

USC Productions Crüe Manual



Preface

The following is a comprehensive set of policies and procedures for USC Productions Crüe. The purpose of this manual is to establish policies and guidelines for staff. It is also meant to set a benchmark by which performance can be evaluated and to which future staff and management can refer for assistance. Every staff member should be familiar with all of the information contained in this book.

USC Mission Statement

To enhance the educational experience and quality of life for all undergraduates at Western University.

Department

We are dedicated to improving the student experience at Western through providing event and logistics support for student activities. USC Productions is responsible for setting up Audio Visual equipment and furnishings for a range of student events throughout the year from speeches and conferences to concerts, formal events, and theatrical productions.

Goals & Expectations

- Create a friendly and fun environment for students in the University Community Center and campus at large
- Maintain a safe and tidy space for all activities in the University Community Center
- Facilitate the operation of student events and socials in an efficient manner
- Resolve and/or report issues students have with facilities or services
- Be excellent to each other!

Working for the USC

All USC services are located in the UCC – the “living room” of campus – the center of recreation at Western. As an employee of the USC, you are also a de facto ‘ambassador’ as we serve as the public face of the UCC. Working with the USC means a focus on **Customer Service**; you are expected to act in a professional and courteous manner with everyone you may encounter.

Your Place in the USC

As an employee of the USC, you play a major role in the day-to-day operation and appearance of the UCC. Your work performance has a direct impact on the perception that our clients and peers have of their community center and of the Western campus as a whole. The policies that follow therefore are necessary to maintain the level of quality service that our patrons rightfully deserve.

Part Time Employment

- Per USC policy, all part time staff must be current undergraduate students at Western University.
- Hours of employment will not normally exceed 24 hours per week. On occasion, employees may be allowed to work beyond this threshold for a short period of time, and only with the consent of their immediate supervisor. It is also important to note that part-time employees are not permitted to work overtime (above 44 hours) in a week without prior authorization of their supervisor. Furthermore, part-time employees are not entitled to work in excess of 312 hours in a 13-week period.
- Fall/winter term employment, regardless of starting date, terminates as of April 30. Should you wish to return for employment in the summer or the following fall, you must apply to your manager in writing.

Vacation Pay

In addition to your hourly wage, your pay stub will include your vacation pay (4%).

General Staff Policies

General Dress Code

The USC Productions Crüe is expected to wear a staff shirt while on shift unless stated otherwise in advance. One will be provided at no cost. Subsequent shirts if required must be paid for by the employee. Sturdy pants which are dark in colour must be worn for all shifts (jeans/khakis/work pants etc.). Yoga & sweat pants are not acceptable.

Beyond clothing, several other items are necessary to perform your job:

1. Due to the nature of the work, all Crüe must wear black/dark steel toed boots/shoes at all times.
2. Accurate timepiece (Watch or Cell phone) – our work is performed on a schedule you are expected to adhere to.

If any of these items are missing, you will be sent home immediately.

Additional PPE may be required depending on the nature of the work, you must wear any PPE prescribed to you by your manager or supervisor.

Special Events Dress

If you are required to work during an event it is expected that you will dress in all blacks. This means black jeans or work pants in addition to your Crüe shirt.

For more formal events you may be asked to bring a change of clothes for the event consisting of a black, long sleeve button up or golf shirt and black slacks/dress pants.

In the event of warm weather shorts may be allowed during outdoor work but they must be knee length and be accompanied by a change of clothes for show time or if the nature of work changes to require pants.

Scheduling, Changes and Absence Reporting

USC Productions uses HotSchedules (www.hotschedules.com) to schedule its part-time staff. It is the responsibility of each staff member to post their availability and to frequently check the website for schedule updates and posted shifts.

Once a staff member is scheduled to work a particular shift it is the responsibility of that individual to post that shift in Hot Schedules and find a replacement co-worker if they are unable to work at the assigned time. **Posting a notice does not absolve you of your responsibility for that shift.** Your shift must be picked up by someone who is available, willing, and qualified to do so.

In the event of an emergency such as a sudden illness or personal/family emergency it is expected that you contact the Assistant Productions Manager if you are able to do so, at least 3 hours prior to the shift that you cannot work. Oversleeping, studying, a late assignment, a friend in town for the day or forgetfulness are not emergencies. Failure to work an assigned shift without following the proper procedure is grounds for disciplinary action and repeat instances may result in dismissal.

Additionally, failing to notify of absence prior to your shift and not responding to an inquiry about your absence may result in us attempting to reach your emergency contacts to ensure you are not in need of immediate medical attention or a welfare check from emergency services.

Sign IN/OUT (Rm. 286)

You are responsible for signing in & out on the laptop in the Crüe room, the time clock uses the same login information as Hot Schedules. If an event is happening outside the UCC or off campus sign IN/OUT will be completed at that location unless otherwise communicated in advance. **If there is an issue signing in or out with the laptop, please email the Assistant Productions Manager with your shift times so the sign IN/OUT can be entered manually.**

Pay Dates

Part-time staff are paid on the 10th and 25th (or the preceding weekday if on the weekend/holiday) of each month. Pay periods end on the 15th (include shifts from 1st to 15th) and final day of each month (include shifts from 16th to the final day). The USC pays its staff through direct deposit. Your pay will be deposited into the bank, branch and account as per the information submitted, if this information changes please notify the Assistant Productions Manager.

Punctuality

It is essential that you be on time for your shifts. This means in uniform with appropriate PPE on and ready to work at your assigned shift time. Repeated lateness is unacceptable and will be grounds for disciplinary action or dismissal. If you are caught falsely reporting hours worked this will be considered theft and employment will be terminated.

Notices/Instructions (Rm. 286)

Instructions & setup information will be found in the Crüe room next to the sign-in laptop. It should be checked at the beginning of every shift. Special instructions and notices will be posted here, as well as the daily schedules and setup information.

Radios (Rm. 271)

Radios are to be worn by the Crüe at all times while working on-call shifts. Radios must be kept on at all times and at a sufficient volume. A radio check in must be done at the beginning of each shift to ensure that the radios are working and at a sufficient volume (8-10). Radios must be placed back on the chargers in room 271 when not in use or at the end of the night shift. Assume anyone in the building can hear what is said over the radio and conduct your conversations accordingly.

Injury Reporting

An employee who sustains an injury or becomes ill as a result of workplace conditions or work activity must verbally report the injury or illness to any manager/supervisor immediately. An injury report must then be completed by the employee or someone who witnessed the incident if the employee is unable to do so. If the injury is critical in nature an injury report will be filed with the MOL/JHSC, for lost time injuries or injuries requiring medical attention a report will be filed with the JHSC. We will send you a copy before submitting the report; it is important for you to review this and inform us if there is anything relating to the incident which should be clarified or corrected in a timely manner.

Damaged & Missing Equipment

Any damaged or missing USC equipment is to be reported immediately to Andy Rensen (andy.rensen@westernusc.ca), removed from service (where possible), and labeled as such. Such items include damaged cabling, carts, non-functional AV/electronic equipment, missing remotes, USB keys, or other missing equipment.

Damage to the UCC should be reported to the Assistant Manager, Productions or, if unavailable, another full-time Productions staff member where it will be passed to Facilities Management. Examples include damaged light switches or electrical outlets, missing or damp ceiling tiles, stuck elevators, broken doors, flooding, and the like.

Breaks

Short breaks are allowed during your shift provided that all immediate work has been completed and you:

- Check with the Assistant Productions Manager or Productions Coordinator that there are no new tasks or assignments ready for completion.
- Keep your radio on and remain within the UCC
 - If you must leave the UCC check with the Assistant Productions Manager or Productions Coordinator before doing so.
- Keep the Crüe room tidy by disposing of your garbage.

Personal Electronic Devices

Personal laptops are not to be used at any time when on shift. Headphones/earbuds are not permitted as they interfere with the ability to hear radio calls or instructions. Cell phones should be set to silent/vibrate and only be used in emergency situations, for work related communications (ie: technical difficulties), or to check the time.

Forklift & Scissor Lift

Only those who have received proper training and are authorized to use the forklift or scissor lift may operate these devices. For those who have received training, permission and keys must be obtained from a direct supervisor before using.

Confidentiality

Our department is often privy to information which should not be released to the public outside of approved channels. This can be information such as upcoming shows, artist information, client information, and internal documents and reports. All requests for information which may be confidential should be passed on to department managers. Any requests for information or comment (confidential or otherwise) from a media or press agency must be authorized by the Communications department.

Disciplinary Action

In the event of any violations of staff conduct or policy a corrective action notice may be filed with an employee. This can range from documenting a verbal warning, a written warning and any required corrective and/or disciplinary actions. Repeated or severe violations may be grounds for suspension or dismissal.

Facilities & Storage

Crüe Room - 286

Coats and backpacks must be stored here during your shift. You may leave your steel toe shoes/boots stored in the Crüe room when off-duty. Shift instructions will be found in this room.

Conference Rooms – 365, 369, 370, 371, 373, 377 & 379

Vacant conference rooms should be thoroughly cleaned by the evening shift after the final booking. Rooms booked until closing time are to be noted on the next day's setup sheet by the evening staff for the morning shift to complete before first bookings. Rooms should be inspected & reset as time allows in between bookings and to ensure that the rooms are clean, in order and contain only properly authorized groups.

- Every day, the conference rooms must be cleaned. This includes neatly raising and tucking in all chairs, clearing the whiteboards and wiping down any spills on the table or chairs.
- See General Procedures Handbook in Crüe Room for cleaning and setup procedures.

UCC Mustang Lounge Space

The UCC Mustang Lounge is divided into two main areas: the East and West. The Mustang Lounge West is often home to several student events, conferences, and tradeshow, while the East Lounge often functions as the campus living room.

Storage Rooms

Storage rooms can quickly descend into a state of disarray, and chaos will quickly follow. Please ensure when returning equipment to the storage rooms it is clean, organized and put away in the correct assigned location. Diagrams are available in most rooms on the back of the door. Skirting and drapes must be folded and stacked neatly in the storage bins or carts. Cables must be wrapped neatly on all AV equipment. All equipment should look like it is ready to go out when it is put away.

A/V Gear Rooms – Activity 1&2, 163, & 271

All equipment must be noted next to setup information if not already listed on the setup sheet. In order to minimize loss and track changes to events it is essential that all equipment is properly documented.

These include things like:

- AC Cables & Quad Boxes
- Televisions & Projectors
- Audio & Video Adapters and cabling
- Speakers & Stands
- Microphones & DI Boxes

If you obtain extra equipment beyond what is requested on the event to satisfy a client request or troubleshoot an unforeseen issue, you must note that extra equipment on the setup sheet and ensure your supervisor is informed.

Table & Chair Rooms – 165H & 269E

These rooms are the home of all of our tables, chairs, pipe & drape, table skirting and cable mats. They are located on the stage left side of the West Lounge and off of the lounge balcony on the second floor (UCC 269E). Please observe the diagrams and pictures located on the door of each room for how equipment is stored in these spaces.

The “Squash Courts” – 62A

The squash courts are located in the sub-basement of the UCC and accessed with a 7-5 key. The Squash Courts host an array of storage including Wave and Spoke supplies, USC Productions props, lighting, seasonal props, extra table carts, etc.

General Information

Building Maps/Reports

These contain all of the setup and event information covered by the on-call shift.

This will be located in the Crüe room next to the sign-in laptop at the beginning of each day; please pass this on to the staff relieving you. The Infosource desk should have a duplicate copy in the event that this is lost.

The first step in setting up the Atrium is an understanding of the map system. The Atrium and Center Spot are divided into different sections. See Appendix B for a map which illustrates how locations are labelled.

Follow the map as best as possible, keeping in mind that we can **never** block stairs or fire exits and must leave at least 4 feet of space for any walkway. **Use cable matting anytime cables go across a high traffic area; tape may be used only for runs under 3’ or in situations where cable mats will not fit.**

IE: Cable runs that must go down stairs or hug the bottom of a step.

Tables

- Every table is to be fully skirted unless specific directions are given stating otherwise.
- All tables should look neat and straight if they are in rows.
- Black skirting should be attached to the table, and should cover at least 3 sides of the table. The only exception is if two tables are being set up together and are not going to be moved, it is acceptable to skirt them together. Use a minimum of 13 table clips to secure the skirting to the table wherever possible (2 on each side and 5 across the front & 4 on the back). Skirting should not look droopy or loose.
- During the day, tables should be inspected for damages or loose skirting and repairs/replacement made as necessary.
- Damaged items are to be separated and the damage reported.
- When a table is packed up, the clips & skirting are to be removed with the skirt folded and hung, table clips returned to crate and table wiped down.
- When returning the table cart back to storage, make sure the table cart is put back to the upright position to take the weight off the tires.
- Excess 6' tables are to be stacked in Rm. 165H; round tables are stored in Rm. 269E.

Chairs

- Black vinyl chairs and folding chairs are located in both 165H & 269E
- No more than **40** vinyl chairs should be stacked on each individual cart.
- All chairs should be removed from the Atrium each night unless otherwise instructed.

Pipe & Drape - 3' & 8'

- Both the pipe and drapes are stored on carts in the table and chair room (165H).
- Additional drape is located in bins on the shelves in the table and chair room.
- 3 ft uprights are located on a small cart in the table and chair room.
- Each 6-foot section of crossbar should have a minimum of 4 sections of drape attached, 5 when at the first extension and 6 when fully extended.
- The seams on draping should all be facing the same direction.
- Drapes should be evened out across the crossbar and the ends next to an upright pulled up over the top.
- When finished setting drape onto the crossbar raise the upright to its highest point to keep the drape off the floor.
- When all hardware is put away, the draping should be folded neatly and placed in the appropriate bin according to the length and numbers on the bin.
- Damaged items are to be separated and reported.

Overall Look of the Building

As you move around the building, you should continuously be on the lookout for improvements that could be made.

- Any spills, areas that need to be cleaned, or damages to the building should be reported to the Assistant Manager, Productions or, if unavailable, another full-time Productions staff member.
- The lounge furniture & high tops in the UCC should be rearranged/reset neatly as necessary so that they are not blocking exits or fire cabinets.
- Soliciting via rave cards and other handouts is a prohibited activity on campus unless booked through the appropriate channels. Should you notice this, report it to your supervisor.
- People who have rented tables are not allowed to leave their table to distribute materials or impose on students beyond 2 feet of their reserved table. Vendors should never be approaching people in the Atrium. If you notice this occurring, you should report this to your supervisor.
- Temporary directional signage for events in the UCC is permitted but should be removed immediately following the event. If you observe out of date signage, remove and dispose (check all entrances & stairwells in the building).

Daily Expectations

Morning

Your priorities in the morning are as follows:

1. Examine the layout and schedule in the Daily Activity Report. Note all of the equipment requests. If any of these are scheduled early in the morning, they should be set up first. Circle important setup times, and make notes of things you have to do.
2. Review any additional instructions left on the Daily Activity Log.
3. If there are any early conference room bookings, these rooms should be cleaned first.
4. Lay out the atrium according to the map that has been prepared for you. Unless otherwise specified, all tables should be dressed with black skirting. Tables placed outdoors should not be skirted unless specifically requested by the client.
5. Straighten building furniture and turn on lights in East Lounge, Fireplace Lounge & Mezzanine, and open East Lounge doors.
6. Refer to the schedule and prepare any AV or furnishings that have been booked for later in the day. As these items are delivered or picked up, please cross them off the list so other Crüe know they have been taken care of.
7. Ensure all equipment removed from the equipment room has been checked off or noted on the setup sheet.
8. Make a note of any additional furnishings or equipment that you use that is not already listed on the setup sheet. This is especially important for smaller items such as using a second AC cable or video adapter to minimize inventory loss and replacement expense.
9. Conference rooms should be cleaned and tidied as soon as any event and furnishings setup is complete. All chairs must be removed from the hallways and returned to the proper room. Make sure all rooms contain the correct number of chairs and that all tables are arranged correctly. Report any missing chairs, damage or severely disorderly rooms. Remove any extraneous furniture that has been moved into the rooms.
10. Place Room Cards in sign holders outside each room, and remove old signage. Place labels on Atrium tables for clients to identify which space is theirs.

11. Do a review of A/V and table/chair etc. equipment signed out from the previous day and ensure it has been returned or is in the location indicated on the sign-out sheet.
12. Do a round of the Atrium and make note that “clients” are in the right locations and report any problems to your supervisor. Look for any unauthorized materials posted or people soliciting.
13. Do regular building rounds during your shift and:
 - a. Move any furniture in hallways or stairwells back into the lounge areas.
 - b. Reorganize lounge seating in lounge areas throughout the building.
 - c. Make sure all blue chairs are returned to the study carols on the third floor.
 - d. Check for people soliciting.
14. Make a list or highlight items that need to be completed by the afternoon staff. It is important that the person who’s in after you knows what is going on. This involves either making a verbal report to the next Crüe, or making notes on the daily sheet.

Mid-Day, Evening & Night

1. Sign in and check in with the Assistant Productions Manager or Productions Coordinator via radio for any immediate tasks.
2. Familiarize yourself with what has gone on in the morning by reading over the reports, and any notes that have been left by the morning Crüe.
3. Check the setup sheets as bookings end to ensure all equipment that went out in the morning is returned when bookings conclude.
4. Clean conference rooms between bookings if time between bookings allows.
5. Refer to the schedule and prepare any AV or furnishings that have been booked for later in the day. As these items are delivered or picked up, please cross them off the list so other Crüe know they have been taken care of.
6. Do regular building rounds during your shift and:
 - a. Move any furniture in hallways or stairwells back into the lounge areas.
 - e. Reorganize lounge seating in lounge areas throughout the building.
 - f. Make sure all blue chairs are returned to the study carols on the third floor.
 - g. Check for people soliciting.
 - h. Look for any outdated banners on the railings and remove them.
 - i. Make note that “clients” are in the right locations and report any problems to your supervisor.
7. As each Atrium occupant leaves, wipe down and put away their table **as soon as possible**.
8. Unless it is a large set up which is remaining for the next day, all tables and chairs must be returned to the proper storage location. A quick count of tables/chairs should be done as you pack up to ensure none are missing.
9. Reset Lounge spaces according to furniture layout. Pick up any garbage.
10. Check and complete weekly assignments.
11. Before the conclusion of your shift, walk through the building/concrete beach to check for stray tables and chairs, along with ensuring all AV equipment has been packed up and returned to storage for the night.

Shift Duty Logs/Checklists

Shift Duty Log will be located on a clipboard next to daily instructions. Please check this often for assigned tasks. Please ensure that when a task is completed you initial it. This way your co-workers and the Productions department can keep track of what has been done and what is left to be completed for each shift.

Staff Feedback Forms

To be completed following every event or if substantial changes were made to a setup or event. This is to assist in tracking any changes that might happen on the day of, such as altering the setup, additional equipment or changes to event timing (runs long/short/no show). If everything goes according to the setup and event plans but there were other issues outside our control IE: massive mess/trash cans over full, Security Issues, Campus Police/SERT involvement, Fire Alarms etc. this form can be used to report those problems. If everything went swimmingly and you happened to notice a really talented student performer, if a group was well organized and a pleasure to work with or just had a really cool idea for a show/activity, let us know.

Weekly Assignments

Along with the day's daily activities you will also be responsible for completing weekly assignments. Each day of the week there will be a designated assignment that must be completed before the end of the day unless instructed otherwise.

Monday: Other duties as assigned

Tuesday: Sweep Crue Room and all AV & Table/Chair storage rooms

Wednesday: Reset/tidy furniture in East Lounge, balcony areas & Fireplace Lounge

Thursday: Full Inventory Tables & Chairs

Friday: Other duties as assigned

Monthly Assignments

On slower days assignments will also be given out depending on the necessity of the job and time available to complete them. The specific jobs will be assigned at a later date.

Lost & Found

USC Productions does not operate a Lost & Found; found items are to be turned into Campus Safety & Emergency Services in Lawson Hall (phones, laptops, wallets, ID etc.) or Foot Patrol Office – UCC Basement (keys, books, clothing, glasses etc.). If returning found items to CSES, please inform one of the Productions department supervisors before leaving the building.

Special Events

As part of USC Productions you will be offered shifts outside of the daily shift duties handling the setup, operation and strike of AV Equipment. The volume of these shifts are subject to the demand for service at student events; as such, the time, duration and duties of these shifts can vary dramatically. Events may run outside typical business hours and operate on the principle of the shift being completed when the work is done rather than ending at a specific time.

When staffed to a special event shift it is very important to adhere to the stated dress code and be ready to work by the beginning of the shift-time (boots on and ready to go). If you have down time during an event setup or strike you are to remain present and able to be called upon at a moment's notice. Working special events can sometimes be a chaotic experience and adapting to last minute changes or requests is expected as our emphasis is on holding successful shows which keep both the client and patrons happy.

Special Events Identification

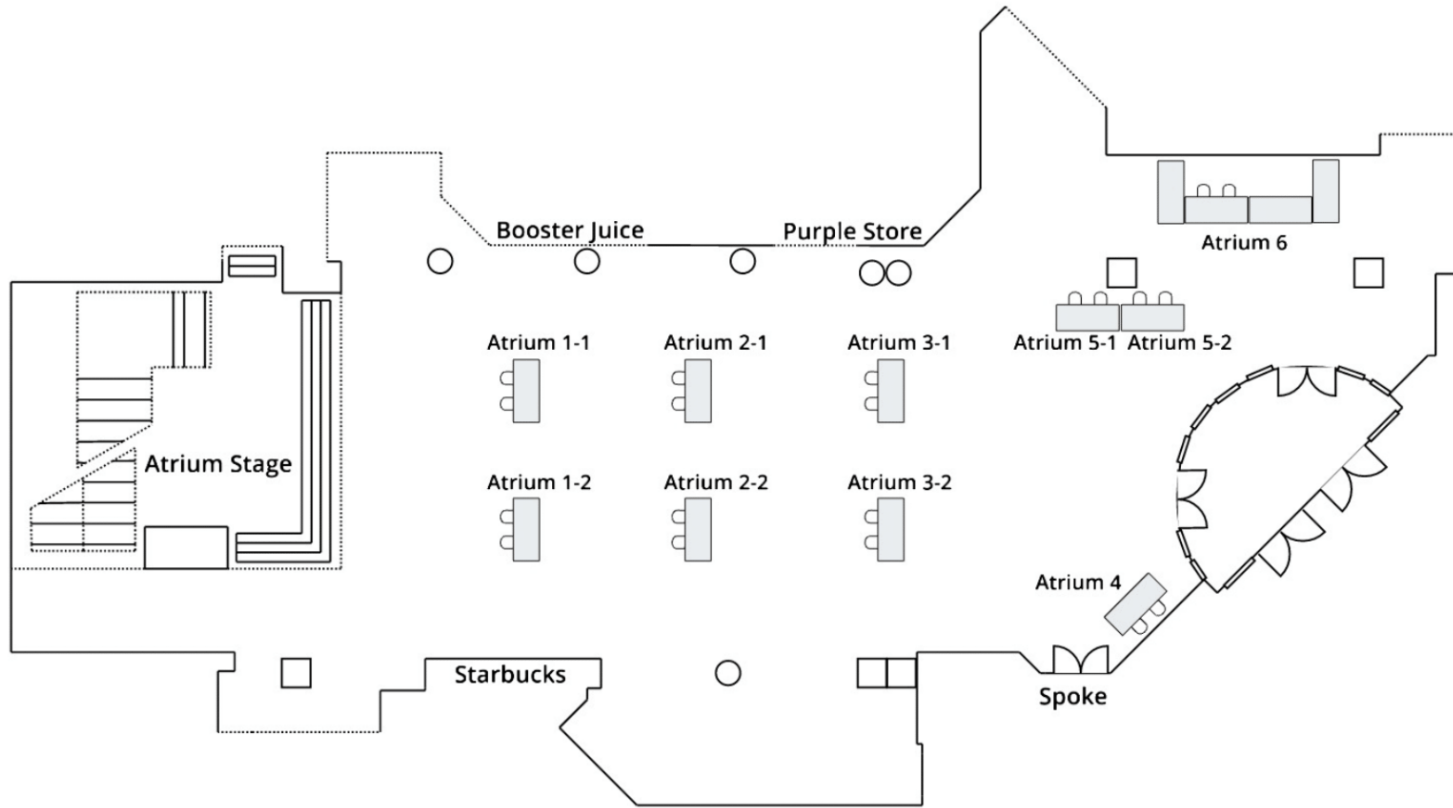
During ticketed or controlled entry events you will be required to have your events pass on you for security reasons. This pass is property of the USC and is not to be loaned or copied for any reason.

Appendix A - USC Code of Conduct

Employees of the USC shall

1. Act without fear or favor and be open and accountable to all internal and external stakeholders;
2. Serve the Council and Executive of the day by providing timely, well considered information and policy advice ;
3. Remain politically impartial in all dealings with Council and the Executive;
4. Recognize peoples' right to due process;
5. Treat all people equally and fairly, recognizing that fairness can involve treating people differently according to circumstances;
6. Act promptly to help resolve complaints;
7. Report fraud, misconduct and corruption;
8. Recognize peoples' right to equal opportunity;
9. Refrain from comment or action that compromises the political impartiality of the USC;
10. Act with integrity to the highest ethical standard and zealously guard against conflict of interest or its appearance: e.g., nepotism, improper outside employment, misuse of public resources or the acceptance of gifts;
11. Declare and take appropriate action to manage any interest that may conflict with the performance of our USC administrative duty;
12. Comply with any applicable code of conduct;
13. Ensure personal political views do not prejudice, influence or favor your decisions or behavior;
14. Maintain truthfulness and honesty and not compromise either for advancement, honor, or personal gain;
15. Take responsibility for their own errors;
16. Conduct official acts without partisanship; and,
17. Subordinate institutional loyalties to the public good.

Appendix B - Atrium Template



Lower Level Template

