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For additional information visit [www.uwp.edu](http://www.uwp.edu)

**Keywords:** Student Center

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<th>Location</th>
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<td>SCTR D1 &amp; Library Entrance</td>
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<td>Billiards, Electronic Games, Foosball</td>
<td>The Den</td>
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<tr>
<td>Bookstore</td>
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<td>Building Manager</td>
<td>Campus Concierge</td>
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<td>Bus Pass/Kenosha, Maps, Copy Machine</td>
<td>Campus Concierge</td>
</tr>
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<td>Campus Concierge</td>
<td>595-2307</td>
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<td>Campus Information (Automated System)</td>
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<td>Campus Program Information</td>
<td>Student Activities</td>
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<tr>
<td>University Relations</td>
<td>595-3226</td>
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<td>595-2346</td>
</tr>
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<td>Disc Golf Discs</td>
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<td>Employment Applications</td>
<td>STCR L209 595-2458</td>
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<td>Campus Concierge</td>
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<tr>
<td>Brickstone Grill &amp; Eatery, The Encore</td>
<td>STCR D1 Level</td>
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<td>The Den</td>
<td>STCR D2 Level, 595-2695</td>
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<td>Lost &amp; Found, Meal Plans Information</td>
<td>Campus Concierge</td>
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<tr>
<td>Newspapers (Local &amp; National)</td>
<td>The Bridge</td>
</tr>
<tr>
<td>Parkside Activities Board (PAB)</td>
<td>Student Involvement Center</td>
</tr>
<tr>
<td>Pike River Suites</td>
<td>595-2791</td>
</tr>
<tr>
<td>Promotions Room, Posters, Raffle Tickets</td>
<td>Student Activities</td>
</tr>
<tr>
<td>Ranger Hall Reception Desk</td>
<td>595-2058</td>
</tr>
<tr>
<td>Reservations/Event Services</td>
<td>STCR L209, 595-2458</td>
</tr>
<tr>
<td>Residence Life Office</td>
<td>RH 36, 595-2320</td>
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<td>Student Activities</td>
<td>STCR L104, 595-2278</td>
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<tr>
<td>Student Center Administration</td>
<td>STCR L209, 595-2458</td>
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<tr>
<td>Student ID's, Campus Cash, Dining Plans</td>
<td>Campus Concierge</td>
</tr>
<tr>
<td>Student Involvement Center</td>
<td>SCTR L101</td>
</tr>
<tr>
<td>Volunteer Program</td>
<td>Student Activities, 595-2011</td>
</tr>
</tbody>
</table>

For additional information visit [www.uwp.edu](http://www.uwp.edu)
Keyword: Student Center
Clocking In and Out / Using HRS for Time Entry

HRS UW-Portal – Be sure to clock in and out on the web each time you work. If, for any reason, you are unable to clock your time, you must complete either a Missed-Punch Report Form or e-mail your supervisor directly. Be sure to know which your supervisor requires.

UW Portal Website is: uwp.edu, Click on faculty and staff, then click on My UW-Portal

1. Username is your student login information. (same as ranger-email/solar/d2l logins)
2. Password will be the same password you use to login to the above mentioned accounts
3. Click on Web Clock, then depending on what job you are working, choose the appropriate job and you will be required to login again.
4. Search for your appointment/job title.
5. Click on “Punch type” --- select in if you are beginning a shift and out if you are ending a shift.

Note: You can view your timecard but cannot change it. If you see an error or forgot to punch in/out, complete the green Missed-Punch Report and turn it in to your supervisor before the end of the pay period.

Do you or have you had multiple positions on campus?
You will need to select the appointment/job to log in to if you have worked else where on campus.

Welcome to the Parkside Student Center student employment! You are very important to the success of our programs and services. The way each of you, individually, and all of you, as a team, perform your duties impacts the quality of service we provide to our guests.

We have created this handbook and training which we hope will enable you to perform your duties well. We would like every staff member to experience the excitement of belonging to a well functioning team and the satisfaction of a job well done.

Success

Service = your helpful activity, customer service
Utility = the quality of being useful
Commitment = pledging or engaging oneself
Communication = imparting information by speech or writing
Enrichment = to improve one's self; to learn
Self–Awareness = state of being aware & having knowledge
Support = to serve as a foundation of the TEAM

Success ~ These are the qualities and skills you will gain through your employment. We encourage you to use your employment to:

- Participate in interactive programs for both personal and professional enrichment
- Gain a superior level of guest service training
- Interact with a diverse customer base, as well as learn to appreciate differences and diversity
- Gain invaluable experience leading toward professional experience
- Make your own positive impact on the campus community
The University of Wisconsin-Parkside is committed to providing equal educational and employment opportunity regardless of race, color, gender, sex, creed, religion, national origin, disability, ancestry, age, sexual orientation, pregnancy, and marital/parental status.

**OUR MISSION**

The Parkside Student Center and its supporting units are an integral part of the educational purpose of the institution. We are committed to providing learning opportunities that enhance personal and intellectual development by integrating campus life with formal learning, life experiences that help develop personal values, and comfortable accommodations that satisfy student needs and make them feel at home.

**Our Educational Goals**

1. To expose students, faculty, and staff to a diverse environment in which the dignity of individuals is respected and individual differences are cherished.
2. To expose students, faculty, and staff to a variety of social, cultural, and educational opportunities.
3. To develop leadership skills in students, faculty, and staff.
4. To foster a sense of community, at the university and within the community.

### Business Hours for Academic Year

<table>
<thead>
<tr>
<th>Service</th>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Campus Concierge</strong></td>
<td>Monday – Thursday</td>
<td>8 a.m.—6 p.m.</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>8 a.m.—4:30 p.m.</td>
</tr>
<tr>
<td><strong>Dining Service Hours</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brickstone Grill &amp; Eatery</td>
<td>Monday—Friday</td>
<td>7:30 a.m.—8 p.m.</td>
</tr>
<tr>
<td></td>
<td>Saturday—Sunday</td>
<td>10 a.m.—2 p.m. &amp; 4 p.m.—7 p.m.</td>
</tr>
<tr>
<td>Molinaro Joe’s</td>
<td>Monday—Thursday</td>
<td>7:45 a.m.—2 p.m. &amp; 4:30 p.m.—8 p.m.</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>7:45 a.m.—1:30 p.m.</td>
</tr>
<tr>
<td>The Den</td>
<td>Monday-Sunday</td>
<td>7 p.m.—11 p.m.</td>
</tr>
<tr>
<td>The Encore</td>
<td>Monday—Thursday</td>
<td>7:30 a.m.—2 p.m.</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>7:30 a.m.—1:30 p.m.</td>
</tr>
<tr>
<td>Wyllie Market</td>
<td>Monday—Thursday</td>
<td>7:30 a.m.—7 p.m.</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>7:30 a.m.—2 p.m.</td>
</tr>
<tr>
<td>Parkside Student Center</td>
<td>Monday—Sunday</td>
<td>7 a.m.—11 p.m.</td>
</tr>
<tr>
<td>Reservations/Conference &amp; Event Services</td>
<td>Monday—Friday</td>
<td>8 a.m.—4:30 p.m.</td>
</tr>
<tr>
<td>Campus Activities &amp; Engagement</td>
<td>Monday—Friday</td>
<td>8 a.m.—4:30 p.m.</td>
</tr>
<tr>
<td>University Bookstore</td>
<td>Monday—Thursday</td>
<td>8:30 a.m.—6 p.m.</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>8:30 a.m.—4 p.m.</td>
</tr>
<tr>
<td>ITM</td>
<td>Monday–Friday</td>
<td>8 a.m.—7 p.m.</td>
</tr>
<tr>
<td></td>
<td>Saturday</td>
<td>8 a.m.—3 p.m.</td>
</tr>
</tbody>
</table>
Employee Performance Review

Your supervisor completes a performance evaluation at the end of each academic semester. You have the opportunity to earn merit points based on your job performance. Reviews include the following:

1. Job Knowledge
2. Professionalism
3. Quality of Work
4. Attendance/Dependability
5. Relationships

Criteria is rated on a scale from one to three.
- 3 = Exceeds Expectations
- 2 = Meets Expectations
- 1 = Needs Improvement

Scores are then totaled and averaged by number of responses.

Merit increase points are as follows:
- 0-1.99 = No merit increase; 2.0-2.59 = $0.05 increase;
- 2.6-3.0 = $0.10 increase.

Longevity in a position = $0.05 merit increase each semester

*Please ask your supervisor for a copy of the Performance Review for more details.

Philosophy Statement

The Parkside Student Center and its supporting units are an integral part of the university community.

There are three primary functions that describe these areas:
- Service
- Support
- Education

What This Means to Employees:

SERVICE: Great guest service is essential to customer satisfaction.

SUPPORT: The Parkside Student Center and its units provide support for the University’s educational programs, student life, and leadership development programs at UW–Parkside.

EDUCATION: Education is the primary focus of our organization. All areas contribute to the educational mission of UW–Parkside. Education occurs through interaction with staff, workshops, committee involvement, and attendance at events.

Employment Retention Policy

Our goal is to have you continue as an employee as long as you are a student here. Our wish for every student employee is a positive and productive work experience. We attempt to give every student a professional work experience, including as much responsibility, autonomy, and accountability as possible and is prudent. Your eligibility for student employment ends when your student status ends.
Facilities and Services

- **Campus Activities & Engagement** is responsible for connecting students to community agencies and resources, supports and advises student organizations and advisors, provides leadership opportunities, and collaborates on campus-wide programming.

- **Campus Concierge** is designed to assist students, staff, faculty and visitors by providing information about UW-Parkside and the surrounding communities. In addition, you can purchase tickets and get assistance with your Ranger Card.

- **The Den** features billiards, video games, board games, an Internet Zone, food and a variety of programs throughout the year.

- **Dining Services** are provided in five food service areas along with campus catering of all events. The contracted food vendor, A\'viands, works with the Student Center staff to ensure that the best dining experience is available to all of our guests. External locations include Wyllie Market, featuring Erbert & Gerbert's, and Molinaro Joe's.

- **Educators Credit Union** provides financial services to students, staff and guests of the university.

- **Reservations/Conference & Event Services** is responsible for reserving and maintaining all meeting and activity space.

- **Student Involvement Center** is a unique space where all recognized student organizations have a place to work, meet and network. Additionally, it is equipped with supplies to create promotional materials for events sponsored by student organizations.

- **University Bookstore** offers a large variety of school supplies, gifts and novelties, books, art supplies, health and beauty aids, snacks, candy and athletic wear. Follett is the contracted vendor.

- **Volunteer Program** is responsible for connecting students to community agencies and resources.

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At UWP, we love to recognize a job well done! Any student, staff, or customer may nominate a student employee to win this award. Nomination reminders will go out every mid-month. You may submit your nomination online or in person at any time. Recognition of the student will be found on our website.

<table>
<thead>
<tr>
<th>Criteria for nomination may include (but is not limited to):</th>
</tr>
</thead>
<tbody>
<tr>
<td>⇒ Exceptional personal qualities such as: flexibility, adaptability, initiative, exceptional team member qualities, attitude, and performance.</td>
</tr>
<tr>
<td>⇒ Exceptional customer service.</td>
</tr>
<tr>
<td>⇒ Helping reach the goals and missions of both the university and Student Center department for improved university-customer-community relations.</td>
</tr>
<tr>
<td>⇒ Exceptional work ethic: going above and beyond the requirements in the position description</td>
</tr>
<tr>
<td>⇒ Successful methods of improving work place procedures</td>
</tr>
<tr>
<td>⇒ Suggestion of a new idea, method or program. This may result in saving money, time, increasing revenue, improves productivity, and/or team morale</td>
</tr>
<tr>
<td>⇒ Any other criteria decided by the nominator that meets the goals and objectives of the employee’s unit.</td>
</tr>
</tbody>
</table>
Employee Discipline Guidelines

- Probation: the supervisor must indicate the length of the probationary status. Minimum length of probation is one semester.
- Sanctions associated with multiple offenses are the discretion of the supervisor.

V.W. = Verbal Warning
P = Probation
W.W. = Written Warning
T = Termination

<table>
<thead>
<tr>
<th>WORK RULE VIOLATION</th>
<th>1st Offense</th>
<th>2nd Offense</th>
<th>3rd Offense</th>
<th>4th Offense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late for assigned shift</td>
<td>V.W</td>
<td>W.W</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>Leaving work station</td>
<td>V.W</td>
<td>W.W</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>Use of telephone or computer for personal reasons w/o permission</td>
<td>V.W</td>
<td>W.W</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>Frequent visitors during work hours</td>
<td>V.W</td>
<td>W.W</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>Eating at Work Station</td>
<td>V.W</td>
<td>W.W</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>Failure to properly complete assigned tasks</td>
<td>W.W</td>
<td>P</td>
<td>T</td>
<td></td>
</tr>
<tr>
<td>Poor customer service/ Rude to customer</td>
<td>W.W</td>
<td>P</td>
<td>T</td>
<td></td>
</tr>
<tr>
<td>Violation of work rules</td>
<td>W.W</td>
<td>P</td>
<td>T</td>
<td></td>
</tr>
<tr>
<td>Failure to meet academic Requirements</td>
<td>P</td>
<td>T</td>
<td></td>
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<tr>
<td>Misuse of university property</td>
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<tr>
<td>Theft of university property</td>
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<td></td>
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<tr>
<td>Threatening or abusive behavior</td>
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<tr>
<td>Unauthorized use of the facility</td>
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<tr>
<td>Use of alcohol or drugs while working</td>
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</tbody>
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Student Employment Policies

Attitude – In your position, you will meet and assist many diverse students, faculty, staff, parents and community members daily. You may be the first person a visitor meets on our campus. A pleasant, positive attitude is essential at all times!

Customer Service – Honor the GUEST Perspective

- **Greet:** Everyone must receive at least one greeting, smile and make eye contact, show the customer that they are our #1 priority
- **Understand Needs:** Ask clarifying questions, use verbal/visual clues, every person needs something different
- **Engage and Suggest:** Personal connection, understanding guest’s needs, tell what is happening in your unity or at SCTR
- **Serve with Urgency:** Shows that we respect and appreciate their time, accurately and efficiently serve our guests
- **Thank:** It’s easy-just say it, “have a nice day” is never a substitute, shows that we appreciate the guest’s choice

Appearance/Hygiene – You are required and expected to have well-groomed appearance and have taken care of personal hygiene before and during work.

- **DO** wear correct color work shirt & nametag, visible, at all times.
- Conduct yourself in an alert, courteous manner. Closed toed and closed heeled shoes only.
- **Not appropriate:** short shorts, pants/jeans with tears, patches or holes, gym wear (sweat pants), sleepwear, hats, athletic head-bands, or bandannas. No pants hanging below hip or undergarments showing.

Summer/Winter: Shorts must be hemmed at least 5″ inseams, shirts must have sleeves, no sports bras, and wear a belt. Long sleeve shirts may be worn UNDER your work shirt, your correct colored work shirt must be visible if other winter apparel is worn.

Uniforms – All employees must wear their assigned shirt and appropriate bottom wear at all times while working. Shirts will be supplied to each student employee at a subsidized cost. Lockers for change of clothes are available in the Parkside Student Center upon request.

Nametags – Student employees will be provided with a name tag to be worn at all times while working. Your first name tag will be provided free of charge. There will be a $9.00 replacement charge if lost.

Conduct While On Duty – Studying and making or receiving personal calls during your shift is **not** permitted.

Promptness - Is essential! You are expected to be at work at the time you are scheduled. However, since you are all students, it is in everyone’s best interest to arrive 5 to 10 minutes early for your shift and to stay until your replacement arrives. This allows for an information exchange with your co-worker; it also enables the person you are relieving to get to class on-time.
Employment Policy Violations

The following employment policy violations may result in immediate termination.

- Failure to receive satisfactory job performance evaluations.
- Refusal or neglect to follow procedures/policies outlined in this manual.
- Excessive tardiness and/or unexcused absences.
- Consuming or being under the influence of illegal drugs or alcohol while at work.
- Deliberate insubordination.
- Theft of money or property.
- Falsifying a time card or Missed-Punch forms: either your own or someone else’s.
- Dishonesty: falsifying your application, giving false information, or covering up other people’s dishonesty to your supervisor, etc...
- Misuse of departmental keys.
- Unauthorized and or inappropriate use of university property including but not limited to: copy machines, telephones, office supplies, computers, game services, any university goods or services for which you have not received prior permission from an administrative staff member (director, associate director, assistant directors, etc.).
- Engaging in behavior that endangers people or property.
- Physically or verbally abusing or threatening any person, participating in racial or sexual harassment or hazing (which includes actions or situations that do or could result in mental, emotional, or physical discomfort).

Some of these actions are also subject to university action, including expulsion from UW-Parkside and/or prosecution.
Security

1. Any time you observe suspicious individuals anywhere in the facilities, report your observance to the Building Manager, Resident Advisor or the nearest supervisor.

2. When you work a closing shift, be certain that all doors are locked (or closed, if they aren’t able to be locked) and that equipment is turned off and put away.

3. If you handle cash, please remember:
   a) Never talk about the amount of cash you handle or that you handle cash at all.
   b) Never count your cash, including your own money, in view of others.
   c) If possible, make certain that the room in which you are counting cash is locked and secure.
   d) Do not permit anyone to enter while you are counting cash.
   e) Be suspicious of people who inquire about the location of cash and safes in the building.
   f) Never accumulate large sums of money before depositing such monies in a safe.
   g) Do not keep cash or valuables in desks or storage areas overnight.
   h) Immediately upon being handed cash, place it in a secure place. Never leave cash on a desk counter, even when making change.

4. When you arrive at work, place personal items, such as coats, purses, etc., in a secured area. Do not leave them out in the open.

5. Lock all doors behind you when you have unlocked them to enter a room or area.

6. Never leave an office, office area, or storage area unattended or unlocked. When in doubt, lock up!

7. Request identification from persons you believe to be in an area without authorization.

8. You are responsible for the keys in your possession and areas accessible by means of those keys. Do not lend your keys to anyone. Immediately report lost keys to the Student Center Administration office, SCTR 209, (x2458) or Residence Life Office, RH 36 x2320.

9. Report any unusual occurrences to the nearest supervisor, Building Manager or Resident Advisor.

Recycling – The university recycles paper, aluminum, plastic, glass and tin. Employees are expected to recycle and dispose of trash in the proper receptacles.

Smoking – Smoking is not permitted in university buildings or during work hours, nor within 25 feet of all buildings.

Grade Point Averages – In order to be eligible for continued employment, you must maintain the minimum 2.25 cumulative grade point average required for your position (except Building Managers which is 2.5). Your supervisor has the discretion to give probationary status if deemed appropriate for one semester, thus allowing opportunity to improve your cumulative grade point average to meet the minimum requirement.

Work Schedules & Absences – Student employees will be scheduled according to the class and outside commitment schedule given to their supervisors. For absences, please see Call-In Procedure below.

HRS UW-Portal – Be sure to clock in and out on the web each time you work. If, for any reason, you are unable to clock your time, you must complete either a Missed-Punch Report Form or e-mail your supervisor directly. Be sure to know which your supervisor requires.

Call-out Sick/Shift Change/Emergency Procedures – You are responsible for reaching your appropriate primary contact if you are ill, cannot come to work on time, sick, or have an emergency. You are also responsible for your own shift, if you are unable to find someone to switch or work for you; you will still be held responsible for your scheduled shift. Absence and tardiness from work without prior notification may result in probation or termination.

Required

1. Sick/Emergency: Notify your immediate supervisor at least 2 hours in advance of your shift.

2. Talk to a live person. Unacceptable: leaving a voicemail, text or email. Utilizing one of these three methods may result in probation or termination.

3. Shift Switch – Must be done at least one week in advance. Utilize the Switch Shift form. Both parties MUST confirm the shift switch. Notify Supervisor the moment you know you need a shift switched. Please review your unit’s protocol with your supervisor; there are some variances.

Weekdays before 4 p.m.

<table>
<thead>
<tr>
<th>Position</th>
<th>Contact</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Manager</td>
<td>Dennis Casey</td>
<td>x2027</td>
</tr>
<tr>
<td>Campus Concierge</td>
<td>Michael Shimkus</td>
<td>x2028</td>
</tr>
<tr>
<td>Campus Act. &amp; Engage.</td>
<td>Diane Gaffney</td>
<td>x2200</td>
</tr>
<tr>
<td>Production Services</td>
<td>Dennis Casey</td>
<td>x2027</td>
</tr>
<tr>
<td>Student Center</td>
<td>Nicholas Rohde</td>
<td>x2458</td>
</tr>
</tbody>
</table>

Weekdays after 4pm and Weekends: Please contact the Student Center Building Manager on duty.
Employment Problems

If for any reason medical/physical, academic, personal, etc., you become unable to fulfill the responsibilities of your position, inform your supervisor immediately to protect your good work record and allow the supervisor to make other arrangements. The Student Center staff members are committed to providing positive work experiences for student employees and will work with you to accommodate difficulties you may experience from time to time.

If an employee is having difficulty in an assigned work area, several options are available.

1. The employee or the supervisor may request a meeting with the other to clarify any misunderstandings and provide additional work instructions if needed.
2. The supervisor may spend additional training time with the employee to demonstrate steps and methods to accomplish the task, or to provide a “walk through” for completion of duties.
3. The supervisor may prepare a contract outlining the expectations of the position or setting a time frame within which acceptable performance must be attained.
4. The employee or the supervisor may contact the Director of Student center to request a negotiated solution to the problem.

Great customer service begins with a smile ~
Yours!

Safety Procedures

Accidents
If you witness an accident or someone with an apparent illness you are to:

1. Call University Police (x2911) immediately if you believe it is a life threatening or very serious situation.
2. Notify the nearest supervisor, Building Manager or Resident Advisor.
3. Make the victim as comfortable as possible and provide whatever assistance you can.
4. CAUTION: Do not attempt to move an injured person.
5. Wait with the victim until help arrives.
6. Provide any information you have about the incident to the University Police.

Bomb Threat

If you receive a bomb threat or suspect a bomb, immediately notify University Police (x2911).

1. If the threat is by letter or suspicious package, do not handle.
2. If the threat is by telephone:
   a) Keep the caller on the phone and ask specifics on location, time of detonation, description of the bomb device, etc...
   b) Try to analyze the identity of the caller (age, sex, mental condition).
   c) Listen for background noises that might aid in identifying the location from which the call is originating.
   d) Write down the message word for word, as accurately as possible, and the time of the call.

Fire Emergency

All employees should be aware of the basic evacuation plan for the UW-Parkside Student Center and Residence Halls. Employees are responsible for monitoring the evacuation process in their work area. It is essential that you are familiar with your area and its corresponding procedure.

1. Familiarize yourself with your area’s exit routes, fire extinguishers and fire alarms. If you have questions about these, talk to your supervisor.
2. If an alarm sounds, calmly evacuate your area through the prescribed exits and direct all patrons away from the building.
3. Do not re-enter the building under any circumstances until the Police or Fire Chief gives the “ALL CLEAR”.
4. Do not use the elevators during an emergency or evacuation.

Inclement Weather

During a weather emergency the University will not be closed. Classes may be canceled, but student employees must use their own judgment in reporting to work. Student employees who scheduled to work and choose not to report for work must call-in and will not be paid.

Security

The cooperation of every person is needed to maintain a safe and secure environment in heavily used facilities such as the Parkside Student Center and Residence Halls. You are asked to make the following safety practices part of your daily routine.

Tornado Safety

A civil defense siren will sound when a tornado has been sighted in the area. In Ranger Hall, University Apartments, and Pike River Suites, residents and guests are expected to proceed to the nearest gender appropriate bathroom. Please avoid windows.