


Recreational Sports

# SERVICE STAFF EMPLOYEE HANDBOOK



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## **INTRODUCTION**

As a member of the Recreational Sports Staff, you are a team player of one of the most visible and popular departments on campus. With this position comes a tremendous responsibility that demands high levels of professionalism, communication, pride, and loyalty. You were hired because you possess these qualities. We hope that you are excited about your role and responsibilities. Above all, we hope you enjoy working with people as these programs are PEOPLE ORIENTED. Our job is to serve UWL students, faculty, staff, and guests. Let's work together to provide the ULTIMATE product. Enjoy your job, those you work with, and your entire UWL experience.

### **Handbook**

This handbook has been prepared to provide a solid information base for you, so you know where to start and where to go for questions. Make the best of it. Read this handbook carefully. Digest the information and read it again. But, remember that nothing is all textbook. Situations may arise that will not have been discussed and will demand problem solving. At these times, use common sense, keeping in mind the mission, vision and values of the Recreational Sports Department.

## **ABOUT REC SPORTS**

### **Mission, Vision & Values**

#### **Mission Statement**

The Recreational Sports Department enhances the UW-La Crosse experience by offering diverse programs, innovative services, growth opportunities, and welcoming facilities.

#### **Vision**

A thriving community enjoying active and healthy lives.

#### **Values**

Fun, Wellness, Inclusion, Integrity, Collaboration, Customer Service, Leadership Development

#### **Equity, Diversity & Inclusion Statement**

Everyone deserves a chance to play and belong. We recognize that significant disparities exist for historically marginalized people in every aspect of society, including within our facilities, programs and services. This is why we are dedicated to creating a space that celebrates, supports, and affirms, everyone from all backgrounds, abilities, and fitness levels. We are focused on eliminating barriers that prevent the full participation of historically excluded identities. We believe in treating everyone with respect and strive to provide recreational facilities, programs and services which are welcoming, accessible and equitable.

### **Our Commitments**

- Provide programs and events that create a safer space for historically marginalized people
- Establish and maintain mutual relationships with partners across campus
- Embrace inclusivity by removing barriers to participation that currently exist within our offerings, policies, and procedures
- Strive to build a culture that emphasizes the importance of diversity, equity, and inclusion in the workplace
- Collaborate with the UWL Bias Support & Education Team to report, address and confront all incidents of hate and bias

## **Programs & Services**

Rec Sports prides itself in having something for everyone! We are one of the most popular programs on campus and consistently have over 80% of the student body participate in one or more of our program areas on an annual basis. Programs and services include:

- Open Recreation
- Intramural Sports
- Sport Clubs
- Climbing Gym
- Outdoor Connection
  - Equipment Rental
  - Trips
- Mitchell Hall Pool
- EZONE Esports & Gaming
- Fitness Programs
  - Group Fitness
  - Personal Training
- Fitness Center
- Special Events
- Instructional Programs

Rec Sports staff members should review the Rec Spots website to learn more about our programs and services.

## **GETTING PAID**

### **Workday HR System**

Rec Sports staff are required to use the App and web-based Workday HR system to record time worked. You can access it via this link: <https://www.myworkday.wisconsin.edu/> In addition, you can access Workday via the Current students quicklinks by clicking MyUW (Workday).

Instructions on how to punch in/out is available [here](#). Follow the "Entering Time from the Time Clock" section. In Workday, the terms are "Check In" and "Check Out".

Typically, there is no reason for a service staff member to check in more than 5 minutes prior to the start of your shift.

You can also Check In and Out via the Workday App. The App is easy and efficient.

The benefit of the app is that you also don't forget to log out when using a public computer.

When using the App, the Organization ID is wisconsin.

However, you must always check in and out at your workstation. For example, in the Fitness Center, you should check in/out only when you get to the Fitness Center and are ready to work. Checking in/out from other locations is payroll fraud.

Other helpful instructions:

- [Basics of Navigation in Workday](#)
- [Change Email Notification Preferences in Workday](#)

- [View and Print Payslips](#)
- [Remove and Edit Payment Elections in Workday: Direct Deposit](#)

### **Time Corrections**

Student employees are allowed to correct their own timesheet. To do this, follow the "Entering Time from the Timesheet" instructions. Please be advised on the following policies regarding correcting your own time:

- Time correction via the Timesheet is only for corrections. You should make every effort to check in/out via the time clock. We can see in Workday when you use the timeclock, or you enter your own time.
- When making a correction, do it right away, as soon as you notice the error. Don't wait until the end of the pay period to enter all of your time.

Your time sheet is YOUR responsibility! We are no longer allowed to make time corrections for you. Missed punches may result in unapproved time and late pay.

### **Review & Submit Time**

Everyone must Review and Submit their time at the end of the pay period (Sundays). This is your sign-off saying that what is in the system is correct. Be sure to carefully review your time before you submit it.

We recommend reviewing and submitting your time weekly, but it must be done every two weeks at the end of the pay period.

Rec Sports will try to provide the following reminders, but ultimately it is your responsibility:

- Outlook Calendar Invite
- Email Reminder

### **Payroll Fraud**

As an employee of the University of Wisconsin-La Crosse, you are held to the same standard of ethics as all university faculty and staff. This includes the accurate and honest reporting of the hours you work. All staff members must record actual hours worked.

Examples of falsification of time includes, but is not limited to:

- Entering your punch using the web clock prior to arriving at work or after leaving work in order to appear as though you worked more hours
- Failing to use the time clock and misrepresenting to your supervisor about when you arrived at or left work.

Falsifying hours may immediately result in your suspension and/or termination from all employment at UWL. Additionally, you may be required to pay back the university for hours paid that you did not work.

### **Pay Checks & Pay Periods**

Students are paid every two weeks via direct deposit. Student paychecks are paid according to the number of hours worked in a 2-week period and take 2 weeks to process. Therefore, checks seem 2 weeks behind. You will receive statements via Workday. Pay checks are based on a 2-week period called pay period.

### **Maximum Hours Worked**

A pay week runs from Sunday through Saturday. Campus regulations state that students may not work

more than 25 hours per week (Sunday-Saturday) while attending classes, including winter sessions and summer sessions. All staff members must track the hours worked each week and ensure that these limits are not exceeded. In the event that a staff member anticipates a heavy week of work, they should find a sub. in advance when feasible. At no time is a student allowed to work more than 40 hours per week.

## **GENERAL EXPECTATIONS**

As a Rec Sports staff member, you are part of a team that works together to provide exceptional recreational services to the campus community. To maintain the high standards which our students expect, we have a few expectations of all student employees:

- Safety & Risk Management is our #1 responsibility. Safety and risk situations show up differently in each service area. Enforce policies consistently, be prepared and proactive.
- Create a welcoming and friendly experience for all.
- Complete work tasks and projects as assigned. Never plan on doing schoolwork on the clock. Getting to do homework on shift should be considered a bonus, not an expectation. Know that what you do impacts others.
- Work as a team to create a product and work environment in which we are proud of. Know that what you do impacts others.
- Set an example for our participants. When participating, it's important to follow Rec Sports policies. Being a staff member does not entitle you to break the rules.
- Follow the Rec Sports Apparel Policy and other important policies within the Service Staff Employee Handbook.
- Read your email and respond to emails and text messages in a timely manner.
- Check Connect 2 messages at the beginning of each shift for important and timely updates from the department and your supervisor
- Accurately record your time in Workday. Review and submit time on time.
- Utilize SubitUp to trade shifts. Help your fellow staff members by picking up shifts when possible.
- Follow other expectations as set by your immediate supervisor and peers.

## **Rec Sports Mandatory Online Training**

Rec Sports student staff are required to complete the online training required of all UWL employees.

<b>Training</b>	<b>Time Required</b>	<b>Staff</b>	<b>Frequency</b>
Mandated Reporter	30 Min	All Staff	Once
Information Security Awareness	One Hour	All Staff	Annually
PCI Training	One Hour	Info Counter & OC	Annually

## **Training Location**

Trainings are completed through Workday and/or Canvas

## **Availability & Deadline**

Courses are available on the day of your start date. In addition, annual training is required to be re-taken every March. Training must be completed within 30 days of when it was assigned.

## **Getting Paid**



The mandatory trainings are considered "work", as such student employees are entitled to compensation at their normal hourly rate. With the exception of Fitness Center and Climbing Gym Supervisors, all staff can complete these trainings during their normally scheduled shifts, during less busy times.

### **Fitness Center & Climbing Gym Supervisors**

Complete the trainings on your own time, outside of scheduled shifts. Check in and out in Workday using the Time Clock. In the comment field, record the name of the training.

### **Customer Service**

There are endless sayings about customer service, such as: it takes months to find a customer...seconds to lose one; treat every customer as if your world revolves around them...it does; service does not come from a manual, it comes from the heart! While these are all great sayings, no statement is more critical to your current position than the following: the foundation of the UW-La Crosse Recreational Sports Team is customer service. It is the basis and priority of all that we do since our responsibilities revolve around serving UWL students, faculty, staff, and guests. Whether on the phone or talking face to face, you are expected to be professional, cordial, and informative to all people. That means you must be always accessible, willing to listen to complaints, resolve problems quickly and politely, go above and beyond the call of duty, and demonstrate visible appreciation to all. The following standards of customer service were developed by your fellow student employees:

- Initiate experience with friendly and respectful acknowledgement
- Focus on the customer while interacting with positive verbal and non-verbal communication
- Stay up to date with departmental programs, services, and procedures
- Strive to go above and beyond expected service
- Conclude with knowledge of customer satisfaction

### **Confidentiality**

Confidential information includes, but is not limited to:

- Personal identification information (e.g., names, addresses, phone numbers, email addresses)
- Student staff schedules
- Pro staff personal contact information
- Health and medical information including accident, injury or incident reports or information
- Financial information
- Security camera footage
- Any other information that is considered sensitive or private

All student staff are responsible for protecting confidential information from unauthorized access or disclosure and reporting any breaches of confidentiality to their supervisor immediately.

### **Apparel**

Rec Sports staff members are expected to dress appropriately at all times and follow the apparel policies below when on duty.

#### **General Rules**

- All apparel must allow staff to perform all functions of their job duties and not interfere when responding to emergencies. Be cautious of items that may be too tight or too loose as they items may restrict range of motion and your ability to do your job
- Attire must cover the genitals, buttocks, pectorals and the entire length of the torso
- No inappropriate logos and themes including, but not limited to drug/alcohol references and

profanity

- Apparel must be free of stains, holes, mesh, rips, altered/unfinished seams, transparency and permanent alterations

#### Tops

- Must wear a Rec Sports/UWL top or Rec Sports vest
  - Service staff will be provided with a staff t-shirt prior to their first shift
- Rec Sports jackets, t-shirts and long sleeve shirts are available for checkout from the Rec Sports Office
  - Clothing must be returned at end of shift to the laundry basket below the rack
- Rec Sports apparel should not be worn when in a Rec Sports facility and not working

#### Name Tag

- Provided name tag must always be worn on the outermost layer of clothing
- To provide a more inclusive environment, name tag pronoun stickers are available at each service area.
- Staff are encouraged to keep their name tag in their work location when not in use
- Additional name tags can be requested from the Rec Sports Office Manager
- Must be returned at completion of employment

#### Bottoms

- Khakis, jeans, joggers, nice sweatpants, leggings/yoga pants and shorts may be worn
- Bottoms must always be visible
- Must be neutral colors and solid print. For example, animal print and neon colors may not be worn
- No pajama pants

#### Footwear

- Closed toe shoes must be worn in the Fitness Center and Climbing Wall. For other service areas, closed toe shoes are recommended but not required. Closed toe shoes provide the best protection when moving and setting up equipment as they can protect the toes from injuries caused by objects falling on them, etc.
- Sandals must have a secure heel (no flip flops, slides, etc.)

#### Outerwear

- Rec Sports jackets must be worn for outdoor activities that require warm clothing.
  - Jackets may be checked out from the Rec Sports Office
    - Must be returned at end of shift/trip
  - Personal jackets may be worn in the event of extremely cold conditions, where the Rec Sports jackets do not provide enough warmth
- If working outside, UWL or work appropriate winter hats are allowed

#### Hats

- Only Rec Sports or UWL caps may be worn
- Caps must face forward
- Outdoor/winter hats are not allowed to be worn inside

#### Special Circumstances

- Professional staff supervisors may require an alternate dress code for trips, special situations or events. This includes labor intensive work that could be destructive to clothing
- Staff that don't have front facing jobs (students working in the office, graphic designers and bike mechanics) do not need to wear a Rec Sports/UWL top, however a Rec Sports name tag must always be worn.
  - Exempt staff not wearing a Rec Sports/UWL top must wear a Rec Sports vest when filling in/working in a service area.

#### Rec Sports Apparel Purchases

- Staff t-shirts (\$14), long sleeve shirts (\$15) and Rec Sports caps (\$15) may be purchased from the Rec Sports Director or Office Manager
- RECET typically sells additional Rec Sports apparel items via an online store once per year.

Staff should be advised that they are representing UWL Rec Sports anytime when they are wearing Rec Sports staff apparel. Rec Sports apparel should not be worn to bars or parties.

Professional and student staff are expected to inform a working staff member when they are in violation of the apparel policies. Lack of compliance with these apparel policies may result in disciplinary action and will be considered during semesterly performance evaluations. Raises for returning staff may be withheld due to lack of compliance. Student employees should complete a For the REcOrd Form when a fellow staff member is in violation of the apparel policies.

Student staff are encouraged to contact the Director to request religious exemptions to the apparel policy.

#### **Staff Off Clock Access Procedure**

Please make sure your check-in through Fusion when you access a Rec Sports facility to work out or recreate. Two options are available:

- Use your ID card or Rec Sports App barcode and enter through the turnstile
- Enter through the Info Counter and check in on the "swivel computer" by swiping your ID or typing in your name. Ask an info counter staff member if you need assistance.

Use statistics are an important measure of our success and contributes to our funding allocations. When a staff member enters through the Info Counter without registering through Fusion, we lose out on that swipe and our statistics are not correct at the end of the year when we compile our annual report. You do not need to swipe in when you are here to work a shift.

#### **Work Area Appearance**

Due to limited space and high visibility of all service areas, we ask for your cooperation with tidiness. Whether working or working out, keep your book bags, coats, and other belongings in the back or hallway lockers.

Be sure the service areas are clean, tidy and organized. This will also make a better impression on those many visitors that approach the counters. For most of us, this is our home away from home. Please make a conscious effort to clean and organize when closing in the evening so that the morning staff starts with a neat area!

#### **Safe Work Environment**

The goal of the Recreational Sports Department is to provide a positive experience for all, including staff members. If at any time you are concerned about your environment and/or that of another co-worker,

please consult a member of the professional staff. Other resources include the Office of Student Life, Violence Prevention Office and/or the Counseling and Testing Center.

### **Sexual Harassment**

As listed on the UWL website, the Board of Regents of the University of Wisconsin System, UW-La Crosse and the Recreational Sports Department strive to foster an environment of respect for the dignity and worth of all members of the University community. Sexual harassment of students and employees is unacceptable and impermissible conduct that will not be tolerated. Sexual harassment is a form of sex discrimination. It occurs in a variety of situations that share a common element: the inappropriate introduction of sexual activities or comments into the work or learning situation. Often, sexual harassment involves relationships of unequal power and contains elements of coercion--as when compliance with request for sexual favors becomes a criterion for granting work, study or grading benefits. However, sexual harassment may also involve relationships among equals, as when repeated sexual advances or demeaning verbal behavior have a harmful effect on a person's ability to study or work in the academic setting. Consensual romantic and/or sexual relationships may also constitute sexual harassment and sex discrimination. The individual with the power in such a relationship should expect to bear the burden of responsibility (excerpts from a UW System document adopted by the Board of Regents on May 8, 1981; for additional information and further definition of sexual harassment, see the policies listed on the UWL webpage).

### **Personal Space**

All team members should be cognizant of personal space. At no time should staff members be in one another's personal space in any work environment, regardless of relationship.

### **Unwanted Attention**

If at any time you feel uncomfortable due to the action of a customer or staff member, tell them so. This could be the result of many actions, including, but not limited to flirting, or excessive interactions. At no time should you need to put customer service over your own comfortability. If the behavior persists or you don't know how to handle the situation, contact a member of the professional staff.

### **Alcohol and Drug Use Policy**

While at work, it is expected the work area will remain an alcohol and drug free place. Employees are prohibited from reporting to work under the influence.

### **Food Policy**

The following policy applies to eating food while being on the clock and does not apply to staff meetings.

#### **Purpose**

- To help improve the overall first impressions that customers have when approaching a service area
- To ensure staff is providing high quality customer service
- Keep work areas clean and prevent damage to equipment

#### **Policy**

- Staff members are encouraged to bring small sandwiches and snacks that can be eaten quickly and without a mess. Snacks should be able to be easily concealed or put away and may include, but not limited to: small sandwiches, chips, granola bars, cut up fruit and vegetables.

- Eating a meal is not allowed in service areas. Meals are defined as pizza, spaghetti, foods with strong aromas, soups, large sandwiches, other delivered foods and/or foods that require utensils.
  - Meals are allowed if a meal needs to be eaten due to a back-to-back class/work schedule. If this is the case:
    - Prior approval from a professional staff member must be given.
    - Staff should utilize the kitchen area or lobby of the REC.
    - Meal breaks should be limited to 10-15 minutes
- No food should be eaten while providing service to a customer or placed/stored on counters of primary service spaces.
- Discard of all food materials in the hallway or lobby area

### **Kitchen Use & ATR Ice Machine**

- All staff members are welcome to use the refrigerator and microwave in the kitchen area.
  - It is recommended you label your dishes to avoid any confusion and/or TEMPTATION!
  - Please do not leave any food in the fridge for more than one week. Beyond that, your items may be discarded.
- Be sure to clean up after yourself so that the area stays clean.

The ice machine in the Athletic Training Room is NOT a food/drink storage area. This creates health concerns for you as well as maintenance issues for the ice machine!

### **On-Task Policies**

Safety, risk management, and customer service are the primary priority as well as completing job duties and responsibilities first. Customer service is at the root of these policies & how we are perceived by customers. Complete work tasks and projects as assigned. Never plan on doing schoolwork on the clock. Getting to do homework on shift should be considered a bonus, not an expectation. At no time personal work/tasks or entertainment distract a staff member from performing job responsibilities. All staff should hold each other accountable for these policies.

*These policies may become more lenient during summer or break periods at the discretion of your supervisor.*

### **Cell Phone Use**

Rec Sports student employees need to use personal cell phones for Okta 2-step authorization for Workday and Fusion.

It is recommended that student employees put their cell phones in a place where they are not tempted or distracted by them. If a student employee needs to use their cell phone while being clocked in, cell phone use should not interfere with job responsibilities. Customer service and risk management are significantly affected when staff continually use personal cell phones while clocked in.

Perceptions of participants when they see a staff member using a cell phone while working:

- Staff would rather be on their phone than helping me
- Staff is not prepared to handle an injury because they are distracted by their cell phone
- This building is not welcoming
- Staff are not approachable
- Staff are bored

## **Visitors**

Staff are not allowed to have visitors while on the clock.

Staff congregation should not interfere with job responsibilities. You are welcome to be in a service area when not working. However, you are expected to comply with all staff policies and procedures when doing so. While we want you all to have fun and enjoy spending time with each other, “hanging out” when you are not working can look intimidating to patrons so, please make it a short stay!

## **Sponsoring Guests While Working**

At no time is a team member allowed to sponsor a guest while on duty. The point of sponsoring a guest is to accept responsibility for the guest’s actions while in the facility and to accompany them to all areas while in the building. That would be difficult to do while working and abusive in numbers if many team members did so at the same time. Furthermore, that sponsorship may create a distraction from your work responsibilities.

## **Departmental iPad Use**

Departmental iPads are for Rec Sports related use only.

## **Studying**

Climbing Gym Staff and Fitness Center Supervisors are not allowed to study while on the clock. This is because of the heightened safety role of these positions. The role requires these staff to be the “lifeguard” of the space, head on a swivel, monitoring safety and managing risk at all times.

Staff must prioritize customers and job tasks. All job-related tasks must be completed prior to and kept up with while studying. Staff should use discretion and judgment to identify when it is possible to study while working, avoiding times that are busy. If a customer approaches, studying must stop immediately to provide customer service.

## **Computer Usage**

Climbing Gym Staff and Fitness Center Supervisors are not allowed to use Rec Sports computers for personal use or bring in their own personal devices (laptops, iPads, etc.) while on the clock. This is because of the heightened safety role of these positions. The role requires these staff to be the “lifeguard” of the space, head on a swivel, monitoring safety and managing risk at all times.

Other staff are to use their best judgment when using Rec Sports computers for personal use. Don’t use computers for anything that will be too distracting. Computers or personal devices should not be used if they are negatively impacting staffs’ ability to do tasks and provide good customer service. In addition...

- No personal use of the Fusion computers at the Info Counter
- Sound should not be used when using Rec Sports computers or personal devices
- Staff are advised not to log-in to their personal accounts on Rec Sports computers, as you might forget to log-out allowing access to all.
- Do not download any software on to Rec Sports computers

## **Stealing**

The following actions are prohibited and will result in disciplinary action or termination:

- Providing yourself or friends free products, services, or access (guest passes, memberships, etc.)
- Taking office supplies or using the Rec Sports printer/copier without authorization.
- Time theft: Punching in before starting work and stopping work but punching out late.

## **STAFF OPPORTUNITIES**

### **Staff Committees**

All team members are invited to become involved in the department beyond your typical job description. In addition to helping out on planning committees for special events, team members can serve on the following committees. Typically, applications for committees are due the first Wednesday of the semester. Applications and more information are available on the [Current Student Staff Resources](#) page of the Rec Sports Website. If you have an interest in participating in committee work, it is recommended that you discuss your desire with your Professional Staff supervisor.

### **Rec Employee Community Enhancement Team (RECET)**

The Rec Employee Community Enhancement Team works to build a strong and connected Rec Sports staff to support staff belonging and satisfaction.

### **Student Advisory Council (SAC)**

As a representative body of the entire Recreational Sports student team, the Student Advisory Council (SAC) provides recommendations and works with the professional staff team on Rec Sports related policies, procedures, and staff concerns.

### **Emergency Response Team (ERT)**

The Emergency Response Team (ERT) seeks to ensure the readiness of the department for any potential emergency. They review departmental incident response plans and facilitate medical emergency and incident simulation activities for student staff members.

### **Student Inclusive Networking Committee (SINC)**

The Student Inclusivity Networking Committee (SINC) is comprised of student staff passionate about making Rec Sports a more welcoming and inclusive environment for everyone. The committee strives to further the department's commitment to Equity, Diversity and Inclusion through staff training and assisting with departmental annual initiatives. SINC welcomes all Rec staff to join and values self-reflection, critical thinking, open discussion and building community.

### **Intramural Sports Participation**

Rec Sports supports and encourages staff participation in the intramural sports program, but not on the night of duty. Plan your activity schedule around your work schedule and participate on those nights you are not working.

This may be hard to avoid during playoffs. If you do participate in an intramural playoff game during a shift, you must find a replacement to cover your responsibilities. Be sure your work hours reflect your actual working hours by punching out and then back in. You will not get paid to play. This situation may be considered payroll fraud. Communicate with your replacement about duties so that everything is complete by the end of the shift.

There is no limit to the number of Recreational Sports team members allowed on the same team. However, the professional staff reserves the right to change this rule immediately in the event that this creates a conflict and/or interferes with work schedules or staff policies.

### **Staff Conduct**

Staff are held to a higher standard of conduct when playing intramural sports. Staff are to show respect

and support of contest officials, scorekeepers and supervisor staff at all times.

### **Team Names**

Team names implying Rec Sports employment or using the term “REC” (or other applicable terms deemed appropriate by administrative staff) will not be permitted.

### **Mo McAlpine Student Employee Development Scholarship**

The purpose of the Mo McAlpine Student Employee Development Scholarship is to promote and support continuing education and professional development opportunities for UWL Rec Sports student employees while contributing to the betterment of the department.

### **Mo McAlpine**

This scholarship was renamed in 2022 to honor Mo McAlpine’s 32 years of service to Rec Sports. Mo was the heart and soul of this department. For 32 years, she created a culture of leading from the heart, with an eagle-eyed focus on student support and development. She made a positive impact on the lives of hundreds, if not thousands, of students over the years, caring for them as if they were her own children. Countless professional staff here and around the country can call her their friend and mentor. Her passion, positive energy and wisdom was unmatched. The culture she helped create will undoubtedly leave a positive impact on the department for years to come.

### **Eligibility**

Applicants must:

- Be currently enrolled at UWL
- Have a positive work history
- Have completed at least one full semester of employment with UWL Rec Sports at the time of application
- Be on staff at the time of the development opportunity
- Certification applicants must utilize their certification to contribute to Rec Sports for two semesters after successful completion of the certification. Students may be required to pay Rec Sports back if they don’t meet this obligation.

### **Development Opportunities**

Funding may be used to attend a local, state, regional or national seminar, workshop, conference or certification. Though the opportunity does not have to be campus recreation related, the applicant must provide rationale that the experience will benefit the department. Opportunities include, but are not limited to:

- WIRSA Conference
- NIRSA Regional or National Conference
- AORE National Conference
- Wilderness First Responder Certification
- Group Fitness Instructor Certification
- Group Fitness CEU Courses
- Personal Trainer Certifications

Student employees should NOT apply to attend the NIRSA Student Lead On, as that is funded and applied for separately.

### **Funding**

Funding is provided through the UWL Rec Sports Foundation Development Fund. Funding available each



semester is based on the total dollars available in the fund and revenue generated the previous year.

The maximum funding allowed per development opportunity is equal to the cost of the registration fee. Funding is non-transferable to another staff member or development opportunity.

Scholarship funding will be provided as a reimbursement upon registration of the development opportunity.

### **Application Process**

- Eligible applicants must [apply](#) for funding by the two application deadlines, with specific dates set each year:
  - Apply in September for opportunities between October and February.
  - Apply in February for opportunities between March and September.
- Applicants may apply before the opportunity or for a previously completed opportunity. Previously completed opportunities must have been completed in the 60 prior to the deadline and receipts must be available.
- Students must [submit an application](#) and required supplemental materials for each activity. The application will request the following:
  - Current resume
  - Itemized budget to include registration fees, costs associated with travel to and from the conference, food, and the cost of lodging
  - Supporting document that verifies event description and registration fees

Successful applicants will have considered and applied for other funding scholarships available through [UWL](#), [NIRSA Region III](#), [NIRSA National](#), [WIRSA](#), [AORE](#), etc.

Scholarship applications are reviewed and awarded by departmental pro staff. Applicants will be notified via e-mail once a funding decision has been made; award must be accepted by the deadline stated in the e-mail.

### **Recipient Follow Up & Expectations**

Recipients are expected to:

- Act in a professional manner that positively reflects UWL and the Rec Sports Department. If poor behavior is observed and/or reported, applicant will be asked to leave the development opportunity and return to campus at own expense. No reimbursement will be awarded.
- Verbally report on the experience at a position staff meeting at the earliest date possible following the event. The report should include a summary of lessons learned, skills gained, networks created, and new potential ideas.

### **Staff Study Spaces**

The Rec Sports Conference Room (REC 161) and the EZONE are open to Rec Sports staff to use as a study or socialization space when they are not used for a departmental activity or meeting. Please keep in mind the following:

#### **Conference Room**

- Use the QR code at the entrance to see if the space has been reserved for official departmental business.
- Access can be provided by stopping by the Info Counter.
- Technology should not be used.
- Please keep the space clean

- Be ready to vacate the space promptly if necessary due to a last-minute departmental need

## **EZONE**

- The primary use of the EZONE before 3:00 pm is for Rec Sports student coordinators and anyone who works in the student office as an overflow space
- Rec Sports student employees may use the space to study or socialize between 6:00 am and 2:45 pm, Monday-Friday so long as they are respectful of any staff using the space to work
  - There should be minimum non-work-related conversations with clocked in staff
- There is a QR code on the door to scan to see if any Rec Sports meetings are taking place that day
  - Rec Sports professional staff and student staff may make last-minute reservations if the conference room is not available
    - Non-working staff may be asked to leave the space if it is needed for a meeting
- The expectations for using the space are like that on the 1st level of the library
  - Conversation at low volume and not disturbing working staff
  - Not creating disturbance or creating behavior in a manner which interferes with normal use of the EZONE
    - Including rowdiness, noise, and offensive interpersonal behavior
- Info Counter staff can unlock the door for staff to gain access to the EZONE
- No personal use of the EZONE computers, gaming consoles, or projector computer
- No food or drinks
- Clean up after yourself and leave the space better than you found it
- 20 people could use the space at one time at any of these locations
  - 12 computer stations on the west side of the EZONE
  - High top tables along windows
  - Couches and lounge chairs
- Non-Rec Sports staff are not allowed to use the EZONE as a study space
- If any of the above policies are violated, BMs and Pro Staff can remove non-clocked in staff

## **NIRSA Student Lead On**

Typically held in January each year, the NIRSA Student Lead On provides opportunities for student staff leaders to attend a student-led recreation conference in the Midwest. Stay tuned for additional information.

## **Support from Professional Staff**

Any member of the professional staff is willing to provide limited support to student employees dealing with stressors about work and beyond. Sometimes a listening ear is all you need. Other times, we can help connect you with various offices on campus including the [Student Life Office](#) and [Counseling & Testing](#).

## **PERFORMANCE & EVALUATIONS**

### **REcognition Form**

A REcognition Form, available through Connect2 or the Rec Sports website, is used to recognize a fellow staff member for performing above and beyond their duty. Uses include, but are not limited to:

- A staff member has covered multiple shifts
- A staff member provided exceptional customer service in a tricky situation
- A staff member went above and beyond in helping a fellow employee

### **For the REcord Form**

A Form the REcord Form, available through Connect2 or the Rec Sports website, is used to report issues with fellow staff members. Uses include, but are not limited to:

- A staff member is late to their shift or does not show up for their shift
- A staff member is not following set policies outlined in this handbook
- A staff member is not completing required tasks, pulling their weight

### **Disciplinary Strike System**

The following strike system will be used for staff. Strikes reset prior to the start of the fall semester. Supervisors may provide leniency or escalation based on the level of communication by the staff member, multiple violations, intent and extenuating circumstances. In addition, further leniency will be considered during the first two weeks of each semester for new staff and the first week of each semester for returners.

- 1st strike: verbal or written warning
- 2nd strike: meeting with immediate supervisor and written warning
- 3rd strike: meeting with immediate supervisor(s); final written warning
- 4th strike: meeting with immediate supervisor(s) and Director. HR may be consulted to discuss suspension and/or dismissal

Examples of when strikes may be given out:

- Late to a shift or meeting
- No show for a shift or meeting
- Frequently forgetting to punch in/out
- Incorrect staff uniform
- Not attentive to customers
- Not completing job tasks or assignments
- Ignoring a directive of a staff member of authority (Pro Staff, Student Coordinator or Building Manager)
- Disrespect to co-workers, patrons or a staff member of authority
- Not completing mandatory online training by the set deadline
- Abuse of privileges, aka accessing the building when not scheduled
- Sleeping on duty
- Not following policy as outlined in the handbook

Immediate termination or an escalation in the strikes process may be considered for, but not limited to, the following:

- Dishonesty
- Stealing
- Falsifying time records/payroll fraud
- Using or being under the influence of illegal drugs or alcohol while on the job
- Harassment/Assault

Depending on the incident, some cases may be referred to the Dean of Students Office.

### **Staff Evaluations**

Formal staff evaluations will take place once per year. The process will include a self-evaluation and, in some cases, a peer evaluation, followed by a meeting with your supervisor. In addition, staff will have

the opportunity to participate in an additional in-person informal meeting with their supervisor.

### **Staff Raises**

Returning staff are eligible to receive a merit raise of \$0.25/hour after each year of employment.

The decision on whether a staff member is eligible to receive a merit raise is left up to each professional staff supervisor and will be discussed at semesterly performance evaluations. Considerations include, but are not limited to:

- Adherence unit and departmental policies
- Submitting required materials prior to stated deadline (such as forms, class schedules, evaluations, etc.)
- Responding to departmental and supervisor correspondence by the deadline or in a timely manor
- Overall job performance

### **Feedback for Professional Staff**

Your feedback is welcomed and appreciated! Feedback is important information that helps develop us as leaders and staff. We encourage your feedback at any time in person. In addition, student staff can provide written feedback to their professional staff supervisor at the end of each semester via the Self Evaluation Form.

It is preferred that students provide feedback to their supervisor directly. If that method is too difficult, student staff may complete the [Professional Staff Feedback Form](#) to make an appointment with the Director of Rec Sports. The Director will listen to your feedback, ask follow-up questions and then summarize that feedback and provide it to the professional staff supervisor anonymously. If the feedback is for the Director, an Associate Director will receive the form and hear the feedback.

Serious cases involving University policy violations, sexual harassment/misconduct, abuse, and bullying should be referred directly to [Human Resources](#). In which case, a student can bring an emotional support person with them.

For all issues, student staff may proceed directly to the [Human Resources](#) office if they are so inclined. The Human Resources office is trained to provide [conflict resolution services](#).

Other resources available to staff dealing with workplace concerns include the [Student Life Office](#), [Counseling & Testing](#) and the [Office of Title IX and Compliance](#).

## **DEPARTMENT OPERATIONS**

### **Work Schedules**

SubitUp is an electronic scheduling platform that is used in all areas.

Typically, schedules are created for the entire semester prior to or at the beginning of each semester. Special schedules may be used for weekends and break periods.

All staff members are expected to work their scheduled hours. If a problem arises and you are unable to work your shift, you are responsible for finding a replacement. Use SubitUp to post and find a substitute for your shift. Payroll verification is done through SubitUp, so it is imperative that all subs/trades are

made accordingly.

In the event you are unable to find a replacement, discuss the situation with your immediate supervisor. Do not assume that since more than one person is working the same shift you do not have to show up or find a substitute. Several people are scheduled for a reason!

If you become ill and unable to work your shift, attempt to call co-workers. If too ill to make calls, contact the facility you are working at to ask staff to assist in finding a replacement. If none of the options create a solution, contact your immediate supervisor.

All staff members will be paid a rate according to the position they work in (i.e. if hired as a Building Manager but working as a Customer Service Representative (CSR), you will get paid a CSR rate). Therefore, it is imperative that you punch in appropriately and according to the position working on that day and time.

### **Break Scheduling**

At some times of the year, scheduling may be difficult. This typically happens around holidays and breaks. Scheduling priority during these times is left up to each professional staff supervisor. Seniority, committee involvement, past break/holiday shifts and general availability may be considered.

### **Pro Staff Out of Office Calendar**

Sometimes pro staff are out on vacation, at a conference or working from home. The [Pro Staff Out of Office Calendar](#) makes it easy to track down who is in or out of the office on a given day.

### **Staff Meetings**

Due to our having a large staff and lots of information, it will be necessary to meet on a regular basis. All staff members are expected to attend. If you are unable to attend, please contact your professional staff supervisor well in advance. Meeting times will be determined based on class schedules.

### **Connect2**

Connect2 is used to streamline operations and enhance communication throughout the department. All team members are expected to log into Connect2 at the start of each shift and complete the tasks, counts, forms, etc. accordingly. There will be a brief overview during staff training to help new team members become familiar with Connect2.

### **Messages**

#### **For Professional Staff**

There will be several times that you must take a message for Rec Sports professional staff. When doing so, it is CRITICAL that you get the correct information to complete the message. Temporarily use a piece of scratch paper to write the message, then email the staff member the information. Make sure to include the date and time of the interaction and the name of the person who took the note.

#### **For Coworkers**

There is never a dull moment in the world of UWL recreation! Many things are happening all day and every day while the staff is changing quite frequently. Therefore, it is imperative that when things go on during your shift and/or you get involved in an activity that you are unable to finish prior to the end of your shift, you must spread the word to the next team member who is replacing you. Inform them of

any current issues and/or ask them to continue with whatever task(s) you are working on.

### **Contacting a Custodian**

In the REC custodians carry a radio. Call them on the radio if you need assistance. In Mitchell Hall, call a custodian on the cell phone at 608-790-4498.

### **Radios**

Radios are the primary source of communication between employees during an emergency, therefore it is critical that everyone knows how to use them appropriately.

Always make sure you collect your radio (if applicable), your radio is turned on and audible.

Radios have the ability to use several frequencies: (1) Recreational Sports; (3) Weather Radio. Always keep the radio on frequency (1) unless checking the weather (return to 1 after checking). When replacing the radio on the battery charger, look for light to come on to ensure that it is going to recharge.

Be sure to depress button first, then talk, then release. Many times, the button does not get pushed soon enough or long enough and conversations are cut off.

Make all transmissions as brief and concise as possible. For log conversations, use the phone. Any discussions on the radio should be work-related only. Conversations must be professional in nature and to the point! Unnecessary transmission may delay another radio user from reporting or responding to an emergency incident.

When communicating between Mitchell Hall and the REC, it may be necessary to use the “base station” in Mitchell as the relay. Staff members working in the office may need to repeat information back and forth. It is also helpful for the person calling from the REC to take the radio outside on the campus side of the building.

Due to the nature of their jobs (meetings, etc.), professional staff may not be available by radio at all times. You may need to call their office line or email them to get them a message.

### **Radio Language: Medical Emergency**

- Individual who either sees or is told about the occurrence will radio the Building Manager, professional staff or other available staff member using the radio protocol.
  - " Attention, Attention, Attention: There is a Medical Emergency in (location) and (event details/resources needed)."
    - Example: There in Medical Emergency in the MAC. A patron is having a seizure please bring an AED
- Staff will respond and proceed to location with urgency
  - “Copy. This is (person), I am on my way”

### **Radio Language: Incidents/Assistance**

- (Position/person/location) to (position/person/location)
- “This is the (position/person/location), go ahead”.
- Include incident/need, location and event details/resources needed.
  - There is a participant with an ankle injury on Court 4. Please bring the first aid kit and ice.

- There is a water leak in the Fitness Center. Please bring a mop and bucket.
- Can you please come to the Climbing Wall for customer assistance?
- There is a fight on Court 1 between two intramural sports participants.
- Please come to the Aerobics Room to check in for a class.
- Can you come to the OC to cover for me?
- Staff will respond and proceed to location.
  - “Copy. This is (person), I am on my way”

## **Telephones**

The telephones in the service areas are not for personal use. That rule pertains to team members as well as non-staff members. Phone lists are available in the displays near the phones.

## **Making Calls**


Phone instructions are posted near the phones for quick reference and summarized below:

- To dial on-campus: last 4 digits of campus number
- To dial a local number: dial 7 + 7 digit number
- To dial long distance: dial 7 + 1 + 10 digit number (including area code)

## **Answering the Phone**


When answering the phone, we want to demonstrate customer service. Remember that the person on the other line can HEAR you smiling! Therefore, we ask that you begin with a greeting, identify your location and yourself, and then ask to assist caller. For example, if answering at the REC Info Counter: “Good evening, Recreational Eagle Center, this is Steve, may I help you?”

## **Putting a Call on Hold**

If you need to seek out an answer, place the caller on hold by pushing the hold button  Do not place the phone on the desk and/or hand over the receiver, allowing the caller to hear everything going on in the area.

## **Transferring a Call**

To transfer a call, take the phone off hold and then:

- Tell the caller you are transferring their call.
- Provide them with a direct number in case their call is lost.
- Push the transfer button  and wait for dial tone.
- Use correct "speed dial" button or dial phone extension
- When a person answers, tell him/her that there is a transfer call.
- Hang up and new parties are connected.

## **Keys**

Most staff members will have keys assigned to them. Keys must be checked in/out for each shift in the Key Watcher. At no time should keys be given to non-staff members; nor should they be passed along from one staff member to another at the change of shift. You are responsible for the key checked out to you through the key watcher.

## **Incident Reports**

Incident reports are used to report issues or incidents for all aspects of the program and facility. If something extraordinary occurs, it is important this form is completed so the situation is well documented. The electronic incident report is set up intentionally to gather as much information as

necessary so be sure to complete it as prompted.

The Incident Report form is found on Connect2 and are to be used to report issues or incidents, including, but not limited to:

- Fight
- Blood exposure
- ID and/or rules violation
- Lost/damaged sports equipment
- Fire alarm

### **Work Orders**

Work orders are to be submitted via Connect2 when a piece of equipment or part of the facility is not operating properly and/or needs to be repaired.

### **“Other Duties As Assigned”**

You may be asked to assist with items not within your position description, or with what may seem to be “trivial tasks” such as folding jerseys/rags, folding brochures, cleaning, and/or posting promotional materials. Although it may seem these duties are monotonous, they are critical to the teamwork and success of our programs. We ask that you take pride in program offerings and put forth your best effort in all that you do, whatever tasks you are asked to complete. Rec Sports employees work for the department as a whole. Please kindly assist any staff member who may request your assistance.

### **Lost & Found**

The central lost and found location for the Recreational Eagle Center is the Info Counter. If an item is found in the service areas, you may keep it in that location until the end of shift. At the end of shift, bring the item up to the Info Counter for it to be logged and placed in the appropriate storage location.