Guidelines for Faculty and Staff

STEAM Team 2020 Coordinator, Ms. Toni Whiteman
The College of Arts and Sciences
Phone: 910.962.3356 Fax: 910.962.3114
Email: steamteam@uncw.edu
www.uncw.edu/steamteam
Overview and Mission, p3
Contacts, pp3-4
FYI, pp5-6
Expectations, pp4-10
Staff Instructions to Complete Timesheets

Assessment
Appendix A: 911 Exact Building Addresses
Appendix B: Medical Information Release Form
Appendix C: MEDAC Letter of Understanding
Appendix D: Staff only: Time sheets
Appendix E: UNCW Cell Phone Authorization
Overview and Mission

Thank you for participating in 2020 STEAM Team.

UNCW STEAM Team 2020 is in its second year. It is a week-long, residential academic program hosted by UNCW for underserved, current ninth and tenth grade students recruited from New Hanover, Brunswick, and Pender counties. STEAM Team encourages students from populations underrepresented in universities and colleges to pursue higher education and a variety of career paths through applied learning opportunities in science, technology, engineering, arts and mathematics. A select group of students with an expressed interest in STEAM disciplines, an exemplary academic record, and recommendations from a school official are accepted into the program. The program is free for admitted students. We expect 25 students for STEAM Team 2020, June 21-26. Students will reside in Schwartz Hall, 1123 Walton Dr., Wilmington, NC 28403.

The information contained in this manual serves as a training tool to help prepare you for your role as an instructor or support staff in our summer program. Within this manual, you will find policies & procedures that have been developed to protect the minors who participate in our camps, adults who serve as instructors, volunteers who assist with our programs, and the university as a whole. It is very important that you review this information and follow the guidelines. Please note that in addition to the material contained in this manual, you may also be required to participate in Red Cross First Aid and CPR certification and/or campus Van Driver Safety Training. All program information for staff and instructors is available in our STEAM Team OneDrive shared previously.

Contacts

If you have any questions, please feel free to ask us for clarification:

Dr. Michelle Scatton-Tessier (CAS Associate Dean, Program Organizer), scattonm@uncw.edu, 910-962-3963, 910-232-1677 (cell)
Dr. Lynn Leonard (Professor, Day Director), lynnl@uncw.edu, 910-538-4945
Toni Whiteman, (Program Coordinator, Evening Director), whitemant@uncw.edu, 910-962-3356
Gena Guthrie (CAS Communications Specialist), guthriegw@uncw.edu, 910-962-3422

Staff Phone Numbers will be provided when program opens.

CAMPUS POLICE: On-campus: dial 0; Off-campus: dial 910-962-3000

------------------------ ------------------ --------------------------

STEAM Team 2020 sessions and activities will be held on the UNCW campus, 601 S College Rd, Wilmington, NC 28403. There may be off campus events: The Center for Marine Science and TEK Mountain. It is imperative that classrooms are kept in the tidiest condition possible given the nature of the activities in which you and your students will be engaging. Complaints from previous UNCW-hosted summer camps included shoe scuffs on lower walls, scratches from Xacto knives on the table tops, stains on the dry erase
boards, and dried glue on chairs and table tops. Each classroom will be provided with cleaning materials to keep the surfaces scrubbed and cleaned, along with spray solution specifically for the dry erase boards. Please make sure that permanent markers are never out in the open where they could mistakenly be used on the dry erase board. Clean boards regularly so the marker doesn’t stain. Lastly, be very careful using the classrooms audiovisual equipment. Please press the wall TAC button, if you require tech assistance (as you may already know).

**Session Expectations**

As instructors of STEAM Team, you are responsible to teach or lead engaged discussion and projects in your area of expertise. We would like to take a moment to outline the expectations for the academic sessions taking place in the mornings, afternoons and evenings. Remember we hope to have a total of twenty-eight 9th and 10th graders from Brunswick, New Hanover and Pender counties. You will have three day-staff team leaders to assist with your sessions. Their main role in the program is to manage, behavior, safety and the well-being of the students and their transit from activity to activity. Your participation in this program can be broken into 3 elements: leading your academic session as you have described it, answering our brief assessment survey related to your session and the program, and an invitation to closing celebration and reception, Friday, June 26, 5:30 p.m.-7:00 p.m., Atrium and 162 Education Building. You are not required to attend the closing celebration and reception. If you plan on attending, we ask that you reply the RSVP, by contacting Toni Whiteman, by Thursday June 13, 5pm. At the reception, parents, students, STEAM Team staff, as well as invited campus and community members will have a moment to talk to students, see their week projects and view their video interviews about their personal and academic growth.

Sessions generally take place:

- **Morning time:** 9:00AM-12PM
- **Afternoon time:** 1:00PM-2:45PM
- **Evening event:** 6:30PM-9:30PM

Supply requests are due to Toni Whiteman, whitemant@uncw.edu, by Thursday, May 31, 5:00 p.m. After which, we cannot confirm the availability of materials. Please copy me, scattonm@uncw.edu, on all session supply requests.

STEAM Team strives to provide role models and to inform students on what college can offer, on how to prepare for academic study. We do not have an imposed curriculum for you, nor do we have a lesson plan outline. We ask that you incorporate the following into your programs to provide consistence across the week. Each piece below has been chosen to give students one piece of the puzzle to a fulfilling career path.

- Introduction to the instructor
- Introduction to the discipline
- What skills do I need to develop?
- What courses might I take?
- What is the instructor’s story?
- Career opportunities?
- Hands-on activity
- Project/product for closing reception, Friday 5:30 p.m. -7:30 p.m., Atrium, 162 ED. This can be a poster, a series of math problems solved, a piece of art created, a dance to share, a project built. Let us know if your students will require special tech to share their works at the closing reception.

Though session content and format may vary by discipline and project anticipated, we expect that students will be able to have a brief experience of the disciplines represented and an understanding of what talents, skills, high-school classes and degrees they may need to be competitive in each field. Imagine, if you had to back step your career in 21 steps, what would that looks like? Where did you start? How did you get to where you are now? Inspire them!

Steam Team staff provides high-quality educational and recreational experiences for our students and serve as positive role models interested in science and education. The following expectations apply to all Steam Team staff and instructors:

Where are camp activities located on campus? Please refer to the map included in this packet or on our website: [https://www.uncw.edu/ba/campus_map/index.html](https://www.uncw.edu/ba/campus_map/index.html)

The closing reception will take place in the Education Building, 970 Reynolds Drive. Sessions are scheduled in different academic buildings across campus. Please see the 911 Building Addresses List included for exact locations (Appendix A). Session names, leaders and room numbers are listed on the main program calendar.

How much can we expect that they know? We are assuming that the students have covered the NC curriculum in all areas as designed for 9th and 10th graders.

How will they be dressed for program or lab? Students should wear clothing that can get messy. For safety purposes, they must wear closed-toed shoes. 1 t-shirt will be provided to be worn for the closing reception, Friday, June 28.

Will they be snacking during programs/events? All meals and healthy snacks are provided. Students who are “heavy snackers” are encouraged to bring extra snacks. We have planned so no snacking needs to happen during teaching sessions. Please avoid bringing peanuts!

What if a student forgets a hygiene item? Staff members will have access to commonly forgotten hygiene items, just in case.
When will the students be able to contact their families? Students are encouraged to leave cell phones at home. Staff will return phones to students to use to call families during allotted times. Staff will collect cell phones, place them in named plastic sandwich bags, and lock them in a designated staff room until the next day. Please see the cell phone policy for full details.

Do we have a day and evening/night director? Yes, Dr. Lynn Leonard is Day Director, 8 a.m.-5 p.m. Ms. Toni Whiteman serves as Evening-night Director, 4 p.m. to 8:30 a.m.

What qualifications do the instructors have? Criminal background checks are performed on all staff. At least one staff member will be certified in First Aid. All our staff have an educational and/or professional background appropriate to the program. A lead program staff member for both evening and day times will be designated. They will be responsible for completing all incident and accident reports and submitting any such reports to Day Director, Dr. Lynn Leonard, lynn@uncw.edu.

What is the staff to student ratio? We have established instructor-to-student ratios that are aligned with the best practices suggested by the American Program Association. We have 3 day staff members leading the program, 3 evening staff members, an on-call night director and 18-20 instructors teaching in our program. We hired staff above the 1:10 ratio for required for students aged 10-14.

Will the students be supervised at all times? Students are not allowed to roam the facilities alone. Except for when they are in the bathroom or restroom, students will be in the company of an instructor. Attendance will be taken at the beginning of each event.

In case of field trips, how will they be transported? Your student’s program is scheduled to take a field trip to UNCW’s Center of Marine Science, and TEK Mountain by bus. All drivers are in good standing according to the North Carolina DMV and have received van safe-driver training.

What kind of safety measures will be employed during academic sessions? Instructors and staff, when instructed, will teach students how to appropriately use any necessary tools. Safety goggles will be worn whenever necessary. At least one staff member will have completed both First Aid and CPR training. Staff members will have a first-aid kit available at all times.

Where will students and staff reside? Students and staff will reside in a designated UNCW residence all. Female and male students will reside on separate floors, each with designated staff members. Students will have double-occupancy rooms and staff will have single-occupancy. If there is an odd number of students, staff will make the decision as to which 10th grader shall reside alone. Rooms have no refrigerators. Staff are allowed coffeemakers and coolers. To avoid ants, food should not be eaten in residence-hall rooms and food wrappers should be discarded in the public waste bins.
What kind of safety measures will be implemented after lights out? Staff will have their cell phones on and in close proximity. The Evening-night Director will be on call. The front desk of Schwartz hall will be staffed. To ensure that students are discouraged from leaving their rooms after hours, room doors will be sealed with clear packing tape. If a student needs to use the restroom are in need of a staff member, the student must leave the room and knock on the staff member’s door for aide. The room door will be re-taped upon the student’s return. This aligns with best practices of youth residential programs across the nation. Should there be evidence of students leaving their room(s) without permission, the staff member will apply the program discipline plan.

I. Student Interactions:
- As a staff member, you are required to be with the students at all times except during your restroom breaks (at which time another staff member takes your place). NEVER leave any group of students unsupervised at any time for ANY reason.
- As instructor, you will only let a class leave your event with a STEAM Team staff member.
- Due to risk management and to protect yourself from liability we require that you never be alone with a student. Ask your student to bring a friend along if you must accompany a student away from the group. If you must talk with a student privately make sure that you are out of earshot but remain within eyeshot.
- Always be caring in actions. Smiles and eye contact should be a major part of your daily interaction. Students understand that they are accepted and encouraged by the person they must obey and respect if they are continuously reinforced in a caring manner. Exercise caution in any physical contact with students.
- Always be caring in words. Encourage self-confidence, self-esteem, creativity, individuality and most importantly, a sense of community. Along with that, establish the necessity for humility, giving, sharing, self-control, and consideration of others. Also realize that what you say may not be taken the way you intended. Make sure that you clarify anything that can be understood in more than one way.
- Remember, this is an environmental education program, but not school – students should learn a lot, have plenty of intense physical activity, and have fun. Students should be tired at the end of the day – not from tedium, but from activities that give them a good physical workout.
- Students MUST have a sense of responsibility for the equipment and supplies they use. We like to refer to our equipment as “academic tools” and explain the importance or good care for research. Reinforce this by asking them to keep the materials clean and organized. Let them know that if they damage or lose equipment through misbehavior or negligence, their parents may be asked to replace it. If there is purposeful destruction of equipment, they will be dismissed.
- Students must carry their water bottles daily and are encouraged to drink/stay hydrated.
- Encourage and plan frequent bathroom breaks (between events) to compensate for increased water consumption and growing bodies. The more planned breaks you have the less likely that any student will need to go at an inopportune time which could result in supervision (staff/student) ratios.
II. Student / Participant Discipline Plan:

Students must be notified of the exact discipline plan on the first day of program: **First offense**, verbal warning with explanation of expected behavior: *unless the offense involves physical or substance abuse for which we have a zero-tolerance policy and the student will be immediately dismissed.*

**Second offense**, student will be removed from the activity and a parent/guardian will be called to discuss the behavior.

**Third offense**, parents will be called notifying them of student’s dismissal from the program.

It is expected that each instructor and staff member will:

- Privately hear both sides of incident
- Privately discuss problem, reasons, and consequences with student
  - This is how we define “privately”: If one-on-one interaction between an instructor and student is necessary, make sure you are out of earshot of other students but NEVER out of sight of your co-instructor.
- Follow through with discipline plan and discuss problem with parents
- Fill out an Incident Report form ASAP and notify the Day Director. Discipline should NEVER involve physical, verbal, or mental abuse. Instructors are responsible for all disciplinary actions, which must remain consistent over the program. **The Student Code of Conduct**, which has been signed by all participating students states that:

Students will:
- respect program staff requests and follow all their directions with a positive attitude;
- respect all safety guidelines required by program staff including prescribed locations and boundaries;
- respect all curfew, wake-up and lights-out policies;
- wear appropriate clothing and closed-toes shoes during all activities (rope course);
- respect other people, make an effort to include everyone and not behave in a manner that may hurt another student or staff member’s feelings;
- pick-up after themselves (at all locations) and throw all trash away;
- respect other people’s personal property;
- treat all animals (invertebrate and vertebrate) and their environments with respect;
- respect all UNCW property including equipment, buildings and the campus;
- be respectful of UNCW students and staff when in university buildings;
- let my program counselor know if I am not having a good time;
- immediately bring disagreements to the attention of program staff;
- behave in an age-appropriate manner;

Students will not:
- fight, tease or bully with other students using any part of their body, gestures or words;
- put themselves, other students or program staff at risk
- go anywhere without the permission and accompaniment of counselors;
- go into water above knee-level unless given permission while in a lifeguard’s presence
- use derogatory terms or offensive language at any time;
- bring inappropriate items to program (weapons, drugs, cigarettes, R-rated materials, etc.)
- enter the sleeping quarters or shower areas of the opposite sex (residential students);
- alter, damage, destroy, and/or deface the STEAM team brand and/or logo (including, but not limited to, tee-shirts, posters, and signs);
- open windows or prop open locked doors;
- bring electronic equipment/devices, except cell phones (students may use cell phone during designated down time. If cell phones are used in an inappropriate manor, they will be confiscated and students risk dismissal from program).

You will notice that in The Code of Conduct we require parents to sign several statements related to their own behavior, in addition to the student’s behavior. Parents are generally polite and happy to have their student attend a UNCW academic enrichment summer program. HOWEVER, sometimes they can be aggressive if they feel that their student is being bullied by other students, ignored by instructors, not learning what they should, not having fun, etc… Even if the parent comes across as rude, it is always best to listen while they vent and then - in as non-committal a way as possible - let them know that you will investigate their concerns to (1) determine if they are valid, and (2) determine a best course of action to improve the situation. Do not be surprised if a student makes up stories to cover the fact that they simply don’t want to be in program. If any time you feel the need for the Day Director or another evening staff member to intervene with the parent, please do not hesitate to ask. Please note that if parents do cross a line and you feel threatened in any way, their student can be dismissed from program. This policy tends to keep behaviors in check.

Before leaving The Code of Conduct, it is important that you understand UNCW’s expectation of its employees – including summer temporary staff. We expect you to conduct yourself with respect and professionalism for all supervisors, fellow staff, students’ parents, students, UNCW employees, employees at all facilities/locations other than UNCW, and the general public. Please note the following information that you agreed to in your Letter of Agreement:

Duties are to be performed promptly, thoroughly, with a positive attitude and at the highest level of excellence. The following are job duties you are expected to perform:

- Provide “hands-on, minds-on” instruction for students
- Supervise and engage students in the classroom, in the field, and during lunch
- Provide first aid to students
- Behavior management (follow the 3-strike policy)
- General clean up and maintenance of program, including classroom and supplies
- Ensure STEAM Team Expectations standards are always upheld
• Maintain a “safety-first” environment for yourself/program participants at all times
• Adhere to and enforce all UNCW rules, policies, and procedures
• Safely transport students in 12-passenger vans (select positions only)
• Implement best practices related to our expectations for summer program staff

III. Parent Interactions:
• Orientation is a parent’s first face-to-face interaction with the entire Steam Team program and its staff. Be friendly, outgoing, and professional with students’ parents – especially the first day. They trust you with their most precious possession; greet them with a hello and a smile and look them in the eye. You need to earn their confidence!
• Treat all parents in a respectful manner – even if they are not treating you that way.
• If you do not have the answer for a question, do NOT tell them that you “do not know” – tell them you will find it and then return to them later with the correct information or a contact that will be able to answer their question.
• Take criticisms or comments objectively – be accepting and don’t get offended. Allow them the freedom to be honest and you will develop a better working relationship.
• No surprises for parents! There should be no activities or events that require supplies from home.
• Parents have been informed that if there is a medical situation, they will be contacted by Steam Team staff. Please help us to honor this stipulation by remembering to call students’ parents for all but the most minor of injuries. When doing so remain professional and understanding even if a parent is upset, it is understandable that they care for their student’s welfare.

IV. Other Summer Organization Interactions:
• It is not uncommon to encounter other organizations’ programs while in the field. Since we’re representing both Steam Team and the university it is important to remain courteous and professional. Most sites can accommodate more than one group, but some have limited space (Portable Planetarium, for example). Have one instructor remain with the students while the other approaches the group. Identify yourself and ask if they mind sharing (if space is limited ask how much longer then anticipate being there).
• Another aspect to keep in mind is intellectual property rights. Steam Team works hard to develop unique lessons and we are fortunate to have extremely knowledgeable faculty.

V. Dress: All day and evening staff will receive one UNCW shirt. Steam Team name-tag identification must be worn every day of program, ESPECIALLY when out of the classroom and in the public eye. The STEAM Team t-shirt staff receive is to be worn during the Closing Reception.

• Shirts must be clean and shorts must have at least a 4-inch inseam (this means no Soffe style or other athletic shorts with <4-inch inseam).
• ALWAYS bring a pair of closed-toe shoes with you in addition to sandals or whatever footwear you wear to program. **YOU WILL NOT BE ALLOWED IN THE ROPE COURSE WITHOUT CLOSED-TOE SHOES.**

• In residential areas, appropriate clothing must be worn at all times. Even if you are not on duty, you are still in the presence of students. Set a good example! Guys: do not be shirtless at any time in mixed company or in common areas.

**Policy and Procedures**
Faculty and staff should know how to direct students to their assigned classroom(s). Students will be chaperoned from a meal or pervious activities, and delays can occur. We do not expect that students will be more than 10 minutes late to a session. Please refer to the activity calendar to know from where the students are coming and where they are headed after your event. Students must be chaperoned. They are not allowed to roam freely from event to event. Know that we are encouraging them to stay hydrated, so you may have frequent restroom requests. Do not allow this to disturb your program.

**For day and evening staff,** students can only be released to those people who have been listed in their paperwork, unless the parent tells you otherwise. In this situation, the parent must provide you with the name and number of the alternate pickup adult. When they come to get the student, you are required to check their identification.

There will be about one hour of overlap time for day and evening staff so that both groups can share important information and connect. Overlap time has been planned at breakfast and dinner time.

We work with the campus parking office to assign parent/guardian parking to the safest and most logical location (parking deck near the Education Building.) This is not always the most convenient, but with the level of traffic and construction that is currently occurring on campus we need to respect university guidance. Signs for opening and closing receptions will be strategically placed around campus; their location reflects the information that we sent to parents and posted on our website. If you need a staff parking tag for the week, please notify Ms. Toni Whiteman as soon as possible.

Students have been provided with all the information necessary to have a successful program experience. You will have a program roster. Please notify your day or evening staff contact if a student is absent or excessively tardy. Though we encourage friendships among students (non-romantic relationship), we do not allow dating.

**Basic job requirements** for each position include:
• Report to work on time
• Wear UNCW t-shirt during working hours (when possible), lanyard with name tag, and appropriate shorts and shoes
• Stay with students at all times maintaining at least a 1:10 ratio. At no time should you be alone with a student (never enter bathroom/restroom alone with students regardless of how many there are). Call for staff if you need to talk to a student one-on-one. In an emergency, you can be out of earshot but not sight.
Study the calendar and campus map. Know where the sessions are being held and who is teaching in advance.

• Supervise students taking medication as directed in written instructions from parent or physician (try to be as sensitive as possible about this)

We cannot emphasize enough just how important safety is to our programs’ reputation and effectiveness. We expect employees to follow all safety guidelines set forth in The Code of Conduct and presented during Risk Management program training. Please follow the emergency information and procedures guidelines found in the following document:

911

Emergency Contact Information and Procedures:

If a student is injured or having a health issue, one staff member should attend to the student while the other staff member supervises the rest of the students AND looks up the student’s medical information provided in their confirmation paperwork which should be kept with staff at all times. Follow any instructions provided by the parents with regard to issues such as allergies, asthma, etc... **if this is a true medical emergency, call 911 first.** Then call the parents second, and finally contact the Day Director. If it is not an emergency, make sure the student is comfortable, tend any wounds etc... and then contact the following persons for advice and to record the incident:

Day Director, Dr. Lynn Leonard, will make sure the proper authorities at UNCW are made aware of the situation, including the campus police, the office of Environmental Health & Safety, and the Office of institutional Risk Management – insurance and loss.

**If you do have to call 911,** make sure you know your location on campus. Take the time before program starts to identify the most reliable route to your classroom so that you can help guide EMS to your location. Know the name of your building. Exact addresses of campus building are available in the STEAM Team OneDrive.

If you are off campus at one of the field trip locations when an incident occurs, follow the emergency or medical procedures most appropriate for the situation AND make sure that the rest of your students are secure and supervised.

Check program phone for emergency alerts.

If you received a message not to return to campus, please meet at your programs designated safe site, TL 1009, 1010.

UNCW maintains a Memorandum of Understanding with MEDAC for the purpose of summer student treatment. If a student has an injury that requires treatment but no EMT response, then they will be transported by Staff to MEDAC. The MEDAC MOU in included
in these Guidelines for your convenience. Depending upon where you are when the injury occurs, these are the MEDAC locations:

- Military Cutoff – 1442 Military Cutoff Rd: Mon-Sun 8am-8pm; 256-6088 (preferred)
- Shipyard Boulevard – 4402 Shipyard Blvd: Mon-Sun 8am – 11pm; 791-0075
- Monkey Junction – 5245 S College Rd: Mon-Sun 8am-8pm; 392-7806
- Porters Neck – 8115 Market St: Mon-Sun 8am-8pm; 686-1972

The staff member will bring patient in and provide MEDAC with the participant’s parent/guardian information, as well as insurance information if the participant has coverage. They will also need to have a medical form that authorizes our program and MEDAC to treat the participant. The University Assumption of Risk and Liability Release form can be found on the following page. All this information should be contained in the student’s paperwork that both day and evening instructors are provided.

If you do have an emergency or non-emergency accident, an illness, behavioral incident, or something else that you feel requires documenting, please use the following Incident Form. This form will be discussed in detail during Risk Management program training.

Please make sure the Emergency Info & Procedures is posted in your UNCW classroom.
ACCIDENT/INCIDENT REPORT FORM

Student Name: __________________________ Staff

Name: __________________________

This report was made: ___/___/____ at _________ AM/PM

This is an: Accident ________________ or Incident _________________

If incident: This is the student’s: First Strike Second Strike Third Strike

Date:__/__/___ Date:__/__/___ Date:__/__/___

Description: _________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

Parent Notified by Staff: Yes – Date: / / No- why not?

Was Director notified: ☐ Yes ☐ No

Parent Response:_________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Measures Taken for/with student:
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Was there any follow up by parent after pick-up of student?
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

THIS COMPLETED FORM MUST BE SUBMITTED TO Day Director, Dr. Lynn Leonard, lynnI@uncw.edu.
DATE SUBMITTED ___/___/______
Safety policies related to food: Students are not allowed to share food. We strongly discourage including peanut products. If you feel that a student’s food is contributing to behavior issues, find a diplomatic way of politely suggesting that the food choices might be contributing to their student’s poor behavior. The following instructions are provided to parents in their student paperwork:

- All students must wear closed toed shoes (for rope course).
- Wear should be able to get messy and dirty.
- We discourage caffeinated or sugary drinks.
- Bring a healthy, nutritional snack for ‘heavy snackers’ only.
- Bring rain gear (rain jacket or umbrella)

Prescription medicine rules: If a parent/guardian provides any medication that their student is required to take during the day, it must be handed over to the staff and kept secure until time to dispense. If a student refuses to take prescribed medication, they will be sent home and risk being dismissed from program if it leads to disruption of classroom (Appendix B).

Staff: You will have access to private information concerning each student. It is imperative that this information is handled in a safe and secure manner. Do not discuss health or behavioral issues publicly.

Security & Safety:
Make note of exterior entrance door locations. Students should never approach these doors without an instructor in attendance (or their parent/guardian). Students should never leave the classroom without permission. If they need to use the restroom, one instructor should supervise the trip by positioning themselves outside the restroom. Staff should not ever enter the bathroom/restroom alone with students. It is best to schedule restroom breaks so that the classroom is not disrupted by individual trips. However, there will always be several students who need to use the restroom at unscheduled times. After scheduled breaks and before returning to the classroom instructors should check restroom for cleanliness and any signs of high jinx/vandalism. Students should take care of these issues themselves. When not in the classroom (other than bathroom break), classroom doors should be closed and the doors locked (based on access to room key). This protects program equipment as well as student’s personal items.

Disputes are to be reconciled in private in a manner that incorporates self-control, respect and professionalism and should include immediate supervisor if necessary. It is imperative that you and your co-instructors have good communication and support each other. If issues arise, ask for support from the Day Director.

Locations: (rooms, buildings, vehicles, hallways, parking lots, grounds): Must be kept clean (no food laying out, no open food containers, counters wiped) and doors must be locked upon leaving.
UNCW Buildings

- All non-student rooms and UNCW spaces used are to be cleaned and straightened up at the end of every program day. This includes the breakfast space, common areas, classrooms, etc.
- During business hours there is to be no talking or noise within the public spaces of UNCW buildings, except for the lab at CMS or assigned classrooms; remind students that summer school and research are going on.
- UNCW rooms are to be kept clean and orderly throughout the summer.
- On the final day of program, staff must return room/dorm to original condition/layout. This is the responsibility for the Friday morning staff that is on duty. Make sure you walk through and check to see that the room is in good order and that the students have not left anything.
- Keys will not be issued to students. It is the responsibility of the staff members on duty to lock the rooms in the morning. When students return from the day’s activities, the night instructors will unlock the doors prior to the students’ arrival. Keys will be placed in a secure location available only to STEAM team staff.
- Keys, if assigned, are to be submitted to the Day Director on the staff member’s last day of work.

Center for Marine Science

- No talking or noise within the building, except for the CMS lab.
- Advise students that the bathrooms need to stay clean. Always go in after students to ensure all paper is picked-up and water is wiped from counters.
- Only enter CMS through the door/passageways assigned by the CMS operations director.
- Remember that we (the entire STEAM Team office and operation) are GUESTS of CMS – it is a privilege that must not be abused.

Equipment & Supplies: equipment will be operated with care according to operational instructions, cleaned, maintained, and stored properly and securely. In order to be reimbursed you must receive written (hand, email, or text) approval from the Day Director, Dr. Lynn Leonard, prior to purchase. All supplies should be ordered by May 31, whitemant@uncw.edu, 962-3356. Supplies remaining from after your session should be returned to 109 Bear Hall. The staff will inform you if any items need to be collected immediately after your session, because they will be used at a subsequent session. Thank you for your patience.

If you spend your own money, remember that reimbursements cannot be made for food, or unscheduled /unapproved activities. Please remember it is impossible to reimburse you if you do not have a proper receipt or if the receipt is not handed to Ms. Toni Whiteman in a timely manner – within 2 days of the expense.
A proper receipt contains the following:
1. Date of purchase or payment;
2. Name of vendor or other payee;
3. Positive evidence that a payment was made, i.e., a cash register receipt or a handwritten receipt on which the word "Paid" appears;
4. Amount paid;
5. Description of the goods purchased or of the services provided;
6. Your name and program name handwritten at the top of the receipt.

Paychecks & Benefits: will be issued on July 15. It is your responsibility to submit your completed/signed time sheet to Ms. Toni Whiteman, 109 Bear Hall, 962-3356 whitemant@uncw.edu. Staff ONLY: All timesheet/pay questions should be addressed to 146 Bear Hall, 962-7753. Late time sheets will result in a one-month delay for paychecks. No exceptions! Appendix D has the instructions for you to get paid.

Absences / Tardiness:
- Lateness or absence needs to be communicated to staff and STEAM Team office as soon as possible. Chronic tardiness will result in the loss of your position. We are legally responsible for maintaining critical Staff/Student rations. Your tardiness or absence jeopardizes UNCW's reputation.
- Extended absences are not permitted. Questions should be directed to Ms. Toni Whiteman.

Staff Discipline Plan
- Failure to perform up to the standards set by STEAM Team may result in immediate dismissal from STEAM Team position.
- Failure to act in a mature, responsible manner during program hours may result in immediate dismissal from STEAM Team position.
- Insubordination, through actions or words, towards STEAM Team administration or staff, CMS staff, or any other UNCW staff, or students' parents may result in immediate dismissal from STEAM Team position. This will help ensure a positive work environment.
- Inappropriate language (written or verbal), inappropriate conversation topics, or inappropriate behavior toward (or in the presence of) participating students may result in immediate dismissal from STEAM Team position.
- Any position dismissals will result in pro-rated or cancelled pay.

UNCW Cell Phones
- The UNCW cell phone you have been LOANED is your responsibility.
- If lost or damaged, you will be responsible for all costs involved.
- Phones should be charged and with instructors at all times, while on duty. Whenever you are on duty you are expected to, and responsible for, answering your program cell phone at all times. If you are in a dead zone or out of range (rare) make
frequent checks for missed calls or messages and return them as soon as feasibly possible.

- Evening staff must sleep with the phone on and beside them so that they can be answered through the night.
- Answer the phone: This is “program/program name” + “your name” speaking.
- No personal phone calls OR TEXT MESSAGES permitted. All calls are audited and personal phone charges will be charged. *Driving and texting is illegal and stupid.*
- Do not take any program phones home with you. Chargers must stay at the front desk of Galloway Hall (for night staff). UNCW phones will be collected the last day of the program. DO not forget to return your phone and sign your phone sheet.

**Behavior Management scenarios/ training scenarios**

The following scenarios can be used to help you anticipate some potential problems that you might encounter during the program and allow you to work through an appropriate response beforehand. In all scenarios, consider the Code of Conduct and risk management training before posing a solution.

1. Saturday, June 22nd, at Schwartz Hall the students arrive. You are cheerful and happy. A parent approaches you to drop off their student. You check the roster and do not see their name. They indicate that they registered and spoke to someone on the phone and they said everything was good to go. You double check the names and as you are looking you notice the parent’s body language become more and more tense. As you look up to tell them the students is not on your list, they rudely tell you that you are wrong and that you must have made a mistake.
   - How do you handle this situation?
   - How should you respond to the parent?

2. Lunch Time! The kids have been asking you all morning, “When are we going to eat?” You of course gave your usual answer, “12:00 p.m.” As you sit down to eat your lunch, you hear a group of students discussing what they have to eat. Before you know it, they are trading food.
   - How do you handle this situation?
   - What are some of the possible concerns about students trading food?

3. Matt is scheduled for his ear drops. You call him over and give him the bottle of drops. He tells you that they “burn” and that he doesn’t want to put them in. You try to encourage him to do so, but he says “No!”
   - What should you do in this situation?
   - When is it appropriate to get his parents involved?

4. Today is field trip day. The girls are excited to visit a Marine Science lab. You forewarn them that there will be chemicals and other dangerous equipment in the lab and they are not to touch anything without permission and instructions. Half-way through the introductory tour you notice one girl touching a chemical container. You take her aside and have her stand next to you. You discuss the rule with her and she tells you sorry. Now 10 minutes later, you see her touching a sharp Xacto knife.
• What should you do in this situation?
• Should you call her parents or do you wait until the end of that day to discuss the issue with them?

4. It’s been one of those hot Carolina weeks. You noticed that the group was acting up a bit yesterday, about an hour before lights out. You were hoping that a good night’s rest would make this day better for everyone. However, as soon as they come out for breakfast, they are all irritable and tired looking. As you are checking in the rest of your students, Jimmy starts to pick on Paul. You heard Paul ask Jimmy to leave him alone twice so you go over and talk to them and ask them to stay away from each other. 10 minutes later you hear Jimmy calling Paul names and before you get over there Paul hits Jimmy in the arm and yells at him to stop.
  • How should you handle this situation?
  • Who is at fault here?
  • What happens to Jimmy in this situation
  • What happens to Paul in this situation?

UNCW VEHICLE PROCEDURES:
I. Ensure that proper authorization/documentation has been processed before driving ANY UNCW vehicle; failure to comply will result in serious legal issues for STEAM Team, UNCW, and you.

II. Make sure that students are made aware on the FIRST DAY OF PROGRAM all vehicle rules and procedures. Make sure students maintain a suitable volume in the vans/buses when talking. Sudden loud noises can be a distraction to the driver! Students must remain seated while the van is moving.

III. NEVER transport a student in your personal vehicle.

IV. NEVER transport a student alone in a van. Ask another student, office support staff or other adult volunteer to accompany you

SAFETY PROCEDURES
I. Staff must carry STEAM Team cell phones at all times when on duty. Program related phone calls ONLY! Cell phones are to be returned to the Day Director at the end of program, June 28. Do not use cell phones for texting (Appendix E).

II. Staff must bring the students’ health form folder with them EVERYWHERE the program goes. Instructors must review and be aware of all medical conditions, allergies, and behaviors and the medication needs for each of their students.

III. Student medications are to be administered exactly as described in their student confirmation packets (medical form). It is your responsibility when you come on duty to ensure that your students have received and taken all necessary medications as
directed in their confirmation packets. Failure to administer a student’s medication as directed is a serious safety violation and may result in immediate termination.

Medication check-list and student attendance roster are to be administered at each shift change (day- to night-staff; evening- to day-staff)

If a student brings medication to program that is not listed on their confirmation packet and was not addressed at the Saturday check-in, immediately confiscate the medication and contact the director for further instruction.

IV. ASSUME NOTHING! Always check and double-check all safety procedures. Never assume that another staff member did anything.

V. Model proper safety measures at all times – if rules are not applicable to staff, participants are more likely to test your limits of enforcement. For example, closed toed shoes must be worn for the rope course; food should not be shared between staff or students, etc.

VI. Take written attendance daily at the beginning of each program day. No child may attend without being on the roll sheet – direct questions or problems to the Day Director. Do NOT accept registration forms at any time! Refer parent/student to the registration table for help.

VII. Count students before boarding vehicles and before entering/leaving buildings without fail! Check with your co-instructor for a final head count before leaving any location and/or driving away. This includes the dorms. First thing every morning conduct a roll call by student name before leaving for your first activity of the day.

VIII. Use the buddy system – have the students help by monitoring themselves – this is NOT a substitute for counting, though. Students may balk at having a buddy so use your best judgment to assign them to small groups of 3 or 4 students.

IX. Food can NEVER be shared between students unless they are siblings. Not all relatives are aware of each other’s allergies or food sensitivities. Trading is NOT allowed due to the risk of food allergies.

Restroom Locations:
All UNCW buildings have restrooms. Instructors-please locate the restrooms in event location before your program begins.

Center for Marine Science and other off campus locations
Lobby restrooms (larger with 5 stalls)
- have waiting/finished students stand along the brick wall or sit in the auditorium if possible – DO NOT send students back to the lab without a STEAM team staff member/chaperone accompanying them
- FYI – next to the administrative offices
- employee restrooms (fewer stalls – need to stay extra clean)
- have students return to the activity immediately after finishing in these restrooms
- ask students to make sure they wipe off any splashes from the counter-tops

**MISCELLANEOUS**

**I. Staff:** outside of programs, think of your student time in 10-15 minute segments and fit activities to that model including 15-minute bathroom breaks, travel time, and transition time between activities.

**II.** Always have activities that can be fillers if plans change unexpectedly.

**III.** Keep a copy of the telephone list at home in case you need to reach other staff at night.

**IV.** Think ahead and communicate concerns before they become problems. Preventative maintenance is the most intelligent and effective means of operation.

**V.** Replenish or ask for supplies before they run out. Be sure that the coordinator is aware of low supplies, if necessary.

**VI.** Establish a ‘Lost and Found’. Anything left in the box on Friday should be brought to the Bear Hall 109 where parents can claim them until the end of August.

**VII.** If a student expresses their home or psychological problems to others in any STEAM Team program, notify STEAM Team administration immediately and appropriate action will be taken.

**VIII.** Discourage the intake of empty carbohydrates (refined sugar, corn syrup, white flour) and caffeine. Soda and candy are NOT allowed during program - nutritious foods should be encouraged and modeled as good choices.

**IX.** Students should be drinking lots of fluids while outside to prevent dehydration, but as a result must be allowed to relieve themselves whenever necessary. Dehydration is one of our top medical issues and is easily avoidable by encouraging students to drink their water. One staff member should always have an extra filled water bottle.

**X.** Pace yourself – it is natural to be enthusiastic, but be realistic. Fatigue will set in, so try to balance your efforts and energy so that you will be able to give the students the same quality experience at the beginning and end of the week.

**XI.** Remember that, although you are working hard and may think that you deserve a ‘break’, you should not do anything that the students are not allowed to do. No eating candy, drinking soda, ordering pizza or any other things that ‘leave out’ the students.

**XII.** If you find that you are having an excessively trying day with your students, please call a staff member on the contact list for back up.
Assessment

STEAM Team instructors and staff are required to complete a brief program assessment survey with 72 hours after their program participation is completed. A link will be provided to this survey. Please know that all feedback and comments will be kept confidential and are greatly appreciated. As this year is a pilot, we look to your comments to improve the program and champion for its support in the future. Thank you in advance for the attention you may bring to this survey.

Appendix A: 911 Exact Building Addresses
Appendix B: Medical Information Release Form
Appendix C: MEDAC Letter of Understanding
Appendix D: Staff only: Time sheets
Appendix E: UNCW Cell Phone Authorization
University-Owned Cellular Phone Agreement for STAFF

Please read carefully, sign and return to Ms. Toni Whiteman on June 21.

All STEAM Team staff must read, understand, and comply with UNCW Cellular Phone Guidelines. By using the phone, you agree to comply with all rules, regulations, and policies of UNCW and any applicable local, state, federal and international laws, guidelines, and regulations. STEAM Team will provide university-owned cell phones for 3 day staff members, 3 staff evening members, 1 day director, 1 evening-night director). By working as STEAM Team staff, you agree to care for your UNCW cell phone and return it to the day director, Dr. Lynn Leonard, at the end of check out, Friday, June 28.

Desk or cellular telephones may not be used to defame, harass, intimidate or threaten any other person(s).

Cell Phone User Name: _____________________________ Date: __________________

Cell Phone#: _____________________________

Returned, Friday, June 28, 2020: _____________________________

Contact Office Address: 109 Bear Hall