



# Student Employee Handbook



What's in it for me?  
When do I get paid?  
How can I avoid injury?  
How do I contact my  
supervisor?

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## WELCOME TO THE ASC TEAM!

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As a student employee, you are a valued member of the ASC team that provides excellent service to the entire SUNY Cortland Community. ASC recognizes that as a student your primary focus at SUNY Cortland is to receive a quality education. We appreciate that and work to provide you with a valuable work experience while earning money to finance your education.

While working, your primary role is that of the employee. In that role, you will be respected as a member of the team, while fulfilling your responsibilities. It is your responsibility to read carefully the behaviors expected of student employees.



SPENDING MONEY, EXPERIENCE, AND FRIENDS

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## WHO IS A STUDENT EMPLOYEE?

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A student employee of Auxiliary Services Corporation is any student enrolled in High School or any institution of higher learning, including SUNY Cortland, for at least nine (9) credit hours and is **working less than 30 hours**.

A student employee is also an intern that is not compensated for their time, but rather receives an educational benefit similar to what they would receive in a classroom.

## TIME CLOCK PROCEDURES

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Student employees must be at their workstation on time. You must punch in at the time clock when you are in uniform and ready to perform your duties, but no earlier than 2 minutes before the start of your shift. You must punch in using your own time card. When leaving at the end of your shift or leaving the building for any reason, you must punch out at the time clock.



FOLLOW TIME CLOCK PROCEDURES TO GET PAID ALL YOU ARE OWED

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<i>When working in a department other than your home department</i>
Press: "Department Transfer" – Swipe your badge – select the correct department AND type of employee – example: 010623
<i>Catering Premium for students working in Catering and Concession</i>
To punch in - Press Start OTP Activity – Swipe your badge To punch out - Press End OTP Activity – Swipe your badge
<i>To view Totals online</i>
Press: View Totals online – Swipe your card (view pay period totals)
<i>To Review Punches</i>
Press Review Punches – Swipe your card (view punches for the last pay period)
<i>To View Punch Status</i>
Press View Punch Status – Swipe card (view last punch)
<i>Use when the badge is not available</i>
Key board symbol – enter badge number – department

## ATTENDANCE AND ARRANGING FOR YOUR SUBSTITUTE

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You have taken on the professional responsibility of a part-time job. You agreed to work the time that best fits your schedule. You are required to be at work and on time for all of your shifts. If you wish to drop permanently one or more of your shifts, we require one week's notice.

After November 15 and April 15 of each year, if you wish to drop all of your shifts, you will not be eligible for rehire at any time in the future.

You should discuss any changes you may need in your schedule with your manager in advance of the need such as for religious days or finals scheduled for your shift.

There are situations when you may be unable to work your scheduled shift.

- You are responsible for arranging for your own substitute. The substitute must be qualified to work in that area. The substitutes must be able to cover the entire shift. You and the substitute must advise your manager of the arrangement prior to the work shift.

*“Like” FACEBOOK -Student Employees of ASC of SUNY Cortland to find or be a substitute.*

- If you have more than 2 unexcused absences (called a **strike**) in a semester your employment will be terminated, and you will not be eligible for rehire by Auxiliary Services Corporation.
- If emergencies arise such as illness, we ask for documented proof of those situations. Proper planning will limit many so-called emergencies.
- If you do not show up for your shift and do not call, your employment will be terminated.
- Failure to participate in mandatory training within 60 days will result in termination.

**Mulligan Cards**

A student employee who has completed four (4) full consecutive semesters will receive, as of the next semester, a Mulligan Card. This card allows a “do-over” for an attendance strike.

- The card will be available from the HR Office at the beginning of the semester.
- Mulligan cards will not be replaced if lost or stolen.
- You must call the manager to notify them you will be absent with no substitute and will use your card.
- You must surrender the card to the manager after using it.

**Finals Week**

You are still responsible for finding a substitute during finals week. Strikes may be avoided when you cannot find a substitute. See the chart below:

<b>Days of Finals</b>	<b>Strikes</b>	<b>Regularly Schedules Shifts</b>	<b>Notes</b>
Days 1 -3 ( Mon-Wed)	Strikes apply	You are <u>required</u> to work your regularly scheduled shift or find a substitute*	If business needs dictate you are not needed to work, your manager will notify you.

After Day 3 (Thurs- Fri)	Strikes do not apply	You must try to find a substitute.	Notify your manager 1 week in advanced.  If business needs dictate you are not needed to work, your manager will notify you.
Any days during finals*	Strikes do not apply	During the <u>hours</u> of your final,  you are <u>excused</u> (no strike)	Notify your manager 1 week in advanced
Any days after you're the last final and you live on campus*	Strikes do not apply	You are excused from your shifts	Notify your manager 1 week in advanced
Extra Shifts		Additional shifts are always available at Bistro and Neubig during finals week.	



GET A SUB, GET TIME OFF - NEED EXTRA \$, SUB FOR SOMEONE ELSE!

## PROFESSIONAL BEHAVIORS

All student employees are expected to conduct themselves in a professional manner when in the employment of ASC. Students should use common sense and good judgment to provide customer service and positively represent ASC. If you were the customer, how would you want to be treated?

- Attend customers promptly and courteously. Be cheerful and strive to understand their needs.
- NO CELL PHONES may be in the work area. If a cell phone is observed in the work area, you will be required to place the phone in a remote location at your own risk.
- No visitors, pets, alcohol, weapons, illegal drugs/paraphernalia, personal electronic devices (cell phones, iPods) or personal items may be in the work area
- Be aware of the impression your speech, behavior, and dress presents to the customer
- Be knowledgeable about the merchandise and services in your department
- Follow the direction of any supervisor or manager promptly
- Use equipment, products, and facilities for business purposes only
- You must notify a supervisor or designated lead person of your whereabouts before leaving your work area.
- Follow all safety, employment, and work rules at all times. See Safety

- You must be in uniform, prepared and ready to perform your duties when you punch in. This includes not being under the influence of any alcohol or illegal drugs. You should be properly rested and dressed appropriately.
- Dishonesty including lying, stealing, failing to charge customers, misrepresentation, falsifying any records, aiding or abetting lying or stealing, or any other dishonesty is not professional conduct. Eating when you have not paid for the food or removing food meant for waste will be considered theft.
- Employees must cooperate completely and truthfully with any workplace investigation.



KEEP YOUR JOB AND BE ELIGIBLE TO WORK NEXT SEMESTER

## DRESS CODE

A clean and neat appearance is expected of all student employees.

### Uniformed Student Employees (Dining Services)

ASC Uniform shirts	Worn in all dining locations
Pants	<p>ACCEPTABLE: Black or Blue Denim jeans or khakis that come to the knee</p> <p>Black dress pants are required for working any catering functions.</p> <p>NOT ACCEPTABLE: Wind pants, sweatpants, athletic pants, yoga pants, and leggings are not allowed. All pants must be clean and free from excessive wear, holes, tears, stains, and loose enough to pull away from the skin for safety reasons</p>
Shoes	Closed-heel and toe with specially-design non-slip treads that meet ANSI Z41 standard or ASTM F2413-05 are of a brand approved by A.S.C. * must obtain within 2 weeks of hire date
Jewelry	Remove or properly cover all jewelry that is a safety or food sanitation hazard, such as long earrings, bracelets, watches, and rings
Hair restraint	An ASC hat or ASC hair restraint and/or beard guards.
Name	Name tags must be worn on the hat or uniform shirt

Catering employees may only wear black pants, with all-black, appropriate footwear. A Catering uniform shirt, appropriate for the style of the event, will be provided on the day of the event and returned at the end of the shift.

*Non-uniformed Student Employees (Locations other than Dining Services)*

Employees, who have not issued a uniform, must present themselves in appropriate attire for a professional business setting. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests are not appropriate for a professional appearance at work. Clothing that reveals cleavage, back, chest, feet, stomach or underwear is not appropriate for a place of business. Garments must be clean and free from excessive wear, holes, tears, and stains.

Clothing, buttons, pins, patches or insignia with political or social messages, alcohol or tobacco advertising, profanity, inadequately clad people, or other inappropriate or unprofessional graphics is not appropriate for a professional appearance at work. Apparel with the ASC and SUNY Cortland logo is appropriate.

Denim jeans are allowed. Pants must cover the knee. Wind pants, sweatpants, athletic pants, yoga pants, and leggings are not allowed. All pants must be clean and free from excessive wear, holes, tears, stains, and loose enough to pull away from the skin for safety reasons.

Dresses, skirts, split skirts, and other garments that allow legs to show require nylons or stockings to be worn. Skirts and split skirts should not be shorter than five inches above the knees.

Non-food service employees must wear shoes safe for the duties they are performing. No flip-flop style footwear will be allowed at any time.

If you experience uncertainty about acceptable business-casual attire for work, please ask your supervisor or the Human Resources Office.



LOOK GOOD, FEEL GOOD!

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## PERSONAL HYGIENE

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Employees should report to work having bathed with neatly trimmed hair, beards, and fingernails. Employees should be odor free including avoiding excessive fragrances. All fingernails must be no longer than the tip of the employee's finger. *Any nail polish must be covered by gloves at all times even when not required by sanitation code.*

Frequent hand washing is the most important way to prevent human contamination of food. You should wash your hands when entering or leaving your work area when they are soiled, when changing from one food-handling task to another, or when changing gloves. Employees should not chew gum or tobacco while working.

## SAFETY

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ASC does not want any employee to experience pain or suffering due to their work duties. Regular staff will train you on the safety procedures for your area. You will be given personal protective equipment used to protect yourself when performing certain tasks. Use them. These rules and equipment are to protect you. If you are injured at work, report it to the manager or supervisor on-duty immediately. They will ensure that you receive prompt medical attention.

Workplace violence is defined in multiple ways; ultimately, it is the physical assault or aggressive behavior where employees may be subjected to harm. In any work-related employment, there are many factors that can be categorized as workplace violence. Such acts are defined by the Department of Labor as any:

- Attempt to threat, whether verbal or physical, to inflict injury
- Any intentional display of force, giving an employee a reason of fear
- Intentional or wrongful physical contact with a person without their consent entailing injury
- Stalking an employee with the interest in causing fear/physical harm and safety to a person if the stalking has arisen from employment

Auxiliary Services (ASC) at SUNY Cortland is a corporation on the Cortland campus. ASC is a corporation that is committed to the safety and security of our employees. Keeping an environment that is respected and safe starts with us, but is carried out by our employees. ASC has a Zero Tolerance Standard with the respect to acts of workplace violence. Acts that are workplace violence will result in disciplinary action and investigation; these acts can range from threats, violence, or aggressive behavior and will be responded too with a prompt manner.

Employees found responsible for such actions that are definitive of the workplace will be subjected to consequences that could ultimately be subject to termination. Such things that could be considered workplace violence can range from anything. Most common are:

Use or display of force to cause harm like physical attacks and unwanted contact such as

- grabbing, shoving, pushing, slapping, hitting, punching, fighting, or throwing objects

Threats that are directly or indirectly cause harm whether it be physical, emotional, or mental

- Threatening phone calls, email, or text messages
- Stalking
- Oral or written words
- Gestures or symbols

Aggressive behavior includes acts in anger or frustration includes shouting, throwing, slamming, punching, or pushing items.

Reporting instances of workplace violence are essential to helping ASC make the environment that our employees are safe and comfortable to be in. Every incident that is investigated and reported is all confidential. Any break of this confidentiality will be subjected to consequences.

Employees that work for ASC are at risk of workplace violence. This is because we are a corporation that deals with many aspects within the workplace that can be subjected to workplace violence. Risks, can be defined, but not limited to:

- Contact with public
- Handling/ exchanging money for a good/service
- Working late nights or early mornings
- Poorly lit areas
- Working in a location with uncontrolled public access to the workplace

It is therefore important that our employees are properly trained and safe throughout their employment for ASC and on the SUNY Cortland campus. Risk as such can put employees in harm and as a result, it is important to know how to prevent such occurrences.

ASC is responsible for providing the tools that are needed to prevent and understand what to do in a situation that is considered workplace violence. Responsibilities, therefore, are broken down into two different responsibilities: the employer and the employee.

As employers, ASC is responsible to provide our employee's training and safety to workplace violence. Many of our safety measures shall be such items like:

- Securing the workplace with such things as surveillance cameras, alarms, and identification access to certain areas
- Provide the most effective administration controls that are necessary for every worker.
- Look over and evaluate if all areas are safe, like routes that employees use that are in the dark or far away from a central location.
- In the instance where an employee handles and carries money, provide drop safes or an area where money can be secure. During a change in shifting, keep minimal money in registers
- Highly encourage the buddy system when working late nights or going outside into dimly lit areas, or places that have felt unsafe
- Develop a workplace prevention program that designates employees responsibilities and practices that should be followed encase of emergencies where workplace violence occurs
- Run period risk evaluations and implement change
- Keep personal information, whether it be schedules or identification, private
- Ask for identification of unknown strangers who come into the workplace

Employees are also responsible for understanding and noticing the signs of workplace violence. Such things that are learned by employees cannot guarantee that there might not be any workplace violence but can help lower the risk of great harm.

- Training should be provided to all employees where it is learned how to recognize and know the risks of assault, violence, and know how to control such situations.
- Alert supervisors if there are *any* concerns about safety or security. Report them immediately, don't wait if it can be prevented
- Carry minimal money and proper identification when working
- If an employee has been threatened with violence by a person in a domestic situation or by another non-campus individual who may follow him or her to the work site, the employee should report the incident to his or her supervisor and UPD.

Employees and supervisors are responsible for reporting instances where they believe workplace violence is occurring. Reporting should be done if there is an implied or implicit thought that workplace violence is occurring. Depending on the situation, reporting can be directly done, or an employee must let their supervisor know. Employees can report anonymously; supervisors also will be able to file reports of such content.

Many instances, employees do not report workplace violence. This is generally because there is a lack of training, lack of procedures, fear of retaliation, and reactions from their supervisors when reporting. Confidentiality is to be followed when filing a report. Any break in confidentiality that happens when filing a report can result in immediate consequences. Reporting's will be investigated and looked at heavily by our Human Resources and our Directors. All reports are taken in a serious matter.

**If there is an act of workplace violence that is happening at the moment, University Police should be called immediately**

Chemicals in your work area can be dangerous and are much stronger than what you use at home. Please review the Safety Data Sheet (SDS) Notebook in your area for more information. Do not mix any chemicals unless instructed by a manager to do so. Wear all protective equipment as indicated by the SDS or your manager.

Bodily fluids, including blood and vomit, contain diseases and should be treated as hazardous. Do not clean up any bodily fluids except your own. Report to your manager or supervisor all employee or customer accidents or bodily-fluid spills.



NO ILL-EFFECTS FROM STRONG CHEMICALS OR DISEASES.

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Food Service areas have many sources that can burn you — steam, grease, and electrical.

If something has the potential to be hot — treat it as if it is hot — food, surfaces, water, and grease. If you are burned, stop immediately and put the area in very cold water and use burn gel.



A THROBBING BURN WILL KEEP YOU FROM SLEEPING TONIGHT!

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Many ASC locations have water, food, and grease on the floors. This provides a slip or trip hazard. Take extra precautions - walk slowly in these areas. Clean up any spills you see, even if you did not cause it. You, or someone else, may slip or trip and become injured. Lifting heavy items like boxes of books or food can cause an injury to your back, arms, shoulders or legs. Break heavy loads into smaller, lighter loads. Get someone to help with an awkward or heavy load. Use a cart whenever possible. Lift with your knees bent and your back straight.

	 <p>BACK AND JOINT PAIN IS THE CUMULATIVE EFFECT OF LIFTING WRONG REPEATEDLY. LIFT CORRECTLY EVERY TIME OR PAY THE PRICE DOWN THE ROAD!</p>
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Knives, slicers, box cutters, and scissors can cause serious cuts. Only use these tools for the purpose they were intended. Knives should not be used to open boxes. All slicers should be turned off, with the blade set at zero, and unplugged when not in use. If a knife or sharp tool is falling, do not attempt to catch it. Pizza, knives, scissors should not be placed in a sink full of water. The best practice is to wash them yourself or leave them in the designated holder.

Please report any safety hazards in your area such as broken equipment or hazardous surroundings such as wet floors, electrical shocks/sparks, burned out light bulbs, sharp edges, uneven floors or other conditions.

Please report any coworker's illegal or dangerous behaviors as these may cause someone, even you, serious harm.



SEE SOMETHING, SAY SOMETHING - IT COULD SAVE YOU PAIN AND SUFFERING.

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## NO HARASSMENT OR DISCRIMINATION

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Harassment - hostile treatment

Discrimination - different treatment

Auxiliary Services Corporation will not discriminate in its services or employment practices based on race, gender, and gender expression, religion, national origin, age, sexual orientation, disability, marital status, color, creed, military status, genetic predisposition or carrier, veteran, or victim of domestic violence status.

Auxiliary Services Corporation expects that all employees will act in a respectful manner toward all co-workers and members of the campus community.

ASC prohibits acts of discrimination or harassment of employees by contractors, vendors, employees, and customers.

Behaviors that constitute harassment include name-calling, racial slurs, jokes, physical assault, impeding or blocking voluntary movement, gestures, derogatory posters, letters, graffiti, cartoons, or computer displays. Request for sexual favors, including sexual advances that interfere with work performance or working conditions, are considered inappropriate and will not be tolerated.

Anyone who has been treated disrespectfully discriminated against, or harassed is encouraged to notify his or her manager, the Human Resources Office or the Executive Director.

## SEXUAL HARASSMENT

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Auxiliary Services Corporation is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. Auxiliary Services

Corporation has a zero-tolerance policy for any form of sexual harassment, and all employees are required to work in a manner that prevents sexual harassment in the workplace. This Policy is one component of Auxiliary Services Corporation commitment to a discrimination-free work environment. Sexual harassment is against the law. All employees have a legal right to a workplace free from sexual harassment, and employees can enforce this right by filing a complaint internally with ASC management, or with a government agency or in court under federal, state or local anti-discrimination laws.

Adoption of this policy does not constitute a conclusive defense to charges of unlawful sexual harassment. Each claim of sexual harassment will be determined in accordance with existing legal standards, with due consideration of the particular facts and circumstances of the claim, including but not limited to the existence of an effective anti-harassment policy and procedure.

1. ASC's policy applies to all employees, applicants for employment, interns, whether paid or unpaid, contractors and persons conducting business with ASC.
2. Sexual harassment will not be tolerated. Any employee or individual covered by this policy who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action, up to and including termination.
3. Retaliation Prohibition: No person covered by this Policy shall be subject to adverse employment action including being discharged, disciplined, discriminated against, or otherwise subject to adverse employment action because the employee reports an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint. ASC has a zero-tolerance policy for such retaliation against anyone who, in good faith complains or provides information about suspected sexual harassment.

Any employee of ASC who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination. Any employee, paid or unpaid intern, or non-employee\* working in the workplace who believes they have been subject to such retaliation should inform a supervisor, manager, or the Assistant Executive Director or Executive Director. Any employee, paid or unpaid intern or non-employee who believes they have been a victim of such retaliation may also seek compensation in other available forums, as explained below in the section on Legal Protections.

\* A non-employee is someone who is (or is employed by) a contractor, subcontractor, vendor, consultant, or anyone providing services in the workplace. Protected non-employees include persons commonly referred to as independent contractors, "gig" workers and temporary workers. Also included are persons providing equipment repair, cleaning services or any other services provided pursuant to a contract with the employer.

4. Sexual harassment is offensive, is a violation of our policies, is unlawful, and subjects ASC to liability for harm to victims of sexual harassment**Error! Bookmark not defined.. Harassers may**

**also be individually subject to liability.** Employees of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who knowingly allow such behavior to continue, will be penalized for such misconduct.

5. ASC will conduct a prompt, thorough and confidential investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.

6. All employees are encouraged to report any harassment or behaviors that violate this policy. ASC will provide all employees with a complaint form for employees to report harassment and file complaints.

7. Managers and supervisors are required to report any complaint that they receive or any harassment that they observe to the Assistant Executive Director or the Executive Director.

8. This policy applies to all employees, paid or unpaid interns, and non-employees\* and all must follow and uphold this policy. This policy must be posted prominently in all work locations and be provided to employees upon hiring.

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#### WHAT IS "SEXUAL HARASSMENT"?

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Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, gender identity and the status of being transgender. Sexual harassment includes unwelcome conduct which is either of a sexual nature or which is directed at an individual because of that individual's sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment, even if the complaining individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment consists of words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex.

Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are

offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, which interfere with the recipient's job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called "quid pro quo" harassment.

Any employee who feels harassed should complain so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

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### EXAMPLES OF SEXUAL HARASSMENT

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The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical assaults of a sexual nature, such as:
  - Touching, pinching, patting, grabbing, brushing against another employee's body or poking another employees' body;
  - Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
  - Requests for sexual favors accompanied by implied or overt threats concerning the victim's job performance evaluation, a promotion or other job benefits or detriments;
  - Subtle or obvious pressure for unwelcome sexual activities.
- Sexually oriented gestures, noises, remarks, jokes or comments about a person's sexuality or sexual experience, which create a hostile work environment.
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:
  - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as:
  - Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;

- Sabotaging an individual’s work;
- Bullying, yelling, name-calling.

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### WHO CAN BE A TARGET OF SEXUAL HARASSMENT?

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Sexual harassment can occur between any individuals, regardless of their sex or gender. New York Law protects employees, paid or unpaid interns, and non-employees, including independent contractors, and those employed by companies contracting to provide services in the workplace. A perpetrator of sexual harassment can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer or visitor.

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### WHERE CAN SEXUAL HARASSMENT OCCUR?

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Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer-sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises or not during work hours.

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### What is “Retaliation”?

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Unlawful retaliation can be any action that would keep a worker from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation.

Such retaliation is unlawful under federal, state, and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in “protected activity.”

Protected activity occurs when a person has:

- filed a complaint of sexual harassment, either internally or with an anti-discrimination agency;
- testified or assisted in a proceeding involving sexual harassment under the Human Rights Law or other anti-discrimination law;
  - opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of harassment;
- complained that another employee has been sexually harassed; or
- encouraged a fellow employee to report harassment.

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### REPORTING SEXUAL HARASSMENT

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**Preventing sexual harassment is everyone’s responsibility.**

ASC cannot prevent or remedy sexual harassment unless it knows about it. Any employee, paid or unpaid intern or non-employee who have been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a supervisor, manager, Assistant Executive Director or Executive Director. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a supervisor, manager or, Assistant Executive Director or Executive Director.

Reports of sexual harassment may be made verbally or in writing. A form for submission of a written complaint is attached to this Policy, and all employees are encouraged to use this complaint form. Employees who are reporting sexual harassment on behalf of other employees should use the complaint form and note that it is on another employee's behalf.

Employees, paid or unpaid interns or non-employees who believe they have been a victim of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

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#### SUPERVISORY RESPONSIBILITIES

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All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, **are required** to report such suspected sexual harassment to Assistant Executive Director or Executive Director.

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.

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#### COMPLAINT AND INVESTIGATION OF SEXUAL HARASSMENT

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All complaints or information about suspected sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough and should be completed within 30 days. The investigation will be confidential to the extent possible. All persons involved, including complainants, witnesses, and alleged perpetrators will be accorded due process to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. Employees who participate in any investigation will not be retaliated against.

Investigations will be done in accordance with the following steps:

- Upon receipt of the complaint, the Assistant Executive Director or designee, will conduct an immediate review of the allegations, and take any interim actions, as appropriate. If the complaint is oral, encourage the individual to complete the “Complaint Form” in writing. If he or she refuses, prepare a Complaint Form based on the oral reporting. • If documents, emails or phone records are relevant to the allegations, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;
- Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
  - A list of all documents reviewed, along with a detailed summary of relevant documents;
  - A list of names of those interviewed, along with a detailed summary of their statements;
  - A timeline of events;
  - A summary of prior relevant incidents reported or unreported; and
  - The final resolution of the complaint, together with any corrective actions action(s).
- Keep the written documentation and associated documents in the employer’s records.
- Promptly notify the individual who complained and the individual(s) who responded to the final determination and implement any corrective actions identified in the written document.
- Inform the individual who complained of their right to file a complaint or charge externally as outlined below.

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## LEGAL PROTECTIONS AND EXTERNAL REMEDIES

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Sexual harassment is not only prohibited by ASC but is also prohibited by state, federal, and, where applicable, local law. Aside from the internal process at ASC, employees may also choose to pursue legal remedies with the following governmental entities **at any time**.

New York State Division of Human Rights (DHR) -The Human Rights Law (HRL), codified as N.Y. Executive Law, art. 15, § 290 et seq., applies to employers in New York State with regard to sexual harassment, and protects employees, paid or unpaid interns, and non-employees regardless of immigration status. A complaint alleging a violation of the Human Rights Law may

be filed either with DHR or in New York State Supreme Court. Complaints with DHR may be filed any time within **one year** of the harassment. If an individual did not file at DHR, they can sue directly in state court under the HRL, within **three years** of the alleged discrimination. An individual may not file with DHR if they have already filed an HRL complaint in state court. Complaining internally to ASC Management does not extend your time to file with DHR or in court. The one year or three years is counted from the date of the most recent incident of harassment. You do not need an attorney to file a complaint with DHR, and there is no cost to file with DHR. DHR will investigate your complaint and determine whether there is probable cause to believe that discrimination has occurred. Probable cause cases are forwarded to a public hearing before an administrative law judge. If discrimination is found after a hearing, DHR has the power to award relief, which varies but may include requiring your employer to take action to stop the harassment, or redress the damage caused, including paying monetary damages, attorney's fees, and civil fines. DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458, (718) 741-8400, [www.dhr.ny.gov](http://www.dhr.ny.gov) Contact DHR at (888) 392-3644 or visit [dhr.ny.gov/complaint](http://dhr.ny.gov/complaint) for more information about filing a complaint. The website has a complaint form that can be downloaded, filled out, notarized and mailed to DHR. The website also contains contact information for DHR's regional offices across New York State.

The United States Equal Employment Opportunity Commission (EEOC) -The EEOC enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified at 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint, and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court. The EEOC does not hold hearings or award relief but may take other action including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. If an employee believes that he/she has been discriminated against at work, he/she can file a "Charge of Discrimination." The EEOC has a district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1-800-669-4000 (1-800-669-6820 (TTY)), visit their website at [www.eeoc.gov](http://www.eeoc.gov) or via email at [info@eeoc.gov](mailto:info@eeoc.gov) If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

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#### CONTACT THE LOCAL OR UNIVERSITY POLICE

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If the harassment involves physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. Contact the local police department or University Police at 607-753-2111.

# COMPLAINT FORM FOR REPORTING HARASSMENT, DISCRIMINATION OR DISRESPECT

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## Auxiliary Services Corporation of SUNY Cortland

New York State Labor Law requires all employers to adopt a harassment prevention policy that includes a complaint form for employees to report alleged incidents of harassment. If you believe that you have been subjected to disrespect, discrimination or harassment, you are encouraged to complete this form and submit it to the Assistant Executive Director or Executive Director in Winchell Hall or email: ASC .staff@cortland.edu. Once you submit this form, ASC must follow its Non-harassment Non Discrimination prevention policy and investigate any claims. If you are more comfortable reporting verbally or in another manner, ASC is still required to follow its prevention policy by investigating the claims as outlined at the end of this form. For additional resources, visit: [ny.gov/combating-sexual-harassment](http://ny.gov/combating-sexual-harassment)

### COMPLAINANT INFORMATION

Name:

Home Address:

Work Address:

Home Phone:

Work Phone:

Job Title:

Email:

Select Preferred Communication Method:

Immediate Supervisor's Name:

Title:

Work Phone:

Work Address:

### COMPLAINT INFORMATION

Your complaint of discrimination, disrespect, harassment is made against:

Name:

Title:

Work Address:

Work Phone

Relationship to you: \_\_\_ Supervisor \_\_\_ Subordinate \_\_\_ Co-Worker \_\_\_ Other

Please describe the conduct or incident(s) that is the basis of this complaint and your reasons for concluding that the conduct is discrimination, disrespect, harassment. Please use additional sheets of paper if necessary and attach any relevant documents or evidence:

Date(s) disrespect, discrimination or harassment occurred:

Is the disrespect, discrimination or harassment continuing? \_\_\_Yes \_\_\_ No

Please list the name and contact information of any witnesses or individuals that may have information related to your complaint:

*The following questions are optional but may help facilitate the investigation.*

Have you previously complained or provided information (verbal or written) about the disrespect, discrimination or harassment at ASC? If yes, when and to whom did you complain or provide information?

Have you filed a claim regarding this complaint with a federal, state or local government agency? \_\_\_Yes \_\_\_ No

Have you instituted a legal suit or court action regarding this complaint? \_\_\_Yes \_\_\_No

Have you hired an attorney with respect to this complaint? \_\_\_Yes \_\_\_No

I request that ASC investigate this complaint in a timely and confidential manner as outlined below, and advise me of the results of the investigation.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### ASC's Responsibility

If we receive a complaint about alleged discrimination, disrespect or harassment, we must follow our prevention policy by investigating the allegations through actions such as: • Speaking with the employee • Speaking with the alleged harasser • Interviewing witnesses • Collecting and reviewing any related documents. We should create a written document of the findings of the investigation, along with any corrective actions taken and notify the employee and the individual(s) against whom the complaint was made. This may be done via email.

*Employees that file complaints with their employer might have the ability to get help or file claims with other entities including federal, state or local government agencies or in certain courts. Adoption of this form does not constitute a conclusive defense to charges of unlawful discrimination or harassment. Each claim of sexual harassment will be determined in accordance with existing legal standards, with due consideration of the particular facts and circumstances of the claim, including but not limited to the existence of an effective anti-harassment policy and procedure.*



GET TREATED WITH RESPECT. TREAT OTHERS THE WAY YOU WANT TO BE TREATED.

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## PROBLEM-SOLVING

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Student employees are encouraged to share their ideas with the management staff. In your daily work routine, you may encounter problems or have questions that need answers. Please bring your concerns to your unit manager or supervisor, first. If you are unsatisfied with the result of this discussion, please contact the Director of College Stores or the Director of Dining Services. The desire and responsibility of each level of management are to try to address each problem or suggestion effectively. We hope that open lines of communication will benefit the organization and the customers.



GET HEARD. PROBLEM SOLVED BEFORE IT GETS WORSE.

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## PAYROLL ISSUES

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Starting pay for students will be \$10.40 as of 1/1/2018. It will continue to increase to \$12.50 1/1/2021.

Payday is every other Thursday. Payroll calendars are available online at [www.cortlandasc.com](http://www.cortlandasc.com) click Employee in the upper left and scroll down to the heading Payroll.

Direct Deposit of your paycheck is available to any bank that accepts electronic banking. Your paychecks and are available on payday in your work unit. If your unit is closed for the day, paychecks are available in the Payroll Office or you may submit a written request to mail paychecks to your home address.

ASC employees may not accept tips. Please notify your customers that it is your pleasure to serve them and no tip is required.

You will pick up your paycheck in your work location. When your unit is closed on payday, your check will be available in Winchell Hall 2nd Floor.

You may access your paycheck information and W-2 at year end online. The web link and directions are available at [www.cortlandac.com](http://www.cortlandac.com) click Current employees -Payroll.

**NEW YORK'S PAID FAMILY LEAVE (PFL)** program provides job-protected leave and wage replacement to eligible employees when qualifying conditions require a leave of absence. To be eligible, employees must: regularly work 20 or more hours per week and be employed for at least 26 consecutive workweeks preceding the first full day family leave is taken; or regularly work less than 20 hours per

week and be employed for at least 175 days preceding the first full day family leave is taken, but not days prior to 1/1/2018. PFL is granted to eligible employees who request time off for the following qualifying events:

- to participate in providing care, including physical or psychological care, for an employee's spouse, child, parent, grandchild, grandparent, or domestic partner with a serious health condition;
- to bond with a new child during the first 12 months after the child's birth, adoption or foster care placement with the employee, the employee's spouse, or the employee's domestic partner; or
- due to a qualifying exigency for the employee's spouse, domestic partner, child, or parent who is on active military duty or has been notified of an impending call to active duty.



GET PAID!

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## NEXT SEMESTER

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When you know your class schedule for the next semester, you should make an appointment with your manager to get the best selection of shifts. At the end of the spring semester, you should return your name tag and time card. You will be issued shirts and a new timecard next semester.



GET THE SCHEDULE YOU WANT FOR NEXT SEMESTER!

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## TERMINATION

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Employment with ASC is at-will and may be terminated by the employee or ASC at any time, for any reason. Some reasons for loss of employment would include:

- Failure to follow the workplace rules and policies
- Any solicitation of employees, customers, or any competition with ASC services
- Sharing propriety, trade-secrets, attorney-client privilege, medical, information
- Failure to cooperate with an investigation
- Any conduct or language, at any time, that is detrimental to the mission and interest of ASC
- Loss of student status
- Insubordination/indolence
- Threats or violence
- Stealing or falsifying information or assisting others to do so

- Poor attendance
- Disrespectful behavior towards customers or employees
- Poor customer service
- Failure to contact and report to work
- Stealing from ASC while working or not

This list is not all-encompassing and each situation will be handled on a case-by-case basis.

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## BREAKS & MEALS

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You will be given a 30-minute unpaid break for any shift of 6 hours or more. Your manager, based on business needs, may up to a grant 10-minute paid breaks at their discretions. *No food is provided on these 10-minute breaks.*

*Any meal/break purchases or beverages at no charge may not be used for purchase promotions such as drink punch cards.*

A meal, limited to \$10.75 in value, is available to any student employee, each time you work a shift of 6 hours or more. Student employees must eat their meal in their home department, except for students working in a unit not serving food. Food taken from the dining hall or shared with anyone is theft. No outside food may be brought in and stored in any food preparation or adjoining areas.

Certain food items or dining services may be excluded from employee meals at the discretion of the Dining Manager. Public use equipment not in Allergy Awareness Areas may be used by employees and the public to heat toast their personal food. Food should be covered in microwaves and only be heated not cooked i.e. raw chicken would be unacceptable. No outside food may be consumed, present or stored in any coolers or freezers or food preparation areas. The employee must keep all outside food in their lockers or backpacks.

The following items or services are excluded from employee meals, but may be purchased with a Privileges account or a student meal plan:

1. Selected pre-packaged items: branded cookies, granola bars, fruit bars, power bars, non-bulk cereal, Nutrigrain bars, candy, gum, and peanuts\*
2. Bottled beverages (except at the Commissary and certain catering events when no other beverages are available)\*\*
3. Bookstore food items
4. Sushi and related items
5. Special Meals priced \$10.75 or more

*\*Items packaged by ASC, with an ASC label, and chips may be purchased with the employee meal plan. \*\*Cortland Water and Bryne Milk may be purchased with the employee meal plan*

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## AT-WILL EMPLOYMENT

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The contents of this Handbook do NOT constitute terms of a contract of employment and cannot be construed as a guarantee of continued employment with ASC.

Employment with Auxiliary Services Corporation is on an at-will basis. This means that the employment relationship may be terminated at any time by either ASC or the employee for any reason not expressly prohibited by law. To the contrary, any oral or written statement by anyone (except those in writing and signed by the Executive Director and the ASC Board of Directors) is invalid and should not be relied upon by any future or existing employee.

ASC Management and the Board of Directors may use any or none of the specified procedures for termination.

ASC Management and the Board of Directors have the responsibility for making all employment decisions and the administration of all areas of ASC business, including but not limited to assignment and distribution of work, services provided by ASC, and the establishment of all policies and procedures.

ASC Management and Board of Directors may decide to change any provision of this Employee Handbook and/or any benefits outlined within at any time without prior notice. This Handbook supersedes any and all previous handbooks and written or unwritten policies. Changes to this Handbook can only be changed in writing by the Executive Director and/or Board of Directors.

This Handbook is not all encompassing and is only a set of guidelines. Each situation will be handled considering all the facts in each case.

## BENEFITS

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Contact the Human Resources Office about the following benefits:

- NYS Paid Family Leave – leave for seriously ill family members
- Disability Insurance – leave for your serious illness
- Pension Plan participation – saving for retirement
- Workers' Compensation Insurance – coverage for work-related accidents or illness
  - Any employee who sustains a work-related injury or illness should inform their supervisor or the Human Resources Office immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately.
  - Immediate reporting will protect anyone else from also experiencing an injury or illness
  - Employees have the right to make a report of an accident or illness free from retaliation.
  - The supervisor should immediately complete online notification to the Human Resources Office who handles proper notification to the insurer or government agencies.
  - The supervisor or Human Resources Office will assist the employee to arrange for appropriate medical treatment.

- Neither the employer, nor the insurance carrier, will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the employer.

**Communicate often and early to retain your employment and solve problems!**

<p style="text-align: center;"><b>IMPORTANT PHONE NUMBERS</b></p>	<div data-bbox="711 306 805 394" data-label="Image"> </div> <p data-bbox="703 443 1089 472"><b>GET CONNECTED, GET ANSWERS!</b></p> <hr/> <p data-bbox="703 527 1484 585"><b><u>I have a problem, who can help:</u></b></p> <p data-bbox="703 632 1451 686"><b>First – Manager</b> (unless they are the problem)</p> <p data-bbox="703 732 1500 846"><b>Second – Director of Dining or College Stores</b></p> <p data-bbox="703 892 1247 947"><b>Third – Human Resources</b></p>
Neubig Dining 753-4700	
Bistro/Fuel 753-2301	
Greens & Grains 753-2128	
Union Stations 753-2128	
Pomodori 753-2128	
Hilltop 753-4616	
College Store 753-4621	
Dragon’s Den 753-4616	
The Bookmark 753-2370	
Catering Office 753-4626	
Poolside/Concessions 753-5418	
Director of Dining Services 753-2424	
Director of College Stores 753-4620	
Human Resources Office 753-2431	
Payroll Office 753-4629	
Training 753-2081	