

# Arizona Student Unions

## *Employee Manual*

The Arizona Student Unions' Employee Handbook provides all the basic rules and regulations for employment. Additional policies and procedures may be provided by the employee's specific unit.



Student Affairs



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## Letter from the Director

.....

Dear Employee:

Welcome to the Arizona Student Unions, and congratulations on your selection as a Student Unions employee. Our employees are an important and integral component of the Student Union Memorial Center and Park Student Union.



Our goal is to provide the campus community with the best in facilities, services, and programs. This handbook is provided to you as a guide to our expectations as well as a resource for your use on the job.

We hope your employment experience here will be a positive one, but if for any reason you experience any difficulties, please feel free to talk to your supervisor. Our doors are always open and we will do everything we can to help.

Please help us renew our commitment to our patrons to provide the best possible service. With your help, we can all benefit and excel while keeping the Arizona Student Unions an integral part of the University Community.

Sincerely,

A handwritten signature in black ink that reads "Bill Shiba". The signature is written in a cursive, flowing style.

Bill Shiba,  
Director

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# I. INTRODUCTION

## A: About The Arizona Student Unions

The Student Union Memorial Center, Park Student Union and our Food Stop services are a very large and diverse operation serving students, staff, faculty and guests campus-wide. The rules and regulations contained in this handbook relate to all employees working for the following Unions operations:

### **Student Union Memorial Center & Administration**

Business/Accounting  
Fast Copy  
Fast Design  
Games Room  
Human Resources  
Marketing  
Meal Plan Office  
Post Office

### **Union Food Stops**

AME (AME building)  
Bookend Café (Main Library)  
Eller Deli (McClelland Hall)  
Highland Market (Highland Market)  
McClelland (McClelland Hall)  
McKale (McKale Center)  
Park Avenue Market  
Rec. Center (Student Rec. Center)  
U-Mart  
USA (University Services Annex)

### **Facilities Management**

Building Operations  
Computer Services  
Event Planning  
Event Services  
Facilities Management and  
Information Services  
Lost and Found  
Maintenance  
Operations  
SUMC Cellar

### **Center for Student Involvement & Leadership**

Administration Support, SUMC  
Commuter Programs  
Fraternity & Sorority Programs  
Gallagher Theater  
Games Room  
Leadership Programs  
Off-Campus Housing  
Social Justice Programs  
Union Galleries

### **Dining Services, SUMC**

3 Cheeses & a Noodle  
Cactus Grill  
Cafe Sonora  
Campus Concessions  
Canyon Cafe & Bistro  
Cellar Restaurant  
Chick-fil-A  
Core  
I.Q. Fresh  
On Deck Deli  
Redington Catering  
Redington Restaurant  
Starbucks

### **Park Student Union**

Information Services  
PSU Market & Food Court

## B. **Mission Statement**

The Arizona Student Unions enhance the University community by providing:

- Inclusive environments where all people are valued for their individual differences through quality programs, dining, retail and support services.
- Student involvement and leadership development opportunities through employment and volunteer activities that promote learning beyond the classroom.
- Facilities and programs that foster interaction among the University Community.

## C. **Union Values**

- **Customer Service**—Strive to understand and exceed expectations
- **Professionalism**—Pursue excellence in everything you do
- **Diversity**—Respect and learn from others with different perspectives
- **Empowerment**—Take initiative to provide great service
- **Cooperation**—Work with other University and Union departments
- **Fiscal Responsibility**—Maintain and expand the financial base of the Unions



# THE UNIVERSITY OF ARIZONA®

## STUDENT UNION MEMORIAL CENTER (floor plan/directory)

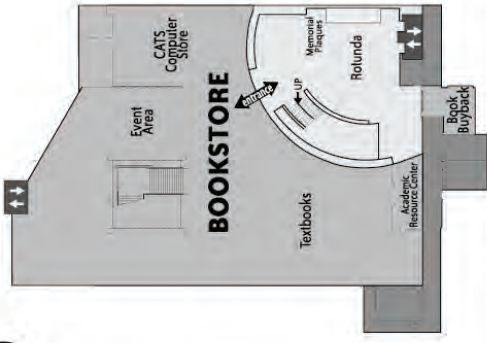
Your guide to finding your way in the new Student Union Memorial Center.

### lower level—1st floor

**KEY SPACES**  
*on this level*

**Bookstore**  
 Textbooks, Computer Store, Book Buyback

**CELLAR:**  
 Restaurant & Lounge  
 Computer Lab  
 Games Room  
 TV Lounge  
 Vending



### <floor plan key>

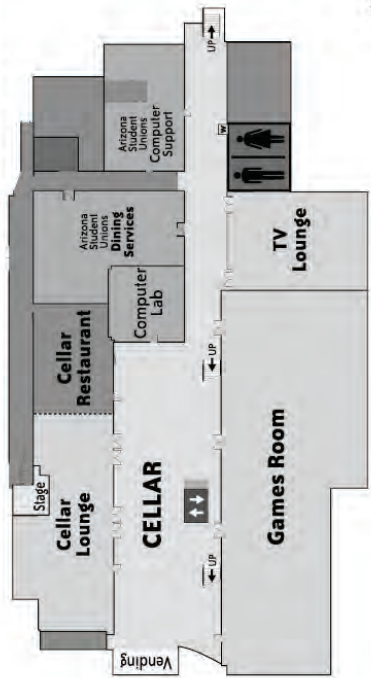
	Food		Involvement		Services		Water
	Retail		Meeting Rooms		Walkway		Restricted
	Elevators		Restrooms		Designated Smoking Areas		



The Student Union Memorial Center (SUMC) is a place of restricted public access. The SUMC is intended for the use of students, faculty, staff, guests of the University, and participants in authorized on-campus activities. Loitering or interfering with this intended use is prohibited, and violators will be required to leave.

Authority: ABOR Policy 7-201 - UA Campus Use Policy - A.B.S. § 13-2906, -2911

**Smoking is permitted only at designated smoking areas. Smoking is not permitted in all other areas of the SUMC.**





## main level—2nd floor

### KEY SPACES

on this level

#### Food:

3 Cheeses & a Noodle  
Café Sonora  
Canyon Café & Bistro  
Chick-fil-A  
Core  
IQ Fresh  
On Deck Deli  
Panda Express  
Papa John's  
Starbucks  
U-Mart

#### Lounges:

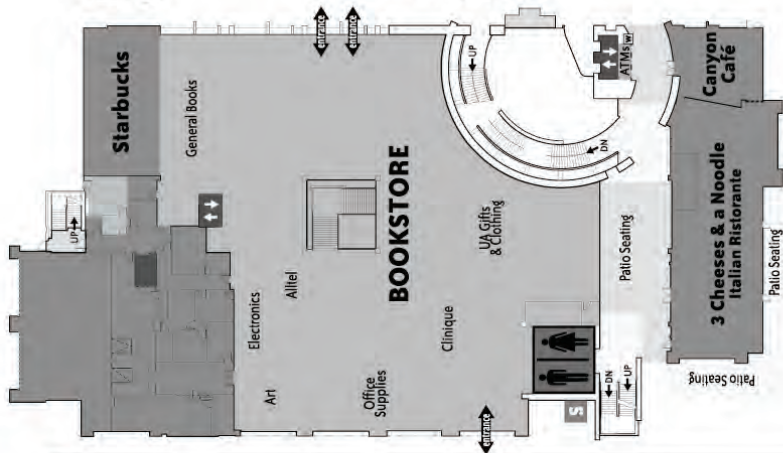
Alumni Heritage Lounge  
Union Kiva  
USS Arizona Lounge

#### Retail:

Bookstore  
Fast Copy & Design  
Gallagher Theater  
Great Clips  
Kaplan Test Prep  
Off-Campus Housing  
U.S. Post Office  
Wells Fargo

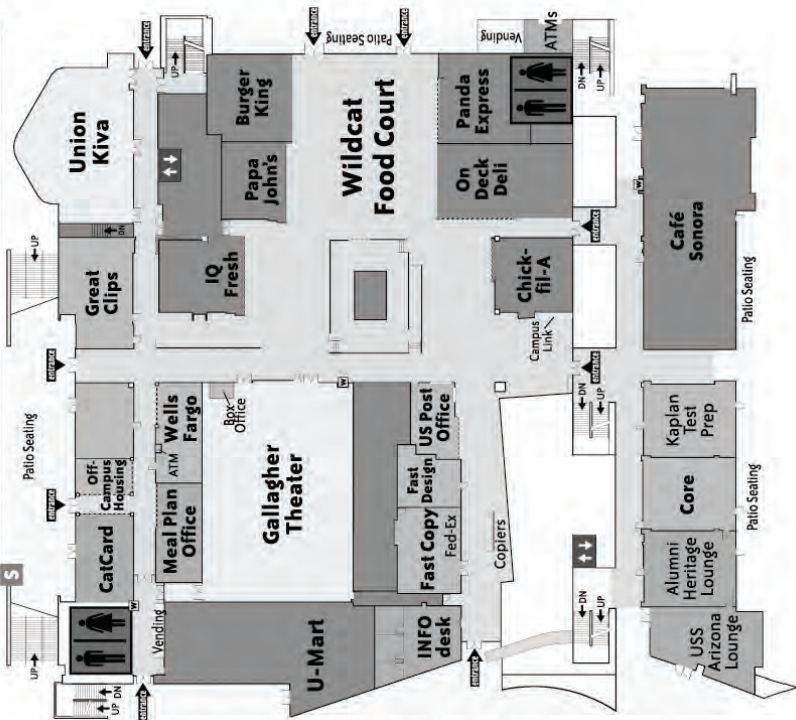
#### Services:

CatCard Office  
Information Desk  
Meal Plan Office  
ATMs • Vending



## <floor plan key>

	Food		Involvement		Services		Water
	Retail		Meeting Rooms		Walkway		Restricted
	Elevators		Restrooms		Designated Smoking Areas		



# <floor plan key>

- Food
- Involvement
- Services
- Water
- Retail
- Meeting Rooms
- Walkway
- Restricted
- Elevators
- Restrooms
- Designated Smoking Areas

## third level—3rd floor

### KEY SPACES on this level

#### ASUA

#### Bookstore Admin.

#### Dining:

- Cactus Grill
- Fro-Yo Yogurt
- Redington Restaurant

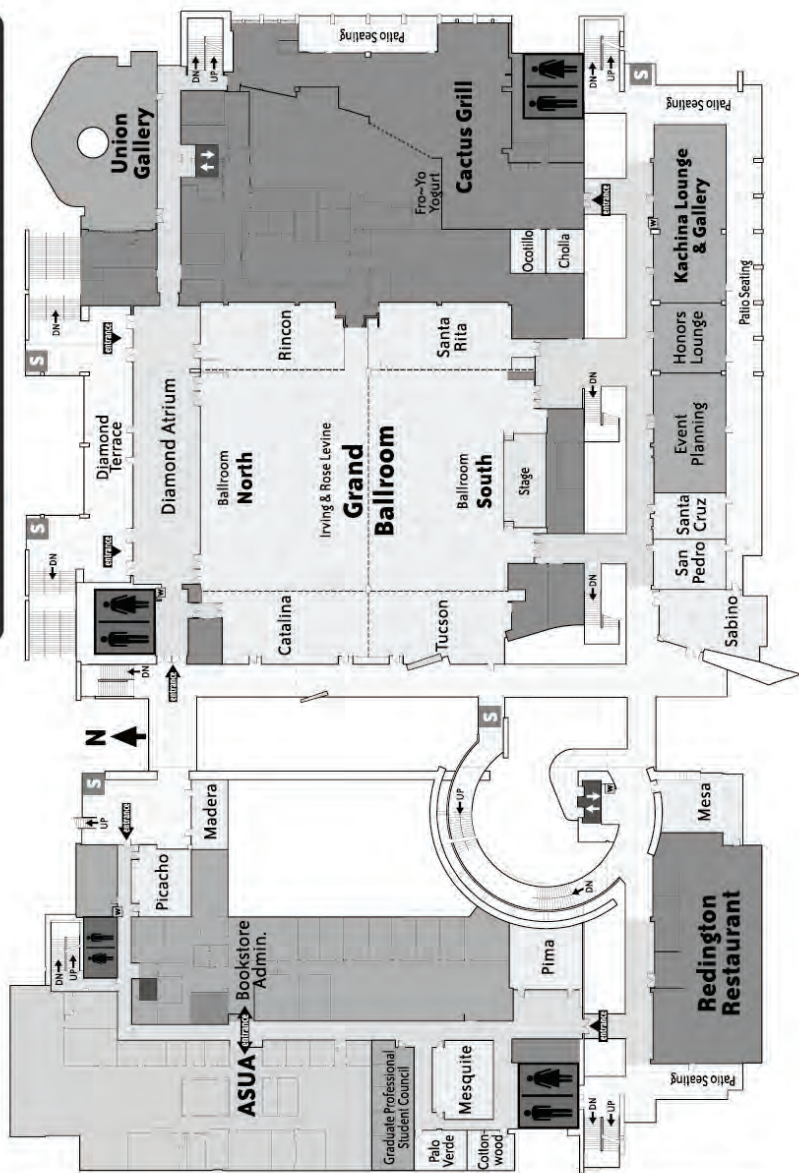
#### Lounges:

- Diamond Atrium & Terrace
- Honors Lounge
- Kachina Lounge & Gallery

#### Meeting Rooms:

- Grand Ballroom
- Catalina
- Cholla
- Cottonwood
- Madera
- Mesquite
- Mesa
- Ocotillo
- Palo Verde
- Picacho
- Pima
- Rincon
- Sabino
- San Pedro
- Santa Cruz
- Santa Rita
- Tucson

#### Union Gallery



# fourth level—4th floor

## KEY SPACES on this level

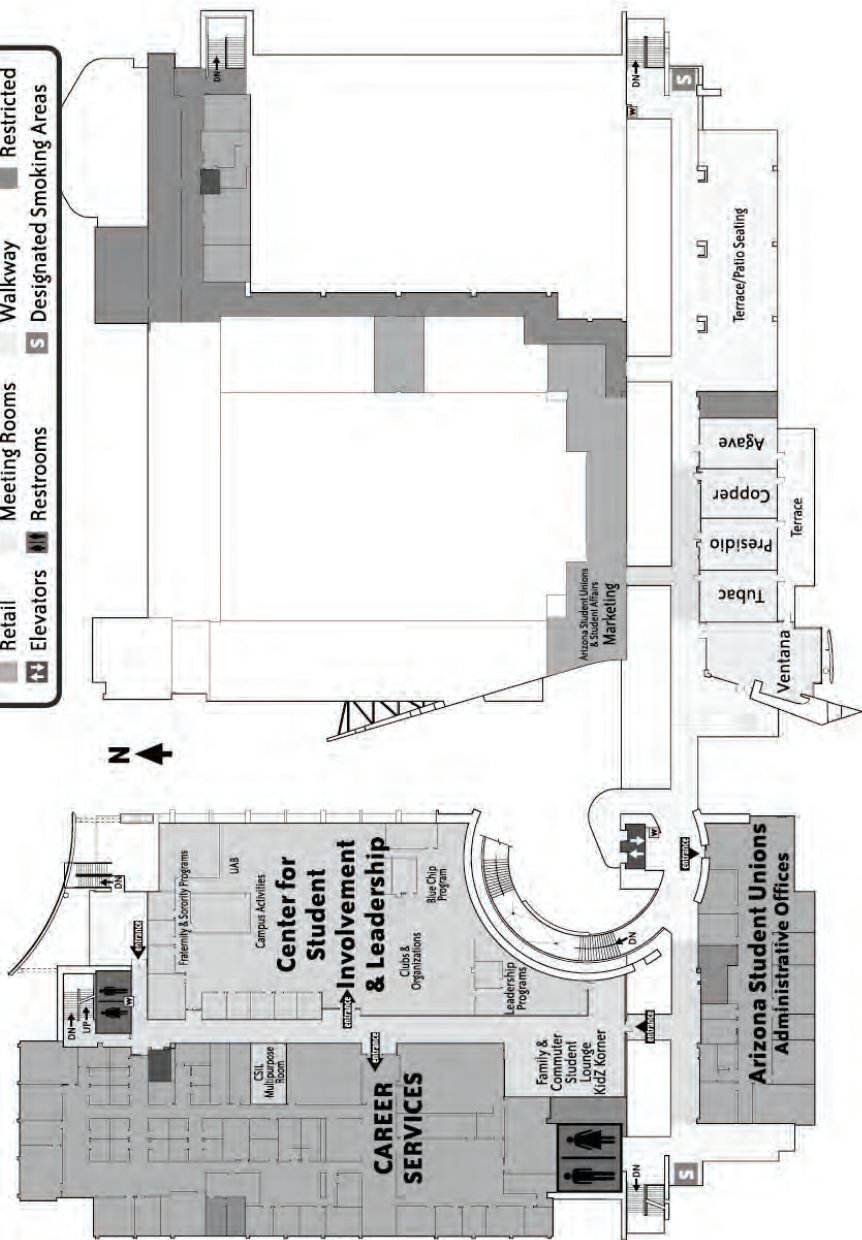
**Career Services**  
**Center for Student Involvement & Leadership:**  
 Blue Chip Program  
 Campus Activities  
 Clubs & Organizations  
 Fraternity & Sorority Programs  
 Leadership Programs  
 Social Justice Programs  
 UAB

**Meeting Rooms:**  
 Agave  
 Copper  
 Presidio  
 Tubac  
 Ventana

**Arizona Student Unions**  
 Administrative Offices  
 Marketing

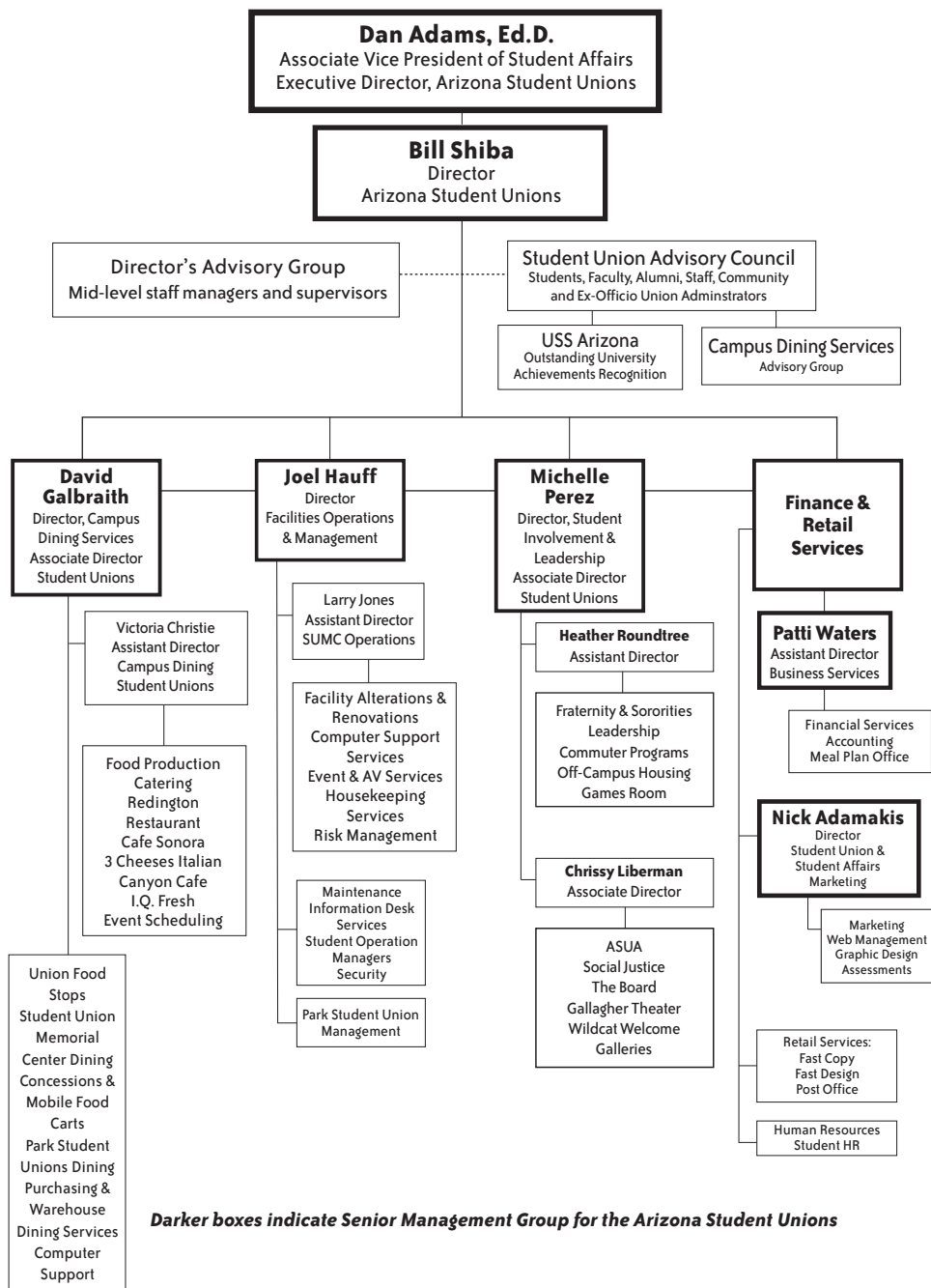
## <floor plan key>

- Food
- Involvement
- Services
- Water
- Retail
- Meeting Rooms
- Walkway
- Restricted
- Elevators
- Restrooms
- Designated Smoking Areas





# Arizona Student Unions Organizational Chart



## II. RESPONSIBILITIES AND IMPORTANT INFORMATION

### A. Responsibilities

During your employment with the Arizona Student Unions, it is your responsibility to perform all job functions correctly and efficiently. You are required to:

1. Review and understand your job description
2. Pursue required and optional training
3. Participate in all staff meetings as part of your job requirements
4. Clock in and out or complete and turn in employee timesheets as appropriate
5. Dress appropriately according to department or supervisor's guidelines

### B. Customer Service

Our customers are those people who enter the Student Unions every day. They are students, faculty, staff, and visitors to the campus. It is important to strive to make their experience with the Student Unions staff, facility, and services the **best** possible for each and every individual.

First impressions are very important because they shape how our customers think about us and affect their future interactions. Show pride in yourself and your job by dressing professionally and keeping your area organized and clean. Most importantly, the quality and appearance of the “product” must always meet our high standards. Our “products” are, but not limited to: information, fun and good times (events, games room, etc.), dining services, meeting and event facilities, services, lounges, rest rooms, and public areas.

A positive attitude toward customers and fellow employees shows people that you care. Customers will cite poor service as the main reason they do not return to an establishment. Several key ingredients we believe are essential in establishing excellent customer service are:

1. Employee appearance, quality service and working area.
2. Knowledge of product and effective communication.
3. A great attitude!

## ... **Customer Service**

4. Prompt recognition of the customer—"Hello, may I help you?"
5. Interest in the customer—Ask "How are you doing?"
6. Show appreciation—"Thank you!"
7. Solve customer complaints—"I don't know, but let me find out where it is."
8. A smile!

## C. **Job Performance Standards**

The Arizona Student Unions have established standards for the successful performance of your job. During training and orientation, you will be given a tour of your area and an explanation of its specific standards, policies and procedures. Your supervisor will conduct periodic evaluations of your performance in an effort to help you identify your individual strengths and weaknesses. The Student Unions are committed to helping you succeed in your job and believe that standards are important to help measure your success. Listed below are the general job performance standards derived from the Arizona Student Unions core values. All employees are expected to meet these standards in addition to specific university, department, or supervisor standards:

1. **Quality of Work**—Always do your best to be complete and thorough in your work.
2. **Dependability**—Report to work on time and in expected attire. Be consistent in your work and meet all deadlines.
3. **Job knowledge**—Know about all aspects of your job. Maintain a willingness to learn.
4. **Initiative**—Be a self-starter. Be proactive and do not wait to be told what to do. Create new ideas and methods to accomplish your job.
5. **Resourcefulness**—Make constructive suggestions on effective ways to meet goals. Engage in creative thinking. Seek creative solutions to problems.
6. **Accuracy**—Maintain accuracy in the performance of your job. Assist units in operating efficiently. Pay attention to detail.
7. **Responsiveness to Supervision**—Promote a service-oriented approach. Be responsive to feedback and constructive criticism. Complete assignments and cooperate with co-workers.

## D. Payday

Payday is every other Friday. Your supervisor is responsible to hand out paychecks or direct deposit notifications.

## E. University Holidays

***University holidays include:***

- Christmas Eve
- Christmas Day
- Independence Day
- Labor Day
- Martin L. King Jr. Day
- Memorial Day
- New Year's Day
- Thanksgiving
- Veteran's Day

Note that while the University will be closed on these holidays, the Arizona Students Unions may be open. **It is your responsibility to check with your department supervisors to find out the operation hours during these holidays before planning time away from work.**

## F. Dress Code

As a representative of the Arizona Student Unions and The University of Arizona, all employees should appear professional. All employees are expected to report to work in clothing according to the guidelines established by individual departments or supervisors. Please use your best judgment in determining what clothing is appropriate and projects a positive image for the Student Unions and the University. Listed below are examples of clothing, which are inappropriate; final determination rests with your department supervisor:

1. Clothing that contains offensive language or symbols
2. Stained/soiled clothing
3. Ripped, torn, patched or cut off (unhemmed) clothing
4. Visible undergarments
5. Facial jewelry (excluding earrings\*)
6. Tank tops
7. Excessively short, tight, or revealing clothing
8. Hats worn in the Building (excludes Dining Services)



For further information, copies of the complete Arizona Student Union Dress and Appearance Policy, which offers greater detail on professional and casual attire as well as body art, is available from your supervisor.

If an employee reports to work improperly dressed or groomed, the supervisor may instruct the employee to return home to change clothes or may take other appropriate action. The employee will not be compensated during such time away from work. Repeated violations of this policy will be cause for disciplinary action and/or termination.

## **G: Dining Services Staff Dress Code**

The following dress codes apply to all workers in Dining Services. They are in addition to the ones listed earlier in this handbook, which are the general rules for most areas in the Arizona Student Unions.

### **THE “NO’S” WHILE WORKING:**

1. Shorts (except in approved areas)
2. Ripped or torn pants or skirts
3. Open-toed and open-heeled shoes
4. Mini-skirts
5. Dangling jewelry and facial jewelry\*
6. Personal radios, tape, MP3 & CD players
7. Chewing gum
8. Moustache's extending below the crease of the mouth or below the top of the upper lip\*
9. Beards; men are expected to come to work clean shaven, every day\*
10. Pants that do not reach the ankle (Capri pants, peddle pushers, skorts, or similar wear)
11. Sweat or stretch pants

**Note:** All Dining Service employees must wear appropriate uniforms issued by the linen room, except as approved by your supervisor.

For more specific information not covered here. Please see your supervisor.

*\*Some cultural, religious, or gender expression based exceptions may apply.*

## **H: Grooming**

Your appearance has a significant effect on the Student Unions' image. A professional appearance is achieved by maintaining an appropriate conservative, crisp, professional odor free work appearance. You should always maintain a neat, well-groomed appearance to provide the quality service that our guests expect. Individual department supervisors may establish guideline for exceptions to this policy.

## **I: Nametags**

Name tags are an important part of your dress code and should be worn at all times when you are at work. Name tags identify Union employees to customers and other Union staff. If you need a name tag replaced, immediately inform your supervisor.

## **J: Eating**

Eating is generally prohibited at all workstations. Water and other types of beverages are permitted. Drinks should have a lid and straw, and be kept out of sight and away from computer equipment. See supervisor for department specific expectations.

## **K: Studying**

One of the most important responsibilities you have is to keep an eye on your general area and anticipate problems and/or be prepared to deal with the customer's needs. This is not possible if your concentration is on studying. Individual department supervisors may establish guidelines for exceptions to this policy.

## **L: Time Card and Time Clock**

After your paperwork has been processed, your UA CatCard will serve as your electronic time card. Your supervisor will show you the appropriate time clock to use. Swipe your CatCard through the machine and watch carefully for your name to appear on the time clock window. It is your responsibility to properly punch in and out for each shift. Should there be any problems with the time clock (won't allow you to punch in, etc.), notify your supervisor immediately. If you do not have a UA CatCard, contact the CatCard Office in the Student Union Memorial Center.

## **M. Staff Meetings**

Periodically, you will have staff meetings. Discussions may include upcoming events, schedules, changes, customer service and emergency procedures. Attendance is mandatory and will be compensated. Missing a meeting is the same as missing a shift.

## **N. Evaluation Procedures & Merit Raises**

### **Student Employees:**

Student employees are usually evaluated either at the end of each semester, or after 250 hours of work. These evaluations are used for merit raises and rehiring and are kept in the employee's file. See your supervisor for additional information. NOTE: To be eligible for a merit raise all employees must attend a part-time Employee Orientation within two months of being hired and have an on-the-job training checklist, customer service video worksheet, and an evaluation from your supervisor on file in the Business Office.

### **Part-Time Employees:**

While you will likely receive continuous informal performance feedback, formal performance appraisals are conducted annually prior to the end of the fiscal year.

### **Full-Time Employees:**

University employment is probationary for six months for new employees and three months for University employees transferring within the University. During this time, employees may be permitted to borrow against future sick leave used. Vacation time is not permitted during the probation period.

## **O. Performance Appraisals**

A probation review performance appraisal will be conducted at the end of the probation period to assess areas of strength and to manage any necessary performance changes. Due to *Arizona's Right to Work* employment policy, employees may be terminated at anytime during the probation period for any reason without explanation or cause.

### **Full-Time Employees:**

While you will likely receive continuous informal performance feedback, formal performance appraisals are conducted annually prior to the end of the fiscal year.

Please Note: Appointed personnel never leave probation

## **P. Cash Handling Procedures**

Conduct cash transactions in a responsible manner. Keep the cash register area free of clutter. Place cash given for the purchase on the ledge of the cash register drawer and count back the patron's change. After the change has been counted back to the patron, place the cash for the purchase in the drawer. This prevents the consumer from questioning the amount of money given to the merchant, as the bill given is on the register. Keep all bills facing the same direction in the drawer. Traveler's Checks are accepted. Be sure the customer signs the checks and shows identification. Two identical signatures must appear on the traveler's checks.

Any one picking up a money bag is responsible for legibly signing it out on the money bag log in the Cash Room and verifying the contents. If the money bag is delivered by Operations Manager, unit supervisor is responsible for verifying contents and signing logbook. If the contents are recorded incorrectly, bring this to the immediate attention of Cash Room personnel or your supervisor. Anyone dropping off money alone after hours, must call an Operations Manager for assistance (247-6099).

### III. EMPLOYMENT POLICIES & WORKING CONDITIONS

#### A. Attendance and Punctuality

Every employee is essential to the operation of the Arizona Student Unions. You are expected to work the hours you are scheduled for the whole semester. A semester ends on the last day of final exams. Absenteeism and tardiness place a burden on other employees and the supervisor. In the rare instance when you cannot avoid being late or unable to work as scheduled, you must notify your supervisor at least two hours prior to the anticipated tardiness or absence. It is your responsibility to obtain the contact phone numbers for your area from your supervisor. Please refer to page 16 for the Union's Substitution Policy. Please note that during the week of finals, changes will be made to schedules to accommodate for final exams.

#### B. Absenteeism

Absenteeism has a negative effect on our ability to provide services and puts an additional burden on the working employees. For this reason, it is the Arizona Student Union policy that any employee having more than six unscheduled absences in a rolling calendar year may be considered to have excessive absenteeism. Excess absenteeism may result in disciplinary action up to and including termination.

Employees are expected to come to work as scheduled. Excused absences resulting from emergency situations can only be cleared by speaking directly to your supervisor. Unexcused absences are subject to disciplinary action up to and including termination.

Some Examples:

1. Excused Absences—Illness, death in the family, or emergency situation as cleared by your immediate supervisor.
2. Unexcused Absences—Forgetting, not calling in, oversleeping, not showing up or not finding a substitute.

## C. **Tardiness**

All employees should arrive at least five minutes before their shift to clock in, read notices, or receive instructions. Employees are not to punch in more than five minutes before their scheduled shift unless approved by their supervisor. All employees should be in expected attire and ready to work when they punch in. Repeated tardiness may result in disciplinary action up to and including termination.

In addition, an employee arriving anytime after his/her regularly scheduled start time will be considered late. Having more than eight unscheduled late incidents in a rolling calendar year is considered excessive and the employee may be subject to disciplinary action up to and including termination.

## D. **Call In Procedures**

Any employee calling in late or reporting an absence must speak directly with their supervisor. Second party notification and emails are not considered proper notification, unless it is determined that the employee was incapacitated and unable to make direct contact with his/her supervisor (i.e. in the hospital). Any employee not reporting for a scheduled shift and not calling in to inform their supervisor may be subject to disciplinary action up to and including discharge.

## E. **Substitution**

It is your responsibility to familiarize yourself with the substitution policy in your area. If you are unable to work a scheduled shift, it is your responsibility to find a substitute. All substitutions must be approved by your supervisor. If the substitute needs training, it is your responsibility to make arrangements with your supervisor. If your unable to find a substitute, you are expected to work as scheduled or make other arrangements with your supervisor.

## F. Breaks

The exact time of breaks is determined and set by your supervisor. The break policy is as follows:

Less than 4 hours	No break
4–6 1/4 hours	One–15 minute break
6 1/2–7 hours	One–15 minute break and One–1/2 hour meal break*
7 1/2 hours or more	Two–15 minute breaks and One–1/2 hour meal break*

***\* You will not be paid for the 1/2 hour meal break***

Fifteen minute breaks are a privilege, given only if time and business allows. They are to be authorized by your supervisor. While on a supervisor approved break, you may receive one soda fountain drink in a 16oz. paper cup or in your own Student Union Recycler mug. You must wear your nametag and notify the cashier that you are using this break drink privilege.

Classified Staff employees may be authorized by their department head to take a paid rest period of up to 15 minutes each four-hour work period. Since rest periods are paid time, each is considered time worked for the purpose of reporting work hours on the Employee Time Record. Employees may not use break periods (1) to offset late arrival or early departure from the work site, (2) to extend the meal period, or (3) to accumulate paid time off from one day to the next.

## G. Email Policy

As a condition of employment, all Arizona Student Unions employees (student, full and part time) shall supply a functioning email address upon employment. Emails sent by the Arizona Student Unions to its employees shall be considered an appropriate mechanism for official communication by the Arizona Student Unions with its employees. The Arizona Student Unions reserve the right to send official communication to its employees by email with the full expectation its employees read these emails in a timely fashion. All emails sent by the Arizona Student Unions to its employees will adhere to the University of Arizona Email Policy.



## **H. Personal Phone Calls & Cell Phones**

Employees are permitted to make personal phone calls only when approved by their supervisor. If you receive a phone call, please terminate the phone call quickly. You may return the phone call on a break or after your shift, away from the public work area. Please remember personal phone calls are for emergency situations only.

Personal cell phones, text messaging devices, radios, tape, MP3, and CD players are not allowed in most departments. Please see your department supervisor for the established guidelines.

## **I. Personal Visitors**

Please inform your friends that visitors are not permitted while you are working. If friends stop by while you are working, inform them that you are unable to speak with them and will contact them after your shift or on your break.

## **J. Personal Use of Supplies, Equipment, UA Property**

Property owned by the University of Arizona, or for which the University is responsible, may not be used for the personal purposes of any individual employee or group of employees, unless such use is specifically permitted by the administrator responsible for the property. In no event shall University property be used for personal profit or gain.

All property, including but not limited to land, buildings, facilities, equipment, supplies, or labor, belonging to the University or for which the University is responsible, is to be used solely for University purposes, with the exception noted above.

## **K. Arizona Student Unions' Vehicle Policy**

The Student Union Memorial Center (SUMC) has a van available for staff use as approved by Operations Management. Employees must be on University business and have a valid Arizona drivers license. The vehicle sign out logbook is located in room 403. Fill in the requested information on the sign out sheet, making sure to put an accurate return time as other staff members will need to use the vehicle. Take the logbook with you to record all requested information. The van must be back at the SUMC by 3:30 p.m. for the Operations Managers to take on deliveries.

## **L: Key/CatCard Policy**

The Student Union Memorial Center is equipped with a Keyless Access building system that is tied into the UAPD system and contracted through Amer-x Security. Exterior and some interior doors have card swipes, key pads and magnetic locks instead of regular locks. These doors are scheduled to lock and unlock depending upon the designated building hours. Any employee that works before or after regular building hours needs card access to the building.

1. Supervisors may request access for their employees by contacting Diane Collins at 621-9244 or through GroupWise.
2. The employees name, CatCard number, department and a 4 digit pin number must be submitted for access.
3. If for any reason an employee gets a new CatCard, that number must be updated in the system in order for that employee to continue to have access.
4. Card access may be revoked at any time.

Individual employees may check out keys from the University Key Desk as approved by their supervisor and the Maintenance Supervisor. Employees are responsible for any key checked out in their name. Loss of keys may result in the employee having key privileges revoked and/or be held liable for the cost of re-keying the area as determined by the Arizona Student Unions Senior Management group and circumstances surrounding the loss of keys.

## **M: Sexual Harrassment**

The Student Unions are committed to creating and maintaining a work environment free of objectionable and disrespectful conduct and/or communication of a sexual nature and prohibits sexual harassment by all employees and students. Conduct which creates an intimidating, hostile, or offensive work environment will not be tolerated. The confidentiality of all parties involved in a sexual harassment charge shall be strictly respected in so far as it does not interfere with the University's legal obligation to investigate allegations of misconduct and to take corrective action.

## **N. Anti-Discrimination Policies**

The University prohibits discrimination, including harassment, on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or gender identity.

For the purposes of this policy, "sexual orientation" means an individual's heterosexuality, homosexuality, or bisexuality, whether the orientation is real or perceived.

For the purposes of this policy, "gender identity" means an individual's actual or perceived gender, including an individual's self-image, appearance, expression, or behavior, whether or not that self-image, appearance, expression, or behavior is different from that traditionally associated with the individual's sex at birth as being either female or male.

## **O. Smoking, Alcohol, and Drugs**

The Student Union interiors are smoke and drug free facilities. Smoking, alcohol and other drug use are prohibited at all times. Smokeless tobacco (chewing tobacco, dip, and snuff) may not be used while working. Arriving to work while under the influence of alcohol or other drugs is prohibited. The Park Student Union and Student Union Memorial Center Smoking Policy is in accordance with the University of Arizona Smoking Policy, smoking is prohibited inside and within 25 feet of the Park Student Union and Student Union Memorial Center entrances, exits and fresh air intake grills, and in outdoor seating areas. People who wish to smoke can do so only in designated smoking areas. These areas are identified by a red "Designated Smoking Area" sign. See the Union maps starting on pages 3-6 of this manual for locations.

## IV. BENEFITS AND SERVICES

### A. Employee Suggestions

The Student Unions encourage employees' suggestions and are open to ideas which save money, time, and create a safe environment in which to work. Please feel free to provide any suggestions or feedback to your supervisor, or to the Student HR Committee at [unionshr@email.arizona.edu](mailto:unionshr@email.arizona.edu)

### B. Employee Discounts

#### 50/50 Meal Plan Benefits

Employees who work more than 2 hours a day are eligible to get a 50% meal discount for the day worked. Your employee I.D. Badge serves as your 50/50 card in the meal plan office. **\*Activation upon completion of orientation.**

#### Rules & Limitations

1. You must **deposit funds** on your 50/50 card to activate it. This can be done in the Meal Plan office.
2. There is a \$7.00 purchase limit per day (your cost \$3.50) and food is to be consumed during the 15 minute break or the 30 minute meal break on University premises. Food to be purchased & consumed on the day you work.
3. The 50/50 meal discount card can only be used **once per day**.
4. You must have your name tag on and visible.
5. The 50/50 card is nontransferable and can only be used by the employee to whom it was issued.
6. Only items prepared within the Unions qualify for the discount. Resale items (prepackaged chips, gum, canned sodas, candy, etc.) will be charged to you at full cost. If in doubt ask your supervisor.
7. The 50/50 card can be used in the following locations but you will not receive a 50% discount: Burger King, Chick-fil-A, Redington Restaurant, Panda Express, Brueggers' Bagels, Canyon Café, Coffee Carts, Oy Vey Café, Papa John's. The 50/50 card can only be used at Core after 1:30 p.m.
8. The 50/50 card cannot be used in conjunction with other discount coupons.
9. The 50/50 card is the property of the Arizona Student Unions and must be surrendered upon demand and/or at the time you leave employment.

## **... *Employee Discounts***

10. Balances of \$5.00 or less will not be refunded, balances in excess of this will be reimbursed via Check Request.
11. If card is found to be improperly used, privileges will be suspended.

### **CatCard Discounts**

Present your CatCard at Fast Copy (located next to the info desk) to receive discounts on copies, prints, transparencies, binding and fax services.

## **C: Sick Leave Procedures**

An eligible employee may be granted sick leave when the absence is the result of serious illness or communicable disease within the employee's immediate family, established household, or in situations, which place primary responsibility for care on the employee. For purposes of sick leave usage for an absence not covered under Family and Medical Leave, serious illness means that the employee's presence is required temporarily until other arrangements can be made to provide essential care to a family member who resides at the employee's residence and who is under the care of a physician.

- Employee must notify supervisor of routine appointments scheduled in advance at least seven calendar days prior to the appointment or as soon as possible.
- Schedule appointment as late or as early in employee's shift as possible. Employee's supervisor may request confirmation of the appointment.
- Employee must fill out a Leave Reporting Form in advance of the scheduled appointment and have it signed by their supervisor.
- Sick leave will be granted for an appropriate amount of time commensurate with the type of appointment and reasonable travel time. A physician's confirmation of service may be required on a case-by-case basis.

## **... Sick Leave**

- It is the employee's responsibility to return to work, if possible, after the appointment.

Eight hours of sick leave will not be given to an employee for a routine/non-emergency appointment unless specified in writing by the employee's doctor.

It is the responsibility of the employee to notify his/her supervisor as soon as possible when he/she realizes they will be unable to report for work as scheduled because of unscheduled treatment and physician appointments or illness. This applies for each day the employee is unable to attend work. If an employee is to be absent for more than one day it is the employee's responsibility to contact their supervisor each day.

## **D. Vacation Leave**

Employees shall request approval at least seven days in advance for the use of any vacation time by submitting a Leave Reporting Form to their supervisor. Supervisors are responsible for scheduling and approving vacation of their employees prior to actual absences. Requests shall be accommodated to the extent that the workload and department requirements permit. Because the first two weeks of the school semester, commencement, and football season are busy times for the Student Unions, approval of vacation requests may be limited. The signature of the supervisor on the Leave Reporting Form constitutes approval of the vacation request. Employees on employment probation are not eligible for vacation leave.

## **E. Verification**

Should there be reason to believe that an employee has demonstrated the inability to maintain and sustain regular attendance supervisors may request that verification of illness by means of a physician's statement be provided upon the employee's return to work. A supervisor who requests such verification shall provide the employee with a reasonable opportunity to obtain the physician's statement for that absence, or, upon the employee's return to work, the supervisor may request a physician's statement for subsequent absences.

## F. Grievance Procedure Background

Information regarding University Grievance Procedures can be obtained from the following University websites:

- Full-time classified employees** *please refer to*  
[http://www.hr.arizona.edu/09\\_rel/policies/pp406.php](http://www.hr.arizona.edu/09_rel/policies/pp406.php)
- Student employees** may address concerns about their supervisor or work environment to Student HR  
at [unionshr@email.arizona.edu](mailto:unionshr@email.arizona.edu) or 626-9205.

## G. Professional Internship Program

The Professional Internship Program (PIP) was developed to train outstanding student employees through a two-credit educational leadership class. The class emphasizes leadership styles, management, and decision-making skills. A semester-long project is required to pass the class. Many of the successful projects are implemented into the Union operations. A nomination from a supervisor or manager is needed to join the PIP class. One semester experience required. If you feel you are a qualified candidate for this opportunity please talk to your supervisor about enrollment. Applicant must submit a letter of intent along with a current resume. This class can only be added to your schedule via a drop/add form. There are about 20 openings per year and the class is held during the fall semester. Students who complete the PIP class with a B or higher are eligible for a raise and gain management positions in their area within the Unions. The PIP students are student managers and have a higher level of responsibility in their unit.

## H. Student Human Resources

Student HR is a group that seeks to enhance the diverse workforce at the Unions, by finding better ways to hire, train, retain, and evaluate our student workers. The committee consists of representatives from the four areas within the Union: Operations, Dining Services, Admin/Retail, and the Center for Student Involvement and Leadership. Each week the representatives meet to discuss important issues, plan projects, and relay information from senior management to the students. Current projects include a new student evaluation, and monthly-run student newsletter which can be seen at our website at **[www.union.arizona.edu/shr](http://www.union.arizona.edu/shr)**. SHR is looking for students to become liaisons for their units and areas. If you would like to hear more, email the SHR Coordinator at [unionshr@email.arizona.edu](mailto:unionshr@email.arizona.edu).



## V. EMERGENCY PROCEDURES

The University of Arizona Campus Emergency Response Team (CERT) oversees the University of Arizona's emergency planning and response.

### A. Evacuation Process/Fire Alarms

If you discover fire, smoke or hear the fire alarm:

1. Leave the building immediately via the stairs. DO NOT USE THE ELEVATORS.
2. Close all doors, including those propped open, as you leave.
  - If you discover fire or smoke and the alarm is not ringing, activate the nearest pull station as you exit the building.
3. Once outside, move as far away from the building as possible:
  - Park Student Union employees should exit across Park or Tyndall Avenue.
4. Remain outside the building until the "ALL CLEAR" is given by the UAPD or the Tucson Fire Department. Silencing of the alarm does not indicate that the building is safe to be reentered.
5. If a person with a mobility impairment is able to exit the building without use of the elevator, then evacuation should follow the appropriate route out of the building.

**A co-worker, supervisor or Operations Manager should escort the mobility impaired person to the nearest stairwell and instruct the person to remain in the stairwell. Stairwells are safe refuge areas and have a higher fire resistive rating. (DO NOT ATTEMPT TO CARRY ANYONE UP OR DOWN THE STAIRS).**

- 5A. Make sure the door to the stairwell is closed. Open doors will violate the "safe refuge area" and will allow smoke and possibly fire into the stairwell.
- 5B. Once outside, the co-worker, supervisor or Operations Manager should inform the Tucson Fire Department Command Center that there is a mobility impaired person in a stairwell, which floor the person is on and the location of the stairwell. Tucson Fire Department will determine whether or not to evacuate persons in stairwells.

SEE YOUR SUPERVISOR OR DEPARTMENT HEAD FOR SPECIFIC INSTRUCTIONS FOR THE EVACUATION OF YOUR AREA.

## **B. Handling Threatening Calls**

Although unlikely, the possibility exists that someone may place threatening phone calls to the Student Unions, (i.e., a bomb threat). If you receive this type of phone call, **DO NOT PANIC**. Stay on the line and try to listen carefully to the caller. Pay attention to the characteristics of the caller, such as voice patterns (loud, high pitched, raspy, intoxicated, etc.), type and rate of speech (fast, slow, distinct, stutter, nasal, etc.), the caller's manner (calm, angry, irrational, righteous, emotional, nervous laugh, etc.), and any accent the caller may have. Also, listen for any background noises that may give a clue as to the location of the call (office/factory machinery, airplanes, voices, music, traffic, etc.). It is recommended that you get the attention of a co-worker or supervisor to listen in on the call, or notify UAPD while you continue with the call. Once the call has ended, do not call out on the same phone. UAPD has specific procedures for tracing incoming phone calls.

## **C. Criminal Activities in the Unions**

Large facilities open to the public are sometimes the target of criminal activities such as theft or assault. As one of our employees, you have a unique opportunity to improve the safety and quality of life on campus. Awareness and reporting of suspicious or emergency situations can help solve crimes and help stop criminal activity through crime prevention procedures and high visibility. If you observe a potential crime or have a crime reported to you:

1. **DO NOT TRY TO CONFRONT THE SUSPECT UNDER ANY SITUATION.**
2. Contact your supervisor and Operations Manager on duty immediately.
3. If you observe a potential crime in progress, try to note the details and descriptions that will be useful to the police—distinguishing features and clothing of a suspect; make/color and license number of a vehicle, etc., then contact UAPD.
4. When the police arrive to investigate, be prepared to provide information to the officers.

**Please Note:** If you are involved with a crime in the Unions you will be prosecuted to the full extent of the law.

## **D. Medical Attention—Customers**

1. **Call UAPD at 911 or 621-UAPD (621-8273). Indicate the problem and have an ambulance sent.**
2. **Contact your supervisor and Operations Manager on duty.**
3. **Administer first aid only if trained by an authorized provider, (ie., American Red Cross).**

## **E. Reporting on the Job Injuries**

All University employees, including student employees, are eligible for Worker's Compensation benefits. If you suffer an injury while working at the Arizona Student Unions:

1. Notify your supervisor of all injuries as soon as possible.
  - If the injury requires immediate emergency medical attention, notify UAPD and have an ambulance sent.
  - If your injury does not require immediate emergency attention, you may visit the Campus Health Services during the office hours. If you are not a student you may still visit Campus Health Services for work related injuries.
  - A First Aid Kit is also available for staff who suffer minor injuries while on duty.
2. You and your supervisor must complete the UA Accident Report or Worker's Compensation Claim Form within 72 hours of the accident or onset of the illness.
3. A handout regarding Worker's Compensation benefits, including information about coverage, limitations of benefits, etc. is available through the Business Office.

All forms are available from your immediate supervisor or from the Arizona Student Unions' Business Office.

## **VI. CONCLUSION**

The staff of the Arizona Student Unions hopes this Employee Manual has clearly explained the Unions policies, procedures, and benefits. If at any time you have questions relating to your employment, please feel free to speak to your supervisor. The concerns you have about your employment are important to us, and we encourage open communication.

## **VII. AMENDMENT POLICY**

This Employee Manual and any attached rules and policies will be amended and modified from time to time as deemed necessary by the Student Unions' staff.

## VIII. COMPLIANCE AGREEMENT

I have or will read the material contained in the handbook and have attended an orientation of the Arizona Student Unions. I understand this information and am willing to comply with all policies concerning my work responsibilities.

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**Employee Name (Please Print)**

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**Employee Signature**

**Date**

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**Department**

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**Supervisor Name**

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**Orientation Facilitator Signature**

**Date**

***Please tear out and return this agreement to the Orientation Facilitator for placement in employee's personnel file.***



NOTES

[illegible]





**ARIZONA STUDENT UNIONS**



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## Student Affairs

**Updated 9/2008**

SU ADMIN\_Empty Manual 9\_2008