

Recreational Services

Employee Manual

2021-2022



THE UNIVERSITY OF
TOLEDO

**Recreational
Services**

Welcome to Recreational Services!

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

The mission, vision, and values of Recreational Services should be in the forefront of your mind whenever you interact with members and guest. The vision of our department states, "We will be the premier service provider to the UToledo community, by igniting possibilities for healthy lifestyles and developmental opportunities for student success." Through premier customer service, which you provide when engaging with patrons, users will enjoy their experience with Recreational Services. Your great attitude and work ethic display's a positive reflection on the University, Division of Student Affairs and Recreational Services. You are the most important person in making sure members and guest have an "Outrageously Awesome Recreational Services Experience".

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

Be well and GO ROCKETS!

Demond

Demond L. Pryor
Director, 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 job duties. Each Recreational Services employee group will provide more detailed policies and procedures related each position.

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

Career Services: <https://www.utoledo.edu/career/>

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 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.

Recreational Services

Mission:

The Office of Recreational Services 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 will be the premier service provider to the UToledo community, by igniting possibilities for healthy lifestyles and developmental opportunities for student success.

Values:

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

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 <i>Coordinator, Events & Facility Operations and Graduate Assistant, Facility Operations</i>
<p><u>Facility Specialist</u></p> <ul style="list-style-type: none"> • Entry Level position • Does not require previous training or experience • Reports to <i>Coordinator, Events & Facility Operations</i>
<p><u>Group Exercise Instructor</u></p> <ul style="list-style-type: none"> • Require certification • Reports to <i>Associate Director, Programs & Assessment and Graduate Assistant, Fit Well</i>
<p><u>Membership Services Specialist</u></p> <ul style="list-style-type: none"> • Requires understanding of Recreational Services • Specialized in the administrative procedures of a business and operations; specifically relating to the employee group. • Reports to <i>Assistant Director, Guest Services & Marketing</i>
<p><u>Intramural Sports Official</u></p> <ul style="list-style-type: none"> • Entry Level position • Does not require previous training or experience • Reports to <i>Coordinator, Intramural Sports & Youth Camps</i>
<p><u>Intramural Sports 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 • <i>Reports to Coordinator, Intramural Sports & Youth Camps</i>
<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 <i>Coordinator, Intramural Sports & Youth Camps</i>
<p><u>Lifeguard</u></p> <ul style="list-style-type: none"> • Require certification prior to starting position • Reports to <i>Coordinator, Aquatics & Challenge</i>
<p><u>Personal Trainer</u></p> <ul style="list-style-type: none"> • Require certification • Reports to <i>Assistant Director, Programs & Leadership Development and Graduate Assistant, Fitness</i>
<p><u>Building Supervisor</u></p> <ul style="list-style-type: none"> • Requires understanding of RECREATIONAL SERVICES • Specialized in the leadership, management pertaining to the operations of all RECREATIONAL SERVICES facilities. • Prior Leadership/Managerial experience is preferred • Supervision of all student employees on shift • Reports to <i>Coordinator, Events & Facility Operations and Graduate Assistant, Facility Operations</i>
<p><u>Morse Center Site Manager</u></p> <ul style="list-style-type: none"> • Prior Leadership/Managerial Experience is preferred • Reports to Assistant Director, Facilities Operations • The morse Center is located on the Health Science Campus
<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. • Reports to <i>Assistant Director, Business & Marketing</i>
<p><u>Water Safety Instructor</u></p> <ul style="list-style-type: none"> • Require certification prior to starting position • Reports to <i>Coordinator, Aquatics & Challenge, and Graduate Assistant, Aquatics</i>
<p><u>Challenge Specialist</u></p> <ul style="list-style-type: none"> • Requires training prior to starting position • Reports to <i>Coordinator, Aquatics & Challenge</i>

Program Areas & Services

Aquatic Programs: 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.

Challenge: Rockwall for bouldering or top roping, log rolling, high ropes, and team building

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

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

Club Sports: The Club Sports program is designed to serve individual interests in different sport and recreational activities. The club must be a registered student organization and membership is open to all students (full/part time undergraduate/graduate students). Club Sports 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.

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.

Kids Camp: The 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.

Rentals: Recreational Services reserves space for student organizations and university departments, and rents its facilities to community groups. Registered Student Organizations (RSOs) and university departments can reserve space at the Student Recreation Center, the Health Education Center (HEC) or the Morse Fitness Center. RSO's 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 <https://invonet.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.

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

Special Events: The 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.

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.

Recreational Services Facilities

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-meterboards, along with a 3-meter platform
- Co-ed, dry sauna
- Spa

Multi-Sport Complex

- 5 full basketball courts & 1 Auxiliary Court
 - 3 basketball courts can accommodate volleyball
 - 1 basketball court can accommodate up to 3 courts of badminton
 - Auxiliary court is enclosed and can accommodate indoor soccer or 3 courts of pickleball

Racquetball Courts

- 2 racquetball courts are housed here; 2 courts can be set up for Volleyball 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.

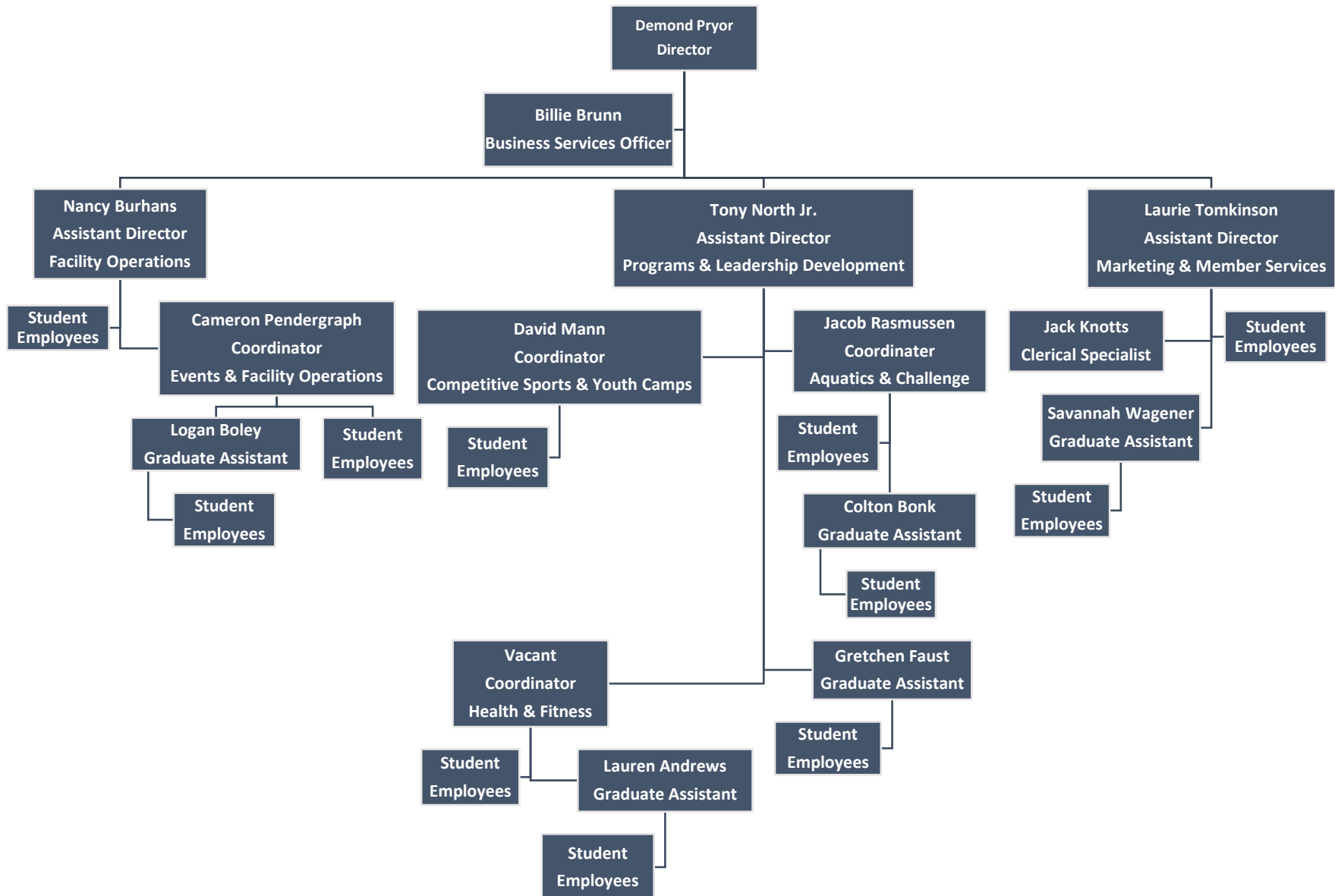
Carter Field

A 9-acre field to the East of Carter Hall used for competitive sports, Kids Camp, open recreation, and Registered Student Organizations.

Health Education Center (HEC)

Also known as the ROTC Building. Recreational Services utilizes the HEC for Registered Student Organizations. The HEC has 4 available basketball courts, classrooms, and dance studios available for reservations.

Organizational Chart



Recreational Services Professional and Graduate Assistants Staff

Professional Staff

Demond Pryor, *Director of the Recreational Services*
Nancy Burhans, *Assistant Director of Facilities Operations*
Laurie Tomkinson, *Assistant Director of Guest Services & Marketing*
Tony North Jr., *Assistant Director of Programs & Leadership Development*
Cameron Pendergraph, *Coordinator of Events & Facility Operations*
Jacob Rasmussen, *Coordinator, Aquatics & Challenge*
David Mann, *Coordinator of Intramural Sports & Youth Camps*
Billie Brunn, *Business Services Officer*
Jack Knotts, *Clerical Specialist*
Jim Adamczak, *Pool Technician*

Graduate Assistants

Savannah Wagener, *Marketing*
Logan Boley, *Operations & Facilities Management*
Colten Bonk, *Aquatics*
Lauren Andrews, *Fitness*
Gretchen Faust, *Wellbeing*

UToledo 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.

*The information in this section does not fully reflect all of the information provided by Career Services in the Student Employee Guide for On-Campus Employment. To review the information not listed below, please follow the link → <https://www.utoledo.edu/career/student-employment/docs/student-employee-handbook.pdf>

Title IX Disclaimer

The University of Toledo does not discriminate in its employment practices or in its educational programs or activities on the basis of sex/gender. UToledo also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internally or externally. Reports of sexual harassment and discrimination questions regarding Title IX, and concerns about noncompliance should be directed to the Title IX Coordinator. For a complete copy of the policy or for more information, contact Title IX Coordinator Vicky Kulicke. Phone: 419. 530.4191. Email: titleix@utoledo.edu. Mailing address: Office of Title IX and Compliance, Mail Stop 137, The University of Toledo, 2801 W. Bancroft St., Toledo, OH 43606. Website: utoledo.edu/title-ix. External contact is the Assistant Secretary of Education within the Office for Civil Rights (OCR). Website: ed.gov/ocr.

Vicky Kulicke, Director Title IX and Compliance & Title IX Coordinator
Office of Title IX and Compliance
Mail Stop 137
2801 W . Bancroft St.
Toledo, OH 43606-3390
Snyder Memorial Hall 1120
(419) 530-4191
titleix@utoledo.edu
<https://www.utoledo.edu/title-ix/>

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.

Accommodations Policy & Procedures

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 UToledo faculty, classified staff, administrative staff, and students.

Questions regarding this legislation should be directed to the [Office of Accessibility and Disability Services](#) or Human Resources. Determining that an individual is disabled within the applicable federal or state law is only the first step to establishing whether he or she is protected under the law. Section 504 protects individuals who are "otherwise qualified". This means that an employee with a disability must be able to perform the "essential functions" of his/her job with or without reasonable accommodation.

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. You should speak with the Employee Group Supervisor and/or the Director of Campus Accessibility and Student Disability Services to make you and them aware of the perceived disabling condition. Everyone should also discuss employment concerns and clarify procedures.
2. You must complete and review a job analysis form with the Employee Group Supervisor. With your 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.
3. You should schedule another meeting with their supervisor and the Director of Campus Accessibility and Student Disability Services upon receipt of the physician's responses to review, discuss, and determine what reasonable accommodations will be made that will permit you to perform the "essential functions" of the job.

Example Hourly Conversion Chart for Federal Work Study Award

The chart below provides examples of how a work study award is spread out per semester. This chart uses the different samples of semester awards of \$1,800 and \$1,250. If your award is for a different dollar amount, the hours you work per week will be different. As of January 1, 2021 the minimum wage is \$8.80 per hour in the state of Ohio.

Award	Weeks per Semester	Earnings per Week	Hourly Wage	Hours per Week
\$1,800/Sem	15	\$120	\$8.70	13.75
\$1,250/Sem	15	\$83.33	\$8.70	9.5

GPA Requirements

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 (GPA) for UToledo Students earning an Associates or Bachelor’s degree.
 - 1.5 After attempting between 0-29 credit hours
 - 2.0 After attempting 29+ 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.
- Readmitted Student from Academic Suspension
 - Student who are successfully readmitted to the university after an academic suspension may be eligible for student employment.

Student Athletes

The student-athlete must have spent at least one academic year in residence at UToledo 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.

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 hours 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.

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.

Re-Hire Eligibility

There may be an instance in which a staff member leaves employment with the 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 Recreational Services means losing it in ALL Employee Groups.

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.

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 must be kept in a locker in the locker room or the employee break room. No personal belongings are permitted at workstations or offices. Examples of personal belongings include bags, coats, etc.

Eating at Work Station

Eating meals are 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 Building Supervisor, beforehand, on duty. The only acceptable place to eat is the employee break room.

Studying and Reading

While on shift, you may engage in light homework and studying. Please note that, customer service is the primary responsibility of all Recreational Services employees. If light homework and studying prohibits your ability to provide Premier, Fine China, customer services then those privileges may be revoked, and the appropriate documentation may follow.

Cell Phones & Electronics

While on shift, you will have the autonomy to use technology in a professional manner. Use of technology may not interfere with performing your job responsibilities or upholding the department's customer service standards. Technology includes personal cellphones, watches, and work station computers. Please remember, customer service is the primary responsibility of the entire Recreational Services team. If the use of electronics prohibits your ability to provide Premier, Fine China, customer services then those privileges may be revoked, and the appropriate documentation may follow.

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 ensure 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.

Building Supervisor Accountability

Building Supervisors have earned the highest supervisory position for student employment within Recreational Services. Building Supervisors are responsible for the actions of each employee while on shift (each teammate is responsible for their own actions, Building Supervisors are responsible for the documentation and follow up of those actions).

Communication Policy

It is the employee's responsibility to check emails, voicemails, text messages, and When to Work daily. 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 who fail to communicate effectively.

Hiring and Clearance

Job descriptions are posted on Handshake. Anyone interested must apply via the online application. When submitting your application, please be sure to complete and send all required materials (resume, cover letter, and references if applicable to the position. Employee Group supervisors will review all applications and determine whom they would like to interview for employment and contact them via email. All communication, thereafter, will be facilitated from the Student Administrative Specialist via RecStudentAdmin@utoledo.edu.

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

Mandatory: Leadership and Training Week August 23-27, 2021 & August 22-26, 2022

All RECREATIONAL SERVICES 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 RECREATIONAL SERVICES 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 may 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.

Each new employee must complete Welcome to the Rec training before being released to their employee group. This training orients new employees to Recreational Services and the 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 department policies and procedures. Throughout your 30-day Probationary Period, you will be evaluated closely by your supervisor on your job performance (skill, teamwork, communication etc....). If you fail to meet our department standards, you may be:

- Asked to complete an additional 30-day Probationary Period, OR
- Given the opportunity to explore another employee group if your strengths are more suited to that/those position(s); OR
- Relieved of your duties and no longer employed with Recreational Services.

Documentation Policy

Documentation is very important to ensure the safety and compliance Recreational Services and to defend against liability for incidents that happen in our facilities. 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' is based on the circumstances and severity of the incident

Recreational Services 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 within 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.

Customer Service Standards

1. I am **Attentive**
2. I am **Engaging**
3. I am **Inquisitive**
4. I am **Precise**
5. I am **Empowered**

CUSTOMER SERVICE STEPS

U – UPBEAT - Upbeat Greeting

T – TALK – Talk, Listen & Evaluate

R – REPEAT – Repeat to Confirm Understanding

E – EMPATHIZE - Empathize & Suggest Resolutions

C – CONNECT - Connect and Complete with a Warm Send-off

Members, when visiting should feel Welcomed, Engaged, Connected, and Motivated to return

Greeting: Hello, welcome to the REC, nice to see you. (..... again, if they are a regular).

Salutation: Have a good day (night) See you tomorrow!

Current Certifications

All Recreational Services employees are required to maintain up to date Basic Life Support (BLS) American Red Cross or Basic Life Support (BLS) American Heart Association and First Aid. 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, they will be immediately removed from the schedule and 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 within 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, Associate 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.

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 Recreational Services, and to make our staff members easily recognizable to all patrons and participants. Employee dress code consists of Rec Shirts that are Rec Approved or Endorsed. Following is a list of all applicable Rec Shirts:

- Pride Shirts
- Staff Shirts
- Online Store (Full zips, quarter zips, polo’s, etc...)

The following dress code must be adhered to, based on the position and nature of job responsibilities:

Position	Staff Shirt	Pants/Shorts	Other
Morse Site Manager	Rec Approved Shirt	Solid colored tan/black/navy/gray pants or shorts	Name tag, closed-toed shoes
ARC Instructor	Rec Approved Shirt (tucked in)	Solid colored tan/black/navy/gray pants or shorts	Name tag, closed toe shoe
Climb Wall Specialist	Rec Approved Shirt	Solid colored tan/black/navy/gray athletic pants, khakis or shorts (non-faded or ripped)	Name tag, closed-toed shoes
Facility Specialist	Rec Approved Shirt	Jeans or shorts (non-faded or ripped)	Name tag
Group Fitness Instructor	Athletic Wear (non-faded or ripped)/ Rec Approved Shirt	Athletic wear (non-faded or ripped)	
Operations Assistant	Rec Approved Shirt	Solid colored tan/black/navy/gray pants or shorts	Name tag and fanny pack
Membership Services Specialist	Rec Approved Shirt	Solid colored tan/black/navy/gray pants or shorts	Name tag
Intramural Official	Rec Approved Shirt (tucked in)	Black athletic pants or shorts	
Intramural Site Manager	Rec Approved Shirt (tucked in)	Solid colored tan/black/navy/gray pants or shorts	Name tag
Lifeguard	Rec Approved 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	Rec Approved Shirt	Black athletic	Name tag

Building Supervisor	Rec Approved Shirt (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	Rec Approved 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/sweatpants/yoga pants/ leggings or hats/headbands during your shift. Shorts that do not go past fingertip length are deemed 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 Recreational Services jacket/fleece (except for Intramural officials). However, a Recreational Services logo and staff name tag must always be visible on the outer layer of clothing.

UToledo 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 (Building Supervisor or Employee Group 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 Toledo wages for time served on jury duty.

Payroll Procedures

The following must be completed prior to starting work for the 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 My UT 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 My UT tab
- Personal Information Form
- I-9 Employment Eligibility Verification Form
- Acknowledgement of receipt of Auditor of State fraud reporting system information

Timecards

Department 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 My UT employee tab onto an electronic timecard by using the RECREATIONAL SERVICES 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

Timecard 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 My UT 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 My UT 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 My UT 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 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 My UT account.

Email

- Recreational Services requires all student staff to check, read, and respond to any e-mail messages from their UToledo student e-mail account. UToledo requires all students to have an official UToledo e-mail and to read their UToledo 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 the University of Toledo.
- UToledo allows students to transfer their UToledo e-mail to any e-mail account they wish so that they do not have to read multiple e-mail boxes.
- The UToledo 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 UToledo g-mail to your preferred account.
- All full-time, part-time, and Graduate Assistant staff must use their employee e-mail account.

Scheduling and Substitutions

All staff positions, except for 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 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 scheduled meetings with employee groups and outside training such as ALICE, CSA, SAFE PLACE, and Diversity Training
- 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 10-28 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 (W2W)

- 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 trade board 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 trade board does NOT guarantee that the employee will get the shift off
- If an employee adds a shift to trade board and the shift does not get picked up, it is still that employee's 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 & Termination:

- Student employees may terminate their employment at their own discretion. A two-week notice is suggested in writing or via email to your supervisor.
- Student employees are hired for one semester at a time. Please note that there is an "end date" for student employment positions. If a student would like to continue to work in a position, he/she should forward a request to the supervisor, continued employment within a department is not guaranteed.
- Student employment can be ended before the end of the semester if the position is determined to be no longer necessary.
- Your supervisor will automatically remove you from payroll when you graduate, leave the University for any reason, fall below the GPA requirements, or fall below the enrollment requirements.
- If the conduct guidelines in this Student Employee Handbook or The University of Toledo Student Handbook are not followed, consequences will result. Some behaviors that may result in consequences are as follows:
 - Absent from work without approval or calling-in
 - Repeated absences from work or training sessions
 - Repeated tardiness
 - Failure to comply with the policies or safety procedures outlined in the Student Employee Guide or The University of Toledo Student Handbook
 - Inappropriate attire

- Failure to treat customers respectfully and politely
- Dishonesty – intentionally or repeated (on timecards, with customers, with staff members, etc.)
- Theft or misappropriation of The University of Toledo property
- Insubordination
- Failure to comply with instructions, rules, or guidelines as instructed by departmental staff
- Repeated failure to complete assignments correctly and on time
- Any other behavior deemed serious misconduct

Depending on the severity and frequency of the misconduct, one or more of the following steps may be taken:

- **Step 1:** The student employee and the supervisor will meet privately to discuss the problem with the students' performance. This action will be considered a verbal warning. You should receive additional training or specific information on what improvement is needed. If you do not receive the information you need, please request it from your supervisor.
- **Step 2:** A written warning will be issued to the student employee detailing the misconduct, and a copy of the written warning will be held on to during the student's employment.
- **Step 3:** The student employee will be released from work assignments upon being informed, in writing, of the reason for the release. The student employee is entitled to respond to the action, as outlined in the next section, "Grievance Policy."

Grievance Policy:

- **Step 1:** The student requests a meeting with his/her supervisor regarding the issue.
- **Step 2:** If the issue is not resolved by speaking to the supervisor, the student employee may submit a written appeal to the Director of Career Services. At that time, the Director of Career Services will meet with the student and supervisor separately, then the student and his/her supervisor together, if necessary, to resolve the student's issue. The Director of Career Services gives a decision on the issue.
- **Step 3:** The student may appeal to the Director of Career Services decision to a Student Employment Hearing Committee. This committee consists of the Student Employment Specialist (Committee Chair), representatives from Payroll, Financial Aid/Registrar, Human Resources, and two students. The student submitting the written grievance would need to appear before a quorum of the committee. A two-thirds majority of those present is needed for each decision; this committee's decision is binding.

PLEASE NOTE Each department will provide additional training and policies in addition to those stated in this guide. If not provided to you, please ask for your department's guidelines!

Questions? Contact Student Employment (in Career Services)
 Student Union Room 1533
 Joshua Vail – Student Employment Specialist
 (419)530-8553/Joshua.vail@utoledo.edu

Rehiring Former Employees

Employees who have left their employment for any reason can reapply for employment with 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 Recreational Services, they must wait 90 days before they are allowed to re-apply or be considered for re-hire to RECREATIONAL SERVICES. If a student employee resigns from the Recreational Services, their re-hiring will be on a case-by-case basis based off the terms of which the individual left their area.

Performance Evaluations

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.

This 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 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 SkillSurvey Assessment

- You should receive informal feedback throughout the semester from department staff, in addition to a formal review towards the end of the semester.
- In the middle of each semester both the student and their supervisor will receive an email with a link to their formal evaluations. Career Services utilizes the SkillSurvey Assessment to facilitate the assessment and create the students personal report.
- The assessment takes just under 5 minutes to complete. Your supervisor should make time during your shift for you to complete your SkillSurvey Assessment
- When you meet with your supervisor your evaluations should not be a surprise or a one-sided conversation. Instead, your evaluation after completing the assessment can be a time for you to openly discuss, with your supervisor, your challenges and strengths as they relate directly to your position. Your supervisor will recommend areas of improvement and give suggestions on how you can enhance your professional skills.

- At the close of your evaluation session, you may be asked to sign your evaluation as a commitment that you have reviewed the document and will work toward identified areas of improvement. You should be supplied a copy of the evaluation for your personal records.

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. UToledo REC requests all eligible employees to complete the Acceptance/Denial Hepatitis B Vaccine Offer form.

RECREATIONAL SERVICES 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 Recreational Services.

Acceptance of Hepatitis B Vaccine

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

Employee Expectations

1. Represent the 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 RECREATIONAL SERVICES 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 RECREATIONAL SERVICES 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 RECREATIONAL SERVICES "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

Staff Awards

Several staff awards are given throughout the year to recognize exceptional employees within RECREATIONAL SERVICES. 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.

Recreational Services Awards (End of Year)

Patricia Besner Award

Recognizes a student employee in the 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.

2020-2021 Employee of the Year:

Patricia Besner: Andrea Pearsall

Student Specialist: Vedant Gosavi

Facility Specialist: Robin Gosselin

Guest Services: Denise Tepe

Peer Educator: Yashika Bhoge

Aquatics: Jovanna Duric

Marketing: Carlos Washington

Morse Site Manager: Kaitlyn Zemek

Intramural Officials: Santana Davis

Lifeguard: Ezekiel Back

Operations: Paige Euler

Building Supervisor: Jackie Voytko

FitWell: Waverley Hawkins

Challenge: Dylan Brogan

Employee Coaching and Disciplinary Action

The following is the Recreational Services discipline plan which all RECREATIONAL SERVICES 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 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 business days of the infraction. It is the employee's responsibility to contact their employee group supervisor(s) to schedule a coaching meeting within 3 business days of receiving the email. Each week the employee fails to schedule the Coaching Report meeting, an additional point is added to their record. The signed copy will be placed in the employee's personal file.

Infraction Point Scale

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 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 workstation unattended
- Violating department dress code policies
- Missing up to 25% of a scheduled shift, training, EAP or meeting
- Failure to use ID for entry into the UToledo or Morse Center
- Failing to wear name tag if required
- Failing to follow staff guidelines regarding Timecards
- Failure to report to Coaching Meeting one week after points were issued
- 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
- 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 Recreational Services computer and electronic policy
- Customer service negligence
- Failure to follow department homework / reading policy
- Missing 51%-75% of a scheduled shift, training, EAP or meetings
- Unexcused absence for scheduled shift, training, EAP or meetings
[See Valid/Verifiable Excuse Section](#)
- Repeated Moderate Infractions
- Failure to complete moderate opening or closing duties correctly*
- Cash drawer shortage/ overage
- Failure to follow proper chain of command

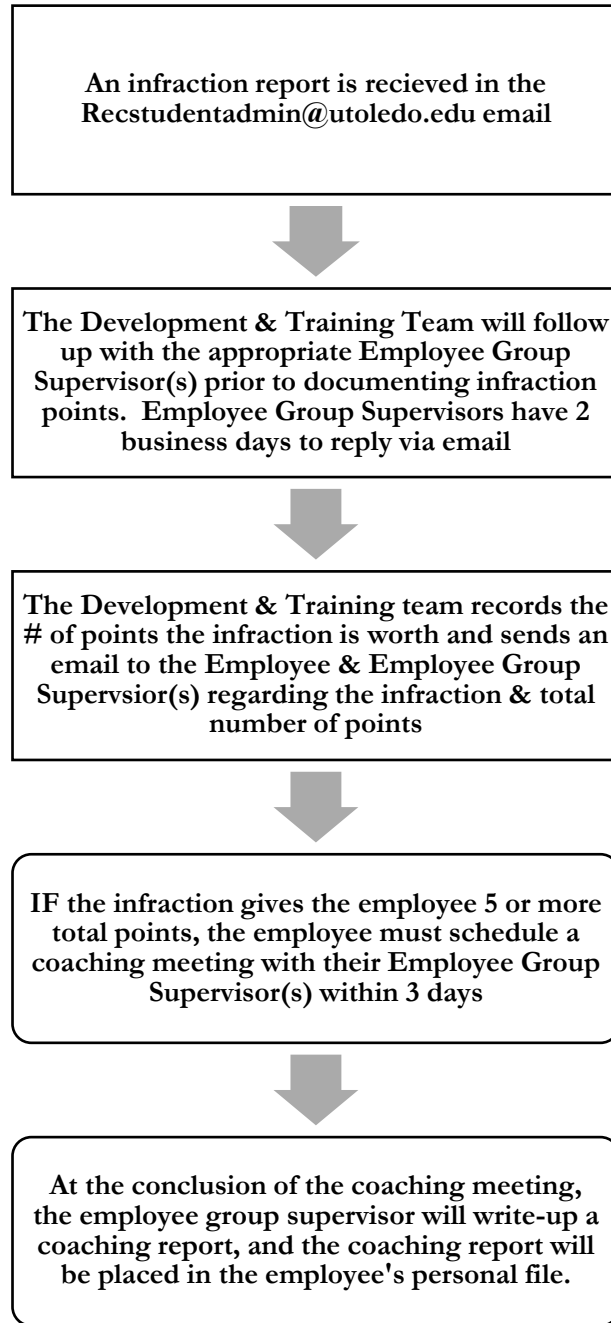
5 Point Infractions (Major)

- Failure to enforce user safety guidelines
- Negligence in risk management issue
 - Missing 75% -100% 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
- Failure to call in 2 hours before scheduled shift

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 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, 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 Recreational Services Professional Staff
- Failure to reschedule Welcome to the REC training, permitted only one time to reschedule

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** via Connect2 ([Click Here](#)) 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 amounts between 1-4 points, the committee may 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 employee 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 Recreational Services. If further discussion is needed, an appointment will be made between the Director 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 five (5) Recreational Services Graduate Assistants, Student Administrative Specialist, and an at-large student employee (TBA).

Inclement Weather Policy

PURPOSE OF PROCEDURE

To provide guidelines for actions to be taken in the event of inclement weather.

Definitions

LEVEL 1 Snow Emergency: Roadways are hazardous with blowing and drifting snow. Roads may also be icy. Motorists are urged to drive very cautiously.

LEVEL 2 Snow Emergency: Roadways are hazardous with blowing and drifting snow. Roads may also be very icy. Only those who feel it is necessary to drive should be out on the roads. Contact your employer to see if you should report to work. Motorists should use extreme caution.

LEVEL 3 Snow Emergency: All roadways are closed to non-emergency personnel. No one should be driving during these conditions unless it is absolutely necessary to travel or a personal emergency exists. All employees should contact their employer to see if they should report to work. Those traveling on the roads may subject themselves to arrest.

PROCEDURE

If Lucas County is under a Level 2 Snow Emergency 1 hour or less before the start of your program, that program will be canceled.

For example, if a swim lesson begins at 10:00 am and at 9:00 am, Lucas County is under a Level 2 Snow Emergency, the class will be canceled.

Upon notification of a Level 3 Snow Emergency has been given via the county emergency siren system, the UToledo outdoor PA system, and a UToledo Alert message, student employees are not expected to report to work.

If a Level 3 Snow Emergency is declared 1 hour before the opening, facilities will close until further notice.

Communication with Student Employees during weather emergencies

The Assistant Director, Programs & Leadership Development will deliver an urgent alert through whentowork.com & via email notifying students of weather conditions in relation to their shifts. Employee Group Supervisors are responsible for contacting student employees who are directly affected during the specified time (e.g. –opening shifts).

**Recreational Services
Employee Verification Form**

By signing this form, I am verifying that I have received, read, and understand the Recreational Services Student Employee Manual. The manual describes policies and procedures for RECREATIONAL SERVICES. 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

Recreational Services Confidentiality Statement

Being an employee of the Recreational Services represents a significant responsibility. RECREATIONAL SERVICES 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 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 Recreational Services, I agree that any violation, or threatened violation, may cause irreparable injury, both financial and strategic, to Recreational Services. A breach of complete confidentiality will result in removal from employment immediately, as well as possible legal actions.

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

Print Full Name

Signature

Date

Recreational Services Employee Behavior Agreement

The University of Toledo and the Recreational Services expects exceptional professionalism and high ethical standards among all its employees. As an employee of RECREATIONAL SERVICES 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 RECREATIONAL SERVICES 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 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 RECREATIONAL SERVICES. Therefore, staff should

remain positive when providing opinions about the 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