



2022-2023 STUDENT EMPLOYEE MANUAL

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1.0 Introduction/Mission Statement

The Preston Center is to be an integral contributor to the University's mission by providing safe, modern facilities for WKU students, faculty, staff, and alumni for the purpose of meeting educational, athletic, recreational, and community needs as expressed within the goals of the Department of Campus Recreation and Wellness.

As a student employee, you are vital to the operation of the Preston Center and the Department of Campus Recreation and Wellness. Many individuals evaluate our department and its services based upon the direct experiences they have with you on a daily basis. Therefore, it is very important that student employees carry out their duties with the utmost efficiency and courtesy. You are expected to represent the Preston Center in a professional manner and help make this the most customer serving facility on campus!

1.1 Departmental Contact Info

Important Phone Numbers

WKU Police	5-2548
Facilities Management	5-3253
Campus Recreation & Wellness Office	5-6060
	5-5216
Health & Fitness Lab	5-6531
Control Desk	5-5217
	5-6530
ORAC	5-6545
Natatorium Office	5-6546
Intramural Sports Complex	780-2521

1.2 Staff Directory

Campus Rec and Wellness Staff

Alissa Arnold	5-6847	Assistant Director, Health & Fitness
Kelci Murphy	5-6044	Registered Dietitian
Candice Douglas	5-6544	Assistant Director, Facilities
Eleri Gesler	5-6535	Graduate Assistant, Fitness
Ellie Neckel	5-4491	Graduate Assistant, Student Wellness
Sam Talbert	5-5216	Coordinator, Outdoor Recreation
Kendall King	5-0105	Graduate Assistant, Memberships & Outreach
Damien Duncan	5-5216	Graduate Assistant, Competitive Sports
Kate Comley	5-5216	Coordinator, Aquatics & Memberships
Sabrina Pate	5-6531	Office Coordinator
Tony Frank	5-6543	Coordinator, Fitness
Justin Cato	5-6060	Director
Michael Dickinson	5-6547	Assistant Director, Programs

1.3 Departmental Meetings

All-staff training week is held every year on the week prior to the beginning of class in the fall. That Monday, is a mandatory training day for all student and professional staff to attend from 8am to 4:30pm. If you are unable to attend this training, you will be unable to work for the department. Following this training day, each program area will host their individual training sessions throughout the week. The days and times of these trainings vary based on the program area and will be communicated to all employees.

1.4 Job Descriptions:

Control Desk Attendant

The Control Desk Staff is responsible for monitoring the desk area and serving as an area supervisor for the main entrance. This includes controlling member access to the Preston Center, handling towel service and equipment checkout, and answering questions on Preston Center programs and policies. The Control Desk Staff also greets patrons, answers the phone, addresses questions about Preston Center facilities, takes messages, and attends to light housekeeping duties.

Facility Supervisor

Oversee the supervision of all Preston Center operations, conduct facility inspections, and report maintenance requests. Direct supervision of student facility staff, including Control Desk Attendants, Fitness Center Attendants, Lifeguards, and Outdoor Recreation Adventure Center Attendants. Ensure safe atmosphere in facility by enforcing facility and departmental policies and procedures and taking a proactive approach to risk management.

Fitness Center Attendant

Monitor the fitness center to ensure that all facility policies are enforced and that patron safety is maintained at all times. Clean, perform minor maintenance duties, and log the functional status of facility fitness equipment.

Graphic Designer

The Graphic Designer is responsible for designing and maintaining all department marketing and promotion materials for the Campus Recreation and Wellness department. Marketing and promotion materials include but are not limited to: posters, brochures, web advertisements, campus video board ads, and promotional t-shirts. Must be proficiency with Mac computers, Adobe Suite software and video editing.

Health Education and Promotions

The Health Education and Promotion student worker works under direct supervision of the Health Education Coordinator in combination with Graduate Assistants during the normal working hours of the Health Ed office. This position requires the student to answer phones, be a health resource for incoming students, assisting with marketing health information and the program's services to the WKU community. The position also includes miscellaneous tasks as assigned by the Health Education Coordinator and Graduate Assistants. This position requires excellent communication, people, and computer skills. An interest in health is required, but an academic major in a health discipline is not.

Health & Fitness Lab Assistant

Create, structure, and implement personalized exercise prescription programs for individuals based off their needs and goals. Conducting fitness assessments and various walk-in services for patrons. Conceptualizing, designing, and distributing monthly the fitness challenge, *Muscle of the Month*, and the monthly newsletters. Also responsible for other duties as assigned within the HFL, such as but not limited to, sales, scheduling massage appointments, aiding in day-to-day operations.

Group X Instructor

Lead patrons in safe and effective exercise classes in a large group setting. Instructors are expected to motivate and educate participants in basic exercises mechanics, while staying within the scope of practice for a group fitness instructor.

Intramural Grounds Crew

The intramural ground crew is to ensure the upkeep of the Sports Complex. Also, complete their daily work duties and provide a safe environment and playing field for all participants. Each Intramural Ground crewmember must be certified in CPR/AED and First Aid.

CRW Office Assistant:

The CRW Office Assistant is responsible for assisting the Intramural Coordinator and Graduate Assistants in the day-to-day operation of the intramural sports program. The CRW Office Assistant will have daily office hours during which to complete their job responsibilities. Responsibilities include organizing daily binders, data entry, contacting team captains and officials via phone and email, assisting in payroll tracking, and assist in tracking All-University Cup points and standings.

Intramural Sports Official:

Intramural Sports Officials officiate league play and on-campus tournaments for a variety of sports, as well as score keep and assist with registration in these sports. No prior experience is required and training is provided for all activities. Other responsibilities include, professionalism, adherence to a dress code while on shift, attending bi-monthly meetings, event setup/cleanup, and assisting in adherence to

sportsmanship. Students will learn interpersonal skills, conflict resolution as well as the rules to various sports including flag football, basketball, softball, volleyball, and handball.

Intramural Sport Supervisor:

Intramural Supervisors are expected to adhere and enforce all departmental policies and procedures. More specifically, Intramural Supervisors are to oversee and assist officials with their daily work duties, provide a safe environment and playing field for all participants. Each Intramural Supervisor must be certified in CPR/AED and First Aid. Additional duties include professionalism, adherence to a dress code while on shift, attending weekly meetings, and assisting in conflict resolution as well as serving as a First responder in potential emergency situations. Students will continue to develop interpersonal skills, conflict resolution as well as leadership.

Lifeguard

The primary role of a lifeguard is to ensure the safety of patrons in and around the pool and throughout the facility. Duties include but are not limited to, supervision of patrons, cleaning, policy enforcement, and coordinating use of all audio equipment. Current American Red Cross Lifeguarding, CPR/AED for the Professional Rescuer and First Aid certifications are required. Certification for Water Safety Instructor and Lifeguarding Instructor are recommended. Previous lifeguarding experience is preferred. A high level of maturity and the desire to work as part of a team are also expected.

Office Assistant

The office student worker (Office Assistant) works under the direction of the Office Coordinator. The office student worker also assists the Director, Assistant Directors, Coordinators, and Graduate Assistants. This person is responsible for answering the front desk phone; helping students with questions about department programs, services, and facilities; setting up new facility memberships; and knowing and organizing Camp Big Red materials. This position requires a great deal of responsibility and maturity, in addition to having excellent communication and technical skills.

ORAC Attendant

The ORAC attendant is responsible for the supervision of the Outdoor Recreation and Adventure Center. Primary duties include outdoor equipment rental and Pro Shop transactions, reservations, inventory, and answering questions. Attendants may also assist in trip planning, coordinating, and conducting clinics. Students should have a working knowledge of wilderness recreation and equipment. American Red Cross AED/CPR and First Aid. Wilderness First Responder is highly recommended.

Personal Trainer

Create, structure, and implement personalized exercise programs for individuals based off their needs and goals. Assist in the creation and obtainment of these goals while educating the client(s) on living a healthier lifestyle.

Sport Club Supervisor

Open and close the Hattie L. Preston Intramural Sports Complex. Set-up playing fields for practices and games. Act as a liaison between the various clubs and the Coordinator/Competitive Sports GA's. Provide safety for the participants. The most important duty is to be a First Responder. Enforce the policies and procedures of the Hattie L. Preston Intramural Sports Complex and the CRW Department. Assist with

paperwork and other administrative tasks as needed. Assist with the maintenance and upkeep of the complex.

Teambuilding Facilitator (Challenge Course)

The WKU Teambuilding Facilitator will manage all aspects of WKU Challenge Course programming for each group or event at the WKU Challenge Course. This includes but is not limited to travelling programs, low elements, high elements, and course maintenance. Facilitators will create and lead programs designed to achieve each groups desired outcomes. This will include promoting self-confidence, positive group engagement, and the expansion of problem solving abilities while maintaining an inclusive and welcoming learning environment.

1.5 SEB

Mission Statement: The mission of the Student Employment Board is to unify the departments of Campus Recreation and Wellness by providing professional development resources such as networking and leadership opportunities through student-led activities.

To achieve the mission of the Student Employee Board (SEB), the board is split into five separate committees: Social, Fundraising, Community, Professional, and Alumni. The board is strictly comprised of volunteers who are interested in helping their fellow student employees and work within the Campus Recreation and Wellness Department. Each member is able to choose which committee they wish to be a part of and they are able to change that committee each school year.

1.6 Preston Center Advisory Committee

The Preston Center Advisory Committee works in concert with the Campus Recreation and Wellness staff in assessing the direction of the department and the Preston Center. The committee is the campus representative to the Campus Recreation and Wellness Department and as such expresses, leisure needs and wishes of the university community. The committee reports to and is under the guidance of the Vice President of ESE. The Preston Center Advisory Committee functions in an advisory capacity for the Director of Campus Recreation and Wellness concerning the needs of the university with respect to the development of leisure time programs, the use and maintenance of the Preston Center, and the policies applicable to such facilities and programs. The committee advises the Director on capital projects, program expansions, and the prioritization of program scheduling and facility usage. Fiscal matters including membership pricing, facility's rental rates, locker rental rates, and special event rental prices are set and reviewed by the committee. The Director takes under advisement all the input from the committee, but will retain final decision authority.

2.0 STUDENT REQUIREMENTS

(For students that are not U.S. citizens, see "International Student Requirement".)

2.1 U.S. CITIZEN REQUIREMENTS:

Once a student obtains a job, they have to complete the necessary paperwork to be placed on payroll.

The student must have filed a current, completed Free Application for Federal Student Aid (FAFSA) and the results of this form must be on file in the Department of Student Financial Assistance at WKU. A new FAFSA must be filed for each academic year online at www.fafsa.ed.gov.

To sign the FAFSA electronically, you will need an FSA ID. If you do not have an FSA ID from the Department of Education, you can request one at fsaid.ed.gov

If you are required to file with parent tax information, your parent will need an FSA ID also. They may apply for an FSA ID at fsaid.ed.gov

Students must have a completed background check (if have not been employed within the last 24 months by WKU). Students are not to work for the university until the completed background check is reviewed and approved by the University.

If the student has not worked for student employment within the last 12 months, the student may be required to complete the necessary tax forms (K-4, W-4, WSOT), I-9 Form, and provide proper documentation to establish identity (see "Withholding Taxes & I-9 Form").

Must be enrolled at least half time during the fall and spring semesters (6 hours undergraduate, 4.5 hours graduate).

INTERNATIONAL STUDENT REQUIREMENT: Once a student who is not a U.S. citizen obtains a job, they have to complete the necessary paperwork to be placed on payroll.

International Students must have completed an IWAV (I-9, I-20, plus documentation) with the Human Resource Office.

Complete the tax withholding forms (K-4, W-4, WSOT, and provide their Social Security Card.) with the Human Resource Office. If they do not have a social security card, they must be requested to work (Student Employment Request Form sent from employing department) in order for Student Employment to request an SS number. The student will be contacted by ISO to pick up the letter. Upon receipt of their social security card, they must provide Student Employment with confirmation of the number.

Must be enrolled as a full-time student and making satisfactory academic progress toward a degree. International students must maintain Satisfactory Academic Progress (3.0 Grad GPA, 2.0 UG GPA) be enrolled full-time (9 hrs Grad, 12 hrs UG) in order to be eligible for student employment.

A background check will be required once the student has a social security number (if have not been employed within the last 24 months by WKU).

2.2 HOURS PER WEEK

The amount of hours per week that a student's actual work award reflects is based on the request per the employing department as well as the student's eligibility. If there is a need to change the amount of hours per week that a student will be working after the original Student Employment Request Form has been processed, the department should submit a memo or e-mail to fa.employment@wku.edu regarding the change in hours per week and the effective date. If the student is not eligible for the change, the department will be notified by Student Employment.

2.3 ACADEMIC YEAR:

Student can work up to 20 hours per week (see "Reasons for Ineligibility.") If a student is employed in more than one department, the total hours combined cannot exceed 20 hours per week.

WINTER TERM:

Students are eligible to work up to 40 hours per week during this period of non-enrollment. Due to the implementation of the Winter Term, students that will NOT be enrolled for the Winter Term and WILL be returning at least half-time for the spring semester, may work up to 40 hours per week. However, if a student will be enrolled for the three week Winter Term, they are limited to their normal scheduled hours (maximum of 20 per week).

A student can work during this period without affecting their financial aid package. Prior to the Christmas Break, an Interim List will be sent to all departments. The departments should identify those students that will be working and the amount of hours per week it is anticipated they will work during the interim period. Student Employment will then adjust each student's work award accordingly to allow for additional earnings.

SUMMER SEMESTER:

If a student is returning at least half-time the following fall semester, his/her eligibility regarding hours per week is contingent upon the student's enrollment during the summer session. If the student is non-enrolled during a summer session, he/she is eligible to work up to 40 hours per week during the period of non-enrollment. If the student is enrolled during any summer session, he/she is eligible to work up to 30 hours per week during the session(s) of enrollment.

If a student has an August graduation date and is not returning at least half-time the following fall semester, he/she is only eligible through the period of enrollment (i.e., a student enrolled in Session A, he/she can only work through Session A).

If a student is not registered for any summer classes, he/she is not allowed to work during the summer. If a student is not enrolling for the summer sessions and is not enrolling at least part-time the following fall semester, he/she is not eligible to work through student employment for the summer session.

2.4 PAYRATE

The present hourly payrate for student employees begins at \$9.00. If a department requests that the payrate be greater than \$9.00 per hour, a payrate justification must be listed on the request form. Students should not work more hours per week than they were originally approved for; therefore, overtime rate is not applicable.

2.5 EMPLOYMENT DURING NON-ENROLLMENT PERIODS

Fall Break is considered a period of enrollment. During this time, the student should adhere to the amount of hours per week that they normally work. (If it is absolutely necessary that a student exceed his normal hours per week during this time period, then his/her hours should be reduced by the amount s/he exceeded at some point during his award period.) Student Employment cannot do any adjustments to reflect work during Fall Break.

Spring Break is not considered a period of enrollment and student can work up to 40 hours during this week. Since the student's work award does not include an amount for Spring Break, the award must be adjusted to reflect the amount that would be earned during this time period. An Interim List will be sent to all departments prior to Spring Break. It should be indicated on this list the students that will be working during this period and the amount of hours per week it is anticipated they will work. Student Employment will adjust the award accordingly.

2.6 SPECIAL SUMMER PROCEDURES

The student must have a FAFSA on file for the current academic year. (For example, if a student is applying for the summer 2023 term, he/she must have a 2022-2023 FAFSA on file.) If the student is applying for the summer term prior to becoming a beginning freshman the following fall, then he/she must have the FAFSA on file for the upcoming academic year.

(For example, if the beginning freshman is applying for the summer 2023 term, he/she must have a 2023-2024 FAFSA on file.)

It is the responsibility of the student to contact those departments with vacancies and arrange for an interview. If hired by a department, the student will then be required to complete the necessary paperwork

2.7 PAY SCHEDULE

Once a student has been placed on payroll, he/she will be paid on a bi-weekly schedule. The student's name must first appear on Web Time Entry. Once the student's name appears on WTE for a particular pay period, the hours that the student has worked during this pay period should be submitted by the student and approved by the department. The student will then receive pay for that particular pay period two weeks from the last Friday of the pay period.

Students are paid according to the payroll preference they selected with BankMobile. Students who have not selected a refund preference or have questions regarding their current preference may contact the Card and Collections Office at 270.745.5551.

2.8 WEB TIME ENTRY

Before a student will appear on a department's WTE the student's Request Form must have been approved and all withholding forms, background check and an I-9 form must be on file.

Student timesheets are available under the "Employee Services" tab in TopNet. Student employees are paid for each hour of work actually performed and reported on the timesheet. Student employees are not eligible to receive vacation or sick pay. (Pay for time off due to inclement weather is determined by University Officials on a case by case basis and not by Student Employment). Students are to be paid for all hours worked. Any issues/conflicts regarding hours should be addressed by the supervisor with the student immediately. Students are to be paid for all hours in a timely manner. Once a student is on your WTE, payments should not be unfairly held without the student's knowledge. Any held hours would require the student's signature be on file with the department explaining payment procedures.

2.9 TERMINATION/RESIGNATION

If a problem arises concerning a student employee that could jeopardize the continuation of employment, the student should be given a verbal reprimand specifying the nature of the problem and action necessary for correcting the employee's behavior or performance. The supervisor should document the incident (including date and details of the 11 discussion) and should advise the student that a written record is being maintained.

The supervisor should also inform the student that future similar behavior could result in termination of the student's employment.

If it is decided that a student's employment is to be discontinued, the supervisor should notify the student that his/her employment is to cease. A Student Employee Evaluation and Termination Form should be completed in TopNet. The student will be terminated from the department effective with the date indicated on the form.

If the student's employment is to cease by choice of the student, the student is expected to give appropriate notice to his/her supervisor (usually 2 weeks). The department should still complete a Student Employee Evaluation and Termination Form in TopNet. The student will be terminated from the department effective with the date indicated on the form.

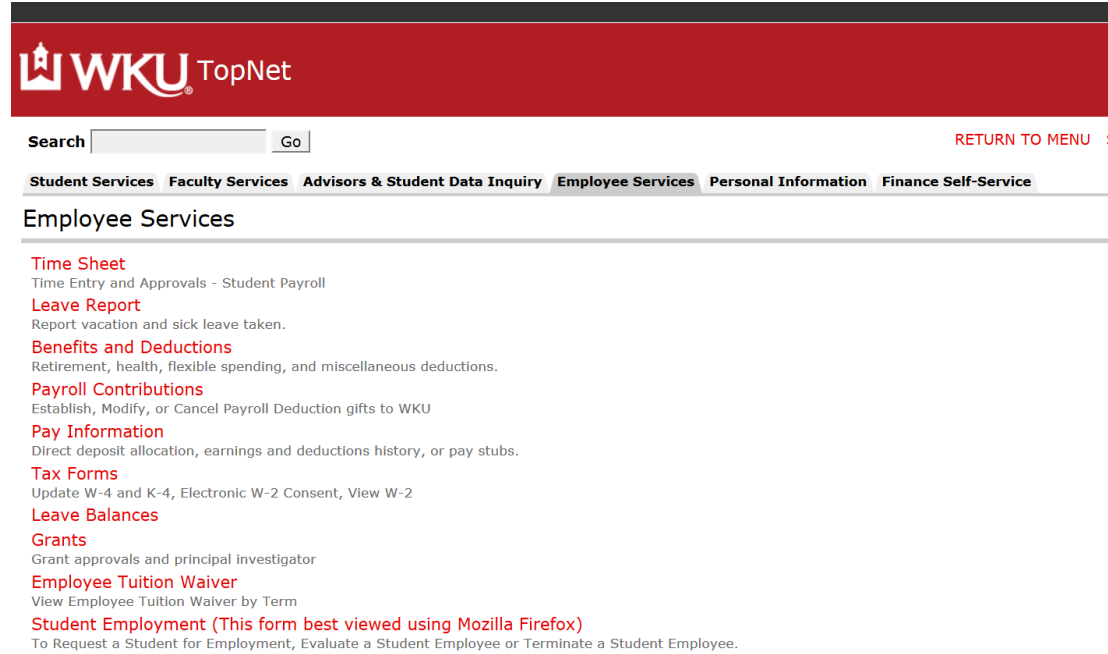
If a student is leaving employment from one department and transferring to another department, a Student Employee Evaluation and Termination Form should be completed by the department that the student's employment has ceased in. The new department should submit a Student Employment Request Form to place the student on payroll for their department. The student cannot be placed in the new department until the termination is received from the previous department.

2.10 EVALUATIONS

Evaluations are available under the Employee Services tab in **TopNet**. Supervisors should complete a Student Evaluation Form on each student employee annually and review the completed evaluation with the student.

The purpose of this evaluation is to provide an opportunity for reinforcement of significant strengths and for constructive discussion of areas in which improvement is needed. One copy is to remain on file in the employing department and one copy becomes a part of the student's permanent file in the Department of Student Financial Assistance. Since this may be the student's first job experience, supervisors are encouraged to provide as much time as possible in helping the student learn the basic principles of good work practices.

If you are a graduate assistant, you will need to work with your approval contact to complete form. After you log onto TopNet, you will locate the student evaluation form below.



The screenshot shows the WKU TopNet website interface. At the top is a red header with the WKU logo and 'TopNet' text. Below the header is a search bar with a 'Go' button and a 'RETURN TO MENU' link. A navigation menu includes 'Student Services', 'Faculty Services', 'Advisors & Student Data Inquiry', 'Employee Services', 'Personal Information', and 'Finance Self-Service'. The 'Employee Services' section is active and lists several options: 'Time Sheet' (Time Entry and Approvals - Student Payroll), 'Leave Report' (Report vacation and sick leave taken), 'Benefits and Deductions' (Retirement, health, flexible spending, and miscellaneous deductions), 'Payroll Contributions' (Establish, Modify, or Cancel Payroll Deduction gifts to WKU), 'Pay Information' (Direct deposit allocation, earnings and deductions history, or pay stubs), 'Tax Forms' (Update W-4 and K-4, Electronic W-2 Consent, View W-2), 'Leave Balances', 'Grants' (Grant approvals and principal investigator), 'Employee Tuition Waiver' (View Employee Tuition Waiver by Term), and 'Student Employment (This form best viewed using Mozilla Firefox)' (To Request a Student for Employment, Evaluate a Student Employee or Terminate a Student Employee).



The screenshot shows the 'Student Employment Request Form' page. It features a search bar, navigation menu, and a 'RETURN TO MENU SITE MAP HELP EXIT' link. The main heading is 'Student Employment Request Form'.

Student Employment Student Employment Request

Choose the Term required.

Term: NONE

Select

Evaluate Student Employee

WKU ID:	800797986
Banner Index Paid From:	310205

Select

Terminate Student Employee

WKU ID:	
Banner Index Paid From:	

Select

2.11 EQUAL OPPORTUNITY, AFFIRMATIVE ACTION EMPLOYER

Western Kentucky University does not discriminate on the basis of race, color, national origin, sex, age, religion, or disability, and provides, on request, reasonable accommodations including auxiliary aids and services necessary to afford an individual with a disability an equal opportunity to participate in all services, programs, and activities.

Section 3: Professionalism & Facility Guidelines

3.1 Appearance/Uniform Policy

Your appearance reflects the overall image of the Preston Center. One of the best ways to represent our department is simply by looking sharp! Employees should be aware that appropriate personal hygiene/appearance is a requirement for their job. Bad body odor, bad breath, dirty fingernails, unsightly hair, smelly socks/clothing, and dirty shoes are just a few examples of what is not acceptable. Please review individual program area manual to understand your program area's dress code policy. Student employees will be responsible for washing staff shirts/uniforms that will be loaned to them by the Preston Center. These shirts/uniforms must be returned upon completion of service in order to receive your last paycheck. Student employees will complete a Student Agreement, which will include the acknowledgement of the appearance and uniform policy upon employment.

Clothing is to be clean and without wrinkles or holes. Close-toed shoes are required to improve hygiene and safety. If a nametag is provided by your program area, you are to wear the nametag at all times when on shift. Any jewelry such as chains/ necklaces should be worn underneath the shirt. Headwear is not permitted to be worn indoors while on shift and electronic devices such as headphones should not be worn.

3. 2 Cell Phones

Employees are not allowed to use your cell phone while on duty at any time or place (unless there is a facility emergency). The only place you may store your cell phone is in your mailbox/personal belongings if you choose to, but the phone must be in off/silent mode. Failure to abide by this expectation will result in a reprimand.

Facility Supervisors are allowed to carry their cell phone while on duty for emergency purposes only. Facility Supervisors should not use their cell phones for personal calls or messages while on duty. Non-permitted use: personal phone calls, video chat, text messages, social media use.

3.3 Facility Use

Absolutely **NO** workouts are allowed for employees during a scheduled work shift. Lifeguards may swim during breaks since it is a necessary part of their job. You must present your ID at the Control Desk and you may not wear your Preston Center uniform when using the facility (i.e. exercising, participating in an intramural event, etc.).

3.4 Homework

Academics are your top priority while at Western. However, part of your educational experience is the development of time-management skills. For this reason, you will not be permitted to do homework while on duty. If you get in a pinch with a test or homework assignment, find yourself a sub.

3.5 Food

Employees are not permitted to eat food or drinks at their station while on duty. Students are permitted to eat during their break in the designated break areas. Schedule your meals around your shift, unless working long shifts. When working a shift that is longer than 5 hours (such as a double shift from 9am to 5pm), you are allowed a paid meal break of no longer than 30 minutes. You may leave to get food if sufficient staff is available to cover. However, your time in transit is included in your 30 minutes. Always obtain clearance from the Facility Supervisor.

Employees may not use break periods to offset late arrival or early departure from work, to extend the meal period, or to accumulate paid time off from one day to the next. Exceptions to this policy may be made when mutually agreed to by the employee and supervisor/department head.

3.6 Guests

If you are expecting to have a guest, contact the Facility Staff two days in advance to obtain a free visit. Your guests are not entitled to enter the facility without a guest pass, ID, or without paying the \$5 guest fee. Guests are not permitted to “hang out” or distract you during your shift.

3.7 Facility Guidelines

Theft

The Campus Recreation and Wellness Department assumes no responsibility for personal items in the Preston Center. All patrons are encouraged to secure their own possessions. In the event of theft, Campus Recreation and Wellness staff members will file an incident report and call the University Police. Patrons are responsible for any Preston Center equipment they have checked out from the department. In the event of theft or loss of equipment, the responsible party will be required to pay the replacement fee and will not be allowed entry into the facility until the fee is paid.

Illegal Entry

Entering without a proper WKU ID, paid guest pass, or free visit pass constitutes illegal entry into the Preston Center. To enter the facility an individual must pass through the front doors and present a WKU ID for the control desk worker to scan. An illegal entry is defined as using someone else’s WKU ID, sneaking through the turnstile or entering through the exit gate, entering through an emergency exit, or any method that is not recognized as proper entry. Illegal entry is punishable by immediate removal from the building, Campus Recreation and Wellness sanctions, and/or possible criminal charges.

Vandalism

The Preston Center interprets vandalism as the willful or malicious destruction or defacement of University property. The Preston Center has a no tolerance policy. The Campus Recreation and Wellness professional staff will determine the disciplinary actions to be taken due to violation of this policy. Possible criminal charges may be filed.

Profanity

The Campus Recreation and Wellness Department does not tolerate language that is not socially acceptable or infringes upon the rights of others. The building supervisor will address any complaints by other patrons concerning language. Repeat offenders will be asked to leave the facility.

Unauthorized Areas

An unauthorized area is defined as any area that is prohibited to patrons. Employees of Western Kentucky University Facilities Management or the Preston Center are the only persons that should be in these areas. Examples are storage rooms, mechanical rooms, and loading dock hallway. Any unauthorized persons found in these areas will be immediately escorted out of these areas and may be asked to leave the facility.

Animals

With the exception of animals assisting individuals with disabilities, animals are not allowed in the Preston Health and Activities Center.

Bicycles

For all patrons, students, and staff, the Preston Center has conveniently placed bicycle racks at the main entrance of the Preston Center. Unless obtaining service from ORAC, no bicycles will be allowed in the building. Bicycles are not to be locked, chained, or attached in any way to the building structure itself. In such circumstances, University Police will be notified and the bicycles will be removed.

Sexual Harassment

Sexual harassment of employees or students at Western Kentucky University is defined as any unwelcomed sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, * when:

- Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment or academic status,
- Submission to (or rejection of) such conduct is used as the basis for employment or academic standing for that individual, and
- Such conduct has the purpose or the effect of unreasonably interfering with an individual's work performance or educational experience, or creates an intimidating, hostile, or offensive work or educational environment.

*Any complaint filed will be investigated based on the procedures listed in the Western Kentucky University handbook on Sexual Discrimination.

Fighting

The Preston Center has a zero tolerance for violence or intimidation of any sort. Physical abuse of any person or conduct that threatens or endangers health or safety of any member of the University community will result in immediate removal of the perpetrator and disciplinary sanctions.

Disciplinary Actions

The following sanctions comprise the range of official University actions that may be taken as the result of any disciplinary problem or infraction of the Preston Center policies. Sanctions may be assessed independently or in combination depending on the particular circumstance of the violation. Chronic and/or multiple violations, during the course of an individual's university affiliation, may increase the severity of sanctions applied.

- Warning and/or Reprimand—an official notice to an individual that conduct or actions are in violation. The continuation of such conduct or actions may result in further disciplinary action.
- Creative Discipline—Any sanctions which may be used in lieu of, or in combination with, sanctions below. Creative discipline will be consistent with the offense committed. In some cases, at the discretion of the hearing officer, an individual found in violation may attend special educational seminars, classes, or workshops offered which is relevant to the area of the violation. In these cases, the individual must always submit written proof of completion of the sanction to the hearing officer.
- Restitution—Reimbursement by transfer of property or service to the University or a member of the University community in an amount consistent with the damage or loss incurred. Reimbursement may be accompanied by other sanctions.
- Suspension—Exclusion for a period of time, generally from two weeks to one year.
- Expulsion—Exclusion for the remainder of an individual's university affiliation.

3.8 When to Work Scheduling

Setting availability, scheduling and substitutions are done through the When to Work system at whentowork.com and the When to Work mobile app.

To set availability and preferences, navigate to the "Prefs" tab and enter availability by clicking on each day and painting in the times you prefer, dislike, cannot or have no preference for working. Continue this for the entire week and set how long this availability should repeat (1 week to 16 weeks). Be sure to complete this by the supervisor-approved deadline in order to be considered for any shifts.

You will be notified of shifts assigned via email from When to Work. You are able to view the schedule by navigating to the "Schedule" tab where you may select to view your week, month. You will also be notified of changes to your schedule by the supervisor.

To trade shifts, navigate to the “Trades” tab. Here you can select the shift you would like to trade and add it to the trade board. When another employee agrees to cover the shift, it will be submitted to the supervisor for approval. Upon approval, the responsibility of that shift is now upon the employee who agreed to substitute the shift.

3.9 Punctuality/Tardiness

Any employee who is repeatedly late for his/her shift will be terminated in accordance with the outlined points system. It is important to report to work on time and leave work as scheduled. Students will not be paid for time logged beyond the scheduled shift unless cleared by the Facility Staff. If you work an opening shift, you should report 15 minutes before the facility opens. For shifts other than opening shifts, plan to report to work 5 minutes early. Tardiness will not be tolerated. (Definition of tardiness: *being late 1 second or more*). “If you are on time, you’re late!”

3.10 Professionalism

You are representing the Department of Campus Recreation and Wellness both while you are working and while you are participating. Always follow these guidelines while working or participating:

1. The use of foul/profane language is not acceptable.
2. Do not smoke, chew tobacco, or use any other form of tobacco product.
3. Do not come to work under the influence of or with the intention of using drugs, including alcohol.
4. Treat participants and co-workers courteously at all times.
5. Work diligently to complete assignments in a satisfactory timetable.
6. Be punctual at all times.
7. It is important to learn all departmental and facility policies, procedures, programs, and offerings well enough to answer any questions. Please do not give inaccurate or incorrect information.
8. Always make decisions with the best outcome for CRW in mind.

3.11 Attendance during Adverse Weather Conditions

While employees are expected to make every effort to be present and on time for work, it is recognized that hazardous weather conditions can result in tardiness and possible absences. Employees are encouraged to use sound judgment prior to traveling in hazardous weather conditions to prevent safety risks to themselves or others. Supervisors must be notified of anticipated late arrival or absences. During extreme or hazardous conditions, student employees will not be penalized (no loss of pay or reprimands) for any tardiness up to one (1) hour after their scheduled starting time.

Employees who are unable to safely arrive at work will be given the option of (1) not receiving pay for the period of absence OR (2) making up the lost time during the same workweek as approved by their supervisor.

Occasionally, due to severe weather conditions, the University President will authorize early departure from work. When this occurs, employees shall receive their regular pay for the remainder of their

scheduled workday. Due to the critical services of selected departments, essential employees may be required to complete their normal hours. Supervisors/department heads shall determine essential employees.

3.12 Holidays

The Preston Center is closed on the following holidays: Independence Day, Labor Day, Presidential Election Day, Thanksgiving Day, Friday following Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Martin Luther King, Jr.'s Birthday, Memorial Day, and additional days over the Christmas break period. You will always be notified of these closings ahead of time so that you may plan accordingly. Knowing the shift schedule before or after a holiday is the responsibility of the student. Some hours will be available during the Christmas Break, Fall/Spring Breaks and several other special time periods. Notices will be posted and e-mailed concerning shift schedules for the above events.

3.13 Discipline

If an employee does not carry out his/her duties or responsibilities, he/she will accumulate verbal and written reprimands that will be kept in his/her file. Written and verbal reprimands must detail the observed violations of job duties and the necessary corrections that must be made. When deemed necessary, the employee may be placed on probation by their immediate supervisor.

Definition of Probation - The employee will be working his/her scheduled shifts under the strict supervision and evaluation of his/her immediate supervisor for the semester. The employee's performance will be evaluated closely to note any improvement or deterioration in performance.

Upon being placed on probation, the employee will meet with his/her supervisor a minimum of once during the length of probation to monitor the progress of his/her employment.

If during the probationary period, the employee job performance does not improve or if 8-9 reprimand points are accumulated during the probation semester the employee will be terminated.

Termination Proceedings – When it is deemed necessary by the immediate supervisor that termination is necessary; the employee in question must be contacted. The employee must be informed that their employment has been terminated and provided the reasons for their termination. Once the employee has been informed of their termination, a Form 4 must be submitted to the assistant director briefly detailing the reasons for the termination and the actions taken leading up to the termination. Proceedings may include meeting with the Director of CRW if deemed necessary.

Updated Reprimand System: Effective January 19, 2021

The reprimand system is based upon the calendar year from the Fall Semester through the Summer Semester. Any member of the Professional Staff, Graduate Assistants, or an Undergraduate Student assigned to a leadership position may assigned reprimand points to a student employee.

**** 10 Point System ****

Failure to show up to work on time but has notified staff with a courtesy call	1 point
Failure to show up to work on time without a courtesy call	2 points
Failure to show up for work	5 points

- Considered absent if more than 15 minutes late and a sub has already been called
- Illness, Family Emergencies, Approved Unforeseen Circumstances may eliminate these points

Failure to wear proper attire (staff apparel and name tag)	2 points
Non-Permitted cell phone and/or computer use while on duty	2 points
Failure to perform your job as outlined by your job description and supervisor	3 points
Failure to conduct yourself in a courteous and professional manner	3 points
Failure to remain at your assigned position while scheduled for work	3 points
Failure to attend an orientation, in-service training, or staff meeting	3 points

Automatic Dismissals

- Showing up for work under the influence of drugs, alcohol, etc.
- Dereliction of duty, insubordination, putting others at risk
- Physical or Verbal abuse to any patron or staff member
- Theft or Damage to WKU or CRW property
- Purposely falsifying Web-Time entry information

Any staff member will be dismissed immediately for the items listed above. The staff member's immediate supervisor or a member of the professional staff/graduate assistants may take the appropriate action to ensure the safety of our patrons and/or staff. This may include closing of an affected work area.

Upon notification of accumulating 5-7 points an individual must make an appointment with his or her immediate supervisor prior to their next work assignment. An individual accumulating 8-9 points will receive a written notice of probation and must meet with his or her immediate supervisor prior to prior to working again. An accumulation of 10 or more points will result in the staff members immediate suspension and possible termination from employment.

Immediately upon notification and prior to a staff member's next work assignment (excluding weekends, breaks, or university recognized holidays) an individual may appeal his or her points through a written document (email or hand delivered letter) to the Director of Campus Recreation and Wellness. Upon careful review of the submitted document, the Director will accept or deny the appeal.

REPRIMAND/WARNING LETTER

This is a reprimand for failure to comply with the employment guidelines and/or policies of the Preston Center.

Employee Name: _____ Issue Date: _____

Employee Violation: _____

Disciplinary Action:

Point Total for Offense: _____

A copy of this letter will be placed in your personal file. Please be aware of your point status and the possibility for termination of your employment.

Sign and return this warning within five (5) days of the above date.

Employee Signature

Supervisor Signature

Office Use Only:

Verbal Warning___ Warning Letter___ Employee Probation___ Employee Termination___

Supervisor Name: _____ Date: _____



2020-2021 Student Employment Agreement (Updated 1/19/21)

The following agreement outlines the general responsibilities of all student employees of the Campus Recreation & Wellness Department at Western Kentucky University.

Student Employee Manual

___ I have read the student employee manual and understand all the policies and procedures that apply to the position(s) where I am approved to work.

Training and Development

___ I will attend all mandatory staff meetings, training sessions, and in-services held by the facility staff. I realize that a missed mandatory meeting will be treated like a missed work shift.

Professional Appearance

___ I will wear the designated attire in an appropriate manner while on duty including my nametag.
___ I will not wear Campus Recreation & Wellness work shirts while utilizing the Preston Center for personal use.

Professionalism

___ I will fulfill all my duties in a professional manner. This includes my interaction with members and guests of the facility as well as the student and professional staff in the department.

Accountability

___ I understand that the following point system will be used to assess my work performance.

The reprimand system is based upon the calendar year from the Fall Semester through the Summer Semester A cumulative total of 10.0 points or more during the calendar year is grounds for immediate termination. Points will be determined as follows:

<u>Actions</u>	<u>Points</u>
Failure to show up to work on time but has notified staff with a courtesy call	1 point
Failure to show up to work on time without a courtesy call	2 points
Failure to show up for work	5 points
*Considered absent if more than 15 minutes late and a sub has already been called	
*Illness, Family Emergencies, Approved Unforeseen Circumstances may eliminate these points	
Failure to wear proper attire (staff apparel and name tag)	2 points
Non-Permitted cell phone and/or computer use while on duty	2 points
Failure to perform your job as outlined by your job description and supervisor	3 points
Failure to conduct yourself in a courteous and professional manner	3 points
Failure to remain at your assigned position while scheduled for work	3 points
Failure to attend an orientation, in-service training, or staff meeting	3 points

Terms of Employee Agreement

___ I understand that this contract and my employment are on a semester basis. Continued employment will be based on my performance as evaluated by the facility staff.

Employee Name (PRINT): _____

Employee Signature _____ Date _____

4.0 Risk Management

Introduction

The intent of this section of the manual is to outline action to be taken by employees, users, and visitors in the event of a facility emergency. All CRW staff will be responsible for becoming familiar with the risk management guidelines. The written plan reflects the philosophy that people are more important than objects and that it is better to save lives, not things. Floor plans of the facility denoting emergency exits and evacuation routes are displayed in visible places throughout the facility. Floor plans are also attached at the end of this section.

Accidents/Incidents

In the event of an accident, injury, or incident, a report must be completed and filed in the Accident/ Incident Logbook. Injuries, no matter how minor, should be documented for liability purposes. If an injury occurs, use a radio to contact the facility supervisor immediately. A staff member must stay with the injured person(s) until the injury has been treated and if necessary, an authorized person has taken over responsibility for treatment. Fill out an Accident/Incident Report immediately, even if the injury requires only a band-aid. Secure the necessary signatures and file the report in the holder in the equipment room. Accidents range from chemical spills, water bottle spills, and equipment malfunction during use, etc. Do not attempt to clean a biohazard spill; it can only be cleaned by a facility supervisor. Incidents are activities taking place that are not a normal/programmed activity. Examples of incidents are fighting, abusive language, theft, disregard for policy or procedures, whenever University Police is called, etc. The supervisor will call University Police (52548) in the event of theft, no matter how small. In addition to filling out an Accident/Incident Report form, all reports must be logged in the Accident/ Incident Logbook.

Accident/Incident Reports

- **The Importance of Incident Reports:** Any incident requiring the attention of a professional staff member should have an Incident Report filed. Many times the players/spectators/participants involved with the incident contact the office the next morning. This report is the only documentation the director, coordinator, and graduate assistant have to use to defend the supervisor's action. These reports are also vital if further disciplinary action is to be taken against a team/player/participant. Therefore, the reports should be completed accurately and thoroughly with all relevant details included, so that we can more accurately assess the situation to prevent it from happening in the future.
- **The Importance of Accident Reports:** All accidents requiring medical attention from staff should have an Accident Report filed. Accident Reports are useful in identifying possible problem areas within our program. They assist in evaluating our program's risk management procedures. These reports also assist in protecting the university, department, and its staff from legal liability. Making sure the report is accurate and detailed is essential to providing this liability protection and preventing further injuries from occurring.
- **Procedures:**
 - Blank reports are accessible in or near your work area. If there is only one left, please notify the appropriate staff member so that more can be made.
 - When there is an accident/incident, ask those around the accident/incident for any pertinent information that will help you to appropriately complete the form.
 - When an instance occurs where there is a suspected head and/or neck injury, along with filing the Accident Report, inform the participant that they are not permitted to

participate in any further events without a physician's release citing the said person is of sound mind and body to continue to participate.

- Inform anyone who has been ejected for violating the rules of the facility that they have 3 minutes to vacate the premises before public safety will be called.
- If problems continue or the situation becomes out of control, call WKU Public Safety and request their assistance. When in doubt, call.
- Place the Accident/Incident Report on the Assistant Director of Facilities' desk by the following morning.

- **Dealing with Irate or Ejected Participants and/or Spectators**

Occasionally, you may encounter an irate or bothersome participant and/or spectator. It is important for you to understand that these conflicts usually stem from error, misunderstanding, lack of knowledge, competition, hostility, or the need for tension release. Please make your best attempt not to do so by following these guidelines:

1. Speak to one person and try to remove them from the scene.
2. Treat the participant with respect.
3. Listen to what the participant has to say and try to understand the situation as much as possible before speaking.
4. Reiterate what you understand the problem to be and check to make sure you both agree on what the problem is.
5. Keep the conversation brief and specific.
6. Use the rules of the department or facility to back up your points.
7. Try to resolve the problem if at all possible. If that is not possible immediately let the participant know you will check into it further, or they will need to discuss the matter with the CRW Staff.

4.1 Accidents

Although we try to focus on preventing accidents, they still may occur. Always follow the procedures outlined and administer First Aid/CPR/AED as necessary. Use the equipment in the nearest First Aid kit.

1. For every accident that comes to his/her attention, the supervisor is to fill out an Accident Report Form. This form is to be filled out completely, including the signature of the supervisor who administered First Aid.
2. Do not give the report to the injured person to complete; the supervisor must fill out the form. In an emergency, another employee may assist the supervisor completing the form.
3. Supervisors should call 911 or 745-2548 (**5-2548 from a phone in the building**) for an ambulance if the injury is serious. If the injury is not a serious or life-threatening situation, give basic First Aid, get the signature, and release the person on his/her own accord.
 - a. When in doubt, call an ambulance. It is better to be safe than sorry.
 - b. Do not move an injured person
 - c. Try to make the person as comfortable as possible
 - i. Supply them with blankets or towels if they are cold and/or wet to keep them warm.
 - ii. Supply them with something to drink that is appropriate for their ailment.
 - d. Do not allow an injured person, whom you feel should not play, to remain in the game or continue any activity.

4.2 Disease Transmission Prevention

All employees should be knowledgeable about disease and how to prevent its transmission. In case of injury, which involves blood (or other bodily fluid) on the body or a blood (or other body fluid) spill, please be sure to use the proper barrier precautions during exposure.

- Always use rubber gloves
- Wash hands immediately when contaminated with blood or other body fluids
- Wash hands after administering treatment even when using rubber gloves.

4.3 Emergency Procedures

Reporting and Emergency by Telephone

Emergencies should be reported to WKU Police by dialing 911 or 5-2548 from a campus phone.

If for some reason WKU Police cannot be reached, off campus authorities can be reached by dialing 911 from cell phone or 9-911 from a campus/land line phone. Non-emergency incidents should be reported to WKU Police at 5-2548. In the event that the phone lines are down, a cell phone, 2-way radio (if available) or a runner should be used to make contact with emergency authorities.

Any employee can make an emergency call. Notify the Facility Supervisor on duty immediately after the call is made.

- Stay calm and speak clearly.
- Identify yourself.
- State the location and nature of the emergency.
- Stay on the telephone until told to hang up. The Police may ask for additional information.

General Evacuation Procedures

- Evacuation occurs when the fire alarm is activated.
- Make a quick survey of your area for people left in the facility unless doing so poses a threat to your personal safety.
- Announce over the Public Address system the need to evacuate the facility. Explain predetermined evacuation routes.
- If individuals are injured, note their location and go for help. Inform the authorities immediately. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
- Take the quickest, safest route to the outside. **Take personal items such as backpacks, keys and purses with you.**
- Do NOT stop to turn off lights or lock doors.
- Do NOT use the elevator. Use stairs.
- Once outside, go to the outdoor emergency assembly area: 100 yards from the facility on the South lawn next to Downing Student Union (DSU).
- Facility Supervisors on duty will check assigned areas to be sure that no one is left in the facility.
- Only the Facility Supervisor on duty is allowed in the facility until WKU Police give the all clear.
- The Facility Supervisor on duty will work with authorities supplying them with information about the emergency, the physical facility and personnel.
- File Incident Report and contact Assistant Director, Facilities.

Evacuation of Persons with Physical Disabilities

The Facility Supervisor on duty will be responsible for assisting physically challenged occupants to evacuate the facility. The following guidelines may be useful when aiding those with physical disabilities:

- Identify yourself to the person.
- Briefly explain evacuation procedures
- Take the person to the nearest exit and go to the **outdoor emergency assembly area on the South Lawn next to DSU.**
- Stay with the person to assist as needed.
- Untrained personnel should not attempt to carry disabled persons. Trained professionals (Bowling Green Fire Department) should conduct stairway evacuation of those utilizing a wheelchair.

If unable to assist him/her to exit the building or reach the emergency assembly area, instruct another Facility Supervisor to alert emergency services personnel immediately.

Alarms

Fire Alarm: The fire alarm is a blaring continuous alarm. Evacuate the building and proceed to the **outdoor emergency assembly area (100 yards from facility on the South Lawn next to Downing University Center).**

The Community Outdoor Warning System (C.O.W.S): The C.O.W.S. siren is an intermittent wail of 3-minute duration. Proceed to the designated indoor safe area. **The tornado shelter areas are the locker rooms on the first floor.** The all-clear signal is a steady tone of 3-minute duration.

The Community Activated Lifesaving Voice Emergency System (C.A.L.V.E.S.) is an indoor warning system that announces an approaching tornado, other threatening weather or emergency situation by an intermittent tone or voice communication. It is linked to the weather radio station for continuous weather updates. It is located at the Control Desk on the 1st Floor.

4.3a Person-related Emergencies

Bomb Threat

Bomb threat by telephone

- Keep person on the telephone as long as possible.
- If you have caller ID make a note of the phone number shown.
- Get as much information as possible using bomb threat checklist. Note background noises.
- Call WKU Police at **911**.
- Notify the Facility Supervisor on duty.
- The decision to evacuate the building will be made by the senior WKU Police Department supervisor, in conjunction with the Provost and the Vice President of Division of Enrollment and Student Experience (ESE) and Campus Services, if available, based on available information.

If evacuation is necessary, WKU Police will activate the fire alarm.

- Move calmly out of the building. **Take personal items such as backpacks, keys and purses with you.**
- Do NOT stop to lock doors.
- Do NOT turn light switches on or off or use cell phones.
- Note strange or unusual items as you evacuate but do not touch them.
- Report unfamiliar items to WKU Police.
- Gather at the **outdoor emergency assembly area on the South Lawn next to DUC (100 yards from Preston Center)**
- The Facility Supervisor on duty, with assistance from other staff deemed necessary, will check assigned areas to make sure all occupants have left the facility and will follow-up with Assistant Director, Facilities.
- WKU Police and trained volunteers will search the building.

Bomb threat by card or letter

- Allow no one to touch the item. Do not handle it any more than necessary. It should be considered criminal evidence.
- Write down information about its receipt.
- Call WKU Police at **911**.

Suspicious letter, package, abandoned backpack, briefcase etc.

- Do NOT touch the item. If you have already handled the item do not handle further.
- Isolate the item. Leave the immediate area and alert others to do the same.
- Make a note of any identifiers (name, return address, postmark etc.)
- Call WKU Police at **911**.

Fight/Hostile Individual(s)

A riot situation can escalate from virtually any type of activity involving competitive individuals. In this setting, an individual can become hostile toward another patron or a staff person. To deter the spread of violent acts, mob action, and to protect patrons and staff – follow the following action plan:

- Solicit the help of all staff on duty.
- Have a staff person call University Police (5-2548) and get an officer in route immediately.
- Attempt to separate individuals but do not involve yourself physically.
- Clear the court and remove as many by-standers as possible.
- Identify as many participants and witnesses as possible, by requesting their ID's, and keeping them on the scene until an officer arrives.
- If a single individual is involved, attempt to have him/her step out of a high traffic area (main lobby) but do not move from the sight of potential witnesses.
- Apply First Aid if necessary and document injuries on Accident Report.
- Notify Assistant Director, Facilities

Criminal Activity, Drugs/Alcohol/Psychiatric Emergency

- Do not confront the suspect. If you do talk with the person, stay calm and speak to him/her in a polite and respectful manner. This may help defuse a difficult situation.
- Get physical descriptions of all participants.

- Call WKU Police, **911**.
- Leave the area if suspect becomes agitated or violent.
- If the suspect leaves the building, note the direction taken.
- Get vehicle description and license number if possible.

Minor Disturbance or Violation of Regulations

- Identify yourself and ask for identification. Stay calm and speak to the person in a polite and respectful manner.
- If necessary, ask the person to leave the facility.
- Call the Facility Supervisor to help handle the situation.
- If situation escalates, call WKU Police, 5-2548 or 911.
- **Suspicious behavior:** Call WKU Police, 5-2548 or 911.

Sexual Assault

If you are a sexual assault victim:

- Seek help immediately.
- Call WKU Police, **911 or 5-2548**.
- State your name, location and nature of the emergency.
- Follow instructions of the authorities.

If someone else is a sexual assault victim

- Call WKU Police at **911 or 5-2548**.
- Stay with the victim.
- If the victim can be moved, take the victim to a quiet place (preferably a private office) and wait until help arrives.
- Ask the victim if there is someone you may call (family, friend, etc.) or assist the victim in making the call.

Medical Emergencies

Life-Threatening

- Call WKU Police at **911** and briefly explain the emergency, condition of the individual and location. WKU Police will call an ambulance.
- Do not try to diagnose the problem.
- Remain with the individual. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
- Alert the Assistant Director, Facilities
- Instruct another staff member to meet the emergency team.
- When in doubt, treat an emergency as life threatening.

First Aid

- Wall mounted First Aid Kits are located throughout the Preston Center. A large kit can be found in the equipment room behind the Control Desk.
- Facility supervisors and student employees are trained in American Red Cross AED/CPR/First Aid. Do not perform any first aid that is outside your scope of training.
- A wall mounted automated external defibrillator (AED) can be found outside the men's locker room in the 1st floor lobby.
- Minor injuries can also be treated at WKU Health Services in the Academic Complex.

Visitor Injury

- If a visitor is injured, offer to call WKU Police, 5-2548 to assist the injured party in receiving medical attention.
- Ask the visitor if there is someone you may call (family, friend etc.) or assist him/her in making the call.
- Encourage him/her to fill out a Personal Injury Incident Report Form which can be found at <http://www.wku.edu/Dept/Support/Legal/EHS/forms/sairform.htm>
- The Facility Supervisor on duty will assist the visitor in filling out the form. Note witnesses to the incident.

Employee Injury

- Follow University procedures for reporting injuries.
- An employee should always report any injury to his/her supervisor.
- The supervisor will report the incident to the Assistant Director, Facilities who will inform the Director.
- A report must be filed with Human Resources.
- For minor injuries needing medical attention go to WKU Health Services in the Academic Complex.
- If immediate medical attention is necessary, proceed to the emergency room or call WKU Police at 5-2548, who will call an ambulance.

4.3b Facility-related Emergencies

Electrical Power Failure

- There is an emergency generator in the facility that will power emergency lights.
- The emergency generator does NOT operate the elevator. Do NOT use the elevator in an emergency when power might fail.
- If the power outage is limited to certain areas, the Facility Supervisor on duty will check the breaker boxes and will attempt to rectify the situation.
- If the power outage is building wide, employees direct patrons to a safe area. Flashlights are located in the Outdoor Recreation and Adventure Center (ORAC), room 31.
- Staff will close and lock offices, and other areas, as appropriate.
- Facility Supervisor on duty reports power outage to Facilities Management, 5-3253, asks the nature of the outage and how long the power will be off.
- Facility Supervisor on duty reports the situation to the Assistant Director, Facilities if power cannot be restored and a decision will be made whether to close the facility or stay open. Facility Supervisor on duty informs building occupants of the status of the power outage.

Elevator Entrapment

- Stay calm. There is an emergency telephone in the elevator with a direct line to WKU Police.
- Access the phone system and report entrapment to WKU Police.
- If the audible alarm is activated the Facility Supervisor on duty will report entrapment to Facilities Management at 5-3253 or WKU Police 5-2548.

Flooding/Water Leakage

- Remember that wet surfaces are dangerous and slippery.
- Stay clear of electrical cords and equipment.

- During regular business hours report the incident to Facilities Management at 5-3253. After regular business hours call WKU Police at 5-2548.
- Assistant Director of Facilities must be notified immediately.

Structural Damage/Equipment Failure

Background: Structural damage or equipment failure is possible at any time. Examples would be an immediate loss of water volume or chemicals in the pool, the collapse of a diving platform, collapse of backboard support structure, breaking of exterior windows, or a broken piece of weight or cardiovascular equipment. To ensure the well-being of patrons and staff in the event of dangerous structural failure, follow the following action plan:

- Remove patrons from the area in question immediately.
- Treat any serious injuries. Call University Police at 911 or 5-2548 and request EMT's if needed.
- If necessary, call Facilities Management (x5-3253) and request the appropriate work crew. If the incident takes place on the weekend, University Police (x5-2548 or 911) can be notified and a crew will be contacted by radio.
- After the Facility Supervisor on duty has assessed the situation, the area or entire facility may be closed. If a singular piece of equipment is involved, the equipment should be posted as being out of order or removed from the area if necessary.
- Administer First Aid to any injuries.
- Reopen area if possible.
- File detailed Accident/Incident Report and/or notes so that the damage can be assessed and fixed. File Accident/Incident Report for all injuries. Sign all documentation.

Power Outage

A power loss can be the loss of lights, climate control, pool circulation, or any mechanical failure that jeopardizes the physical environment of the Preston Center. To supply a systematic response to a loss of power to any or all parts of the building, follow the following action plan:

- Recognize the situation and determine the extent and nature of the power loss.
- Secure the safety of patrons. Move patrons from affected area to a safe area.
- If needed, attempt to rectify the situation at one of the circuit breaker boxes (located in equipment room behind Control Desk, Loading Dock Hallway, and upstairs Mechanical Room by Dance Studio).
- Call Assistant Director and Director in that order if power cannot be restored.
- Call Facilities Management (x5-3253) or call University Police (x5-2548) on weekends and after hours. Request that a work crew be sent to resolve the situation and restart chillers and air handlers.
- Update the Assistant Director and the Director.
- Re-open when the situation is resolved or take action to close for an extended period with the permission of the Assistant Director, Facilities.
- File Accident/Incident Report.

Unusual Odors, Toxic Vapors, Hazardous Materials Release

Unusual odors

- Try to identify the source of any unusual odor.
- If there are safety concerns, evacuate the area.
- Call WKU Police at **911 or 5-2548**.

- Give specific information on problem, location, source and emergency medical needs.
- If the situation is extremely threatening, activate the nearest fire alarm pull station and evacuate the building following general emergency evacuation procedures (section 3.2).

Toxic Vapors/Fumes

Note: Toxic vapors or fumes can be odorless.

- If facility personnel are experiencing symptoms such as headaches, nausea, burning eyes, or breathing difficulty, evacuate the area and remove the victims to fresh air.
- Call WKU Police at **911 or 5-2548**.
- Give specific information on the problem, location, source and emergency medical needs.
- If the situation is extremely threatening, activate the nearest fire alarm pull station and evacuate the facility.
- Gather at the **outdoor emergency assembly area on the South Lawn in front of DUC (100 yards from the Preston Center)**.

Hazardous Materials Release

Large Spills Outside the Building (example: train derailment)

- A large spill of hazardous materials outside will require the campus Crisis Management Team to decide how to respond based on available information. Facility occupants may be required to **“SHELTER IN PLACE”**
- Close all windows and doors.
- Turn heating/cooling systems off.
- Everyone should move to the indoor safe space as designated by the Crisis Management Team according to the nature of the material or materials.
- The Facility Supervisor on duty will monitor the situation and will keep building occupants informed.
- If a person becomes ill from the chemical release call **911** for medical assistance.
- Facility occupants may be required to evacuate the facility. The campus Crisis Management Team will instruct facility occupants to do one of the following based on available information: 1) walk to an assembly area to be evacuated or 2) walk or drive away from the area using specific travel directions.

Small spills inside the building

- Remove any affected persons from the area and flush clothing, skin or eyes with water.
- Stay clear of the area. In case of vapors or fire hazard, evacuate the immediate area and block it off.
- Call WKU Police at 5-2548 or 911.
- Give specific information on problem, location, source and emergency medical needs.

Biohazard Exposure

A biohazard is a spill of any bodily fluids (blood, urine, feces, vomit, etc.). These fluids can transmit disease and pose a serious threat to patrons and staff. Follow the action plan when dealing with biohazard spills:

- Recognize the occurrence of a biohazard.
- Remove patrons or close off the area. Use other staff for crowd control.

- Clean spills:
- Put on latex gloves.
- Sprinkle coagulation agent on the spill.
- Scoop coagulation with bioscoop.
- Spray area with Envirocide and clean with a paper towel.
- Place all materials in a red biohazard bag.
- Place biohazard bag in biohazard bucket.
- Place in locked First Aid Area.
- Reopen area when safe.
- Notify Assistant Director, Facilities
- File Accident/Incident Report.

4.3c Weather-related Emergencies

Fire

- If you see smoke or fire, pull the fire alarm, call WKU Police at **5-2548** and evacuate the facility following general evacuation procedures (section 3.2).
- If you hear the alarm, evacuate the facility. ***Take personal items such as backpacks, keys and purses with you.***
- Make a quick survey of your area for people left in the facility unless doing so poses a threat to your personal safety.
- Move calmly but quickly. If smoke is present, keep low to the floor. Feel closed doors before opening. If hot, leave door closed and take another route.
- Do NOT stop to lock doors.
- Do NOT use the elevator. Use stairs.
- Do not place yourself in danger by trying to fight a fire that might get out of control.
- Gather at the **outdoor emergency assembly area on the South Lawn next to DUC (100 yards from Preston Center).**
- The Facility Supervisor on duty will check assigned areas to make sure all occupants have left the facility and will follow-up with the Assistant Director, Facilities.
- Facility Supervisor works with authorities supplying them with pertinent information about the emergency, facility personnel and the physical facility.

FIRE EXTINGUISHER USE

Only persons who have been trained in fire extinguisher use and the hazards involved should attempt to use a fire extinguisher to fight a fire. This training is available from the WKU Department of Environmental Health and Safety. Call 52931 to schedule fire extinguisher training.

After calling the Fire Department, use a fire extinguisher according to the following guidelines:

1. Make sure the fire extinguisher is charged.
 - a. Use the correct fire extinguisher. Become familiar with the type of fire extinguishers located in your area.
 - b. Fires are categorized into:
 - i. CLASS A FIRES – paper, trash, wood, cloth, etc.
 - ii. CLASS B FIRES – burning liquid such as oils, paints and gasoline.

- iii. CLASS C FIRES – electrical fires such as burning wires, switches, machinery, computers and photocopiers.
 - c. Only attempt to use a fire extinguisher if you feel certain you can extinguish the fire. Do NOT try to put out a fire larger than a wastebasket.
- 2. If uncertain, pull fire alarm and evacuate the building.
- 3. Remember the basics of using a fire extinguisher:

P.A.S.S.

Pull the safety pin at the top of the extinguisher

Aim the nozzle, horn or hose at the base of the flames

Squeeze or press the handle

Sweep from side to side at the base of the fire until it goes out

- 7. Keep near the door when using the fire extinguisher. Always stay between the fire and an exit.
- 8. If the fire becomes larger, get out!

Tornado/Severe Weather

Tornado Watch: Conditions are favorable for development of a tornado.

Tornado Warning: Tornado has been sighted in the area or indicated on radar.

- If a tornado warning is issued, the indoor Community Activated Lifesaving Voice Emergency System (C.A.L.V.E.S.) will be activated. The unit is at the Control Desk on the 1st Floor. If a tornado warning is issued, the Facility Supervisor on duty will make the announcement over the public address system. The facility staff will verbally warn facility occupants in their assigned areas and direct them to the designated tornado shelter (locker rooms).
- If you hear a tornado warning (either through radio, television, visual observation, campus siren or other means) immediately notify the Facility Supervisor on duty so that facility personnel and occupants can be alerted.
- Proceed to the designated indoor safe area. **The tornado shelter areas are the locker rooms on the first floor.** Large crowds that may be gathered outside the Preston Center for special events will be directed to the first floor of Smith Stadium.
- Use your judgment. If unable to reach designated areas, take cover in a structurally reinforced area such as interior corridors, restrooms or under stairwell.
- Do NOT use the elevator. Use stairs.
- Do NOT stop to lock doors
- Avoid glass walls, partitions or windows and outside doors, walls.
- Sit on the floor of the shelter area covering upper body and head with a jacket or heavy cloth and wait for the all-clear signal.
- Listen for the all-clear campus siren and the radio for further announcements.
- When the all-clear signal is given the Facility Supervisor on duty will notify facility personnel and occupants.
- In the event a tornado strikes, notify fire department at **911** immediately.
- If the building is damaged evacuation may become necessary. Follow general emergency evacuation procedures.

Earthquake

Indoors

- Stay calm. Earthquakes may last from a few seconds to a few minutes.
- Do NOT evacuate the building during a tremor.
- Seek shelter under a desk or table, in a supported doorway or along an inside wall, or kneel and cover head with hands.
- Stay away from glass.
- When tremor stops, make a quick survey for injured people unless doing so poses a threat to your personal safety.
- If individuals are injured, note their location and go for help. Inform emergency personnel immediately. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
- After shocks may occur. Be prepared to take cover again. Open doors carefully and watch for falling objects.
- Do NOT smoke, light matches or use electricity.
- Do NOT stop to turn off lights or lock doors.
- Evacuation of the facility after a tremor will not be automatic. The dangers outside may be worse than those inside the building. The Facility Supervisor on duty and emergency services personnel will assess the situation. If the decision is made to evacuate, the fire alarm will be activated and building occupants will be directed to a safe, open area outdoors.

Outdoors

- If outdoors when the tremor begins, lie down or crouch low to the ground.
- Move to an open area away from buildings and overhead power lines.

Other Weather Emergencies

Lightning Storm

- Refer to lightning detector in natatorium. When lightning is detected in the 3-8 mile range, clear the pool.
- Turn off and unplug all electrical equipment.
- Reassess conditions and lightning detector continuously.
- The building will return to normal operations when the threat of lightning has passed.

Flood

- Announce over the Public Address System that flash flooding is occurring and patrons may want to take personal measures. If water enters the facility through roof drains you should remove patrons from the area, rope the area off with theater barriers or cones, and try to contain the water with mops and buckets. After the area is dry it can be reopened for use.

Snow and/or Freezing Rain

- The Preston Center is considered an essential operation for the campus and may remain open regardless of snow and ice.
- If transportation poses a threat to the well-being of student staff, they will not be required to work (see General Policies, section 1.9).

Emergency Telephone Numbers & Notification of Personnel

WKU Police Emergency	911
WKU Police Non-Emergency	5-2548
Emergency Maintenance	5-2548
Facilities Management	5-3253