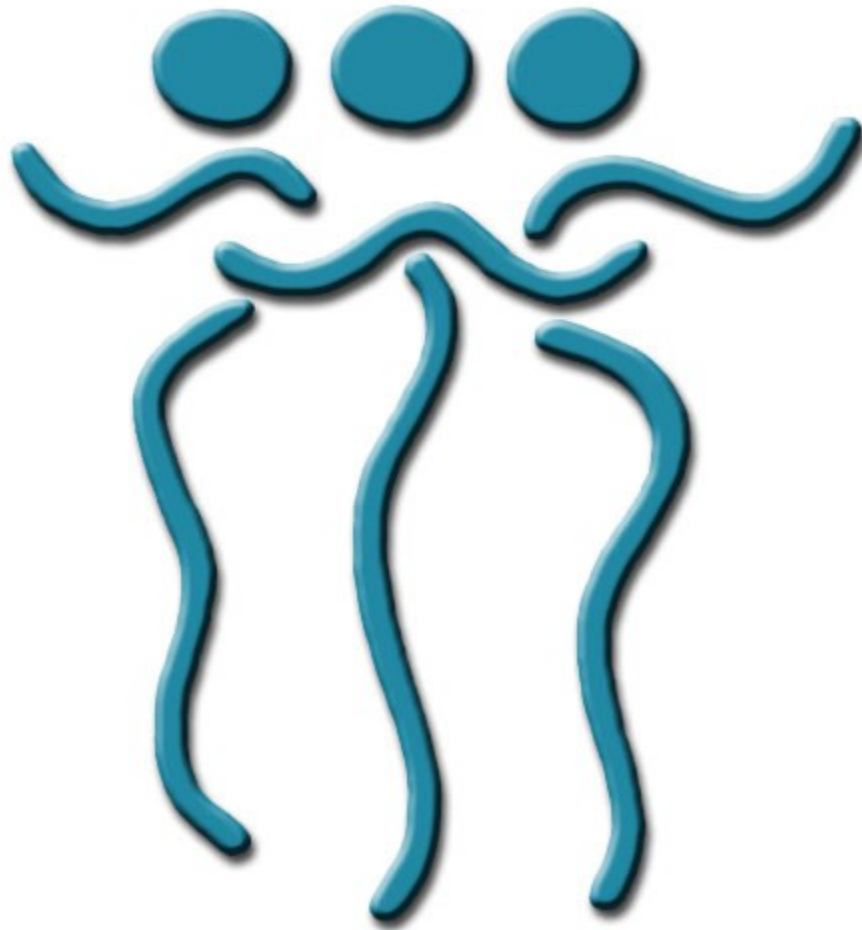


University of Connecticut Women's Center



Student Handbook

Revised August 2009

WELCOME TO THE WOMEN'S CENTER!

Welcome to the Women's Center. The Center was founded in 1972 to promote, support, and encourage the intellectual, professional, personal, and educational goals of women. The Center serves undergraduate and graduate students, staff, faculty, and community women. The Center is staffed by **Kathleen Holgerson** – Director, **Kathy Fischer** – Associate Director, **Venida Rodman Jenkins** – Violence Against Women Prevention Program Coordinator, and **Carol Millette** – Administrative Assistant, and approximately 30 students. Some of the Women's Center's programs and activities are listed below.

Violence Against Women Prevention Program (VAWPP):

This is the point program on campus for dealing with issues of violence against women. There are four components to the program: 1) a peer education program: female and male students are trained to facilitate workshops on acquaintance rape, dating violence, sexual harassment, pornography, and other issues related to violence against women; 2) short-term crisis intervention counseling to survivors; 3) advocacy on an individual and institutional level; and, 4) community education and awareness activities such as Domestic Violence Awareness Month, Sexual Assault Awareness Month, information brochures, speakers, etc.

The Men's Project:

The Men's Project provides a forum for men within the UConn community to engage in discussion, to receive education, and to initiate action around violence prevention. The program varies based upon interests of members, but oversight and training is provided through the Violence Against Women Prevention Program.

Women's Center Library:

The Library has an extensive collection of books, magazines, and periodicals by and about women. People use the library for research, leisure reading, and general information. Books can be borrowed with a Women's Center library card.

Informational Resources/Bulletin Board:

The Center maintains information on a variety of on- and off-campus resources. Certain areas have been designated for maintaining these resources.

- Binder of Career Opportunities – Reception Area.
- Binder of programs at various universities in the areas of Women's Studies, Family Studies, Gender Studies, etc. – Reception Area.
- Binder of Upcoming Conferences – Reception Area.
- Women's Center information as well as other women's organizations – Hanging Board in Hallway (near Room 421B).
- Information on women's issues – Hanging Board in Hallway (opposite kitchen).
- Individual events, regularly scheduled events or activities, and personals – posted on the Bulletin Board on the wall outside of the kitchen (**see Posting Policy**).
- Upcoming events and special interest items – Coffee table in Program Room.
- Information from other UConn departments – Room 421B on shelf.

Programs:

The Center sponsors films, speakers, conferences, workshops, discussion groups, receptions, and concerts on a wide variety of topics. Calendars of events are published at the beginning of each semester and posted on our website and newsletters are published twice during the semester and posted on our website to keep everyone updated on our activities. Activities are posted on the staff bulletin board (located in Room 421B), in addition to the calendar. **It is your responsibility to stay informed of the Center's activities.**

Our ongoing services include:

Discussion/Support Groups:

The Center acknowledges the diverse needs of women. Therefore, our philosophy is to empower women to initiate and/or facilitate programs that suit their particular interests and needs. We provide the resources and technical assistance for establishing groups. These groups vary between discussion groups, support groups, professional networking groups, etc. Anyone interested in starting a group should contact us. This year the groups include: Between Women (for lesbian, bisexual and questioning women) and the Stronger Group (for women exploring the meaning of "healthy relationships"). The South Asian Tree will be meeting at the Center, although it is not sponsored by us. The contact is Bidya Ranjeet who can be reached at 486-4040.

Advocacy and Support:

The Director, Associate Director, and Violence Against Women Prevention Program Coordinator provide advocacy and support for people who have been sexually harassed, sexually or physically assaulted, stalked, or discriminated against based on gender. We do not provide clinical, long-term counseling, but can make referrals, if necessary, to those who do.

ORIENTATION

Working for the Women's Center is an excellent opportunity to become aware of issues of sexism, heterosexism, racism, classism, anti-Semitism, ageism, and ablebodism. Our Center's mission is to educate, advocate, and provide support services for the achievement of women's equity at the University and within the community at large. Special attention is focused on, but not limited to, women who face additional challenges due to their race, ethnicity, socioeconomic class, sexual identity, religion, age, and physical or mental ability.

Women's Center Guiding Principles:

- Support the empowerment of all women through action and example.
- Promote a feminist* perspective and celebrate differences within and amongst all.
- Provide a safe and welcoming space, maintaining open mindedness and showing respect for all in times of crisis as well as in day-to-day interactions.
- Educate the UConn community and the community at large about all forms of oppression by way of community organizing, interaction and education.
- Affect global change through local actions and programs.

*Feminism is the belief that all women have the right to control their bodies and destinies; the right to live a life free of violence and abuse; the right to equal protection under the law, including equal access to education, employment, and power.

Women's Center Simple Rules:

- Create Justice
- Support and provide challenge
- Ask questions and then listen
- Expect confusion and connect it to growth
- Ask how am I accountable and to whom
- Be respectful

Women's Center Student Staff "Simple Rules" (with a feminist perspective)

- × Respect as a foundation
- × Striving for equality
- × Communication (between us; everything we do is through communication)
- × United Individualism
- × Activism
- × Foster positive relationships
- × Fun with a focus/emotional support of each other
- × Responsibility to Center, community, and self

In an effort to accomplish this mission, our staff is expected to be sensitive and knowledgeable about the issues we address, in order to ensure a bias-free environment in our Center. Training will be incorporated into our staff meetings, specifically addressing issues pertinent to your work here. Some reading will be required in order to better educate you on the work of the Center and for preparation for staff meeting discussions. Please check with your supervisor in your bi-weekly meetings about the readings for each semester. In addition, there is an abundance of informational resources here at the Center. During "down" time, we expect that you will use the Library, read some of the periodicals in the lounge, view videos, have discussions with your co-workers, etc.

One mechanism to create an inclusive environment is through our use of language. Language has been, and is, a powerful tool in excluding women and other oppressed groups from society. As a staff member here, you are expected to be conscious of your personal use of language. Below are common terminologies, though not an exhaustive list. We would hope you would think about the implications of their use.

Girls – students are adults and must be afforded the appropriate respect.

You guys – referring to groups, especially a group of women, completely excludes and minimizes women.

Victim – "survivor" is a more empowering and accurate description of a victim. It helps to begin restoring the woman's faith in her personal worth and ability.

Homosexual – The formal or clinical term that was coined in the field of psychology, sometimes meaning only "gay male," but at times encompasses lesbians and occasionally bisexuals. The word is often associated with the proposition that same sex attractions are a mental disorder, and is therefore distasteful to some people. "Gay men" and "lesbian" reflect an orientation.

Disabled student – "student with disabilities" puts the appropriate focus on the student versus the disability.

Hispanic – because of the colonization from Spain, many people prefer to be referred to as "Latina" or "Latino".

Blacks – "African-American" accurately reflects the proud African heritage and is usually preferred, except by those of West Indian heritage.

Asian/Pacific Islander – more accepted for describing people of Asian heritage who are also American citizens.

Transgender – an umbrella term referring to someone's gender identity – transvestite, transsexual, transgender, and genderqueer.

Other common exclusionary terms are: *Chairman* (Chairperson), *Freshman* (First Year Student), *Miss/Mrs* (Ms), *He* – to refer to unknown gender (he/she).

If you are unsure about how someone wants to be identified, we encourage you to ask.

STUDENT RESPONSIBILITIES

Whether you are a work-study student, student labor, intern, or volunteer, we consider you an employee of the Women's Center. Being an employee has many benefits and responsibilities.

Attendance Policy: The Women's Center expects all employees, volunteers and interns to conduct themselves in a professional manner. This includes good attendance. All employees, volunteers and interns should regard coming to work on time, working their shift as scheduled, and attending **all** staff meetings and retreats as essential functions of their jobs and an integral part of their job description.

Good attendance means the following:

- × appearing for work no later than the start of the shift;
- × being ready for work by the start of the shift;
- × not leaving work until the scheduled end of your shift, unless excused by your supervisor;
- × calling in and personally notifying your supervisor or Carol* if you are going to be either absent or tardy. If there is a coverage issue during that shift, it is the student's responsibility to find coverage.

*If you are working an evening or weekend shift, you must personally notify your co-worker(s) **and** ensure that there is coverage for the Center.

Under some circumstances, absence or tardiness on your part may be excused, but only if you give proper notice of such a problem *before* the start of your shift. The Center needs advance notice of attendance problems so that other arrangements can be made to cover your absence. ***Make up hours are not allowed without prior authorization.*** If you fail to give proper notice in advance as explained in this policy, you may be subject to disciplinary action, up to and possibly including discharge.

Should the Attendance Policy not be adhered to, and disciplinary action becomes necessary, the policies outlined by the Student Employment Office will be applied (see Attachment, “Progressive Disciplinary Techniques”).

Additional Policies: Women’s Center policies that you need to know are:

- Communications Policy (attached)
- Facility Use Policy;
- Kitchen Use Policy;
- Posting Policy; and,
- A User’s Guide to the Student Union.

Please read these policies as part of your Orientation to the Women’s Center. They are located in a binder at the Reception Desk.

Assignments: Students are provided with job descriptions and projects at the beginning of the semester. General duties range from clerical, assisting with the mail, posting*, running errands, etc. Although you may be assigned certain projects or roles, you may be asked to perform other functions for the Center. *During quiet times, please check in with your supervisor for other assignments.* **Be sure that you are checking your mailbox every time you come in (see attached Communications Policy) as your supervisor will put work requests and/or postings for you there that are under deadline. If there are any questions or concerns about a project, see your supervisor.**

****All students are responsible for posting flyers and posters. This needs to be considered a priority, as it is a major advertising tool for Women’s Center programs. Every student is expected to check their mailboxes and take care of postings in a timely manner.***

**If you feel that you have nothing to do,
ASK your colleagues (full-time and student) if they have any projects they would like you to work on.**

NOTE: If you are working on an on-going project, please leave a detailed note for the next person who will work on it, including: your name, the date, where you left off, and what still needs to be done. The Programming Checklist should be used and/or the white board. This is helpful information for the next person who may have questions about where the project stands!

Cleanliness: You are **expected** to clean up after yourself and to maintain a professional and warm environment. The student offices are especially your responsibility. **If you have worked on a program or have been tabling, it is your responsibility to put away all of the materials that were used for that event. It is also expected that you clean up after yourself in the kitchen. Please follow the policy which is located on the side of the refrigerator.**

Closing Checklist: Staff that work evenings are required to complete this form, making sure that all doors are locked and the Center is clean. Any issues/problems (such as kitchen left with dirty dishes, etc.) should be noted on the form for a full-time staff member to follow-up. Each night the completed form should be put in Carol's mailbox. A copy of the form is at the back of this Handbook in the Attachments section.

Computer Usage and Saving Files: Everyone is expected to be computer proficient. There are several computers for students to use; 1 in the Reception area, 2 in Room 421B (student office), and 1 in Room 419 (VAWPP student office). **Please do not save personal files on the desktops!** When a file is downloaded it saves a copy on the desktop – please remove these when you are done!

When saving files on the student drive, do not save them in a folder under your name: save them to a folder named for the project you are working on (ex: LoveYourBodyDay2007, SAAM08). Check with your supervisor as to where they would like them saved. Please name files based on what they are, preferably with a title and date (ex: MotherhoodPanel07Presenters). Try to keep it simple, short and do not use special characters like ‘!’ ‘?’ or ‘/’ – these cannot be copied and backed up properly.

Staff computers cannot be used without permission as it interferes with our daily business. You are encouraged to use quiet time to familiarize yourself with the computer system and its software. If you wish to use any computer at the Women's Center for personal use, you must:

1. Check to see if one is available and obtain permission from Kathy or Carol.
2. Furnish your own CD or jump drive.

<p>NOTE: No one is allowed to use the computer games on any of the systems. *Personal use of e-mail and the Internet is allowed only during non-work hours.</p>

Library/Guest Computers: There are 3 guest computers in the Women's Center Library. In addition there is a staff computer which stores our library resources. Do not save anything to this computer. This computer **CANNOT** be used by guests. Guests are allowed to use the Library printer but must supply their own paper.

Computer Server: The Women's Center server is located in Room 421B (student office). It is strictly a server and is not to be used by anyone other than the Student Computer Specialist. It serves as a shared drive and also contains our back-up files. **DO NOT USE OR SHUT OFF.**

Confidentiality: Although everyone who uses our services is not in crisis, it is critical that you do not speak about or mention names of anyone using our services to anyone outside the Center. Any breach of confidentiality will result in immediate dismissal from your position.

You will find a listing of student staff phone numbers, addresses, and e-mail in a folder at the Reception Desk. This is **confidential** information. Please keep in the folder and do not leave it out in an open area. If someone requests staff (either full-time or student) information we do not give it out, but will get the information of the person requesting it and give it to the person.

Copy Machine: The copy machine is for Women's Center business purposes only. You may use the machine for private copying with Carol's permission. Please try to conserve paper, recycle, and re-use paper for postings whenever possible. **GUESTS ARE NOT ALLOWED TO USE THE COPY MACHINE.**

Mail Procedures: All mail requiring postage MUST have a complete UConn return address and an account number. There are labels printed with this information (located in a folder at the Reception Desk) if it does not already appear on outgoing mail. **NO STAPLES to close self-mail pieces are permitted. This mail must be taped or tabbed closed.** This pertains to our newsletter and calendar, as well as flyers, etc. Internal campus mail MUST have the 4-digit Unit number. There are outgoing mail trays at the Reception Desk. There is also a **"Request Pick Up Box"** to the left side of the bookcase in the Reception Area. This is used if someone is coming in to pick up items. PLEASE SEE CAROL IF YOU ARE UNSURE OR HAVE QUESTIONS.

Mailboxes: All student staff members have a mailbox assigned to them. They are located in Room 421B. Please check your mailbox **every time** you come to work for messages and project assignments (see attached **Communications Policy**). Many items are time sensitive.

Programs: All student staff ***must attend two events*** each semester. You may choose from a list that will be provided to you. These may include films, workshops, or conferences, and can be attended during your scheduled work time as long as coverage of the office is ensured. If you are attending outside of your scheduled hours, you must adjust your hours accordingly so as not to exceed the hours you have been allotted to work on a weekly basis. At the end of the semester, you will be required to indicate which event you attended.

Often, people call asking for more information about the events offered in our calendar, so you must familiarize yourself with all the Center's activities. There is an "in house" listing of programs on the Reception Desk that will have the most up-to-date information. This listing can also be found on the shared network drive in the "Calendar" folder. Please refer to that. If you're in doubt, ask Kathy or Carol.

Recycling: You are expected to recycle. Please use the recycling bins provided. Save paper that can be reused. There is a recycling box in the student office for this purpose. Paper that is trash should go in the blue trash bins found in each office. There is also a larger recycle bin in the kitchen for mixed paper, as well as a bin for bottles & cans. Guidelines for recycling are posted in the kitchen above the bins. **Please be conscious of our responsibility to recycle whenever possible.**

Schedule: Students who work at the Center have a ***fixed*** schedule. A date will be set for the FINAL schedule; once the final schedule has been set, no changes can be made unless due to a

class schedule change or extenuating circumstances. The change must be approved by your supervisor.

Staff Meetings & Retreats: All student staff members *must attend staff meetings, the fall retreat, and the All Center Staff Retreat*. Hours worked for staff meetings and retreats should be included on your timecard. If you are unable to attend, *you must* inform your supervisor or Carol in advance. Attendance may be excused only for a class, illness, or verifiable emergency. More than one unexcused absence may lead to disciplinary action, up to and possibly including discharge.

Supervision: Students are supervised by one of the four full-time staff members (varies by student responsibilities). Regularly scheduled supervision meetings will be held between you and your supervisor throughout the semester. Students will also receive ongoing feedback. Performance evaluation sessions will be held at the end of the Fall and Spring semesters. The purpose of the evaluation is to strengthen supervisor/student relationships and to clarify job responsibilities and expectations. You will have an opportunity to provide feedback through a self-evaluation prior to meeting with your supervisor. A copy of the self-evaluation and supervisor evaluation forms are attached for your information.

Exit Interviews:

When students leave the Center, we ask that you complete an exit interview, both written and in a meeting with a designated co-worker prior to your last day. The purpose of this interview is to gather information and feedback with the goal of improving the quality of students' experience while working with the Women's Center.

Time Cards:

- Timecards are due by 5:00 p.m. on Wednesday of pay week. Indicate the hours you plan to work on the last Thursday of the pay period. If for some reason, you are unable to work them as planned, please notify Carol by e-mail (carol.millette@uconn.edu) no later than 9:00 a.m. on Friday so that an adjustment can be made to your timecard. You cannot be paid for hours not actually worked.
- Timecards must be **signed** and your **hours must be totaled for each day worked and the total for the pay period**.
- Any scheduled changes must be approved by your supervisor or Carol.
- It is your responsibility to make sure your timecard is on time and in the Completed Timecard Bin which is located in a slot in the mailbox stand.
- Timecards will be reviewed Thursday morning and Carol will contact you by e-mail if any discrepancies are found. A response will be expected no later than 9:00 a.m. on Friday. If Carol does not hear from you by the deadline, your timecard will not be processed and you will not receive a check on the next pay day. **Please be aware that all timecards are checked and a record is kept if you are late to work or do not report as planned.**

If problems occur with your timecard's accuracy, the same disciplinary procedure used for attendance will be followed.

Paychecks: Payday is Thursday, every two weeks. **Checks are NOT to be cashed/deposited until after 3:00 p.m. on payday. The checks are dated for Friday. PLEASE ABIDE BY THIS.**

Workspace/Reception Area: We have worked hard to provide adequate student workspace. Room 421B and 419 have been designated as student offices. **Up to 2 or 3 students** can work comfortably in each office. All the desk space is for your exclusive use. Please store your work in available drawers. **Do not** leave piles on the desks. There is no need to congregate in the student workspace, especially since this creates unnecessary chaos and crowding. The noise also carries easily to Carol's office, the Reception Area and Program Room creating a disruptive presence. There is also a work table available in Room 420 – this space is very helpful for large projects needing a lot of “spreading out” space.

***Concerns:** The Women’s Center is an exciting, fun, and interesting place to work. The fact that the Center can accomplish as much as it does is due to the hard work of its student staff. However, we know that concerns can and will arise. If you are not feeling good about working at the Center, if you are having concerns doing the work you are assigned, or having concerns outside the Center that are interfering with your work here, please talk to Kathleen or your immediate supervisor as soon as possible. Please don’t try to resolve the problem by disappearing. Together we can work out solutions to most concerns. The best way to deal with concerns is to not avoid them.

THE TELEPHONE SYSTEM

Much of the Women’s Center’s business is conducted over the phone. For many people their first impression of the Center is how the phone is answered. **Please** be friendly, polite, and helpful when you answer any phone call. This also applies to your interactions with visitors to the Center.

TO ANSWER THE PHONE:

MULTI-LINE PHONES: When the phone rings, push the flashing light. Answer. “Good morning/afternoon, Women’s Center, may I help you?”

SINGLE-LINE PHONES: Pick up the receiver and answer, “Good morning/afternoon, Women’s Center, may I help you?” If you want to answer another line from a single-line phone, pick up the receiver and push *99 button to answer.

To Transfer Calls: Press the “Transfer” button after answering the call. When you hear the dial tone, dial the extension number (example: 6-2157). When the person answers, announce the caller and then press the “Transfer” button once again and hang up. **DO NOT PUT THE PERSON ON HOLD BEFORE TRANSFERRING THE CALL.** If you need to talk to the caller again, push the line that is flashing, which is the line they called in on. Calls can be transferred to any extension on campus. **IMPORTANT:** If you do not receive a dial tone when you hit

“Transfer,” hit any open line (which will give you a dial tone) and then proceed to dial the extension of the person you want to transfer to.

Voice Mail: The full-time staff has voice mail on their phones. The voice mail system will be activated after four rings. If a call comes in and they are on the phone, or not in, transfer the caller to their voice mail. Make sure you get the **caller’s complete name and any information regarding what the call is in reference to** before transferring the call. **Calls transferred to voice mail are logged on the Service Log Sheet in the first column.**

Messages: If the call is for someone who isn’t in, ask if they would like to be transferred to voice mail first. If not, take a message using the phone message slips. Fill these out completely and **ask for the correct spelling of names**. Ask what the call is in reference to, and get the phone number where the call can be returned. Be sure to sign your name on the bottom of the slip, just in case the person has any questions to ask you about the call. Put all messages in their appropriate space on the Message Board located in the Reception Area. There is also space to put messages for student staff members on the Message Board.

CHECK FOR MESSAGES!

Checking for Messages From The Women’s Center Voice Mail at the Reception Desk

1. Dial 6-5555
2. Enter Women’s Center code number (taped on the wall above the phone).
3. Proceed following the prompts.

To Put A Call On Hold: Press the “Hold” button. To return to the caller, press the line that is flashing.

To Make A Call: For an on-campus call you must dial “6” before any extension (example: 6-2157). For an off-campus call you must dial an “8” before the seven digit number. If it is a long distance business call within Connecticut, dial 1-area code (860 or 203) and then the seven digit number (example: local: 8-423-3345, long distance within CT 8-1-860-555-8456). This manner of dialing is mandatory for all of CT, not only UConn.

Call Forwarding (activate): From the Receptionist phone:

- Press 72#
- Press 6 and the four digit extension you are transferring to
- When you hear a series of beeps, hang-up
- Press the CFV button

Call Forwarding (deactivate): Press the CFV button (call forwarding now off).

For Emergency Calls: During an emergency, 9-1-1 can be dialed from any phone on campus. DO NOT Dial “8” or a “6” before the 9-1-1. This number is not to be used for any routine calls to the Police or the Fire Department. Calls of this nature are not emergencies and only interfere with the Public Safety Answering Points (PSAP) ability to provide fast and reliable service in real emergency situations.

Women's Clinic Calls: Because our telephone numbers are very similar, we get calls from people looking for birth control or other medical services and information. Refer them to the Women's Clinic at 486-4837. *These referrals need to be logged onto the referral log sheet located next to the phone you are using.*

Telephone and Referral Log Sheet: The purpose of the log is to keep record of all public inquiries - calls, walk-ins and visits to the Center. Every call AND WALK-IN that comes into the Center must be logged **by the person who handles the call or walk-in** on the Telephone and Referral Log Sheet, located next to the phone you are using. For example, if you answer the phone and a faculty member is looking for information about a program the Center is hosting and you are able to give the person the information, you would record the date and time, the type of access as phone (options are phone, email or walk-in) and you would write the program name in the row entitled Women's Center Events. If you are unable to assist the person and take a message or transfer it to voice mail, you would record that in the row entitled Took Message... Please see the attached example log. If you have questions about how to use this form, please speak to your supervisor.

Information: Unless someone is calling about a specific project or program that you are aware of, refer all calls for information to one of the staff. *Do not tell the caller that you don't know the answer to a question.* This is very unprofessional. If a staff person is unable to take the call, tell the caller that someone will get back to them and leave a message for the appropriate staff member. *Please refer to the Confidentiality section regarding access to staff phone numbers and the need for privacy.*

Making Long Distance Calls as part of your job: At times it will be necessary for you to make long distance calls as part of your job. Please use the "Telephone Toll Record" form and record these calls as they are made. There are pads in the Supply Room and one in the drawer of the desk in the Student Office.

Personal Calls: **NO ONE** may use the Women's Center phones for personal calls (includes FAX machine). Most students have cell phones. Please use your cell phone or a calling card. If for some reason, those options are not available to you please speak with a staff person before making a personal call. (NO EXCEPTIONS!!!) The monthly phone bill is reviewed by Kathleen and Carol for long distance charges.

Crisis Calls: Refer all crisis calls to Venida as the first contact for immediate counseling. If Venida is out of the office, refer the person to Kathy, and then to Kathleen if Kathy is not available. In the absence of Venida, Kathy or Kathleen, refer the call to Carol. (See **Student Staff Procedure for Responding to Victims of Violence**, in next section.)

Information Services: *DO NOT* use information services (411). Please use the Internet to locate telephone numbers. If you are still unable to locate, please speak with a staff member. Any of these sites can be used:

www.bellsouthrealpages.com

www.smartpages.com

www.anywho.com

Note: DO NOT UNPLUG or relocate any phone to another phone jack. This must be coordinated with the Telecommunications Department.

VISITORS TO THE CENTER:

When visitors come to the Center seeking information, please refer to the TOUR information which has been provided to you.

Student Staff Procedure for Responding to Victims of Violence

The goal of the Women's Center is to provide members of our community (faculty, students, staff and residents of the local area) who have experienced sexual assault, sexual harassment, stalking and/or dating/domestic violence with support in a safe and empowering setting. These services include helping survivors explore an array of choices pertaining to their physical safety and well-being, their emotional needs, and their legal or judicial options. The Women's Center can provide the victim/survivor with information regarding available resources on- and off-campus, including but not limited to, the Community Response Team (CRT).

General Guidelines

- *Your main role is to connect people seeking help or in need of assistance to a professional staff member as seamlessly as possible.*
 - *At no point in time should the student staff member get involved in asking for further details of the person's experience or in providing counseling.*
 - *Please remember that any information you receive or hear is strictly confidential and is not to be discussed anytime outside of the Center and only as needed within the Center. To protect privacy, please be aware of the following:*
 - *Please be sure when leaving messages from callers seeking support or advocacy to protect privacy by posting messages so that names do not show.*
 - *Do not send messages regarding advocacy/support cases to staff via email.*
 - *When transferring calls from the reception desk do not use the person's name. The obvious problem is that anyone standing in the area can hear the name of the person seeking help. Simply say "You have a call from a person who would like some advocacy or support".*
 - *Be aware that some victims/survivors may not disclose any violence, but may just ask to speak to a counselor/advocate, or may be crying and asking to speak to someone.*
- 1) **CONNECT DIRECTLY TO STAFF PERSON:** Whether phone call or walk-in, first response is to connect person with available staff member directly.
- a) The general order of referral is: (1) Venida Rodman Jenkins; (2) Kathy Fischer; (3) Kathleen Holgerson; (4) Outside Community Agency. If person #1 is unavailable, you should work your way through the list.
- b) **OFFER TO RELAY MESSAGE OR PAGE STAFF PERSON:** If staff members are not directly available you may offer the following options:

- c) **Note that if immediate safety is an issue**, caller should hang up and call 911.
 - d) **Offer to take a message** and have the person get back to them when they return to the office (please check the staff person's schedule and indicate to person when that would be).
 - e) ***** IF DURING BUSINESS HOURS: Offer to page someone if this feels more urgent:** "Right now there are no professional staff members in the office, but they are on campus. If you would like I can take your number and then I can page a staff member and have them call you back within 5 to 10 minutes."
 - i) PLEASE NOTE: STAFF CELL PHONE NUMBERS ARE NEVER TO BE GIVEN DIRECTLY TO "CALLERS." THEY ARE SIMPLY FOR YOU TO RELAY MESSAGES TO THE STAFF PERSON IN THE EVENT OF AN ADVOCACY NEED. THEY ARE ALSO NOT TO BE USED FOR ANY PURPOSE OUTSIDE OF THE ADVOCACY WORK OF THE CENTER.
 - (1) Venida Rodman Jenkins 973-568-8538
 - (2) Kathy Fischer: 860-305-6249
 - (3) Kathleen Holgerson: 860-690-9786
- 2) **OFFER COMMUNITY RESOURCES:** I can also provide you with numbers of other on and off-campus resource people that you may feel comfortable talking to. Review information on CRT card with them, especially noting the 24-hour crisis line numbers below as good starting points:
- (a) **Sexual Assault Crisis Center of Eastern Connecticut** - 24 hour hotline - 456-2789
 - (b) **Domestic Violence Program of United Services** (domestic/dating violence) - 24 hour hotline - 456-9476
 - (c) **If the person is a faculty or staff person please note these additional resources. ** Please note – these are not 24-hour crisis resources:**
 - (i) **Office of Diversity and Equity - (860) 486-2943**
<http://www.ode.uconn.edu/DCM.html>: This office monitors the University's compliance with, and develops activities to support, the Americans with Disabilities Act (ADA). ODE investigates complaints of discrimination and discriminatory harassment, and manages all pre-litigation civil rights cases filed against the University with state and federal enforcement agencies.
 - (ii) **Employee Assistance Program** – Employees access the EAP by calling toll-free in CT 800-852-4392 or 860-679-2877 and speaking with an EAP counselor. An EAP counselor will assess the problem, either during the initial telephone call or through a follow-up counseling session with an affiliate provider in the local area. The EAP counselor will assist the employee by referring him or her to the appropriate level of care that can be obtained through the community or through the employee's medical insurance. All EAP services are confidential and provided at no cost to the employee. Information on the EAP program is provided on the Human Resources website at www.hr.uconn.edu/eap.html

3) SPECIAL NOTES FOR WALK-IN RESPONSE:

- a) **Make them feel welcome and safe:** An emotionally distraught person may prefer to have you sit with them while they are waiting or they may prefer to be alone. ASK them what they prefer! Try to make the person feel welcome and safe, as you would any other visitor to the Center. Remember, staff should not get involved in asking for details or providing counseling.
- b) **Be conscious of privacy:** If the person is visibly upset, try to offer them a space to wait that is a bit more private, such as the conference room, VAWPP work space, or the student office, depending on which area is most quiet at the time. However, please note that students should not be waiting alone in staff offices.
- c) **Give choices:** Remember, a theme of supporting people seeking help is to give them as much control over choices as possible. When you offer referral numbers, you may offer them a space to make phone calls. You may give them the choice of taking the information and calling when they feel ready in their own space and time.
- d) **Phone Calls:** As mentioned above, if someone would like to make phone calls on their own, offer them a private space, such as the VAWPP office or the conference room. Invite them to use our phone to call any of the resources listed on the CRT card.
- e) **Note that if the person is emotionally distraught after hours, it is not your job to remain with them for extensive periods of time trying to calm them, but rather to connect them with various 24-hour crisis services that are trained to do that job.**

THE LIBRARY

Our library offers fiction, non-fiction books, anthologies, poetry collections, journals, magazines, etc. on issues pertaining to women. Everything is available for use; however, the journals, magazines and resource articles cannot be removed from the Center. (Copies of the above can be made at \$.10 per copy.)

All of our books and reference materials are cataloged under the Library of Congress System. A search for specific titles, authors, or subject areas can be made on the library computer, by using the Athena library program. Directions on how to use Athena can be found on the Library bulletin board located above the library computers. These directions include how to: issue a library card for a new member, enter a search, take out books, renew loan periods, and make changes for an updated address and phone number. All students are required to become familiar with using the Athena library program. If you have any questions, ASK!

CHECKING OUT BOOKS: In order to take books out of the library, a Women's Center library card is required. There is no fee for the card and it is for a lifetime membership. The card entitles the member to borrow books for up to one month. If additional time is required, members can extend the due date by another two weeks simply by calling the Center. Overdue books will be charged \$.05 a day per book for every day they are late. Returned books should go in the red book return box so that they can be returned to the proper shelf immediately.

VIDEOS/DVD'S: The library also offers a series of videotapes/DVD's on issues pertaining to women. They are located in the Supply Room. They are signed out using the Athena database in the same way that books are, however, they can only be checked out for **48 hours**, as opposed

to one month for books. Please see Library Staff, the Receptionist or Carol if you need assistance.

LIBRARY /GUEST COMPUTERS: There are 3 guest computers in the Women's Center Library. In addition there is a staff computer which stores our library resources. Do not save anything to this computer. This computer **CANNOT** be used by guests. Guests are allowed to use the Library printer but must supply their own paper.

Please offer your assistance to library users. ***The library should only be used as a workplace if alternative space is unavailable.*** Make sure the library noise level is kept to a minimum and that library users are made to feel welcomed and assisted.

All library visits, including browsers, must be logged on the Women's Center Telephone and Referral Log, which is located next to every phone.

NOTE: Everyone is expected to be familiar with the library procedures and the Athena library program.

OPENING/ CLOSING PROCEDURES

The Women's Center hours during semesters are 8:00 a.m.–9:00 p.m. Monday through Thursday; 8:00 a.m.–5:00 p.m. on Friday. The Center is not open on the weekend. During break times the Center is open Monday–Friday, 8:00 a.m. – 5:00 p.m.

KEY CARDS AND ROOM KEYS: All staff will be assigned a key card, which must be signed for. You will need the key card if you are ever responsible for opening and closing the Center. The card gives you access to the key to the main door of the Center. The key can be obtained at the Student Union Information Desk which is located on the 2nd floor (above the food court by the side door facing the School of Business). **You will need to show your Student I.D.** At the close of your shift, the key must be returned to the Information Desk.

Keys to individual rooms: These keys are located in the key box on the wall by the coat rack (outside of Kathleen's office). The key to the key box is located under the Reception Desk on the left side. When taking a key, SIGN IT OUT on the sheet inside the key box and SIGN IT BACK IN when you return it. This is very important so that we do not lose keys. Always be sure to return the key box key to the Reception Desk.

Closing the Center: The following procedures are to be followed for closing the Center and the reverse procedures should be used when opening the Center.

- Shut down all computers – EXCEPTION: Server (Room 421B) and Athena computer in Library (Room 417).
- Lock all doors – offices, Program Room, Conference Room, Main Door and all doors across the hall (Rooms 417, 417A, 418, 419, and 420).
- Shut off lights.
- ***Do not shut off the copier – it is on an automatic timer!***
- **COMPLETE THE CLOSING CHECKLIST FORM AND LEAVE IN CAROL'S MAILBOX (see Attachment).**

BE SURE TO READ THE FOLLOWING ATTACHMENTS.

- Closing Checklist**
- Progressive Disciplinary Techniques**
- Communications Policy**
- Employee Self-Evaluation**
- Employee Evaluation**
- Service Log**
- Posting Policy**
- Kitchen Policy**

ATTACHMENTS