Office of Recreational Services
Student Employee Manual
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 the largest student employment group 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 to any of the facilities, programs and services that are offered by the Office of Recreational Services. The vision of our department states “We are the premier service provider to the UT Community for healthy lifestyle options and developmental opportunities for student success.” Through the premier customer service, which you provide when engaging with patrons, all 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 we accomplish our mission, vision and values!!

I look forward to working with and getting to know you better. Please feel free to contact me with any questions, suggestions, concerns or assistance that you may have/need, and I would be more than willing to assist you!!

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 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.

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

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: http://www.utoledo.edu/studentaffairs/conduct/

Division of Student Affairs

Mission:
The mission of Student Affairs is to enhance the student experience by addressing the varied and evolving needs of students and by serving as the hub for student-centered collaborations, programs, and services.

Vision:
We strive to be nationally recognized for our commitment to student success by providing transformative opportunities and outstanding services, resources and facilities that enhance learning and development inside and outside the classroom.

Office of Recreational Services

Mission:
The Office of Recreational Services provides engaging, student-centered recreational and health promotion programs and services to enhance the well-being of 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.

Core Values:
Student Development, Healthy Lifestyle Options, Community Service, Diversity
Office of Recreational Services

Employee Groups/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.

Aquatics: 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.

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

Fitness/Wellness: 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.

Challenge: Through the Student Recreation Centers’ climbing wall and the Challenge Course program, individuals are encouraged to participate in and experience activities that cause them to reflect and learn about their relationship to others and their own abilities and limitations.

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.

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 Coordinator of Aquatics & Safety (Advisor).
**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**
- 3 racquetball courts are housed here; 2 courts can be set up for walleyball play

**Climbing Wall**
- Our climb wall can provide 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 has been managed and operated by the Office of Recreational Services since April 1, 2015. It is located on The University of Toledo’s Health Science Campus.

**Fitness Center:** 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.
Office of Recreational Services Professional and Graduate Assistants Staff

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

**UTREC Professional Staff**
Demond Pryor, Director of the Office of Recreational Services
Nancy Burhans, Assistant Director of Facilities Operations
Vacant, Assistant Director of Business & Marketing
Rachael Decker, Assistant Director of Programming
Tony North Jr., Coordinator of Competitive Sports & Camps
Alexandria Luneke, Coordinator of Aquatics & Safety
Vacant, Business Service Officer
Jack Knotts, Morse Center Clerk II/Facility Supervisor
Jim Adamczak, Pool Technician
Tom Richardson, Facility Operations

**UTREC Graduate Assistants**
Megan Mallioux, Facility Operations
Raegan Baxter, Customer Service
Kayla Fauria, Programs & Special Events
Victoria Gumuscian, Challenge
Logan Longman, Fitness/Wellness
Loren Branch, Marketing
Zachary Bemmel, Competitive Sports & Camps

**REC Council Executive Board**
Abbi Nelson, President
Bailey Fait, Vice-President
Troy Mauer, Secretary
Stacy Walker, Treasurer
Olivia Scheid, Programming and Fundraising Chair
Angela Jamerson, Public Relations Chair
Keiairah Smith, Community Service Chair
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, students working on-campus must meet certain grade point average (GPA) standards. Below are the standards by degree type.

A minimum GPA of 2.0 must be maintained after:

- Earning sixty (60) credit hours for students in baccalaureate degree programs
- Earning thirty (30) credit hours for students in associate degree programs.

A minimum GPA of 3.0 must be maintained by:

- Graduate students at all times
- International students at all times whether an undergraduate or graduate.

International Students

INTERNATIONAL STUDENTS ARE ALLOWED TO WORK ON CAMPUS ONLY!

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 you 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 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 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.

International graduate students must be enrolled nine credit hours.

**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.
  
  - This break is considered your lunch break.

NOTE: You must notify your supervisor when taking a break and indicate it on your timecard. Breaks can be taken only during the work period not at the beginning or end of the work period.
UT Recreation 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.

Eating

Eating meals is not permitted while working. If necessary, a small snack can be consumed. If you are working a long shift (4 or more hours), special accommodations can be made by speaking with a professional staff member or the Building Student Manager on duty. The only acceptable place to eat is the employee break room.

Studying/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. Light Studying is allowed for the following Employee Groups while on duty (Lifeguards and Guest Service Specialist). Light studying is considered to be use of Flash Cards, Text Books and Study Guides only. Lifeguards are not allowed to do any light studying while in the Guard stand monitoring the activity in the pool nor when they are performing cleaning duties. 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 Student Manager as soon as possible and they will attempt to locate an extra radio that can to be used as a temporary replacement.
Manager Accountability

Building Student Managers are responsible for the actions of their subordinates while in the Office of Recreational Services. Points may be issued to Managers 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. 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 & Clearance

Job descriptions are posted on the UTREC website under the “Employment” section. Anyone interested must apply via the online application. Once application materials are received, the Employee Group Supervisor for that specific position may contact the applicant to arrange an interview. Interviews may take place in person or over the phone.

Upon hiring, new employees must complete all necessary paperwork including an I-9, W-4 (federal and Ohio), temporary employee payroll form, and a direct deposit form (optional). 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 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.

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. Any new employee who does not attend a mandatory training will be terminated from employment.

Mandatory: Leadership and Training Week August 14-17, 2017
**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.

**iPad Policy**

The iPad is 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

Having this parking pass does not guarantee a reserved parking spot adjacent to the Student Recreation Center or Morse Fitness Center. Please plan ahead to allow extra time. You must have a valid UT parking pass. For special events such as Commencement or sporting events, special parking passes may be issued.

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:

<table>
<thead>
<tr>
<th>Position</th>
<th>Staff Shirt</th>
<th>Pants/Shorts</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARC Instructor</td>
<td>Staff Polo (tucked in)</td>
<td>Solid colored khaki/black/navy/gray pants or shorts</td>
<td>Name tag, closed toe shoe</td>
</tr>
<tr>
<td>Challenge Instructor/Supervisor</td>
<td>Staff Shirt</td>
<td>Non-faded or ripped jeans or shorts</td>
<td>Name tag</td>
</tr>
<tr>
<td>Facility Techs</td>
<td>Staff Shirt</td>
<td>Non-faded or ripped jeans or shorts</td>
<td></td>
</tr>
<tr>
<td>Group Fitness Instructor</td>
<td>Staff Shirt</td>
<td>Black athletic</td>
<td></td>
</tr>
<tr>
<td>Operations</td>
<td>Staff Shirt</td>
<td>Solid colored khaki/black/navy/gray pants or shorts</td>
<td>Name tag and fanny pack</td>
</tr>
<tr>
<td>Guest Service Specialist</td>
<td>Staff Polo (tucked in)</td>
<td>Solid colored khaki/black/navy/gray pants or shorts</td>
<td>Name tag</td>
</tr>
<tr>
<td>Intramural Official</td>
<td>Staff Shirt</td>
<td>Black athletic</td>
<td>Name tag</td>
</tr>
<tr>
<td>Intramural Supervisor</td>
<td>Staff Polo (tucked in)</td>
<td>Solid colored khaki/black/navy/gray pants or shorts</td>
<td>Name tag</td>
</tr>
<tr>
<td>Lifeguard</td>
<td>Staff Shirt</td>
<td>Solid black/ navy shorts or capris</td>
<td>1-piece swim suit, name tag and fanny pack</td>
</tr>
<tr>
<td>LTS Instructor</td>
<td>Staff Shirt</td>
<td>Black athletic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Females: 1-piece swim suit (shorts optional)</td>
<td>Males: Swim Trunks (no jammer or brief suits)</td>
<td></td>
</tr>
<tr>
<td>Personal Trainer</td>
<td>Staff Shirt</td>
<td>Black athletic</td>
<td>Name tag</td>
</tr>
<tr>
<td>Manager</td>
<td>Staff Polo (tucked in)</td>
<td>Solid colored khaki/black/navy/gray pants or shorts</td>
<td>Name Tag and fanny pack</td>
</tr>
<tr>
<td>Student Assistant</td>
<td>Staff Polo or Dress Shirt or</td>
<td>Dress Pants/Slacks/Trousers or dress/skirt</td>
<td>Name tag</td>
</tr>
<tr>
<td></td>
<td>Sweater</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summer Camp Counselor</td>
<td>Staff Shirt</td>
<td>Non-faded or ripped blue jeans or khaki/black/navy/gray/jean or athletic shorts</td>
<td>Name tag</td>
</tr>
</tbody>
</table>
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. It is the employee’s responsibility to make sure that their appearance is clean and presentable for every shift. Name tags are expected to be worn every time you work.

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.

**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 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 Student Manager. 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 Student Manager 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  
  - 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),  
  - 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  
  - 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  
  - 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  
  - 53.07=00  
  - 08.22=15
23-37 = 30
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**

At the beginning of the year and at the end of each semester, Employee Group Supervisors conduct employee evaluations with their respective student employees (except officials – they are conducted during the sport they are officiating). The purpose of the evaluation process is learner-centered. The evaluation process allows student employees to reflect on their strengths and weaknesses related to fulfilling their 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.

**Scheduling & 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 iCare and ALICE training, CSA Training, SAFE PLACE Training, Globalization and 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.
  o Employee W2W schedules should only be painted RED where the employee has scheduled academic classes or academic commitments.
  o Employees W2W schedules should be painted PINK where the employee dislikes working
  o 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
  o A substitution is when another employee works the scheduled shift for you
  o A shift trade is when you and another employee trade a shift with each other; you work their shift and they work yours
  o 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 6+ 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 Assistant, 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 Student Manager 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.

**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 Managers
4. Student Assistants
5. Facility Techs
6. Fitness Instructors
7. Personal Trainers
8. Operations Staff
9. Intramural Supervisors
10. Intramural Officials
11. Lifeguard
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 Student Manager 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 don’t 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!
**Employee Incentive 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](http://www.utreccenter.com), under student employees.

<table>
<thead>
<tr>
<th>Went above and beyond by....</th>
<th>Points</th>
<th>Description</th>
<th>Verification Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Leadership</strong></td>
<td></td>
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</table>
|                               | 50     | • 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     | • 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      | • Correcting a potentially dangerous situation  
• Enforcing departmental policies during a difficult situation | Documentation or shift report |
| **Marketing**                 |        |             |                       |
|                               | 10     | • Volunteering to do a marketing task (i.e. distributing fliers, taking pictures at events, etc.) | Documentation |
| **Employee Recognition**      |        |             |                       |
|                               | 25     | • Being recognized as an outstanding employee by a patron or other non-UTREC Employee  
• Employee of the Month | Documentation or shift report |
|                               | 10     | • Last minute call into work (same day)  
• Working beyond your scheduled shift to assist the team in coverage (46+ min) | Documentation or shift report |
<p>| | | |</p>
<table>
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<tbody>
<tr>
<td><strong>Participation</strong></td>
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<tr>
<td>[5]</td>
<td>Working beyond your scheduled shift to assist the team in coverage (15-45 min)</td>
<td>Documentation or shift report</td>
</tr>
<tr>
<td>[10]</td>
<td>• Attending an Office of Recreational Services workshop hosted by Rec Council</td>
<td>Documentation</td>
</tr>
<tr>
<td></td>
<td>• Attending a Division of Student Affairs event or workshop and provide signed documentation</td>
<td>Documentation</td>
</tr>
<tr>
<td>[5]</td>
<td>• Participating in UTREC or REC Council Special Events</td>
<td>Documentation</td>
</tr>
<tr>
<td><strong>Meeting Attendance</strong></td>
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</tbody>
</table>
| [50] | • Student employees who **DO NOT** miss a staff meeting or training the entire semester  
  - Arriving on time to all meetings or trainings  
  - Staying for the entire meeting or training | Documentation |
**Employee Incentive Rewards**

<table>
<thead>
<tr>
<th>Tier 1 (100 points)</th>
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<tbody>
<tr>
<td>Office of Recreational Services T-Shirt</td>
<td></td>
</tr>
<tr>
<td>One Free Drink from Student Recreation Center Cooler</td>
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</table>

<table>
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<tr>
<th>Tier 2 (200 points)</th>
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<tbody>
<tr>
<td>Two Free One Day Guest Passes to the Student Recreation Center</td>
<td></td>
</tr>
<tr>
<td>Voucher for One CPR-PR/AED and First Aid Review Course</td>
<td></td>
</tr>
<tr>
<td>Voucher for One IM Team Registration or Recreational Services Sponsored Event Registration</td>
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<tr>
<td>Voucher for One Personal Training Session or Private Swim Lesson</td>
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</table>

<table>
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<tr>
<th>Tier 3 (300 points)</th>
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<tbody>
<tr>
<td>Office of Recreational Services Fleece</td>
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<tr>
<td>3 Free One Day Guest Passes to the Student Recreation Center</td>
<td></td>
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<tr>
<td>Voucher for Lifeguard Review Course</td>
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<table>
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<tr>
<th>Tier 4 (500 points)</th>
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<tbody>
<tr>
<td>Removal of up to 5 points (possible re-instatement of employment with UTREC depending on infraction and employment)</td>
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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.

Subway 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 on the website, social media and the Wellness Wipes. Monthly winners receive a free 6” sub from Subway (across from Rocket Hall).

2015-2016 Award Winners

Courage Award: Kei Smith
Breakthrough Award: Baylee Bukeavich
Best Employee Under Pressure Award: George Johnson
Leadership Award: Troy Maurer
Comeback Employee of the Year Award: Nicole Bieszk-Green
Customer Service Award: David Jones
Moment of the Year Award: Joey Gast
Best Record-Breaking Performance of the Year Award: David Duff
Rookie of the Year Award: Olivia Scheid
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 including Zero point infractions carry 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 their Employee Group Supervisor is sent to the employee and it is documented through a coaching report.
Probation/Suspension Status

5 points: A coaching meeting is conducted by the Employee Group Supervisor and it is documented through a coaching report. Employee will be informed 5 more infraction points will result in termination.

6 points: Coaching is conducted by the Employee Group Supervisor and it is documented through a coaching report. Employee will be informed 4 more infraction points will result in termination.

7 points: Coaching conducted by the Employee Group Supervisor and it will be documented through a coaching report. The employee will be informed 3 more infraction points will result in termination.

8 points: Coaching is conducted the Employee Group Supervisor and it is documented through a coaching report. The employee will be under probation and will be informed 2 more infraction point will result in termination.

9 points: Coaching is conducted the Employee Group Supervisor and it is documented through a coaching report. The employee will be under probation and will be informed 1 more infraction point will result in 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.

**0 Point Infractions**

- Failing to wear name tag if required
- Failing to write name on documentation (incident report, accident report, BM report, etc).
- Failing to follow staff guidelines regarding Time Cards
- Violating any of the staff codes of ethics; with no harmful effect
- Failure to use ID for entry into the SRC or Morse Center
- 1-7 minutes late for scheduled shift, training, EAP or orientation
- Taking non-emergency / non-work related phone calls, texting, or using personal technology while on duty
- Being unproductive
- Failure to respond to a high priority emails (email noted by “!” or send the requested read receipt)

**1 Point Infractions**

- Failure to document/ improper documentation
- Leaving front line work station unattended
- Violating department dress code policies
- 8-22 minutes late for scheduled shift, training, EAP or meeting
- Repeated Petty Infractions
- 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
- Failure to follow department homework / reading policy
- Unexcused clocking in / clocking out late

**2 Point Infractions**

- Failure to enforce minor user guidelines
- Failure to follow employee guidelines
- Violating any of the staff codes of ethics with some harmful effect
- Poor customer service
- 23-52 minutes late for 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
3 Point Infractions

- Failure to enforce major user guidelines
- Violating any of the staff codes of ethics with clear harmful effect
- Non-compliant with job expectations
- Customer service negligence
- 53+ minutes late for 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
- 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, divering 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
**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](http://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. A decision will be made regarding the appeal by the Appeals Committee within 5 working days of receipt of the appeal. 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 employ may submit a detailed emailed appeal to the Director of the Office of Recreational Services. 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.

**Petition Infraction Points Process**

The end of each semester employees have an opportunity to submit a petition to remove any infraction points received throughout their employment with the Office of Recreational Services.

In order to have points removed the employee must have displayed the following criteria:

1. Demonstrated improvement in each area of the noted coaching report(s)
2. A written narrative describing what the student employee has learned through the disciplinary process (250 words or less). Submitted to the Employee Group Supervisor(s)
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
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
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