

Office of Recreational Services

Student Employee Policy and Resource Manual



DIVISION OF STUDENT AFFAIRS

THE UNIVERSITY OF TOLEDO

Office of Recreational Services



Welcome to the Office of Recreational Services!

It is my pleasure to welcome you to The University of Toledo's Office of Recreational Services (UTREC). We are truly excited that you are part of our team! As a team member in UTREC, you are a part of one of the largest student employment groups at The University of Toledo. The department is dedicated to providing an excellent opportunity for your development, also creating a positive and enjoyable work environment.

The mission, vision, and values of UTREC should be in the forefront of your mind whenever you interact with members and guest. The vision of our department states, "We are the premier service provider to the UT Community for healthy lifestyle options and development opportunities for student success." Through the premier customer service, which you provide when engaging with patrons, users will enjoy their experience with UTREC! Your great attitude and work ethic displays a positive reflection on the University, the Division of Student Affairs and the Office of Recreational Services. You are the most important person in making sure members and guest have an "Outrageously Awesome UTREC Experience".

I look forward to working with and getting to know you better.

Be well and GO ROCKETS!

Demond

Demond L. Pryor
Director, Office of Recreational Services
The University of Toledo

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Purpose

The purpose of this manual is to provide staff with general student employee policies, procedures, and information, which is needed to effectively perform their job responsibilities. Each Office of Recreational Services Employee Group will provide more detailed policies and procedures related to that particular position.

You should become familiar so that you understand other university policies and procedures as follows with other websites:

Human Resources and Talent Development: <http://www.utoledo.edu/depts/hr/>

Division of Student Affairs: <http://www.utoledo.edu/studentaffairs/index.html>

Office of Student Conduct and Community Standards: <http://www.utoledo.edu/studentaffairs/conduct/>

Division of Student Affairs

Mission:

The Division of Student Affairs offers will offer a comprehensive educational student life program that engages students in holistic learning opportunities, promotes inclusive excellence, and prepares change agents to be globalize citizens within their personal and professional endeavors.

Vision:

The Division of Student Affairs will create lifelong learners who aspire, engage, lead, and inspire.

Office of Recreational Services

Mission:

UT Recreational Services (UTREC) strives to enhance the human condition with a focus on health and well-being by providing impactful programs and services that enrich student learning as well as The University of Toledo community

Vision:

We are the premier service provider to the UT Community for healthy lifestyle options and development opportunities for student success.

Values:

Health, Well-Being, Development, Inclusion, Diversity and Community

Office of Recreational Services

Employee Groups

Below is a list of all the employee groups and their specific qualifications

Assistant: Entry Level, no previous training required

Specialist: Requires previous training, experience, or certification

Managers: Leadership assistance required, perform management tasks

Supervisors: Part of organization's leadership team; oversees entire facility

<p><u>Student Specialist</u></p> <ul style="list-style-type: none"> • Requires understanding of employee group area • Specialized in the administrative procedures of a business and operations; specifically relating to the employee group. • May require previous years of experience or certification. • Reports to Professional Staff
<p><u>Operations Assistant</u></p> <ul style="list-style-type: none"> • Entry Level position • Does not require previous training or experience • Reports to Assistant Director, Facilities and Operations
<p><u>Facility Specialist</u></p> <ul style="list-style-type: none"> • Entry Level position • Does not require previous training or experience • Reports to Assistant Director, Facilities and Operations
<p><u>Group Exercise Instructor</u></p> <ul style="list-style-type: none"> • Require certification • Reports to Assistant Director, Programs, Graduate Assistant, FitWell
<p><u>Guest Service Specialist</u></p> <ul style="list-style-type: none"> • Requires understanding of UTREC • Specialized in the administrative procedures of a business and operations; specifically relating to the employee group. • Reports to Assistant Director, Business & Marketing, Graduate Assistant, Customer Services
<p><u>Intramural Official</u></p> <ul style="list-style-type: none"> • Entry Level position • Does not require previous training or experience • Reports to Coordinator, Competitive Sports & Camps, Graduate Assistant, Competitive Sports & Camps
<p><u>Intramural Site Manager</u></p> <ul style="list-style-type: none"> • Requires understanding of employee group area • Specialized in the administrative procedures; specifically relating to the employee group and understanding of all rules and regulations. • May require previous years of experience or certification. • Supervision of officials on shift • Reports to Coordinator, Competitive Sports & Camps, Graduate Assistant, Competitive Sports & Camps
<p><u>Kids Camp Counselor</u></p> <ul style="list-style-type: none"> • Entry Level position • Does not require previous training or experience

<ul style="list-style-type: none"> • Reports to Coordinator, Competitive Sports & Camps
<p><u>Lifeguard</u></p> <ul style="list-style-type: none"> • Require certification • Reports to Coordinator, Aquatics & Safety
<p><u>Personal Trainer</u></p> <ul style="list-style-type: none"> • Require certification • Reports to Assistant Director, Programs, Graduate Assistant, FitWell
<p><u>Building Supervisor</u></p> <ul style="list-style-type: none"> • Requires understanding of UTREC • Specialized in the leadership, management pertaining to the operations of all UTREC facilities. • Require previous years of experience • Supervision of all student employees on shift • Reports to Assistant Director, Facilities and Operations
<p><u>Morse Center Site Manager</u></p> <ul style="list-style-type: none"> • Reports to Assistant Director, Facilities and Operations
<p><u>Social Media Specialist</u></p> <ul style="list-style-type: none"> • Specialized in the administrative procedures of a business and operations; specifically relating to the employee group. • Requires previous years of experience or training. • Assistant Director, Business & Marketing, Graduate Assistant, Marketing
<p><u>Water Safety Instructor</u></p> <ul style="list-style-type: none"> • Require certification • Reports to Assistant Director, Programs, Graduate Assistant, Aquatic Programs
<p><u>Climb Wall Specialist</u></p> <ul style="list-style-type: none"> • Requires challenge course and climb wall training • Reports to Assistant Director Programs, Graduate Assistant, Challenge

Program Areas

Informal Recreation: Informal, unstructured use of recreational facilities, drop-in or by reservation. Activities include swimming, basketball, racquetball, volleyball, badminton, weightlifting, walking or running, and cardiovascular training.

Rentals: The Office of Recreational Services reserves space for student organizations and university departments, and rents its facilities to community groups. Student organizations and university departments can reserve space at the Student Recreation Center, the Health Education Center (HEC) or the Morse Center. Student organizations and university departments do not pay to rent space, but are charged for any staffing that is necessary for their event.

Community organizations can come to the Student Recreation Center for group events such as birthday parties and Rec Nights, or can come after hours for exclusive events such as after proms. The gym courts at all three facilities can be rented when space is available.

Student organizations must create their event in Involvement Network at inonet.utoledo.edu, and university departments and community groups must fill out an application at <http://www.utoledo.edu/studentaffairs/rec/rentals/rentalapplication.html>. Applications for events taking

place when the facility is open, must be filled out at least two weeks prior to the date, and applications for events taking place after hours must be completed at least four weeks in advance.

Aquatic Program: Offers instructional and fitness activities in the water, in addition to recreational swimming. There are three pools in the Student Recreation Center: 25-yard lap pool, 14 ft. deep diving well, and leisure pool with slide. We also have a hot tub, sauna and two beach volleyball courts. In addition, Red Cross Certification classes are offered.

Competitive Sports: The Office of Recreational Services encourages recreation through organized competition. Intramural Sports and Sport Clubs make up the competitive sports programs.

Intramurals: Structured, competitive and recreational sporting events throughout the academic year. Activities involve team sports, individual or dual events, and special events.

Sport Clubs: The Sport Clubs program is designed to serve individual interests in different sport and recreational activities. Membership is open to all students and the club must be a recognized student organization. These interests can be competitive, recreational, or instructional in nature, as clubs may represent The University of Toledo in intercollegiate competition.

FitWell: Group exercise and other wellness opportunities through classes, massage therapy, individualized personal training, and equipment orientations. Classes are designed for beginner, intermediate, and advanced levels. Educational sessions are also offered to help members achieve healthy, active lifestyles.

Safety Education: The Office of Recreational Services provides American Red Cross certification classes to the UT and surrounding community. Classes include, but are not limited to Lifeguard, CPR/First Aid/AED and Water Safety Instructor certification classes.

UTREC Kids Camp: The Office of Recreational Services offers a 9-week kid's camp for children ages 5-12. The combination of recreation, education and other fun activities makes for a great summer experience on the University of Toledo campus for every child to enjoy. The Kids Camp program is from 9am-4pm Monday through Friday during the first week of June through the first week of August.

Special Events: The Office of Recreational Services host a variety of annual special events. These include but are not limited to; UTri, Bench Press Competition, Night at the Rec and The Toledo Unity Bowl.

Recreation Council

The Recreation Council at The University of Toledo is a student organization that strives to serve as a resource to the Office of Recreational Services professional staff regarding all issues related to UTREC, its student employees, and users of its facilities and programs.

The Council's responsibilities include:

- Planning and implementing special events and teambuilding activities.
- Providing a student perspective to planning and other decisions.
- Recommending improvements and program development opportunities.

Members of the Recreation Council include student leaders from all areas of the Office of Recreational Services. All student employees are invited to attend meetings. Any student employees interested in serving on the Council should contact the Assistant Director, Programs and Graduate Assistant, Student Development & Training (Co-Advisors).

Student Leadership Academy (SLA)

Program that gives student employees necessary skills to function and thrive in a democratic society. Students will understand the business structure of Collegiate Recreation and their roles as student employees in contributing to its success. This program empowers students to create goals that promote professional and leadership skills which are transferrable to their professional careers.

Student Recreation Center

- The Student Recreation Center opened in October 1990. The 154,000 square foot indoor facility serves approximately 2,000 guests each day. It is the campus location for Recreational Services and hosts Varsity Athletic Swimming and Diving events.

Aquatics Center

- 25-meter x 25-yard main pool
- Leisure pool with water slide
- Diving well with 1 meter and 3 meter boards, along with a 3-meter platform
- Co-ed, dry sauna
- Spa

Multi-Sport Complex

- 6 full basketball courts, 1 enclosed to be used for indoor soccer court can be set up with either volleyball or badminton

Racquetball Courts

- 2 racquetball courts are housed here; 2 courts can be set up for walleyball play

Climbing Wall

- Our climb wall provides challenging routes to top-rope or boulder. Routes range from beginner to advanced.

Indoor Track

- 300 Meter indoor track with 4 lanes, approximately 6 laps per mile.

Group Fitness Studio

- Largest group fitness studio with classes range from Turbo-Kick to 20/20/20!

Cycling Room

- A dedicated cycling class space with 22 cycling bikes.

Exercise Area

- A variety of resistance machines to suit all strength needs. The cardio floor features a variety of cardio machines including elliptical, treadmills, rowing machines and a stair climber. There is also a TRX area, and two different AB Areas.

Free Weight Room

Variety of fitness level training machines and free weights that includes dumbbells ranging from 5 pounds to 125 pounds. This area also has several benches including decline and incline, and a variety of different squat racks for one to perform several key lifting techniques as needed.

Morse Fitness Center

- The Morse Fitness Center is located on The University of Toledo's Health Science Campus.

Exercise Area

- A variety of resistance machines and free weights to suit all strength needs. The cardio area features a variety of cardio machines including elliptical, treadmills, rowing machines and a stair climber.

Indoor Walking/Running Track

- 150 Meter indoor track with 3 lanes, approximately 12 laps per mile.

1 full basketball court

2 Racquetball Courts

Fitness Studio

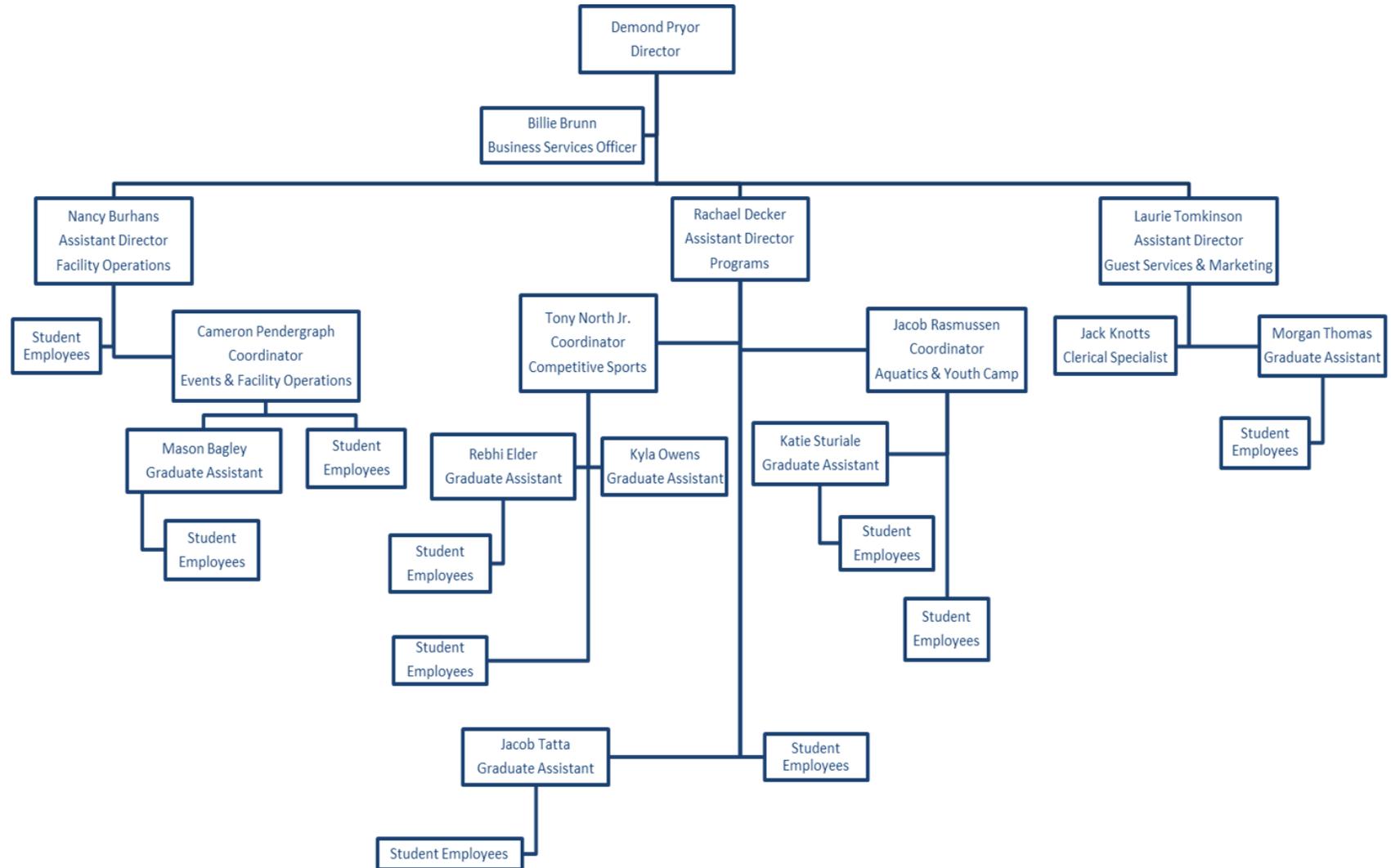
- Group Fitness Studio with a variety of group fitness classes.



DIVISION OF STUDENT AFFAIRS

THE UNIVERSITY OF TOLEDO

Office of Recreational Services



Office of Recreational Services Professional and Graduate Assistants Staff

UTREC Facilities

Student Recreation Center
Health Education Center (HEC)
Morse Fitness Center
Carter Outdoor Field

UTREC Professional Staff

Demond Pryor, *Director of the Office of Recreational Services*
Nancy Burhans, *Assistant Director of Facilities Operations*
Laurie Tomkinson, *Assistant Director of Business & Marketing*
Rachael Decker, *Assistant Director of Programming*
Tony North Jr., *Coordinator of Competitive Sports*
Cameron Pendergraph, *Coordinator of Events & Facility Operations*
Jacob Rasmussen, *Coordinator, Aquatics & Youth Camp*
Billie Brunn, *Business Services Officer*
Jack Knotts, *Morse Center Clerk II/Facility Supervisor*
Jim Adamczak, *Pool Technician*
Tom Richardson, *Facility Operations*

UTREC Graduate Assistants

Kyla Owens, *Student Development & Training*
Mason Bagley, *Facility Operations*
Katie Sturiale, *Aquatic*
Jacob Tatta, *Fitness/Wellness*
Morgan Thomas, *Memberships & Marketing*
Rebhi Elder, *Competitive Sports & Camps*

REC Council Executive Board

Sam Olbrysh, *President*
Tyler Parquette, *Vice-President*
Logan Boley, *Secretary*
Vacant, *Programming and Fundraising Chair*
Brandon Osborn, *Public Relations Chair*
Aadilah El-Amin, *Community Service Chair*
Hannah Leabu, *Treasurer*

UT On-Campus Employment

The University of Toledo Office of Student Employment Guidelines

The on-campus student employment program is intended to provide part-time and seasonal employment for individuals who are attending classes in pursuit of a degree or certificate at The University of Toledo.

Student employment positions are available **ONLY** to students who are actively enrolled. Graduate students who are working on a thesis or dissertation may also qualify for student employment.

Academic Eligibility

In addition to enrollment specifications, the following grade point average requirements were established to enable students to meet their academic goals while being able to work part-time positions on campus. If a student does not meet these minimum academic requirements, the student will not be able to hold a job on campus.

- Grade Point Average for UT Students earning an Associates or Bachelor's degree.
 - 1.5 After attempting between 0-29 credit hours
 - 2.0 After attempting 30+ credit hours
 - Note: A student may be suspended if the student falls below a cumulative GPA of 2.0 for 2 consecutive semesters.
- Grade Point Average for Graduate Students.
 - Must maintain a minimum GPA of 3.0 to continue being employed on campus.
- Grade Point Average for International Students.
 - Both graduate and undergraduate students are required to maintain a minimum GPA of 3.0 to be eligible to work only on campus.

International Students

INTERNATIONAL STUDENTS ARE ALLOWED TO WORK ON CAMPUS ONLY!

International Students cannot work more than 20 hours a week during the academic year.

The hiring department will complete a "Verification of Employment" form and give it to the student to take to the Office of International Student Services. The Office of International Student Services will verify employment eligibility and complete the I-9 form which is given to the supervisor.

A cover letter written to the hiring department and a letter written to the Social Security Administration will be given to the student. The student will take the Social Security letter and the Verification of Employment form to the Social Security Administration office to apply for a Social Security Number. Please check with the International Student Services Office.

Student Athletes

The student-athlete must have spent at least one academic year in residence at UT and is eligible academically to compete for his/her athletic team.

NCAA legislation permits a Division I student-athlete to earn on-campus employment income during fall or spring semesters, provided such income, in combination with other financial aid, does not exceed the value of a full grant-in-aid plus \$2000. The \$2000 additional earnings maximum above a full grant-in-aid cannot be earned in the athletic department. Student athletes do not have employment restrictions during summer and official University break periods; any earnings accrued during summer and official break periods do not count toward the designated earnings limits.

Accommodation Policy

The Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act of 1990 provide that no otherwise qualified disabled individual shall receive unequal treatment or be discriminated against under any program or activity receiving federal financial assistance. This legislation applies to UT faculty, classified staff, administrative staff, and students.

If a student employee has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment, the student should take the following steps:

1. The student should speak with the Employee Group Supervisor and/or the Director of Accessibility to make you and them aware of the perceived disabling condition.
2. The student should meet with the Employee Group Supervisor and any other appropriate personnel representatives to discuss employment concerns and clarify procedures.
3. The student must complete and review a job analysis form with the Employee Group Supervisor. With the student employee's permission, correspondence will be sent to his/her attending physician requesting that the job analysis form be reviewed and an opinion provided on his/her ability to perform the job duties outlined. The physician will also be asked to complete a physical capacity form and make comments. In some instance, an independent physician may be asked to perform these evaluations.
4. The student should schedule another meeting with their supervisor and the Director of the Office of Accessibility upon receipt of the physician's responses to review, discuss, and determine what reasonable accommodations will be made that will permit the employee to perform the "essential functions" of the job.

Office of Accessibility 419-530-4981

Credit Hour Requirements

Undergraduate students must be enrolled for at least six (6) credit hours (part-time) the entire time they are employed. If a student's hour's drop below the six-hour minimum required, their employment must be terminated immediately.

International undergraduate students must be enrolled full-time twelve (12) credit hours.

Graduate students must be enrolled at least part-time (six credit hours). An exception to this rule is if a graduate student is finishing a thesis...then he/she is required to be registered for only one credit hour to remain eligible to work on-campus as a student employee.

Graduate Students on Assistantships are only eligible to hold a student employment position with prior approval from the graduate college. They will determine how many hours of student employment you are allowed.

International graduate students must be enrolled nine credit hours. The only exception to this rule is when the only class left is their thesis research. In this case you must be enrolled in thesis research with the university.

Re-Hire Eligibility

There may be an instance in which a staff member leaves employment with the Office of Recreational Services and then seeks to be “re-hired” at a later date.

In order to be eligible for re-hire, an employee must:

- Have left in good standing, meaning not on suspension or probation status
- If self-terminated, must have given a two week written notice

Note: losing re-hire eligibility in one Employee Group at the Office of Recreational Services means losing it in ALL Employee Groups.

Nepotism Policy

Student employees may not be hired for or promoted to positions in which they would supervise directly, indirectly (with one level between) or be subject to the immediate supervision by a member of their immediate family.

Supervision is defined as responsibility for the following areas: hiring, job performance evaluation, scheduling work hours, assigning job duties, discipline, censure, demotions, promotions, awarding rate increases and/or substantially influencing such actions for or against student staff.

This policy will be upheld regardless of the gender of the relatives involved or the classification or rank of the supervisor.

Immediate family is defined as spouse, mother, father, son, daughter, brother, sister, half-brother, half-sister, aunt, uncle, mother-in-law, father-in-law, sister-in law, brother-in-law, grandparent, stepparent, and legal guardian or other person who stands in place of a parent.

Acceptable Work Hours

Student employees may work a maximum of 28 hours per week, while classes are in session. During vacation periods and while the university is open, students may work up to 28 hours a week.

If a student is working more than one on-campus job, the student must schedule work so that the total hours combined are less than or equal to the 28 hours allotted. The same holds true during vacation periods: the total number of hours for all positions cannot exceed 28 hours.

Breaks

All student employees are entitled to breaks according to the following guidelines:

- Paid Breaks - One 15-minute break for three (3) hours worked. Breaks need to be taken in the employee break room and not at your work station

- Unpaid Breaks - One 30-minute break when working six (6) hours, or one 30-60-minute break (your choice with the approval of your supervisor) when working eight (8) hours.
 - o This break is considered your lunch break.
 - o This break should be indicated on your timecard.

NOTE: You must notify your supervisor when taking a break. Breaks can be taken only during the work period not at the beginning or end of the work period.

Please reference the below link for UT Student Employee Handbook:

http://www.utoledo.edu/success/career/pdfs/Student%20Worker%20Handbook%207_18_16.pdf

Office of Recreational Services Employee Policies

Abuse of Department's Resources

If a student staff member is found using any of the department's resources for personal usage (i.e., but not limited to: telephone, copier, computer/printer) this will be grounds for termination and the student employee will be asked to reimburse the department for any cost incurred.

Personal Belongings

All personal belongings such as bags, coats, phones, etc. must be kept in a locker in the locker room or break room. Are not to be at work stations or offices.

Eating at Work Station

Eating meals is not permitted while working. If necessary, a small snack can be consumed. If you are working a long shift (3 or more hours), special accommodations can be made by speaking with a professional staff member or the Rec Center Supervisor on duty. The only acceptable place to eat is the employee break room.

Studying and Reading

Customer Service is the primary responsibility of all UTREC employees. Due to the nature of the facility and the work required from each staff member, studying is not allowed while on duty. Please note that if you have a "work study" position, that means you have a campus job that helps pay for your education, it does not mean that you study while at work.

Cell Phones & Electronics

Use of personal cell phones or any electronic item while working is not permitted with the exception of identified Employee Groups (They will be instructed by their Employee Group Supervisor if they are allowed access to their phones). These items are not to be visible or be left out at work stations, nor should they be out charging. They must be put away and out of site for the duration of your shift.

Radio Use

Radios are an integral part of responding to customer service issues, emergencies and staffing issues. The department's goal is to enhance communication between work stations in a variety of circumstances. Employees should use the radios as much as possible to avoid unnecessarily leaving their work station vacant. These radios are to be used in case of emergencies to insure that the Emergency Action Plan (EAP) is being followed. They will also help work stations reach a supervisor much easier. The radios are for work purposes only; please do not use them inappropriately. Remember that other staff, and in some cases patrons, may be able to hear what you say over the radio, so do not use foul language or speak derogatorily. At the start of your shift, please make sure the radio in your area is turned on and working properly.

When the facility closes, please turn OFF the radio and place it in the charger. **DO NOT** place the radio in the charger while it is **ON**. Occasionally, radio batteries will go dead, in the event that a work stations radio needs to be recharged, inform a Building Supervisor as soon as possible and they will attempt to locate an extra radio that can to be used as a temporary replacement.

Supervisor Accountability

Building Supervisors are responsible for the actions of their subordinates while in the Office of Recreational Services. Points may be issued to Supervisors based on negligence of subordinate infractions.

Communication Policy

It is the employee's responsibility to check emails, voicemails, text messages, and When to Work on a daily basis. For Employee Groups who utilize Trello, it must be checked at the beginning of every shift. Employee Group Supervisors rely heavily on these forms of communication and it is part of an employee's job to make sure they are receiving any information that is being sent out. If an employee is not receiving emails, phone calls, text messages, etc.; it is their responsibility to inform their Employee Group Supervisor. Points may be issued to employees whom fail to communicate effectively.

Hiring and Clearance

Job descriptions are posted on the UTREC website under the "Employment" section. Anyone interested must apply via the online application. When submitting your application, please be sure to send your resume AND cover letter. Once application materials are received, the Employee Group Supervisor for that specific position may contact the applicant to invite them to an open-call meeting.

Upon hiring, new employees must complete all necessary paperwork including an I-9, W-4 (federal and Ohio), temporary employee payroll form, a direct deposit form (optional), and a background check. Employees cannot start training until all paperwork has been processed with The University of Toledo Career Services and Payroll.

Additionally, when submitting paperwork employees must present one of the following sets of original documents (copies are not permitted):

- US Passport or US Passport Card.
- State issued identification card AND Social Security Card.

Trainings, Meetings and In-Services

Each employee must go through training before becoming an employee of the Office of Recreational Services. This training orients new employees to the Office of Recreational Services, and Division of Student Affairs. If the employee fails to properly complete training, the job offer may become void. This includes mandatory staff training at the start of fall and spring semesters.

On your first day of reporting to work, you will begin a Probationary Period that will last 30 calendar days. This period will be used to give you time to learn about the department, our team, and the tasks involved in your employee group. You will also learn about other relevant information which includes our rules or regulations.

You will work closely with your employee group supervisor on all aspects of your training, understanding and responsibilities during this Probationary Period. We encourage new employees to get to know your fellow team members as this tends to help you and our team succeed.

Throughout your 30-day Probationary Period, you will be evaluated closely by your supervisor. If you do not meet our department standards, you will be relieved of your duties.

All UTREC employees are required to attend the two departmental trainings each year; one in the fall semester and one in the spring semester. In addition, each Employee Group will have its own mandatory trainings and meetings that staff must attend. Trainings and meetings are necessary for UTREC employees to effectively complete all job requirements, address any job-related concerns, and provide consistency throughout the Department. An unexcused absence from the fall or spring training will result in a termination. All excused absences must be requested and approved by the Director, Office Recreational Services prior to July 31. Any new employee who does not attend a mandatory training will be terminated from employment.

Mandatory: Leadership and Training Week August 19-23, 2020

Document Policy

Documentation is very important to ensure the safety of the Office of Recreational Services and to defend against liability for incidents which happen in the facility. Failure to document includes, but is not limited to: failure to report staff problems; failure to report incidents in the building, including injuries, violations, and accidents. 'Failure to Document Infractions' are based on the circumstances and severity of the incident

UTREC Department Device Policy

The Department Devices are a privilege and should only be used by authorized personnel for work related purposes. Failure to take care of or misuse this item may result in points and/or void of employment.

Customer Service

Customer Service is an important responsibility of all employees at the Office of Recreational Services. Student Employees must understand the benefits of quality customer service and that there are disciplinary actions for poor customer service.

Poor Customer Service: Includes, but is not limited to: aggressive/unfriendly behavior towards patrons; neglecting patrons; and lying to patrons. 'Poor Customer Service Infractions' are based on the circumstances and severity of the incident.

Customer Service Negligence: Includes, but is not limited to: failure to do what is expected and reasonable to prevent accidents or injury; and failure to respond to an emergency in accordance to the EAP.

Current Certifications

All Office of Recreational Services employees are required to maintain up to date American Red Cross CPR/AED for the Professional Rescuer and First Aid or equivalent certifications. As well as complete The University of Toledo Blood Borne Pathogens online training and pass the test with a 70% or higher. If an employee fails to maintain their certifications, it is their responsibility to find a qualified sub for all shifts until the employee is re-certified.

Depending on Employee Group, additional certifications may be required and maintained.

Complaint Procedures

All student employees at the Office of Recreational Services have a clear Chain of Command. Chain of Command is as follows (Employee Groups lacking positions simply skip that link in the chain). Student Employee, Graduate Assistant, Coordinators, Assistant Directors, Director. If you are not comfortable with a link on your chain of command, then the process is to report to a person at the same level. Jumping links is a significant infraction.

Parking

All community members utilizing the Student Recreation Center may purchase an annual or semester parking pass for Lot 18 in The Office of Recreational Services. Short term parking options are available for purchase with program registration or short term passes.

- All staff, faculty and student members must purchase a parking permit with The University of Toledo Parking Services Office in the Transportation Center
- Handicapped parking spaces are located adjacent to the Student Recreation Center on the east side. Misuse of a handicapped parking placard may result in a fine.
- Motorcycles must be parked in a designated space, parking on sidewalks is prohibited.
- The metered parking spaces are for guests or individuals making a brief visit to the facility to conduct business.
- All parking spaces are ticketed 24/7, 365 days a year.
- Parking areas may be closed due to collegiate athletics events.

Online references: <http://www.utoledo.edu/studentaffairs/rec/rulesandregulations.html>

- All UT faculty, staff and student UTREC members must purchase a parking permit with The University of Toledo Parking Services: <http://www.utoledo.edu/parkingservices/>
- All (non-UT employee or student) UTREC members utilizing the Morse Fitness Center may park in Lot 42 on the Health Science Campus at no additional cost
- All (non-UT employee or student) UTREC members utilizing the Student Recreation Center must purchase one of the following UTREC parking passes for Lot 18 on the Main Campus:

MEMBERSHIP PLAN	PARKING PASS
Annual	\$66
Semester	\$22
Short-Term Pass	\$5

Online references: http://www.utoledo.edu/studentaffairs/rec/SRC_Membership.html

Appropriate Attire

The employee dress code is in place to enhance the level of professionalism throughout the department, add consistency throughout all areas within the Office of Recreational Services, and to make our staff members easily recognizable to all patrons and participants. The following dress code must be adhered to, based on the position and nature of job responsibilities:

Position	Staff Shirt	Pants/Shorts	Other
ARC Instructor	Staff Polo (tucked in)	Solid colored tan/black/navy/gray pants or shorts	Name tag, closed toe shoe
Climb Wall Specialist	Staff Shirt	Solid colored tan/black/navy/gray athletic pants, khakis or shorts (non-faded or ripped)	Name tag, closed-toed shoes
Facility Specialist	Staff Shirt	Jeans or shorts (non-faded or ripped)	Name tag
Group Fitness Instructor	Athletic Wear (non-faded or ripped)	Athletic wear (non-faded or ripped)	
Operations Assistant	Staff Shirt	Solid colored tan/black/navy/gray pants or shorts	Name tag and fanny pack
Guest Service Specialist	Staff Shirt	Solid colored tan/black/navy/gray pants or shorts	Name tag
Intramural Official	Staff Shirt (tucked in)	Black athletic pants or shorts	
Intramural Site Manager	Staff Polo (tucked in)	Solid colored tan/black/navy/gray pants or shorts	Name tag
Lifeguard	Staff Shirt	Solid black/ navy athletic shorts or capris	1-piece swim suit, name tag and fanny pack
LTS Instructor		Females: 1-piece swim suit (shorts optional) Males: Swim Trunks (no jammer or brief suits)	
Personal Trainer	Staff Shirt	Black athletic	Name tag
Building Supervisor	Staff Polo (tucked in)	Solid colored tan/black/navy/gray pants or shorts	Name Tag and fanny pack
Student Specialist	Staff Polo or Dress Shirt or Sweater	Dress Pants/Slacks/Trousers or dress/skirt	Name tag
Summer Camp Counselor	Staff Shirt	tan/black/navy/gray pants or shorts or athletic shorts	Name tag

All staff must wear close-toed shoes (except for lifeguards) and under no circumstances will it be acceptable to work in unsightly, torn/damaged jeans, sweats/sweat pants/yoga pants or hats during your shift. Shorts that do not go past fingertip length is deemed as unacceptable. It is the employee's responsibility to make sure that their appearance is clean and presentable for every shift. Short length must be to the end of fingertips. **Name tags are expected to be worn every time you work, if required by Employee Group.**

During cold weather, staff is permitted to wear white/navy/gray/gold/yellow long-sleeves with no writing on the sleeve under the required staff shirt, a UTREC jacket/fleece (except for Intramural officials). However, a UTREC logo and staff name tag must always be on the outer layer of clothing.

UT Time-off Policies

Sick/Emergency Leave: Student employees are not entitled to sick pay. Students who are ill or have an emergency arise should call their supervisors prior to their scheduled shift. If your supervisor is not available, speak with another full-time staff member. Do not leave your message with another student employee unless you are told to do so.

If time allows, staff members are responsible to secure a qualified sub and have it approved through When to Work. If you are feeling ill and the situation does not allow you time to secure a qualified sub, **you should contact Employee Group Supervisor two hours prior*** to the start of your scheduled shift. If your Employee Group Supervisor is unavailable, please contact the Building Supervisor. Only Employee Group Supervisor may excuse you from work in the event of illness. The staff member must turn in the appropriate documentation to Employee Group staff within two weeks of the absence for it to be excused.

***Staff members who are scheduled to work an opening shift MUST notify supervisor or Building Supervisor after speaking with Employee Group Supervisor**

Severe Weather: If University classes are canceled due to severe weather, students are not expected to work their regular work shifts, nor will they be paid for the work they miss. If students work in an Employee Group or facility that remains open even if classes are canceled, students should be instructed to phone their Employee Group Supervisor to check on work schedules for the day. If the Student Employee is unable to make it to work (e.g. his/her vehicle will not start or roads are impassible), he/she should contact their Employee Group Supervisor as soon as possible prior to the start of the shift.

Vacation Pay: Student Employees are not entitled to vacation pay.

Legal Holidays: Student Employees are not required to work on legal holidays and official University holidays, and are not entitled to special holiday pay. However, many University departments do remain open on certain holidays. In this case, you will be notified in advance if you are scheduled to work on a legal or University holiday. The student has the option to decline to work on designated holidays. Students who choose to work on legal or University holidays are paid their normal hourly rate.

Religious Observances or Holidays: A student may request time off in advance for a religious holiday or observance. Students will not be penalized for missing work for their religious observances, but cannot be paid for time missed to attend religious observances.

Maternity/Paternity Leave: Student employees are not entitled to be paid while on maternity or paternity leave.

Voting: Students are urged to make provisions to vote on their own time. However, if their class and work schedules make it inconvenient, up to one hour of unpaid release time may be allowed, authorized at the Employee Group Supervisor's discretion.

Military Leave: Students are not entitled to military leave pay. If a student is called for active military duty, the Department will assess the situation on an individual basis and make arrangements with the student. Every effort will be made to ensure the student a position upon return from military duties.

Jury Duty: If summoned, student employees are not automatically exempted from jury duty. Trials are of short duration, and every effort should be made to accommodate students' work and class schedules. Student employees cannot be paid UT wages for time served on jury duty.

Payroll Procedures

The following must be completed prior to starting work for the Office of Recreational Services:

- Ohio Department of Taxation-Employee Withholding Exemption Certificate
 - o Michigan Residents complete: Michigan State Tax Withholding Form
- W-4 form - Students to complete this online, under MyUT tab
- Ohio Public Employee Retirement System (OPERS form),
 - o Request for Optional Exemption as a Student *or* Enrollment-Personal History Record
- Statement Concerning Your Employment in a Job Not Covered by Social Security (SSA-1945)
- Direct Deposit - Students to complete this online, under MyUT tab
- Personal Information Form
- I-9 Employment Eligibility Verification Form
- Acknowledgement of receipt of Auditor of State fraud reporting system information

Timecards

General Timecards

- All employees are given a timesheet with their given pay rates and position numbers
- Employees are responsible to clock in and clock out for each scheduled shift under the appropriate pay rate and position number; failure to do so will result in disciplinary points
 - o The only exception to clocking in and clocking out is if an employee is working a HEC Pool, Carter Field, Fetterman, or Scott Park shift where they can write in their time onto their timesheet
 - o If employees forget to clock in or out, they must contact their Employee Group Supervisor by 10:00am the next business day to verify the hours and write it on the timecard
- After each scheduled shift employees **MUST** enter their hours online under their MyUT employee tab onto an electronic timecard by using the UTREC rounding system
- Employees are responsible to submit their hours for approval every two weeks, when directed
- Employee timecards are to be kept confidential; employees CANNOT clock in or clock out for another staff member

Time Card Rounding

- Employees must use the timecard rounding system listed below when converting their white timecard hours onto their electronic timecard
 - o 53-07=00
 - o 08-22=15
 - o 23-37=30
 - o 38-52=45

Submitting Hours Online

- Below lists step by step instructions on how to submit employee hours under their MyUT employee tab electronic timecard
 1. Log into myut.utoledo.edu
 2. Click on “employee tab”
 3. Click on “more employee options”
 4. Click on “timesheets”
 5. Click on P99276-##. This correlates to your rate of pay. These numbers are located on your timesheet and differ for each pay rate
 6. Click on “enter hours” on the correct day
 7. Enter time in/time out to nearest quarter hour
 8. Adjust the AM/PM as needed
 9. Click “Save”
 10. Click “submit for approval” for EACH position # (rate of pay) every 2 weeks when directed to do so.

Direct Deposit

- Employees may request for their timecards to be direct deposit by logging onto their MyUT account, clicking on the employee tab, and locating the Direct Deposit option
- For most employees their first paycheck will be mailed to the address that is listed with the University before the Direct Deposit goes into effect

Paychecks

- All employees will receive a paycheck every two weeks for the approved hours that they worked
- Employees will be paid on the opposite week from electronically submitting their timecards
- All employees can view their paystubs on their MyUT account and under the employee tab. Employees need to click on view pay stubs and select the year of the pay period

Change of Address

If, at any time during your employment with the Office of Recreational Services, you have an address change, you are required to inform your immediate supervisor. Additionally, employees must complete a change of address form (Personal Data Form), which can be obtained from the myUT account.

Email

- UTREC requires all student staff to check, read, and respond to any e-mail messages from their UT student e-mail account. UT requires all students to have an official UT e-mail and to read their UT e-mail on a regular basis as a condition of their being a student. There are often important messages from the university that need to be conveyed to students and students need to read those messages to be successful at UT.
- UT allows students to transfer their UT e-mail to any e-mail account they wish so that they do not have to read multiple e-mail boxes.
- The UT Webpage (listed below) provides information about how to access their e-mail account, the requirement that they need to check their e-mail regularly, and how to set-up their mobile device and forward UT g-mail to your preferred account.

- All full-time, part-time, and Graduate Assistant staff must use their employee e-mail account.

Performance Evaluations

The Office of Recreational Services has a comprehensive learner-centered evaluation process that allows student employees to reflect on their strengths and weaknesses related to fulfilling your job responsibilities, being an excellent employee and contributing member of the organization. Also, it allows the student employee to obtain feedback from his or her supervisor(s) as it relates to their performance, behaviors, and actions as an employee. Student staff will receive a written evaluation and meet with staff to discuss, strengths, weaknesses, employee contributions, goal completions, and development of new personal goals. All new hires to the Office of Recreational Services will receive a probationary period evaluation at the end of their first 30 days performing the job. At the end of each semester (fall, spring, summer), all student employees will submit a self-evaluation and receive an evaluation from their supervisor. This evaluation will be provided during a meeting with their employee group supervisor. Group fitness instructors, Personal trainers, ARC Instructors and WSI will complete the previously stated process at the end of each academic year. At the midpoint of the year (the end of fall semester), they will instead receive assessment results from their participants. If the employee group supervisor has concerns based on the assessment results for the aforementioned positions, they will meet regarding those concerns. The following pages obtain a copy of what an evaluation will look like:

Office of Recreational Services Performance Evaluation

Leadership Role

Staff Member Name:	
Employee Group(s):	Date:

Job Functions			
	Beginner	Intermediate	Advanced
Job Function 1	Description of job function relating to the “Basic Performer” level of the Developmental Performance Sequence	Description of job function relating to the “Blue Clipper” level of the Developmental Performance Sequence	Description of job function relating to the “Shining Star” level of the Developmental Performance Sequence
Job Function 2	Description of job function relating to the “Basic Performer” level of the Developmental Performance Sequence	Description of job function relating to the “Blue Clipper” level of the Developmental Performance Sequence	Description of job function relating to the “Shining Star” level of the Developmental Performance Sequence
Job Function 3	Description of job function relating to the “Basic Performer” level of the Developmental Performance Sequence	Description of job function relating to the “Blue Clipper” level of the Developmental Performance Sequence	Description of job function relating to the “Shining Star” level of the Developmental Performance Sequence
Job Function 4	Description of job function relating to the “Basic Performer” level of the Developmental Performance Sequence	Description of job function relating to the “Blue Clipper” level of the Developmental Performance Sequence	Description of job function relating to the “Shining Star” level of the Developmental Performance Sequence
Job Function 5	Description of job function relating to the “Basic Performer” level of the Developmental Performance Sequence	Description of job function relating to the “Blue Clipper” level of the Developmental Performance Sequence	Description of job function relating to the “Shining Star” level of the Developmental Performance Sequence
Job Function 6	Description of job function relating to the “Basic Performer” level of the Developmental Performance Sequence	Description of job function relating to the “Blue Clipper” level of the Developmental Performance Sequence	Description of job function relating to the “Shining Star” level of the Developmental Performance Sequence

Job Function 1	
Strengths and Areas of Improvement	Rubric Rating
Employee Group Supervisor Comments:	
Student Employee Comments:	

Job Function 2	
Strengths and Areas of Improvement	Rubric Rating
Employee Group Supervisor Comments:	
Student Employee Comments:	

Job Function 3	
Strengths and Areas of Improvement	Rubric Rating
Employee Group Supervisor Comments:	
Student Employee Comments:	

Job Function 4	
Strengths and Areas of Improvement	Rubric Rating

Employee Group Supervisor Comments:	
Student Employee Comments:	

Job Function 5	
Strengths and Areas of Improvement	Rubric Rating
Employee Group Supervisor Comments:	
Student Employee Comments:	

Job Function 6	
Strengths and Areas of Improvement	Rubric Rating
Employee Group Supervisor Comments:	
Student Employee Comments:	

Leadership Reflection

After reading the brief description, share examples of how you are using the Five Practices of Exemplary Leadership at work and how you are working towards improving.

Model the Way: Clarify values by finding your voice and affirming shared ideals. Set the example by aligning actions with shared values.	
Inspire a Shared Vision: Envision the future by imagining exciting and ennobling possibilities. Enlist others in a common vision by appealing to shared aspirations.	
Challenge the Process: Search for opportunities by seizing the initiative and by looking outward for innovative ways to improve. Experiment and take risks by consistently generating small wins and learning from experience.	
Enable Other to Act: Foster collaboration by building trust and facilitating relationships. Strengthen others by increasing self-determination and developing competence.	
Encourage the Heart: Recognize contributions by showing appreciation for individual excellence. Celebrate the values and victories by creating a spirit of community.	

	Beginner	Intermediate	Advanced
Where do you rank yourself regarding application of the practices of exemplary leadership? Why?	Can describe the Five Leadership Practices and able to make a connection between personal actions and one's practice.	Consistently demonstrates more than one exemplary practice. Is able to make multiple connections between personal actions and practices.	Demonstrates all of the exemplary practices and is aware of areas of improvement. Is Committed to continuous practice in an effort to enhance skills.
	Student Employee Comments:		

Transferable Skills

Please share examples of how you have demonstrated the skills listed during your work at the Office of Recreational Services.

<p>Critical Thinking/Problem Solving: Gather interpret, analyze, evaluate and apply information to make decisions and overcome problems.</p>	
<p>Oral Communication: Articulate yourself effectively and express ideas to others clearly and completely.</p>	
<p>Working in a team structure/collaboration: Collaborate with colleagues and patrons and believe that it is important to work with others.</p>	
<p>Conflict Resolution: Identify conflict, brainstorm possible resolution options, explore alternatives and respect diverse perspectives.</p>	
<p>Diversity: Work effectively with individuals with a variety of backgrounds, experiences, and cultures.</p>	

Career Reflection

Answer the following questions in regards to your position(s) at the Office of Recreational Services.

<p>What are you learning on the job that is helping you with your academic classes?</p>	
<p>What are you learning in your academic classes that</p>	

you can apply while at work?	
Provide a couple of examples if things you are learning at work that you will be using in your chosen career path.	

Scheduling and Substitutions

All staff positions, with the exception of audit staff are scheduled using When to Work, an online scheduling program. Upon hiring, employees will have a When to Work profile created. After that profile is created, the employee will receive an email from When to Work with login instructions. After logging in for the first time, employees should change their When to Work password. It is recommended that the When to Work instructions email not be deleted until after the password has been changed. Availability, as well as any subsequent changes in availability, should be submitted in the manner described by your Employee Group Supervisor. After your availability has been submitted and a schedule has been created, When to Work should be checked daily and used to:

- View your work schedule.
- Find a substitute.
- To pick up additional shifts for others trying to find a substitute.
- Communicate with your Employee Group Supervisor and/or co-workers on schedule-related issues.
- Request days off.
- Check the message board for important information posted by your Employee Group Supervisor or the Department

Scheduling Protocols

- The Office of Recreational Services will only schedule around University of Toledo Academic obligations such as academic classes; co-ops and internships for credit.
- All employees are required to work rotating weekends; usually every other weekend
- All employees are required to work special events, which will usually be outside regular hours
- All employees are required to attend monthly in-services, meetings, and training such as ALICE training, CSA Training, SAFE PLACE Training, Diversity Training
- The Office of Recreational Services may terminate employment of a staff member who is not available to work as required
- The Employee Group Supervisor may approve special circumstances for fewer hours; all employees should be available to work 12-28 hours per week
- Employees can be scheduled for a shift up to 48 hours before the start of the shift.
- Employees should check their When to Work schedule at least once a day.

Painting When to Work

- It is the employee's responsibility to paint their when to work (W2W) schedule by the deadline.
 - Employee W2W schedules should only be painted RED where the employee has scheduled academic classes or academic commitments.
 - Employees W2W schedules should be painted PINK where the employee dislikes working
 - Employees W2W schedules should be painted GREEN time times the employee prefers to work
- Employees must paint their W2W by the assigned date; failure to do so will result in discipline points
- All employees are assigned to a weekend group (A or B) and will be assigned shifts every other weekend. It is the employees' responsibility to paint their weekends of ownership.

Schedule Substitutions/Shift Trades

- Once a schedule is set, it will only be changed for class conflicts; otherwise staff may use the sub/trade process to receive a shift off
- Staff members are responsible to work all scheduled shifts

- If an employee wishes to not work a shift a qualified sub must be secured through W2W
- All substitutions and traded shifts must be made through tradeboard on W2W
 - A substitution is when another employee works the scheduled shift for you
 - A shift trade is when you and another employee trade a shift with each other; you work their shift and they work yours
 - The substitution or trade may not be approved if the employee is not qualified or if the employee will go over hours
- Adding a shift to tradeboard does NOT guarantee that the employee will get the shift off
- If an employee adds a shift to tradeboard and the shift does not get picked up, it is still that employees responsibility to work the shift
- If an employee picks up a shift but then wishes not to work, it is their responsibility to find another sub

Employee Group Supervisor Notification

Employees should notify their Employee Group Supervisor if they are going to be absent or tardy for a scheduled shift or mandatory meeting. **This DOES NOT make the absence or tardy excused.** Infraction points may or may not be issued based on the circumstances of a situation.

Clocking In

Employees are to be clocked in no more than 5 minutes prior to their scheduled shifts. Once an employee clocks in the employee that being relieved must clock out in a speedy fashion. Employees are to clock in themselves and no one else. If you do not clock in/out, you must alert Employee Group Supervisor to receive credit for your time.

Courtesy Call

If a student employee does not report to a scheduled shift or mandatory meeting, a courtesy call **MAY** be made on their behalf to inform them they are supposed to be at work/ at a meeting. Whether you receive a call or not an infraction **WILL** occur. Student staff members are ultimately responsible for knowing and being present for scheduled shifts and mandatory meetings.

Tardy

Tardy is defined as clocking in 7+ minutes past the starting time of a scheduled shift. Appropriate infraction points will be issued when an employee is tardy. Infractions may or may not occur when an employee is late from class or if there is miscommunication about a scheduled work shift.

Absence Policy

It is the responsibility of the student employee to secure a qualified sub, not the responsibility of the Student Specialist, Graduate Assistant or Professional Staff. If a staff member must miss work; he/she must find a qualified sub and have it approved on When to Work. If the situation does not allow time to find a sub, the employee must contact their Employee Group Supervisor as well as the Building Supervisor on shift. It is the responsibility of the student staff member to report that they will not be able to come into work. If the employee does not communicate to the Employee Group Supervisor the incident will be treated as a no call/no show infraction.

Even if the student staff member communicates their absence to their Employee Group Supervisor ahead of time the absence will be unexcused unless a valid/verifiable excuse is presented in writing (See valid/verifiable excuse section). If requested, the staff member must turn in the appropriate documentation to their Employee Group Supervisor within two weeks of the absence for it to be excused.

Valid/Verifiable Excuses

Staff members are expected to show up and work the duration of their scheduled work shift. Authorized absences must have proper documentation supporting the absence and, if requested, should be submitted to their Employee Group Supervisor within two weeks of the absence for it to be excused. Valid/verifiable excuses include, but are not limited to:

- Emergency situations beyond your control
- Death of a family member
- Illness/Accidents*
- Military leave
- Jury duty
- Time off for a worker's compensation injury
- An academic commitment at The University of Toledo**
- **Other – dealt with on a case by case basis by Employee Group Supervisor**

* It is Employee Group Supervisors' discretion to request documentation for an absence due to illness.

**Must notify Employee Group Supervisor two weeks before commitment to be considered a valid/verifiable excuse

Resignation:

Student employees may terminate their employment at their own discretion. A two-week notice is suggested in writing or via email to your supervisor.

Rehiring Former Employees

Employees who have left their employment for any reason can reapply for employment at the Office of Recreational Services at any time. Rehiring a student employee is at the discretion of their former Employee Group Supervisor(s). Students applying for a different position must have the consent of all previous Employee Group Supervisors to be hired. If the student employee is terminated or dismissed from their employment with the Office of Recreational Services, they must wait 90 days before they are allowed to re-apply or be considered for re-hire to UTREC. If a student employee resigns from the Office of Recreational Services, their re-hiring will be on a case by case basis based off the terms of which the individual left their area.

Hepatitis B Vaccine

The University makes available the Hepatitis B vaccine to all employees who have potential occupational exposure.

A post-exposure follow-up will be given to employees who have had an exposure incident. The University shall ensure all medical evaluations and procedures for the Hepatitis B vaccine and post-exposure follow-up, to include:

1. Availability of vaccine at no cost to the employee.
2. Available to employee at The University of Toledo University Health Services.
3. The vaccine performed by/under the supervision of a licensed physician or by/under the supervision of another licensed health care professional.
4. Providing the vaccine according to the recommendations of the U.S. Centers for Disease Control and Prevention.
5. UT Recreation requests all eligible employees to complete the Acceptance/Denial Hepatitis B Vaccine Offer form.

UTREC Eligible Employees

The following employee positions are eligible to receive the Hepatitis B vaccine free of charge.

1. Professional staff
2. Graduate Assistants
3. REC Center/Morse Center Supervisors
4. Student Specialists
5. Facility Techs
6. Fitness Instructors
7. Personal Trainers
8. Operations Staff
9. Intramural Site Managers
10. Intramural Officials
11. Lifeguard
12. Climb Wall Specialists
13. Sport Club Supervisors
14. American Red Cross Instructors
15. Water Safety Instructors

Acceptance/Denial Hepatitis B Vaccine Offer

1. Prior to beginning employment, employees must complete the Acceptance/Denial Hepatitis B Vaccine Offer Form.
2. This form will be kept in the employee's personnel record.
3. Employees may decline the vaccination by signing the waiver section of the form.
4. Employees who choose to accept the offer for the vaccine will complete the acceptance section of the form. All three shots will be recorded in this section of the form.
5. Employees choosing to waive the offer to take the vaccine may request the vaccine at any time as long as the individual remains employed with the Office of Recreational Services.

Acceptance of Hepatitis B Vaccine

Those who choose to receive the Hepatitis B vaccine shot series must schedule an appointment with UT Med to receive the three-part vaccine. The Office of Recreational Services is responsible for all costs.

Employee Expectations

1. Represent the Office of Recreational Services in a professional manner whether on duty or not. Your behavior is a reflection of the department.
2. Promote programs and services by:
 - a. Educating people about UTREC programs and services.
 - b. Helping patrons understand the value of programs and services.
 - c. Invite patrons to participate in programs or use services.
3. Provide customer service at all times:
 - a. Greet patrons in a friendly and professional manner.
 - b. Identify patron needs and find ways to assist them.
 - c. Suggest ideas or ways of improving programs and services to your immediate supervisor.
4. Provide a safe environment for everyone at all times:
 - a. Keep the facilities secure by following the admission policy.
 - b. Inspect and monitor equipment and facilities.
 - c. Monitor patron behavior and enforce policies.
 - d. Close spaces that are deemed unsafe.
 - e. Call 419-530-2600 or 911 (for off campus) in any life-threatening situation.
 - f. Call University Police for unsafe issues that cannot be controlled by the UTREC Staff.
 - g. Understand and carry out emergency procedures.
5. Help maintain a clean environment:
 - a. Pick up garbage in and around facilities.
 - b. Wipe down equipment.
 - c. Report cleaning needs to your Employee Group Supervisor or Building Supervisor if it needs immediate attention.
 - d. Collect lost articles and give to the Guest Services Desk.
6. Help maintain facilities:
 - a. Inspect facilities and report any damages or repairs.
 - b. Follow-up if repairs or damages have not been fixed.
7. Be punctual:
 - a. Report to work on time (the start time of your shift).
 - b. Arriving 5 – 10 minutes early is preferred so that you can get ready for your shift.
8. Present yourself in a Professional Manner:
 - a. Dress according to your employee group requirements.
 - b. Clothing is not wrinkled or torn.
 - c. Ensure that you groom yourself (i.e., shower, hair, shaving, etc.).
9. Bring your Rocket Card so that you can enter work.

10. Follow substitution policies for your Employee Group area when you are not able to fulfill your work shift.
11. Manage your time so that you can fulfill all your job responsibilities within your shift.
12. Fulfill your job responsibilities:
 - a. Address patron needs.
 - b. Help solve problems or issues.
 - c. Inspect facilities and equipment and ensure their safety.
 - d. Monitor activities and behaviors.
 - e. Complete reports.
 - f. Help other employees as needed (professionals, graduate assistants, and any other student employee).
 - g. Do not do homework or study while at work.
 - h. Do not conduct personal business while on shift, conduct during official breaks.
13. Focus on self-development:
 - a. Assess your own capacity to be a leader and an excellent employee within a complex organization.
 - b. Identify your weaknesses, set goals, and work on your weaknesses every day.
 - c. Admit your mistakes: be willing to recognize when you make mistakes.
 - d. Learn from your mistakes: often learning occurs when you are able to identify your mistakes and change so that you do not make the same mistakes.
14. Maintain certifications and update all required certifications for your positions. If you do not provide proof of certifications before they expire, you will be suspended and removed from the work schedule immediately.
15. Refrain from holding personal property. Patrons should take care of and store their own personal property properly.
16. Attend required staff meetings: this includes staff and departmental meetings, orientation, training, staff development sessions, and performance evaluations.
 - a. Excused or unexcused, if a meeting is missed, the employee is responsible for obtaining any and all information that was presented and discussed.
 - b. The employee must also schedule a meeting with his or her appropriate supervisor to discuss meeting items.
 - c. To obtain an excused absence an employee must:
 - i. Present evidence of a schedule conflict (final, test date, court appearance, etc.).
 - ii. Notify supervisor of a sudden family crisis or emergency in as timely a manner as possible.
 - iii. Know that integrity and honesty are crucial in an employee supervisor relationship.

17. Help others: it is everyone's job to help others who need assistance within the organization. If you are asked to help you must:
 - a. Identify whether you can temporarily leave your post to help out.
 - b. Demonstrate a willingness to help others.
 - c. If you are handling an important or urgent task and need a little time before helping someone, indicate that and let the person know when you will be available.

18. Knowledge:
 - a. Understand the Division's and the Department's vision, mission, core values and apply them in the workplace.
 - b. Know the Division's and Department's organizational structure and understand how to work within that structure.
 - c. Have substantial knowledge of the programs and services offered by the Department and the Division.
 - d. Have a thorough working knowledge of your position(s).
 - e. Have a thorough working knowledge of risk management and emergency procedures for your position and all the other positions within the organization.

19. Communicate:
 - a. Use constructive criticism when suggesting new ideas. When making suggestions, understand that your ideas will be heard. However, know that your suggestions need to be considered within the larger scope of the organization. Sometimes ideas are built on other ideas and sometimes implementing new ideas need to be postponed until they can be effectively implemented.
 - b. Positively communicate through your words, actions, and non-verbal body language.

20. Display a positive attitude:
 - a. Have fun!
 - b. Enjoy your job!
 - c. Demonstrate enthusiasm!

21. Abide by the UTREC "Keep It's" Rules
 - a. Keep It FUN – In all we do, including when we interact with each other, members and guest
 - b. Keep It CLEAN – Our facilities, our communication
 - c. Keep It SAFE – The number one responsibility of us all
 - d. Keep It MODERN – Be up-to-date with equipment, technology, facilities, programs and services
 - e. Keep It DIVERSE – Be a culture that is open and accepting of EVERYONE!!
 - f. Keep It CREATIVE – Think outside the box and bring fresh, new, exciting ideas
 - g. Keep It INCLUSIVE – Be an environment that everyone feels a part of
 - h. Keep It HEALTHY – Provide wellness options for both mind and body

Employee RECentive Program

Upon hiring, all Office of Recreational Services employees are enrolled in the points program outlined below. Points are awarded in a variety of ways for going above and beyond regular job responsibilities and can be redeemed at any time during employment (all points accumulated and not redeemed will be forfeited if employment is terminated for any reason).

To redeem points, an employee must submit a request through www.utreccenter.com, under employee info.

Went above and beyond by....	Points	Description	Verification Required
Leadership			
	50	<ul style="list-style-type: none"> • Assist in leading an Office of Recreational Services workshop, presentation or wellness workshop. • Active role in a life threatening emergency 	Documentation or shift report
	10	<ul style="list-style-type: none"> • Have an active role in leading an in-service, Intramural training scrimmage, clinic or other similar event • Obtaining additional certifications, other than those required for employment in employee group 	Documentation
	5	<ul style="list-style-type: none"> • Correcting a potentially dangerous situation • Enforcing departmental policies during a difficult situation 	Documentation or shift report
Marketing			
	10	<ul style="list-style-type: none"> • Volunteering to do a marketing task (i.e. distributing fliers, taking pictures at events, etc.) 	Documentation
Employee Recognition			
	25	<ul style="list-style-type: none"> • Being recognized as an outstanding employee by a patron or other non-UTREC Employee • Employee of the Month 	Documentation or shift report
	10	<ul style="list-style-type: none"> • Last minute call into work (same day) • Working beyond your scheduled shift to assist the team in coverage (46+ min) 	Documentation or shift report
	5	<ul style="list-style-type: none"> • Working beyond your scheduled shift to assist the team in coverage (15-45 min) 	Documentation or shift report

Participation			
	10	<ul style="list-style-type: none"> Attending an Office of Recreational Services workshop hosted by Rec Council Attending a Division of Student Affairs event or workshop and provide signed documentation 	Documentation
	5	<ul style="list-style-type: none"> Participating in UTREC or REC Council Special Events 	Documentation
Meeting Attendance			
	50	<ul style="list-style-type: none"> Student employees who DO NOT miss a staff meeting or training the entire semester <ul style="list-style-type: none"> - Arriving on time to all meetings or trainings - Staying for the entire meeting or training 	Documentation

Employee RECentive Rewards

Tier 1 (50 points)
Two Free One Day Guest Passes to the Student Recreation Center
One Free Drink from Student Recreation Center Cooler
Tier 2 (100 points)
Office of Recreational Services T-Shirt
Voucher for One IM Team Registration or Recreational Services Sponsored Event Registration
Voucher for One Personal Training Session or Private Swim Lesson
Tier 3 (200 points)
Office of Recreational Services Fleece
3 Free One Day Guest Passes to the Student Recreation Center
Tier 4 (350 points)
Eligible Removal of up to 5 points (possible re-instatement of employment with UTREC depending on infraction and employment)
Voucher for One CPR-PR/AED and First Aid Review Course
Voucher for Lifeguard Review Course

Staff Awards

Several staff awards are given throughout the year to recognize exceptional employees within UTREC. Most of these awards recognize employees within an Employee Group and criteria/nomination protocol vary based on the award. Additionally, there are annual Employee Group and Department awards given at the End of the Year Staff Banquet Celebration.

Employee of the Month

A student employee from each Employee Group is awarded employee of the month, throughout the academic year (September through May, with December and January combined for one employee of the month) to those who consistently go above and beyond regular job responsibilities for that particular month. To be eligible, an employee must have received at least 10 incentive points that month and not been disciplined for any reason.

Employees can be nominated for monthly awards by peers, shift supervisors, and/or professional staff. Awards are voted upon by the professional staff and recipients will be notified the following month. The employees of the month will be recognized with their name and picture on social media.

UTREC Awards

Patricia Besner Award: Recognizes a student employee in the Office of Recreational Services who has contributed significantly to the mission, vision, and values of the department and who has shown outstanding leadership, passion, commitment, and loyalty to their position throughout the academic year.

Employee of the Year

An individual will be selected as the employee of the year by their supervisor. This will be based on following the Keep It's and maintaining a high job satisfaction.

2017-2018 Employee of the Year:

Patricia Besner: Michelle Davis

Aquatic Programming: Natalie Walter

Facility Specialist: Gregory Parker

Guest Services: Tyler Parquette

Intramural Officials: Megan Fleming

Intramural Site Managers: Allison Adams

Marketing: Miles Coleman

Lifeguard: Dan Hammer

Operations: Krisha Conley

Building Supervisor: Marisa DiBartolomeo

FitWell: Shonn Monday

Challenge: Stephanie Lenox

Student Specialist: Aidan Roberts

Employee Coaching and Disciplinary Action

The following is the Office of Recreational Services discipline plan which all UTREC student employees must adhere to. Job coaching and disciplinary actions will occur when a staff member fails to fulfill expressed expectations of the job.

The Office of Recreational Services job coaching and disciplinary action process uses a point system. Points are issued by Employee Group Supervisors and are determined by the severity and circumstances surrounding the incident as well as the attitude of the employee. Infraction points are cumulative and will be included in the employee's discipline record for the duration of employment.

Employees employed by more than one Employee Group will share points and discipline with all Employee Groups. Any points received in one Employee Group will be carried over to other Groups. This holds true for suspensions and terminations as well. Coaching Reports for shared employees are encouraged to include all of the employees Employee Group Supervisors.

Coaching Report

A Coaching Report is the documentation of job coaching and/or disciplinary action involving employees. The Coaching Report becomes a permanent part of the employee's file and outlines:

- Employment infractions including mediating and aggravating circumstances
- Supervisor responses; coaching, issuance of infraction points, disciplinary action
- Any restorative action required

Every infraction carries with them a coaching report. The purpose of the Coaching Report is to communicate with the employee the problems they are having and encourage them to improve upon their work performance. The Employee Group Supervisor(s) will meet with the employee and discuss the Coaching Report before all parties sign and date the report acknowledging what was reported and discussed during the session.

The Coaching Report will be emailed to the employee's University email address within 2 working days of the infraction. It is the employee's responsibility to print, sign, and return the Coaching Report to their Employee Group Supervisor within seven days of the Coaching Report Email being sent. Each week the employee fails to bring in the Coaching Report, an additional point is added to their record. The signed copy will be placed in the employee's personal file.

Employee Coaching and Disciplinary Action

Warning Status

1 – 4 points: An email from the Administrative Student Specialist is sent to the employee and it is documented through a coaching report.

Probation/Suspension Status

5-9 points: A coaching meeting is conducted by the Employee Group Supervisor and it is documented through a coaching report. Employee will be informed how many points until termination.

10 Points or Capital Infraction: Termination or Dismissals can be conducted at any time by the Employee Group Supervisor or Professional Staff due to the accumulation of 10 points or any behavior deemed inexcusable by the Office of Recreational Services.

Issuing Infraction Points

If an employee receives infraction points they will be notified via university email. The issuing of infraction points will result in job coaching and/or restorative sanctions for the employee(s) involved in the infraction.

1 Point Infractions

- Failure to document/ improper documentation
- Leaving front line work station unattended
- Violating department dress code policies
- Missing up to 25% of scheduled shift, training, EAP or meeting
- Repeated warnings for minor violation
- Failure to use ID for entry into the SRC or Morse Center
- Failing to wear name tag if required
- Failing to follow staff guidelines regarding Time Cards
- Failure to report to Coaching Meeting one week after points were issued
- Supervisor negligence of subordinate petty infractions if applicable
- Failure to follow department food policy
- Unexcused clocking in / clocking out late

2 Point Infractions

- Failure to enforce minor user guidelines
- Failure to follow employee guidelines
- Poor customer service
- Missing 26%-50% of a scheduled shift, training, EAP or meeting
- Repeated Minor Infractions
- Supervisor negligence of subordinate Minor or Moderate Infraction
- Failure to complete minor opening or closing duties correctly
- Failing to maintain updated certifications
- Failure to reply to email within 48 hours

3 Point Infractions

- Failure to enforce major user guidelines
- Violating any of the staff code of ethics with clear harmful effect
- Non-compliant with job expectations
- Failure to follow UTREC computer and electronic policy
- Customer service negligence
- Cell Phone use on shift
- Failure to follow department homework / reading policy
- Missing 51%-75% of a scheduled shift, training, EAP or meetings

When an employee misses 50% or more of a scheduled shift, training, EAP or meeting, it is the discretion of the Employee Group Supervisor on how many points to issue.

- Unexcused absence for scheduled shift, training, EAP or meetings
See Valid/Verifiable Excuse and Leadership Approval Section
- Repeated Moderate Infractions
- Failure to complete moderate opening or closing duties correctly*
- Failure to follow proper chain of command

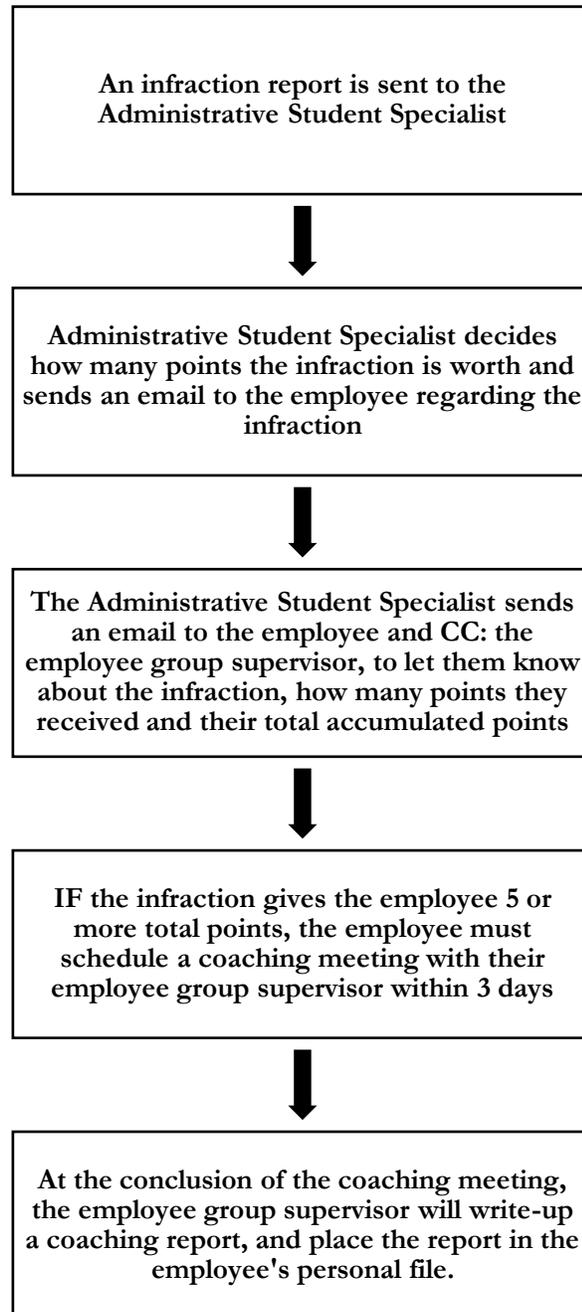
5 Point Infractions (Major)

- Failure to enforce user safety guidelines
- Negligence in risk management issue
- Missing 75% of a scheduled shift or No call/no show for scheduled shift or mandatory meeting
- Repeated Significant Infractions
- Failure to complete major opening or closing duties correctly
- Damage to or neglecting to handle iPad according to rules

10 Point Infractions

- Reporting to work under the influence of illegal drugs or alcohol
- Any form of discrimination, harassment, or abuse
Including physical or verbal abuse, as well as the abuse of department resources including, but not limited to, copy machines, telephones and computers)
- Theft of intentional damage of Office of Recreational Services, University or another person's property
- Failure to respond to an emergency situation in accordance with the EAP
- Falsifying documents
- Violation of the Disciplinary Staff Manual, Office of Recreational Services Code of Ethics and/or The University of Toledo Student Code of Conduct
Including, but not limited to, not fulfilling terms of probation or suspension, diverting from department policies, as well as safety and/or security procedures
- Creating or contributing to an unsafe, hazardous or hostile environment
- Sleeping while on shift and clocked in
- Any other incident at discretion of Office of Recreational Services Professional Staff

Disciplinary Procedures Protocol



Employee Performance Remediation

Employee must meet with their Employee Group Supervisor to discuss the Coaching Report prior to submitting an Appeal. If an Appeal is submitted by an employee who has not met with Professional and/or Leadership staff the document will not be accepted.

Appeals Process

An employee may appeal the issuance of infraction points or the issuance of specific restorative sanctions on the basis of one or more of the following terms:

- The infraction did not occur or was misrepresented
- There is information related to the infraction that was not seen or acknowledged

To appeal, an employee must submit **a well written letter of appeal** on www.utreccenter.com under student employee within 5 working days from the date that the employee received the emailed infraction coaching report email. The link is also included in the employee coaching report email. If the infraction is amounts between 1-3 points, the committee will decide the outcome without a meeting unless a termination is possible. If the infraction amounts to 5 or more points, a meeting may be set-up with the committee, the wrongdoer and the person with whom wrote the employee up, to discuss what action to take. For every infraction, there will be a follow-up with the employee that wrote the infraction. A decision will be made regarding the appeal by the Appeals Committee within 5 working days of receipt of the appeal. The committee may choose to overturn or carry-out the appeal. The committee may change the amount of infraction points as well if they feel the violation is misrepresented. The employee and the Employee Group Supervisor will be notified of the appeal results via email. The results of the appeal will be documented and placed into the employee's personnel file.

If the employee is not in agreement with the Appeals Committees decision, the employee may submit a detailed outline of the appeal to the Director of the Office of Recreational Services, Demond Pryor. If further discussion is needed, an appointment will be made between the Director of the Office of Recreational Services, Employee Group Supervisor and the Employee to discuss the situation. Employees are welcome to bring documentation to the meeting to support their claims. The Director will make the final decision and notify both the Employee and the Employee Group Supervisor of that decision via email within 2 business days of the meeting.

Appeals Committee

The committee is made up of: The Administrative Student Specialist, the Business Services Officer, a Graduate Assistant, a Student Specialist, and an At-Large Student Employee



DIVISION OF STUDENT AFFAIRS
THE UNIVERSITY OF TOLEDO
Office of Recreational Services

**Office of Recreational Services
Employee Verification Form**

By signing this form, I am verifying that I have received, read, and understand the Office of Recreational Services Student Employee Manual. The manual describes policies and procedures for UTREC. I understand that I am responsible for reading, fully understanding, complying and enforcing all policies and procedures as described in the manual and training.

Print Full Name

Signature

Date



DIVISION OF STUDENT AFFAIRS
THE UNIVERSITY OF TOLEDO
Office of Recreational Services

Office of Recreational Services Confidentiality Statement

Being an employee of the Office of Recreational Services represents a significant responsibility. UTREC expects complete confidentiality in all communication and interactions as an employee of the department. Within your role as an employee, you will be exposed to confidential and privileged information, and you are expected to keep all information that you obtain as a result of your employment confidential.

The Office of Recreational Services acknowledges its responsibility to its patrons and employees to preserve and protect records, conversations, and information with strict confidentiality. This responsibility includes non-disclosure of the names (patrons, members, and employees) and personal information to anyone.

As an employee of Office of Recreational Services, I agree that any violation, or threatened violation, may cause irreparable injury, both financial and strategic, to Office of Recreational Services. A breach of complete confidentiality will result in removal from employment immediately, as well as possible legal actions.

The integrity of UTREC depends on the strict adherence to the principles of complete confidentiality.

Print Full Name

Signature

Date

**Office of Recreational Services
Employee Behavior Agreement**



DIVISION OF STUDENT AFFAIRS
THE UNIVERSITY OF TOLEDO
Office of Recreational Services

The University of Toledo and the Office of Recreational Services expects exceptional professionalism and high ethical standards among all its employees. As an employee of UTREC you are expected to maintain:

1. A positive, friendly, and inviting environment for all patrons and guests.
2. Demonstrate professionalism in your actions, behavior, and communication. This includes wearing the assigned work attire.
3. Know your work schedule; be responsible for your schedule, which means arriving at work before your work shift begins. Find a substitute before that shift begins.
4. Take care of equipment, inspect equipment, and report damaged equipment to your supervisor.
5. Respect others and treat them with common courtesy.
6. Be open to listening to others' suggestions, concerns, or issues.
7. Interact with everyone (patrons, professionals, graduate assistants, coworkers, and supervisors) in a positive way.
8. Serve and assist participants, spectators, guests, coworkers, and supervisors.
9. Maintain a positive attitude at all times, even during times of conflicts or confusion.
10. Be engaged in your work by participating fully (work shifts, training, evaluations, etc.)
11. Work as a team with all staff including (Division employees, Department staff, patrons, etc.).
12. Help others when they need help. Regardless of your assigned position, staff members may be asked to perform other duties not typically assigned your position. In all cases, you should help if you are able to leave your assigned area and postpone performing your job duties temporarily.
13. Be willing to learn and grow in your position.
14. Accept any constructive criticism and find ways to improve from this feedback.
15. Refrain from complaining about doing your job, completing tasks, or being assigned additional tasks.
16. Understand, comply, and enforce all UTREC policies at all times.
17. Refrain from talking about anyone negatively (coworkers, patrons, supervisors, etc.). Gossip will not be permitted.
18. Regardless of the circumstances, do not act rudely or be demeaning to anyone.
19. If a patron becomes unruly, a fellow staff member may be called for support and the patron must be asked to leave the building. University Police should be called if the patron does not comply with leaving the facility.
20. Staff members should realize that they represent the Office of Recreational Services and The University of Toledo outside of their work environment (i.e., classes, socializing with friends, where you live, etc.). Your conduct is a reflection of UTREC. Therefore, staff should remain positive when providing opinions about the Office of Recreational Services and The University of Toledo. Problems or concerns should be presented to professional staff.
21. Have fun and enjoy the job! By signing this form, I acknowledge that I understand the expectations presented in this document. I will abide by all the expectations.

Print Full Name

Signature

Date