

Maine Bound Adventure Center

Student Employee Handbook



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nondiscrimination*

WELCOME ABOARD

Welcome to the Student Staff of Maine Bound Adventure Center at the University of Maine! We sincerely hope you will enjoy your employment and association with our department and will utilize this time as an opportunity to grow and learn. Our philosophy of student development has helped many previous student employees recognize their potential and achieve future goals. We strive to provide this same assistance to you.

Maine Bound is a program within Campus Recreation and is part of the Division of Student Life. As such, our primary goal on campus is to provide excellent service and meaningful experiences to the University of Maine students, and help to create a welcoming, supportive environment on campus in which students and other community members can thrive.

This Student Employee handbook has been created to provide you with a documented guide to employment information and organizes pertinent policy and procedural information as it relates specifically to your job within the department. Student employees are required to thoroughly understand the material in the manual before assuming their job responsibilities and must adhere to it in the performance of their duties.

Maine Bound is a complex organization that provides a wide variety of services and opportunities to students, staff, faculty, and community members. Procedures for accomplishing our common objectives may vary between programs, but our intent remains the same. We strive to ensure a quality experience for all our customers. As an employee of our department, you are now a member of the team reaching toward this objective. We look forward to the opportunity to work together in service to the University of Maine community.

OUR MISSION

Maine Bound offers comprehensive outdoor experiences for students and community members of all skill levels. By combining recreation and education, our programs offer diverse adventure opportunities while instilling skills that are used in everyday life. Our professional staff and devoted student instructors are passionate about educating everyone about all the responsible fun and adventure that the outdoors has to offer.

OUR VALUES

Community – We believe in achieving excellence through creating community. We support this endeavor by creating a welcoming environment in our facilities and offering a variety of programs and services to appeal to all members of our community.

Personal Development – We consider ourselves educators and provide opportunities for our employees to learn, grow, and develop new skills through participation. We commit to the development of our staff by offering challenging employment, meaningful leadership experiences, and purposeful ongoing training.

Sustainability – We are excellent stewards of our resources. We work hard to responsibly manage our environmental, human, and fiscal resources to support continuous, high-level programming.

Wellness – We are committed to helping people make positive, lasting changes in their lives. We provide excellent programs, services, and facilities that support the health and well-being of our campus and community.

Customer Service – We care about our customers and work hard to offer world-class, welcoming service. We strive to be the place that people think about when they think of excellent customer service.

Safety – Safety is our top priority. We offer high quality programs, services, and facilities that take care of the physical and emotional safety of our customers.

Fun – We make it fun to play, participate, learn, and grow through experiences with Maine Bound.

WHAT IT MEANS TO BE A MAINE BOUND EMPLOYEE

“For Students by Students”

When you accept a position with Maine Bound Adventure Center you are accepting more than a job. Generations of Maine Bounders will tell you that Maine Bound is a community and a culture. The Maine Bound legacy is more than 4 decades old, and while it has seen many iterations, one thing remains the same: Maine Bound's purpose is to serve the University of Maine and surrounding community, providing individuals with opportunities to learn and grow in the outdoors. Additionally, Maine Bound is committed to providing quality experiences for students, by students.

We recognize that Maine Bound would not be Maine Bound without its student staff. For that reason, we do everything we can to provide you as staff with as many growth opportunities as possible, most of which are at little to no cost to you. Dozens of Maine Bound alumni have gone on to work for and thrive at nationally recognized outdoor organizations because of the time they spent at Maine Bound, and the opportunities they took advantage of while here.

Maine Bound, unlike some other university outdoor programs, does not have a consistent funding source for programs. We are responsible for generating revenue in order to operate. While we do operate as a business, meaning we need to make money, we strive to keep our programs and experiences affordable. Trips and clinics for students are priced at a financial loss or break-even cost. Our many contract programs and partnerships not only introduce the community to the University they help offset the cost of our trips program.

Many Maine Bound staff work at Maine Bound for the duration of their time at the University. This is greatly appreciated, though never expected. We want you to know that at any point in time, you can choose to part ways with Maine Bound if you do not feel as though it is the right fit for you. But, we also want you to know that Maine Bound professional staff will commit to helping you develop as exceptional outdoor leaders, professionals, and young adults.

MAINE BOUND (CAMPUS RECREATION) STUDENT STAFF RIGHTS

All Student Employees will receive:

- Fair, kind, respectful, and consistent treatment by fellow staff, supervisors, and departmental administrative personnel.
- Appropriate training and resources required to correctly do the job for which the student employee has been hired.
- Opportunity to participate in additional developmental opportunities outside of required paid training. These opportunities/events are in addition to, and not required, but are a benefit (form of compensation) of working for Maine Bound. (See page 8)
- Appropriate and accurate payment for all time scheduled to work at Maine Bound.
- Opportunity for an increase in wage annually that will be based on employee job performance and/or being hired as a student manager
- Opportunity to appeal negative conduct reports and poor performance evaluations.
- Access to employee's own personnel file upon request made to the Supervisor.
- CPR/AED/First Aid skills training at a nominal cost to the employee (currently \$35.00).
- Opportunity to apply for scholarship funds to be used towards certifications including but not limited to: SPI, WFR, SWR, AIARE. Parameters for applying for scholarship funds can be found on page 8
- Opportunity to provide constructive input, comments, suggestions, and criticisms regarding employment, policies, and procedures.
- Opportunity for involvement in the growth of the department and leadership opportunities.
- Opportunity to develop as a student, employee, and individual by participating in educational programs offered by the department.
- Assistance and support in problem-solving from the departments' professional staff.
- Assistance and support for issues of harassment and other grievances from the Office of Equal Opportunity and Title IX services and department professional staff.

COMPENSATION AND BENEFITS

Monetary Compensation - Student staff will be compensated monetarily (hourly rate or daily rate) for all required and scheduled shifts. Any shift entered in SubItUp is a shift that you will be paid for. Trips pay will be paid with a lump sum payment form. Currently, it is your responsibility to enter your hours in your Maine Street account. However, starting spring 2024 and moving forward you will be required to clock in and out for scheduled shifts (front desk, climbing wall, hourly, manager and clinics). Starting summer 2024 you will no longer enter your hours in Maine Street, and will need to clock in and out in order to get paid. If you do not clock in and out you will not be able to do so retroactively in Maine Street.

Other Types of Compensation/Benefits *include but are not limited to*

Benefits are any perk/compensation that is offered **in addition to** base hourly wage (monetary compensation)

- Developmental/Learning Opportunities that would otherwise have an out of pocket expense
- Non-required activities/opportunities that are meant solely for your development as a pre-professional

ALPENGLOW SCHOLARSHIP FUND

Maine Bound Adventure Center and Alpenglow Adventure sports currently have a partnership which provides Maine Bound student staff with the opportunity to apply for scholarship funds that can be used to further develop them as outdoor industry professionals. Total scholarships awarded are based on program/certification, and current funds available in scholarship account.

Application Requirements:

- Employed at Maine Bound for a minimum of 2 semesters at time of training or professional development
- Minimum of 3.0 GPA
- Submit a 1-2 paragraph essay explaining why you are interested in participating in the particular program, and how it will help further develop you as a Maine Bound staff member and future outdoor industry professional.

Application Deadlines:

Fall Semester: May 1

Winter Break: October 1

Spring Semester: December 1

Summer Break: March 1

STUDENT STAFF EXPECTATIONS

All student employees:

- Student staff will be currently enrolled with a university and taking 6 or more credits.
- Student staff will not work more than 30 hours per week during the semester schedule; or more than 40 hours per week during break schedules unless approved. International students will not work more than 20 hours per week during the semester or break schedule.
- Will maintain current CPR/AED/First Aid certifications or other relevant certifications required by position
- Will complete the University of Maine's UMS Academy trainings within the first 30 days of hire, and once a year thereafter
- Will attend all Maine Bound and area-specific employee meetings and training sessions.
- Will know, follow, understand, and enforce all Maine Bound guidelines and policies, and have a general understanding of all Maine Bound programs, facilities, and opportunities.
- Will arrive on time for scheduled shifts, with a positive attitude, in appropriate attire, and ready to work.
- Will do everything in their power to drop shifts and find coverage in a timely manner (48+ hours in advance)
- Will work any posted shift that has not been covered by coworker
- Will show proper identification at Campus Recreation facilities and follow all rules, policies, and procedures outlined for customers when using Campus Recreation facilities on personal time.
- Will purchase a student membership if you do not have an active Voucher Student Membership.
 - Ex: Those who are not taking classes during the summer do not get a Voucher Student Membership, therefore you must purchase the student summer membership to use the facility.

Required Trainings

Every staff member that works within the Campus Recreation/Maine Bound department is required to obtain and maintain **CPR/AED/First Aid certification** before employment begins or within the first 30 days of employment with the Supervisor's approval. The department will offer training and certification at a nominal cost to the employee (currently \$35.00), or the employee can obtain training through community certification agencies if the training is equivalent to the Campus Recreation/Maine Bound standards. Student staff must understand that rendering First Aid and/or CPR assistance is a requirement of their job.

Any staff member who would like to work climbing wall supervisor shifts or be a lead Challenge Course facilitator must obtain/maintain a **Climbing Wall Instructor (CWI)** certification through PCIA or AMGA. Maine Bound will host at least 1 in-house CWI per year at a nominal cost to the employee (currently \$40).

Any staff member who would like to apply to be a part of trips staff must obtain/maintain their **Wilderness First Responder** certification.

- There are a number of opportunities to obtain your WFR. None are currently offered in house, but can be taken through KPE or privately through organizations like Acadia Mountain Guides (Wilderness Medical Associates)

Any staff member who would like to apply to be a part of trip staff must obtain/maintain the **Educational Trip Leader Permit or Maine Guides License**

- ETL permits can be earned by taking KPE 286 or Maine Bound's Outdoor Leadership program with a few additional skills gained through other conversation and training.

It is the responsibility of the employee to maintain and renew required certifications to remain employed with the Campus Recreation/Maine Bound department. **Any employee who allows certifications to expire will not be scheduled for shifts/removed from shifts until the certification is updated.**


Online Training UMS Academy

Every student employee needs to complete these training within the first 30 days of employment, and they must be completed annually for returning student staff. This is a requirement by the University of Maine for all employees.

All Courses Listed under "My Courses" + the ones linked below.

1. Bloodborne Pathogen <https://mycampus.maine.edu/group/mycampus/sm-training>
2. Mandatory Reporting - <https://www.youtube.com/watch?v=nwxclpUT2lo&t=7s>
3. Additional trainings may be assigned to you by your Supervisor.

Online Training UMS Academy Instructions

1. Visit <https://myums.maine.edu/> and login with your MaineStreet ID and password.
2. Select the UMS Academy icon  on the home page.
3. Complete all courses listed under "My Courses".
4. Once completed you will need to email your Supervisor a copy of your certification transcript.

If a student experiences any difficulty accessing UMS Academy or completing this pathway, technical support is available at cs-pdt@infobase.com or customer support line at (800) 431-1934.

1. Once you have completed all the trainings above within the UMS Academy program, you will need to print or email a copy of the “View Transcript” to your Supervisor.
2. You will be able to enter 2 hours of paid time to complete this training.
3. The transcript will be placed in your employee personnel file.
4. If you are unable to access the transcript or have any trouble printing it or sharing it, you will need to email the following email address to request a copy of your transcript.
cs-pdt@infobase.com

Dress Code

- Will wear job-specific required attire which includes.
 - Staff shirt provided by Maine Bound (must be clean)
 - Nametag
 - Presentable pants/shorts/leggings/skirt (please avoid wearing pants with tears, holes, rips, etc.)
 - Challenge Course facilitators and Climbing Wall supervisors **must wear closed toe shoes**
- If you are cold, you can wear a sweater, sweatshirt, or jacket of your own.
- Maine Bound branded staff attire should **not** be worn when participating in personal recreation. This is very important on state/federal lands where we run organizational programming.

This is a professional work environment and should be treated as such.

Communication Expectations

- A majority of work related communication will take place via your maine.edu email, it is your responsibility to check your email regularly. Some communication will happen via text/phone call.
- You are expected to practice professional communication
 - Email, call or text supervisors about any schedule changes
 - Email, call or text supervisors if unable to make a shift, meeting, training, etc.
 - Respond to emails in a timely and professional manner
 - Regardless of the communication method you are expected to do so in a respectful and professional manner.
- You are to use Maine Bound computers. for work related tasks only.
 - If you are feeling overwhelmed/overloaded with schoolwork, it's okay to trade your shift or find coverage. Schoolwork can only be done during your shift if all other tasks are done, and the gym is not busy.

Personal Items, Food, & Visits

- Personal items may be kept behind the desk ONLY when you are working
NOTE: Personal items are NOT to be left behind the desk when you are not working, and should be left either in the public cubbies, or lockers downstairs
- Personal laptops, tablets, books, etc. are only allowed on the desk if the gym is not busy, and you have completed all daily tasks.
- Cell phones are not to be used while on shift, unless there is an emergency
- Cell phones should be kept in your bag or away in your pocket
- Food should be kept out of sight of customers
- Interactions with friends, family, etc. during scheduled shifts should be brief and kept to a minimum. Customers and their safety is your first priority. Staff should always be approachable, present/aware, and ready to assist our customers. Customer safety is number one!
- **NO ONE** is allowed in or behind the front desk area, unless they are on the clock and working.
 - Staff not working may not keep personal items behind the desk

Interaction with Other Staff Members

All student employees will maintain professional, courteous, and respectful working relationships with ALL student staff members.

Student Employees will refrain from bringing personal conflicts, disagreements, or any other divisive behavior into Maine Bound. Failure to do so will result in disciplinary action. (see pg. 13-14)

If there is a concern or issue that develops within the Student Employee staff on a Maine Bound focused issue, please contact your supervisor to notify them of the issue, so that they can respond and act accordingly.

CONDUCT DISCIPLINE GUIDELINES

The purpose of these guidelines is to provide a structured environment, where expectations are clear, and ambiguities will be kept to a minimum. The overall objective is to provide a workplace environment that will serve the needs of its employees and the customers in our facilities and programs. Guidelines are outlined below.

Level of Offenses

2 Point Infractions – These are offenses that are minor in that they are remedial in nature and

should be addressed positively through coaching and counseling techniques. Examples of these types of infractions would include, though are not limited to:

- 1-9 minutes late for a scheduled shift or mandatory meeting.
- Failure to wear appropriate attire.
- Socializing while on duty results in poor customer service.
- Inappropriate behavior while on duty (depending on severity).
- Over-use of cellphones: taking or making non-emergency, non-work-related calls, texting, or using personal technology while on duty.

3 Point Infractions - These are offenses that are more serious in nature than minor offenses and require more direct action by the Supervisor. These types of infractions include, but are not limited to:

- 10-29 minutes late for a scheduled shift or mandatory meeting.
- Failure to adhere to written policies, procedures, and guidelines.
- Poor Customer Service
- Improper cash handling.
- Inappropriate language or behavior while on duty.
- Failure to read communication or maintain current knowledge of the information needed to efficiently perform your job duties/responsibilities.
- Bringing personal disagreements, issues, or other outside conflict into the workplace

3.5 Point Infractions- These are offenses that are more serious in nature than minor offenses and require more direct action by the Supervisor. These types of infractions include, but are not limited to:

- Dropping a shift less than 24 hours before the shift starts.
- Failure to cover a dropped shift NOT due to illness, sickness, or emergency.

5 Point Infractions - These are major offenses that are very serious in nature and require more direct action by the Supervisor. Actions will be determined by the severity of the offense. These types of infractions include, but are not limited to:

- Failure to enforce or follow risk management safety policies and guidelines.
- 30+ minutes late for a scheduled shift, documented substitution shift, or mandatory meeting, or
- Failure to arrive for a scheduled shift, documented substitution shift, or mandatory meeting.
- Insubordination to supervisors, managers, or any other professional staff.
- Lying about the reason for not being able to make a shift or required training
- Failure to maintain required certifications (Student Online Training, CPR Certification).
Will be given a time frame for completion before receiving another written infraction which may lead to termination.
- Failure to follow staff gear rental policy
- Calling out

10 Point Infraction – (Possible Termination) – These are offenses that are a serious safety hazard, an obvious inability to work as part of a team, and/or putting oneself or others at risk of injury. Actions will be determined by the severity of the offense, though all will be accompanied by written documentation and may result in immediate termination of employment. Examples of these would include, but are not limited to:

- Gross insubordination to Supervisor, manager, or other professional staff.
- Showing up for work under the influence of illegal drugs or alcohol.
- Theft of any kind (cash, time, equipment, guest passes, Maine Bound gear, personal items of co-workers/members, lost & found items, etc.)
- Any form of discrimination, harassment, or abuse including physical or verbal.
- Abuse of departmental resources including, but not limited to, tablets, telephones, computers, Maine Bound gear and equipment and any other equipment that belongs to Maine Bound Adventure Center
- Creating or contributing to an unsafe, hazardous, or hostile environment.
- Failure to respond to a medical emergency.
- Failure to report incidents, near misses, injuries, accidents, equipment or vehicle damage. This refers to incidents in any program area including but not limited to the climbing gym, rec center, challenge course, other on-campus locations, off-campus trips
- Any other incident at the discretion of Maine Bound Professional Staff.

STEPS TAKEN - DISCIPLINARY POLICY

- **Coaching and Counseling** – To be handled by professional staff. This method will be used to remind and assist the employee in areas where they may need remedial help or additional training in understanding and performing a procedure for their job. This is the first step in positive discipline unless the offense is of more than a minor severity. Coaching and counseling will serve as an educational opportunity to correct the behavior and documentation will be placed in the employee’s personnel file.
- **Employee Conduct Report** – It is a serious step, and an indication that the offense was either of a serious nature or is a recurring problem. The situation will be documented by professional staff. A meeting will be scheduled with professional staff. Coaching and counseling will serve as an educational opportunity to correct the behavior and documentation will be placed in the employee’s personnel file.

Once an employee reaches “**10 infraction points**”, they will be up for a review and ongoing employment will be determined.

- **Probation/Termination** – Upon the need for this step, the employee will be either placed on probation or terminated from their position and any other positions held within the department. Termination will make them ineligible for further employment with the

Campus Recreation department. The documentation for this step will be initiated by the upper administration upon their notification and will be delivered to the employee by the Assistant Director. The employee will have the opportunity to appeal to the Director of Campus Recreation.

Depending on the severity of the offense and the nature of the situation, professional staff will use their judgment based on the unique circumstances of each situation.

MANAGER EXPECTATIONS

As a student manager, you are entrusted with a leadership role and held to a higher standard of conduct. You are expected to model and uphold all Maine Bound policies and expectations, setting a positive example for your peers and team members. With this elevated responsibility comes an expectation of exemplary behavior, both on and off the job. Any conduct issues will be addressed with more significant disciplinary measures, as it is crucial that student managers maintain the integrity and professionalism of the program at all times.

PAYROLL INFORMATION

If you have not worked for the University in the past 12 months, you are required to go to the Student Employment Office located in Wingate Hall. Here you will fill out the federal and state tax paperwork and complete the I-9 process. You will need two forms of identification: a photo ID and your birth certificate/social security card, or a passport.

- All initial payroll paperwork must be completed and processed before getting paid.
- Direct Deposit is mandatory for all student employees.
How to enroll for Direct Deposit:
<https://umaine.edu/studemp/wp-content/uploads/sites/190/2015/10/Ind.-Direct-Deposit-Instructions.pdf>
- Students are paid bi-weekly on Friday and should consult the current payroll schedule for pay dates. Please take special note of variations in the bi-weekly schedule due to the holidays.
- Each employee is identified by a randomly assigned number that is NOT your social security number. Each student is identified by their student MaineStreet identification number.
- For each academic year and summer period students must be reauthorized to work and enrolled at a university with 6 credits or more during semesters.

SUBITUP APP SETUP INSTRUCTIONS

- Download SubItUp Time Clock APP on your device from either the App Store (iOS) or the Google Play Store (Android)
- Open the App. It will want you to sign in with your SubItUp email and password.
- There will only be one device option available on your cellphone. It will be your “first name, last name cell”.
- Click on “Configure Device”. This process may take a bit.
- You should now see the “Login Screen”. This is where you will enter your student ID to clock in and out for your shifts.

Important: If you buy a new phone, even if you keep the same telephone number, you MUST contact Colleen. SubItUp will need to be set to reconfigure your time clock.

SUBITUP SCHEDULE “HOW TO USE”

Logging In

1. Login to SubItUp using the username and password you were given via email.
2. Select the “Employee” check box on the login page. This will enter you into the site to view your individual details and schedule.

Edit Employee Details

1. Go to “Account Settings” In the left menu bar on the bottom.
2. Once clicked, a window will pop up.
3. In the window, you can edit birthday/contact information/notification settings.

View Your Schedule

1. When you login, your “Dashboard” will be the first thing to open. If you are not there and need to go to this view, go to the left menu on the top and select “Dashboard”.
2. Select “My Schedule” if you are not already there.
3. Go to desired week by using the arrows.
4. Once at the desired week, you can view your scheduled shifts, as well as available shifts.
Note: If someone is looking for shift coverage, this is where you will see that shift.

View Full Schedule

1. In your “Dashboard” select “Full Schedule”.
2. Go to the desired week by using the arrows.

Swap/Drop Your Shift

Once a swap or drop is put up, it becomes viewable by others as “Available” in the Employee login view through “My Schedule”.

1. Once in “My Schedule” click on the desired shift.

2. To the left, under “Shift Details”: Select either “Swap” or “Drop”.
3. To view who has availability during that shift:
 - a. Select the green icon to the left of the “Swap” and “Drop” options.
 - b. Click on “Avail” to organize into coworkers who are available.
 - c. This will give you their contact information.
 - d. IT IS YOUR RESPONSIBILITY TO GET SHIFT COVERAGE
4. To do an “**Open Swap**”
 - a. Select “Swap”
 - b. Select “Open Swap”
 - c. To the right in the same window, use the dropdown menu to be notified by email if someone would like to take your shift.
 - d. Select “Swap It”
5. To do a “**Direct Swap**”
 - a. Select “Swap”
 - b. Select “Select a Shift”
 - c. Select a shift that you would be able to work instead.
 - d. To select multiple shift swap options, repeat these steps.
 - e. YOU ARE STILL RESPONSIBLE FOR THIS SHIFT UNTIL THAT PERSON HAS CONFIRMED THEY CAN SWAP.
6. To “**Delete a Swap**” request for either “Open Swap” or “Direct Swap”
 - a. Refresh the page.
 - b. Select the shift requested.
 - c. Select “Delete Swap” on the bottom right.
7. **Log Out** by Clicking the power symbol at the top right.

SCHEDULING PROCESS

It is important that you pay attention to email instructions. Your Supervisor will request class schedules and availability prior to each semester/break schedule starting. Make sure to submit your class schedule and work availability for each semester and break when asked to do so. If you do not submit your availability, you will not be put on the schedule until you do so, and will only have the option of picking up available shifts.

Shifts During Inclement Weather

*****IMPORTANT*****

Our facility generally remains **open during inclement weather**, unless otherwise communicated by Maine Bound professional staff. For the spring semester when it is more likely we will have snow days and a “Snow Day Staff Schedule” will be put together. This schedule will be put together as a collective staff, and those not comfortable working/traveling during inclement weather will not need to be put on this schedule. If you do choose to be on this schedule it is your responsibility to show up for the days you agree to work when there is inclement weather. This schedule will be considered the official schedule when a snow day/inclement weather call is made.

FINDING SHIFT COVERAGE EXPECTATIONS

Do NOT take a shift unless you know that you can cover it. Once you have committed to a shift on SubItUp, it is your responsibility to get it covered if you cannot work the shift.

Finding a **substitute or trade** is the responsibility of the employee, not their Supervisor or the managers. **Substitutions and trades** must be approved in SubItUp prior to the start of the shift.

Call or text your co-workers that are trained in your area. Do NOT wait until the last minute to do this step unless it cannot be avoided. If no one picks up your shift, you are responsible for working that shift.

Failure to cover your shift will result in disciplinary action. (see pg. 13-14)

Swapping/Trading: Communicating at least 24 hours BEFORE the shift starts that you will not be able to work your assigned shift AND finding a replacement for your shift.

Dropping: Communicating less than 24 hours BEFORE the shift starts that you will not be able to work your assigned shift, AND/OR failing to find a replacement for your shift.

We understand that life happens, and that sometimes things out of our control happen and might prevent you from filling your shift. In this case, maintain an open line of communication with professional staff.

Illness/Sickness

If for any reason you cannot work due to illness, you must begin looking for coverage and notify the manager on duty immediately. The shift is still your responsibility to find coverage for.

Note: Follow the Covid-19 guidelines for illness/sickness until further notice.

Emergencies

If there is an emergency that does not allow you to work or be late for your shift (such as: car accidents, personal medical emergency, family emergency, etc.), you need to contact Maine Bound professional staff immediately.

Tardiness

Tardiness will not be tolerated. When an employee is late or fails to show up for a shift, their actions create operational issues for the facility and its managers. These issues include, but are not limited to, making someone stay past their shift, the person you are replacing may have a class immediately when their shift ends, creates low morale within the department, etc. If for any reason you will be late you must communicate with Maine Bound professional staff.

Missed Shift

If an employee misses a shift, it will be treated as a no call/no show and will result in disciplinary action. (See pg. 13-14)

Dropping Shift Requirements

If you drop a shift, you are expected to pick another shift within 30 days of the date of the shift dropped. If you are unable to do so you will need to reach out to your supervisor before the 30-day period has ended. If you do not pick up a shift or reach out to your supervisor, it will result in disciplinary action. This will be monitored weekly.

Shifts dropped less than 24 hours before the shift starts (not due to illness or emergency) will result in disciplinary action (see pg. 13-14).

WORKERS COMPENSATION POLICY

*Source: <https://umaine.edu/studemp/policies/incident-reporting/>

EMPLOYEES MUST REPORT ANY WORK-RELATED INJURIES WITHIN 24 HOURS TO YOUR SUPERVISOR

The supervisor must report all workplace injuries/illnesses within 24 hours of being notified.

The supervisor must promptly report all workplace injuries/illnesses.

- Emergency Medical Attention
 - Call 911 for an ambulance to be taken to the Emergency Room at Eastern Maine Medical Center or St. Joseph Hospital
- Non-Emergency Medical Attention
 - [Cutler Health Center](#) can be called at 581.4000 to set up a medical appointment. Generally your supervisor should make this call. An immediate appointment will

generally be made available for those injuries requiring immediate medical attention. When Cutler Health Center is not open and you have a workplace injury/illness requiring immediate attention such as a cut finger requiring stitches, you should go to the Emergency Department at Eastern Maine Medical Center. For a minor injury that does not need immediate attention, please call Cutler Health Center at 581.4000 to get an appointment at an appropriate time.

- Overnight Admission to a Hospital or Fatality
 - Immediately contact UMaine Police at 581.4040 to initiate further response

CONFIDENTIALITY POLICY

Everyone employed at the “New Balance Student Recreation Center and Maine Bound Adventure Center” may be exposed to, or have access to, verbal and/or written information which is sensitive and personal in nature. Because of the quantity of material involved, we sometimes become “hardened” and forget that an application or letter is, to the person who completed it, very personal.

We must all be certain that **NO** information regarding an individual student, family, or employee is discussed with anyone outside or with other employees without written consent of the person or persons involved. Unauthorized release of confidential information is a violation of laws regarding individual and family rights to privacy.

Discussion about private information outside of the office can result in embarrassment to the individual and the University. Such discussions are inappropriate. The best guideline is to ask a member of our staff if you are in doubt about whether release of information is appropriate, if someone persists in seeking information, refer them to a professional staff member.

Other Confidential Situations to Keep in Mind

Do not discuss customers’ private information with anyone. Such as addresses, telephone numbers, incidents that may have occurred here that are private and confidential, information that you may know about the customer personally, etc.

Do not give out professional staff’s personal cell phone numbers or other personal information to any customer. Refer them to the person by work email or office telephone number.

Do not give out an employee’s schedule or personal information. If someone does ask, ask if they would like to leave their name and telephone number and you will forward the information along to that person. We do not know the relationship between the two or whether there may be a safety issue involved.

If you are questioned by someone and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, refer the request to your Supervisor.

Keep in mind that others can hear the conversations taking place at the front desk. Depending on where someone is standing (even when you cannot see the person), they can hear you clearly. You would be surprised at what others can hear!

Violation of confidentiality can result in termination of your employment.

CONSENSUAL RELATIONSHIPS POLICY

We recognize that Maine Bound is a small and tight knit community, and can result in romantic relationships. Consenting relationships between two co-workers/students that do not create a professional power differential are welcome. That being said, a consensual romantic relationship between two individuals where one individual holds a student manager position is still acceptable, but actions may be taken to prevent those individuals from working the same shifts/programs/contracts. Additionally, those individuals may be asked to meet with Maine Bound professional staff to discuss parameters and expectations while working. When together in a work environment we expect that all students maintain professional boundaries.

If at any point there are concerns regarding the relationships as it relates to, or impacts one's job further discussions/actions may be taken.

Further University of Maine System guidelines regarding consenting relationships can be found: <https://www.maine.edu/human-resources/guidelines-regarding-consenting-relationships/>

Retaliation

Retaliation against persons who report concerns about consensual relationships is prohibited and constitutes a violation of this policy.

Guidance, Consultation, and Complaints

Anyone who has concerns, questions, or complaints related to this policy or its implementation should contact the Director of the Office of Equal Opportunity.

OPEN DOOR POLICY

Our goal is to maintain a positive and pleasant environment for all our employees. Employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your Supervisor as soon as possible. We encourage you to come forward and make your concerns known to us.

We can't solve a problem if we don't know about it.

UNIVERSITY STUDENT RESOURCES ON CAMPUS

Office of Equal Opportunity

The Office of Equal Opportunity and Title IX Services serves the University of Maine System (UMS) community and guests by ensuring equal access to employment and educational opportunities. We do this through outreach, education, training, complaint resolution, and the advancement of UMS nondiscrimination policies. To ensure the community upholds equal opportunity and affirmative action obligations, we provide guidance and training on UMS policies and other federal and state nondiscrimination laws.

Services are available to all free of charge: Consultations, Conflict Resolution, Disability Accommodations, Investigations, Mediation, Resources and Referrals, Trainings

Office of Equal Opportunity and Title IX Services

5713 Chadbourne Hall, Room 412

Orono, ME 04469-5754

Telephone: 207-581-1226

TTY 711 (Maine Relay System)

Email: equal.opportunity@maine.edu

Website: <https://umaine.edu/eo/>

Counseling Services

Counseling Center

5721 Cutler Health Center

Orono, ME 04469-5721

Telephone: 207-581-1392

Everyone has problems sometimes. Working with a counselor in a private setting gives you an opportunity to share your concerns, explore your options, and work toward a solution. Students seek counseling for any number of reasons, such as:

- Academic Issues
- Problems with Friends & Roommates
- Relationship Troubles
- Identity Concerns
- Sexual Assault & Other Traumatic Experiences
- Feeling Stressed or Anxious
- Feeling Down or Depressed
- Financial Stress
- Adjusting to College
- Concerns with Family

Website: <https://umaine.edu/counseling/counseling-services/>

Black Bear Exchange

The food pantry is open to students and their immediate families as well as staff and faculty. There is no income requirement and no application process. Just present a valid MaineCard. Our focus is supporting those who are not able to obtain assistance from other community sources. For information about other community sources, please visit 211maine.org.

The Clothing Swap is open to anyone and everyone!!!! People are encouraged to bring gently worn items to exchange/swap or small donations can be made instead (but are not required). Any money received goes to buy food for the food pantry. Our goal with this sustainable project is to reduce the stigma surrounding food pantries and thrift stores while providing support to the community.

Black Bear Exchange
Food Pantry & Clothing Swap
55 York Village
Orono, ME 04469
Telephone: 207-581-4567
Email: um.bodwellcenter@maine.edu
Website: <https://umaine.edu/volunteer/bbe/>

OFF CAMPUS RESOURCES

Rape Response

Our mission is to offer hope, support, and advocacy to victims and people affected by sexual assault and stalking, to provide education about sexual violence, and to promote prevention.

We support Maine's Penobscot & Piscataquis Counties.

Rape Response

262 Harlow Street
Bangor, ME 04401
Telephone Number: 207-973-3651
Website: <https://www.rrsonline.org/>

For help, call or text us at: 1-800-871-7741.
Text help is available Monday-Friday, 8am-8pm
Phone help is available 24/7
You can also chat with us;
<https://www.rrsonline.org/chat.html>

Partners for Peace

Partners for Peace has two important goals:

1. We serve people affected by domestic abuse.
2. We work to end personal, institutional, and cultural violence.

Our services are free and are designed to help each individual think through and understand their options, make informed decisions, and achieve and maintain safety, autonomy, and self-sufficiency.

Partners for Peace

24-hour helpline:

1-800-863-9909
1-800-437-1220 (TTY)

Website: <https://www.partnersforpeaceme.org/>

MANDATED REPORTING

(All Student Employees, Staff, Faculty, and Volunteers)

As stakeholders in making sure both Campus Recreation and Maine Bound facilities, as well as, making programs safe and welcoming, we ask for your adherence to the following policy regarding your status as a “**Mandatory Reporter**”.

All university faculty, staff, student employees, and volunteers have a duty to report incidents of sexual discrimination, sexual harassment and sexual assault involving members of the university community that they witness, or which are disclosed to them.

Because domestic violence, dating violence, stalking, and sexual misconduct can also constitute sex discrimination, information received by university employees about such incidents must also be reported.

Student Employees, peer advocates, and volunteers who learn of a violation of the University of Maine’s “**Sex Discrimination Policy**” during their employment, programming or volunteer responsibilities also are required to report.

You can report incidents of gender-based discrimination to your Supervisor, who will take further action to report. If you know of a situation where someone feels like a boundary has been crossed, like a person's behavior is creepy, someone is touching people without consent, making inappropriate comments, etc., we will ask you to first gather more information, such as asking...

- “Can you tell me what creepy looks like so I can better understand?” Or perhaps...
- “Can you please describe the behavior to me”?

Once you have the information, please bring the issue to the attention of your Supervisor. If you aren't sure if the behavior is acceptable, feel free to ask one of the professional staff who will determine the next steps. If the behavior is directed towards you personally, please know we want you to bring it to our attention. You are not “getting someone in trouble”. You are solving a problem. If it is happening to you, chances are very good it is happening to others, and we want the behavior to stop.



EMPLOYEE ACKNOWLEDGEMENT

Employee Handbook

(employee's printed full name)

I hereby confirm that I have read the "Employee Handbook" and understand that it describes the conduct and behavior expected of me as an employee of Maine Bound Adventure Center.

Employee Signature: _____

Date _____

Employee ID No. _____

You must either email or give it directly to designated Maine Bound professional staff. This form will be placed in your personnel file.