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**University of Minnesota Duluth**  
**Recreational Sports Outdoor Program**



***STAFF HANDBOOK***

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**2007-08**

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RSOP STAFF

# **Handbook**

**Compiled Fall 2004 (revised 8/2007)**

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***“THIS MANUAL IS DEDICATED TO EVERYONE WHO ASSISTS OTHERS  
TO PARTICIPATE IN RECREATION AND OUTDOOR ACTIVITIES.”***

Recreational Sports Outdoor Program  
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## **WELCOME TO RSOP!**

*The interaction of each staff member and our customers is the foundation that makes for an outstanding department.*

**W**elcome to the University of Minnesota Duluth Recreational Sports Outdoor Program (RSOP)! The purpose of this manual is to gain a consistency of quality and practice within the (RSOP). It is designed as a reference tool that is to be used to help you deliver the highest quality program possible. This manual should be a resource rather than a rule-book, though rules and policies are included within. As in all good programs, the quality lies in the creative energy of the unique personalities of each individual within the program. Thus, we all are relying on everyone's abilities and judgment to make this department succeed and maintain our high standard of excellence within the field of recreation and outdoor education. We are one of the best...let's stay there.

It is hoped that you will use this manual extensively to answer your questions and guide your work as a staff member of Recreational Sports Outdoor Program. **WE LOOK FORWARD TO WORKING WITH YOU!**

**Enjoy your experience with RSOP!**

## **Mission**

The mission of Recreational Sports Outdoor Program:

**"RSOP is dedicated to promoting healthy, active lifestyles and connections to the natural world through personal and professional experiences."**

## **We Value:**

- Loyalty to the department, the University, and each other
  - Integrity in everything we do
  - Safety for ourselves and our participants
  - Compassion in policymaking and enforcement
  - Sense of Humor in all that we do
-

UMD Students and the RSOP staff are our most valued resources. We want to treat both with utmost respect and dignity in a manner in which we would like to be treated.

## **A Little Bit of Background**

RSOP is one single department that has the following mission:

“RSOP is dedicated to promoting healthy, active lifestyles and connections to the natural world through personal and professional experiences.”

Both Recreational Sports Outdoor Program have been in existence for well over 27 years and have grown to a very large size. There are 13 full-time professional staff and over 200 student staff employed in this department. The quality and reputation of the programming that is offered through RSOP is very high and is recognized throughout the country.

### **Recreational Sports History**

In the early years of campus recreation at UMD, programming consisted of structured intramural sports for men. At that time, intramural sports were run by the Department of Health, Physical Education and Recreation.

In 1970 – 1974 intramural sports offered 4 sports per quarter and intercollegiate athletes were used as officials. In 1974 the Fieldhouse was completed, resulting in increased program opportunities. In the fall of 1975 Al Holland, UMD’s baseball coach, took over the Intramural Recreation Program and needed some assistance. An admissions counselor by the name of Richard Haney was hired. Dick had received a graduate degree in Recreation from Indiana University, one of the leaders in campus recreation during that era. Much of the early program growth at UMD was modeled after the program at IU. About a year later, Holland decided to concentrate on coaching and left Haney in charge. In 1975, HPER dropped the Intramural Program and the Student Affairs division picked up the program.

In 1979, the name of the program was changed by Haney to Recreational Sports, a more inclusive label reflecting the diverse and changing aspects of departmental offerings. During this time, intramural participation grew dramatically. In 1979 the first student supervisors were hired. One of those individuals, Steve Wolter, would later become Recreational Sports’ first Intramural Director.

The 1980’s were a decade of dramatic growth and change for Rec Sports. As enrollment grew, demand for programs and facilities increased. In 1987 the Sports and Health Center complex underwent a major project involving both renovation and new construction. New space included new weight rooms for recreation and intercollegiate athletics, new recreational playing fields, new locker rooms for recreation and intercollegiate athletics, a climbing wall, multi-purpose arena and track, artificial turf on Griggs Field, and new offices for Rec Sports, Athletics, and HPER. Romano gym, the field house and other spaces received much needed renovations. With the additional facilities programs exploded resulting in the need for additional professional staff.

In 1987, Mick McComber was hired as UMD’s first full-time Intramural Director. The following year Rod Raymond became our first Fitness Director. Participation

continued to grow throughout the early and mid 1990's, creating more wear and tear on equipment and facilities. As a result, Steve Paulson was hired as Equipment and Maintenance manager. In an effort to grow the aquatic aspect of Rec Sports, Gregg Batinich was hired on as Aquatic Director. As the programs grew, so did our need for professional staff to perform the business end of Rec Sports. Kathy Fuhs was hired to oversee our reception and registration functions. Lorry Walsh came on board as our accounting and payroll coordinator.

In January of 2003, long time Director Richard Haney retired. Due to the vision and efforts of Dick, thousands of UMD students each year have had the fortune to participate in one of the finest campus recreation programs in the nation. In February of 2003, former student supervisor Justin Jackson returned as Intramural and Youth Camp coordinator. In 2006, after the construction of the addition to the Sports and Health Center, Nikki Olson was hired to supervise the operations of the facility in the evenings. In 2007, Justin Jackson left for a job in Iowa and was replaced by Joel Sanderson, a former student employee of RSOP.

### **Outdoor Program History**

The Outdoor Program began August 1, 1981 as a sub-division of both Recreational Sports and Kirby Student Center. It began with one staff member, Ken Gilbertson as director, working nine months per year. The direction of the program quickly became that of diverse quality experiences that enabled any person to learn about and enjoy the outdoors. Whatever tools available were used to succeed. This included many cooperative programs with other agencies. It also meant targeting people who did not know how or were unable to access the outdoors by themselves. As the program began to develop and grow, specialty departments were added to better address the needs of participants: Natural History/Environmental Education in 1982; the Kayak and Canoe Institute in 1985; and the Vertical Pursuits School of Climbing in 1988.

In 1993, the Outdoor Program became a separate department under Academic Support & Student Life. In 1998, the OP, once again, became a part of Recreational Sports. At this time, Ken Gilbertson moved on to a full-time faculty position in Health, Physical Education and Recreation Department. Thus, Dick Haney, one of the original creators of the OP, became its director.

Beth Peterson became a part of the OP in 1985 as the part-time Registration Coordinator. In 1989 Randy Carlson was brought on full time as the Coordinator of the Kayak and Canoe Institute. Tim Bates was hired in 1990 as the Environmental Education Coordinator. Binner Rahn joined the team in 1998 as the Climbing Coordinator, with Kaija Webster replacing her in 1999. Greg Eliason became full-time staff in 2000 as the Sea Kayaking Coordinator and Administrative Assistant. Greg was replaced by Pat Kohlin in 2006.

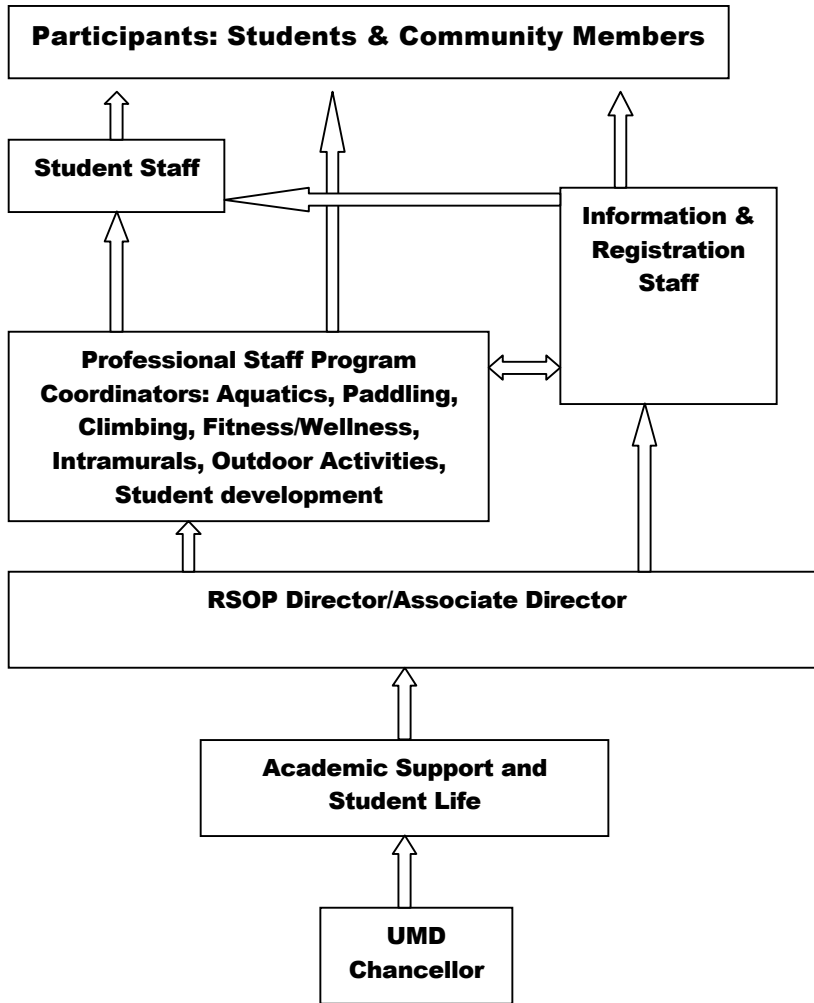
Out of the initiative of the Outdoor Program and its staff, a number of academic programs were created, including the Recreation degree with an emphasis in Outdoor Education, the Master of Education degree with an emphasis in Environmental Education, and the Teaching License with a concentration in Environmental Education. All of these are now housed in the Center for Environmental Education.

### **Two are Better than One!**

With the growth of Recreational Sports as well as the Outdoor Program, it seemed to make sense to combine each of these, since they had similar missions and combining could streamline the delivery of services. This combining was done in 1998 to create one larger department called Recreational Sports Outdoor Program. Upon retirement

of Dick Haney (the Director of this combined department) in 2003, Mick McComber became the Director, with Tim Bates as the Associate Director.

## RSOP Organizational Chart



# EXPECTATIONS FOR PROFESSIONALISM

Because you are an essential component in the success of RSOP, your level of professionalism needs to be held at a high standard. This section looks at what the department expects from you and also covers what you should expect from your supervisors and your peers.

## Our Expectation

You are now a part of the RSOP team and are expected to provide a service in a safe and pleasant manner while adhering to the mission of the department. You must:

- **Present yourself in a positive way!** We want you to positively reflect the department. This includes your grooming and clothes.
- **Show respect and consideration** to all faculty, staff, students, community members, their possessions, and their rights.
- **Be aware** that your actions contribute to the effectiveness and reputation of the RSOP.
- **Each person has worth and dignity.** We expect that you help promote this.

## **Expectations**

*BE: Friendly, informed and prepared to help.*

*KNOW: General information about the facilities, equipment usage, safety, rules and regulations up-coming events.*

*DO: Take the initiative to find out what you don't know.*

*COOL: The capability to use good judgment in an emergency.*

*PROFESSIONAL: The belief that one's job is important and the willingness to go above the beyond the call of duty.*

In addition to management, safety and education, public relations is one of the main duties of all staff. It is your responsibility to enforce and communicate clearly the information regarding rules, events, policies and procedures of the fitness center to all users.

### **1. Be knowledgeable**

Communication and frequent contact between the professional staff, supervisors, and information/registration is essential to the smooth operation.

Keep up-to-date with events listed on the current RSOP flyers. If something is not clear, ask the appropriate event coordinator.

Communicate problems encountered as soon as possible. This enables us to react quickly to make changes and avoid problems of miscommunication with the users.

### **2. Assertiveness**

Some patrons may deliberately disregard the policies we have set forth. It is your responsibility to correct their practice or ask them to leave. Policies are set forth for the safety, protection and fair usage of the facilities by all patrons and staff. Empathize with the disgruntled patron, but do not give in with respect to policy for the sake of avoiding a dispute. Management and Supervisors can be of great assistance in these situations, and have the last say on the matters of policy.

### **3. Be polite, but firm**

We are here to serve the customer, but we have policies that we must follow to ensure that everyone receives fair and equal usage of all facilities. Be pleasant with all patrons, but do not let people sway your responsibility for the policies set forth.

### **4. Keep your cool**

There may be times when emergencies arise, and you are called to take some emergency action. The important things to remember are that first, plan ahead, and be pro-active. Know where emergency equipment is located, and the important phone

numbers in this manual of who to call when. Being prepared is of utmost importance to reacting quickly and correctly. Second, use your head. In emergency situations, the adrenaline will be flowing and the tendency is to react too quickly. Take a breath, and then follow through.

### 5. *Professionalism*

You are employed by one of the (if not the) best department on campus. We have earned this reputation through our positive attitudes, hard work, consistency and fairness. You have been hired because we believe you can further this message in the fitness center.

## Elements of Professionalism

These elements apply to everyone you work with, whether they are a student or a professional from the community. Each of our customers must be treated appropriately.

**Helping the customer is essential!**

### **What do customers want?**

1. To be understood
2. To be informed
3. To receive timely service
4. To be appreciated
5. To receive help and assistance
6. Respect
7. Comfort
8. Empathy
9. Fun
10. Friendly Service

### **Customer Satisfaction**

When Experience Is Greater Than Expectation

It is very important to realize that all efforts must be made to cater to the needs and wants of each participant. Without them, we would have to cease operation.

Participants are:

- The most important aspect to this organization.
- Not dependent upon us, we are dependent upon them.
- Not an interruption of our work, they are the purpose of it.
- The purpose of this organization.

### **Code of Quality**

- Give the participants/users your full attention.

- Make the first 30 seconds count
- Be real, not phony or mechanical
- Be energetic and cordial
- Satisfy participants needs without infringing upon others rights
- Make a positive lasting impression

### **Dress**

Any staff who are working or representing RSOP are required to wear a name tag and staff shirt, jacket, vest, or hat.

Use proper judgment with your attire, which reflects the image of RSOP. We want to ensure that our customers can easily identify who we are and what we represent. We also want to be as inviting as possible. One of the easiest ways to do this, during that moment of first impression, is to be clearly identifiable as an RSOP staff member.

### **On The Job Conduct**

All staff are expected to report to their job on-time in an alert, clear state of mind. It is not O.K. for staff who are scheduled, to be late or not show up.

NOTE: If you fail to report to your scheduled work, your status with RSOP will be reviewed for possible termination.

### **Reporting to work**

Report to work 10 minutes prior to the beginning of your shift ready to work.

### **Injury or Illness**

In the event that a staff member is injured while working for the RSOP (s)he must notify one of the full-time staff and fill out an "accident report form" plus a University accident report form within 24 hours of the incident. See "Workers Compensation" section under "Emergency Procedures" later in this manual. In the event that an employee becomes ill while on duty, that person must contact their supervisor to arrange for a substitution.

### **Resignations**

In the event a staff member wishes to leave RSOP for any reason, at least two weeks notice is expected.

### **Disciplinary Action**

Upon review of the behavior by the full time staff and after a conference with the person in question, that person will be notified in writing of problems and the possible solutions. Possible solutions may include: Probation for a specified period of time, suspension for a specified period of time, or termination of association with RSOP. If it is a paid employee, (s)he has the opportunity to appeal the ruling provided (s)he follows the University of Minnesota Part-time Hourly Student Employee Grievance.

The Disciplinary Action (DA) policy is as follows:

**Wear an RSOP shirt and name tag**

**Show up on-time, ready to work**

**If you cannot work, contact your supervisor**

## **RSOP STAFF HANDBOOK**

1st DA	Oral warning and meeting
2nd DA	Written warning
3rd DA	Suspension
4th DA	Possible Termination

Grounds for DISCIPLINARY ACTION may include:

1. Failure to be at work on time.
2. Negligence to be at or remain at assigned work area.
3. Unauthorized or repeated tardiness.
4. Neglecting one's job duties and responsibilities.
5. Sub-standard performance of job assignments or duties.
6. Insufficiency of dress (without proper clothing or nametag).
7. Interfering with others' in the performance of their job.
8. Fighting, horseplay or the use of foul language.
9. Delinquency in complying with the supervisor's instructions.
10. Failure to follow proper procedures when doing work.
11. Unauthorized use of University of Department property (phones, computers, typewriters, calculators, equipment etc.)
12. Removal of any University or personal property without written permission from your supervisor.
13. Willful, unauthorized destruction of department or University property.
14. Insubordination.
15. Harassment.
16. Playing radio stations that have offensive talk radio or play offensive music.  
DO NOT PLAY MUSIC TOO LOUD.
17. Working out while on duty.
18. Stealing

Violations that will result in immediate termination:

1. Breaking safety policies

2. Consuming illegal drugs while conducting an activity
3. Reporting to an activity under the influence of alcohol or illegal drugs.
4. Leaving your work area or project without authorization

## Knowing the Department

All staff should have a basic understanding of the entire RSOP – all of the different types of activities and programs that are conducted. Read through the catalog for a better understanding. Make sure you understand the various departments and passes used to access different opportunities.

Also, learn the locations that are used for different types of activities.

## Taking Care of the Place You Work

Even though many of the facilities we work in are old, we hope that you will take pride in the facility by taking extra steps to take care of it. We want our place of work to be safe and looking presentable. Things you can do to help:

- Pick up the trash that you may see.
- Notify your supervisor or Facilities Management of repairs needed for safety.
- Do not prop outside doors open and remove the props from those that are.
- If you have a work-station, keep it clean and tidy. Appearance of these work-stations can be a reflection of quality.

## Special Needs & Disabilities

Within RSOP, we will strive to accommodate people with special needs whenever we can. We want to be inclusive as much as possible. If you are unsure how you can include a person, ask them or work with your supervisor to develop strategies for participation.

## Dignity Statement

We recognize, understand and encourage celebration of human differences. We ask you to participate in fostering this spirit. Any expression of bigotry, hatred, prejudice or disrespect is inconsistent with the ideals of preserving human dignity and contradicts the values of healthful living and fair play promoted by the RSOP staff.

**Learn about all parts of the RSOP**

**Keep our place of work looking good!**

**Everyone is important and valued!**

# Harassment

## POLICY STATEMENT ON HARASSMENT

The University is committed to providing equal educational access and opportunity to all persons without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status or sexual orientation.

**Any type of harassment will not be tolerated**

### Sexual Harassment

Sexual harassment in any situation is reprehensible. It subverts the mission of the University, and threatens the careers of students, faculty, and staff. It is viewed as a violation of Title VII of the Civil Rights Act of 1964. Sexual harassment will not be tolerated at the University of Minnesota, Duluth. For the purpose of this policy, sexual harassment is defined as follows:

Unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic advancement, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions or academic decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive work or academic environment.

It is the responsibility of everyone within the University community to uphold the requirements of Title VII and other laws prohibiting sexual harassment and/or sexual violence. The academic and working environment of the University must be kept free of these negative influences. Sexual violence is an extreme form of sexual harassment involving physical violence against an individual. Such incidents may constitute criminal violations and also are a violation of the sexual harassment policy of the University.

Justice requires that the rights and concerns of both complainant and respondent be fully assured. The University shall make every effort to assure and protect these rights, and shall undertake no action that threatens or compromises them.

In determining whether alleged conduct constitutes sexual harassment, those entrusted with carrying out this policy will look at the record as a whole and at the totality of the circumstances, such as the nature of the sexual advances and the context in which the alleged incidents occurred. The outcome of the investigation will be based on an evaluation of the facts on a case-by-case basis. For more information regarding this policy or your rights, please call the Director of the Office of Equal Opportunity at 726-6849 or the Intake Coordinator at 726-6827.

[http://www.d.umn.edu/umdoeo/sexual\\_harass.html](http://www.d.umn.edu/umdoeo/sexual_harass.html)

### Racial or Ethnic Harassment

- Using racial or ethnic slurs against a student, University employee or visitor to a University facility.
- Posting written or graphic material that is intended to be derogatory of a racial or ethnic group.

- Defacing signs or other property in a way that is intended to be derogatory of a racial or ethnic group.
- Sending mail or telephone communications that harass an individual because of the individual's racial or ethnic identity.

**Reporting**

All incidents of harassment based on race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status or sexual orientation should be reported immediately to the UMD Office of Equal Opportunity at 218-726-6827 or 218-726-6849 (TTY: 218-726-6115). This office will be responsible for following up on all such harassment incidents. Harassment can take many forms: hate mail or phone calls, graffiti or verbal abuse directed at an individual(s), or it may be even more threatening. Evidence of such harassment should be preserved to assist in appropriate legal and/or disciplinary action. Call UMD Campus Police at 218-726-7000 in cases of serious incidents that threaten the safety of an individual(s), or when evidence must be collected for preservation.

## **Health Information**

**Health & personal information must be kept private**

Health and background information of people you work with is private. You are NOT free to allow anyone else other than the individual, yourself, and your supervisor see or be aware of information about an individual. *This is the law!*

Health related forms and information must be kept in a secure place that others cannot access.

## BUSINESS ASPECTS

### Payroll

#### Getting on payroll:

- See Lorry Walsh in the RSOP office to pick up and fill out the proper forms. (University employment information sheets and W-2 tax forms).
- Show up with your driver's license and social security card.
- Prior to this, apply for financial aid to determine whether or not you are eligible for Work Study funds. If you are eligible, please bring your "work permit" to Lorry.

#### Payroll Procedures

- Keep track of your hours and submit these time sheets to your supervisor.
- You may receive direct deposit of your paycheck into a bank account. Ask Lorry for details.
- Your supervisor must sign all time sheets before Lorry will process them.
- It is your responsibility to meet timesheet deadlines.
- Be accurate in your tally of hours and list the projects that you were working on.

#### Time Cards

- Certain staff are required to use time cards.
- You must punch in and out each time you work.
- Do not write in times in punch card slots. If you forget to punch in, find a supervisor to approve your punch card.
- DO NOT PUNCH ANYONE ELSE IN. This is grounds for immediate termination.

**Keep track of your hours and tasks you work on**

**Get your timesheet signed by your supervisor**

### Workers' Compensation Procedures

These are procedures for situations when staff are injured.

**What to do if you get injured:**

If injured in the field, take injured employee to nearest medical facility (see Step 5).

**Step 1: Report incident**

- All Slips, Trips, and Falls incidents (University employees), must be reported IMMEDIATELY to UMD Campus Police (726-7000) and UMD Facilities Management (726-8262). This can be done by the person who has fallen, if s/he is able, or by someone in the area of the fall, or an employee's department.

**Go To Step 5 if this is a serious injury**

**Step 2: Complete Employee Incident Report**

- Employee completes, signs, and dates the Employee Incident Report and gives to supervisor. Get a copy on-line at:
  - <http://www.d.umn.edu/umdhr/WorkComp/directions.htm>
- Supervisor completes, with the help of the departmental payroll coordinator, if necessary, the employment questionnaire portion of the Employee Incident Report.
- Supervisor promptly forwards the original Employee Incident Report to: Cathy Rackliffe, UMD Workers' Compensation Coordinator, 269 Darland Administration Building, [cracklif@d.umn.edu](mailto:cracklif@d.umn.edu), Tel. 218-726-6827, FAX: 218-726-7505

**Step 3: Supervisor completes Supervisor Incident Investigation Report**

- Supervisor completes the Supervisor Incident Investigation Report.
- Supervisor forwards the original Supervisor Incident Investigation Report to Cathy Rackliffe.

**Step 4: Department of Human Resources completes First Report of Injury**

**Step 5: Physician completes Work Status Report**

*If injury/illness is an emergency, dial 911 for immediate assistance. This is Step 1 in cases of serious injury.*

- Injured employee seeks medical attention. This step may come before Step 1 in cases of serious injury/illness.
- Injured employee brings to the medical appointment a Work Status Report for completion by the treating physician. If seen by a physician at Duluth Clinic Occupational Medicine (DCOM), St. Luke's Occupational Health (SLOH), or UMD Health Services (UMD HS), employee need not provide a Work Status Report, since those medical providers have their own reports.
- If other than DCOM or UMD HS, the injured employee should direct the medical provider to complete the Work Status Report and FAX it to Cathy Rackliffe at 726-7505.

- For appointments at DCOM, SLOH, or HS, call:
  - Duluth Clinic Occupational Medicine (DCOM) 218-786-3392, 400 East Third Street, Duluth MN 55805, Mon.- Fri. 8:00 a.m. - 4:30 p.m.
  - St. Luke's Occupational Health (SLOH) 218-249-6824, 4702 Grand Ave. Duluth, MN 55807 Mon. – Fri. 8:00 a.m. - 4:30 p.m.
  - UMD Health Services 218-726-8155, 615 Niagara Ct. Mon. - Fri. 8:00 a.m. - 4:30 p.m., Summer hours: 9:00 a.m. - 3:00 p.m.

### **Step 6: Supervisor Provides Employee with Workers' Compensation Policies, Forms, and Information**

### **Step 7: Supervisor/Department Completes Workers' Compensation Time Loss Report**

- Supervisor/Department completes the Time Loss Report for days employee missed from work due to a work-related injury. Do not report the first three days from the date of the incident unless the employee misses ten or more days. If that is the case, then all time loss days retroactive to the first day of the injury are reported.

## **Keys**

- Many keys are necessary to get into the areas used by RSOP
- Access to keys is very limited, thus keys will only be issued if necessary.
- Contact your supervisor for obtaining keys. Once processed, you will then pick up your keys from Lorry Walsh. These keys are your responsibility.
- **REPORT LOSS OF KEYS IMMEDIATELY TO YOUR SUPERVISOR! IT WILL BE THE SUPERVISOR'S RESPONSIBILITY TO REPORT LOST KEYS TO CAMPUS POLICE AND THE KEY SHOP AFTER A 24 HOUR WAIT PERIOD.**
- Once done working with RSOP, you will have to return your keys. If you keep keys beyond your tenure, you will have a hold placed on your record.

**Do not lose your keys and do not abuse your access to areas!**

## **Making Copies**

The copy machine in SpHC 153 is only to be used for work-related copying. Ask one of the registration and information staff or your supervisor for basic training – you will need a copy code to use this machine.

**Copy machine is only for business related projects**

Only make copies of materials that are essential to your needs. We would like to minimize our consumption of paper.

Making copies for personal projects is not allowed.

## Mailing

There is an on-campus and off-campus mailbox in the RSOP Day Office. If you need send something off-campus, you will need to include a Postage Authorization form (from your supervisor or the Office staff).

## Phone Use

### Office Phones

The RSOP office phones are for business related use only. Hundreds of calls are sent and received each day. Long distance is available for business use. Ask your supervisor about an access code and how to use it.

### Cell Phones

The RSOP cell phones are to be used only for calls related to doing your work. Personal calls will not be allowed!

**RSOP cell phones are only for calls related to your work**

- Do not use a cell phone when driving a vehicle – pull over.
- Make sure batteries are charged or are being charged when you return the phone to its storage place.

### Personal Cell Phones

Personal cell phones are not to be carried on the job without out specific permission from your professional staff supervisor. Remember that customers are the priority! If you are on the phone, you cannot meet their needs.

**Personal cell phones are not to be used while working**

Personal calls during the work hours can interfere with employee productivity and be distracting to others.

## Digital Camera Use

The digital camera will be used only for images that relate to RSOP. Personal use is only allowed with permission from the Director.

Try to get pictures of people doing the activities we offer. Smiling faces and active shots are great.

**Use the camera to get great photos for promotions**

The digital camera will be housed in a cabinet in Joel's office. During weekends and evenings it can be checked out.

BE CERTAIN TO CHECK OUT THE CAMERA in the check out book.

## Phone Lists & Phone Numbers

Kathy Fuhs, at the front desk, will maintain the master phone lists. If your phone number changes, you must inform your supervisor and Kathy.

**Keep RSOP informed of changes in your phone number**

# SAFETY MANAGEMENT

*Everyone must be involved with providing a safe environment for each user of our programs and facilities, then be able to respond to emergencies when they arise.*

## Security

Many people use our facility, but there are some that should not be here. Rooms and equipment have been vandalized, equipment has been stolen. We all need to be vigilant in watching for inappropriate behavior and people that should not be here.

**Your personal safety is #1**

Make sure people have taken the appropriate steps for gaining access to the facility.

In any security situation, your safety is essential! Do not get involved if you are uncomfortable. Get someone else.

Some common things that will help ensure the safety of yourself and users of the facility:

**Keep a watch out for suspicious activity, then deal with it or report it immediately**

- Propped doors should be closed! Never prop doors. This provides access to people who shouldn't be here and creates safety concerns.
- If you see any suspicious activity, notify a professional staff member, a student supervisor, or the campus police (dial 911).
- Make sure a room is cleared of all people when you close and lock it when you are done.
- Make sure doors are locked when a room is not in use.
- Youth should be accompanied by an adult.

**Be familiar with  
emergency action  
plans for your  
work area**

## **Emergency Action Plans**

Strategies for dealing with emergencies are in 3-Ring notebooks at all workstations. Please review this information and understand it clearly. We want you to be successful when dealing with emergency situations.