

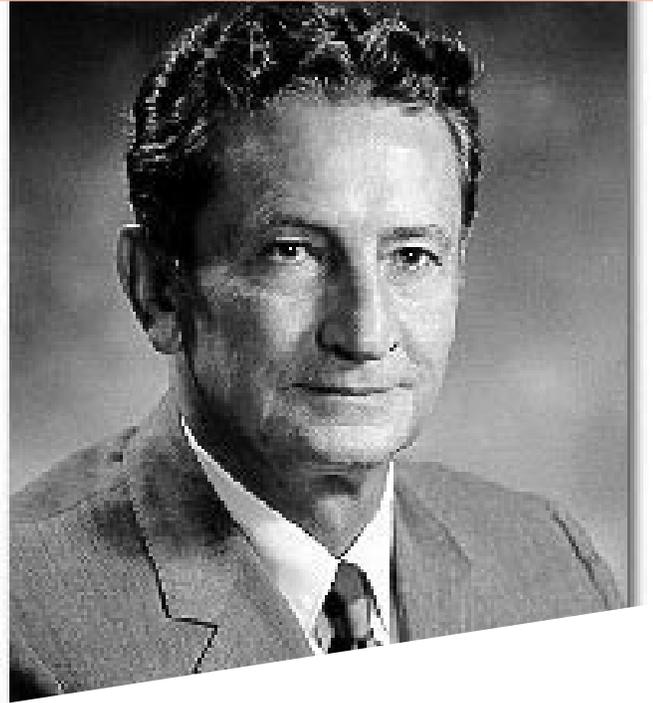


# O'CONNELL CENTER

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PART-TIME EMPLOYEE HANDBOOK



# STEPHEN C. O'CONNELL

PRESIDENT OF THE UNIVERSITY OF FLORIDA  
(1967-1973)

The Center is named for a great Floridian, Stephen C. O'Connell, the sixth president of the University of Florida. He was a past president of the student body, past president of the Florida Blue Key, former general chairman of Homecoming, distinguished Florida Supreme Court Justice, and served as Chief Justice of Florida. He served with distinction as President of the University of Florida from 1967 to 1973. It is fitting that such an outstanding facility be named for such an outstanding individual.

*"The heaviest burden that a person can bear is a debt of gratitude which can never be fully repaid. Such is my debt to the University of Florida. I am here simply to begin payment on that debt."*

Stephen C. O'Connell  
September 20, 1967

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## MISSION STATEMENT

*The mission of the Stephen C. O'Connell Center is to serve as an academic, athletic, recreational, and entertainment facility. In addition, we strive to provide superior service to guests and clients, and training for future leaders while operating the Center's auxiliary as a financially self-supporting entity.*

## VISION STATEMENT

*The vision of the Stephen C. O'Connell Center is to be a flagship multi-purpose facility among university venues.*



**LYNDA M. REINHART**  
*Director*

Welcome to the O'Connell Center family! We're certainly glad you have joined our team. This handbook will provide you with an understanding of our policies and procedures; we like to have fun at work, but we still have rules, dress codes, and policies that are in place for your safety as well as for our professional image. While this will show you the basics of what we expect from you as an employee, it will take working a few crews to understand what it really means to be a part of the O'Connell Center staff.

We believe in creating a family environment where people can come and have some of the best experiences of their lives. We are committed to providing excellent customer service to our patrons, clients, and guests, but just as importantly, we want your time here to be a lasting memory as well. Now, this does not mean you're going to like everything that you are asked to do; there are parts of our job that are just not fun, like dealing with an irate patron or sweeping up after a sold-out basketball game, but just because the work isn't fun doesn't mean we can't have fun doing it. We spend a lot of time together, and most of you will make life-long friendships with a few of your coworkers; some of you may even meet your future spouse on a late-night crew (don't laugh - it's happened more often than you think). Most importantly, we want you to know that we understand the challenges of being away from home, balancing school and work, and trying to figure out what you want to do for the rest of your life.

This is a place where you get out of it what you put into it. I encourage you to ask questions and put your heart into everything you do. Don't be afraid to say "Hi!" or "Can I help you?" or "Can you help me?" Aside from once in a lifetime memories, you should leave here with a slate of skills to enhance any resume: high-level customer service experience, time management skills, and if you are promoted to supervisor, unparalleled leadership experience.

If you ever have a problem, we want to help fix it. If you have a suggestion or a great idea, we want to hear about it. You, our employees, are our greatest resources, so it is important to make sure we take care of you as well as take advantage of your creative energy. Some of the greatest changes and ideas have come from our students, so speak up!

Welcome aboard and welcome to our family!

A handwritten signature in cursive script that reads "Lynda Reinhart". The ink is dark and the signature is fluid and legible.

Lynda Reinhart, Director

## BRIEF HISTORY

1980: The O'Connell Center was built and officially opened its doors on December 30, 1980

1998: There was a \$10 million renovation that replaced the roof with a hard shell dome

2016: The building underwent a major \$64.5 million renovation/reconstruction

Present Day: YOU joined the Dome family

## E2 PLEDGE

The Stephen C. O'Connell Center staff embraces customer contact as an opportunity to make a difference. We believe excellence should be the foundation of every job function.

Our goal is to "Exceed the Expectations" of our clients, patrons, co-workers, and supervisors. We consider every employee to be a respected member of our "family," and with teamwork, commitment to excellence, and a positive attitude we will be able to provide memorable experiences for those attending the numerous activities and events we host.

# ADMINISTRATIVE — STAFF —



**LYNDA REINHART**  
Director



**RENEE MUSSON**  
Associate Director



**JEREMY CYNKAR**  
Director of Operations



**CAMI STINCER**  
Assistant Director of  
Athletics



**RJ HENINGER**  
Assistant Director of  
Athletics



**TONY CLEMENTS**  
Assistant Director of  
Production



**TOMMY SOTO**  
Sr. Event Coordinator



**MELANIE BOYD**  
Sr. Event Coordinator



**HADLEY OWENS**  
Sr. Event Coordinator

## IMPORTANT TELEPHONE NUMBERS:

O'Connell Center Administrative Offices (352) 392-5500 || Employee Relations Office (352) 392-6535



**JOSHUA GREENE**

Production  
Manager



**SHAMUS MCCONNEY**

Assistant  
Production  
Manager



**KYLE MAINIERI**

Communications and  
Marketing Specialist



**KYLE SUMMERSFIELD**

Box Office and  
Marketing Manager



**ZION VAN DER SANDEN**

Fiscal Assistant



**DELANEY COOK**

HR  
Generalist



**ISADORA MARION**

HR Coordinator



**COURTNEY BELLOT**

Director's  
Assistant



**DONNA SIMPSON**

Administrative Support  
Assistant



**ANGEL CARDEC**

Maintenance Specialist



# DIVISIONAL DESCRIPTIONS

We encourage you to gain experience in all areas of event operations, which include working shifts in the Event Staff, Changeover, and Technical divisions. Employees will learn more from active participation, and the O'Connell Center staff appreciates employees taking the extra initiative.

Each division has a variety of supervisors that are ready and able to help you. They are an excellent resource to use if you are unsure of how to deal with a situation or if you need guidance. Don't hesitate to ask questions; we want you to feel comfortable and prepared to best complete your tasks.



## EVENT STAFF

The Event Staff division has numerous shifts that can take place both inside and outside of the arena. The bulk of Event Staff shifts occur during an event; therefore, this division engages the most with our patrons and has several customer-service oriented responsibilities.

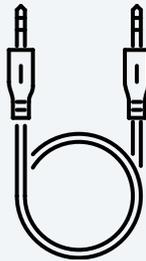
Depending on where you're positioned during an Event Staff shift, these responsibilities may include: ticket scanning, directing guests, answering questions, enforcing event/building policies, securing the building (outside the arena, backstage, locker rooms, inside the arena), working at a parking lot to direct traffic, working metal detectors, bag checks, diffusing any difficult situations that may arise, and more.



## CHANGEOVER

Changeover crews consist of Sets, Strikes, and Tidy Crew. Set crews work before an event and are responsible for the setup of rails, tarps, curtains, chairs, tables, bleachers, and more! Strike crews work after an event and are responsible for sweeping and taking down the rails, tarps, curtains, etc. that were used for the event. Tidy Crew works during an event and is responsible for providing standby maintenance; this includes cleaning up any reported spills, conducting preliminary strike, and any setup changes during the event.

Although not as common, there is also a Loaders crew for some events. Loaders are responsible for transporting equipment in/out for an event.



## TECHNICAL

Technical crews are responsible for the technical needs of an event. This includes loading tech equipment in and out, setting up/taking down stages, lighting, and speakers. Some technical crews may take place off-site, as our technical crews assist other areas on campus, such as the Phillips Art Center and the bandshell at Flavet Field. Technical crews also have a set of crews that work during an event, such as Spotlight (operating a spotlight for an event), Stagehands (working on stage for an event), and Small PA's (providing audio needs for small events).

Attending technical training is required before working any technical shifts. Please refer to the training section of this handbook for more information.

**NOTE: Employees must be 18 years or older to work tech shifts.**



# CUSTOMER SERVICE STANDARDS

At the O'Connell Center, you will encounter guests at every event; therefore, it is important to maintain a hospitable attitude. In this industry, patrons are the most important aspect. It is our job to serve patrons and to fulfill their needs and **exceed their expectations.**

As a guideline, we utilize the University Athletic Association's (UAA) customer service standards in conjunction with our E2 motto. UAA is a non-profit corporation that is responsible for maintaining the Florida Gators intercollegiate sports program of the University of Florida. Their standards are based on safety, courtesy, pride, and efficiency.

## SAFETY

- My actions and mindset ensure the well-being of guests and staff
  - I make safety my number one priority by following all safety procedures
  - I familiarize myself with my area and those around me
  - I guide others to sustain my safe practices
  - I resolve or report any safety concerns
  - I remain calm when speaking with others
  - I keep my area clean and clear of hazards and distractions

## COURTESY

- I welcome every individual and make them feel at home
- I am approachable, friendly and helpful in all interactions
- I use polite and positive words and body language
- I smile and look others in the eye when speaking to them
- I look for opportunities to assist others in any way I can
- I give directions if someone looks lost
- I offer to take a photo for someone
- I encourage my teammates and recognize their positive efforts
- I use my phone for work purposes only



# CUSTOMER SERVICE STANDARDS

## PRIDE

- I embody the Florida Gators and take satisfaction and fulfillment in everything I do
- I take ownership in representing the “Florida Gators”
- I ensure my appearance represents my pride in being a Gator
- I speak proudly of the Gators, in all kinds of weather
- I invest in those around me
- I hold myself and others accountable
- I go above and beyond my assigned role
- I know that no task is too small to make a difference
- I have positive energy and enthusiasm

## EFFICIENCY

- I perform my role in a timely and sound manner
- I am knowledgeable about my role and responsibilities
- I use available resources to provide correct info and make the best decisions
- I am respectful of others’ time and resources
- I make the best use of my time and arrive early
- I have a positive impact on the Gator fan experience

**WE CREATE AND HAVE FUN PROVIDING A CHAMPIONSHIP EXPERIENCE FOR ALL!**



# DRESS CODES

At the O'Connell Center, crew members are required to abide by our dress code. Different shifts have different dress codes, so be sure to review them all and learn which attire is needed for the shifts you're scheduled for.

To check out O'Connell Center uniform shirts, you must visit the Employee Relations Office (ERO) during their business hours: Monday-Friday, 9AM-5PM. Remember to be proactive and pick up the uniform you need prior to your shift and when the office is open. Once you check out a shirt, you keep it in your possession until the end of your employment – at which point, it will need to be returned. Please note that for some dress codes, you will not need to check out shirts (such as Comfy and Black and White).

## EVENT STAFF BLACK AND WHITE



Worn during specialty indoor event staff shifts, such as Commencement

Team Xpress code: "Black & White"

Navy Vest (provided at clock-in)

Solid white (no pattern), long-sleeve button-down collared shirt. 3/4 sleeve length is allowed, but shirt must be structured that way- you cannot roll up your sleeves and elbow length is not allowed. Shirts must be buttoned all the way up.

Long, black dress pants or knee-length solid black skirt (no jeans, capris, or yoga pants)

Black closed-toed shoes with black socks, black ballet flats are acceptable. See acceptable shoes page for examples.

Belt is optional, but it must be solid black. Black ties are optional.



# DRESS CODES

## EVENT STAFF INSIDE

Worn during indoor event staff shifts

Team Xpress code:  
"Orange polo/blkslacks"

Orange O'Connell Center Polo,  
shirt must be tucked in

Long, black dress pants or knee-length  
solid black skirt. No jeans, capris, or  
yoga pants.

Black closed-toed shoes. Black ballet  
flats are acceptable. See acceptable  
shoes page for examples.

Black socks

Belt is optional,  
but it must be solid black



## EVENT STAFF OUTSIDE

Worn mainly during outdoor event  
staff shifts, but may also be used  
for some indoor event staff shifts

Team Xpress code (jeans or shorts):  
"YellowT/Shorts/Jeans"

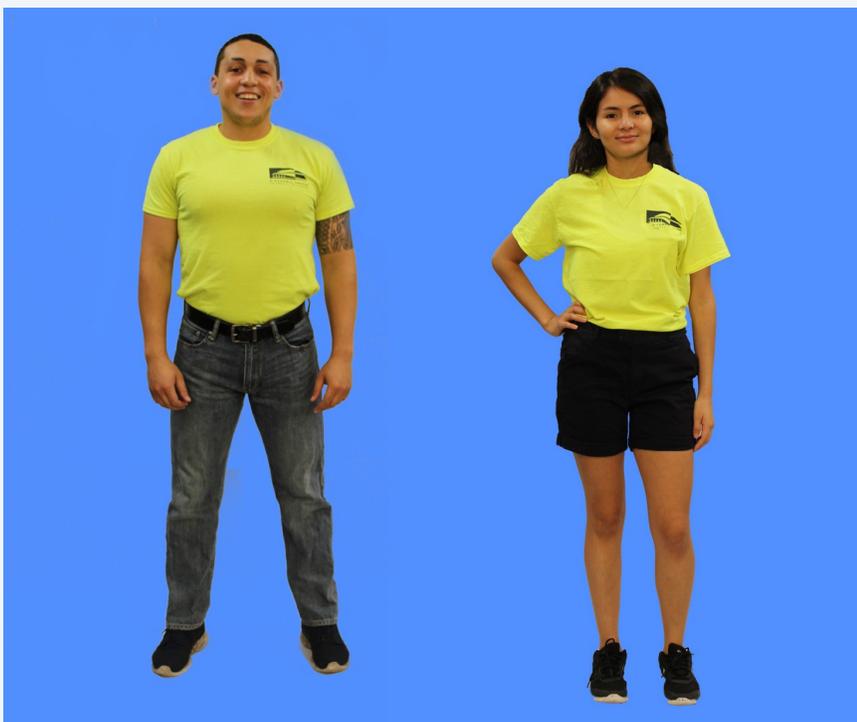
Team Xpress code (jeans ONLY):  
"Yellow T-shirt/Jeans"

Yellow O'Connell Center T-shirt, shirt  
must be tucked in

Solid colored jeans or shorts  
(shorts cannot be shorter than mid-thigh  
and shorts cannot be athletic shorts, e.g.  
basketball shorts)

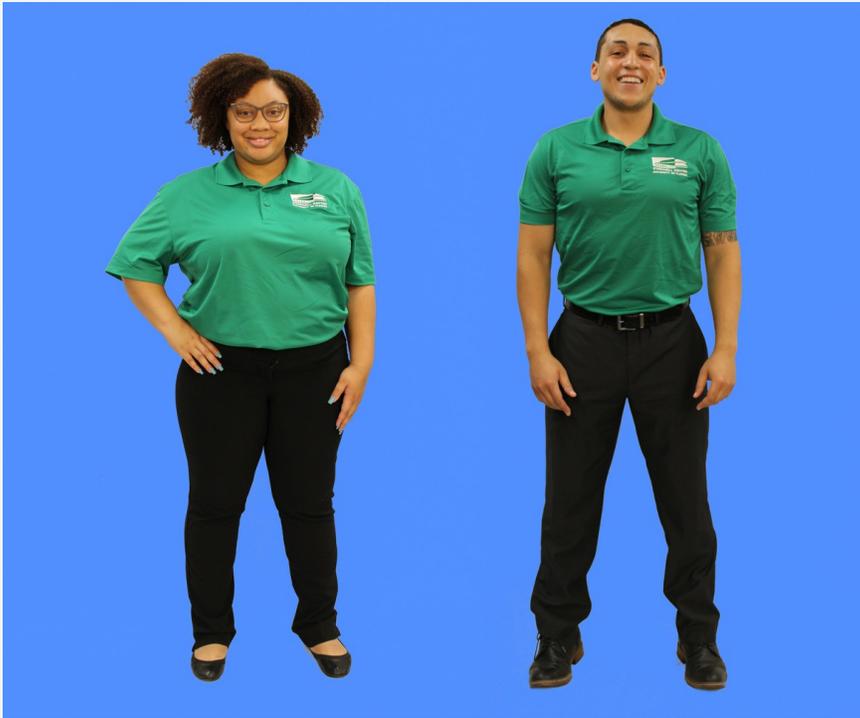
Comfortable closed-toed shoes. Color  
does not matter.

Belt is optional, color does not matter





# DRESS CODES



## TIDY CREW

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Worn during Changeover tidy crew shifts

Team Xpress code:  
"Green polo/blkslacks"

Green O'Connell Center Polo, shirt must be tucked in

Long, black dress pants. No jeans, capris, or yoga pants.

Black closed-toed shoes (sneakers are recommended)

Black socks

Belt is optional, but it must be solid black

## COMFY

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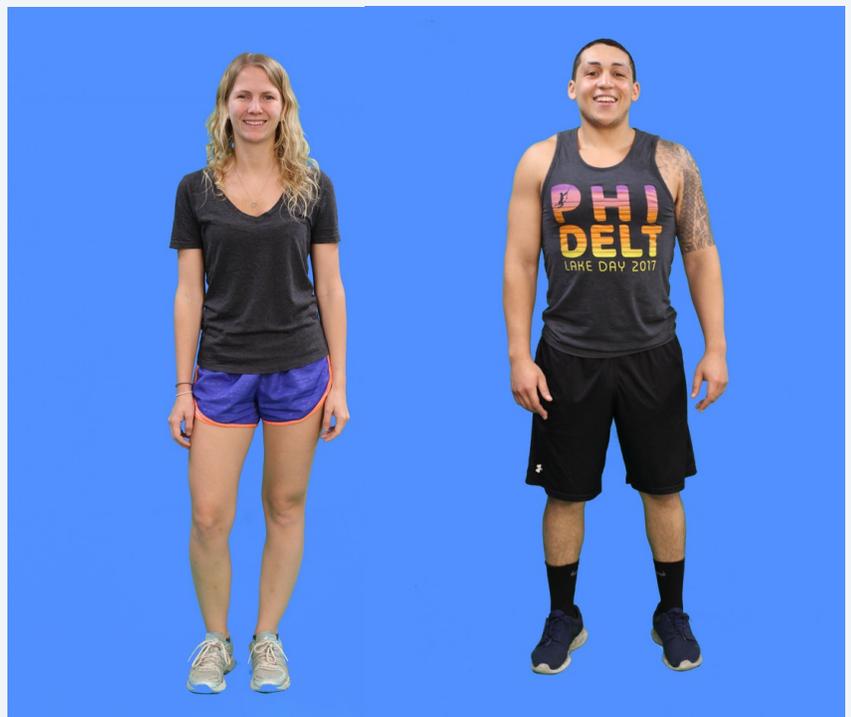
Worn during Changeover and Technical sets, strikes, furniture moves, etc.

Team Xpress code:  
"Comfy/closed toe"

Comfortable, non-restrictive clothing

Closed-toed shoes (sneakers are recommended)

Remember to remain professional, do not wear anything too tight or too loose

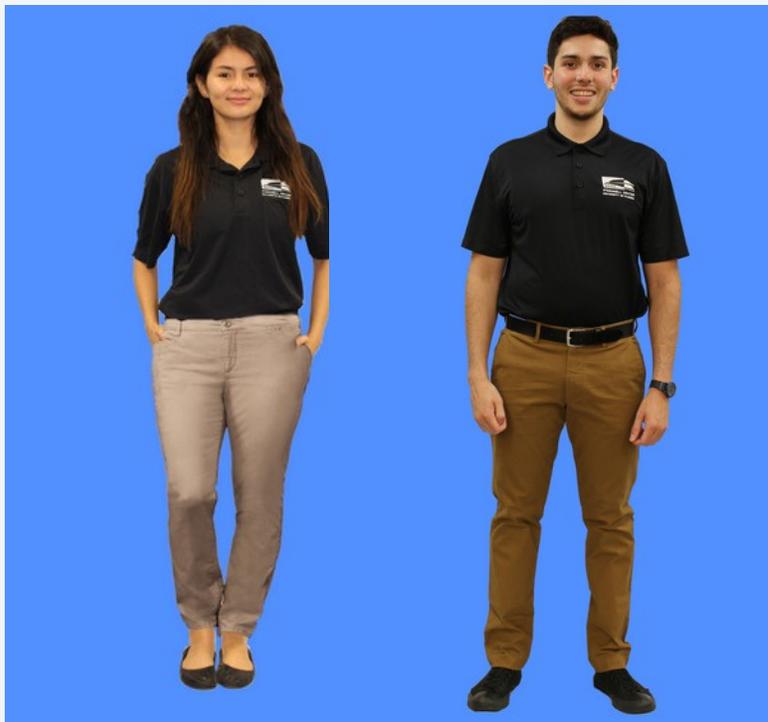




# DRESS CODES

## SMALL PA

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Worn during small PA shifts

Team Xpress code:  
"Tech Polo/Khaki Pant"

O'Connell Center Tech Polo,  
shirt must be tucked in

Long, khaki pants. No jeans, capris,  
or yoga pants.

Closed-toed shoes

Belt is optional,  
but it must be solid black

\*\*For Presidential PAs, employees  
must wear black sneakers, black  
dress shoes, or black flats

## SHOW BLACK

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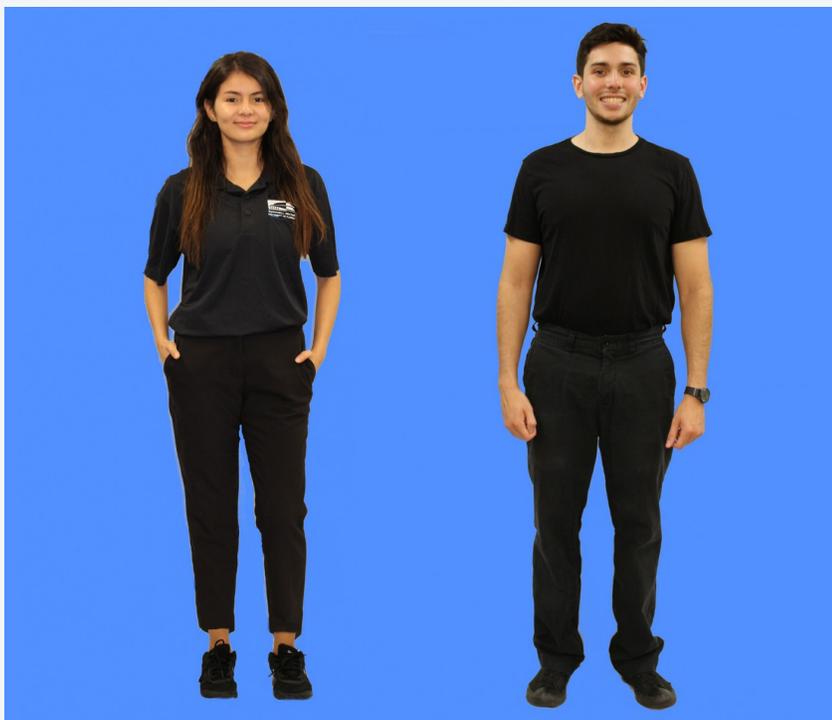
Worn during spotlight shifts and  
stagehand shifts

Team Xpress code:  
"All Blk head to toe"

Black shirt (O'Connell Center  
Tech polo is acceptable)

Black pants

Black closed-toed sneakers





# DRESS CODES

## LOADERS

Worn during loader shifts

Team Xpress code:  
"Loader Polo/Jeans"

O'Connell Center shirt,  
shirt must be tucked in

Bottoms for this uniform vary based on the event. Typically, it is either solid colored jeans or shorts (shorts cannot be shorter than mid-thigh and shorts cannot be athletic shorts, e.g. basketball shorts). Contact ERO in advance for details.

Closed-toed shoes  
(Sneakers are recommended)

Belt is optional, color does not matter



## LAYERING

Solid black jacket or cardigan  
can be worn over uniform, but  
the front must remain open (left)

Solid black long-sleeve can be  
worn underneath uniform (right)



# DRESS CODES- ACCEPTABLE SNEAKERS

Below are examples of sneakers that are and are not acceptable for the following dress codes:

- Tidy Crew
- Event Staff Inside
- Black and White

For these dress codes, sneakers must be entirely black. It cannot have any other colored soles, logos, laces, etc.

YES 



NO 





# DRESS CODES

## ADDITIONAL INFORMATION

- During outside event staff crews, employees are allowed to wear UF/ Gator or solid colored baseball hats. Hats with advertisements, slogans, or other university affiliations are not allowed.
- It is not permissible to wear any item (shirt, button, hat, lanyard, etc) that contain slogans of any kind or have potentially offensive words/ pictures/cartoons.
- Skirts are not appropriate for technical work and changeover crews. Mini skirts are never acceptable.
- Hair, cosmetics, and jewelry should be tasteful and neat at all times. Extremes in hairstyle, jewelry, and overall appearance are not acceptable.
- What an employee wears to work should not interfere with their performance while on duty.
- Shoes are to be worn all times; there are NO EXCEPTIONS to this rule. Open toed shoes are not allowed.
- When wearing name badges, the badge should be placed on the right side of vests or shirts/blouses, approximately four inches below the mid-point between the shoulder and neck.
- O'Connell Center uniforms are state property and are only to be worn while the employee is on duty.
- O'Connell Center shirts that are checked out must be returned when requested by the ERO, or at the end of the employee's term of employment. Failure to return checked out uniform will result in the employee's University record being flagged. If an employee loses a shirt, or had it stolen, the employee is required to pay a \$50 fee for each shirt.
- Gloves are a good investment and are strongly recommended. Technical and changeover personnel are often lifting or pushing heavy equipment, and protection of the hands is extremely important.
- Hygiene
  - Employees are expected to present a well-kept, professional appearance while on the crew. It is important to create a spotless first impression to our patrons.
  - Your cleanliness and neatness affect not only patrons, but also your fellow co-workers.
  - It is expected that clothes are in a tasteful fashion and in compliance with dress code. It is also the employee's responsibility to keep their personal hygiene within acceptable standards. This includes being properly groomed and bathed, the use of deodorant, and minimal use of cologne/perfume (due to the potential for allergies).



# BUILDING POLICIES & PROCEDURES

## ENTRANCE

### ADMISSION (TICKETED EVENT)

For each ticketed event, every patron who enters the building must have a valid ticket. Exceptions include employees working the event, such as Concession Staff, UPD, crew members, and others. Concessions employees will have a color-coded wristband for each event to allow entry. During ticketed events, only uniformed UPD officers are permitted to enter without a ticket. If a question arises, call the administrator in charge and ask the officer to wait for approval before entering the building.

### DUPLICATE TICKETS

When it appears that there are duplicate tickets for an event please be sure to check each ticket carefully. If you have confirmed that it is a duplicate, call the Guest Relations Coordinator (also referred to as "GRC") to your location and they will resolve the issue.

### BAG CHECKS

If an event requires a bag check, anyone who enters the O'Connell Center with a bag or purse will be subject to a bag check performed by the University Police Department and/or Stephen C. O'Connell Center staff. The final clearance of bags into the facility is left to the discretion of the venue staff. The use of a bag box at each gate helps determine whether or not a bag is oversized.

If a patron inquires, there is a full list of prohibited items located on the O'Connell Center website at <https://www.oconnellcenter.ufl.edu/general-information/security-and-policies/>

### ADMISSION (NON-TICKETED EVENTS)

For non-ticketed events, all seats in the arena are available on a first come, first served basis.

### TICKET SCANNING/TEARING

For ticketed events, we have a handful of Event Staff crew members whose responsibility includes ticket-taking. These crew members will use our ticket scanners to perform this task. In the event that the ticket scanners are down, make sure you are reading the ticket carefully. Tear the barcode stub off. Patrons often print tickets at home on a standard sheet of paper; make sure you rip off the barcode section when presented with this ticket format. In both ticket cases, make sure that you return the main portion of the ticket so the patron can find their seat.

### WEAPONS

No knives, guns, weapons, or fireworks of any kind are allowed in the building. Ask the patron to return these items to their car prior to entering the building. Ask a police officer or supervisor for assistance if these items are discovered inside the building.

### AMNESTY BOXES

Patrons often prefer to discard certain prohibited items, rather than return these items to their car. To assist our patrons in safely disposing these items, we provide amnesty boxes at patron entrances. These boxes are for patrons to discard items that we would not allow in the building. The items most frequently discarded are small knives and pepper spray. If a patron chooses to discard an item in the amnesty box, please inform them that they will **not** receive the item following the event. The O'Connell Center will safely dispose of the items at a later time.

### RE-ENTRY

Typically, for ticketed events, we have a no re-entry policy for patrons. If the patron leaves our building, they will need to purchase another ticket to re-enter. For general admission events, re-entry is usually allowed.



# BUILDING POLICIES & PROCEDURES

## GUEST RELATIONS

### COMPLAINTS/REFUNDS

We try to resolve any problems our guests may encounter in a timely manner. Supervisors should be contacted when there is a problem that an employee cannot resolve. Therefore, if a patron complains that they cannot see, hear, or is uncomfortable, please bring it to the attention of a supervisor or administrator. In most cases, we are successful in correcting these situations to the satisfaction of our patrons; however, make sure everything is done to resolve it immediately. Show our patrons we care!

### CONTACT WITH TALENT

Employees shall not ask the talent for autographs and/or pictures, attempt to enter talent dressing rooms, engage the talent in conversation, or partake in any such unprofessional behavior.

### LOST PERSONS

If a patron reports to you that someone is lost, keep the patron with you and radio a supervisor to your location immediately. For a missing child you would call a code elmo over the radio. For a missing adult you would call a code silver over the radio. A search of the building and grounds will be conducted and coordinated by Event Staff and police supervisory staff.

### UNRULY GUESTS

If patrons are disturbing others, ask them to be considerate of those persons around them. If they persist, obtain the assistance of a supervisor. If they do not comply, an administrator may obtain the assistance of a UPD officer and have the patrons escorted from the premises.

## OTHER

### ELEVATORS

The O'Connell Center has two elevators that may be used during an event by both employees and patrons. One elevator is located by the Administration Gate side of the building, and the other is located on the Gate 4 side of the Practice Court.

Occasionally, there might be a circumstance in which we would not allow a patron to use the elevator but this would be based upon the individual event. Usually, exceptions would be covered during pre-event briefings.

### AISLE OBSTRUCTIONS

Patrons are not allowed to sit or stand in aisles or on staircases. We must keep the aisles completely clear to minimize potential injuries.

### ACCESS RESTRICTIONS

Being a crew member does not give employees access to all areas. Ask a supervisor for assistance if something is needed from a restricted area. Any crew members working in restricted areas will be informed as to what passes are permitted to gain access. Be polite in working with these situations and check with a supervisor when you need clarification. Any special arrangements will be covered at the pre-event briefing.

### SMOKING

The University of Florida is a tobacco-free campus. Smoking, tobacco use, e-cigarettes, vaping, etc. is not permitted in the building due to the Florida Clean Indoor Air Act.



# BUILDING POLICIES & PROCEDURES

## OTHER (CONTINUED)

### LOST AND FOUND

Lost and found is located in the administrative offices (room 2110) and is open during normal business hours, 8:00am to 5:00pm, Monday through Friday. If a patron has lost something during an event, call the Building Coordinator (also referred to as "BC") or Receptionist on the radio to check if the item has been turned in. If not, write down a detailed description of what was lost, as well as the patron's contact information (name, phone number, address) so that we can reach them if the missing article is found at a later date. Give this information to someone in the administrative office or the administrator in charge of the event.

### SUSTAINABILITY

The Dome is one of the leaders for green initiatives on Campus. We recycle and compost after every event and keep tabs as to how much trash and recycling each event uses. At the end of an Event Staff crew, you will be repositioned to the preliminary strike (commonly known as "prelim") and assist Tidy Crew in cleaning up the arena. This includes picking up recycling, compost, and trash separately in order to be disposed of properly.

We take pride in being environmentally aware! If you would like to help us with this initiative and notice ways we can improve, please contact Lynda Reinhart at [lyndar@ufl.edu](mailto:lyndar@ufl.edu) with any suggestions.



# STANDARD OPERATING PROCEDURES

## Shifts



Actively check the Team Xpress online scheduling system for newly released shifts. It is recommended that you check this website frequently in order to sign up for the shifts you want to work.



When you sign up for work, check the date and time of the shifts with other life events, such as classes/exams, weddings, appointments, etc. to ensure you're not double-booking yourself.

## Before Clock In



All employees are to report to Staff HQ at crew call and remain in this area until a supervisor arrives, unless otherwise instructed.



Crew calls are fifteen (15) minutes prior to the time actual work begins. This time is for both supervisors and you to prepare for the event. Use it to make sure you are completely ready to report to your position (e.g., obtain your uniform, information sheet, nametag, check grooming, etc.). Employees must check in with their supervisor prior to clocking in.



If an employee is late or cannot make their scheduled work assignment due to sickness or an emergency, they should contact someone in the Employee Relations Office at 352-392-6535 first. If there is no one available, leave a voice mail and send in an email. It is never appropriate to not show up without notice.

## Coverage

To find coverage for your shifts, you may utilize our “O’DARN! Can You Cover My Shift?” Facebook page. If you cannot find a replacement, you are responsible for working the shift yourself. It is not acceptable to no-show without notice for the shifts that you scheduled. If you refuse to work or fail to show up for an event that you signed up for, it will be noted in your file and may result in disciplinary action.

If you have an extenuating circumstance, be sure to notify the Employee Relations Office (ERO). Depending on the time remaining before the shift, they may work with you to find a replacement. Check with the office to make certain a replacement has been found; do not assume a replacement has been found.

If there is a last-minute extenuating circumstance (family emergency or illness), that occurs after the office is closed, send an email and leave a voicemail with the office to inform them of the situation. Be aware, that your supervisor may still call you when you do not show up for your shift. Explain to the supervisor that there was a last-minute extenuating circumstance and that you have notified the ERO. Please be aware that in cases of illness, the ERO may ask for documentation from your doctor.

An employee cannot remove them self from the typed time sheet. Changes must be made by an ERO assistant or the HR Coordinator



# STANDARD OPERATING PROCEDURES

## DURING / AFTER CLOCK IN

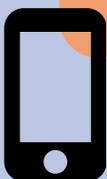


### GENERAL POLICIES

- Maintain the utmost sense of professionalism at all times. Employees are hired to be alert and work consistently.
- Briefings will be held before most events and information sheets will be given out during large events for event staff crews. This is the time to ask questions and clear up any misunderstandings.
- All crew members working strike after an event should bring a change of clothes to work.
- The acceptance of bribes or gratuities for entrance to an event or for special accommodations is unlawful. Allowing back or front door entrance to fellow employees, friends, or guests is strictly prohibited. Any employee found guilty of these offenses will be subject to disciplinary action up to and including termination of employment.
- Employees are to remain at their positions until a supervisor reassigns them. At the end of an event, a supervisor will re-position employees to help with the initial strike, or clock them out. Employees are to check with their supervisors prior to being clocked out.
- Always remember service and safety are our primary concerns.
- If an accident occurs on your shift, you must immediately tell a supervisor or an administrator.
- When you are finished with your task for the day, make sure every crew member has a safe way home.

### CELL PHONES

We ask all employees to refrain from using cell phones while on the clock to eliminate distractions and focus on the task they are performing for their own safety and to be more engaging with guests.



### FOOD, DRINK & SMOKING

- O'Connell Center employees are encouraged to bring a reusable water bottle for outdoor, changeover and technical crews. Supervisors will provide water breaks for these shifts, but crew members should contact their supervisor if they need a water break.
- With the exception of breaks, employees are not permitted to eat, drink, chew gum, or use tobacco products while on duty.
- Food catered for an event is provided for performers, organizers, or patrons of the function ONLY. Make plans to arrange for your meal breaks around your work schedule. Don't assume that leftover food is available for your consumption.

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# DISCIPLINARY ACTION

We will make every effort to help provide each employee with general guidelines as to the responsibilities and standards we expect while working at the O'Connell Center. However, employees exhibiting poor work performance or committing rule infractions will receive disciplinary action. Each situation will be individually evaluated, and consideration will be given to the severity of the infraction.



## Verbal Reprimand

A first infraction will result in the employee being given a verbal reprimand that an infraction or poor work performance has occurred. This verbal reprimand will be documented and corrective action will be required from the employee.

## Written Reprimand

A second or serious infraction will result in a written reprimand which may also carry a suspension, depending on the severity of the infraction as determined by the Director of Operations and/or another administrator.

## Suspension

A third or more serious offense will result in a suspension of two to four weeks without work; the severity of the infraction is determined by the Director of Operations and/or another administrator. This is the final opportunity for the employee to make the necessary improvements to avoid termination from employment.

## Termination

There are certain circumstances or infractions that may compound to a point where this action is the only appropriate alternative. Termination is final and the director or her designee will be involved in this action.

## Alcohol

Any employee who drinks alcohol, uses illegal drugs, or is under the influence of alcohol or illegal drugs while on the clock will be terminated from employment and asked to leave the premises.

- Remember that disciplinary action is designed to aid each employee in developing positive work behavior. There is never intent to alienate or be destructive in shaping the expectations we have for our employees.



# SAFETY REMINDERS

It is our goal to protect employees of the O'Connell Center from verbal, physical, or sexual harassment. Should an event occur that you feel constitutes any of these, bring it to the attention of the administrator. If you have any questions regarding harassment, go to the UF website: <https://hr.ufl.edu/forms-policies/policies-managers/sexual-harassment/>

**1. If you witness or hear of any suspicious items or behavior**, such as unattended bags left in the hallways, items that seem like they were deliberately hidden, or a non-employee surveying the building, report it to your supervisor or the administrator in charge. Do not touch any items that seem suspicious.

**2. If you witness or hear of any inappropriate behavior, such as any type of discrimination or harassment**, be it in the form of an offensive comment or physical touching, report it to the supervisor, or the administrator in charge. Be sure to report any incidents, whether it's employee to employee, patron to employee, employee to patron, patron to patron, etc. If you witnessed it, try to capture a mental photograph of the perpetrator(s) in order to provide the supervisor and/or admin with a description.

If you find yourself in a situation in which a patron is behaving inappropriately towards you/another crew member (making advances, offensive comments, touching, etc.), know that you are within your right to let the patron know that the comment/touch/advance is not welcomed. If needed, you can be removed from the situation by letting your supervisor or the administrator in charge know. Our supervisors are trained to report up; however, after letting a supervisor/administrator know, you may also report it by using UF's Title IX's Information Form: <https://titleix.ufl.edu/title-ix-inform/>.

For Title IX Resources, including hotlines and confidential and non-confidential campus/community resources, visit: <https://titleix.ufl.edu/title-ix-resources/>.

**3. If you witness any illegal/criminal/dangerous behavior**, such as physical violence, use of an illegal substance, theft, etc., contact UPD via a radio using the EMS/UPD channel. If you're using a digital radio, it is channel 9. If you're using a non-digital radio, it is channel 5. This course of action also applies to any medical emergencies. If UPD is not on site, call 911 to report the incident or emergency and then contact their supervisor or an administrator. It is important to call 911 first.

This information is applicable at all times, whether it's an event day or not. We want to maintain a safe environment for ALL involved. If you have any questions or comments, please reach out and let us know. If you're on crew and have questions, do not hesitate to ask your supervisor or an administrator.



# MEDICAL ASSISTANCE

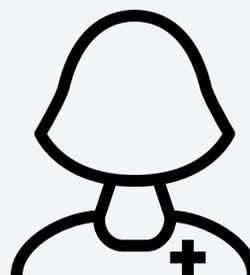
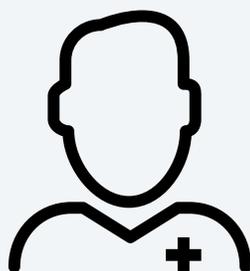
## FIRST AID FOR PATRONS

Medical assistance is provided by one or more teams of EMTs/paramedics in the First Aid room for most events (This may be subject to change. Make sure to read all info sheets). The First Aid room is located on the main concourse level between sections 101 and 103. Please familiarize yourself with this location. Should a patron need medical assistance during an event, the following procedures are to be followed:

- If the patron is comfortable walking and has a small injury, direct them to the First Aid room.
- For larger, more severe injuries or illnesses, make the patron as comfortable as possible without moving them. Try to reassure the individual that you are there to help and comfort them.
- Send someone or radio a supervisor to alert the paramedics while staying with the person. Make sure you are specific as to your exact location when you reach a supervisor. Make sure you receive radio confirmation that your call has been heard. If you do not receive confirmation, radio again.
- Take responsibility for the person and stay with them until the paramedics arrive.
- Contact the supervisor immediately to receive further direction, (employees will need to describe the nature of the incident to the paramedics, UPD, staff, etc.). Supervisors will need factual information regarding the incident, including name(s), witness(es), what happened, and where the injury/accident occurred for our in-house report. Do not draw conclusions or state opinions on the accident form.

If a guest wants to walk to the first aid station, contact the supervisor who will escort them. EMT/paramedic personnel will not administer medication for aches and pains. We have emergency medical personnel on-site for most events and they are solely responsible for providing medical assistance.

Most arena events will have paramedics on-site, however, that may not be the case for outdoor shifts like football parking. In the absence of paramedics, stay with the person and send someone to summon emergency medical assistance. If no one else is in your immediate vicinity, call 911. Remain calm and reassure the person that help is on the way. If you have current CPR/first aid certification you must make a personal decision about your willingness and competence to administer treatment before help arrives. We recommend that you use your training to the extent of your ability only! All O'Connell Center supervisors and administrators are trained in CPR as well.





# MEDICAL ASSISTANCE

## FIRST AID FOR EMPLOYEES

During regular business hours, employees are to contact their supervisor or report to the administrative offices to obtain the proper paperwork for medical treatment. Always practice safe procedural methods. Employees who are injured after hours or outside the building should contact their supervisor or request assistance from the Building Coordinator (BC) at the O'Connell Center.

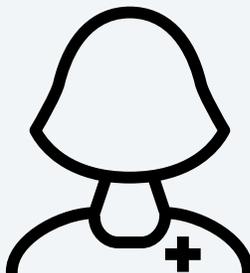
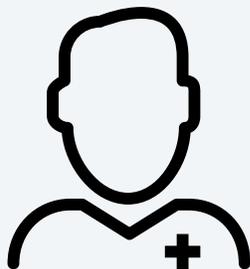
1. Do not hesitate! Let your supervisor or another department representative know immediately that you have been injured and they will help you determine if you need to seek medical assistance, and the appropriate place to go.
2. Make sure you obtain the proper paperwork and have it filled out for treatment.
3. Get medical assistance immediately have someone take you for treatment.
4. Our department must process additional paperwork within 24 hours; be sure to have the completed paperwork from the hospital returned to us within that time frame. Follow up with the HR Coordinator in room 2115 to fill out additional paperwork, as required. Please take these procedures seriously, as the O'Connell Center can be fined for delays in submitting these documents.

## FIRST AID SUPPLIES

First Aid supplies are provided for employees only. We are not permitted to distribute these supplies to patrons. First Aid supplies can be found in the following areas:

- in Staff HQ (also a Bloodborne Pathogen Response Kit here)
- at the lifeguard office on the pool deck
- in the administrative offices, room 2110
- in the portable kit for Bandshell shows

Your supervisor can assist you in obtaining access to first aid supplies.





# EMERGENCY PROCEDURES

During the orientation session, employees will be introduced to appropriate techniques for handling emergency situations. Safety and security of our guests and fellow employees depends on your knowledge and ability to successfully control emergencies. Employees will be informed by supervisory personnel if an emergency exists. However, if the problem is localized in a small area, the attending employee may need to provide immediate guidance to our guests until supervisory personnel arrive to assist.

## FIRE SAFETY EQUIPMENT AND PROCEDURES

Fire alarm pull boxes and fire extinguishers are located on all levels of the building. It is important to remember to keep all pull boxes and fire extinguishers clear of obstructions. If a fire develops first pull the alarm, then notify the nearest staff member with a radio to alert the administrative staff. There are fire extinguishers throughout the building. Unless you have received proper training in using this equipment we advise that you evacuate the area of the fire and wait for appropriate personnel to arrive. Your primary responsibility is to keep the area clear and to ensure the safety of our guests.

## BOMB THREATS

Depending upon the circumstances the O'Connell Center staff will conduct a security sweep of the building in conjunction with the University Police Department. An announcement may be made by the senior administrative staff person in charge of the event, which will inform the public of the situation. The announcement is designed to keep the audience calm and give them an option to leave the building.

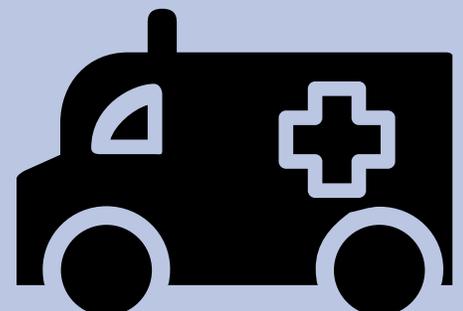
## EVACUATION

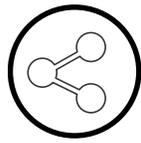
Your responsibility as an employee is to ensure the safety of our guests. When an evacuation becomes necessary employees can limit the potential for injuries to our guests by remaining calm. Your primary responsibility will be to know where the nearest exits are in proximity to your location and to maintain your composure in giving directions to the public.

The following steps apply during a CODE RED evacuation:

- Remain calm
- Ensure the safety of all patrons
- Direct patrons to the nearest exit

Remember that the manner in which the emergency is handled will determine the success or failure of managing it. If you do not control the scene, the scene will control you. Much more can be accomplished if employees keep their composure and calmly assist the patrons to safety.





# SOCIAL MEDIA

## INTRODUCTION

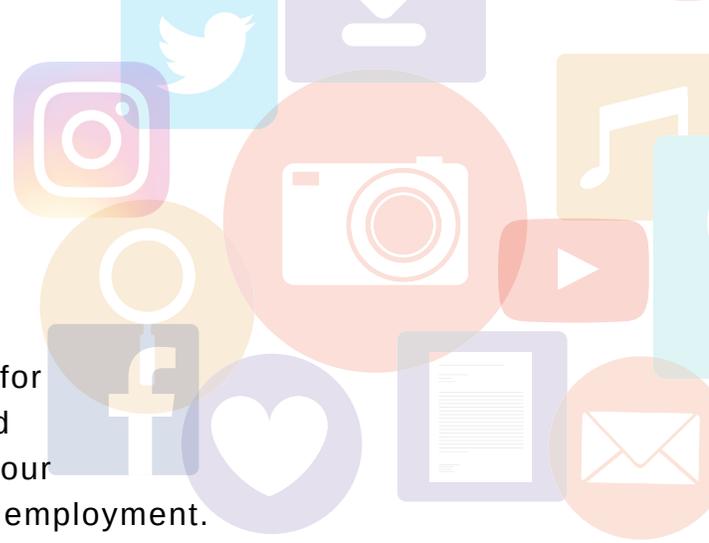
The O'Connell Center's social media policy is in place for several reasons, which include preventing an unwanted effect on the Center's marketing strategies, protecting our artists and clients, and preparing employees for future employment.

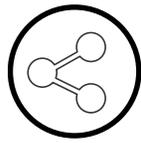
We strive to maintain a positive image for our patrons, and having our employees follow the O'Connell Center's policies and guidelines can help ensure we achieve that goal.

## USING PERSONAL SOCIAL MEDIA

At the O'Connell Center, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers. However, use of social media also presents certain risks and carries certain responsibilities. Below are guidelines for using social media responsibly, as well as relevant UF policies.

- As part of UF's Social Media Policy: "Those affiliated with UF may not portray themselves as acting or speaking on behalf of the university of any part of the university. When using social media in a personal capacity, reasonable precautions must be taken to indicate that the activity is being conducted as a private person and not as an employee, agent, or spokes person of the university. Precautions include using heightened privacy settings, not identifying oneself as a UF employee, and adding a disclaimer clarifying the views expressed are that of the individual."
- Be cautious of how much of your personal information is displayed. Knowing how to use social media responsibly has a lot to do with not oversharing. Examples of oversharing include posts/profiles that contain specific details about where you work, go to school, live, hang out on the weekends, etc. Because oversharing can pose safety concerns, we encourage you to increase your privacy settings and to be cautious about disclosing the locations you visit frequently.
- Keep it positive! Consider the "Front Yard Test": is the post appropriate to be put on a giant sign and post in your front yard (or another very public space)? If it is not, It shouldn't go online. It is okay to be passionate about causes and opinions, but you need to do so wisely, responsibly, and respectfully.
- Avoid any defamatory, offensive, or derogatory content/comments. It may be considered as a violation of the University of Florida's anti-harassment and anti-discrimination policies, if directed towards staff, clients, and partners. At all times, please follow UF's Social Media Policies for staff found at: <https://hr.ufl.edu/forms-policies/policies-managers/social/>





# SOCIAL MEDIA

## EVENT/HOUSE PHOTOGRAPHERS

Each live event in the arena will have a few different approved photographers, including the O'Connell Center, on site. Each O'Connell Center employee covering the event from a marketing standpoint will be donning a "House Photo" pass. The pictures taken by these employees are the approved photos that will be shared on our social media accounts. We hope that you will be pleased with some of the pictures obtained by these house photographers and will be willing to share those photos to your personal social media accounts.

## EVENT PHOTOS POLICY

You are not permitted to take pictures while you are on the clock and if you find yourself in the building while waiting to clock in or as you are leaving, please keep the following in mind:

- If the general public cannot take the picture, you can't post it on your personal social media.
- Avoid posting pictures that show the equipment, supplies or the belongings of our client unless permission is given and it is shared from the O'Connell Center account.
- Pictures of the artist, with or without their permission are prohibited unless you are the designated house photographer for the evening or are wearing one of our photo passes and have been through the briefing.
- For the safety of our clients, photos shouldn't specify a location (room number, distinctive items). Giving away the locations of people/items present in our building can lead to patrons seeking out said locations. For example, taking a photo of an athlete present in the building and posting it online could lead to a patron attempting to find said athlete prior to our building being fully locked down.
- If you are one of the employees that receives either a crew or backstage pass, please keep picture of said pass away from the prying public eye. It can be very easy for someone to duplicate one of these passes. Our event staff is trained to allow employees/personnel donning passes into their corresponding areas. A security threat is created if a pass is seen and recreated before an event takes place.

Mentioned in these policies is the idea that a picture needs approval before posting. This can always be acquired by either speaking with Kyle Mainieri [kmain@ufl.edu](mailto:kmain@ufl.edu), Renee Mussion [mussion@ufl.edu](mailto:mussion@ufl.edu), or the Administrator in charge of the event.

All of you are in a position to witness some amazing events. We hope that you enjoy every moment while maintaining the professionalism that our staff has been known to provide. Thanks for all you do to make us successful and, if you haven't already done so, please visit our social media launch page on our website to follow us and help spread the word about what we do here.



# EMPLOYEE RELATIONS OFFICE (ERO)

The Employee Relations Office, also known as the ERO, is the office you'll interact with the most throughout your time at the Dome. The ERO provides support to crew members and serves as the liaison between crew members and administration. The ERO is your point of contact for a lot of your questions and concerns, including:

- Hire paperwork/process
- Shifts
- Uniform check out
- Employment requirements
- Employment status
- Personal/contact information updates
- Event schedule
- Morale/Engagement events
- Suggestions/feedback

## CONTACT INFORMATION

Phone number: 352-392-6535  
Email: [scoc-employees@ufl.edu](mailto:scoc-employees@ufl.edu)  
Hours: Weekdays from 9:00am-5:00pm

## OTHER RESOURCES

Employees can gain access to our Employee Feedback Form, Anonymous Feedback to the Director, Supervisor/Office Staff Interest Form and more by visiting the following link:  
<https://www.oconnellcenter.ufl.edu/employee-resources/>

## REQUIREMENTS

In order for your employment to be in good standing, it is important you meet the minimum job requirements:

- Working at least one "holiday" event per semester (holiday shifts will be announced by the ERO as they are available)
- Working one fall commencement shift
- Working a homecoming shift
- Working a minimum of 25 hours per month during our busy season, September to March
- Working two spring commencement shifts
- Employees must sign in with the Employee Relations Office (ERO), in person, biweekly.



Make sure you are aware of dates that affect requirements prior to planning anything that will prevent you from being able to work. If you have any questions, please feel free to contact the ERO.



# PAYROLL INFORMATION



## PAPERWORK

To be eligible to work, employees must maintain the correct employment paperwork with the ERO. UF Students who are eligible for Federal Work-Study or Florida Works program must inform the ERO.



## TIMEKEEPING SYSTEM

The Stephen C. O'Connell Center tracks employee hours electronically through the use of a time and attendance time clock system. Employees are introduced to this time clock system during orientation. Any questions or concerns should be immediately directed to the O'Connell Center Business Office.

Each employee is required to understand:

- that the electronic recording of time will be used for the calculation of my pay and that any corrections that need to be made must be properly submitted to the Business Office.
- that I am ultimately responsible for tracking and recording the hours I work. If I believe there is a discrepancy in the time I worked and the time reflected in my paycheck, I must bring it to the attention of the Business Office staff.
- that I may request a copy of my electronic time card for the current pay period by giving the Business Office a written request.
- that I am to personally enter my UFID number into the time keeping terminal. I may not, at any time, enter the UFID number of any other employee or allow any other employee to enter my number.
- that any tampering with the time keeping equipment will result in disciplinary action and possible termination.
- that the hours recorded electronically by the time and attendance system accurately reflect time worked and time earned for pay purposes during the pay period.
- that falsification of the time worked is cause for immediate dismissal.
- that any corrections that need to be made after the pay period cutoff deadline will be adjusted during the next pay period.



# PAYROLL INFORMATION



## TIMEKEEPING SYSTEM

All hours are subject to final review and approval of an administrator.

If employees work other on-campus jobs (on a dual appointment), they will need to keep track of all hours worked on both jobs. Employees are NOT permitted to exceed approved hours per week combined between departments.

Employees will be subject to disciplinary action if they work more than 40 hours in any pay week (Friday 12:00am – Thursday 11:59pm) without prior administrative permission. Employees will also be subject to disciplinary action if they exceed 12 hours of work in a 24 hour period, without prior administrative permission. Employees are allowed to work 18 hours in a 24 hour period for concerts, Gator Growl, and other special events that are specifically noted by administration. Please check with the proper supervisor to confirm whether an event falls within the 18-hour exemption. International Employees under NO CIRCUMSTANCES may you work more than 20 hours in a pay week. It is the employee's responsibility to track their own hours. If a crew they are signed up goes long and it appears they will go over the 20-hour mark, the supervisor needs to be informed immediately, and the employee must get off the crew.

## \$ PAY DAY

All University of Florida employees are paid bi-weekly on Fridays. All employees must participate in the University's direct deposit program and complete this paperwork prior to attending orientation. Employees who are unable to establish an account at a financial institution must request to have their salary applied to a pay/debit card through a financial institution in partnership with the University. Additional information on the pay/debit card can be viewed at <http://fa.ufl.edu/payroll/>



## QUESTIONS

Questions concerning paperwork and its processing can be answered by calling or stopping by the Employee Relations Office (room 2115, 392-6535).

Questions about time worked, hour discrepancies, or pay rates can be answered by calling or stopping by the Business Office (room 2120C, 392-5509).



# STAFF MORALE

## THANKING EMPLOYEES FOR AMAZING MOMENTS (T.E.A.M. NOTES)

T.E.A.M notes serve to recognize fellow employees for going above and beyond! T.E.A.M. Notes can be written from supervisors to other supervisors, supervisors to crew members, crew members to supervisors, or crew members to other crew members. All T.E.A.M. notes are published in our Insider newsletter for Domers to see! To write a T.E.A.M. note, visit the following link:  
<https://www.oconnellcenter.ufl.edu/employee-resources/>

## INSIDER

This is a monthly newsletter that keeps you up to date with all things O'Dome! The Insider will include the T.E.A.M. Notes written within that month. It will also include any promotions, monthly awards, as well as anything else the administrators feel is important to include.

## EMPLOYEE AWARDS

Every month there will be three Employees of the Month as well as one Supervisor of the Month. You can win one of these by continuously showing an E<sup>2</sup> attitude while working. At the end of the year, there will be Employees of the Year, Supervisors of the Year, and E<sup>2</sup> Award!

## GRAB & GO EVENTS

Throughout the semester the ERO hosts several grab & go events. Grab & go events could include treat bags, grab & go meals, sweets & treats, and more!

## EMPLOYEE RESOURCES/FEEDBACK

The Employee Resources page on our website is home to our employee feedback form, feedback to the director link, TEAM notes, Diversity and Inclusion information, and much more. These forms and information can be accessed by visiting this link:  
<https://www.oconnellcenter.ufl.edu/employee-resources/>

We want to know how we can improve your experience with us. We encourage you to do this by taking the time to visit this page and utilize its resources. You are also welcome to come into any of the administrators' offices and talk to us directly. We're here to help!



# TRAINING: GROWTH AT THE DOME



## EMPLOYEE ORIENTATION

Guest relations and “nuts and bolts” will be discussed in a joint orientation training session. Employees will have training in guest relations, the Kronos timekeeping system, handling patrons with disabilities, and Technical, Event Staff, and Changeover techniques. All duties and responsibilities of each of the three divisions will be covered in detail, and a tour of the facility will also be included.

**\*\*EVERYONE MUST ATTEND EMPLOYEE ORIENTATION BEFORE THEY MAY BEGIN WORKING AT THE O’CONNELL CENTER.**

## FLOOR CREW TRAINING

Individuals who work on the floor crew must have specific training on the installation of the portable basketball, volleyball, and gymnastics floors. Any exception must be with administrative approval. This is an appointed position. Back support braces are provided and highly recommended during the installation of the floor.

## TECH B (STAGING AND SPOTLIGHT CLASS)

In this class, students with Tech A certification are shown how to safely assemble our various staging equipment. On top of that, employees are given an opportunity to learn the proper handling, storage, and use of the Xenon Super Trooper Spotlights.

**Goal:** Tech B Certification, ability to work stage sets and spotlight operator shifts

## BEGINNING SOUND (SMALL PA CLASS)

Employees are given an opportunity to take part in the actual setup of a small PA (public address) system in order to gain hands-on experience/instruction.

**Goal:** small PA technician





# TRAINING: GROWTH AT THE DOME

## INTERMEDIATE SOUND (AUDIO THEORY CLASS)

Employees must be qualified small PA technicians to take this class, which is by invitation only. Topics include understanding sound waves, microphones, and larger PA systems, including the arena's sound system.

**Goal:** medium PA technician and house sound technician



## FORKLIFT

An employee wishing to operate a forklift must take the forklift class, which is by invitation only. This class covers safety as well as operation and requires a test to be passed at the end of the session. Qualification to be a driver is dependent upon the instructor's evaluation of the employee and/or the employee's previous experience with a forklift. No one other than the driver will be allowed on the forklift.

**Goal:** forklift operator

## ELECTRICIAN

Only supervisors are eligible to take this training and serve as event electricians due to the specialized knowledge required. This class will cover power distribution setups and hard wire hookups for satellite dishes, buses, and trucks, as well as sound and lighting equipment. The electrical components and layout of the arena and the bandshell will be covered in detail.

**Goal:** electrician



## BECOMING A SUPERVISOR

Interested in becoming a supervisor? The Dome has a Supervisor Interest form designed to gauge your interest in becoming a supervisor - or working as part of our office staff. We are constantly searching for dedicated, hard-working individuals to add to the team. The answers you provide will be reviewed by the appropriate parties, and you will receive a response within a couple of weeks of submission. While filling out this survey may not mean you get promoted, you will receive feedback on how to keep improving and working towards your goal of becoming a supervisor. Prior to starting the survey, please read through the requirements and position description for each position you are interested in to make sure you can meet the expectations. To access the survey, visit the following link: <https://www.oconnellcenter.ufl.edu/employee-resources/>