

# 2025 York Revolution Staff Handbook



IT'S *Rev's* TIME

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## INTRODUCTION

Welcome to the York Revolution 2025 season!

**You** are an important part of the York Revolution's goal of providing a **Best Day Ever** experience to our guests watching Revolution baseball. In many cases, you are the only contact a fan has with the York Revolution, so it is vital that you make the fans feel appreciated and do all you can to ensure they have a great experience at WellSpan Park.

This handbook is intended to answer some of the questions you may have and explain the attitude all employees must display to make Revolution baseball fun for everyone. Please read this handbook in its entirety and keep it handy for your reference. The policies are written to increase understanding, to eliminate the need for ad hoc decisions, and to help assure uniformity and consistency throughout the organization.

The policies herein are subject to all federal laws and regulations covering the operation of this organization. If we should become aware that these policies contravene any such laws, we will change the policies as necessary. This manual is intended to set forth generally applicable policies and procedures.

Please note that you will see the name York Professional Baseball Club, LLC in various places – that's the official name of our company ("the Company"). These personnel policies and procedures supersede any other personnel policies previously issued by the Company, and the Company reserves the right, in its sole and absolute discretion, to amend, modify, suspend, or discontinue any and all statements contained herein, with or without prior notice, and any such action shall apply to existing as well as future employees. Nothing contained in this handbook shall be interpreted or construed to create any contractual obligation or liability, express or implied, upon the Company, its officers, and/or owners.

**GENERAL INFORMATION**

Home of the York Revolution:	WellSpan Park
Open:	June 15, 2007
Capacity:	7,312
Ballpark Address:	5 Brooks Robinson Way York, PA 17401
Main Office Number:	(717) 801-4487
Emergency Number:	(717) 801-4478
President & General Manager	Ben Shipley
VP – Business Development	Nate Tile
Director of Tickets and Retail	Cindy Burkholder
Assistant General Manager	Sarah Dailey
Director of Operations	David Dicce
Director of Grounds & Field Operations	Chris Carbaugh
Marketing Director	Cody Bannon
Finance Coordinator	Kendall Menzer
Bookkeeper	Destiny Aguirre

## **VISION & MISSION STATEMENT**

It is the vision of the York Professional Baseball Club, LLC to be the premier provider of authentic, family-friendly baseball and social experiences for the communities we serve. We will achieve this goal by employing the best staff in professional baseball and by providing the best customer service possible to three groups of people: our fans, our sponsors and our players.

We strive to operate our business with a disciplined, long-term view to build unshakable relationships in the community, a great working environment for our employees and profitability for our owners.

## **EQUAL EMPLOYMENT OPPORTUNITY**

The Company is an equal opportunity employer. Employment opportunities are available to all persons regardless of race, age, sexual orientation, religion, sex, national origin, disability or marital status. It is the organization's objective to fill each position with the most capable applicant. Personnel actions covered under these policies and practices include those affecting general employment practices, promotions, demotions, transfers, terminations and compensation.

The Equal Employment Opportunity Commission has issued guidelines regarding sexual harassment as it relates to Title VII of the 1964 Civil Rights Act. The Company conforms to these guidelines and does not tolerate any conduct that creates an intimidating or offensive working environment. An employee who feels that he/she is being subjected to sexual harassment should notify management immediately.

The Company will not hire anyone in violation of applicable child labor laws. Proof of age will be required in the form of a driver's license, birth certificate or similar identification.

The Immigration Reform and Control Act of 1986 requires employers to obtain proof of legal status to work in the United States from any applicant who accepts a job offer, whether the applicant is a U.S. citizen or an alien. All new employees must submit original documentation as evidence of eligibility and identity. Law requires completion of this form within three working days from date of hire. Failure to provide valid and accurate I-9 documentation is a condition for termination of employment.

If any employee has a suggestion, problem, or complaint with regard to equal employment, he or she should contact the President & General Manager.



# The Most **WELCOMING** Place in York

## WHAT WE BELIEVE:

- » We value every customer, regardless of race, ethnicity, religion, sexual orientation, age, disability, or any other characteristic.
- » Every employee is empowered to make best day evers!

## WHAT WE DO:

- » We take proactive steps to make it clear that all are welcome.
  - Written and verbal communication emphasizes our desire to welcome everyone as our customer.
  - Advertising images reflect the full range of fans we wish to have as our guests.
  - Events represent a full range of interests, groups, people, causes, and concerns.
  - Full-time and “game day” staff members represent the full range of customers we wish to welcome.
- » We educate our employees to help them understand and utilize words and actions that support this attitude and avoid those that contradict it—and we address any behavior from employees or fans that is contrary to this goal.
- » We give customers a look in the eye, a smile, and a warm greeting and make it clear that satisfying them is the most important thing we have to do at that moment.
- » We go out of our way to help, even if it is “not our job,” offering anticipatory service and striving to go the extra mile to create a great experience for our customers.
- » We listen actively, ask questions to clarify, and respond with a sense of urgency—and choices and alternatives to improve the customer’s experience.
- » We reply promptly to any communication, even if to say “I will find someone who has that answer for you.”
- » We acknowledge mistakes, take ownership, fix the problem, and follow up to make sure the customer is satisfied.
- » We do what we say we are going to do, when we said we were going to do it.
- » Bottom line - we treat our customers better than we would want to be treated.

## **EMPLOYEE RELATIONS**

An employer-employee relationship creates expectations on both sides. The employee is expected to do his or her best to justify continued employment, and the employer is expected to maintain a work environment which allows competent employees to do their best.

We believe that a sound and profitable company is the employee's best means of attaining economic security and personal opportunity. Our policy of employee relations is based on the objective of maintaining a well-trained, enthusiastic, and efficient organization of people who work well together to make our business successful and profitable.

In order to attain and sustain this goal, we, as the employer, strive to:

- provide opportunity for wage and salary progress based on performance and ability;
- provide employees with the opportunity to be aware of and considered for job openings within the organization;
- keep employees informed about changes in company affairs which affect them;
- provide prompt and fair hearings to employee complaints;
- encourage employees to take an interest in their work and contribute to the best of their abilities toward the successful and profitable operation of the Company.

Each employee is expected to:

- do their utmost to provide our customers with an authentic, affordable, family-friendly experience;
- project an attitude of warmth and hospitality to our fans;
- act with honesty, integrity and professionalism in accordance with the Company's high standards of ethical conduct and to comply with all applicable laws;
- respect the Company's rules and policies and the rights of other employees;
- know and accept the Company's goals and contribute fully to their attainment;
- assume primary responsibility for his/her professional development and to pursue additional training, as appropriate, both inside and outside the Company;
- strive for superior job performance characterized by maximum effort and a personal commitment to quality in all activities of the business.

## **OPEN COMMUNICATION POLICY**

As in any organization, employees of the Company may have work-related problems or concerns which require resolution. If a procedure does not exist for such issues to be promptly and fairly considered, the employees' effectiveness, motivation, and morale may be impacted. It is our policy to provide an atmosphere of open communication for all employees. Employees are encouraged to express concerns or problems regarding their employment with their supervisors or management without fear of reprisal.

## EMPLOYMENT FORMS

Almost all of your “paperwork” to begin employment is handled through an online system called Efficient Hire. You will be given instructions on how to access this system when you are offered a job with us. You will need to complete all required information in that system before you can receive a paycheck.

If you do not have internet access, please let us know promptly so we can make alternate arrangements for your employment paperwork.

The only form you must do in-person is the “I9” verifying your legal right to work in the United States. You will be instructed when you are hired on how to do this, including the legal forms of identification required to complete this process.

**\*\* Employees under the age of 18 must also obtain a Work Permit prior to their start date\*\***

## EMPLOYEE INFORMATION

1. **Attendance:** All Company employees are an essential part of the overall operation. You are expected to be present and on time for every home game or you are scheduled. If you are unable to work or will be late, please call and notify your supervisor, in the office at 717-801-4487 by 4 hours prior to game time. Provide your name, position and reason why you will not be able to report for work. **Please note, “calling off” does not automatically constitute an excused absence.** Failure to report for work without calling automatically constitutes misconduct and disciplinary action will be taken.

We realize that some of you are employed full-time and consider this your second job. However, please keep in mind that we depend on your loyalty to the organization to work when scheduled. Every effort will be made to accommodate vacation or day-off requests provided you give at least two weeks’ notice.

2. **Schedule:** The upcoming work schedule will be posted at least one homestand before the new work schedule begins. You may switch work dates with other employees, but only with advance notice and approval from your supervisor.
3. **Parking:** Employee parking will be located at Smalls Field, which can be accessed from North George Street and Hamilton Avenue. This parking lot has spaces reserved for game-day staff.
4. **Employee Entrance:** The employee entrance is the 3<sup>rd</sup> base gate on Arch Street. All employees must use this entrance when reporting for their assigned shift.

5. **Clocking In And Out:** Immediately upon entering the stadium grounds, you should proceed to the time clock room. When employees clock in they will collect any information and instructions regarding the day's game. Any information regarding the next game or home-stand will be by the time clock.

**Do not arrive or clock in more than 5 minutes before your scheduled check in time.** Department managers may adjust your time accordingly if you clock in early.

**Do not congregate in the office lobby if you arrive early to work.** You may wait on the concourse by the time clock room or in the break area.

If your shift ends while a game is still being played, immediately report to the time clock room when your supervisor tells you that you may leave for the day and clock out. You may then proceed to available seats in the seating bowl "wings" with your supervisor's permission and watch the remainder of the game if you so choose, without uniform on!

6. **Breaks:** The employee break area is outside of the third base gate along Arch Street. Breaks will be given as designated by the supervisor for each area. No smoking is allowed in the employee break area. Any staff member wishing to smoke must use the designated smoking areas.
7. **Courtesy At All Times:** Courtesy and a welcoming environment is a **MUST!** It is what sets us apart from other venues and makes the time our fans spend here special and memorable.
- Volunteer your assistance whenever necessary and be polite to people by addressing them courteously, i.e. "How do you do Ma'am (Sir)?" "May I help you?" or similar verbiage.
  - Always respond to questions in a courteous and friendly manner and be sure your answer is correct, OR say "I don't know, but I will find out" – then do it!
  - Always speak in a friendly tone. **Never** use harsh words or profanity.
  - Handle upset fans in a calm, friendly, businesslike manner. If you are unable to satisfy them, and a front office staff member is not immediately available, refer the fan to the Fan Service Center – making sure to walk there with them.
8. **Handling Complaints by Guests:** Our fans are no different from people everywhere. They come from all walks of life. Please keep these guidelines and ideas in mind when dealing with our patrons.
- Handle complaints quickly and cheerfully. It is important to maintain a positive approach while representing the York Revolution. Doing so will enhance our fans' experience by making them realize they are not a burden to us, but rather a welcome guest. If necessary, refer the complaint to your supervisor to resolve.
  - Give each complaint your undivided attention. Be sure that you understand exactly what the guest is saying and ask for clarification if needed.
  - You will never win an argument with a guest, so do not argue with them.
  - **Never** lose your temper or raise your voice. Always be courteous and tactful. The simple act of smiling is one of the most important things you can do. People often reflect the same behavior we display.
  - Anytime you are unable to satisfy the guest, contact your supervisor to handle the situation.
  - Do **not** "send a customer away" to seek assistance, but rather stay with them until a supervisor or front-office staff member arrives or escort them to the Fan Service Center, as appropriate.

9. **Cleanliness of the Ballpark:** Our goal is provide a sparkling-clean environment throughout the game. Although there is a clean-up crew that cleans during and after the game, it is the responsibility of each employee to lend a hand during the game. Please pick up any trash that you may see and refer any spills or large accumulations of trash to a full-time employee so they may call the clean-up crew.
10. **Employee Injury or Illness:** If you are hurt while working, report the injury to your supervisor immediately, then report to the First Aid area. Supervisors will complete the injury report immediately after the accident. This is a legal requirement. Even if you do not think you need medical treatment or don't think an injury is a big deal, you must notify your supervisor so we can comply with the law.
11. **National Anthem:** In keeping with a longtime baseball tradition, Revolution employees are expected to recognize the playing of the National Anthem before each home game. Please remove your cap and face the flag attentively during the anthem. Politely disengage from any conversation and pause any duty you are performing so you may show respect.
12. **Uniforms:** Shirts and name badges will be provided to game day employees. Employees will receive one or two staff shirts based on the number of games worked and type of occupation. These items remain the property of the Company. You are responsible for bringing your shirt and name badge with you for every shift. If a name badge is lost, the replacement cost (\$20) will be the responsibility of the employee. Each employee is responsible for laundering their own staff shirt. Staff shirts will be issued prior to or on the first day of work and will be returned to the team at the end of the season. If the shirt is not returned, the cost (\$40) will be deducted from the employee's last paycheck.

Pants or shorts of any color or print except denim blue jeans or "spandex" or other similar fabrics are acceptable, as long as they are not ripped or torn in any fashion. Denim jeans or jean shorts are not acceptable attire for game day staff

In addition, game day staff are permitted to wear pins, buttons or other accessories, as long as those are not political, religious or offensive in nature. If a hat is worn, it must be a Revolution branded hat.

13. **Personal Appearance:**

While we are working largely in an informal outdoor environment, a professional appearance appropriate to the setting is still required. This includes:

- Assigned staff shirts must be worn at all times during work. You may wear a long-sleeved shirt under your staff shirt if weather dictates.
- Shorts must be at the length of your fingertips when your arms are down at your side or Bermuda length (no shorter than 3 inches above the knee). Pants or shorts must be clean and neat in appearance, with no holes, and may not be tattered or frayed.
- Closed-toe shoes are required. Athletic shoes/sneakers are fine as long as they are in good condition. Sandals, flip-flops, boots, Crocs or stilettos/high heels of any kind are unacceptable.
- York Revolution hats are the only hats permitted to be worn while working. Staff may wear alternative head coverings, including those for religious purposes, with the approval of their supervisor. Any alternative head coverings should be appropriate for all audiences.

- Female and male employees are permitted to have any hair style and color of their choice, as long as proper hygiene is observed. Facial hair is permitted as long as it is neatly groomed or trimmed.
- Jackets can be worn in inclement weather as long as staff shirt and badge are visible.
- Company-branded rain ponchos will be temporarily issued to employees who may be required to work in the elements.
- Necklaces must be worn inside your clothing.
- Generally speaking, tattoos are permitted to be visible as long as they are appropriate for all audiences.
- Fingernails should be kept neat and clean. Strong perfume or lotion is not allowed, because some guests are very sensitive to those odors.
- Sunglasses may be worn when necessary, but staff should make every effort to remove those glasses to make eye contact and provide exceptional customer service in those cases.
- All personal belongings (keys, wallets, combs, etc) are to be carried in an inconspicuous place. Please leave valuables at home as the Company is not responsible for items that are lost or stolen while you are working.
- Personal hygiene is essential. Please use a deodorant and/or antiperspirant.

***The Company reserves the right to make all final decisions concerning the personal appearance guidelines.***

**14. Contests and Promotions:** York Revolution employees, whether full time or part time, are not permitted to win any promotional or marketing contests either in the ballpark, over social media, or through WOYK. Please refrain from entering any such contests.

**15. Personal Telephone Calls:** Personal telephone calls are to be made during your break time. ***The use of a cell phone, including sending text messages, while in uniform is prohibited***, with the exception of extreme circumstances and only with the approval of a supervisor. Any employee using their cell phone while in uniform will first be issued a verbal warning. A second occurrence will cause the employee to have their cell phone taken while working, and a third occurrence will result in dismissal.

**16. Specific Reasons for Disciplinary Action Up to And Including Dismissal:**

- Regular tardiness or failure to report to work.
- Insubordination, i.e. refusal to perform duties assigned, refusal to follow rules, regulations or policies, or disobedience of an order from your supervisor.
- Inability to properly perform assigned duties of a position.
- Use of language or gestures that is inconsistent with the WellSpan Park “Most Welcoming Place in York” statement or does not meet the standard be providing a family-friendly environment for our guests.
- Use of profanity, horseplay or quarreling or otherwise inappropriately interacting with guests or other employees.
- Being in the possession of, or under the influence of, any controlled substances, intoxicants, alcohol, or hallucinatory agents while on the stadium grounds, including the parking lots.
- Dishonesty or theft, including deliberate destruction, damage, defacement, or removal of Company or employees’ property, or falsifying any report or record.
- Lewd conduct or sexual harassment toward any person.

- Being in possession of weapons of any kind, including the parking lots.
- Violation of security procedures or failure to follow safety regulations and procedures.
- Gambling, in any form, including entering to win any raffles, cash giveaways or other contests associated with the Revolution or participate in any demonstrations on the concourse or ballfield.
- Allowing fans or staff members into the ballpark without a ticket.
- Repeated violation of the appearance guidelines.
- Repeated violation of cell phone policy.

This list is not intended to be all-inclusive. The Company reserves the right, at its sole and absolute discretion, to discipline or discharge without notice for unsatisfactory performance as determined by the Company for violation of company rules or policy or for such actions as the Company determines are contrary to our interest. This applies whether or not the grounds for discharge are set forth in this handbook or other publications.

**17. Termination of Employment:** At the time you terminate your employment with the Company, please give two weeks notice, if possible. Make sure that your permanent mailing address is correct, as tax statements will be mailed to this address. Turn in your staff shirt(s) and name badge to your supervisor.

The Company reserves the right, at its sole and absolute discretion, to terminate employment of any employee at any time, with or without cause, on such notice, if any, as the Company may deem appropriate.

### CONTACT WITH MINORS

The York Revolution business hosts and interacts with many fans and other visitors under the age of 18 (“minor”). **At no time are Revolution employees permitted to take care or custody of a minor.** Employees should take precautions to ensure that they are not put in a position where they are alone with anyone under the age of 18. A parent or guardian must be in the immediate vicinity when an employee is interacting with minors at all times. NEVER allow a parent or guardian to get you to “watch my child.” When leading tours, conducting clinics, working in the birthday area or other similar situations where children are present, employees should remain in public view at all times.

### HARASSMENT

#### Policy

It is the policy of the Company to maintain a work environment free of harassment on the basis of race, color, creed, religion, gender, sex, national origin, age, marital status, sexual orientation or disability. The Company will not tolerate harassment of any employee by a supervisor, co-worker, vendor, customer or anyone else. All employees are responsible for maintaining a workplace free of harassment and intimidation. In this role, the responsibilities of all supervisors, include, but are not limited to, the following:

- Discuss this policy with employees and assure that all of them are aware that they can work in an environment free of harassment.
- Assure employees that they are not required to endure degrading, denigrating, abusive or hostile treatment.

- Inform employees of the complaint process, including the employees' right to by-pass an offending staff member.
- Immediately report any complaints, observation or concerns of unlawful harassment.

Any employee who engages in sexual or other unlawful harassment violates this policy and the law and will be disciplined up to and including immediate termination.

### **Definition**

Harassment is the verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, creed, religion, gender, national origin, age, marital status, sexual orientation or disability when it:

- Has the purpose or effect of creating an intimidating, hostile or offensive working environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Otherwise adversely affects an individual's employment opportunities.

Unlawful harassment includes, but is not limited to, the following:

- Epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, age, marital status, sexual orientation or disability; and,
- Written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, religion, gender, national origin, age, marital status, sexual orientation or disability and that is placed on walls, bulletin boards, or elsewhere on Company's premises, or circulated in the workplace. This also includes acts that purport to, or are meant to be, "jokes" or "pranks", but that are hostile or demeaning, such as hate mail, threats, defaced photographs, or other such conduct.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, and therefore, interferes with work performance.

Consistent with the foregoing, and pursuant to the guidelines on sex discrimination issued by the Equal Employment Opportunity Commission, it is illegal and against the policies of the Company:

- For any employee, male or female, to threaten or to insinuate, expressly or implicitly, that a subordinate is required to submit to sexual advances or to provide sexual favors as a condition of employment, continued employment, or any term, condition, or benefit of employment or that a subordinate's refusal to submit to unwelcome sexual advances or to provide sexual favors will adversely affect the subordinate's employment, continued employment, evaluation, wages, advancement, assignment of duties or any other condition of employment or career development.
- For any employee, male or female, whether supervisory or non-supervisory, to engage in unwelcome sexually-oriented or otherwise hostile conduct which has the purposes or effect of unreasonably interfering with another's work performance or of creating an intimidating, hostile or offensive working environment.

### **Procedure**

All harassment complaints will be kept confidential to the extent possible, consistent with the conduct of a full and fair investigation. Any employee who violates confidentiality is subject to immediate discipline. Communications will be made to others only on a limited "need to know" basis. There will be no retaliation

against any employee for filing complaints of workplace harassment, unless such accusation is shown to be intentionally false.

- If the employee believes he/she has been or is being harassed, he/she is encouraged to inform the offender that his or her behavior is unwelcome. The Company also recognizes that it is not necessary for an individual to talk directly to an offender if it would make the individual uncomfortable to do so.
- The employee should report such harassment **immediately** to the President & General Manager.
- If a supervisor receives a complaint, the following steps should be taken:
  - Instruct the employee to contact the General Manager. Assure the employee that there will be no retaliation for coming forward and that an objective investigation will be conducted in a timely manner.
  - Notify the General Manager who will complete an investigation in a timely and confidential manner to protect the identities of all involved.
- The employee may be asked to state his/her allegations in writing, giving the details of the harassment, so that a complete investigation may be made.
- Upon completion of the investigation, the General Manager will advise the employee of the investigative findings and any actions which will be taken.

Any employee, supervisor, or manager, who is found, after appropriate investigation, to have engaged in harassment of another employee, will be subject to appropriate disciplinary action up to and including termination of employment.

### **PAY PRACTICES**

Pay periods are currently bi-weekly. Every pay period ends on Sunday with paychecks being issued the following Friday. The preferred method of pay is through direct deposit. If it is impossible for you to create a direct deposit account, paychecks may be picked up from the Company office on Friday from 10:00AM to 5:00 PM, except Fridays when the team is on the road during the season.

**IMPORTANT:** Each employee must pick up his/her own paycheck. If you want your check to be distributed to someone else, **you** must provide written permission to the Bookkeeper or the Assistant General Manager that you want someone else to pick up your check.

Direct Deposit of your pay is available and strongly encouraged. If enrolled, payroll funds are electronically transferred on the regular payday to an account designated and set-up by the employee and each employee will have online access to the payroll information. Enrollment in the Direct Deposit Plan can be done at any time by completing the Authorization Agreement for Automatic Deposit.

W-2s will be issued in accordance with relevant tax laws.

### **OTHER COMPANY POLICIES**

1. **Animals:** NO animals are permitted in WellSpan Park, with the exception of animals that accompany fans with medical disabilities, the team dog, exhibits on select individual games and those attending "Bark In The Park" Days.
2. **Banners:** ALL banners are prohibited unless authorized by the Company.

3. **Emergency Phone Calls:** Should fans need to make or receive an emergency telephone call during the game, please direct them to the Fan Service Center located behind the Press Box.
4. **First Aid and Safety:** WellSpan Park will be staffed with trained personnel to handle injuries and illnesses. EMTs arrive 30 minutes prior to game time. The WellSpan First Aid station is located on the concourse behind Section 9 on the first base side. In the event of an injury, illness or accident, the employee nearest the injured fan should raise their hand and wait for assistance to arrive.

**Take Note:**

- Under no circumstances should an employee touch someone who is bleeding.
  - When a foul ball lands in the seating bowl, concourse or any public area, the closest staff member will investigate for any injuries. Bats and balls can cause serious injury when they leave the playing field. Always be on the lookout for these incidents.
5. **Intoxicated and/or Disorderly Fans:** We encourage our fans to get excited and have a good time while watching a game or attending an ; however, when someone becomes intoxicated or offensive to others in the stadium, we must take action. Our standard is simple – we provide a “family-friendly” environment. Any behavior you see or hear that is not consistent with that standard should be addressed, regardless of its cause or nature.

It is your duty to be observant of the fans in your area and report a drunk or disorderly fan to your supervisor or a front office staff member immediately. Do not attempt to deal with such situations alone. Please keep in mind the following when dealing with an intoxicated fan:

- People who are intoxicated and emotional are unpredictable.
  - Keep your cool. Show respect at all times, however difficult that may be.
  - Not all those who appear to be intoxicated are intoxicated. They may be suffering from a psychiatric or neurological disorder.
6. **Lost and Found:** Lost and Found items should be reported at the Fan Service Center located behind the Press Box.
    - A “Lost” item should be reported for any fan that misplaces an item at the stadium. Please get as much information about the missing item as possible, be specific and indicate the location and date the item was lost. The fan’s name, address and telephone number should be taken. Inform them that a full-time staff member will contact them the next business day.
    - A “Found” item should be turned in to the Fan Service Center.
  7. **Lost Children:** The Fan Service Center serves as an information and reuniting point for lost children and parents. When assisting a lost child, use the following procedure:
    - Always remember to get down to the child’s level to speak with them.
    - Tell the child your name.
    - Get the child’s name and age.
    - Reassure the child that you will help. Speak kindly and calmly.
    - Ask the child to describe his/her parents or other members of the child’s party.
    - Check the area before escorting the child to the Fan Service Center.
    - If you are unable to leave your area, ask your supervisor or front office staff member to assist you.

Parents who are searching for a child should be escorted to the Fan Service Center so that they may provide information to a front office staff member.

8. **Guests with Disabilities:** This facility has made special accommodations for hosting guests with disabilities in compliance with the federal regulations. All restrooms are accessible. There are elevators located near the main entrance. There is seating on the main concourse designed for wheelchairs with accompanying “companion” seats. Handicapped parking is available in the Brooks Robinson Plaza lot, the North Street lot and the Queen Street lot.

As with all of our guests, offer to assist if someone clearly needs help. When asked or required to move a wheelchair, always hold the handles firmly and move carefully. Refrain from lifting people in or out of wheelchairs or other mobility equipment. If you feel uncomfortable with a situation, please ask for assistance from your supervisor.

WellSpan Park is certified by an organization called KultureCity as a “sensory friendly” environment. All event staff will take an online training course to learn more about what this means and the resources available for our guests. That information will be provided annually as part of our pre-season training program.

9. **Rain Out Policy:** On rain days, never assume that the game has or will be cancelled. You should report to work as scheduled unless directed to do otherwise by your supervisor or the main office. On a rainy day, please be alert for emails, text messages, or calls from your supervisor regarding the game situation.
10. **Rain Out Procedure:** A game becomes “official” after 4 ½ innings have been played (if the Revolution are ahead) or after 5 innings (if the Revolution are behind or the game is tied). If a game is rained out before it becomes official, fans may exchange their tickets in the following manner:
- If a fan has a dated ticket for a game that was rained out, they can exchange their ticket for one of equal or lesser value for another game based on availability. No refunds are allowed.
11. **Stadium Entry, Exit and Re-Entry:** Due to security considerations, WellSpan Park reserves the right to inspect any bag upon entry. If a fan exits the stadium and wishes to return, they may exit through the Main Gates, First Base Gate or Playground Gate and obtain a hand stamp. To re-enter the fan must present their stamped hand. Re-entry is permitted only through those gates that issue stamps.
12. **Safety and Emergencies:** Always have the safety of our fans as your top priority. In case of an emergency that requires an evacuation of the building, pay attention to the public address announcer for directions where to exit, and calmly assist our guests by directing them to the nearest safe exit.

For your safety as well as others, please follow all safety rules and use all safety equipment in the manner in which it was intended.

- Never assume anything. Ask questions if you need equipment or are unsure about safety.
- Please report unsafe working conditions or facility components (i.e., loose seat or playground equipment) to your supervisor or a Revolution front office staff member.

## **SOCIAL MEDIA**

The Company recognizes that employees access social media in a personal capacity outside of and at work. Social media should be broadly understood for purposes of this policy to include blogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites and any other sites or services that permit users to share information with others in a contemporaneous manner.

We are a high-profile, community-based business and your social media comments and postings reflect on our organization. The Company requires that any employees who use social media to express their personal views and opinions do so in a responsible way. Employees should consider carefully whether they identify themselves as York Revolution employees. Employees should exercise restraint to ensure that they do not post material that is either inappropriate or harmful to the Company, its employees or customers.

Although not an exclusive list, some examples of prohibited social media conduct include posting commentary, content, or images that are defamatory to the Atlantic League of Professional Baseball, any Atlantic League team, player, umpire or the Company or its employee. Pornographic, proprietary, harassing, libelous or other content that can create a hostile work environment is prohibited. Employees are not to publish, post or release any information that is considered confidential or not public. Any questions about what is considered confidential should be directed to the President and General Manager.

Employees should use extreme care when interacting with fans on social media and may never comment upon or otherwise remark upon the appearance, views, opinions or any other aspect of Revolution fans/game attendees even if not identifying oneself as a Revolution employee, and whether on duty, or not.



**IT'S** *Rev's* **TIME**

**NAME:** \_\_\_\_\_

**JOB TITLE:** \_\_\_\_\_

I have read, understand and accept the rules and regulations of this handbook. I understand the responsibilities of my job and know that I will be held accountable for the results of my work. I know that my employment can be terminated for violating any of these policies.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**If employee is under 18 years of age:**

I have read, understand and accept the rules and regulations of this handbook. I understand the responsibilities of my child's job and know that he or she will be held accountable for the results of his or her work. I know that his or her employment can be terminated for violating any of these policies.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

Parents: You may also email your acknowledgment of this handbook to Sarah Dailey, Assistant General Manager at [sdailey@yorkrevolution.com](mailto:sdailey@yorkrevolution.com).

**\* This form must be signed and returned prior to first day of work during the season.**