

STUDENT EMPLOYEE HANDBOOK 2016-2017

Western Illinois University –Campus Recreation “The Benefits Will Last A Lifetime”

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Our Mission

The mission of Campus Recreation provides life-enhancing, recreational opportunities through the promotion of active lifestyle, personal growth and experiential learning.

We provide life balance with recreation.

What is Campus Recreation?

Campus Recreation is an office within the Division of Student Services. The Campus Recreation Office maintains and operates the Donald S. Spencer Student Recreation Center, Vince Grady Field, Harry Mussatto Golf Course, the Sipolt Memorial Disc Golf Course, and numerous other outdoor facilities. Programs include intramural sports, sport clubs, Rec Events, fitness services, and aquatics.



**WESTERN
ILLINOIS
UNIVERSITY**

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How to recognize an excellent employee in Campus Recreation



An excellent Campus Recreation employee exhibits:

Positive Attitude – When asked to take on a task, they do so with enthusiasm and willingness to do their best.



Punctuality – Great employees show up to work with a smile and prior to their assigned work hours so they may begin their shift on time.



Professionalism – Along with punctuality, excellent employees are dressed professionally with clean, pressed clothing that reflects a professional attitude. This means their hair is combed, shirts and pants are clean, their nametags are on and easily read, and they greet others with a smile and caring attitude.



The needs of the patrons are anticipated and they have educated themselves on the operations within Campus Recreation and sponsored events.

Awareness – Employees who are aware of their surroundings greet customers by looking them in the eye and learn/use their names. These are the traits we are seeking. Employees are able to foresee problems developing and address them before they become a full blown event. Does this describe you?

Learning Attitude – We want employees who are interested in learning more about other areas and other jobs within Campus Recreation.

“To Infinity and Beyond” – Employees will do whatever is necessary to accomplish the goals of Campus Recreation. They volunteer to fill shifts, give tours for Discover Western, and always think of ways to improve our operations. They pick up trash on the floor, put things away, and help to make the facility a safe, secure, and clean environment.



General Policies and Guidelines

WESTERN ILLINOIS UNIVERSITY GENERAL STUDENT EMPLOYMENT POLICIES



1. Student employees may not work more than **20 hours per week** or **8 hours per day** during the academic year.
2. Falsification of hours worked is grounds for **immediate dismissal**. Students suspected of falsifying time cards will be referred to the Director of Campus Recreation.
3. Payroll is prepared every two weeks beginning with **Monday, August 22, 2016**. A direct deposit form must be completed and filed with Payroll. **Paychecks** must be directly deposited into your personal bank account.

CAMPUS RECREATION GENERAL EMPLOYMENT GUIDELINES



The following guidelines are designed to assist each of you in doing a **conscientious and effective job**.

Communication

1. All messages and pertinent information must be **relayed** to the person relieving you.
2. To ensure **privacy**, Campus Recreation employees' telephone numbers should **only** be given to **co-workers or supervisors**.
3. If your **replacement** for the next shift doesn't show, please **notify** the supervisor on duty immediately.
4. **Cell phones** are **not** to be used at work **except** in the case of emergency on the intramural fields.

Computer Use

5. Computer use is limited to that which is required to perform your duties.
- 6.

Customer Service

7. Assist Spencer Student Recreation Center **patrons** in a **professional** and courteous manner.
8. **Uphold all** of the Spencer Student Recreation Center rules and regulations. Be consistent with rule **enforcement**.

Employee Availability

9. All student employees must be **available** for **weekend** duty.

Employee Records

10. Employees may receive a written commendation for outstanding performance or a written notification when performance is below expectations. These notices will be placed in their employee file and can be used as a reference for employee evaluations.

Employee Training

11. You are **required** to attend each **semester's employee training**. You may also be required to attend **in-services and/or staff meetings**. All Campus Recreation **first line responders** are required to be **CPR/First Aid/AED certified** within **30 days** of their original employment date. (National Safety Council certifications are provided **free of charge** to all first line responders who are Campus Recreation employees.)
12. You **must** know the Emergency Procedures in your area. If any injury or accident occurs, **notify** the supervisor on duty immediately.

Not Permitted While on Duty

13. When you are on duty, **participation** in individual leisure activity is **NOT** allowed.
14. Friends, acquaintances, or significant others should not **visit/socialize** with you while you are on duty.
15. Wearing of headphones, playing **of electronic games**, MP3's, or cards are **not allowed** during working hours unless approved by your supervisor.
16. Doing **non-work related** tasks (including reading magazines, newspapers, books, or doing homework) is permitted at your workstation **with the permission** of your supervisor. In the event that your job performance and/or customer service skills are **not exemplary**, these **privileges will be terminated** immediately.

Dress Code



Although there are many different employee groups in Campus Recreation, dressing appropriately for your position sends a professional and welcoming message to our patrons. It is important for Campus Recreation employees to project a neat, clean, identifiable, and professional image.

Appropriate attire for workers is listed below:

1. You will be issued **one Rocky's Rec Crew** staff shirt to wear with shorts, pants, or skirts. (Additional shirts may be purchased.)
2. Student employees **must wear** the **Rocky's Rec Crew** staff shirt at all times while on duty.
3. Campus Recreation **nametags** are to be worn on the front of the staff shirt at chest level on the **right side** at **all times** while on duty.
4. The inseams of shorts must be a **minimum** of **four** inches long. Boxers (worn as shorts), cut-offs, mini-skirts, **sweatpants**, workout clothes, pajama pants, medical scrubs, and patched, faded, frayed, torn, or bleached-out jeans are **not** acceptable dress.
5. **Hats**, caps, kerchiefs, and sunglasses may **not** be worn inside Campus Recreation facilities.
6. **Closed-toe shoes** **must** be worn by student employees at all times with the **exception** of lifeguards while on duty.
7. During **cold weather**, if you need **additional clothing** for warmth, please **discuss** this with your supervisor.
8. The **first time** you arrive at work **without** proper attire, you will be **sent home** to change and the incident will be documented.
9. **Additional** Dress Code Standards exist for students who work as intramural officials, group fitness instructors, lifeguards, and personal trainers.
10. Student employees **who do not** follow this dress code will be subject to disciplinary **action** which could result in the **loss** of their position.

Breaks

- At the discretion of the appropriate supervisor, you may take a **10-minute paid** break for every continuous **4-hour shift**.
- Eating and drinking while on break may **only** be done in the **Oasis** or **Break Room**.
- At the discretion of the appropriate supervisor, an employee who works a minimum of a **7.5 hour continuous shift** may take a **non-paid**, one-hour maximum lunch break.
- The lunch break **may not** occur at the beginning or end of a shift or be used in conjunction with a paid break.
- If for some reason, you cannot **leave** your work area for a break, you are **not to eat** in an area **visible** to our customers.

Employee Discipline

All Campus Recreation employees are required to follow the policies, procedures, and expectations of Campus Recreation. Review the **Code of Student Conduct** for additional expectations.

Student employees, who fail to adhere to these standards, policies, etc., will be addressed with a **written notice**. The notice includes a summary of the incident; the action taken by the staff member, grad, or lead; and the employee's comments. This form will be forwarded to the employee's supervisor for his/her comments/actions.

Campus Recreation also utilizes a **Disciplinary Points System** for actions of discipline. The point system allows for the uniformity of disciplinary consequences resulting in an objective disciplinary system. As part of write-ups, student employees will be assessed points for each disciplinary policy violation. Shift reports will serve as the primary source of information regarding employee actions. However, professional and graduate staff observation and nightly reports will also be used to monitor employee performance. Some actions may be area-specific or may not apply to a certain employee's area. Your supervisor will share the **Disciplinary Points System** with you during employee training.

Below are a few examples that may warrant varying point levels of discipline depending upon the severity of the situation. Please see complete policy for additional actions.

- Arriving **late** or leaving early from work without permission.
- Failure to wear proper **attire** while on duty.
- Failure to **perform** your job in the proper manner.
- Failure to follow a **directive** given by a supervisor.
- Failure to display appropriate **behavior**.
- Showing up for work **under the influence** of drugs, alcohol, etc.
- **Missing** a work shift or in-service/training meeting.



While Campus Recreation strives to reward positive actions by employees, it also requires employees to follow policies and procedures to avoid disciplinary action.



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.

Student employees may be **cross-trained** in other areas of Campus Recreation.

Individuals **interested** in promotion and growth within Campus Recreation 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 Campus Recreation staff meeting.

Student Employees of the month **receive** a gift certificate for a **free lunch buffet** at Larry A's and have their **picture posted** in the Spencer Student Recreation Center.

Catch Me at My Best

If you do something that **makes a member's day** or **exceed** their expectations, you might just get "caught at your best".

Members or fellow employees may **submit** a "Catch Me at My Best" card **to recognize** the **performance** and extra effort of our employees.



Campus Recreation has three levels of training

LEVEL 1
EMPLOYEE ORIENTATION

LEVEL 2
BASIC WORKPLACE SKILLS

LEVEL 3
CAREER DEVELOPMENT/
TRANSFERABLE SKILLS



A good leader must also be a good follower



Training and Development

Campus Recreation is dedicated to providing all student employees with staff development and training programs in an effort to provide personal and professional growth and to improve service to students, faculty, and staff. Staff training and development programs will be provided on an ongoing basis. Whether your future chosen field is within Campus Recreation or not, we hope to teach you important transferable skills that you will be able to take with you to whatever career path you choose. Customer service, time management, and conflict resolution are some of the many skills you will need to be competent in working with Campus Recreation. These same skills will be required in whatever profession you choose.



SPARK Customer Service Model

Campus Recreation wants our employees to have great customer service and to exhibit SPARK!

S = Skills
P = Passion
A = Attitude
R = Respect
K = Kindness



Campus Recreation practices: *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 they had to show up and do these somewhat mundane tasks *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 buildings across 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:

- **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 greater 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.



Unauthorized and unnecessary absences jeopardize your employment and unfairly burden other employees.

Absence and Tardiness Policy

You are a member of our **team**; what you may do **impacts** our **entire** team.

If you are ill and cannot fulfill your shift, **you must call** your supervisor. If you need **assistance** in reaching your supervisor, call the Front Desk at (309) 298-2797.

Do **not** leave a message; 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 shifts **without notice** will be considered as a voluntary **dismissal**, and you will be removed from the work schedule.

The following examples **may** be excusable absences **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)**



*In order to best serve our membership, **communication** is key! We cannot afford miscommunication about assigned shifts.*

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.

It is **your responsibility** to make sure the individual taking your place is **completely familiar** with your duties.

In **agreeing** to substitute for a shift, **you** assume

all responsibility for the **duties and obligations** the shift entails.

Substitutes **must be** presently employed by Campus Recreation.

Clock in/out system and pay dates



Each pay period you must accurately record your hours worked.

You need to use your WIU ID card to swipe in to work each shift. When you complete your shift, you will need to swipe out on the time clock. **(TimePro)**

You are paid for the hours you have swiped in. If you missed clocking in, you must notify your supervisor with the correct clock in and out time and day and date for your shift.

If you **do not** have authorization on

TimePro, please notify your supervisor **immediately** or you will jeopardize getting **paid**.

If you feel there might be an **error** in your timecard, contact your **supervisor**.

The payroll week begins on a Monday and ends on a Sunday. You are not allowed to work more than 20 hours per week.

Timecards are processed every other week on Mondays.

There is a two week delay until you are paid for those hours you have turned in.

See the schedule at your work station for exact dates.

Required Training

Ethics Training

University employees **must complete** Ethics Training on an annual basis. The University will **notify you by e-mail** and provide instructions to you concerning when and how to participate in annual Ethics Training. You must **complete** the Western Illinois University Ethics Training **within the time limit** stated in the e-mail and **provide** your supervisor with a **copy** of the certificate of completion. If not completed, your employment could be terminated.

Sexual Harassment Training

University employees **must complete** Sexual Harassment Training on an annual basis. For many people, "sexual harassment" is an emotionally charged topic, loaded with confusion and uncertainty. This is unfortunate, because sexual harassment **can** be readily understood.

All Employee Training Day

Each Campus Recreation employee must attend student employee training on Thursday, August 18, 2016. Training will cover area specific skills as well as Campus Recreation policies.

In-services/Employee Group Training Meetings

Employee areas may require additional in-services and training meetings such as those for lifeguards and officials. Employees are required to attend these meetings and will be notified when they will occur by their supervisor.



Campus Recreation strives to make employee training fun and valuable. Each employee group has specific duties for which employees receive additional training.

Injuries at Work

If you are injured at work, you must follow these procedures:

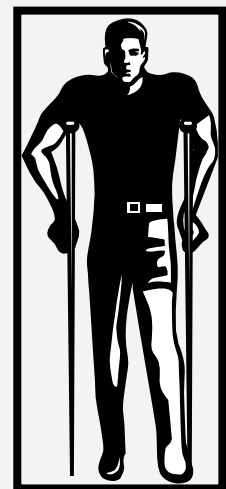
- **Report the injury** to either a professional staff member, lead supervisor, or your supervisor **immediately** or as soon as possible.
- Assist the individual who is assisting you to fill out an **injury report form**.
- Report the injury **even if it is minor** and does not require treatment.

If treatment is necessary at a later date, there is a **documented record** of the injury.

- **Depending** on the **severity** of the injury, the staff member may call for **medical assistance**.
- If you **receive** treatment for your injuries, **report this** as soon as possible to your supervisor.
- If you **become aware** of other employees

acting in an **unsafe manner**, please report this behavior to a professional staff member, lead supervisor, Graduate Assistant, or your respective supervisor.

Please **exercise care** while on duty and seek to **prevent injuries** before they occur.



Always report injuries at work to your supervisor.

CONTACT INFORMATION

ADDRESS

Campus Recreation
1 University Circle
Macomb, IL 61455

PHONE NUMBERS

Campus Recreation Office
(309) 298-1228

Front Desk

(309) 298-2797

Fax

(309) 298-3224

EMAIL

Director, Milly MacDonell
MB-MacDonell@wiu.edu

C-Recreation@wiu.edu

Additional emergency procedures for specific employee group areas will exist.

Please see your supervisor if you have any questions regarding safety and emergency procedures.



Disclaimer

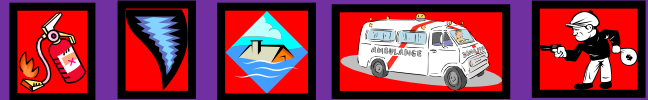


All information in this employment handbook is **current** at the **time of print**. Additions, changes and/or deletions to policies will be **made available** to all employees at the time that action occurs. **All employees** will be kept abreast of the current rules, regulations, policies and procedures.

This handbook is **not part of a contract** and no employee has any contractual right described in this employment handbook. Employment with Campus Recreation is **at will** and voluntary; Campus Recreation has the **right to dismiss** employment at **any time**.

Campus Recreation complies **with all** University, State, and Federal laws and policies.

Emergencies



FIRE

1. Call 911 or use channel 2 on the two-way radios to report the fire, building location, and area of the building. If calling from a cell phone, call Office of Public Safety (OPS) S at 309-298-1949 and report the same information. Do not use a cell phone unless absolutely necessary.
2. **Evacuate the building:** The supervisor on duty will designate people to evacuate the track, mezzanine, and gym levels and designate one employee for the east and west entrances to make sure no one enters the building after evacuation. **No one may enter the building until OPS has given approval to the supervisor on duty.**
3. Do not try to extinguish a fire. Wait for the Fire Department. **Do not jeopardize your safety.**

POWER OUTAGE

1. Evacuate all activity areas affected by the outage.
2. Call the appropriate number listed below. Identify yourself and tell them your location. Ask how long the power will be out.
 - During office hours, call Physical Plant at 8-1834 (or 309-298-1834 from a cell phone)
 - During evening activities, contact OPS at 8-1949 (or 309-298-1949 from a cell phone) or channel 2 on the two-way radios
3. Keep areas closed until power comes back on. If power does not return within one hour, student workers should be sent home and signs should be posted notifying students.
4. Emergency lighting will automatically come on in SRC and Brophy.

5. Flashlights are located in Brophy Pool and SRC Aquatics Center.

SEVERE WEATHER

1. Be aware of the civil defense sirens. A siren blast means a tornado has been sighted; it is considered a tornado warning. Sirens will not be used for all clear signals.
2. When a civil defense siren blasts:
 - The Lead, Grad, or Supervisor on duty will announce over the PA system:

“A tornado warning has been issued, please clear all areas and proceed to the main level locker rooms.”
 - The Lead, Grad, or Supervisor on duty:
 - o Notifies all other activity areas.
 - o Gets a battery-operated weather radio and monitors it regularly.
3. The Lead, Grad, or Supervisor on duty performs a final facility check and waits for the all clear signal from OPS on channel 2 of their two-way radio.

BOMB THREAT

1. If receiving the call, try to keep the caller on the line; gather as much information as possible from the individual including:
 - Location of the bomb
 - Time of detonation
 - Any other information to assist in pinpointing the danger area
2. Contact the supervisor on duty and OPS at 309-298-1949; **no** other action should be taken to disrupt those using the SRC.
3. Wait for OPS to arrive to talk to the person receiving the call

- and the immediate supervisor on duty of the building.
4. The building will not be evacuated; fire alarms will not be sounded; and no other action will be taken except to notify OPS.

Emergency Procedures for Student Recreation Center

1. The first responder will notify the supervisor on duty (Graduate Student, Lead Student, or Facility Manager).
2. The supervisor on duty will confirm that he/she is informed of the emergency and is in route.
3. When the supervisor on duty reaches the scene, he/she will determine if it is life threatening or a non-life threatening emergency.
4. Supervisor on duty will either radio OPS or instruct the Front Desk worker to call OPS if the injury is life threatening.
5. Supervisor on duty will designate someone (Facility worker, Equipment Room attendant, or Weight Room attendant) to meet OPS at the east entrance.
6. Supervisor on duty will complete all necessary reports and notify appropriate full-time staff.
7. To notify another area of potential difficult or threatening situation, use the 2-way radio:

“This is (your name.) I want to make everyone aware that the vending machine is broken in (the area you are in.)”