Welcome!

I am pleased that you have joined UNH Dining Services. You are now part of an award-winning organization that is truly setting the pace for University programs across the country. Be proud. You play a key role in keeping us leading the way in service, professionalism and food quality. How we approach our work may be different than you have experienced in the past. We value a workplace culture that is rewarding, treats individuals with respect, expects participation from everyone, is challenging and is fun.

The pages that follow will highlight those cultural principles I hope to see you demonstrate in the coming weeks, as well as the general work rules and policies that we are all accountable for upholding. In addition, outside agencies, such as the State Health Department govern the work we do and how we do it. Be sure to familiarize yourself with our standards and follow the procedures we review with you. If you are unsure about anything, please just ask. We were all “new” to the team at one time, so we can appreciate that starting off can be a little overwhelming.

Your success is our organization’s success. Be engaged, demonstrate a great workplace culture and embrace the standards contained in this document. I want your joining of UNH Dining to be one of the best experiences of your life. Whether you are here with us for a year or a lifetime, your contribution to the Dining team and the campus community starts today. Good luck!

Sincerely,

Jon Plodzik
Director of Dining Hall Operations
Congratulations on becoming an associate with UNH Dining Services. We are happy to welcome you to our team.

Along with our full time associates, the department also employs hundreds of student associates each year. There are a variety of opportunities within our 3 dining halls, numerous retail locations, including the MUB Union Court. Because we are a self-supporting entity of this university, it is important that we monitor our operations very carefully. We rely on the talents and abilities of all of our associates to foster our success.

The purpose of UNH Dining is to offer our guests quality food and service at a reasonable price through our commitment to offer a variety of meal plans that appeal to on and off campus students, faculty, and staff. As an associate with UNH Dining, your responsibility is to share in our purpose: providing our guests with quality food and service. Throughout your employment with UNH Dining, please feel free to share your ideas concerning the operation and ways in which we may improve upon our services to our guests. The management team is always eager to hear your ideas. As a student associate with UNH Dining, you can expect individualized on-the-job training from our entire associate team.

This handbook has been designed to introduce you to UNH Dining as well as to offer you tips that will help you excel in your position. It is your responsibility to know and understand the contents of this handbook, so please read it carefully and ask questions for clarity.

Again, we are happy to welcome you to UNH Dining. We wish you every success not only in your employment with us, but also in your academic endeavors here at the University of New Hampshire.

Sincerely,

The Management Team

University Dining Services
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Mission Statement

Through our shared values we will provide superior hospitality services to our guests in support of the teaching, research, and public service mission of the University of New Hampshire.

UNH Dining Core Values

Core values are the fundamental beliefs of our organization. They help us to determine if we are on the right path and fulfilling our business goals.

**Guest Service:** UNH Dining is driven to anticipate the needs and exceed the expectations of each and every guest. We are ready to adapt to new, different, or changing requirements.

**Continuous Improvement:** UNH Dining will exceed guests’ expectations by encouraging creativity, initiative, innovation, problem solving and education with results measured by our customers. We recognize we must help each individual reach their full potential.

**Sustainability:** UNH Dining is a steward of the earth. We will do everything in our power to protect it for the future.

**Integrity:** UNH Dining will conduct its business maintaining a steadfast adherence to honest and ethical behavior.

**Open Communication:** UNH Dining takes great pride in being good listeners. We will promote a timely exchange of information, thoughts and feelings that are satisfactorily received and understood by everyone.

**Win/Win:** UNH Dining will approach all interactions with a philosophy that each party will mutually benefit. We treat each other with respect.

**Fiscal Responsibility:** UNH Dining will strive to utilize its resources efficiently to ensure that our guests and the system receive the greatest value for their investment.

**Walk the talk:** UNH Dining will demonstrate the mission and core values in everything we do.
UNH Dining Guiding Principles

The guiding principles dictate our behaviors and actions within the organization.

Accept Accountability: Each associate is empowered. Proactively seek to address and resolve any issues that a guest may have.

Positive Workspace: Be an Ambassador of UNH Dining in and outside of the workplace. Always speak positively. Communicate concerns to the appropriate people.

Respectfully Resolve Conflict: We approach conflict as an opportunity to solve problems. Immediate guest satisfaction is the responsibility of each associate. Whoever receives a complaint will own it; resolve it to the guests’ satisfaction and communicate it to their supervisor.

Trust One Another: We believe in each other. We will not compromise our personal integrity. Be genuine and sincere. It is essential that trust be reflected in our policies, procedures and day-to-day interactions with each other.

Shared Ownership for our Overall Success: We expect every associate to have a sense of responsibility and urgency for the success of our mission; outstanding guest service. We are willing to go above and beyond our individual responsibilities to help the overall team achieve this mission.

Collaboration and Teamwork: Our success requires cooperation and collaboration from each associate in every area. We work together to answer any guests’ questions, resolve any issues so as to deliver outstanding guest service.

Open and Honest Communications: All associates are encouraged to speak openly and honestly. We support and encourage constructive feedback and dialog. We want to be good listeners and communicators. Greet our guests openly and genuinely. Make eye contact.

Our Differences Make Us Strong: We will treat each other with respect and dignity. We appreciate diversity, treating differences as strengths and opportunities to be leveraged toward creating a more successful team.

We Will Be Better Tomorrow Than We Are Today: We will work to make our service, work environment and interactions better each and everyday. Success will be measured in the improvements we make to create a better tomorrow.

Having Fun Is Important: We actively strive to create an atmosphere where people not only work hard and are challenged, but also have fun while interacting and serving our guests. A smile should be contagious. Show the guest a fun and entertaining experience. We are all “on-stage” everyday.
Position Information

Student Associate:

The student associate is one of our most important positions here at UNH Dining. We rely upon the diverse abilities and experiences that each student brings to our environment in order to accomplish a variety of tasks. Some students have worked in foodservice positions prior to their employment with UNH Dining and some have not. UNH Dining assumes that each student comprehends the basic concepts of service. We rely on the student to be flexible in their expectations and help out in the operation where needed; this may mean that your position varies from week to week, day to day, and maybe even from hour to hour. All student associates begin at the entry level position. Students who show their flexibility and are able to adapt to given situations have the potential to move and grow within the organization.

Qualifications and Expectations for the Student Associate:

- You must demonstrate flexibility in your ability to work a variety of positions.
- You must be able to work the shift you sign up for.
- You must show up for work on time.
- You must show up for work in uniform.

Student Associate Pay Information:

- Entry: Starting rate of pay $8.75 per hour.
- Weekend shifts: (Friday from 5:00pm through Monday 1:00am) $9.35 per hour

* If a student does not return after their first semester but does return the following school year they will start out at the same rate of pay at which they were hired in the previous semester worked. Semesters must be consecutively worked in order to earn a pay raise.

** Students working on an internship, student teaching, or studying abroad may be an exception to this rule. The management team will review these and any other circumstances in making any pay rate decisions.
*** If 2 or more weekend shifts are missed during an academic semester the student’s weekend pay will revert back to the normal weekday rate.

**** 3 unexcused absences (missed shifts) will be grounds for termination

“"You’re hired!”…Now what do you do?

**Using the Time Clock:**

Once you are hired here at UNH Dining your student identification (ID) card acts as your time card. Your ID card contains your personal information. You are solely responsible for its use and management. The ID card is used for a variety of purposes campus wide and therefore is a valuable asset while here at the University. Specifically for UNH Dining, the primary purpose of the ID card is to swipe in and out for each shift that you work. *The time clock will allow you to swipe your ID card five (5) minutes before the start of your scheduled shift and up to three (3) minutes after your shift begins. You can swipe your time card two (2) minutes early and up to five (5) minutes late at the end of your shift.*

Punching in for your shift before or after the three minute allowance will constitute an early or late punch and may result in disciplinary action. It is your RESPONSIBILITY to remember to Punch in and Out. FAILURE TO DO SO ON A REGULAR BASIS WILL RESULT IN DISCIPLINARY ACTION AND MAY IMPACT PAYROLL COMPENSATION.

**Time Punch Policy:**

Missed punch adjustment will not be made until the next pay period. No advances will be processed.

- A third missed punch during the calendar year will result in an initial letter of reprimand.
- A fifth missed punch during the calendar year will result in a final warning.
- A sixth missed punch during the calendar year will result in termination of employment.

**Uniforms:**

*A neat, clean professional appearance* is expected of all UNH Dining associates. All associates are issued unit specific uniform components which are to be worn at all times while in a paid status. These items are property of UNH. Associates are responsible for the condition of these issued items. If for any reason one of your “issued” items becomes damaged you are to report it to your supervisor immediately.

Hats are to be worn face front. Name tags are to be worn on shirt, upright, visible, on the right side of the shirt and with the proper name of the individual wearing the name tag. Shirts are to be neat, clean, wrinkle free and stain free.
All associates will sign for issued items. We reserve the right to charge for lost/abused items at the replacement cost of each.

All associates are to follow the prescribed uniform codes for their operating unit.

Aprons may be required by different positions. Please check with your supervisor for the uniform required by your position.

Uniform Standards Academic year 15/16

Culinary Staff and Concept Staff (full and part time non-student)

- Chef’s Coat with white T shirt or tank top underneath.
- Black Pants
- Black shoes (slip resistant)
- Chef’s Hat or Skull Cap- No baseball hat
- Nametag
- Thermometer

FSA (full-time and part time non-student)

- Blue Polo
- Black Pants
- Black shoes (slip resistant), closed toe and heel
- Baseball Hat
- Nametag

Reception
Males
- Dress slacks or cotton pants
- Dress shirts, sweater or polo shirt
- Clean, closed dress shoes, loafers with socks.
- Sneakers in good clean condition

Females
- White Blouse
- Black Pants
- Dresses, jumpers, slacks, or skirts (no leggings)
- Sweaters, blouses, or knit shirts
- Clean low-heeled closed shoes, loafers, sneakers in good clean condition.

Not permitted: -Mesh, leggings, running, nylon, soccer, sweat, linen, and/or athletic type shorts/pants. Sleeveless shirts of any sort, sweatshirts or unauthorized t-shirts. Sandals or flip flops.

**Supervisor**
- Dining button down shirt (assorted colors)
- Tie (male)
- Black Pants
- Black shoes (slip resistant), closed toe and heel
- Long hair pulled back / Hat
- Nametag
**Student Associates**

- Blue T-shirt
- Jeans or black pants not ripped or torn
- Shoes (slip resistant), closed toe and heel
- Baseball hat
- Nametag

**Prohibited Items**

- Mesh, leggings, running, nylon, soccer, sweat, linen, and/or athletic type shorts/pants.
- Torn jeans or pants
- Patched jeans or pants
- Shorts (unless at the Dairy Bar)
- Open toe/heel or sandals/ballet slippers/flats
- Jewelry (except wedding bands and ¼” earrings)
- Watches or bracelets
- Nail polish and fake nails
- Excessive makeup or strong perfume
- Unauthorized headwear i.e. bandanas, knit caps,

**Expected/allowed**

- Being in proper uniform
- Appropriate make-up
- Clean, unpolished and trimmed nails
- Restrained hair, clean, combed neatly and trimmed well
- Long hair should be tied back and off the shoulder.
- Shoes with slip resistant soles
- Heels not in excess of 1"
- Clean, wrinkle free uniform

**Jewelry**

Jewelry creates a food safety hazard for two reasons: it may harbor micro-organisms and if it is lost may create a physical hazard. For these reasons, the wearing of excessive amounts of jewelry is discouraged in our foodservice operations. Accepted in our operations are the traditional style wedding band ring, and medical alert medallions either on a necklace (preferred) or bracelet (acceptable). Post or hoop earrings no larger than a dime are allowed. No dangling earrings are allowed.

**Paychecks**

There are two ways to receive the bi-weekly paycheck:

- Paychecks may be mailed to your student mailbox
- You may opt for direct deposit to your bank account

All associates are strongly encouraged to sign up for direct deposit. With direct deposit UNH will deposit your paycheck directly into your bank account. The advantage is you do not have to take time out of your busy schedule to pick up your paycheck and deposit it into your bank account.

**Responsibilities and Training**

Your responsibilities as a student associate are simple. Come in on time, be ready to work, have a positive attitude, and have fun while working. During the first few weeks of employment you will receive instructions from managers, associates and student coordinators as to your assigned duties. It is very important that you learn as much as possible so you are able to work at the fast pace of our operations. The more you know the easier your job will be. If you are unclear about your tasks and responsibilities, please ask a member of the management team to clarify it for you. Please note that even if you have been assigned to or trained for a particular job, you may be asked to assist in other areas as
needed. Training for most student associate positions is learned from your peers; it is fast paced, it is on-the-job experience, and it will become easier once you build a routine. All new student associates must complete a mandatory orientation session provided online or in person with a supervisor or manager.

Sanitation and Personal Hygiene
UNH Dining is committed to offering its guests the freshest and safest foods possible. To help us fulfill this commitment we expect each of our associates to observe the following behaviors toward personal hygiene and professional appearance.

Hand Washing
Wash your hands frequently and properly with hot water and soap. You MUST wash your hands immediately after:
1. Using the restroom
2. Returning to the food preparation area
3. Handling raw food (before and after)
4. Touching of the face, hair, body, eyeglasses or hat brim
5. Sneezing, coughing, or using a handkerchief / tissue
6. Smoking, eating, drinking, or chewing gum and/or tobacco
7. Handling chemicals
8. Removing garbage / recycling / composting materials and their receptacles
9. Bussing and cleaning tables
10. Touching clothing or aprons
11. Touching anything that may contaminate hands
12. Wash your hands anytime you return to the work area.
   - Trim and clean under your fingernails and refrain from nail polish and false nails.
Keep sores, abrasions, and cuts clean and covered, changing the bandages often.
Keep bandages clean and free from dampness, covering them with a finger cot and a glove.
Wear food grade plastic / rubber gloves when handling foods ready to eat.

14. Change gloves often; always change after the following activities:
- As soon as they become soiled or torn
- Before beginning a different task
- At least every four hours of continued use, and more often when necessary

4. After handling raw foods and before handling ready-to eat foods
- Wear a clean department issued hat.
- Hair that touches your shoulders must be tied back and kept to the back of your head.
- Wear clean clothing daily free of stains and wrinkles.
- Use a clean apron daily and remove / replace aprons when leaving and returning to food preparation areas. No aprons are to be worn into the restrooms!

It Pays to Have Fun at Work!

UNH DINING POLICIES

Advancement: A student showing strong leadership and teamwork skills will be eligible to apply for the position of student coordinator after 3 consecutive semesters of UNH Dining employment.

Finding a Substitute for a Planned Absence: Student associates are expected to obtain a student associate phone/email list in order to find someone to work in their absence, if for some reason they cannot work as scheduled. The substitute needs to be approved by your supervisor with the proper paperwork filled out. If the student associate is unable to find a substitute, then the student must work their own shift. Please see your student supervisor for details.

Class or study group conflict: On occasion a professor may assign a class commitment during an associate’s scheduled work shift. Please notify your student coordinator or supervisor the day the assignment is given; otherwise it will be an unexcused absence. In addition, you will be responsible for finding your own substitute to cover your work shift.

Student Associate Performance Standards Handbook 2015-2016
**Common Exam Days:** Common exam time is 12:40-2:00 PM on Tues. and Thurs.

If you are scheduled for a shift which falls at the same time as this, please speak with your supervisor on how he/she would like to handle this situation.

**Two-week notice:** A two week notice is requested from students ending employment or reducing hours. Failure to provide adequate notice or quitting without notice within the last three weeks before the end of the semester may negatively impact the potential for future employment with any UNH Dining facility. In the case of UNH Dining operations, the semester typically ends after all finals are done. Towards the end of each semester, you will be notified of the date of the last day you will be required to work for the semester.

**Illness:** It is imperative that student associates call in at least two (2) hours before a scheduled shift if they are ill. Each job is important and someone has to be there to fill the absence. It takes time and phone calls to find a substitute. Please be considerate of coworkers by giving us as much notice as possible. The supervisor and/or student coordinator will provide you with the phone number to call in case of absence. Failure to give a minimum of a 2 hour notice will result in a “no call/ no show” absence and will be subject to documentation and possible disciplinary procedures, to include termination.

**Drinking:** Consumption of alcoholic beverages by UNH Dining associates in any of the UNH Dining operations is strictly prohibited at any time. Drinking of non-alcoholic beverages during your shift is restricted to specific areas. Speak with a member of your management team for details on appropriate operational guides for eating and drinking during the shift.

**Smoking:** Smoking is permitted during your scheduled breaks only. You are to do so in the designated areas only (check with management at your location for your designated area) and maintain the campus minimum of 20 feet from the building rule.

**Phones & IPODS:** No cell phones, iPods, or other electronic devices are to be used while working. This includes making phone calls, texting or listening to music. Student associates who use these devices may have the device confiscated until the end of their shift and will face progressive discipline. Any phone calls are to be made on associate’s personal time, i.e. breaks. Ask your supervisor or student coordinator if you need to make an emergency phone call.

**Breaks:**

- **Work 3 hours or less = no break**
- **Work 4-5 hours = 15 minute paid break**
- **Work 5.5 hours = 30 minute unpaid meal period**
Work 6 - 7.5 hours = One 15 minute paid break plus one 30 minute unpaid meal period

Work 8 – 10 hours = Two 15 minute paid breaks plus one 30 minute unpaid meal period

**Discipline/ Termination Procedure:**

At UNH Dining Services, quality guest service is our #1 priority. It is expected that all associates will perform their job efficiently and professionally. Inappropriate behavior is subject to the disciplinary process, which includes, but is not limited to:

- First offense, a verbal warning
- Second offense, a written warning
- Third offense, subject to termination

In addition to the above, there are offenses that are considered to be grounds for immediate dismissal. These shall include but are not limited to:

- Stealing
- Working under the influence of drugs or alcohol
- Vandalism
- Letting people into the dining hall without paying or having a valid ID
- Giving away food without collecting payment
- Fighting or any other type of physical violence
- Verbally abusing a guest or any university member of campus.
- Gross sexual harassment
- Gross insubordination

Any of the above actions will not be tolerated from any associate nor will any excuses for such behavior be condoned.
**UNH Dining & Retail Locations**

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albert’s</td>
<td>862-4228</td>
</tr>
<tr>
<td>Catering Office</td>
<td>862-2877</td>
</tr>
<tr>
<td>Cornerstone 1926</td>
<td>862-7866</td>
</tr>
<tr>
<td>Dairy Bar</td>
<td>862-1006</td>
</tr>
<tr>
<td>Holloway Commons</td>
<td>862-0710</td>
</tr>
<tr>
<td>Jury Box Cafe</td>
<td>228-1541</td>
</tr>
<tr>
<td>MUB Union Court</td>
<td>862-0177</td>
</tr>
<tr>
<td>Philbrook Hall</td>
<td>862-9331</td>
</tr>
<tr>
<td>Philbrook Café</td>
<td>862-9332</td>
</tr>
<tr>
<td>Stillings Hall</td>
<td>862-0804</td>
</tr>
<tr>
<td>University Conference Office</td>
<td>862-1900</td>
</tr>
<tr>
<td>Wildcatessen</td>
<td>862-4373</td>
</tr>
<tr>
<td>Zeke’s</td>
<td>862-4331</td>
</tr>
</tbody>
</table>

When calling your unit you must speak with a supervisor if your call is about an absence or tardiness.
University of New Hampshire
Employee Guide to Workers Compensation

Insurance Company Information
Workers’ compensation insurance carrier Maine Employers Mutual Insurance Company (MEMIC), PO Box 3606, Portland, ME. 04104, Phone: 207-791-3300.

Payment or Denial of Claims
Once a claim has been submitted to MEMIC it will be assigned to a claim handler. MEMIC has 21 days to conduct a thorough investigation and make a decision to accept or deny the claim. If the injured worker is unable to work, they will have to use their accrued leave until a decision has been made. For lost time claims, you will be notified of this decision in writing. For claims with medical treatment only, you will receive a written notification if benefits are denied.

Medical Provider Selection
You may select a medical provider of your choice if they are affiliated with the managed care network of MEMIC. If you need assistance locating an appropriate medical provider please call MEMIC at 866-636-4292 or visit website: www.unh.edu/ehs/pdf/provider_listing.pdf

Medical Benefits
All reasonable and appropriate medical expenses for treatment of your work related injury will be paid. These expenses include, but are not limited to, visits with doctors, therapists, diagnostic testing, prescription and medical related travel reimbursement. Please forward all bills related to your injury for processing to either Barbara Pirkl, Workers Compensation Coordinator, 2 Leavitt Lane, Durham, NH 03824 or to MEMIC, PO Box 3606, Portland, ME. 04104.

Weekly Compensation Benefits
Under NH law you must satisfy a three day waiting period before you are eligible to receive weekly compensation benefits for loss of earnings. During this time you will be required to use your accrual leave balance. Leave balance If you remain out of work for more than 14 days, your accrued leave balance will be credited for the first three days of disability.

Weekly Benefit Calculations
Under NH law an injured worker is to be paid 60% of their pre-injury average weekly wage while they are out of work due to a work related injury. These benefit payments are issued by MEMIC on a weekly basis and are tax free.

Supplemental Benefits
The University allows employees to use accrued leave (earned time, sick, vacation) to supplement the 40% portion that workers compensation does not cover. The injured employee is required to fill out the Workers Compensation Accrued Time Usage/Overpayment Agreement form and return it to Mariah Bellingham, Workers Compensation Coordinator, 2 Leavitt Lane, Durham, NH 03824. Once your accrual leave balance is exhausted the injured worker will be on a leave without pay from the University as long as you are out of work.

Dispute Resolution
If your claim is denied by MEMIC you have the right to appeal this decision with the NH Department of Labor. To begin the appeal process you may contact The New Hampshire Department of Labor, 95 Pleasant Street, Concord, NH, 03301, phone 800-272-4353.

Insurance Fraud
Insurance fraud is a crime. Any person who, with a purpose to injure, defraud or deceive any insurance company, files a statement of claim containing any false, incomplete or misleading information is subject to prosecution and punishment for insurance fraud as provided in RSA 638:20.

Questions: Should you have questions regarding your claim, contact Barbara Pirkl, Workers Compensation Coordinator, Barbara Pirkl, 2 Leavitt Lane, Durham, NH 03824, Phone: (603) 862-3939.
Discriminatory Harassment
What Every UNH Student Needs to Know

UNH is committed to equal educational opportunity for all qualified persons. You are entitled to be free from discrimination or harassment by ANYONE – fellow student, faculty member, staff member, an agent of the University or a non-employee. UNH policy and processes for handling complaints resulting from discrimination or harassment is available online at http://www.usnh.edu/olpm/UNH/V.Pers/B.htm.

What are Discrimination and Discriminatory Harassment?

Discrimination is an action that denies a member of the University community the benefits or entitlements of University life due to their protected class status. Harassment is words or behaviors such as: unwelcome sexual advances, graffiti, jokes, pranks, slurs, insults, threats, remarks, interference with work or academic life, vandalism, or physical assault. Discrimination and discriminatory harassment are ILLEGAL – they interfere with your learning opportunities and create an intimidating environment.

The UNH Community Does Not Accept Discrimination or Harassment Based On...

Age  Color  Disability  Gender Identity or Expression  Marital Status  National Origin  Race  Religion  Sex  Sexual Orientation  Veteran Status

Examples of Discrimination and Discriminatory Harassment

☐ Sending unwelcome, sexually explicit emails
☐ Taunting a student about his or her sexual orientation, disability, or religion
☐ Hanging a noose in an African-American student’s doorway
☐ Painting a swastika on the door of a Jewish student
☐ Harassing or retaliating against a student for filing a complaint or helping another person file a complaint of discrimination

☐ Making unwelcome solicitations for dates or sexual propositions
☐ Repeatedly telling derogatory gender-based jokes
☐ Giving unwelcome hugs or repeatedly brushing another’s body or any form of physical contact that makes another person uncomfortable
☐ Racial or ethnic slurs
☐ Mimicking the manner of speech or movement of an individual with a disability
You do not have to handle this on your own. You do not have to confront your harasser.

Don’t ignore a problem.

Seek Help From Any of These UNH Sources

Affirmative Action and Equity Office (862-2930 Voice/862-1527 TTY [Text Telephone])

(Any discrimination or harassment, including sexual or disability harassment)
Office of Conduct and Mediation (862-3377)
Peer counselors, mentors, mediators
A resident assistant or resident hall director
A helpful faculty or staff member
Your academic advisor or program director
Sexual Harassment and Rape Prevention Program (SHARPP) (862-3494)
Disability Services for Students (DSS) (862-2607 Voice/TTY)
Office of Multicultural Student Affairs (OMSA) (862-2050)
Office of International Students and Scholars (OISS) (862-1288)
President’s Commission on the Status of Women (862-1058)
President’s Commission on the Status of People of Color (862-1058)
President’s Commission on the Status of People with Disabilities (862-1058)
President’s Commission on Gay, Lesbian, Bisexual & Transgender Issues (862-1058)
Anyone you trust or an office you think may be helpful
A friend, chaplain, counselor, or security officer
UNH Police (862-1427; 862-1425 Voice/TTY)
Your athletic coach or assistant coach

To File a Complaint
**Against a Student:**
- Contact the Affirmative Action and Equity Office (862-2930 Voice/862-1527 TTY)
  affirmation.equity@unh.edu
- See Students Rights, Rules, and Responsibilities: http://www.unh.edu/student/rights/
- Submit a complaint at http://reportit.unh.edu

**Against a Faculty/Staff Member:**
- Contact the Affirmative Action and Equity Office: (862-2930 Voice/862-1527 TTY)
  affirmation.equity@unh.edu
- Submit a complaint at http://reportit.unh.edu

Reach Us
Affirmative Action and Equity Office Email: affirmation.equity@unh.edu
Thompson Hall 305 Online Reporting:
105 Main Street http://www.unh.edu/affirmativeaction
Durham, NH 03824 http://reportit.unh.edu
603-862-2930 (Voice)
603-862-1527 (TTY)
603-862-2936 (Fax)

Other Agencies
  (Voice: 1-800-669-4000, TTY: 1-800-669-6820)
* U.S. Office for Civil Rights (U.S. Dept. of Health and Human Services): http://www.hhs.gov/ocr
* New Hampshire Commission for Human Rights: http://www.nh.gov/hr
ReportIt is the place to report and learn about incidents of bias, discrimination and/or harassment. By submitting a report or learning more about this type of behavior, you help us to improve our campus and community climate.

If you have observed or experienced an incident of bias, discrimination or harassment, please report the incident using one of the following:

Call the Affirmative Action and Equity Office @ 862-2930 v/tty
“Signature page”

As an employee of the University and associate of UNH Dining, I understand the expectation of adhering to our employment standards. I have reviewed the content of these employment standards. Additionally, I have received and reviewed the materials about Discriminatory Harassment and understand the importance of maintaining a workplace that is safe, pleasant and productive.

The language used in the document above should not be construed as creating a contract of employment between the University System of New Hampshire and any of its staff members.

Associate’s Name: ________________________

Associates’ Signature: ________________________

Date: ______________________

Manager’s Name: ____________________________

Manager’s Signature: ____________________________

Date: ______________________

Assigned Unit: ______________________

NOTE: This “signature” page will be maintained on file as part of your unit folder. One copy will be provided to you.

Contact Person In Case of Emergency:

Name: ____________________________

Relationship: ______________________

Day Phone #: ____________________________

Evening Phone #