

EMPLOYMENT POLICY 2012-2013

Congratulations on being hired to work for Steer Clear! We welcome you to the student-run safe-ride service. We aim to provide a reliable, secure, and free means of travel for students on weekend nights when school is in session. Our goal is reduce risky behavior, namely driving under the influence and traveling unescorted during late hours. We rely on you as an employee to ensure the service operates so that students are taken safely to their destination.

This packet includes information about the service, contact information, policies, rules and regulations, and expectations for our employees. Questions about the information in the packet should be addressed to the Assistant Director of Operations.

**Shifts**Thursday: 10:00 p.m. – 2:00 a.m.

Friday and Saturday:

Shift A: 9:00 p.m. – 12:00 a.m.

Shift B: 12:00 a.m. – 3:00 a.m.

**Phone Number-** 757-221-3748(DRIV)

It is helpful to have this number in your cell phone. Occasionally situations arise that you will need to check to make sure the van phones are working and not forwarded (more information on this later in the packet.)

**Executive Board Contact Information:** this information can be found under the yahoo Steer Clear group. The phone numbers are in the van cell phones under the exec. position.

**Director**  **Public Relations Chair**

Mark Moran Alexi Farmakis

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**Assistant Director of Administration** **Scheduling Chair**

Sofia Garakyaraghi Luke Allen

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**Assistant Director of Operations**  **Assistant Director of Technology**

Rebekah Turnmire Nathan Schaaf

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**Treasurer** **Operations Chair**

Christine Shen Chris Dong

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**Driver Requirements**

* All drivers and copilots must possess a valid state driver's license. You must report any changes in your driving record, such as added points or the entire loss of the driver’s license, to the Assistant Director of Operations as soon as they occur and prior to the next shift.
* Drivers and copilots may not work for Steer Clear if they have:
  + A revoked or suspended driver’s license in any state
  + One or more moving violations in the last 12 months
  + Ever received a DWI or DUI violation
* Drivers and copilots must be 18 years of age or older to be employed by Steer Clear.
* Drivers and copilots must be defensive driver certified by the Campus Police prior to their first shift.
* Drivers and copilots must report the onset of any physical or mental condition that may impair their ability to drive.
* All employees must be on university payroll. If you work before you are on payroll it is on a volunteer basis and you will not be compensated for working prior to being on payroll.

**General Steer Clear Rules and Regulations**

You are responsible for all the information in this packet. For the service to be safe and reliable we need to ensure that our employees act carefully and consistently. We will cover typical situations but we cannot anticipate each and every condition. Situations will arise and we trust you to use your best judgment. Generally, avoid negligence to the absolute best of your ability and act as you assume a reasonably cautious person would. The following section outlines some general rules to keep in mind while employed by Steer Clear.

* **Employees, driver and copilot, are not to consume alcohol the day of their shift**. If you work Saturday shift B this means you are not to consume alcohol on Saturday. Failure to comply will result in automatic termination of employment.
* Drivers and copilots are required to bring their driver’s license to the shift. Situations may arise that the copilot will have to drive for the night.
* If the driver and copilot are forced to stay with the van beyond his/her shift because of a situation such as; an accident, sick passenger, etc.., then they need to immediately e-mail the scheduling chair, when the shift ends, and explain to him why they worked overtime. This ensures you will be paid for your extra time.
* As a driver and copilot you best know if the weather conditions are suitable to drive in. **If conditions are or become too dangerous pull the van over and the copilot should call the Assistant Director of Operations or Assistant Director of Administration. They will determine if conditions are severe enough to shut-down the service.** In the event the Assistant Director of Operations or Administration is not available proceed to call the scheduling chair, operations chair, or the director.
* Personal cell phones should remain off or on silent throughout your shift to eliminate distractions. In the event of an emergency the van should be pulled over before the driver and copilot use their personal phones.
* On occasion the Steer Clear phones will have been forwarded the previous night and never un-forwarded. While shift A workers should check this before both vans leave the parking garage, the problem still may not be caught. Therefore the cell phone numbers of the other van’s operators will be posted in the vans. In case you are receiving both van’s phone calls or not receiving any phone calls you can contact the other van via their personal cell phone and proceed to fix the issue by un-forwarding the phones.
* You should never send a text from the Steer Clear phone. Occasionally you may receive a text asking for a ride, if you have time, you can call the number and arrange a ride but otherwise ignore the text. Use your discretion but do not reply to the message via text.

**Driver Responsibilities**

As a driver, your primary concern is driving safely; leave the other issues to the copilot.

* After taking defensive driving you will learn that 15-passenger vans are difficult to drive. The Student Activities Office will be phasing out the 15-passenger vans for safety reasons. **Currently NO more than 12 people can be in the van at one time.** This is not only a Steer Clear rule but also a liability issue. This means that the driver, copilot and only 10 passengers can be in the van at any time. The following rules and guidelines are in place to ensure the driver is careful and law-abiding at all times. The driver should avoid any activity that would be considered negligent, be vigilant, and alert.
* Always drive defensively
* Obey all traffic regulations. Police ensure the service is a safe ride program and do not hesitate to pull the van over.
  + - Do not exceed the posted speed limit- employment for Steer Clear will be terminated if a driver is found exceeding the speed limit.
    - Completely stop at all stop signs.
* Avoid swerving or striking curbs with the van. They are top-heavy and swerving may lead to a rollover. The vans are longer than normal cars and hitting a curb may also lead to a rollover.
* Do not tailgate. The vans require more breaking distance than a car does so leave more space than you normally would.
* When the van is loaded to capacity the center of gravity changes and the van will handle differently than when it is empty. It is 5 times more likely for the van to rollover when it is at capacity than when it is empty.
* Near parties drive more cautiously. Frequently there are cars parked on the side of road and people nearby are intoxicated. It is easy for people to step out in front of the van and you should make sure you have time to react.
* The copilot should address all the issues within the van. The copilot will communicate with the passengers and give any instructions. If there is an uncooperative passenger pull the van to the side of the road before the driver addresses the passenger. Do not get distracted while driving.
* The vans have poor visibility, be aware of blind spots.
* Have the copilot assist when reversing the van. Honking before backing up will alert pedestrians or cars that you are moving.
* Make certain that the van does not stick out too far in the road when parking which would leave it susceptible to being hit.

Drivers other responsibilities include:

* Ensure the lights come on in the van when the door opens for passengers to enter and exit
* Ensure the vehicle is securely parked by:
  + - **TURNING OFF HEADLIGHTS**- this is very important because a dead battery will prevent the service from running.
    - Putting the van in park and **setting the emergency (parking) brake**.
    - Turning the ignition switch off and removing the key
    - Locking the vehicle doors

**Copilot Responsibilities**

The copilot assumes responsibility for almost every function inside the van. The copilot takes calls on the Steer Clear cell phone and decides the van’s route. Additionally, the copilot is responsible for passenger management within the van. The copilot represents Steer Clear to passengers so remember to be considerate and thoughtful. The copilot assumes the following duties:

* **Ensure that every passenger adheres to Steer Clear policy while they are in the van**. If a passenger persists in acting disobediently, the driver should pull over to the side of the road before confronting him or her. You may ask a passenger to leave the van or call Campus Police in order to contain the passenger.
* The copilot will operate the phone until 2:30 a.m. at which you will promptly turn the phone off and finish driving at 3:00 a.m. You should not however turn the phone off in between shifts A and B or at any other point in the night.
* **Passengers should wear seatbelts at all time.** This is a particularly helpful rule for unruly passengers. If a passenger refuses to wear a seat belt they should be asked to exit the van.
* Answer all calls received by the Steer Clear cell phone between 9:30 p.m. and 2:30 a.m. You decide the order that the van picks up and drops off students.
* Record the caller’s entire phone number. Once the van is outside the passengers location use the log sheet to call him/her back to ensure they know the van has arrived. Sometimes calls will come through quickly so get the last 4 digits and then as soon as possible record the entire number; the phones have limited call log memory so a number may disappear before you call the number back.
* Stay within a 3-mile radius of campus. The further the van drives way from campus the fewer people you will be able to serve.
* Direct people who are calling the on-campus can for an off-campus location to hang up, redial, and press 2. People become confused when you simply tell them to call the other number, but don’t back up the on-campus shift when an off-campus bus is running.
* Ask every caller how many people need a ride. You should never have more than 12 people in the van including the driver and copilot. This helps you plan the route and allows people to plan if they are going to have more than 10 people or schedule another trip.
* Ensure passengers load from front to back.
* The copilot only can control the radio. The volume should remain reasonable throughout the ride. High volume in case of an accident can lead the driver to be found negligent.
* **Passengers cannot bring any liquid (including alcoholic beverages) or food into the van**, whether the item is open or unopened.
* Smoking is not permitted in the van.
* Provide buckets for any passenger that appears sickly.
* Inform callers directly if the Steer Clear van will not have time to pick them up towards the end of the shift.

**If You Cannot Make Your Assigned Shift:**

As this is a job, you are expected and required to work the shift you have been assigned. If, for some reason, you cannot make your shift, you must give at least 48 hours notice. First, contact the scheduling chair. Then send an e-mail to the drivers’ listserv, [steerclear-l@wm.edu](mailto:steerclear-l@wm.edu), asking if anyone is willing to take your shift. Once you have found someone, you should notify the scheduling chair of the change. In the event of an emergency allowing less than 48 hours notice, contact the scheduling chair and assistant director of operations immediately.

**Accidents and Emergencies**

These are the guidelines drivers and copilots should follow when there is an emergency. In the van’s glove compartment there is an envelope with instructions from the College for how to handle a car accident. Follow its instructions precisely.

* All accidents, no matter how trivial the damage, must be reported to the police immediately. On-Campus accidents should be reported to Campus Police (757-221-4596). This number is in the Steer Clear phones. Accidents that occur off campus must be reported immediately to the State Police (757-253-4923.) Accidents with leased vehicles should be reported to the State Police.
* Contact Risk Management office immediately following the accident (757-221-2742) and complete the Auto Accident Report Form located in the glove compartment. This should be completed and returned to the Risk Manager within 24 hours.
* The driver may also need to contact their personal insurance company. Many policies require that they be notified regardless of which policy covers the incident. If you are uncertain whether your policy requires you to inform them of any accident, call them.
* If you are uncertain how to handle an emergency situation and cannot find detailed instructions in the emergency situation envelope, call 911 or Campus Police.
* After establishing control in an emergency situation, either the copilot or the driver must contact the Director. If you cannot contact them, call the Assistant Director of Operations or the Assistant Director of Administration. Continue down the contact list if you are unsuccessful.

**Passenger Illness**

If a passenger appears so ill that the driver or copilot believes he/she needs immediate medical attention, follow these steps.

* Do not hesitate to call 911. The driver should pull to the side of the road and wait for the ambulance or police to arrive. Even if the passenger’s friends insist they will wait for help, the driver and copilot should stay with the sick student until professional help arrives.
* A dangerously ill student should be sent to the emergency room regardless of their age or friends’ protestations.
* The driver and copilot should not drive the sick student to the hospital under any circumstances. Professional help will be faster to get the student to the hospital and to give immediate, on-site care.
* If either the driver or co-pilot is First Aid/CPR certified, they may administer whatever immediate care they have been certified to distribute, but nothing further.
* Should the other passengers in the van become frustrated by the delay, they may leave the van and walk to their destination.
* When students are calling the service while the van is waiting for professional help, the copilot should inform callers that the van is temporarily out of service due to a medical situation. The copilot should record the student’s request and call them back afterwards to inform them whether Steer Clear will be able to pick them up.

If the student does not need to be taken to the Emergency Room, follow these steps:

* When a passenger looks ill in the van, the copilot should immediately hand him/her a provided bucket. If the student cleanly makes it into the bucket, the passenger takes the bucket with them when they reach their destination.
* If the passenger misses the bucket, the van will be out of commission until it has been sanitized.
* If the driver pulls over to the side of the road in order to let a sick student vomit and the student shows no signs of recovering, the van should remain with that student. If one of the student’s friend’s volunteer to stay with him/her the van may continue on its normal route. Remember that if the student is dangerously ill the driver or copilot should call 911.
* All passengers vomiting/illness issues should be recorded in the van’s log sheet and reported in shift summary. If there is a vomiting that does not make the bucket and the van has to be sanitized then the copilot should send an e-mail explaining the incident to the operations chair within 24 hours.

**Payroll**

It is your responsibility as an employee to get on payroll. You must report to Anita Hamlin in the Student Activities Office with your original social security card or birth certificate and one or two original required documents from a list that can be obtained from the Student Activities Office. Once on payroll, follow these steps to ensure you receive correct payment.

* Fill out necessary paperwork and give it to Ms. Hamlin the Student Activities Office as soon as possible after being hired.
* A list of required forms can be found on the Financial Aid page of the W&M website
* If you are already on payroll then you must report to Ms. Hamlin and inform her of the college department you already work for and fill out a new Student Employment form.
* You must enter the hours worked into the Banner System as soon as possible after your shift.
* If you work a shift and are not on payroll then you will not be paid. Get on payroll as soon as possible to ensure payment for later shifts.
* If you do not work a shift or pick up another shift then you should check with the scheduling chair to ensure the changes have been made by that weekend’s Sunday afternoon. If switching employees fail to do so, their hours cannot be verified and you will be robbed of a shift’s wage.
* College payroll checks are issued on the 1st and 16th of each month. You are paid for the previous cycle.
* It is your responsibility to enter your hours by the specified time on the specified day and submit them at the end of the pay period. Failure to do so will result in lost wages for which cannot be compensated.
* Ms. Hamlin cannot help or advise you in how to fill out tax forms in her office so be prepared to fill them out ahead of time.

**Weekly Procedures:**

These are the steps you will take on a given shift. Please take care to note anything bold because employees tend to make the most mistakes there. Feel free to call, e-mail, or approach the assistant director of operations with any questions regarding the procedure at any time.

Thursday –

* Meet at the Campus Police Station steps at 10 p.m.
* Politely ask the police station dispatcher for the Steer Clear key
* Retrieve the van from the lowest level of the parking garage, next to the campus police vehicles. Access from the staircase to the left of the vehicle entrance/exit.
* Follow the instructions in the phone box to forward the phone calls to the green phone. Turn on the phone at 10:30.
* Turn phone off and stop taking calls at 1:30a.m. other than to make calls to students previously on the list
* At 2 a.m. park the van in the lowest level of the parking garage, where you retrieved it and make certain to **turn off the lights**.
* Follow the instructions in the phone box to **discontinue call forwarding** from the yellow phone to the green phone.
* Return the key to the police station dispatcher

Friday and Saturday Shift A-

* Meet at the Campus Police Station steps at 9 p.m.
* Politely ask the police station dispatcher for the Steer Clear key
* Retrieve the van from the lowest level of the parking garage, next to the campus police vehicles. Access from the staircase to the left of the vehicle entrance/exit.
* Ensure the phones are not call forwarded from the previous night
* Turn the phone on at 9:30 p.m.
* Be at the police station at midnight for the shift change

Friday and Saturday Shift B

* Meet at the Campus Police Station steps no later than 11:55 p.m.
* Turn the phone off at 2:30 a.m. except to make calls to students previously on the list
* At 3 a.m. park the van in the lowest level of the parking garage, beside the campus police vehicles and make certain to **turn off the lights**.
* Return the key to the police station dispatcher