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## Our Mission

The Mission of Collegiate Recreational Sports is to provide recreational programs and facilities to the University community with an emphasis on meeting student needs

The services offered provide life enhancing, recreational opportunities for the physical, mental and social interest of the individual.

Collegiate Recreational sports take great pride in providing students, faculty and staff with the opportunity to balance work and recreation through a variety of programs, services and facilities

## What is Collegiate Recreational Sports?

Collegiate Recreational Sports is an office within the Division of Student Affairs. The Collegiate Recreational office maintains and operates the Physical Education Complex Gym 108, pool. Programs included Aquatics, intramural and club sports, and rec events.

## Programming Areas

### ***Aquatics***

- Swim the MEAC
- Family Swim
- Lap/Open Swim
- Aquacise
- Swim Lessons
- Safety Course

### ***Intramural Sports***

- Comprehensive array of activities, a friendly and knowledgeable staff and a safe play environment
- Social, competitive and sporting in nature
- Encouraging and promoting the value of fair play and a healthy lifestyle
- Drop-in, tournaments and one-day events
- Co-Recreation and Greek Divisions
- Competitive, intermediate and recreational levels of play

### ***Sport Clubs***

- Student-driven and governed
- Opportunity for personal skill development and experiential learning among peers
- Compete against other colleges and universities in leagues, tournaments and matches.



## CUSTOMER SERVICE IN CAMPUS RECREATION

We want our customers to receive the highest level of service by our student employees. Below are our customer service standard to help student employees in their interaction with our participants:

### ***Be Courteous & Friendly***

- Make eye contact and smile
- Offer a friendly greetings

### ***Be Professional & knowledgeable***

- Be punctual for all Work, Programs and Events
- Manage and resolve conflict positively
- Answer questions about various departmental programs
- Be neat and clean – ready to work (proper dress code)

### ***Build Customer Relations***

- Create a positive interpersonal atmosphere for all patrons
- Learn and use members' names
- Personalize relationships

### ***Meet & Exceed Customer Expectations***

- Provide service that exceeds customer expectation
- Give convenient, Accurate and Timely information

### ***Be Responsive to Customers***

- Listen to and demonstrate understanding of customer questions
- Respond effectively
- Leave no questions unanswered

### ***Safety***

- Know and comply with all safety and emergency policies and procedures
- Act quickly to prevent or halt unsafe activity.

### **Dress Code**

- All staff/employees must be neat in appearance and wear the appropriate uniform while on duty.
- The staff uniform is composed of a staff issued shirt. It must be worn during all shifts. Professional staff, supervisor, coaches and operational staff are required to have their shirts tucked in at all times. (Additional shirts may be purchased)
- **Appropriate** work attire includes, but is not limited to:
  - Shorts at an appropriate length
  - Wind pants
  - Jeans
  - Closed ended athletic type shoes are the required footwear.
  - Long sleeved shirt, sweatshirt, or hooded pullover under the Staff shirt
  - Long sleeved item over Staff shirt only if it is open in the front (zipper or buttons) and the Campus Recreation & Wellness logo are clearly visible



- **Inappropriate** work attire includes, but is not limited to:
  - Hats or any head coverings (du-rags, bandanas). No caps are permitted indoors.
  - Skirts/dresses
  - Cut-off pants, shorts, or shirts
  - No holey jeans or holey shorts are permitted. All pants must be worn in the appropriate locations (no pants hung low).
  - Dress shoes are not to be worn. No house slippers can be worn while on duty
  - Sandals, opened-toed shoes, flip-flops, back less shoes with the exception of lifeguards while on duty.
  - No sunglasses are to be worn indoors
  - Facial piercings
    - Jewelry worn during shifts must be kept to a minimum so as not to dominate the appearance of the employee.
    - Body piercings, with the exception of the ears, should be hidden from the public view. Ear piercings should be limited to one stud for the males and three for females. These studded pieces of jewelry should not dominate the employee's appearance.
    - For males, anything more than stud earrings.

The first time you arrive to work without proper attire, you will be sent home to change and the incident will be documented. Additional Dress Code Standards exist for students who work as intramural officials, instructors, and lifeguards. Employees who do not follow this dress code will be subject to disciplinary actions which could result in the loss of their position.

**Eating at Work**

- NO SNACKS are permitted at your work stations while you are on duty!
- If you need to eat, you may ask the on-duty Supervisor if you may take a short break to eat in the Break Room. Recreational Sports Facility Supervisors reserve the right not to allow you this break. Except when working two shifts in a row.

**Reading at Work**

- Light Reading: Crossword puzzle, small book, magazine. No textbooks or calculators!
- In the Gym, the worker cannot read unless there is not a single person in the gym or on the track. If this is the case, light reading is acceptable.
- Reading is always allowed in the Hallway position, Racquetball Hallway, Front Door 3 and Front Door 4.
- Excluding the Gym, reading is allowed all day, at all positions during the weekends.

	Fall / Spring Semester	Break Hours	Summer I / Summer II
Front Door 3	Light Reading	Light Reading	Light Reading
Front Door 4	Light Reading	Light Reading	Light Reading
Gym	No Reading!!!	No Reading!!!	No Reading!!!
Equipment Issue	Light Reading Until 12 p.m.	Light Reading	Light Reading Until 12 p.m.



## **BREAKS**

- At the discretions of the appropriate supervisor, you may take a 15-minute paid break for every continuous 4-hour shift.
- Eating and drinking while on break may only be done in the Equipment Room/Break Room.
- At the discretion of the appropriate supervisor, an employee who works a minimum of a 7.5 hour continuous shift may take non-paid, one-hour maximum lunch break.
  - The lunch break may not occur at the beginning or end of a shift or workday.
  - If for any reason, you cannot leave your work area for a break, you are not to eat in an area visible to our customers.

### **Break Room Etiquette**

- The student break room should be kept neat and clean at all times.
- Backpacks, jackets and other belongings should be kept neat and organized while in the break room.
- The table and floor should not have any trash on it.
- NO TRASH SHOULD BE THROWN INTO THE BIOHAZARD BAG!!!
- The refrigerator in the student break room should be kept clean at all times.
  - Put your name and date on all items placed in the refrigerator. Any unlabeled item may be thrown away without notice.
  - Food should only be in the refrigerator for a temporary amount of time. Do not leave food in the refrigerator for an extended period of time. Anything in the refrigerator for longer than a period of one week may be thrown away without notice.
  - If something in the refrigerator starts to spoil, it may be thrown away without notice.
  - Do not eat something in the refrigerator that does not belong to you!

## **ABSENCE AND TARDINESS POLICY**

You are a member of our team and what you may not do impacts our entire team. Employees are responsible for reporting and covering their assignment and/or shifts covered.

### **Being Prompt**

- If you are scheduled to be at work at 1:45, you must clock in on the computer and on your time card between 1:30 and 1:45. You then need to wait in the break room for the rest of the people on your shift to show up. When you are all gathered, the supervisor will allow you to depart for your shifts.
- Being on time is defined as clocked in and at your work station ready to work by no later than 5 minutes after you are scheduled. If you are scheduled to work at 1:45, you must be at your work station by 1:50. If you arrive at your work station later than 1:50 for that shift, then you are considered tardy and the Supervisor on duty will write a Negative Performance Report. The time indicated on the time clock is the OFFICIAL time that the supervisor will use to determine whether you are late or on time.
- If you have class until 1:50 and your shift starts at 1:45, let the Assistant Director of Informal Recreation and the Supervisor on duty know at the beginning of the semester and you may be allowed to arrive at 2:00 (This applies to all class times throughout the day)



### When to Leave

- You are required to stay until your replacement arrives or until the shift end time noted on the schedule. You MAY NOT leave until one of these has occurred.
- If you should be replaced and that person has not arrived by the end of your shift, do NOT leave without notifying the supervisor on duty first.
- At 1:45pm (or 2:45pm during summer sessions) the FD4 worker is the replacement for the FD3 worker
- FD4 is always required to stay until 5:00pm. At 5:00pm, the worker should close the doors and make sure they are locked. If they are unlocked the worker should notify the Supervisor before leaving.

If you are ill and cannot work, you must call your supervisor. If you need assistance in reaching your supervisor call the Front Desk (410)951-6887 or the Collegiate Recreational Sports Office (410)951-6800. Do not leave a message as the supervisor may not get it in a timely manner. If you do not come to work or do not speak with your supervisor, you are subject to disciplinary action which could lead to termination.

Unauthorized absences of two or more consecutive days or shifts without notice will be considered as a voluntary dismissal, and you will be removed from the work schedule.

- The following list contains examples of absences that may be excusable if communicated to your supervisor
  - ✓ Time off for a workers' compensation injury
  - ✓ Jury duty
  - ✓ Military leave
  - ✓ Emergency situations beyond your control
  - ✓ Death of a family member
  - ✓ Illness/Accident (verifiable)

### **SUBSTITUTE POLICY**

Occasionally an employee may need to obtain a substitute for a shift. If you find you are unable to work a scheduled shift, you are responsible for securing a substitute from within your area. Employees are responsible for getting their shifts covered.

- If you know in advance that you will not be able to work a shift you are scheduled to work, you will need to find a substitution ("Sub") for this shift.
- To find a Sub, locate the Sub Book (found at Member Services area of Control Desk) and follow these steps:
  - Find the Recreational Sports Facility staff section
  - Find the page that has the date of the shift you need covered
  - On the page for the correct date, find the first open line and write in the current date (the date at the time of entry into the sub book), your name, and the position and time of the shift you need covered.
  - If/When the shift has been picked up by a Sub, a Supervisor will sign their initials to verify the switch.
  - You should check the notebook periodically to see if the shift has been picked up. Simply recording a shift in the notebook does NOT guarantee it will be covered.
- Other ways to find a sub are to e-mail all Staff using Blackboard, or to call Staff from the phone list on the permanent schedule.



- To be a Sub(pick up a shift), locate the Sub Book (usually found at Member Services area of Control Desk) and follow these steps:
  - Find the Recreational Sports Facility staff section
  - Find the page(s) of the date(s) you would like to work
  - When you find a shift that you want to work, PRINT your name!
  - You must have a Supervisor sign their initials to verify the switch.

**RULES OF SUBSTITUTIONS**

- You may only Sub at the level at which you have been trained or below. For example, Recreational Sports Facility staff can sub for other Recreational Sports Facility Staff, but not for an Assistant Supervisor position. However, an Assistant Supervisor may be a substitute for an Recreational Sports Facility Staff position.
- If you sign for someone’s shift, YOU are responsible for that shift once initialed by a supervisor.
- If you become unable to work a shift you have picked up, YOU are responsible for putting the shift back in the Sub Book and finding a Sub.
- If you sign for a shift and do not show up to work it, you will be given a Negative Performance Report!
- If you cross your name out from a shift that you signed for without finding someone to Sub for you, you will be given a Negative Performance Report!
- Verbal Agreements are not official unless they are in the Sub Book as well. If someone verbally agrees to take your shift and it is not entered into the Sub Book, YOU will be responsible if that person does not show up to work the shift.
- If you cannot find a Sub and you have an emergency or other serious reason for being unable to work, speak with the Assistant Director of Informal Recreation.

**Permanent Substitutions**

- If you have a class schedule change or some other on-going conflict with your permanent schedule, you MUST address this issue with the Assistant Director of Informal Recreation BEFORE permanently changing shifts with another worker. The Assistant Director will then work with you to come up with a solution to the scheduling problem.

**EVALUATIONS**

The Director of Collegiate Club Sports will complete an evaluation of each employee at the end of each semester and at the end of employment. Evaluations forms are kept for future reference calls.

Employees are evaluated on:

- ✓ Quality of Work
- ✓ Quantity of Work
- ✓ Comprehension of Job Procedures
  - ✓ Reliability/Dependability
  - ✓ Attitude toward work
    - ✓ Judgement
    - ✓ Professionalism
    - ✓ Cooperation
    - ✓ Initiative
    - ✓ Leadership
  - ✓ Communication
  - ✓ Handling Conflict
  - ✓ Creativity
- ✓ Integration of Prior Learning



## **TIMECARDS/PAYROLL**

### **Time Cards**

- Your time card will have your name, your staff level (Supervisor, Assistant Supervisor, or Staff), and the dates that the time card is valid (i.e., December 1st - December 15th).
- Every Time Card has 7 columns
  - The first column indicates the date (1 or 17, 2 or 18, etc.)
  - The second, fourth and sixth columns align with "IN" on the time clock
  - The third, fifth and seventh columns align with "OUT" on the time clock.

### **Clocking In and Out Using Time Cards**

- The time clock consists of 6 buttons, 3 pairs of "IN" and "OUT." Also, on the front of the time clock, there is a digital clock and an analog clock that indicate the current time. The time on these clocks will be printed on your time card when you clock in or out.
- In order to Clock In, get your Time Card and push the first "IN" button on top of the time clock. This button then has a red light behind it indicating that this is the column in which your Time Card will be stamped. Then, slide your Time Card into the slot and the time clock will stamp your card with the current time (shown on the front of the time clock) next to the correct date.
- In order to Clock Out, get your Time Card and push the first "OUT" button on top of the time clock (placed immediately after the first "IN" button). This button then has a red light behind it indicating that this is the column in which your Time Card will be stamped. Then, slide your Time Card into the slot and the time clock will stamp your card with the current time (shown on the front of the time clock) next to the correct date.
- If you come to work for two or more separate shifts in one day, you will Clock In and Out as needed. This means that you will use not only the first pair of "IN" and "OUT" buttons, but the second, and possibly third, as well.
- Forgetting to Clock In or Out
  - If you forget to Clock In or Out, ask a Supervisor, Graduate Assistant, or the Assistant Director of Informal Recreation to write the correct time in the appropriate place and have them initial next to the time.
  - Do not take advantage of this kindness because Supervisors, Graduate Assistants, and the Assistant Director of Informal Recreation, reserve the right not to write your time in for you if they feel that you are abusing this privilege, in which case you may not receive credit for hours.
- DO NOT do the following!!!
  - Clock in or out in a deceitful manner
  - Have someone write in a time on your card that is inaccurate in order to gain more pay
  - Have someone write in a time on your card that is inaccurate in order to avoid a Negative Performance Report
  - These actions will be penalized, possibly by Termination of Employment!

### **Pay Periods and Time Sheets**

- Sam Houston State University's Pay Period runs each month from the 1st through the 15th and from the 16th through the last day of each month.
- At the end of the pay period, the 1st or 15th, you must submit your electronic time sheet to the Assistant Director of Informal Recreation. You must check it daily and make sure it is approved. If your time sheet is not approved, you WILL NOT receive your paycheck. In the event that you





time sheet is not approved, you will need to make an appointment with the Assistant Director of Informal Recreation to discuss why your time sheet was not approved.

- The Assistant Director or one of the Graduate Assistants of Informal Recreation will take the time cards about a day before the end of each pay period so they can be processed and the times can be recorded onto SHSU's official time sheets.
- These time cards will be used to compare times with the electronic time sheets that you will submit to the Assistant Director of Informal Recreation.
- The time cards will also be used as a back-up system in case our computers go down.
- If you have any questions or concerns about your time sheet, hours, or pay check, please speak with the Assistant Director of Informal Recreation or the Graduate Assistant over Personnel

## **REQUIRED TRAINING**

### **Sexual Harassment**

### **Employee Training Day**

Each Collegiate Recreational Sports employee must attend scheduled employee training sessions. Training will cover area specific skills as well as Collegiate Recreational Sports policies.

- **New hire** training consist of five parts:
  - Staff Manual overview and completion of all payroll & human resources paperwork
  - Group orientation of facility, operations, policies and procedures
  - Direct shadowing of all staff positions including Front Doors 1, 2, 3, and 4, Gym, Hallway, Equipment Issue, and Racquetball Hallway
  - Passing of the Staff Training Test
  - Meeting with the Assistant Director of Informal Recreation, an Informal Recreation Graduate Assistant, or a Personnel Manager
  - All parts must completed within a one week period from the day of the group orientation and manual overview.
- **Member Services** training consist of four parts:
  - Member Services Manual overview and verbal review of all polices and procedures.
  - Direct shadowing for 5 full shifts: 1 opening, 2 mid-day, and 2 closing.
  - Passing of the MS Test.
  - Meeting with the Graduate Assistant over Personnel or a Personnel Manager to approve promotion.
  - All training must be completed in the time allotted by the Assistant Director of Informal Recreation. This is typically a 2 week period.
- **Assistant Supervisor** training consists of five parts:
  - Meeting and overview with the Assistant Director, a Graduate Assistant, or a Personnel Manager to discuss the requirements and procedures required of an Assistant Supervisor.
  - Direct shadowing for four full shifts under current Assistant Supervisors. These must be done during the shifts of four different Supervisors.
  - Passing of the AS Test.
  - Becoming certified in CPR and First Aid.
  - Meeting with the Assistant Director to approve promotion.
  - All training must be completed in the time allotted by the Assistant Director of Informal Recreation. This is typically a 2 week period.



- **Supervisor** training consists of four parts:
  - Meeting and overview with the Assistant Director of Informal Recreation to discuss the requirements and procedures required of a Facility Supervisor.
  - Direct shadowing for six full shifts under current Supervisors. These, if possible, should be done during the shifts of six different Supervisors.
  - Becoming certified in CPR and First Aid.
  - Meeting with the Assistant Director to approve promotion
  - All training must be completed in the time allotted by the Assistant Director of Informal Recreation. This is typically a 2 week period.

#### **Unable to Attend Policy**

- If you are unable to attend a meeting or orientation for a valid reason, you must notify the Assistant Director of Informal Recreation or one of the Informal Recreation Graduate Assistants before the scheduled meeting.
- The Assistant Director of Informal Recreation, along with the Graduate Assistants, will then decide what punishment, if any, will result.

#### **Probation Period**

- The first 90 days of employment with the Department of Recreational Sports is considered a probationary period.
- During this time, both the new employee and the Assistant Director of Informal Recreation will assess whether or not the new employee is suitable for continued employment in Recreational Sports.
- The new employee may be terminated at this time without going through the normal channels, such as having a sequence of written performance reports.
- Once an employee has passed the 60-day point, he/she will meet with the Assistant Director of Informal Recreation for a 60-day evaluation. Another evaluation will be performed at the 90-day point. The new employee and the Assistant Director of Informal Recreation will then discuss the employee's future with the Department of Recreational Sports.

#### **Orientation**

- The Department of Recreational Sports conducts a MANDATORY all-staff orientation meeting for the Fall and Spring semesters. (Although these Orientations are usually held the day before the first class day, Orientation Date & Time will vary. Ask the Assistant Director of Informal Recreation or the Graduate Assistant ahead of time.)
- Student staff members from every area of Recreational Sports are expected to attend this orientation as part of their on-going training. Failure to attend will result in termination
- See Unable to Attend Policy

#### **End of Semester Luncheons**

- At the end of every semester, a casual picnic will be held for staff to recognize the good work they have done. Staff are encouraged, but not required, to attend.
- For Fall semester, there is a small luncheon for Recreational Sports Facility staff. There will be food, games and prizes. For the Spring Semester, there is a large Staff picnic for all Recreational Sports employees. Awards such as "Recreational Sports Employee of the Year" and "Intramural Official of the Year" will be given to workers for outstanding performance. Some of these awards are based on votes by workers. Past picnics have had 3-pitch softball tournaments in



which the different areas of Recreational Sports compete against each other. Lunch served is usually hamburgers, hot dogs, chips and drinks.

## SCHEDULING

- Recreational Sports understands academic studies are their employees' top priority. These policies serve to permit students to earn a part-time income without letting a job interfere with academic endeavors. Therefore, employees will not be scheduled for more than 20 hours per week. This allows the Department of Recreational Sports to keep students from over-working while also providing employment opportunity to many more students.
- ALL SCHEDULES CAN BE FOUND IN SEVERAL PLACES:
  - Member Services
  - On Blackboard
  - The Supervisor clipboard
  - Copies can be made if you need one for yourself!
- Being late to a shift or missing a shift completely will result in a Negative Performance Report for that staff member. (See Section S for details)
- The Scheduling Process
  - Availability Forms
    - These will be given out to staff before the start of each schedule period. This form is valid for the entire period!
    - The student will indicate on this form when he/she is NOT able to work, due to classes and other prior obligations by blacking out these times. Times that have not been blacked out will indicate times that a worker might be scheduled.
    - On this form, there is an area for you to indicate certain weekends or important dates that you know for sure in advance that you will not be able to work.
    - If you do get scheduled to work the times you requested off, put the shift(s) in the Sub Book to try to get it covered. Also, speak with the Assistant Director of Informal Recreation to let him/her know there is a scheduling problem.
  - Permanent Schedules
    - A permanent schedule will be made for each semester. This schedule will consist of one week. Each shift, staff member, and position will be indicated.
    - The shifts you work on that schedule will be the shifts you work every week for the rest of the semester.
    - Because many students are unsure about their class schedules or other obligations until the last minute, usually a temporary schedule will be made for the first 2 to 3 weeks of classes. The permanent schedule will then be finished and put into effect the following week.
  - Weekend Schedules
    - At the beginning of each semester, a permanent weekend schedule will be made. The schedule will show the staff member and position for every weekend shift throughout the semester.
    - Students may be required to work every weekend, every second weekend, or every third weekend, depending on the number of people on staff.

- Break Hours and Holiday Shifts
  - Around the holidays, there are times that the Recreational Sports Facility is open with reduced hours. For these times there will be a shortened, revised Break Hours schedule for people who want to work during these times.
  - A separate Availability Form or sign up sheet will be handed to each staff member before each different Break period so that each person can indicate what times and dates, if any, they will be able to work.
  - Break Hours do NOT include Holidays such as Halloween, Valentine's Day and St. Patrick's Day, and there will not be special schedules for these days. **A 2-week suspension could result for missing a Break Hours shift!**
  - On some holidays, such as Independence Day or Labor Day, the Recreational Sports Facility will be open for shorter hours, but this is NOT considered Break Hours. There are NOT special schedules for these days. **A 2-week suspension could result for missing a holiday shift!**

### **IN-SERVICE/EMPLOYEE GROUP TRAINING MEETINGS**

- The Recreational Sports Facility Staff generally meets once a month during long semesters
- These meetings are typically held on the first Wednesday of every month and will usually be held at two different times so that those who work can still attend. For example, if one shift ends at 5pm and the other begins at 4:45pm, the meetings will be held at 4pm and 5pm so people working one shift or the other will still be able to attend.
- See **Unable to Attend Policy**

### **EMPLOYEE RECOGNITION**

#### **Employee Promotions**

- A promotion may require the employee to pass a written test, be interviewed, or acquire certain certification/training prior to scheduling
- Employees may be cross-trained in other areas of Collegiate Recreational Sports.
- Individuals interested in promotion and growth with in Collegiate Recreational Sports should contact their supervisor.

#### **Student Employee of the Month**

- Each month, up to two student employees will be recognized for outstanding work performance. Nominations and selections are made at the Collegiate Recreational Sports staff meeting.
- Student employees of the month receive a gift card for a free lunch TBD and have their picture posted in the Facility

### **The FISH PHILOSOPHY**

What is the Fish Philosophy?

One drizzly day in a small fish market on the West Coast, a group of workers muddled through their jobs of chopping and selling fish. Suddenly, there was a revelation: If you had to show up and do these somewhat mundane task anyway why not HAVE FUN?

The employees of the fish market started to change their attitudes. It became common to see fish flying across the bins of the kiosk. Shoppers were brought into the act, and were prompted to catch the fish being thrown across the room. Businessmen from the commercial building cross the street began to come during their lunch hours just to watch the spirit of play being such a success in the workplace.



Eventually, the workers of the fish market developed an entire philosophy about work, which involves the following rules.

The four key points of the philosophy are

**Play** – have fun and create energy at home or at the office

**Make their day** – how can you engage fellow employees and students to make each other's day?

**Be Present** – How can you make sure you are fully available and aware during conversations with people? It is about creating a great sense of intimacy between individuals.

**Choose Your Attitude** – Each day you choose how you are going to act or which “side of the bed” you wake up on. The choice is yours and the way you act, affects others.

### **Performance Reports and Discipline Procedures**

All Performance Reports are placed in your Employee File and kept for the duration of your employment with Recreational Sports

Performance Reports are a way for the Recreational Sports Department to determine how its employees are doing at their jobs. There are Positive and Negative Performance Reports

Positive Performance Reports

Given at the discretion of Recreational Sports Facility Supervisors, Assistant Supervisor, Graduate Assistants, or the Assistant Director of Informal Recreation. These Reports indicate that an employee showed an outstanding work ethic, initiative, customer service or dedication.

Negative Performance Reports (“Write-Ups”)

Negative Performance Reports may be given to staff members for many reasons by the Facility Supervisors, Assistant Supervisor, Graduate Assistants, or the Assistant Director of Informal Recreation. Different actions constitute different levels of seriousness, so there are three levels of the report: Moderate, Severe, and Dismissal.

Actions that deserve a Negative Performance Report:

Any violation of policy or procedure mentioned anywhere in this manual or any other appropriate manual constitutes a Write-up.

In some situations, actions may not explicitly violate a Department of Recreational Sports Policy or Procedure. Write-ups in these cases are left to the discretion of the Supervisor on duty. Examples of actions that coincide with levels of severity include the following:

Moderate – tardiness, failure to perform assigned duties, failure to show up for assigned shift, substituted shift, mandatory meeting with permission, other

Severe – Failure to show up for an assigned shift, substituted shift, or mandatory meeting without notification, leaving work early without permission, other

Dismissal – theft, vandalism or destruction of Recreational Sports property, dishonesty, physical contact, profanity, derogatory language, threats, etc. towards staff or guests, showing up to work under the influence of drugs or alcohol, other

Discipline Procedures

If a Negative Performance Report is filed, the following procedures will take place with regards to that employee at the discretion of the Assistant Director of Informal Recreation or the Graduate Assistant over Personnel

There are two types of Negative Performance Reports: Minor and Major. Each has a corresponding penalty. Although each report is filled out by the Supervisor or Assistant Supervisor on duty, the penalty for each incident will be left to the discretion of the Assistant Director of Informal Recreation and his/her Graduate Assistants.

MINOR Example: Being 15 minutes late to a shift



1st offense: Verbal warning given

2nd offense: Second verbal warning given

3rd offense: 1 week Suspension

4th offense: 2 week Suspension

5th offense: Termination

MAJOR Example: Failure to show up for a shift without notification to the Supervisor, Graduate Assistant, or Assistant Director of Informal Recreation

1st offense: Verbal warning given

2nd offense: 1 week Suspension

3rd offense: 2 week Suspension

4th offense: Termination

For combinations of Minor and Major write-ups, penalties will be left to the discretion of the Assistant Director of Informal Recreation and his/her Graduate Assistant(s).

#### Lost and Found

All Lost and Found items must immediately be logged into the Lost and Found binder (located in the Member Services area of the Control Desk).

Once recorded, items should be placed in one of three possible places:

Items such as clothing or athletic equipment should be placed in the appropriate drawer of the cabinet in the employee break room.

Valuables should be given to the Supervisor to be placed in the safe in the break room.

Any items that remain unclaimed at the end of each semester will be handed over to the University Police Department.

#### Bearkat One Cards

Bearkat One Cards need to be logged into the Lost and Found binder.

If a Bearkat One Card is turned in turn it into the front office worker and let the person working at Member Services know that there is a Bearkat One Card there.

If someone tries to claim their card, match their name and face to the name and face on the Bearkat One Card before you give it to them. Have them sign in the Lost and Found binder to verify they have taken their card.

If there are Bearkat One Cards that have not been claimed at the end of the night, the next morning they will be turned into the Office Secretary who will then ensure that they get taken to the Bearkat One Card Office (located in the Estill Building). Document this in the Lost and Found binder by writing "turned into Office."

#### Other Policies

While on Duty, staff members MAY NOT:

Use a cellular phone, mp3 player, portable video game device, laptop, or any other previously unapproved electronic item.

Certain items may be used only when the Assistant Director of Informal Recreation gives specific permission to a staff member. This means that for ONE SPECIFIED SHIFT, ONE SPECIFIED EMPLOYEE may use something that is usually not permitted.

Prop legs up on counters or place feet in cabinets

#### Evaluations

Evaluations of staff will be done once each long semester. Staff will meet with the Assistant Director of Informal Recreation and the Graduate Assistant to discuss strengths, weaknesses, and overall progress of the individual employee.

#### Safety

**SAFETY ALWAYS COMES FIRST!!!**



At the Recreational Sports Facility, we want to ensure that guests in our facility are safe at all times. For example, if the staff is neglecting to keep the facility completely safe, such as the gym worker allowing guests to leave their personal items on the floor, this needs to be corrected. If guests are behaving in such a manner that endangers either themselves or other guests, this also requires attention.

Never let the pressures of your job interfere with the safety of everyone in the facility. Always be alert and stay on the lookout for potentially hazardous conditions.

If you see an accident or incident, no matter how small, you **MUST** report it to the on duty Supervisor.  
Conflicts

If you are ever involved in a conflict while on duty, with a guest or even with coworkers, notify the Supervisor on duty **IMMEDIATELY**, as they are responsible for handling all conflicts in the Recreational Sports Facility.

You may never insult someone, argue, be discourteous or use profanity while in the presence of guests. If a coworker becomes the target of profanity, violence, or inappropriate behavior in any way, notify the Recreational Sports Facility Supervisor **IMMEDIATELY!**

Our participants may not always be right, but they will always be guests in our facility, so always treat them courteously and respectfully.

Profanity/Violence

The Department of Recreational Sports does not condone violence or the use of profanity by participants in their programs or by its employees.

Any employee that engages in violence or the use of profanity will be subject to penalties ranging from a Negative Performance Report to Suspension or Termination.

### **Student Staff Positions in the Recreational Sports Facility**

Supervisor  
Assistant Supervisor  
Facility Staff  
Equipment Issue  
Gym



**COPPIN**  
STATE UNIVERSITY  
EST. 1900

### **Position Descriptions and Duties**

**Supervisor**

At any time the facility is open for use, the Recreational Sports Facility Supervisor is responsible for ensuring that everyone and everything inside the facility is operating according to the Department of Recreational Sports Policy and Procedures Handbook and any appropriate staff manual(s). The Recreational Sports Facility Supervisor is responsible for relaying important information about the facility and the activities therein to the Assistant Director of Informal Recreation..

**Assistant Supervisor**

The AS has many responsibilities on each shift. The AS does basic tasks throughout each shift to assist the Recreational Sports Facility Supervisor in monitoring the smooth operation of the facility. Minor tasks include things such as helping the Gym worker dust-mop the gym floors and keeping changing rooms free of trash. More significant duties include assisting the Recreational Sports Facility Supervisor with Accidents and Incidents and helping the Supervisor enforce policies with Staff and with guests. The AS will also sit for a coworker who needs a short break. The AS must have experience in working all Recreational Sports Facility Staff positions.

**Facility Staff**



## Front Door 1, 2, 3 & 4

The person working at the Front Door 1, 2, or 4 position is responsible for ensuring that the only people that get into the Recreational Sports Facility are those who have been approved to do so. Because this position is usually the first person a guest sees when they enter the Recreational Sports Facility, they are the first step in customer service and should welcome the customer as they enter and leave the facility. Front Door 3 has the same duties, but this position specializes in monitoring those who are using the Recreational Sports Facility Pool and those coming into the building from the East side of the building in the morning.

While working at a Front Door position, staff should be seated in the provided chair or standing.

Those working at Front Door 1 and 2 should not walk away from their station. Walking away from your station is justification for a Negative Performance Report and includes but is not limited to:

Standing next to or leaning on the Control Desk

Sitting in the chairs in the lobby area

Standing next to the opposite Front Door position (i.e. standing at FD1 while working FD2)

Propping legs up on counter, chairs, or inside cabinets

In order to log into the Front Door 1, 2, and 3 program, all you need to do is turn the computer on.

Gates at FD 1 and 2 need to be locked at all times unless the system is down or Member Services is checking IDs.

In order to log into the Front Door 4 program, do the following:

1. Log on to your computer [CTRL, ALT, DEL]
  - Username: rca\_stu
  - The password is typically on a label attached to the computer. If you cannot find the password, ask the facility supervisor for that information.
  - From the program list in the start menu, select 'SP2' and the enrollment verification program will open.

The guest will present you with one of these forms of ID

Sam Houston State University Student Bearkat One Card.

Sam Houston State University Faculty/Staff Bearkat One Card.

Spouse Pass - with valid picture ID

Guest Pass - with valid picture ID and Sponsor

Courtesy Pass - with valid picture ID

Orange Card with picture ID

Special Pass - with valid picture ID

VIP Pass

Alumni Pass - with valid picture ID (there are restrictions)

**ALL STUDENTS MUST HAVE A PHOTO ID TO USE THE FACILITY!** For example, varsity athletes must bring their Bearkat One Card to gain access to the facility, with or without their coach or athletic trainer (Unless instructed differently by Assistant Director).

Slide the form of ID and match the photo on the screen/ID with the guest's face. The gate will click open if the person is allowed, and it will stay locked if they are not allowed..

Some of the specific duties of the person working at Front Door 1, 2, 3, and 4 include:

Being a courteous and respectful enforcer of the Recreational Sports Facility's Policies

Swiping Bearkat One Cards to ensure that certain people are NOT ALLOWED into the facility including but not limited to:

Guests using someone else's ID





Guests who have been blocked by the Assistant Director of Informal Recreation (i.e., for dunking)  
Guests who have been blocked for some other reason (i.e., not a full time student who has not paid the Recreation Fee)

**GUESTS WHO DO NOT HAVE A VALID FORM OF PICTURE ID!**

Sending guests that attempt to use expired or outdated Bearkat One Cards and Temporary Bearkat One Cards to Member Services

Sending guests with Photo ID (but without their Bearkat One Card or official Pass) to Member Services

Informing a guest that tries to use an Inactive Bearkat One Card that their card needs to be Activated before they can use the facility

Referring guests with questions to the Supervisor, Assistant Supervisor or Member Services

If your computer program stops working or freezes, let the Assistant Supervisor or Supervisor know immediately

If someone wants a tour of the facility, let the Assistant Supervisor or Supervisor know and they will show the guest the facility.

**Children's Policy**

Children 16 and over can use any part of the Recreational Sports facility, as long as they have the proper pass and are accompanied by their sponsor.

Children 12 and over can use any part of the Recreational Sports Facility, except the Weight Room, as long as they have the proper pass and are accompanied by their sponsor at all times.

Children under 12 cannot use any part of the Recreational Sports Facility except the Rock Wall and the Pool.

While using the swimming pools, children under 12 years of age must be accompanied by, and under the direct supervision of an adult (18 years or older).

### **Equipment Issue**

The person working at Equipment Issue ("E.I.") is responsible for the process of checking guest's equipment in and out.

While working at E.I., staff should be seated in the provided chair or standing. This person should not go beyond the curved part of the Control Desk counter unless they are performing a job-related task or have permission from the Recreational Sports Facility Supervisor.

Being outside of your designated area for an unreasonable length of time is justification for a Negative Performance Report.

Sitting on the Control Desk Counter is NOT allowed and is justification for a Negative Performance Report.

Propping legs up on counter, chairs, or cabinets is NOT allowed and is justification for a Negative Performance Report.

In order to log into the E.I. program, do the following:



1. Log on to your computer [CTRL, ALT, DEL]
  - Username: rca\_stu
  - The password is typically on a label attached to the computer. If you cannot find the password, ask the facility supervisor for that information
2. Enter the following.
  - Double Click on Sam Menu
  - Enter YOUR Username and password
3. On the left side of Sam Menu Box select Student Records from the Menu.
4. Then proceed to the right side of GUI programs and double click **HKC EQUIPMENT CHECKOUT**

Some of the specific duties of the person working at E.I. include:

Ensuring that the equipment is checked out accurately

Ensuring that the equipment is checked back in accurately

Ensuring that damaged or broken equipment is documented as such.

In the damaged equipment log, located beside the E.I. station, fill in the appropriate information (including the name, SamID and phone number of the patron, as well as the item # and specific damage details). Place the damaged item in the damaged equipment area, located in the cabinet.

Examples of damaged equipment include bent or broken racquets, racquets missing the wrist strap and racquets with broken strings. If questionable, ask the Supervisor.

Ensuring that at the end of the closing shift, the DAILY REPORT OF EQUIPMENT NOT RETURNED document has been printed. If a piece of equipment on the report is present, the E.I. worker should type that person's SamID into the E.I. program and remove that piece of equipment from the patron's name.

The report should be printed out again and then given to the Recreational Sports Facility Supervisor when all items have been documented as present or missing.

To print this report, exit the HKC EQUIPMENT CHECKOUT program. Double Click on DAILY REPORT OF EQUIPMENT NOT RETURNED and then go to File, Print.

To check out a piece of equipment:

Ensure that any equipment being checked out is in its proper condition (i.e. racquets are not bent or misshapen, balls are properly inflated, etc.)

Swipe ID for check out of equipment.

A menu will appear, with a list of possible items a patron may check out.

Enter the number of corresponding item being checked out or double click the item.

Enter the number of the item. For example:

Men's Basketball will say "M4"

Women's Basketball will say "W4"

Do not enter "4" for a basketball, you must indicate Men's or Women's

Racquets, volleyballs, weight belts, etc. will say "4"

If there are multiple items repeat the last two steps for each separate item.

When done checking out items press Enter and click Reset. This will bring you to the original screen so you can check out equipment to other guests.

Give the requested equipment to the guest.

Guests may check out more than one piece of equipment out at a time. If they have already checked out something, they can add to their list of items checked out.



To check equipment back in:

Swipe ID – a screen will appear with a list of items currently checked out by this guest.

Make sure that the equipment is in working condition and not damaged.

If the equipment is NOT in working condition, make sure to record the item as such in the damaged equipment log and store it in the damaged equipment cabinet.

Make sure it is the correct equipment by checking the numbers. If they brought back the right type of equipment but the number is not the same as the one they checked out, tell them that they need to go find the piece of equipment that they checked out.

If the guest has returned all items in proper condition, double click “Check in all”.

If the guest only wants to return one piece of equipment, double click on that item only.

Give the I.D. back to the patron.

Put the equipment back in its proper place

### **Gym**

The person working the Gym position is responsible for monitoring all 4 courts and the indoor track.

Their job is to enforce gym rules and to notify the Recreational Sports Facility Supervisor IMMEDIATELY if there is any type of accident or incident.

While working in the gym, the staff member should be sitting in the provided chair or standing in the walkway area between the two gyms closest to Front Door 3.

The staff member should not exit the Gym for any reason unless they have been given permission from the Assistant Supervisor or Supervisor. Being outside of your designated area without permission is justification for a Negative Performance Report.

Some of the specific duties of the person working in the Gym include:

Making sure there is a walkie-talkie at the Gym position at all times

The person working the opening Gym shift needs to bring a charged walkie-talkie to the Gym position

The person working the closing Gym shift needs to bring the walkie-talkie back to the employee break room area at the end of the shift and place it correctly on the charger (the red light will come on to indicate that it is charging).

A person on any Gym shift other than open or close should check to make sure that their walkie-talkie is charged and working correctly at the beginning of the shift. If it is not, let the Assistant Supervisor or Supervisor know IMMEDIATELY

Making sure that all 4 courts are dust-mopped at the beginning of the opening shift and at the end of the closing shift EVERY DAY.

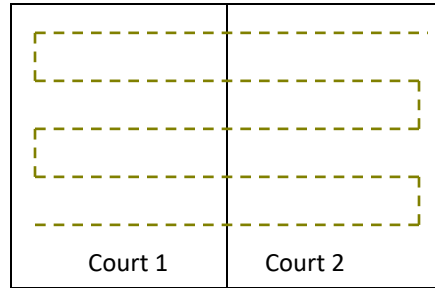
The dust mop, broom and dustpan are located in the weight room closet. If the Supervisor permits, you may leave the Gym to get these things or to put them back when you finish using them. If not, the Supervisor or Assistant Supervisor will bring these things to you or put them away for you.

To dust mop the Gyms, in a serpentine manner, push the dust mop in front of you from along the wall closest to the sideline of court 2 to the wall past the far sideline of court 1. Then, push the dust mop in front of you back to the wall closest to the sideline of court 2 making sure not to dust mop the same spots more than once but also not to miss any spots. When you mop back and forth once, shake out the dust mop so that most of the dust and dirt falls out before you begin again.

Continue this pattern until you have finished all of Courts 1 and 2 and then sweep the piles of dust all into one big pile. Then use the small broom to sweep the dust into the dustpan and throw this into a trashcan. Do the same for Courts 3 and 4.

Mopping Diagram





There may be times the Supervisor thinks it is best for you to continue monitoring the courts and track instead of dust mopping the courts. In these cases, you will not be punished for not sweeping the courts. Making sure that all courts are wet-mopped at the beginning of the opening shift.

The Assistant Supervisor should help with this task.

Get an old towel damp, wrap it around the dust mop (after removing the duster), and mop using the same technique as the dust mop.

Making sure that all courts are free of trash. This should be done throughout the shift if possible, but MUST be done at the beginning of the opening shift and the end of the closing shift EVERY DAY.

Enforcing Gym Rules including but not limited to:

NO DUNKING OR TOUCHING ANY PART OF THE BASKETBALL GOAL (including backboard and net)

No fighting or foul play

Swearing in excess is prohibited

Projectiles (Frisbee, football, etc) are prohibited

Proper clothing is worn for the activity being done. Hats and jeans are NOT allowed for those participating in Gym activities. Proper athletic shoes that are non-marring MUST be worn (Boots, high heels, sandals, may only be worn by spectators. Bare feet are NOT acceptable in the Gym at any time!).

Belongings should NEVER be on the Courts. They should be placed in provided cubbies or lockers. If guests leave their belongings on the side of the court, politely ask them to put their belongings in one of the provided places.

Food and/or drinks of any kind are not allowed in the gym.

Enforcing Indoor Track rules including but not limited to:

All guests must be running in the same direction. (direction is clockwise on Monday, Wednesday, Thursday and Saturday, and counterclockwise on Tuesday, Friday, and Sunday)

Slower runners/walkers must stay to the outside of the track

Guests are wearing proper clothing

If one guest is disrupting the workout of another guest, ask the Supervisor to talk to that person.

NO spectators are allowed on the Indoor Track

If a special event is taking place in the Gym or on any of the Courts, the Supervisor may ask you to watch for certain things or to move to a different location. You may also be given different tasks.

During Intramural basketball and volleyball season, Intramurals will be using Courts 3 and 4 most evenings for several hours. When Intramurals is using these courts, the Gym worker does not need to monitor them. The Gym worker will move their chair to Court 2 so that they can watch Courts 1 and 2 and will not be distracted by Courts 3 and 4.

Assisting the Supervisor or Assistant Supervisor with volleyball and badminton nets, incidents, accidents, and clean-ups.

Returning all found items at the end of the closing shift to Lost and Found binder which is located at the Member Services area of the Control Desk.

Notifying Supervisor for any of the following, but not limited to:



Guests who dunk or hang on a basketball goal  
Guests who use profanity or violence in any way  
Guests who do not follow Gym rules  
Guests who do not respond appropriately to your requests  
Guests who are disrespectful to you, your coworkers, or other guests  
Guests who are disrupting other guests  
Unsafe or inappropriate conditions  
Marks or gum on court floor  
Injured guests

If you are a witness to a fight, try to observe and remember details of the incident, such as faces, names, clothing and physical descriptions of individuals involved, as well as the chain of events and actions made by certain individuals involved. Notify the Supervisor immediately.

### **Washer and Dryer Instructions**

#### **Washer**

Open the washer door by pressing and holding white release button located at top left of the machine and pressing the button on handle while turning the handle clockwise at the same time.

Add towels and close the door by pressing the button on handle and turning the handle counterclockwise.

Add a cap full of detergent to the #2 slot of the gray dispenser located of the top of the washer. DO NOT add too much detergent or there will be an overflow.

Press the NORMAL wash button to the start washer.

#### **Dryer**

Unlock the handles on the bottom of the dryer and check the lint trap. If there is any lint, remove it. Close the lint trap and lock it. The dryer will not start unless the lint trap is locked.

Add towels and dryer sheets.

Turn timer to 40 minutes. If you are working the closing shift, make sure towels are finished drying before leaving the building. Never leave the dryer on while the building is unattended.

