



**Russell House**  
**University Union**  
University of South Carolina

# Building Operations Student Handbook

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## **Introduction**

As an area within the Department of Student Life, the Russell House University Union serves as a gateway for the student experience providing facilities, services, and programming for all members of the University of South Carolina community – students, faculty, staff, alumni, and guests. As a member of the Russell House Operations team, you serve as a vital piece to that mission as we work to implement hundreds of events and meetings a year and manage the overall facility. This manual is designed to serve three purposes: 1) to provide a snapshot as to how the Building Operations Team fits into the overall picture of the Department of Student and the Russell House University Union, 2) define and summarize key expectations and guidelines for staff members, and 3) provide resources to help you be successful in your role.

## **Commitment to Customer Service**

Our customers, the students, faculty, staff, and guests of the University, are the reason we are here. The services we provide are for their benefit; therefore, their well-being should be our number one priority.

Courtesy, tactfulness, and politeness are traits that will immediately create a good impression for you, the Russell House University Union, and the University of South Carolina. Your number one job requirement is that you are cheerful and courteous when you are at work. Always greet our customers with a smile!

## **Association of College Union International (ACUI)**

As one of the oldest Higher education associations, ACUI focuses on the work of those within the college unions and student activities field and strives to provide an inclusive, welcoming community for all those who choose to belong.

### **Mission, Vision Statement, and Core Values**

ACUI's mission is to support its members in the development of community through education, advocacy, and the delivery of services. ACUI is committed to becoming the innovative, responsive, and inclusive leader in creating progressive education, training, and research in college unions and student activities to excel in meeting member needs, impacting student learning, and enhancing campus communities. Its core values are unconditional human worth, joy, learning, caring community, innovation, diversity, and integrity.

Source: ACUI Main Website, "Who We Are" <https://www.acui.org/about/who-we-are>

### **Role of the College Union**

The college union advances a sense of community, unifying the institution by embracing the diversity of students, faculty, staff, alumni, and guests. We bolster the educational mission of the institution and the development of students as lifelong learners by delivering an array of cultural, educational, social, and recreational programs, services, and facilities.

By any form or name, we serve as the heart of the campus community and create a welcoming environment by:

- Operating as a student-centered organization that engages in shared decision making and holistic development through employment and involvement.
- Advocating for inclusivity and equity, fostering respect, and affirming the identities of all individuals.
- Educating students in leadership and social responsibility and offering firsthand experiences in global citizenship.
- Providing gathering spaces to encourage formal and informal community interactions that building meaningful relationships.

Traditionally considered the living room, the college union enhances the student experience and cultivates an enduring connection to the institution.

Source: ACUI Main Website, "Role of the College Union Statement" <https://www.acui.org/rolestatement>

# Carolinian Creed

The community of scholars at the **University of South Carolina** is dedicated to personal and academic excellence.

Choosing to join the community obligates each member to a code of civilized behavior.

## As a Carolinian...

*I will practice personal and academic integrity;*

•

*I will respect the dignity of all persons;*

•

*I will respect the rights and property of others;*

•

*I will discourage bigotry, while striving to learn from differences in people, ideas, and opinions;*

•

*I will demonstrate concern for others, their feelings, and their need for conditions which support their work and development.*

Allegiance to these ideals requires each Carolinian to refrain from and discourage behaviors which threaten the freedom and respect every individual deserves.



UNIVERSITY OF  
SOUTH CAROLINA



# **Harassment and Discrimination in the Workplace**

## **Discrimination and Harassment**

The University of South Carolina is committed to providing an environment free from unlawful, discrimination and harassment. Discrimination or harassment based on race, sex, gender, age, color, religion, national origin, disability, sexual orientation, genetics, protected veteran status, pregnancy, childbirth or related medical conditions, is prohibited. This prohibition applies to all personnel matters and to educational access for all persons, including employees, prospective employees, students, prospective students and other persons utilizing the university's resources.

Any employee or student of the University of South Carolina who violates this policy shall be subject to disciplinary action, which may include termination or expulsion from the university.

This policy is not intended to limit or infringe the academic freedom of members of the academic community. Scholarly, educational, or artistic expression in written, oral, graphic, or any other form, which is permitted by law shall not be limited by this policy.

Any student, prospective student, employee or prospective employee or campus visitor may file a complaint of unlawful discrimination or harassment with the Office of Equal Opportunity Programs

## **Title IX**

Title IX is a federal law that mandates that colleges and University create an environment free from sexual discrimination and harassment for all community members. Under Title IX, discrimination on the basis of sex can include sexual harassment, gender-based harassment, sexual violence, sexual assault, other forms of sexual misconduct, stalking, and intimate partner violence. Title IX provides that "no person in the United States shall, on the basis of sex, be excluded from participation or be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

## **Sexual Harassment, Sexual Misconduct, Intimate Partner Violence and Stalking**

The University of South Carolina Prohibits sexual harassment and does not condone or tolerate sexual harassment among all members of the university community. Sexual harassment is defined as forms of sex or gender discrimination. It is unwelcome conduct of a sexual nature, sufficiently severe or pervasive that it adversely affects a person's or group's ability to participate in or benefit from academic or employment, programs, services, or activities of the university. Sexual harassment may arise between employment supervisors and subordinates, between instructors and students, between peers, or between any of the foregoing persons and individuals conducting business with the university.

The University of South Carolina strictly prohibits stalking, intimate partner violence or any other kind of sexual misconduct. Acts of sexual misconduct and interpersonal violence are considered particularly troubling because they interfere with the educational mission by endangering the physical and emotional safety of community members, damaging trust in the community, offending the dignity and violating the autonomy of community members, disrupting the academic progress of complainants and those supporting complainants. This policy applies to all members of the university community, including students, employees, volunteers, independent contractors, visitors, and any individuals regularly or temporarily employed, studying, living, visiting, conducting business, or having any official capacity at the university, regardless of gender, gender identity, gender expression or sexual orientation.

All reported instances will be investigated and appropriate disciplinary, criminal, and/or other action will be taken. Appropriate support services will be made available to students, faculty, and staff. The university will also provide outreach in the form of prevention programming, bystander accountability training, and awareness activities for the university community. For additional information on services for complainants of interpersonal violence at USC and on this policy, visit [www.sc.edu/stopsexualassault](http://www.sc.edu/stopsexualassault).

Prohibited conduct as defined in this policy for which the alleged offender is a student is a violation of the university's Cod of Student Conduct and may result in sanctions ranging from probation to expulsion. Disciplinary action on the part of the university does not preclude the possibility of criminal charges against the individual. For additional information refer to STAF 6.24 Student Non-Discrimination and Non-Harassment Policy and EOP 1.02 Sexual Harassment Policy.

### **Related Policies**

[EOP 1.02 Sexual Harassment Policy](#)

[EOP 1.03 Prohibition of Unlawful Discrimination and Harassment Policy](#)

[EOP 1.05 Sexual Misconduct, Intimate Partner Violence and Stalking Policy](#)

[EOP 6.24 Student Non-Discrimination and Non-Harassment Policy](#)



# **Accident Prevention in the Workplace and Worker's Compensation**

It is very important to follow all safety guidelines while working at the Russell House. This includes actions such as wearing appropriate foot wear, asking for help when lifting heavy items, being aware of your surroundings, and being cautious during set up and breakdowns. In the instance that you are injured on the job please inform the on duty Building Manager or Full Time Staff member to assist and report. First Aid kits are available in the Operations Suite 210 for minor cuts or injuries. In the case of more serious injury, employees are recommended to seek treatment at the Center for Health and Wellbeing.

Worker's Compensation is available for employees injured on the job. Below are the procedures for work related injuries.

1. For non-emergency injuries, the supervisor and injured worker together will call CompEndium Services immediately at 877.709.2667,
2. CompEndium will assist you in processing and scheduling your work related injury for treatment and claims handling with your insurance provider.
3. The injured employee and his/her supervisor will then complete the USC Injury Report and provide it to the local campus Health center or fax to Fax Number 877.710.2667 if not treated at the local campus Health Center.
4. In the case of an emergency, dial 911 or go to the nearest Emergency Room and then contact your supervisor and CompEndium Services at 877.709.2667 CompEndium will have someone available 24/7 at 877.709.2667.

# About Us

## Department of Student Life

The Department of Student Life mission is to advance student success by serving as the catalyst for student involvement through experiences, services and facilities that enhance leadership development, diversity and inclusion, community engagement and personal wellness. We provide opportunities for every student to define a unique involvement story that prepares them to lead and serve as an engaged global citizen. The department of student life as 9 values: inspire others, pursue excellence, celebrate individuals, foster community, dream big, take risks, stay curious, embrace authenticity, and make it fun! Included in Student Life are eleven areas: Campus Recreation, Fraternity and Sorority Life, Gamecock Student Tickets, Garnet Media Group, the Leadership and Service Center, Multicultural Student Affairs, Off-Campus Living and Neighborhood Relations, Parent and Family Programs, Russell House University Union, Spiritual & Religious Life, and Student Government.

Source: [Department of Student Life Website](#)

## Russell House University Union

The Russell House University Union provides a place for members of our campus community to meet, create, get involved and have fun while making memories to last a lifetime. Completed in 1954, the Russell House was named in honor of U.S. Circuit Judge Donald S. Russell who was president of the University of South Carolina from 1952 to 1957. Since it's original construction, it has undergone three major additions. In 1958, the 2<sup>nd</sup> floor for the Grand Market Place (food court) was added to the original building. The West Wing, which houses various offices representing the Department of Student Life was added in 1967. The area east of the theater, including the ballrooms, meeting rooms, and lounges was added in 1976.

The Russell House University Union is made up of three areas: Event Services, Operations, and Gamecock Entertainment. Each area plays a key role in contributing to the mission of the Russell House. Event Services works with our many University Departments and Student Organizations to create and host various kinds of events, meetings, and services. They are also responsible for managing the Gressette Room in Harper Elliot and Rutledge Chapel on the horseshoe. Russell House Operations serves as the facility managers and implementation team responsible for setting up and breaking down our events and meetings. Gamecock Entertainment creates all the fun and for free activities on campus and is made up of Carolina Productions, Thursday After Dark, Homecoming, and Dance Marathon. They also oversee the programming in Russell Underground, a new club located in the basement of the Russell House

Source: [Russell House University Union Website](#)

Please see Appendix for Russell House University Union Organization Chart and Russell House Staff Directory

## **Russell HouseHold Program**

The Russell House Union is dedicated to providing a quality experience that both provides an educational experience and fosters community. As such, we created the Russell HouseHold program that includes all student employees and volunteer leadership positions within the three areas of the Russell House.

Throughout the year, focuses on celebrating the accomplishments and furthering skills in problem solving and teamwork. With this, the program hosts quarterly gatherings that focuses on (4) themes:

Discovery

Collaboration

Reflection

Celebration

## **Building Attendant, Russell House University Union**

Russell House University Union Operations is a guest service-oriented unit responsible for the daily operations of the Russell House facilities including reserved space setups, bulletin boards, Theater Operations, and general monitoring of the building and grounds. The operations staff ensures the proper use of the union, the safety and well-being of union patrons, and compliance with facility use and related policies and procedures. The Building Attendant performs various duties related to providing proper reserved space setups and monitoring appropriate usage of the facility.

Compensation for Building Attendant is \$8.50/hour. This position is eligible for Work Study. This position is considered an Engaged Learning Program (ELP) and qualifies for credit towards Beyond the Classroom Matters©.

### **Duties and Responsibilities**

1. Under the supervision of Building managers and Full Time Staff, perform setups and breakdowns for Russell House events in all reserved spaces including, but not limited to, Greene Street, Davis Field, Rutledge Chapel and the Gressette Room as prescribed by a daily plan.
2. Utilize 7points Operations software to track each stage of an event to include, but not limited to, completion of set ups, breakdowns, and client communications.
3. Serve as a front-line representative for maintaining the public safety, security, and overall appearance of the building and its content through routine rounds and reporting any major issues to supervisors.
4. Assist in enforcing University policies and procedures as they pertain to all events and activities in the building and reporting any major issues to supervisors.
5. Prepare written reports as necessary including, but not limited to, building round logs.
6. Attend monthly staff meetings and all require training and development sessions throughout the semester/year.
7. Be aware of new procedural changes or policies.
8. Other duties as assigned

### **Learning Outcomes**

Teamwork, Communication skills, Time Management, Professionalism, Problem Solving, Conflict Management, Diversity and Inclusion

### **Commitment and Requirements**

Must be available to work weekends and/or evenings (unless previously approved by the Assistant Director). Must be able to perform moderately heavy physical duties (i.e. lifting and setting up equipment). Must remain in good academic-standing.

# **Expectations and Guidelines**

## **General Expectations**

- Dress in approved attire and arrive to work on time
- Maintain positive and professional relationship with staff and students in the work place
- Maintain a positive attitude while dealing with visitors, patrons, and clients while in the facilities
- Remember that you represent the Department of Student Life and the University of South Carolina.
- Ask questions. Your peers, the Building Managers, and Full Time staff are your team. If you need support in completing a task, understanding a policy, or need help please ask questions to help grow your skills.
- Communicate with your supervisor. If you are having trouble with the duties and responsibilities of your role, your supervisor and the Building Managers are here to support you. In addition, if you need to take care of academic responsibilities, your supervisor can help negotiate your schedule.

## **Your Schedule, Availability, and Requests for Time Off**

As a student, we understand that your on-campus student employment is just one aspect of your student experience. While we do encourage and support all aspects of student involvement, we do ask that forward knowledge of additional commitments be provided as soon as possible. Throughout the semester, your class schedule honored as a conflict. If you are holding an additional position on or off campus, please communicate your schedule to your supervisor via email in order to provide scheduling information. Any known additional club meetings, group meetings, weekend vacations, etc. should be submitted as a request for time off through our scheduling software, SubitUp. Please ensure that you are submitting a request for all positions and confirm with your supervisor. All requests for time off should be submitted 2 weeks in advance in order to ensure approval in a timely manner.

Schedules are published on SubitUp 7-14 days in advance. It is the employees responsible to check their schedules in a timely manner to ensure there are no issues. If there are issues with your availability, please inform your direct supervisor to prevent future issues. However, if you have a last minute conflict, emergency, or illness, we ask that you refer to "Call Out Procedures" below.

## **Call out Procedures**

We also understand that emergencies or other meetings or events that you would like to attend will arise after a schedule is posted. In these instances, we have expectations on how to handle various situations:

### **Sickness or Injury**

1. Call the Russell House Ops Staff Cell at (803) 608-7333 no later than 2 hours before your shift to inform staff of any illness or injury.
  - a. Should your condition last longer than three scheduled shifts, you will be expected to provide documentation from a health care provider that covers the days you were/will be absent from work. PLEASE NOTE this does not need to include details related to your condition. If no such note is provided, you may be subject to disciplinary action.
2. If able to, we ask that you request to drop the shift noting your condition as the reason.

## **Family or Personal Emergency**

1. Call the Russell House Ops Staff Cell at (803) 608-7333 to inform staff of any family or personal emergency. You will not be expected to provide details if you choose not to.
2. If you are able to, we ask that you request to drop the shift noting your condition as the reason.

## **Non-Emergent Reasons**

1. Reach out to your co-workers to see if they are willing to pick up or swap shifts with you. There are multiple forms of communication available to you including text, GroupMe, SubitUp, email, etc.
2. If you are unable to find coverage for your shift, reach out to Full Time Staff for assistance. This must be done **at least 48 hours** prior to your shift start time.
3. You are responsible for your shift until a swap/pick up is approved by Full Time Staff. If you are still shown as scheduled, you are expected to work.
  - a. If a shift swap is pending approval within **four hours** of your shift time, we ask that you call the Russell House Staff Cell to seek approval of the change.
  - b. If you are unable to find coverage, you will be expected to either work your shift or call out. Please note, that multiple call outs may result in disciplinary action.

***Note: If you are unable to make a shift and fail to call out using proper protocol, disciplinary action may be taken.***

**Please note that not all swap requests will be approved as it is based on the shift responsibilities.**

## **Tardiness**

Employees are expected to be prompt and ready to work at their scheduled work times. You are expected to report to work 10-15 minutes prior to your scheduled time to enable smooth transition and communication with the employee preceding you or the onsite-manager.

Remember that being late to work will affect others and their classes or plans. In extenuating circumstances, if you are going to be late, you should: (1) notify the employee who is currently working, (2) call ahead and notify your supervisor. Habitual tardiness will result in disciplinary action and may lead to termination.

## **Time Clock Procedures**

All student employees are required to clock in and out of their shift using an iPad located in Suite 210. If there are any issues with this process, please notify professional staff immediately. Any issues will result in an incorrect time clock data and paycheck.

## **Breaks**

Each employee is entitled to a 15 minute break during a four (4) hour shift. Check with your supervisor or the Building Manager before you leave your work area for a break. Under no circumstances should you leave your work area unattended without notice. During a six (6) hour shift or longer, you are entitled to a 30-minute meal break. Schedule this break with your supervisor or the Building Manager on duty. Keep in mind that meals should not be eaten at workstation.

## **Appearance and Uniforms**

As representatives of the Russell House and the University of South Carolina, it is important that we are seen as professional not only in how we execute our work but how we present ourselves to the University Community and the public as well. In order to establish a standard, a student employee dress code guide has been developed and put into place. Making the determination concerning questionable attire is left to the discretion of the supervisor of each operating unit.

For operations the following is expected for dress during your shift:

- Russell House Staff Shirt, name tag, and closed toe shoes are required.
- No open-toed footwear
- Denim jeans may be worn with no noticeable rips or holes
- Leggings or other athletic pants are not permitted
- Shorts in reasonable condition are allowed. Please keep in mind length if wearing shorts.
- Skirts/dresses in good condition are allowed.
- No hats or bandanas may be worn during working hours.
- No apparel with another college or university logo present should be worn.

Should you not meet dress code expectations, you may be sent home to change or face disciplinary action.

*EXCEPTIONS TO THIS POLICY MUST BE COMMUNICATED TO IMMEDIATE SUPERVISOR PRIOR TO SHIFT*

## **Cell Phones, Headphones and Studying at Work**

Personal cell phone use should be limited to business purposes or in case of personal emergencies. Should you need to take a personal call while at work, please check with the onsite supervisor first so that they are aware and can ensure that you have the ability to step away from your post. Please note that taking personal calls while at work can portray poor quality service, so be mindful of your surroundings. Habitual unauthorized cell phone use leading to distractions at work may lead to disciplinary action.

All staff is expected to plan ahead in order to refrain from studying during a shift in order to prevent distractions from work responsibilities and poor quality service. As we value your academics, you may ask the onsite supervisor if studying may be permitted but it is not guaranteed and should only come once all tasks for that moment are complete. We also recommend setting time limits for studying in order to ensure that regular tasks such as building rounds are still completed in a timely manner. Should more time for your academics be needed due to a heavy work schedule, we ask that you contact your direct supervisor to negotiate your schedule or work with your peers to see if they would be interested in swapping or picking up your scheduled shifts.

Headphones should not be worn during your shift as it can prevent you from being aware of your surroundings. This could lead to poor customer service or safety hazards.

## **Communication with Staff and Peers**

The Russell House team uses a number of forms of communication in order to complete our business such as email, GroupMe, text, and phone calls. With that, there are some expectations we have for our student employees and in return there are expectations for the full time staff.

**Email.** Student employees are expected to check their individual USC emails on a regular basis. Emails from supervisors can include schedule updates, meeting information, expectation updates, etc. Therefore, it is expected that an employee reads all information contained in the email that is sent from either full time staff or a manager. In return, managers and full time staff will be sure to communicate via email for important updates that require 5-7 days notice. Any updates or changes less than that will be relayed in a more immediate form of communication.

**GroupMe.** The student employees utilize GroupMe as a major form of communication for topics such as shift adjustments, staffing concerns between peers, and asking for help with work related issues between student managers and student staff. All student employees are reminded to portray a sense of professionalism in this chat and to not abuse it. This form of communication is moderated by student supervisors and is used as an opportunity for our student managers to help provide full time staff with insight on common questions, comments, and concerns. At the moment, full time staff are not members of this GroupMe. However, Full Time staff may ask managers to relay information through the GroupMe when necessary. This could include large calls for staff support or shift needs. Student managers are expected to report of any policy violations that appear in the GroupMe to Full Time Staff. Should multiple policy violations occur, disciplinary action may be taken.

**Text Message.** Text message is a great way to send immediate information to either your direct supervisor or onsite manager in instances where a phone call is not an option. This may include delay in arrival, reminders for previously discussed issues in the building, or when serving as Event Support. You are also welcome use text messages for questions when a call was not answered. We do expect for students to contact the onsite staff cell at 803.608.7333 for day of issues as your direct supervisor will not always be in the building. Texts to direct supervisor are best when needing for advance notice or personal issues. Full time staff will use text messaging for instances such as shift needs, shift cancellations, or updates.

**Phone.** Phone is the preferred method of communication for call outs, delays in arrival, and other immediate issues regarding your shift as it should be immediately answered. Student employees are asked to call the onsite cell number at 803.608.7333 for all immediate shift issues.

***Full Time staff will not hand out personal cell phone numbers to non-Russell House employees. In return, student employees are asked to not give out personal cell phone numbers belonging to full time staff or other students without their permission.***

## **Friends and Visitors**

Developing healthy relationships with guests and other student employees is encouraged. However, all employees should be cautious of friends visiting while working to prevent distractions. In addition, employees should not crowd around information disks and should keep the area a professional atmosphere and ensure guests are able to access when needed.



# Daily Duties and Responsibilities

The main function of the operations team is to successfully run the Russell House as well as the implantation of the various meetings and events that we host both indoors and outdoors. There are certain duties and responsibilities that are expected of all staff members. This section breaks down common daily duties and responsibilities within operations.

## Building Rounds

Building rounds are a key responsibility of the operations teams as it allows for us to monitor the facility and report on any new damages, issues, or noteworthy observation to full time staff as well as upper leadership. Building rounds are expected to occur every 30 minutes to an hour depending on the activity level of the building. Some recommended things to keep an eye out during rounds are as follows:

- Straighten furniture inside rooms and lobbies
- Check that all audio/visual equipment is off
- Remove expired or unauthorized promotional materials
- Overflowing trash cans
- Facility needs and damages
- Expired digital displays
- Abandoned equipment or property
- Light outages
- Equipment that needs to be put away

Please note the above list is only a list of recommended things. A variety of things can occur on shift that is outside of this list. All employees should be prepared to answer additional questions regarding observations found during rounds, so it is recommended to be aware of key details that can assist others. We encourage all student employees to feel a sense of ownership and confidence to address issues during building rounds, so please feel free to engage managers or full time staff should you have any questions during your rounds.

## Setting Up and Breaking Down Events

Located in the Operations Suite, you will find a white board and digital display screen that assist us in providing pertinent information on what is needed for upcoming events as well as a timeline on when things should be completed throughout the day and key areas of focus. All Operations attendants are expected to have rooms completed 30 minutes prior to client arrival. In addition, we ask attendants to greet and welcome clients upon arrival to check in that all needs have been met. This also includes checking in to ensure technical needs regarding audio/visual (AV) equipment are being met. Once the event has completed, all A/V must be removed from room for security reasons. Should you have any questions regarding details for an event or diagram, please reach out to full time staff or on-site manager for assistance.

## Radio Procedures and Etiquette

In order to effectively communicate with our operations team and related areas, we utilize radios issued by the University of South Carolina Police Department. In order to ensure that radios are properly utilize, the following is expected of all staff:

- Ensure that your volume is at a reasonable level in order to hear a call while not disturbing others around you. To assist with this, we use shoulder microphones.

- Each unit should always be worn during the shift and remain on .
- Do not dismantle the radio play with the controls, throw to a person, submerge in water, carry unit by antenna or clip shoulder mic to antenna.
- ALL RADIOS SHOULD BE LEFT ON CHANNEL ONE UNLESS OTHERWISE INSTRUCTED.
- Keep messages brief. If additional conversation is needed, we encourage face to face communication or phone.

## **Enforcing University Policy**

As a member of the Russell House University team, it is our responsibility to ensure that all University policies are enforced within our area of control. You will find that there are a number of policies that specifically relate to the work we do here at the Russell House. Below are summaries of key policies that are common to our areas. See appendix for full policies.

**Russell House and University Catering Policy.** All registered student organizations or departments using activity funds may contract with either University Dining Services or an approved Russell House University caterer for events held in the Russell House. An event catered by an off-campus caterer shall not be open to the general public. No organization or department may sell food or contract with an off-campus caterer/vendor to sell food. Bake sales are exception. All events wishing to serve food at a meeting or event must receive prior approval by Russell House Event Services. All meeting rooms, lobbies, the ballroom, theatre and game room, except the Witten Room and Senate Chambers, are designated as areas in which food may be served.

**Use of Facilities.** All University departments and registered student organizations in good standing may utilize on-campus facilities by reserving through the University's reservation system, 25Live Pro. General guidelines and procedures are as follows:

- Social functions may not be held on campus on reading day(s) nor during final examination periods.
- Fundraising activities must be approved in advance.
- Any outdoor event held on campus involving 150 or more people, or involving the use of amplified sound must receive approval.

**Fundraising.** Only registered organizations shall be permitted to hold fund-raising activities. Lotteries, raffles, and games of chance must be in accordance with South Carolina state law. Fundraising activities can occur in designated areas of the Russell House (including the front and back patios, ballroom, meeting rooms, and main lobby), Greene Street (between the gates), and Pickens Street Bridge. All fundraising activities must have prior approval by the Russell House Event Services office. The fund-raising activity should not go longer than the reserved/approved time allotted. For approval to extend the period, they must receive approval from Event Services.

**Solicitation.** Solicitation is defined as the following: soliciting funds/sales/demonstrations that may result in sales, distributing advertising or other materials, compiling data for surveys/programs/other purposes, recruitment of members or support for an organization cause, providing educational information sessions. Non-commercial solicitation means any distribution by students individually or as members of student organizations of leaflets, brochures or other written material, or oral speech by them to a passersby, conducted without intent to obtain commercial or private pecuniary gain. Solicitation activities may not substantially disrupt or materially (significantly) interfere with the educational, administrative, or operational activities of the university. University organizations/departments and registered student

organizations may solicit in designated areas and under prescribed conditions. Any non-university organization or individual wishing to come on campus for the purpose of solicitation must be sponsored by a registered student organization, academic unit, or university department. Solicitation activities are permitted in designated areas only.

**Posting of Promotional Procedures.** The university has designated suitable areas in most buildings for the purpose of providing a place for groups and organizations to post their respective notices. Announcements of general interest to the student body of the university by registered student organizations, academic units, or university departments are the only type material(s) permitted. All announcements shall indicate the name of the university entity that is sponsoring the event. Publicity materials for campus events should not be posted or distributed until approval has been granted for the facility in which items will be posted. Publicity material(s) shall be posted only on bulletin boards or other approved areas designated. Under no circumstances shall any publicity material be placed, written, chalked, or painted upon any surface including, but not limited to, trees or shrubs, parked poles, signs, doors, windows, sidewalks or other structures. The primary message included in the advertising for an event may not promote the sale, consumption, or distribution of alcoholic beverages. Designated locations include Greene Street, Russell House bulletin board, and Russell House digital displays. All promotional materials are approved by the Events and Information Center.

#### **Related Policies**

[STAF 3.11 Posting Promotional Material, Including Banners](#)

[STAF 3.17 Campus Solicitation](#)

[STAF 3.22 Fund Raising by Student Organizations](#)

[STAF 3.25 Use of University Facilities](#)

[STAF 3.27 Russell House University Union Catering Policy](#)

# Emergency Procedures

## Introduction

While working facilities, emergencies do happen, and it is the responsibility of the operations team to respond in an appropriate manner in order to ensure the safety of the building and those visiting. This section will outline how to handle common emergencies that may occur within a facility. For full breakdown of emergency steps, please reference the Emergency Action Plan Binder stored in the Operations Suite in Russell House 210.

## Fire Evacuation

In the instance of a fire alarm, all building operations employees are tasked with assisting in clearing the building while it is safe to do so. NOTE: You will not be expected to go into unsafe conditions. Should you feel unsafe, vacate the building immediately and inform the Operations lead of dangerous conditions. The following steps will be taken:

1. A building manager or full time staff person will designate a search zone to each staff member assisting with evacuating the building.
2. Each search zone is responsible for clearing a particular zone and radioing to the lead on duty ALL CLEAR before exiting to their designated area.
3. Staff is expected to keep anyone from re-entering the building to the best of their ability until given an ALL CLEAR from the lead.

## Severe Weather

When the National Weather Service issues a severe weather warning or to shelter in place, all building operations employees are tasked with assisting in informing visitors, preparing the building, and being watchful for additional needs. Depending on the severity of the weather, there are different responses.

**Severe Weather Watch and Warning.** Each staff is assigned to perform rounds in a particular zone. During these rounds, staff are asked to advise patrons and visitors of weather conditions and to move away from windows until watch and warning expires.

**Shelter in Place.** When weather is bad enough, a shelter in place order will be issued. In these instances, it is best to shelter in the basement of the Russell House. All staff are involved in conducting rounds, starting at the 4<sup>th</sup> floor, and instruct visitors to make their way to the basement. Once a floor is clear, staff give an ALL CLEAR to the lead on duty.

## Facility Emergencies

Facility emergencies can include instances such as power outages, leaks, or broken elevators. In these instances, building attendants are tasked with getting with a building manager or full time staff to follow steps laid out in the Emergency Action Plan.

## Medical Emergencies

In the instance of a medical emergency, building attendants must contact a building manager or full time staff to come and assist. Building Attendants should stay with the injured or sick until one has arrived and remain on standby in case EMS is needed. **Please remember that only those certified and trained should administer first aid.**

## **Disciplinary Procedures**

In order to ensure that all policies and procedures are upheld, the Russell House utilizes disciplinary action that is inline with the University's policy [HR 1.39](#). In the instance that you are found to be breaking policy or not following established expectations and responsibilities, you may be subject to disciplinary action such as counseling or oral warning, demotion, probation, or termination. The severity of the infraction in combination with previous indiscretions can have an effect on what disciplinary action is taken.

Please see Appendix for full list of possible infractions and their course of action.

# Appendix

## Full Time Staff Contact Information

Name	Title	Office	Extension
Courtney Buzan	Assistant director of Campus Programming	Suite 318	6-7377
Ryan Gross	Associate Director of Events	Suite 218	7-2827
Mary Hallman	Fiscal Analyst	Suite 218	7-8182
Jeremy Keen	Associate Director of Operations	Suite 210	7-3896
Colleen Kelly	Assistant Director of Operations	Suite 210	7-3901
Tess Kitterman	Event Services Coordinator	Suite 218	7-7127
Kim McMahon	Director of the Russell House	Suite 218	7-8182
Carly Rice	Carolina Productions Advisor and Campus Programs Coordinator	Suite 318	7-6874

## Important Numbers

Contact	Number
On Call Operations Lead	803-608-7333
Suite 218 Reception Desk	803-777-8182
Information Center Desk	803-777-3196

## Key Guide

### #7 Elevator Floor Keys

Basement	PTM1
1 <sup>st</sup> Floor	PTM2
2 <sup>nd</sup> Floor	PTM3
3 <sup>rd</sup> Floor	PTM4
4 <sup>th</sup> Floor	PTM5

### #11 Rutledge Chapel

X3BBD-1	Front Door
X1ACA-29	Suite 210
X1ACA-100	Back Doors
X1ACA-101	Closets
X1ACA-102	Dressing Room
X1ACA-103	Balcony
Master Key	Organ
106T	Dressing Room Furniture

### #13-15 Building Staff

X1ACA-19	Interior Hallway Doors
X1ACA-27	Theater Storage
X1ACA-28	Storage Rooms
X1ACA-29	Suite 210
X1ACA-56	Meeting rooms
X1ACA-256	Greene St Gates
EQP 124	Mechanical Rooms
A 3150	Display Cases
B399A	Ballroom A/V Rack
FL221	Theater A/V Rack
IN178	Theater Digital Display

### #5 Opening/Closing

X1ACA-19	Interior Hallway Doors
X1ACA-29	Suite 210
X1ACA-87	Exterior Doors
X1ACA-128X	Loading Dock Mullion
X1ACA-208	West Wing Wooden Doors

## **Building Directory**

### **Lower Level West Wing**

Fraternity and Sorority Life  
Intersection Lounge  
Office of Multicultural Student Affairs  
Off-Campus Living and Neighborhood  
Relations  
Student and Family Services

### **West Wing**

Associate Vice President for Student Life  
Department of Student Life  
Student Athletic Ticketing  
Office of Multicultural Student Affairs  
Student and Family Services

### **Basement**

CarolinaCard Office  
Quick Copy Printing Services  
Russell Underground  
Student Postal Services

### **Third Floor**

Gamecock Entertainment  
Carolina Styles  
Garnet Media Group  
Office of New Student Orientation  
Meeting Rooms 301-348

### **Fourth Floor**

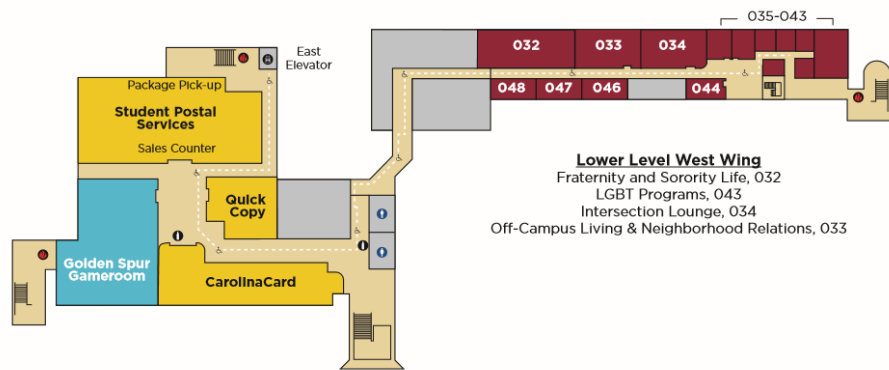
Student Affairs Technology Services

### **First Floor**

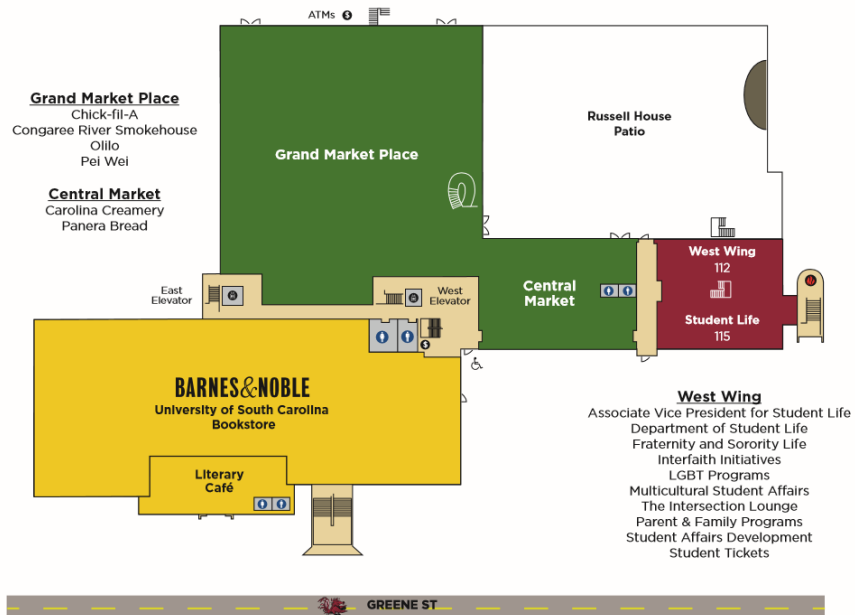
Barnes & Noble University Bookstore &  
Café  
Grand Market Place  
Chick-fil-A  
Congaree River Smokehouse  
Tavolino's  
Spice Kitchen  
Express Lane  
Central Market  
Carolina Creamery  
Panera Bread  
Gamecock Park  
Einstein's Bros. Bagels  
Gamecock General  
Horseshoe Deli  
Oath Pizza  
Southern Kitchen  
True Balance  
Twisted Taco  
Private Dining room  
Preston's at Non  
Leadership and Service Center  
Student Government Offices  
Founders Federal Credit Union  
Russell House Info Center & Operations  
Ballroom  
Meeting Rooms 201-205  
Russell House Theater  
Printing Kiosks

## Building Maps

# BASEMENT

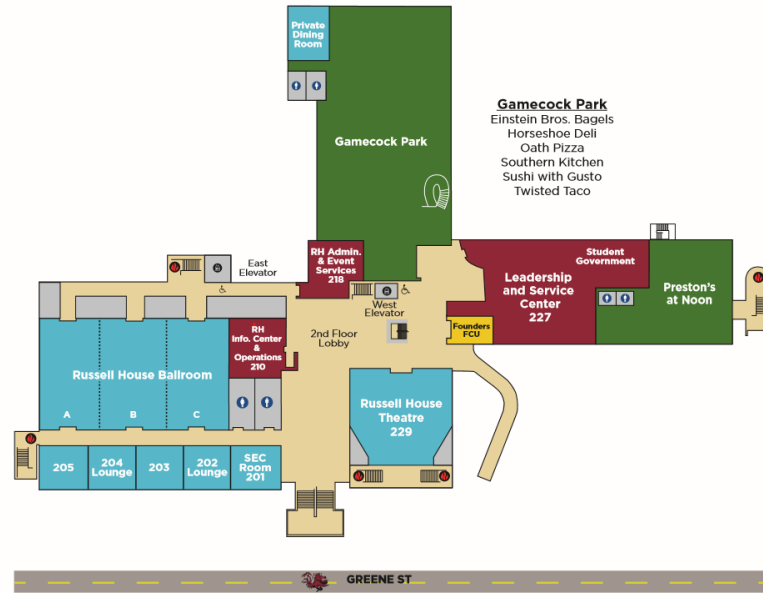


# FIRST FLOOR





## SECOND FLOOR

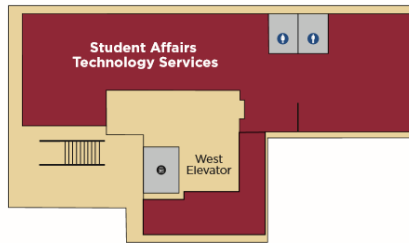


## THIRD FLOOR

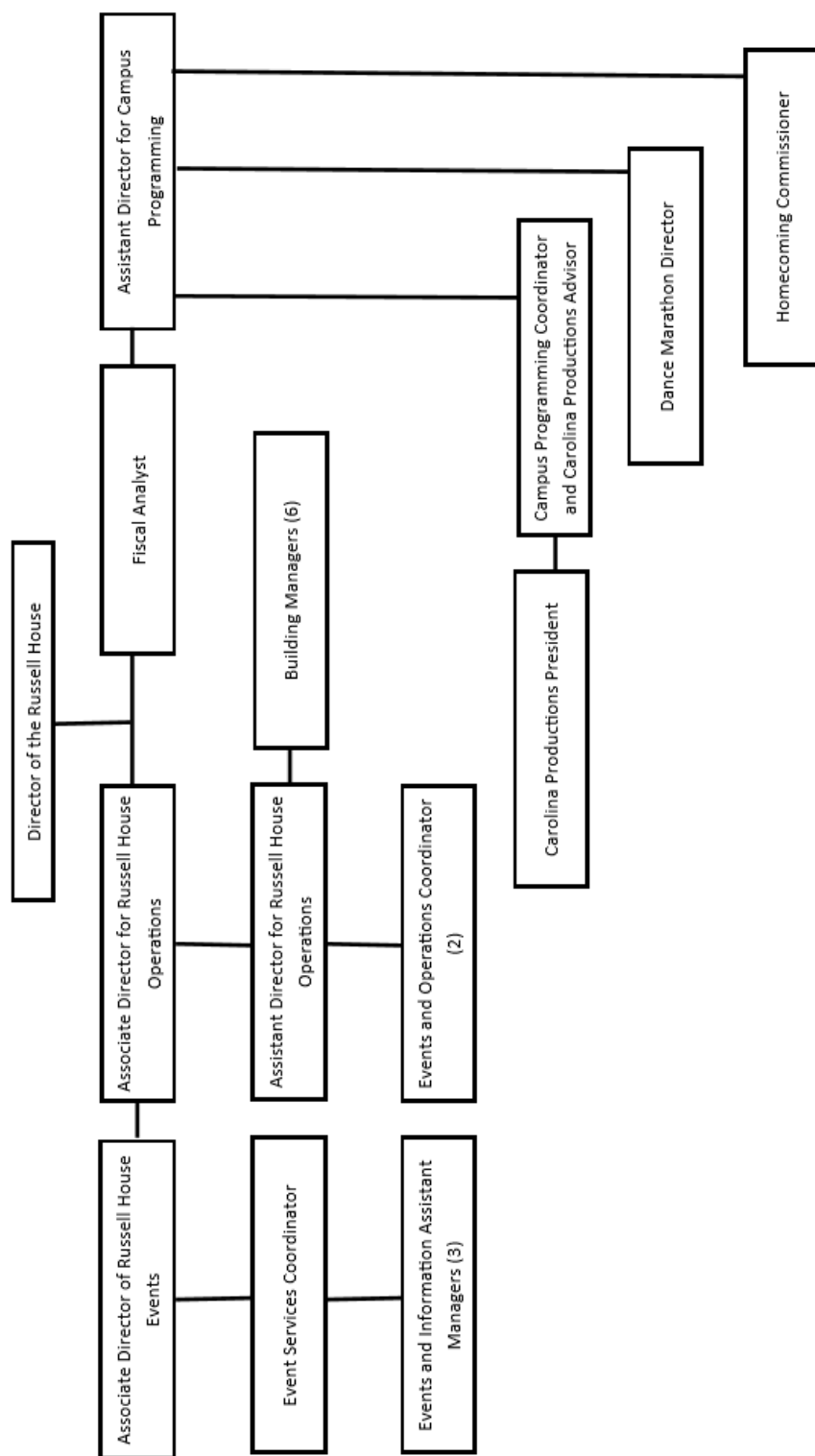


# FOURTH FLOOR

Take West Elevator to Fourth Floor



# Student Life Organizational Chart



## Disciplinary Procedures

The table below notates the most common infractions and the disciplinary actions that student employees will face.

Infraction	1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense
Accumulation of three offenses within 2 semesters, where the 1 <sup>st</sup> offense calls for oral or written reprimand	Suspension	Dismissal	
Accumulation of three offenses within 2 semesters, where the 1 <sup>st</sup> offense calls for suspension	Dismissal		
Abandonment of position	Employees who voluntarily fail to report to work for three (3) consecutive workdays and fail to contact appropriate University management during the time period will be considered to have voluntarily resigned		
Excessive absenteeism	Verbal warning	Written reprimand to probation	Probation to dismissal
Excessive tardiness or failure to observe assigned work hours	Oral warning	Written reprimand to probation	Probation to dismissal
Excessive absenteeism	Verbal warning	Written reprimand to probation	Probation to dismissal
Leaving shift without permission	Written warning to written reprimand	Written reprimand to probation	Probation to dismissal
Abuse of time during shift	Verbal warning	Written reprimand to probation	Probation to dismissal
Out of dress code	Verbal Warning (sent home in some cases to change)	Written reprimand to probation (sent home to change in some cases)	Probation to dismissal (sent home to change)
Use of alcohol or drugs on shift or appearing at work under the influence	Probation to dismissal	Dismissal	
Stealing University assets	Dismissal		
Willful acts that would endanger the lives or property of others	Dismissal		
Careless, negligent or improper use of University equipment/property	Written reprimand	Probation to dismissal	Dismissal
Destruction, defacing or willful misuse of University property or equipment	Written reprimand to probation	Probation to dismissal	Dismissal
Excessive use of telephone or computer for personal matters without permission	Verbal warning to written reprimand	Written reprimand to dismissal	Dismissal
Working on personal jobs during work hours without permission	Verbal warning to written reprimand	Written reprimand to dismissal	Dismissal
Failure to follow established safety precautions, or failure to use safety equipment	Written reprimand to probation	Probation to dismissal	Dismissal
Negligence in the performance of job duty(ies)	Verbal warning to written reprimand	Probation to dismissal	Dismissal
Sleeping or appearing to sleep while on duty	Written reprimand to dismissal	Probation to dismissal	Dismissal
Willful violation of written rules, regulations or policies	Written reprimand to dismissal	Probation to dismissal	Dismissal

Insubordination or refusal to accept a reasonable and proper assignment from an authorized supervisor	Written reprimand to dismissal	Probation to dismissal	Dismissal
Guilty of gross misconduct or conduct unbecoming of a University employee that substantially affects the reputation of the institution	Written reprimand to dismissal	Probation to dismissal	Dismissal
Horseplay or loafing	Verbal Warning to written reprimand	Written reprimand to dismissal	Dismissal
Interference with another employee's work	Verbal warning to written reprimand	Written reprimand to dismissal	Dismissal
Fighting (other than reasonable defense to an unprovoked attack)	Probation to dismissal	Dismissal	
Inappropriate aggressive workplace behavior or bullying; including verbal or physical threats towards another employee	Written reprimand to dismissal	Probation to dismissal	Dismissal
Malicious use of profane or abusive language to others	Verbal warning to written reprimand	Written reprimand to dismissal	Dismissal
Sexual Harassment *See policy EOP 1.02 Sexual Harassment*	Written reprimand to dismissal	Probation to dismissal	Dismissal

The above indicated range of disciplinary actions in response to specific offenses is to be used as a guide and is not intended to be all-inclusive. At the occurrence of any of the listed offenses, or any that are not listed, the appropriate discipline shall be determined after the particular circumstances of the case have been carefully considered. The state and federal laws reference above are not all-inclusive in administering discipline.

## **Russell house Storage Rooms and Contents**

### **207 Left Room**

Risers  
Stage and Riser skirts

Cocktail tables and scubas  
Podiums and seal  
Stools

### **207 Right Room**

Ballroom AV Carts  
Ferns

### **Service Hallway**

Velvet Back drops  
Steps for stage  
Guardrails for stage

### **214**

6ft tables  
4ft tables

### **215A**

Black chairs

### **216**

Round tables

### **210B**

Indoor and outdoor extension cords  
VGA cords  
HDMI cords  
XLR cords  
Table top mic stands  
Wired microphones  
Expo markers, erasers, and cleaners  
Gaffers and duct tape  
HDMI/VGA adapters  
Table skirts and clips  
Catering linens  
Table numbers and stands  
Pop-up banners  
Additional microphones and AV equipment  
Staff polos  
Laundry carts  
Dolleys

Laptops  
iPods  
AUX cords  
First aid kits  
Cord covers

**217**

Stage pieces

**Theater Storage**

**237A**

Theater podium  
Stick podium  
Piano  
Ferns  
Dry erase boards  
Theater AV carts

**237B**

Scubas  
8ft Conference tables  
Popcorn machine  
Easels

**237C**

Lobby chairs

**Senate Storage**

AV Carts  
Podium without seal  
Senate chairs

E-clip stanchions  
Retractable stanchions  
Microphone stands

**Mechanical Closets**

**310**

Distinguished podium  
Linens  
SAPE Tailgate games  
Round tables  
Rolling coolers

**312**

Portable screens  
Roland sound system  
EZ-Pro sound system  
Outdoor movie equipment

**Ballroom Projection (311)**

Drinks  
Fans  
Water hose  
Gazebo pieces  
Outdoor lighting equipment