must not prevent the completion of daily tasks.
• Checking personal e-mail or Facebook during work time is discouraged, but subject to the supervisor’s discretion.
• Printing for personal use should be kept to a minimum and conducted at Copy This!! or in the SLIC unless approved by your supervisor.
• The Kiosks on the concourse and the Student Leadership & Involvement Center (SLIC) computers are available during your personal break. Chromebooks are also available for checkout from Titan Central for your personal use in the Reeve Union.

Other Equipment
Equipment owned by Reeve Memorial Union is not permitted to leave the building. This policy exists for several reasons. Equipment that is loaned or checked out:
• Is unavailable for use in the building when needed;
• If used incorrectly, accidents may cause personal injury or damage to property, creating a potential liability issue for the University, Reeve Union, and the person who allowed the removal of the equipment;
• May become lost or damaged.
Reeve Memorial Union audio-visual equipment such as TVs, DVD players, laptops, and data projectors are for the use of our customers. Equipment should be setup and tested for scheduled events; equipment is not for personal use by student employees during or after setup or at breaks.

Personal music devices (including cell phones) are not allowed unless approved by your supervisor. Music at appropriate sound levels may be allowed in some work areas, as approved by your supervisor.

**Telephones** Students should limit use of personal cell phones to emergency situations only. When working, students should store their cell phones and silence the ring. Personal use of Reeve Union phones for local calls should be very limited. Long distance calls, in an emergency, may be made with your supervisor’s (or the Building Manager’s) approval. Courtesy phones are located near the restrooms off the upper Marketplace, and on the second and third floors across from the passenger elevator. They are for local calls and 800 numbers.

**Student Development, Training, Evaluation & Recognition**

**Student Development & Inclusive Excellence**
Through their employment experience, Reeve Memorial Union strives to help student employees develop skills they will use throughout their lives. These skills are those that are transferable to all areas of life (work, school, family, social, etc.) and are instrumental in being successful. Life skills are incorporated into student employees’ experience through the recruitment, the training and evaluation. Different student employee positions utilize different sets of life skills. In order to track the progress of our student employees, all are required to complete learning outcomes/self-survey during their employment.

**Inclusive Excellence** is a focus we have to intentionally create opportunities for student employees and guests that encourage greater diversity, equity, inclusion for what and how we do things at Reeve Union. You may be asked to look at things differently, consider new ideas and utilize life skills to improve day-to-day operations in order to ensure all students have the chance for success.

**Training & Learning Outcomes**
Each supervisor is responsible for providing a training program for student employees in their area. In addition, training is periodically planned for all student employees. Students are paid for and expected to participate in all training programs. Some training opportunities will result in wage increases. Most areas provide a job specific manual or outline for teaching and reference. One-on-one training occurs frequently during the work experience. Be sure to ask your supervisor or the person who trains you any questions you may have about doing your job.
Learning Outcomes are one way that Reeve Union gauges each student’s experience. Each year employees will be required to complete an assessment asking them to reflect on their employment experience and what they have learned.

**Evaluations & Feedback**
Performance evaluations will be completed by your supervisor and reviewed with you once annually, usually near the end of the fall term or beginning of the spring term. Performance evaluations will become part of your Reeve Memorial Union employment record, to which you have access. Information from your file is used to verify employment dates and respond to inquiries from prospective employers.

Feedback occurs in a variety of ways at Reeve Union. In addition to performance evaluations, employees are encouraged to share feedback on their work experience including task completion, training provided, supervisor support, and communication. Employees are invited to share feedback through a coordinated process each spring as well as when their employment ends.

**Salary Increases**
Student employees that complete all job responsibilities or perform above expectations are eligible for increases based on supervisor recommendation.

- **Longevity Increases.** Longevity increases of ten cents per hour are awarded each semester/term. In order to be eligible to receive the longevity increase, students must have:
  - Met all job requirements specified in the position description;
  - Attended mandatory training sessions; and
  - Worked for the department for at least twelve weeks during the fall/fall interim or spring/spring interim periods or nine weeks during the summer term/break.
- **Merit Increases.** Merit increases of either five, ten, or fifteen cents per hour are awarded once annually following the formal evaluation period.
Promotions & Cross-Training
Students are encouraged to apply for lead positions within Reeve Union. Most work areas have career ladders in place or prepare students for other leadership jobs. Generally, lead/manager positions carry increased responsibility and are compensated at a higher rate. Student assistants are also encouraged to apply for positions in other areas of Reeve Union as they become available by following the standard application and interview process.

Recognition & Awards
Cook Scholarship A scholarship is awarded to a Reeve Union student employee or other eligible student leader each year in the name of James Cook, Reeve Memorial Union Director from 1976 - 1993. Applications are accepted each fall, with the scholarship awarded at the end of fall term.

Outstanding Student Employee of the Year This award named in honor of Richard Naumann is presented to one student each spring. Employees may be nominated by their supervisor or any full time staff members for consistently outstanding job performance.

Rookie of the Year The Julie Allen Rookie of the Year award is similar to Student Employee of the Year except that nominees must be new to Reeve staff during the current year. Deserving students should have picked up their job responsibilities quickly, become part of their unit ‘team’ and integrated themselves well into their department, at least, if not the larger department. They consistently ‘go above and beyond’. The award is presented in spring.

Student Employee Appreciation Week This campus-wide event recognizes the many important contributions of student employees. Supervisors are encouraged to recognize their students, and departmental functions are planned to thank student assistants for their hard work.

Personnel Practices
Personnel Files
Each student employee has an employment file which contains application(s), work authorizations, disciplinary reports, accident report(s), performance evaluations and other relevant employment information. You may review your file or add items to it by scheduling an appointment with your supervisor. Everything in your file is confidential. Personnel files are retained for five years after employment.

Disciplinary Procedures If there has been an infraction of any guideline based on the policies of Reeve Memorial Union, disciplinary actions may be taken. They may include:
• **Verbal Warning** A verbal warning may be given when a student is not abiding by general policies. If the policy is compromised again, a written warning may be given. Verbal warnings can constitute grounds for dismissal. Verbal warnings will be noted in the student’s file with the words ‘verbal warning given’.

• **Written Warning** A written warning may be given for policies or procedures that are broken. A verbal warning does not have to be issued first. In general, only one written warning will be issued before termination takes place. Warnings will accumulate for a year, including interim and summer. A written warning will include a detailed summary of the infraction that was committed as well as expectations for improvement/correction.

• **Reasons for Warnings**
  • Tardiness or unauthorized absences
  • Insubordination
  • Excessive use of personal items (phone, devices, etc) while at work
  • Failing to do assigned work
  • Misuse or unauthorized use of University equipment
  • Disorderly conduct including use of profane or abusive language, horseplay or other disrespectful behavior unbecoming a University employee
  • Disclosure of confidential information to unauthorized persons

• **Reasons for Immediate Termination** (without warning):
  • Reporting for work under the influence or possession of drugs or alcohol
  • Abuse of key (or card access) privileges
  • Theft
  • Flagrant abuse of Reeve Memorial Union and/or University policies
  • Possession of a weapon

• **Grievance Procedure** Student employees have the opportunity to express dissatisfaction with aspects of their employment by talking with their supervisors, the Assistant Director for Operations or the Director.

**Payroll Process**
Procedure to get on payroll:
• Student applies for a job and is offered the position.
• If the job is work-study, the student must accept the Work Study award from Financial Aid.
• Students must fill out or have on file with the University, an I-9 form, grade confidentiality waiver, Buckley Amendment, W-4 (if claiming any exemptions), an emergency form (optional), selective service form (males only), direct deposit form, and all must read the student employee handbook and Agreement & Verification of Hours Worked form (located on the Reeve Website under Resources).
• Each supervisor will determine the deadline for submitting hours for HRS. Unapproved hours will not be paid.
• A pay period is two weeks in length and begins at 12:01 a.m. Sundays; checks are issued every two weeks on alternate Thursdays. It may take up to four weeks before you receive your first paycheck.
• Payroll schedules can be found on the HR website. http://www.uwosh.edu/hr/students/student-employees

Security and Safety Procedures

In heavily used facilities such as Reeve Memorial Union and Blackhawk Commons, the cooperation of every person is needed to maintain a safe and secure environment. Employees are asked to make the following safety practices part of their daily routine.

You are responsible for keys in your possession and areas accessible by means of those keys. Do not loan your keys to anyone. Immediately report the loss of keys to the Assistant Director for Operations. In most cases, your TitanCard also allows card swipe access to restricted areas of the building. Please treat it as a key and do not loan it to others. Individuals who lose keys are subject to fees to replace the keys. Fees to replace keys range from $15.00 - $50.00 per key.

Never leave an office or office area unattended and unlocked. Several areas in Reeve Union should be kept locked at all times, such as mechanical rooms, storage rooms and custodial areas. Make sure you lock doors that you have unlocked when you leave the area.

Report accidents to your supervisor immediately no matter how minor it seems. First Aid kits, flash lights and fire extinguishers are located in prominent places. It is your responsibility to be familiar with those locations in your work area.

If you observe a safety hazard or a potential hazard, please notify your supervisor immediately. Make sure all exits, hallways and entrances are clear for emergency purposes. If not, contact your supervisor.

If, at any time, you observe suspicious individuals anywhere in the facilities, report your observations to your supervisor or the Building Manager.

If you feel ill prepared to deal with a confrontation or emergency, immediately seek the assistance of your supervisor or the Building Manager.

Before using equipment, check with your supervisor about operating procedures, safety precautions and special safety equipment such as safety glasses, gloves, etc. Keep your work area clean and litter free to
avoid accidents such as slipping, tripping, etc.

If you work with any chemical such as cleaning solutions, solvents, etc., please READ THE LABEL. Take the necessary precautions stated on the label in the event you get any of these chemicals in the eyes, throat or skin. DO NOT MIX CHEMICALS UNLESS THE LABEL INDICATES TO DO SO.

When you leave your work area and you are the last person in the area, be certain that all doors are locked (or closed, if they aren't lockable), windows are closed, that equipment, radios, computers, etc., are turned off and out of sight.

When responsible for handling cash, please remember:
• Only on-duty employees should be behind service counters or desks.
• Follow the cash handling procedures outlined for your areas of responsibility.
• Never talk in person or over the 2-way radio about the amount of cash you handle or that you handle cash at all.
• Be aware of your surroundings when counting cash, when possible make certain the room in which you count cash is locked and secure.
• Carrying cash bags in the open can be dangerous; cover the bag or place it in another bag.
• Be suspicious of people who inquire about the location of cash and safes and are not authorized to have such information.
• Always place cash bags in the drop box immediately after closing each area.
• Immediately upon receiving a cash bag, place it in a secured area.
Emergency Procedures

Appropriate responses for most emergency situations are outlined below. When staff has specific responsibilities, it is stated. If your area or job is not mentioned, please assist with general crowd control and supervision as necessary.

What You Should Know

• How to respond in case of an emergency – both in your area and in other areas of the building.
• The locations of all fire exits but especially those nearest your work area.
• The locations of the fire alarm pull stations and fire extinguishers nearest your area.
• Your department’s overall responsibilities and what staff should do in case of an emergency.
• You do not need to be the hero. Always assess the situation and know your limitations.
• A number of staff may have CPR/AED training and are willing to assist in an emergency. These people are urged not to undertake more than they are qualified to perform.
• There is an AED in Reeve Union across from Titan Central. Blackhawk Commons has an AED machine to the left of the beverage stations in the dining room. University Police also carry AEDs in their cars.

Responsibilities of Supervisors of Student Employees

• Train the staff in your department to know and understand emergency procedures.
• Maintain batteries for the department flashlight.
• Make sure your staff know:
  • Where to find emergency policies,
  • Where fire alarm pulls and fire extinguishers are located,
  • Where the area flashlight(s) are kept.

Emergency Public Address System

• The audible public address system in Reeve Union is part of the fire alarm system. During weekday business hours, one of the leadership staff will announce emergencies; Building Managers are responsible for making announcements during the evening and weekends.
• If the University has utilized the universal announcement system it over-rides the Reeve system. The Reeve system must first be reset prior to operating. To reset, hold the ‘reset’ button on the fire system panel.
• Enter room 14 in the lower level; locate the fire alarm box on the left wall. Open the box (the key is in the lock).
• In the upper left corner is a microphone. Press the ALL-CALL button.
(Lights will flash on the fire system). Pick up the microphone, press the button and speak.

- A sample announcement might be: **ATTENTION: AN EMERGENCY SITUATION REQUIRES TOTAL EVACUATION OF THE BUILDING, PLEASE LEAVE THE BUILDING USING THE NEAREST AVAILABLE EXIT. DO NOT USE THE ELEVATOR. OPERATIONS PERSONNEL, PLEASE BEGIN EVACUATION PROCEDURES. THANK YOU!**
- When finished, replace the microphone, press the ALL-CALL button again to turn it off, close the box and exit the room.

### Emergency LED Message Boards

- All campus buildings have emergency message boards installed in public areas. These boards will be used in the event of an emergency to communicate information.
- The boards will display the time unless there is an emergency situation.
- If you notice a message board is not working properly, contact your supervisor.

### Emergency Evacuation Plan

In the event that evacuation of the building is necessary, please follow the guidelines listed:

**WORK AREA**

**REPORT TO EXIT**

**Reeve Union**

ACCOUNTING/TEXTBOOK

STAIRWAY #2 (N) OR INNER STAIRWAY

HORIZON ENTRANCE (S)

ADMINISTRATIVE OFFICES

HORIZON ENTRANCE (S)

ADVANCE TITAN

STAIRWAY #9 TO MALL (N)

ART GALLERY

STAIRWAY #9 TO MALL (N)

CATERING KITCHEN STAFF

HORIZON ENTRANCE (S) OR MITAZA EMERGENCY EXIT (E)

COPY THIS!!

THROUGH STAIRWAY #9 TO MALL OR BOOKSTORE LOADING DOCK (W)

**CORNER CONVENIENCE STORE**

MALL ENTRANCE (N)/ELMWOOD (E)

**CUSTODIANS/OPERATIONS**

FOOD SERVICE DOCK ENTRANCE (N)

**MARKETPLACE FOOD SERVICE STAFF**

MITAZA EMERGENCY EXIT (E) OR HORIZON ENTRANCE (S)

**MI TAZA FOOD SERVICE STAFF**

STAIRWAYS #11 TO OUTSIDE (E) OR #10 TO MALL ENTRANCE (N)

**STUDENT LEADERSHIP & INVOLVEMENT CENTER**

MITAZA EMERGENCY EXIT (E) OR HORIZON ENTRANCE (S)

**TITAN CENTRAL**

STAIRWAYS #11 TO OUTSIDE (E) OR #10 TO MALL ENTRANCE (N)

**TITAN UNDERGROUND**

THROUGH CONCOURSE TO MALL ENTRANCE (N) OR BOOKSTORE LOADING DOCK (W)

**UNIVERSITY BOOKS & MORE**

HORIZON ENTRANCE (S)

**UW CREDIT UNION**
Fire Alarm Procedure

If you hear an alarm:

• Call University Police (1212). During weekday business hours, one of the leadership staff will do this; Building Managers will be responsible for doing this in the evening and on weekends.
• Building staff should evacuate immediately (see evacuation plan). **DO NOT USE THE ELEVATORS.**
• Many doors are equipped with automatic closures; they will swing shut when the alarm sounds. In addition to the alarm, flashing strobe lights that will automatically be activated.
• All fire doors (including the large overhead doors in the open area of the building and the loading dock area) will close in the event of a fire alarm.
• Complete any transactions in cash registers and close the drawer. In general, leave doors closed but unlocked; lock the doors to the Titan Central manager’s office, the Art Gallery, Copy This!! unless the fire is in one of these areas.
• Evacuate the area(s) that have been assigned to your department or the area where you are in the facility. The last person to leave any room should close the door to prevent the spread of smoke and fire.
• Doors should not be locked unless it is a retail area away from the location of the fire. If your area has a walkie-talkie, please take it with you; turn walkie-talkie to channel 2.
• When verifying the existence of a fire, do not open a closed door. Check the door for heat by using the back of your hand.
• Leadership staff or Building Manager will determine the approximate location of fire. (Look at fire zone panel inside the Algoma entrance. Briefly investigate, but do not put your safety at risk!)
• If you cannot determine a location of a fire, evacuate the building.
• If it is a small trash can fire or something similar and you are comfortable doing so, use a fire extinguisher.
• If it is a fire that could even have a remote possibility of getting out of control, exit the building and assist in evacuation.
• Stay in the assigned evacuation area. Leadership staff or Building Manager should stay at the entrance to Stairwell #2 to meet with University Police. You may need to then move to the Elmwood Entrance to meet the fire department and provide them with information about the fire or location of alarm.
• Let the fire department take care of investigation or fire fighting. All staff should try to keep people from entering the building, including employees in and around the building that are not working.
When fire department has given the all clear, Leadership staff or Building Manager will notify the building staff to allow people to re-enter at all entrances.

Unlock and reset all fire doors. Please notify the Facilities Management and the Assistant Director for Operations to open and reset the large overhead fire doors.

Use the RACE acronym as a guide:
- R=Remove anyone in immediate danger.
- A=Activate fire alarm by pulling nearest fire alarm pull station or by dialing University Police (1212).
- C=Confine and contain the fire by closing all doors; do not lock them.
- E=Extinguish, if you know the type of extinguisher to use, and can do so without endangering your safety

Maintenance/Custodial/Operations Team Personnel
- Turn walkie-talkie to channel 2.
- If the situation puts your personal safety at risk, exit the building immediately. If the fire is not life threatening, report immediately to the scene of the fire, if possible, attempt to extinguish or control the fire. Leadership Staff or the Building Manager will be communicating with emergency personnel and begin evacuation procedures.
- Evacuate and secure the second and third floors, including the restrooms. **DO NOT USE THE ELEVATORS.**
- Exit the building through the Mall and Elmwood entrances and keep people from entering.
- When given the all clear, you may allow people to re-enter.
- If an alarm sounds when the building is not open to the public, evacuate the building and meet the fire trucks. A call should be made as soon as possible to University Police and the Assistant Director for Operations or the Director.

Fire Extinguisher Operation
Most extinguishers in the Reeve and Blackhawk (in non-food service areas) are the dry chemical type and should be used in the following manner: Remember the PASS acronym for extinguisher use: (Pull, Aim, Squeeze and Sweep).
- Hold the extinguisher upright with the nozzle away from you. **PULL** the ring pin.
- Stand ten feet from the fire and **AIM** nozzle at the base of the flame.
- **SQUEEZE** lever and **SWEEP** from side to side until fire is extinguished.
- If the fire is successfully extinguished, return the extinguisher to the Union Mechanic for recharging.
- Call the Assistant Director for Operations and the area manager with a complete report of the incident. Record all details on the Building Manager log.
Fire Extinguisher/Fire Alarm Pull Locations

Fire alarm pulls and extinguishers are located throughout both Reeve and Blackhawk. Each area supervisor is responsible for training their staff regarding the location of the nearest fire alarm pull and fire extinguisher. Please make this a priority.

Tornado Watch Procedure

A tornado watch means the conditions are right for a tornado.

Leadership Staff or Building Manager

• Check weather radio in the office of the Assistant Director for Operations.
• Monitor the weather on TV, radio or internet.
• Inform all work areas of the situation and advise them to also monitor the situation.

All Work Areas

• Monitor the situation; no action is necessary during a tornado watch.

Tornado Warning Procedure

TAKE A FLASH LIGHT WITH YOU! A TORNADO WARNING MEANS A TORNADO HAS BEEN SIGHTED; SEEK SHELTER IMMEDIATELY. THE COUNTY SIRENS SOUND.

Leadership Staff or Building Manager

• Using the Emergency Public Address System, make the following announcement:
  ATTENTION: A TORNADO HAS BEEN SIGHTED IN AREA AND IT IS NECESSARY TO TAKE SHELTER IN THE LOWER LEVEL. DO NOT USE THE ELEVATOR. THANK YOU
• Evacuate everyone to the Lower Level, concentrating on those in the Marketplace. Take flashlights. Do not use the elevators.
• Seek shelter in the lower level. Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.
• If necessary, Building Managers and Leadership can log into computers in the break room and the Titan Underground computers to monitor weather. University Police will utilize Titan Alert to communicate updates.
• Notify Assistant Director for Operations or other leadership staff member of the situation.
• Monitor conditions using computers in Rm 6 or the Titan Underground Office.
• After the warning has ceased, inform occupants of the building that it is safe to return to other areas.

Maintenance/Custodial/Operations Team Personnel

• Once you are aware of a tornado warning, everyone should evacuate to the lower level. Your role is to evacuate the second and third floors including the restrooms. DO NOT USE THE ELEVATORS.
• Turn walkie-talkies to channel 2.

Administrative Offices
• Once you are aware of a tornado warning, everyone should evacuate to the lower level.
• Lock doors.
• Your role is to instruct all customers you see to join you in taking shelter in the lower level of Reeve Memorial Union. Use stairway #6 (Horizon Entrance) to the lower level.
• Seek shelter in the lower level hallway.
• Sit with backs against a solid wall and cover your head with your arms.

Art Gallery
• Once you are aware of a tornado warning, everyone should evacuate to the lower level.
• Lock both doors to the gallery using the allen wrench.
• Your role is to instruct all customers you see to join you in taking shelter in the lower level of Reeve Memorial Union. Use stairway #9 to the concourse, then stairway #10 to the lower level.
• Seek shelter in the lower level service hallway (near the mechanic’s shop). DO NOT USE THE ELEVATOR.
• Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

Catering Kitchen
• Once you are aware of a tornado warning, everyone should evacuate to the lower level.
• Lock up the area.
• Use stairway #11 (opposite the ballroom) or stairway #9 and #10 go to the lower level.
• Seek shelter in the Underground away from the glass wall. DO NOT USE THE ELEVATOR.
• Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

Copy This!!
• Once you are aware of a tornado warning, everyone should evacuate to the lower level.
• Lock up the cash register, service door and gate to Copy This!!
• Your role is to instruct all customers you see to join you in taking shelter in the lower level of Reeve Memorial Union. Use stairway #6 (near the Horizon entrance) to the lower level.
• Seek shelter in the lower level hallway (near the Advance Titan). DO NOT USE THE ELEVATOR.
• Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.
Corner Convenience Store
• Once you are aware of a tornado warning, everyone should evacuate to the lower level using the internal stairway.
• Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

Marketplace
• Once you are aware of a tornado warning, everyone should evacuate to the lower level.
• Lock up the cash registers, close gate.
• Your role is to instruct all customers you see to join you in taking shelter in the lower level of Reeves Memorial Union. Use stairway #10 (near the concourse) to the lower level.
• Seek shelter in the Underground away from the glass wall. DO NOT USE THE ELEVATOR.
• Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

Mi Taza
• Once you are aware of a tornado warning, everyone should evacuate to the lower level.
• Lock up the cash register, close the gates.
• Proceed to the lower level using stairway #6 (near the Horizon Entrance) seeking shelter in the lower level hallway (near the Advance Titan). DO NOT USE THE ELEVATOR.
• Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

Student Leadership & Involvement Center
• Once you are aware of a tornado warning, everyone should evacuate to the north end of the Underground – away from the windows. If necessary, move people into the back corridor /blue hallway or hallway leading to Stairwell 12.
• Close the cash register to ensure it is secure.
• Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

Titan Central
• Once you are aware of a tornado warning, everyone should evacuate to the lower level. Your role is to instruct all customers in MiTaza and Common Ground to take shelter in the lower level of Reeves Memorial Union.
• Lock up the cash register and keep the keys with you. Lock both doors to the Manager’s office. Take the walkie-talkie with you; turn it to channel 2.
• Proceed to the lower level using stairway #6 (near the Horizon Entrance) seeking shelter in the lower level hallway (near the
Advance Titan). **DO NOT USE THE ELEVATOR.**

- Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

**Titan Underground**

- Once you are aware of a tornado warning, everyone should evacuate to the north end of the Underground – away from the windows. If necessary, move people into the back corridor/hallway.
- Close the cash register to ensure it is secure
- Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

**University Books & More**

- Once you are aware of a tornado warning, everyone should evacuate to the lower level using the internal stairway.
- Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

**University Dining – Blackhawk**

- Food service staff should escort any customers present down the stairways into the kitchen and office areas.
- Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

**UW Credit Union**

- Once you are aware of a tornado warning, everyone should evacuate to the staff hallway in the lower level near elevator #4.
- Sit with backs against a solid wall and cover your head with your arms. Stay away from windows.

**Power Outage Procedure**

**If a Power Outage Occurs**

- The building is equipped with emergency lighting that should remain on in the event of a power outage. All fire doors (including the large overhead doors in the open area and the loading dock area) will close in the event of a power outage.
- Walkie-talkies should be turned to channel 2.
- Leadership Staff or the Building Manager will determine the extent of the outage by communicating with either Facilities Management or University Police, depending upon the time of day.
- Depending upon the extent of the power outage, Leadership Staff or the Building Manager may want to make the following announcement using the emergency public address system:
  
  **Attention:** The building is experiencing a temporary power outage. Please remain where you are and stay calm. Power should be restored shortly.

- During a power outage, emergency lighting will remain on in
strategic locations sufficient to allow users to move to the exits.
• Each area should always maintain a flashlight and fresh batteries.
• Leadership Staff/Building Managers will check on the service areas open in the building at the time; all cash register users should be logged out.
• Don’t panic; keep everyone calm. Ask customers to please stay where they are until power is restored.
• Leadership Staff/Building Managers will check to see if anyone is stranded in one of the elevators.
• In critical situations, inform the Assistant Director for Operations or the Director of the situation.
• In the event that the outage continues for an extended period of time, calmly evacuate customers from the area and the building. Place signs on doors indicating that the building is closed temporarily due to a power outage. Staff should remain on the premises to reopen the building when power is restored.
• When the power is restored, check with all areas to see that everything is fine.
• Unlock and reset the fire doors. The overhead fire doors must be opened and reset by Facilities Management. Confirm the locknetic doors are secure.
• Contact the ID Card Systems Administrator to handle any cash register problems.

All Work Areas
• Flashlights are located in each area. It is the responsibility of each supervisor to have sufficient flashlights and charged batteries in their department and to inform all staff of the location of these supplies.
• Alert customers of the power outage and ask them to remain where they are until the power is restored. If the power will be off for an extended period of time and the circumstances dictate, you will be notified that the building will be evacuated area by area.
• Remain at your workstation until Leadership Staff or Building Manager contacts you.

Medical Emergencies
If you witness or are informed of an accident or someone with an injury or illness, follow these procedures:
• Assess the situation. Notify the Assistant Director for Operations or the Building Manager as soon as time permits.
• Call University Police if you need assistance – 1212 (424-1212).
• Call 9-911 immediately if you are dealing with a life threatening injury or need the help of emergency medical personnel or the police. If you call 9-911 first, call UP immediately to make them aware.
• Do not attempt to move an injured person. If possible, cover them with a coat or blanket to keep them warm. Send someone to the front of the building to guide emergency personnel.
• If trained, administer first aid. Only blood-borne pathogen certified personnel should deal with blood spills. Call for custodial help for clean up.
• If emergency help is called, wait with the victim until help arrives and provide information about the incident.
• Do not comment to press representatives or observers. Refer press inquiries to the Union Director.
• Inform leadership staff member or Building Manager of serious situations and when outside help is called.
• Building Managers should record all pertinent information in the log (names, times, actions taken, witnesses, etc.).

First Aid Stations
First aid stations with supplies and materials necessary to deal with minor injuries are located in several locations throughout the building.
• Breakroom – lower level
• Room 29 – Mechanics room
• Room 104 – Administrative Office
• Titan Central
• Copy This!!
• SLIC
• Titan Underground
• Art Gallery
• Blackhawk – University Dining Office

Burglary, Hold-Up, Riot, Etc., Procedure
All Areas with Cash
• Give the robber any money asked for. Don’t try to be a hero.
• If available, press silent alarm button. (This alarm alerts the University Police).
• University Police will call you and ask if there is trouble. They will then ask you to follow the procedure. That means you are to hang up and call back immediately if things are okay. If they do not get the call in a few seconds, officers and the City Police will be on their way immediately.
• Try to memorize the robber’s features for future identification and when the police question you.
• Always inform leadership staff or the Building Manager of this type of situation.

All Areas
• All thefts should be reported to the Director, the Assistant Director for Operations or the Building Manager. University Police should be called as soon as it is realized a theft has occurred.
Active Shooter

When an active shooter is OUTSIDE your building or room:

- Proceed to a room that can be locked. On your way to the room, tell as many people as possible to do the same.
- Lock all doors and windows and turn off the lights.
- Have one person in the room call 911 or 424-1212 and be prepared to advise the dispatcher of:
  - Your location.
  - Your name.
  - The number of people in the room with you.
  - Any and all information about the shooter and the shooter’s actions and location.
- Remain in the room until advised by law enforcement personnel to exit the building. Do not respond to unidentified or unrecognized voice commands or fire alarms.
- Officers will enter your building and check each room. If you have not been contacted within one hour, call 911 or 424-1212 for further instructions.

When an active shooter is INSIDE your building

- Determine if the room you are in or near can be locked or otherwise secured. If so, follow the procedures as indicated above.
- If the room can not be locked or secured, locate the nearest exit and determine whether or not you can exit the building safely.
- If you can safely leave the building, do so by following the instructions listed below under “How to exit a building safely.”

When an active shooter enters your office or classroom

- Try to remain calm and call 911 or 424-1212, if possible. If you are unable to speak, leave the phone line open so that the dispatcher can hear what is taking place.
- If you cannot escape or hide, you may:
  - Try to negotiate with the shooter.
  - Pretend to be unconscious.
  - Attempt to overpower the shooter with force, as a last result.

How to exit a building safely

- Have a route planned before attempting to leave.
- Do not attempt to carry anything with you while fleeing.
- Move quickly and keep your hands visible with palms upraised, as you exit the building.
- Do not attempt to treat or remove injured people, but note their locations so that you may provide the information to emergency responders.
- Proceed to a safe location, but do not leave campus unless directed to do so. Keep in mind that the entire area is still a crime scene, and officers will need to obtain information from you before you leave.
• Remain at the designated assembly area until you are released.
• Always comply with commands from law enforcement officers.

What to expect from responding officers
Police officers responding to an active shooter may be wearing regular uniforms or special tactical gear, but they will be clearly identified as law enforcement officers.
• Responding officers will point firearms at you while seeking the threat. This is a normal part of their training and response. Avoid any sudden furtive movements and obey all officer commands. Keep your hands visible to officers at all times.
• Responding officers are trained to proceed immediately to the area where shooting is taking place to neutralize the threat. If you are injured, they will not stop to assist you. Another group of officers and/or tactical medics will follow to provide medical assistance and help with evacuation. Remain calm and immediately comply with all commands from law enforcement officers.

Bomb Threats
• If someone should happen to call in a bomb threat to the Union, the UP should be contacted immediately by using a phone in a private office. They will investigate and determine whether or not the building should be evacuated.
  • Note date and time and length of call that was received.
  • DO NOT pull fire alarm.
  • If you are told to evacuate, lock any cash registers, close the door to the area but do not lock it. Exit the building and move away from it. Do not re-enter the building until told to do so by University officials.
  • DO NOT DISCUSS IT WITH ANYONE (students, staff, press, radio, etc.)
  • The UP will answer all questions regarding the situation. If approached by any form of the media, you are to direct them to the UP and respond with No comment.
  • After notifying the UP, contact the Director or Assistant Director for Operations regarding the problem.
  • In the event you personally receive the threat, please:
    • Remain calm. Listen carefully to the caller. Write down what you are told.

Questions to ask
• When is the bomb going to explode?
• Where is the bomb right now?
• What does it look like?
• What kind of bomb is it?
• What will cause it to explode?
• What is your name?
• What is your address?
• Did you place the bomb?
• Why?

• Note caller’s voice:

Calm          | Angry          | Excited        | Slow
Rapid         | Soft           | Loud           | Disguised
Laughter      | Crying         | Normal         | Distinct
Slurred       | Nasal          | Stutter        | Accent
Lisp          | Raspy          | Deep           | Ragged
Clearing throat | Deep breathing | Crackling      | Familiar

• Note background noise:

Street noise             | Music          | Cell phone     
Machinery Static         | Local          | House noises   
Animals                  | Voices         | Motor          
Office machines          | Long distance  | Clear          

**Sewer Gas Odor Procedure**

• BRING A FLASHLIGHT WITH YOU!
• The sewer locations are in rooms 3 and 4 as well as kitchen and restrooms.
• Get a bucket of water and pour it down the drain. Write up all actions taken on the Building Manager log.

**Elevator Pit Alarm Procedure**

If there is water in the elevator pit, the Operations Staff or the Building Manager should:

• BRING A FLASHLIGHT WITH YOU.
• If the Tank Alert Alarm goes off in room 2, call the University Police (1212) and then notify the Assistant Director for Operations.
• You can silence the alarm with the silence alarm switch. Do not disregard the alarm; the situation needs to be taken care of immediately.

**Elevator Emergency**

• During weekday business hours, the custodial staff is responsible for reassuring people trapped in the elevators in emergency and non-emergency situations. The building manager has this responsibility during evening and weekend hours.
• University Police should be contacted for assistance in freeing people trapped in an elevator. UP will call fire rescue. Building Managers and Leadership can show emergency personnel the location of the equipment rooms.

**Water Leak or Flood Procedure**

• During weekday business hours, the Building Operations Manager or the Assistant Director for Operations will notify the appropriate staff.
• Evenings and weekends, the Building Manager will call the University Police at 1212 if the leak is large enough to not wait until full time staff is available.
• DO NOT try to fix the water leak unless it is a toilet that is leaking from the flushing hardware.
• Notify the Building Operations, Assistant Director for Operations, Union Director, or leadership staff member of the situation.
• If necessary, close the area of the building until the situation can be controlled.
• If you are instructed to turn off the water, BRING A FLASHLIGHT WITH YOU! The water shutoff is on the outer wall of the closet behind from the bookstore accounting office. (RUB storage)
• DO NOT shut off the water unless you are told to do so by Facilities Management.
• Custodial/Operations Team will clean up water as necessary.
• Avoid standing in floodwaters due to the threat of electrocution.

**Natural Gas Odor or Leak Procedure**

If gas is smelled, notify Building Operations Manager, Assistant Director for Operations, Union Director or Building Manager, whoever is currently onsite: Gas will be most often be detected only in the vicinity of the kitchens (Marketplace and catering); they are the only areas that have gas pipes other than where the gas line enters in the building (northwest corner).

**Building Manager**

• If there is a gas leak call the University Police at –1212.
• Do not turn off gas unless instructed to do so. BRING A FLASH LIGHT WITH YOU! To shut off the gas, the main meter shut-off is located in Room #14. Use the wrench provided to turn the valve so that shut-off is parallel to the floor.
• Call Wisconsin Public Service at 920-231-5099.
• If it is an emergency, pull fire alarm and evacuate the building as if there was a fire.
• The street shut-off is located about 12' to 18' to the right of the utility pole (fire alarm) and about 6” from the sidewalk on the Algoma lawn.
• DO NOT TURN GAS BACK ON unless instructions are secured from Facilities Management or staff member. Remember: certain pilot lights – dryer, heater, range, ovens, fryer – need to be lit when the gas is turned back on.
• Notify University Police, Assistant Director for Operations, Union Director, or leadership staff member of the situation.

**If there is gas odor**

• Check ranges and oven pilot lights; are they on?
• Don’t use lights and don’t expect the food service managers to
handle the situation.
• Turn off gas valves in the areas where you smell gas.
• The handles are painted yellow or gas valves.
• Notify Assistant Director for Operations, Building Operations Manager, Union Director, or Staff member of the situation.

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<th>Email</th>
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<tr>
<td>Administrative Office</td>
<td>920-424-2346</td>
<td><a href="mailto:reeveadmin@uwosh.edu">reeveadmin@uwosh.edu</a></td>
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