

**POLICY NAME** HSSTA OFFICE POLICY

**POLICY NUMBER** 1.4.4

**CATEGORIES**

**DATE PROPOSED:** 3/14/2018

**DATE OF VOTE:** 3/21/2018

**ACCEPT (Y/N):** Y

The HSSTA school office is a business place and is off limits to all individuals who are not paid employees working on the clock or those who are volunteering to help with school activities. This includes employees who are off duty, as well as coaches, skaters and parents who are not conducting official school business.

From time to time HSSTA has a need for extra help with school office activities. These needs can often be filled by skaters, parents or coaches to the benefit of all parties. However, all individuals in the school office are representing the school in the eyes of our patrons, so it is important that they conduct themselves professionally at all times. Office volunteers must adhere to the same office guidelines required of all employees whenever they are present in the office or representing the school anywhere in the facility:

**HSSTA OFFICE GUIDELINES**

1. Customer service is always the highest priority. If a patron approaches a volunteer for help, the volunteer should explain that they are a volunteer and they will find an employee to help them.
2. Professional behavior is expected at all times. Unprofessional behavior including, but not limited to gossiping, horseplay, and leaning on the counter will not be tolerated.
3. All HSSTA employees and volunteers must follow the facility dress code. If skating activity occurs directly before or after office activity, skating attire may be worn in the office, however a jacket must be worn over sleeveless shirts or tank tops.
4. Cell phones may not be used to conduct personal business in the school office.
5. No chewing gum.
6. No eating. Skaters may eat in the lobby. Coaches may eat in the coaches' room. Employees may eat in the employee break room.
7. Office volunteers must be at least 15 years of age with the exception of Teachers' Assistants (TA's).

**COMMENTS:** New Policy