



RESHAPING



Employee Handbook

2009-2010

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TEAM URec:

Reshaping “U”! You might ask yourself, what does this mean as this year’s theme for University Recreation. I am hopeful that this theme will take on many meanings as we begin another school year. This time of year always brings excitement, optimism and enthusiasm as we embark on another journey through the school year. This year we will celebrate the 20th year of operation of the Student Activity Center here at CMU and we remain a critical part of the university mission to serve student in curricular and co-curricular activities. We remain the “place of choice” for student employment and development here at CMU and as a tremendous venue for applied research, exploration and personal and social development.

I hope you will explore what the significance this year’s theme has to you and embrace the many opportunities to contribute to the success of URec.

Let me take a moment to outline what this year’s theme means for our Team here in URec as we focus on this year’s priorities:

Reshaping “U”

- Increasing our level of accountability to the mission, goals and standards of University Recreation.
- Increasing our commitment to service excellence.
- Recommitting our efforts and support of student development.
- Supporting creativity, innovation and best practices in all URec operations.
- Refocusing our commitment to the pursuit of excellence.

These are just a sample of the many opportunities we have to Reshape “U” and improve and affect the success of the department. Our staff has spent the past months developing new strategies that will support us in our quest to become the outstanding service provider here at CMU. We intend to become that rare service unit that adds value to the university and engages every staff member in our many endeavors. We will do this by maintaining our commitment to excellence, offering comprehensive service to our university community, and serving as a model for leadership and service.

You are a member of a dedicated team, focused on service excellence and challenged by our everyday responsibilities. Your contributions to our department will be measured by your growth, knowledge and experiences that you take from your opportunities here in URec.

The Student Enrichment Council will again be your voice for pursuing new initiatives, improving our environment and maintaining high standards here in University Recreation.

The information detailed in this handbook will assist you with your experience here in URec. Please familiarize yourself with this information, as it is important to your development as a contributing member of our team. There are many policy changes, many of which were recommended and championed by the Student Enrichment Council.

We hope that you enjoy your experience with our department and please let us know what we can do you make your time with us better. Work hard, set high goals, stay motivated, but most importantly, HAVE FUN!

Reshaping “U” is part of our journey this year and only the success we all desire will determine our destination!

Have a great year!

Stan

Stan Shingles, Director
University Recreation

Mission Statement

University Recreation (URec) is dedicated to providing outstanding recreation, leisure and wellness programs, services and facilities for our students, members and guests in a safe environment that promotes healthy lifestyles, values diversity and contributes to co-curricular learning and leadership opportunities.

Service Theme

We create opportunities for health, fitness, and fun by providing a safe and friendly environment for everyone!

University Recreation Staff

Director Stan Shingles

Associate Directors

Demond Pryor
Cheryll Nordin
Jen Nottingham

Facility Operations
Marketing/Business
Programming

Assistant Directors

Gary Baker
Ira Wrestler
Kellie Schafer
Jennifer Spiegel
Amanda Drawve
Angie Dalton

Intramurals & Summer Camps
Aquatics/Safety
Student Personnel
Fitness/Wellness
Facilities
Residential

Support Staff

Tom Burke
Norm Knott
Carrie McGillis

Facility Technician
Building Maintenance
Injury Care

Office Professionals

April Roberson
Kyra Williams
Laurie Wood

Payroll
Receptionist/Membership Sales
Budget & Finance

Graduate Assistants

Miranda Walson
Micah Walters
Amy Kotulski
Darryl Anglin

Facilities
Intramural Sports
Bowling
Event Management

General Guidelines and Expectations

- All student staff members are expected to report to work on time.
- You must be currently enrolled as a student at CMU throughout the term of your employment.
- Student staff members may not work more than 40 hours per week on **campus**.
- You must maintain health and safety certifications.
- All student staff on duty must wear the appropriate URec attire.
- Personal radios, Ipods, Mp3 players, pagers, TVs, video games, cellular phones, magazines, palm pilots and books will not be permitted during a work shift in any area.
- Work areas should be occupied only by student staff members who are scheduled to work at those times. All visits must be brief.
- Use of alcohol or drugs or conducting any illegal activities at work is grounds for immediate dismissal and/or termination.
- Keep your work area neat and orderly. Do not leave your work area unattended.
- Attendance at all URec student staff meetings, orientations, and training sessions is required.
- Know, understand and enforce all URec/SAC and job-specific rules and policies.
- Be prepared for possible emergency situations (i.e. tornado, bomb threats, etc.) by studying the Emergency Procedures Manual.
- Correctly clock in and out via the time clock.
- You are expected to show proper ID at the entry stations if you are not dressed in your work attire.
- Staff members are expected to check their email accounts and Blackboard for important messages from the department as well as from your employee group supervisor.
- All materials reviewed and conversations overheard during work are strictly confidential and cannot be discussed outside the office or with other staff members except in the completion of an assigned task.

Departmental Policies & Procedures

Abuse of Department's Resources

If a student staff member is found using any of the department's resources for personal usage (i.e., but not limited to: telephone, copier, computer/printer) this will be grounds for termination and student will be asked to reimburse the department for any cost incurred.

All Staff Meetings *NEW*

During meetings that require all staff members to attend (i.e. Traditions, Departmental Workshops, and Mid-Year Meetings), please clock in under task code #15.

Accepting Others' Property

Do not accept the personal property of others for safekeeping. If you do, and it is damaged, lost, or stolen, you may be responsible.

Breaks

Rest- Staff members scheduled to work a four (4) hour shift or longer are eligible for a 15-minute break. Those who work less than four consecutive hours are not eligible for a break. The rest break should be taken at a time and in a manner that does not interfere with efficiency. Staff members are not permitted to use vehicles or to leave the facility during a rest break.

Meal Breaks- Staff members who are scheduled to work six (6) consecutive hours are entitled to one 15-minute PAID and one 30-minute UNPAID break. During the 15-minute break, staff members are not permitted to leave the facility via any form of transportation. During the 30-minute break, staff members must check out on the time clock and then check back in after lunch. Staff members can leave the facility during this break. You are welcome to eat anywhere that food is allowed in the building (Conference Room and Trackside area).

Please communicate rest and meal breaks with either a Building Supervisor, Student Manager or professional staff member. If you work in the Towers or East Area, please communicate with your team leader or supervisor to cover appropriate break periods. Breaks cannot be used to leave the shift early.

Food/Snacks and Drink

It is permissible to have drinks at the workstation, but they must be put in an inconspicuous place, such as under the counter. There are certain workstations, such as the pool, which have rules that supersede these. Since there are many definitions of what a "snack" is, and due to our strong customer service philosophy, there is to be no food and/or snacks at workstations*. If you do need to get a quick bite to eat or take a break, please contact and communicate your need for assistance with the Building Supervisor, Student Manager or even one of the professional staff members. We'll give you a quick break to get something to eat. (This policy includes the student staff members that work in the office suite.) You are welcome to eat anywhere that food is allowed in the building (Staff Break room, Conference Room and Trackside area).

* Special consideration for staff members who have been diagnosed with hypoglycemia.

*Bowling Center - If a Bowling Attendant is unable to leave the bowling center to take their entitled break (Rest or Meal breaks) due to the high volume of activity and there is not a second certified staff member present that can cover the shift, the breaking staff member may eat their food at one of the tables located

in the Bowling Center.

Complaint Procedures

Student staff who have complaints or disagreements are encouraged to try to resolve these problems by discussing them honestly with the professional staff member with whom they have a conflict. For sexual harassment complaints see – University Policies and Statements – Sexual Harassment Statement and Procedures section.

STEP ONE: Speak to the individual (one-on-one) that you have a conflict/problem with.

STEP TWO: Discuss your problem with the individual's supervisor.

If agreement still cannot be reached, the student staff should make an appointment and share the problem with that individual's supervisor. A list of URec professional staff and their supervisors are outlined below. Supervisors are bolded and underlined.

| | | | |
|-----------------------------|------------------------------|----------------------------|------------------------------|
| <u>Stan Shingles</u> | <u>Cheryll Nordin</u> | <u>Demond Pryor</u> | <u>Jen Nottingham</u> |
| Demond Pryor | Kellie Schafer | Norm Knott | Jennifer Spiegel |
| Cheryll Nordin | Kyra Williams | Tom Burke | Gary Baker |
| Jen Nottingham | | Amy Kotulski | Miranda Walson |
| Laurie Wood | | Amanda Drawve | Amy Kotulski |
| | | Darryl Anglin | Ira Wrestler |
| <u>Gary Baker</u> | <u>Kellie Schafer</u> | | <u>Angie Dalton</u> |
| Micah Walters | April Roberson | | |

STEP THREE: Involve the Assistant Director of Student Personnel.

If there is no solution at this level, then both parties should inform the Assistant Director of Student Personnel of the situation. Each party will be asked to prepare a written statement of the problem.

The Assistant Director of Student Personnel will investigate the problem, discuss the matter with the professional staff member(s) that are involved, and prepare a separate report. Once the required documentation and reports are compiled, both parties will be asked to attend a hearing on the matter.

If an agreement still cannot be reached, the problem may be referred in the same manner to the Director of University Recreation. Any decision made by the Director will be final.

All parties should make every effort to resolve the problem in the early stages of the process and to deal in good faith throughout the process.

Congregating Around Work Areas

Congregating around workstations is not permitted. If friends stop by while you are working, please explain to them that you are working. If this is a consistent problem, disciplinary action

may be taken.

Courtesy Call

If a student staff member does not report to his or her scheduled shift, a courtesy call MAY be made on their behalf to ask them to come in to work. Whether you receive a call or not, an infraction will occur. Student staff members are ultimately responsible for their scheduled shifts.

Housekeeping and Maintenance

Staff members are to keep their work area clean and neat. All trash must be picked up and placed in the proper receptacle. Equipment and furniture should be placed in its proper position. Keep your employee group supervisor or the Building Supervisor aware of any maintenance problems that you notice. Be prepared to help clean the facility and/or courts/fields as deemed necessary.

Intellectual Property Rights

As a staff member of University Recreation (professional, graduate assistant, intern or student staff member), any creation of programs, documents, manuals, brochures and other related materials, that are developed with the reliance of university support, are the property of the University and University Recreation.

Upon the departure of your employment experience with our department, all originals of programs, documents, manuals, brochures and other related materials must be turned over to the department. For more information about Intellectual Property Rights, please contact the Office of Research & Sponsored Programs (www.orsp.cmich.edu).

Law Enforcement Investigation Policy

If a law enforcement officer wants to speak with you while you are on duty, please have them consult with either your employee group supervisor or the Assistant Director of Student Personnel first. If this should occur during the evening hours, please have them consult with the Assistant Director of Facilities and Customer Services first.

Outdoor Complex: Please have the law enforcement officer consult with the Intramural Supervisor first.

Parking

Parking at the Student Activity Center (LOT 62) is permitted with proper CMU parking sticker issued by CMU Parking Bureau. There are certain dates and times during the academic year that LOT 62 will be closed or restricted due to events that are scheduled in or around the facility. When LOT 62 is used as a paid parking lot, those staff members who are scheduled to work during the event will be responsible for picking up and signing out a parking pass for LOT 61 (football games) or LOT 62 (basketball games) from the Assistant Director of Student Personnel, or designee.

Parking passes may be obtained anytime during the week of the event during the office hours of 8am-5pm. If you are substituting for a fellow staff member, it is your responsibility to come in and pick up your parking pass.

Passes must be turned in immediately. If this pass is abused and/or taken advantage of, the URec staff member may be dismissed from their job responsibilities and the department may lose this privilege.

Having this parking pass does not guarantee a reserved parking spot adjacent to the Student Activity Center. **Please plan ahead.**

If you are late due to restricted parking, you will be held responsible. Dates and times of events that will create a parking problem will be posted by Black Board or When to Work.

Meter parking will be monitored Monday - Friday 8:00 a.m. – 4:00 p.m. and will be ticketed if time has expired.

Participant Conduct

As a staff member of the department of University Recreation you are expected to abide by the same policies and procedures that the rest of the membership adheres to, as outlined in The Membership Manual and the Intramural Handbook. If a staff member engages in hazardous behavior or actions that might damage equipment or the facility, that person may be evicted, suffer loss of SAC privileges and/or face possible termination. Creating a hostile environment is subject to sanctions determined by one of the Associate Directors. Sanctions may include, but are not limited to, suspension from facility; revoking membership privileges; student disciplinary sanctions; civil prosecution and others.

Personal Phone Calls

Personal phone calls during work are to be made from the courtesy phone located near the Bowling Center only during your break period. If you have to make a personal phone call, please contact a Building Supervisor and/or a Student Manager to cover your workstation. Workstations should not be left unattended. Abuse of this will be noted in a student staff member's file.

No personal calls can be made or received from workstations via cellular phones and/or URec phones. Cell phones are not permitted in URec work areas. If a staff member is expecting an emergency phone call, obtain permission from the Assistant Director of Student Personnel or Employee Group Supervisor to carry the cell phone while working.

Reducing Work Schedule

A written (typed and dated) request must be received two weeks before being removed from the permanent schedule. You are still required to work one (1) shift per week, your scheduled weekend shift(s) and to attend all staff meetings and/or in-service trainings.

Resignation

A two weeks written (typed and dated) notice is requested prior to a staff member ending employment with University Recreation. If a staff member leaves on good terms, the staff member has the opportunity to reapply for employment. Failure to provide adequate notice will result in a notation being placed in your permanent student personnel file with the department and with Student Employment Office.

Student Personnel File Access

A student staff member may examine his or her student personnel file deletion, or write a statement of disagreement with any item in the file in the presence of the Assistant Director of Student Personnel. The student staff member may not remove any item from his or her file.

Staff Meetings and In-Service Trainings

Any time that your employee group supervisor plans staff meetings and/or any in-service training, they are considered mandatory and you are paid for attending. If you are unable to attend a scheduled meeting due to prior conflicts, please contact your employee group supervisor at least 72 hours ahead of the scheduled meeting/in-service. (Giving a 72 hours notice will not ensure that your absence is excused. The appropriate violation points level will be accrued.

Studying and Reading

There is no studying, homework, reading (newspapers, books, magazines, etc.), or writing (tablets, crossword puzzles, etc.) at any workstation.

Light Study during Exam Week

The Saturday before exam week begins, certain employee groups may do light studying at their workstations.

“Light studying” is defined as reviewing of class notes on paper or in a notebook or note cards. Textbooks, paperback books, laptop computers, calculators, palm pilots and writing of term papers are not allowed.

Below are the expectations for the other employee groups:

- **Program Desk Reps., Membership Services Reps., and Service Center Reps.** may do light studying.
- **Fitness Center** If two staff members are on duty, then one person may do light studying and the other staff member must remain active in their observation of our members. It's encouraged that staff members alternate this privilege.
- **Weight Training Center, Tower Fitness Center, MP Fit, Senior Partners, and Bowling Center** staff may study only if there is absolutely no one in the activity area.
- **Student Managers, Building Supervisors, Lifeguards, Program Coordinators, Marketing, Employment Services and Computer Support** cannot study at anytime due to the level of responsibility and/or to ensure that the department is providing adequate supervision to high risk areas and where liability is involved.

Every semester this privilege will be evaluated. Any violations of the exam week study policy will result in disciplinary action and/or the termination of this privilege.

Surveillance Cameras

The department has several security surveillance cameras positioned strategically throughout the Student Activity Center. These cameras have been installed to protect university and member personal property as well as to assist in any criminal investigation. These video clips may be used for staff training purposes as well as be used as evidence in staff personnel disciplinary procedures.

Closing Work Shifts

If scheduled for a closing shift, you will be able to clock out from your shift once all the closing responsibilities are completed for that particular night.

Working in Multiple Employee Groups

Before being scheduled to work additional shifts in other employee groups, you must receive approval from your primary employee group supervisor. (Your primary work schedule must be completed before being scheduled in additional employee groups.)

If you do work in two or more employee groups within the department, and if you are dismissed from one employee group, you are automatically dismissed from all employee groups.

Dress Code Guidelines

All University Recreation staff members are expected to present a neat, clean and well-groomed appearance. Staff shirts must worn at all times. A poor performance report will be written and the appropriate disciplinary action will be taken.

Apparel

The department of University Recreation provides each staff member with one (1) uniform top each academic year. The staff member has the option of purchasing additional uniform tops or other approved optional work apparel. If you are interested in purchasing additional attire, please see your employee group supervisor or the Assistant Director of Student Personnel. Special Note: Upon dismissal or termination, staff are required to turn in all issued uniforms.

Staff members are required to purchase their own black, navy or tan colored pants/shorts/skirts.

Casual For A Cause

Casual For A Cause is a program that is designed to encourage staff members to make a dollar contribution to a charitable organization and to the URec Student Development budget in exchange for the opportunity to wear blue jeans to work on Fridays and on Home Football Games. Staff members must wear the button, which designates them as a Casual For A Cause participant for the entire shift(s). If you wear blue jeans to your shift and have not purchased a button, a Building Supervisor, Student Manager or one of the professional staff will ask you to purchase one. (Staff members cannot request an I.O.U.)

Casual For A Cause buttons can be purchased at the beginning of each semester.

Lifeguards are exempt from the program. Donations are welcomed.

Chippewa Pride Day-Spirit Clothes

Every home football game, staff members are encouraged to wear a MAROON or GOLD (yellow is acceptable) colored t-shirt or sweatshirt with Central Michigan University or Chippewa printed on it in place of the traditional staff shirt. (Grey/white t-shirts are not acceptable Chippewa Pride attire.) As for other CMU Athletic events (MAC Championships, etc), the department will determine the merit of wearing spirit clothes and will communicate to staff members to show their Chippewa Pride by wearing approved spirit clothing.

Uniform Requirements

HATS

NO hats of any type may be worn while on duty, with the exception of facility tech and must be Urec furnished.

SHIRTS

Staff shirt must be worn while on duty and may not be covered up by another piece of clothing other than URec sweatshirt, sweater, etc. A neutral colored long-sleeved shirt may be worn under the provided staff shirt. Shirts may not be tied around the waist. Shirts may not be worn to work out and/or to participate in University Recreation programs.

NAMETAGS

A nametag will be issued to all staff members. Nametags are required at all times. If your nametag is lost, a \$2.00 replacement fee will be charged.

OUTSIDE WEAR

If cold, URec jackets are permitted to be worn over work shirt. Jackets are available to check out. Jackets must be returned at the end of the shift. Other outside wear is prohibited.

PANTS/SHORTS/SKIRTS

Any solid colored pants; shorts or skirts may be worn. Pants should not be frayed, patched or have holes. Leggings/stirrups, nylon pants, sweats, and sweat suits are not acceptable. Shorts/Skirts/Skortis must reach mid-thigh or longer.

SHOES

No flip-flops or open toe shoes.

Exceptions to Uniform Requirement:

The following staff members have a different set of requirements due to the nature of their jobs.

- **BMW Tech/Facility Technicians/Lane Maintenance Tech and Bowling Center** - Staff may also wear jeans.
- **Intramural Officials**– Dress code will be determined by sport being officiated.
- **Intramural Supervisors**– Outside events/programs: Hats are permitted. Blue jeans can be worn as long as they are not frayed, patched or have holes. Nylons pants can be worn. Shorts must reach mid-thigh or longer.
- **Group Fitness Leaders**– The following items are requirement for every shift. A URec Group Fitness shirt, sports bra (Female), black shorts or pants and aerobic/cross trainer shoes.
- **Lifeguards**-The following items are a requirement for every shift. A lifeguard shirt, swimsuit, whistle, black, red, or navy colored shorts, black nylon pants (to wear, if cold), flip-flops (optional).
- **Personal Trainers**– This Staff may wear any solid colored nylon pants, their staff shirt and aerobic/cross trainer shoes.

Payroll Procedures

Direct Deposit

Staff members have the option to have their paychecks deposited into their checking or saving accounts, or added to the CMU Money Card. To obtain direct deposit form, or CMU Money Card visit www.controller.cmich.edu. A Pay Advice forms slips can be picked-up at the same location as traditional paychecks.

I-9 and W-4

All employees of University Recreation **MUST** fill out the following forms with the Student Employment Office (located across from the Campus ID office in the Bovee University Center). All students should take either a passport or a driver's license and a social security card or birth certificate to fill out State and Federal W-4 forms and I-9 forms. These forms need to be completed within **72 hours** of your first scheduled shift.

FICA and Federal Withholdings

To be exempt from having FICA (Social Security taxes) withheld from your paycheck you must maintain at least half-time enrollment. During periods of non-enrollment or when a student drops below half-time enrollment, FICA taxes will be withheld. (Generally, this will only occur during the summer when student is enrolled in less than three credit hours in either summer session).

Pay Days

Paychecks are issued every other Thursday and may be picked up at the payroll office in Warriner Hall. A picture I.D. must be shown when you pick up your paycheck.

If you are unable to pick up your paycheck in person and would like to designate an individual to pick up your check on your behalf, please contact the Payroll Coordinator or the Assistant Director of Student Personnel to make arrangements prior to payday.

If you are a new staff member, there is a possibility that you will receive your first paycheck FOUR weeks after you have started.

Pay Periods

Pay periods cover two weeks.

Pay Schedule (Bi-Weekly 2009-2010)

| Pay Period | Pay Date | Pay Period | Pay Date |
|---------------------|----------|---------------------|----------|
| 06/14/09 - 06/27/09 | 07/09/09 | 12/27/08 - 01/09/10 | 01/21/10 |
| 06/28/09 - 07/11/09 | 07/23/09 | 01/10/09 - 01/23/10 | 02/04/10 |
| 07/12/09 - 07/25/09 | 08/06/09 | 01/24/09 - 02/06/10 | 02/18/10 |
| 07/26/09 - 08/08/09 | 08/20/09 | 02/07/09 - 02/20/10 | 03/04/10 |
| 08/09/09 - 08/22/09 | 09/03/09 | 02/21/09 - 03/06/10 | 03/18/10 |
| 08/23/09 - 09/05/09 | 09/17/09 | 03/07/09 - 03/20/10 | 04/01/10 |
| 09/06/09 - 09/19/09 | 10/01/09 | 03/21/09 - 04/03/10 | 04/15/10 |
| 09/20/09 - 10/03/09 | 10/15/09 | 04/04/09 - 04/17/10 | 04/29/10 |
| 10/04/09 - 10/17/09 | 10/29/09 | 04/18/09 - 05/01/10 | 05/13/10 |
| 10/18/09 - 10/31/09 | 11/12/09 | 05/02/09 - 05/15/10 | 05/27/10 |
| 11/01/09 - 11/14/09 | 11/25/09 | 05/16/09 - 05/29/10 | 06/10/10 |
| 11/15/09 - 11/28/09 | 12/10/09 | 05/30/09 - 06/12/10 | 06/24/10 |
| 11/29/09 - 12/12/09 | 12/24/09 | 06/13/09 - 06/26/10 | 07/08/10 |
| 12/13/09 - 12/26/09 | 01/07/10 | 06/27/09 - 07/10/10 | 07/22/10 |

Hours

The department of University Recreation has determined the following number of hours per week that staff members can be scheduled to work for the department during the academic school year (fall and spring semester):

United States Citizens/Residents

During academic school year (fall and spring)

- Undergraduate staff members can be scheduled to work up to 35 hours per week.
- Graduate staff members can be scheduled to work up to 30 hours per week, unless individual has a full time assistantship

During Winter, Spring and Summer Breaks

- Staff members (undergraduate and graduate) can be scheduled no more than 40 hours per week.

International Staff members

During academic school year (fall and spring)

- According to policies and regulations determined by U.S. Immigration and Naturalization Services, these staff members are limited to 20 hours per week during the academic year for on campus employment.

During Summer Only

- Full time employment (40 hours per week) is permitted.

NOTE: If a student falls below the academic requirements determined by the University, the staff member and the employee group supervisor will come to a joint decision on how many hours the student will be scheduled to work until academic requirements are attained.

Exceeding 40 hours per week limit

If you know that you are going to exceed 40 hours per week, you will need to inform your employee group supervisor, who will then request approval from either one of the Associate Directors or the Assistant Director of Student Personnel. Staff members are covered by Wage and Hour laws and must be paid time-and-one-half for all hours worked in excess of forty (40) hours in one week (Sunday-Saturday). If the student staff member does not seek the necessary approval, the appropriate disciplinary actions will be enforced based upon the situation and/or its severity.

National Certification Increase in Rate of Pay

(Athletic Trainer, Group Fitness Leader and Personal Trainer)

Once a staff member has obtained a national certification from a governing association for their respective field, it is their responsibility to submit a copy of their certification to the Assistant Director of Student Personnel. The new rate of pay will be adjusted from that pay period forward of when the copy was received.

Time Clock and Using Campus ID card

Upon reporting to your scheduled shift, you must clock in and out by using the biometric clock and your finger print. (The time clock is located on the wall between the Program Desk and the Bowling Center.)

For staff members that work multiple locations, it is important that you clock out of the current department and clock back in under the new department code.

The time clock procedures are located on the wall by the time clock, along with a list of the department codes and any messages to all staff members.

Please make sure that you check and read these sheets.

Under no circumstances is a staff member authorized to punch in or out for another staff member with his/her Campus I.D. card. This is grounds for immediate termination.

LOST/STOLEN Campus ID Card – In the event that a staff member's ID card is LOST/STOLEN and the staff member does not have the opportunity to replace it prior to reporting for work, the staff member should contact their respective employee group supervisor, professional staff or a Student Manager to fill out a LOST/STOLEN ID slip in order to document their work time. The student staff member will then have two business days to replace their card. If it is verified by the ID office that the campus ID card was lost/stolen then the staff member will not receive progressive disciplinary counseling. Students always have the option of having their finger prints entered and punching in with bio-check.

FORGOTTEN or MISPLACED Campus ID Card – In the event that a staff member forgets or misplaces their Campus ID card, the staff member should contact their respective employee group supervisor, professional staff or a Student Manager to fill out a FORGOTTEN/MISPLACED ID slip in order to document their work time. Staff member will receive the determined violation point level from the progressive disciplinary counseling. Special Note: Student staff cannot volunteer their time.

NON-VALID Campus ID card – In the event that the staff member experiences a problem with Campus ID card (did not prompt or indicate that time was processed) staff member should contact their respective employee group supervisor, professional staff, or a Student Manager to assist and re-punch the staff member in or out of their scheduled shift. Employee group supervisor or professional staff will accompany their respective staff member to seek assistance from URec payroll. Staff member will not receive Progressive Disciplinary Counseling (violation points) for seeking assistance from any of the above individuals.

SELF-CORRECTION PERIOD

If a staff member realizes that they clocked in under the wrong task code or forgot to clock out from their shift earlier that day, they can come back and swipe out or re-punch in under the correct task code. Staff members will also have to communicate this error to their respective employee group supervisor to ensure that the adjustment is made on the reviewed time sheets. If both steps are done, staff member will not receive progressive disciplinary counseling or violation points. Staff members have until the end of the day of operation to self-correct and communicate their missing punch or wrong task code.

For those staff members that are scheduled to work closing shifts and they realize that they forgot to clock out at the end of the night, they need to communicate their self-correction via email or voicemail to their respective employee group supervisor by 10 a.m. the next day.

Special Rates of Pay Facility Rentals

Depending on the rental group, student staff may receive time-and-one-half of their regular pay. When the facilities are rented or contracted during normal operating hours, the approval of the URec Director will need to be obtained prior to receiving this inflated rate of pay.

Holidays

The professional staff members of University Recreation recognize the diverse population of students that work for our department. The department supports your religious beliefs and will work with you in your efforts to celebrate the holidays you recognize.

University Recreation will recognize the following holidays for the 2009-2010 academic year.

| | |
|---------------------|------------------------|
| Labor Day | September 7, 2009 |
| Thanksgiving Recess | November 26 & 27, 2009 |
| Christmas Eve | December 24, 2009 |
| Christmas Day | December 25, 2009 |
| Winter Break | December 26-29, 2009 |
| New Year's Eve | December 31, 2009 |
| New Year's Day | January 1, 2010 |
| Easter | April 4, 2010 |
| Memorial Day | May 31, 2010 |
| Independence Day | July 5, 2010 |

The above dates are determined by CMU's Human Resources/Staff. Dates may be subject to change. Student staff will receive time-and-one half of their regular pay for these holidays if the facility is open.

Progressive Disciplinary Counseling Policies

Attendance, Behavioral and Missing Punches

Timely attendance, as well as a positive attitude/image and work performance is crucial to our programs and operation. Any absence, tardiness or poor performance becomes a part of your employment record.

Student staff member attendance and work performance is monitored on a daily basis by Professional Staff, Building Supervisors, and Student Managers. Student staff members, who are tardy or absent, will be contacted in regard to the necessary actions that needs to be taken to maintain active employment status within the department.

The department of University Recreation uses a progressive style of discipline; however, the department believes in working with the individual staff member to correct the behavior.

Disclaimer: A student staff member of University Recreation can be dismissed at any time, without regard to the preceding steps, if the staff member commits an offense for which immediate discharge is specified as a penalty, or if the staff member's continued presence would be contrary to the well-being of the department or any of its staff members.

Failure to Notify Statement

If you don't come to work or don't call in, we have the right to determine that you're not coming back. Unauthorized absences of two or more consecutive shifts without notice will result in dismissal.

Excusable Absences

Staff members are expected to show up and work the duration of their work shift that they are scheduled for. Authorized absences include the following, with the proper supporting documentation:

- Time off for a worker's compensation injury
- Emergency situations beyond your control
- Death of family member
- Jury duty
- Military leave
- Illness/accident (documented)

University Recreation reserves the right to verify any illnesses or death within your family (doctor's note/funeral notice) or any bills or receipts from auto repair and towing charges.

Illness Procedure *NEW*

If time allows, staff members are responsible for securing their work shift with another fellow staff member who is trained to cover their shift while they are ill. If a substitution is secured, please notify your respective employee group supervisor of this staffing change.

Please contact your employee group supervisor three (3) hours prior* to the start of your shift if you are feeling ill. If your employee group supervisor is not available, please speak with either the Professional Staff or Student Manager on duty. Only employee group supervisors, FM or SM may excuse you from work in the event of illness. This may not necessarily require documentation from a physician. However, a performance report will still be submitted and tracked for each absence approved due to illness. These staff members will ask whom you have called from your staff member phone list.

* Staff members who are scheduled to work facility opening should communicate to one of the following URec staff members 15 minutes prior to the facility opening time. Calls need to be made to 774-3686. If you receive the option to leave a voice mail, please continue to call until you speak with one of these individuals.

Weekdays – Student Manager

Weekends – Assistant Director of Facility & Service Center, Student Manager, or professional staff on duty

Undocumented excessive illness (two or more periods of time per semester) may be grounds for dismissal.

Illness, Injury or Disability Reinstatement

A staff returning from a medical leave of absence of any kind may be required to furnish a health care provider's opinion as to the staff member's ability to carry on duties in a normal fashion. If the staff member's condition would interfere with the performance of the job duties or might result in injury while working or might result in aggravating the condition, the department may refuse re-employment or may temporarily transfer employment to alternative position, if the staff member is qualified for the position, to accommodate the intermittent and reduced work schedules from their regular job.

Inclement Weather Procedures

In the event of inclement weather, University Recreation may cancel or delay operations, programs and services for an appropriate reason. If it is determined that conditions warrant action, one of the following decisions may be made regarding the status of classes and the operation of the university:

University closure

Do not report to your schedule shift. Please check your cmich account as well as Blackboard to determine when the facility will re-open. A message will be generated via W2W and a text will be sent if there is a university delay or closure. To confirm that the University is closed, please call CMU Information Line at (989) 774-7500.

University Delayed classes/operations

This means the university is closed until 12 noon. If you are schedule to work over the 12 noon time hour (i.e. -11:00a.m. -1:00p.m.), please report to your shift at 12 noon.

A decision to amend the delay to closing the university (see above) for the day will be made no later than 10 a.m.

Road Conditions

Please call if you realize that you are going to be late for your scheduled work shift due to weather conditions (de-icing automobile or icy back road, etc.). Plan ahead to allow extra time during the winter season. If you have determined that roads in your area are unfavorable, it is your RESPONSIBILITY TO INFORM YOUR EMPLOYEE GROUP SUPERVISOR (via VOICEMAIL and/or EMAIL) that you have made this decision to delay your start time of your shift. Along with this requirement, please also contact one of the Professional Staff and/or Student Manager on duty (if your employee group supervisor is not in their office) of your decision so the coverage of your work area is adjusted accordingly. If the staff member has done all these steps, they will not be issued an infraction due to their tardiness.

* For Saturday and Sunday shifts—please follow the same procedures as indicated above and the professional staff on duty will use their best judgment for determining the weather conditions for that particular day and time. Professional staff will communicate the conditions to be recorded on departmental weather delay log sheet.

Substitution System

Each student staff member is ultimately responsible for his/her own shift. Failure to cover your shift will result in disciplinary action. Follow the substitution protocol below:

- Trade board book is available using W2W.
- In order for another SAC staff member to pick up a shift, s/he must have completed all training necessary for that work area.
- It is your responsibility to check the trade board. Do not assume the shift will be picked up because you listed it on the trade board.
- If you are having a difficult time securing a replacement for your shift, communicate your efforts with your employee group supervisor - a minimum of 5 business days before your shift. It will still be your responsibility to find a replacement, but your employee group supervisor might be able to assist with additional staff members to contact.

Your tardiness will not be excused even if someone agrees to stay and cover your shift until you arrive.

Progressive Disciplinary Counseling Procedures

The following point system has been developed to correct inappropriate actions with a step-by-step level of discipline that can give the staff member the opportunity to self correct the behavior.

New Hires

At the start of a new staff member's employment with the department, the new staff member will be granted a two-week "orientation period" where they become familiar with departmental expectations. During the orientation period, if any violation points are received, the new staff member will meet with their respective employee group supervisor to review their performance and be re-trained in how to perform this job function properly, or be reminded about the department's expectations.

At the conclusion of the orientation period, the staff member will be in a two-week "provisional period." During the provisional period, the staff member has the opportunity to remove any violation points that were accrued during their orientation period by not receiving additional violation points. If additional violation points are accrued during this provisional period, the violation points accrued during both the orientation and provisional period will remain intact and then will be transferred to semester counseling record.

Orientation Period - will begin at the start of the first day of training and/or required meetings and go until two calendar weeks from the start of training and/or required meetings.

Provisional Period – will begin at the conclusion of the Orientation period and go for another two calendar weeks.

Exemption – Violation points accrued by no show and/or conditions of employment sanctions will not be eligible for removal for the semester if obtained during this New Hire policy.

Special Notes about Violation: Violations do not carry over from the previous semester. **Disclaimer:** If a student staff member accrues violations at the 5 or 10 level at the end of the semester, the staff member could be held accountable to carry out the appropriate disciplinary action at the beginning of the following semester or the respective employee group supervisor may not request them for the following semester. ALSO a staff member's previous record can be used to determine whether or not a staff member should be promoted or transferred to another job within the department.

If you do work in two or more employee groups within the department negative actions and/or behaviors performed in one employee group will affect the employment in the other employee group. For example, if you are dismissed from one employee group, you are automatically dismissed from all other employee groups that you are employed in.

For each action or behavior observed, the following violation points will be assigned as follows:

| Action /Behavior | Amount Issued |
|--|---|
| Disrespect or improper behavior while as a participant/user. | Violation points vary due to severity. Action/Behavior may lead to termination. |
| Abuse of department's resources (including but not limited to copy machine, telephones, computer). | |
| Diverting from department policies, safety and/or security procedures. | |
| No show for a scheduled shift. | 5 Violation Points |

| Action /Behavior | Amount Issued |
|--|---|
| Tardy (Not present for more than 50% of scheduled shift. | 3 Violation Points |
| Unexcused absence for a staff meeting (48 hours notice not given to Employee Group Supervisor. | |
| Reading/Studying/Homework/Phone Calls/Browsing the Internet/ Playing games via the computer or cell phone while on duty. | |
| No Call/No Show for schedule shift due to illness (with required documentation. | |
| Leaving work station unattended. | |
| No punch in and out of clock (did not use Forgotten/Misplaced form). | |
| | 2 Violation Points |
| Forgetting to clock in for shift | |
| Miscommunication about a work shift (either between co-workers or employee group supervisors) | |
| Punching in under wrong task number | |
| Eating at a workstation | |
| Use of Forgotten/Misplaced Campus ID form | |
| Failure to complete work log paperwork and workout logs each week | |
| Tardy* (less than 50% of scheduled shift) | |
| Staying at one workstation for an extended period of time (Pertains to mobile positions) | |
| Sitting on and/or having feet on workstations. | |
| Allowing CPR or F/A expire | |
| *Tardies—the appropriate violation points will be issued to staff member who clocks in 6 minutes past the scheduled time because of, but not limited to: | |
| -late from class | -did not know how to read work schedule |
| -limited parking | -coming from any other prior commitment |
| Missing 1 uncovered shift due to CPR/FA expiration | 1 Violation Points |
| Forgetting to clock out from shift | |
| Dress code violation | |

Counseling and Notification of Violations

Staff members will be notified via e-mail of violations as they accrue through the university email system (global ID). Staff members may inquire about their violations accrued at any time throughout the semester.

Once a staff member has accrued four (4) or more violation points they will need to schedule an appointment to meet with their employee group supervisor before their next scheduled shift. The goal of the counseling session is to educate the staff member on correctable behavior and mentor and coach the problem before they are placed on probationary status. The employee group supervisor will write a brief synopsis to document their discussion for that session. Both the employee group supervisor and student staff member will sign and date the form, which states what was discussed during their session.

If a staff member disagrees with the points that have been assessed or feels that the situation is an exception and the points assessed are unjustified, they may appeal their points. See Appeals section for procedures.

Consequences

Once a staff member accrues a certain level of points (5 or 10-point level), the following consequences will be applied:

| | |
|---|----------------------------|
| Probation Period (not eligible to apply for promotion, may reduce number of employee groups, hours may be restricted) | 5 Violation Points |
| Automatic Suspended | 10 Violation Points |

Doubling of Points

The Friday (first shift) before exams start, all attendance related violation point values are automatically doubled.

Dismissal

Once a staff member accrues 10 violation points, they are suspended from the department and may reapply for employment after 90 days from dismissal date. See “Dismissal Reemployment Procedures” section.

Appeals Process for Violation Points

If a staff member disagrees with the violation that has been assessed or they feel their situation is an exception and the points assessed are unjustified, staff members may submit an Appeals form. All Appeal forms must be completely filled out and submitted to the Assistant Director of Student Personnel within five (5) days of the notification of points. Appeal forms are available via Blackboard or outside the Student Staff break room.

Appeals for Dismissal

Once a staff member has been dismissed, a final appeal can be made to the Director of University Recreation. A written appeal must be submitted to the Director no more than five (5) days after the date of written notification of dismissal. After appeal letter is received, an appointment will need to be scheduled with the Director. Note: Failure to submit your written appeal in the above-mentioned time frame invalidates the appeal. Appeals may be heard by a designee in the event that the Director is out of the office for an extended period of time.

Appeals will be heard by one hearing officer which will be one of the URec professional staff members who a) does not directly supervise the student who is appealing and b) was not involved in any way with the situation in question. Employee Group Supervisors will be informed of each appeal and asked to submit relevant information pertaining to the situation in question. This information will be provided to the hearing officer along with the student’s written appeal and a copy of the initial documentation of the policy violation. A regular “hearing day” will be scheduled weekly in order to ensure that appeals are processed in a consistent and timely manner.

Disclaimer: The timeframes stated for processing appeals may be altered if the appeal occurs over any of the university’s scheduled breaks (i.e. winter, spring and summer) and if the

Assistant Director of Student Personnel or Director of University Recreation are out of the office for extended period of time due to conferences, workshops or vacations. New time frames will be communicated to the staff member.

Dismissal Reemployment Procedures

Once a staff member has served his/her dismissal term (3 months from dismissal date), they become eligible to be re-hired. To reapply, the staff needs to write a letter expressing their interest in reemployment. The letter should also include what they learned from this experience and why they should be re-instated. The respective employee group supervisors and the Assistant Director of Student Personnel will review the letter and possibly set up an interview with the reapplying staff member. Opportunities for reemployment will occur if there is a position/billets available and if the reapplying staff has been deemed re-hirable. If the staff member held a promoted position (i.e. Building Supervisor, Intramural Supervisor, Student Manager and Program Assistant and Coordinator) at the time of his/her dismissal, s/he may re-apply for that particular position again, if and when applications are being accepted.

Any seniority and wage increases that were obtained will be forfeited.

PATS Platinum Reinstatement Card

If a staff member has obtained at least 100 PATS points, they may redeem their points for a PATS Platinum Card*. This card will allow staff members to drop their last four (4) violation points which would have lead to their dismissal from the department.

Once a staff member has redeemed their PATS points for the PATS Platinum Card to become reinstated, their employment record will still reflect they have accrued 6 violation points for the remainder of the semester.

*PATS points can only be redeemed for this card once each year (August 1st to July 31st).

Termination

Termination is recommended disciplinary action in any case that involves theft, assault, possession of a weapon, sexual harassment, intoxication, falsification of department records, deliberate destruction of university property, insubordination, breach of confidence, and any other gross misconduct which seriously jeopardizes the welfare of the department of University Recreation, Central Michigan University or any staff member.

Once terminated, a student staff member is no longer able to work for any area in University Recreation.

Departmental Work Practice Controls

At the university, all human blood and bodily fluids are treated as if they are known to be infectious for HBV, HIV and other blood borne pathogens. The exposure control plan was designed to meet the requirements of the OSHA blood borne pathogens standard and also to assure that all staff members have a safe workplace environment.

Illness, Injury or Disability Reinstatement

A staff returning from a medical leave of absence of any kind may be required to furnish a health care provider's opinion as to the staff member's ability to carry on duties in a normal fashion. If the staff member's condition would interfere with the performance of the job duties, or may result in injury or aggravating the condition while working the department may refuse re-employment or may

temporarily transfer employment to an alternative position. However, the staff member must be qualified for the position being transferred into to accommodate the intermittent and reduced work schedules from their regular job.

Safety Certifications

CPR/First Aid

All positions within the department, except computer tech, photographer, web designer, employment services, IMO, graphic designer, and marketing support are required to maintain current American Red Cross certifications in Adult, Child and Infant CPR* and Standard First Aid as a condition of continued employment. Individuals in the previously mentioned group who are interested in cross training will be required to obtain appropriate certification prior to being scheduled in that employee group. Failure to do so will result 10 violation points until the certification is renewed. URec offers full courses, review courses and challenge courses. A student may choose to renew the certification through any of these options or through another American Red Cross provider. Individuals who do not hold a current American Red Cross certificate (or equivalent) may participate in the challenge option one time only. Individuals who possess a current American Red Cross certificate(s) (or equivalent) may challenge as often as they like, as long as the certificate(s) remain current. Students in the review course must have previous certifications for that course and cannot have expired more than 12 months ago. If a student does not pass challenge, review or entire course, he or she are immediately removed from the schedule. If the student does not pass the URec challenge or review he or she may retake the course at URec at no additional cost or may put that money toward the full course at URec. If the student does not pass a challenge or review a second time, the full course is strongly recommended.

New staff members must obtain the required American Red Cross certifications within 30 days of their hire date; otherwise the staff member will not be allowed to work for University Recreation. This applies to all new staff members except Lifeguards (see "Lifeguard" section) Intramural Supervisors, Building Supervisors, Student Managers and Fitness Attendants.

*Building Supervisors, Intramural Supervisors, East and Towers Fitness Staff, Lifeguards and Student Managers require Professional Rescuer CPR.

CPR Expiration

Prior to the expiration date listed on your CPR/FA certification, you must successfully pass an American Red Cross class. If your certification does expire you will be immediately removed from the schedule. Of you allow this to happen, you will be assessed two (2) violation points. Although you have been removed from the schedule you are still responsible for ALL your shifts until you successfully pass an American Red Cross call. Therefore, one (1) additional violation point will be issued for every shift missed and/or that you do not find coverage for until your certification is current.

If you happen to be enrolled in a class prior to your expiration, and that class is cancelled (no fault of your own), you will only be responsible for covering your shifts until certification is obtained.

A.E.D (Automated External Defibrillation)

The respective departmental facilities are equipped to respond to emergencies that require defibrillation. Building Supervisors, Intramural Supervisors, East and Towers Fitness Staff, Lifeguards and Student Managers are required to be certified to use the A.E.D in emergency situations.

Bloodborne Pathogen

This is a mandatory, annual requirement for all staff members.

Lifeguard Certification

If you are employed as a lifeguard, you are required to provide proof of current certification at the time of hire (Professional Rescuer CPR, Standard First Aid and Lifeguard). If a lifeguard registers for a renewal class (showing proof of registration) while their certification is current, but the class takes place after their certification expires, the staff member will be allowed to retain their position as long as they provide substitutions to cover all shifts during until their certification is renewed. Permanent hours will resume when their new card (s) is presented. If a lifeguard is certified by another governing body upon hire, (YMCA or Ellis & Associates), the staff member will need to become a certificated lifeguard by the American Red Cross (ARC) by the communicated deadline. If ARC certification is not obtained the employed lifeguard will be removed from the schedule until certification is obtained.

Right-To-Know

Right-to-Know is a federal and state mandated requirement for all university employees, and must be attended within the first 30 days of employment. This requirement educates staff members about their rights and responsibilities when coming across potential chemicals and/or health hazards found in their workplace.

Departmental Classes

Details for upcoming classes will be communicated to staff members via e-mail, staff, website, member newsletters, respective employee group supervisor, and/or fliers posted at workstations. If you are unable to attend a class offered by the department, it is your responsibility to obtain your certifications elsewhere. However, the cost to take the course itself is absorbed by the individual taking the course.

Photographs and Video Protocol

When a member or a guest comes into the facility with a camera or video camera, they must have received prior approval from the Director or one of the Associate Directors to take pictures/film of our facility and/or its members. If you do see someone with this type of equipment, please alert a Building Supervisor, Student Manager or a professional staff member immediately.

Emergency Action Plan

Emergency Procedure Manual

The department of University Recreation has developed an emergency manual to assist all staff members in dealing with emergency situations that may occur in the Student Activity Center, Rose Center, Tower Fitness Center, East Area Fitness Center and at the Outdoor Intramural Complex.

This comprehensive manual provides information regarding emergency procedures such as accident/injuries, tornadoes, fires and bomb threats. A copy of this manual is located at each

workstation for review. If and when an emergency situation occurs, it is very important that all staff know the proper procedure. A Building Supervisor, Student Manager or a professional staff member will assist and review your responsibility for your work area. It is the responsibility of each staff member to ensure that all activities are conducted in a safe environment and in a proper manner.

Radio Usage

Due to the confidentiality of all emergency situations, and to respect the privacy of the victim (s), staff members are required to communicate using the code system below when handling these types of emergency situations. It is strongly recommended that all staff members memorize this code system. Each radio should be updated with a list of codes.

| | |
|-------------|---|
| Code Red: | Head, neck or spinal injury |
| Code Blue: | Cardiac Arrest or involving airway, breathing and circulation |
| Code SAM: | Seizure |
| Code Black: | Fainted or loss of consciousness |

| | |
|---------------|---|
| Code Green 1: | Sprain, strain, and contusions |
| Code Green 2: | Bleeding (Lacerations to severe bleeding) |
| Code Green 3: | Dislocations, fractures |
| Code Yellow: | Urinated, defecated, vomited |
| Code Purple: | Physical altercations |
| Code Aqua: | Pool Emergency |

Hiring & Promotion

Central Michigan University is an AA/EO (Affirmative Action/Equal Opportunity) institution that is strongly and actively committed to increasing diversity within its community. To support this university policy, our department will provide equal opportunities for our current and prospective student staff when it comes to recruitment, selection, training, promotion and transfer of employment opportunities. Below are the procedures for external and internal hiring for the department of University Recreation:

Nepotism Statement

In support of the University policy, no staff member or prospective staff member shall be discriminated against because a family member is employed by the department of University Recreation. University Recreation is not opposed to the employment of more than one family member except under circumstances where an employee would supervise a family member. Upon initial employment within University Recreation, family members will be placed in a different employee groups.

Cross Training

Once a shift(s) becomes vacant, the Assistant Director of Student Personnel will post any vacancies on Blackboard. Employee group supervisor can then determine if an individual is qualified to work in that vacant area. The staff member must have been assigned a task number from URec from Payroll BEFORE working in area.

If the employee group supervisor cannot staff the vacant shift (s) with a staff member from within the department, the External Hiring Procedures will go into effect.

* To be an active staff member, one is required to attend all in-services and staff meetings.

Promotion

Building Supervisor, Intramural Supervisor, Student Manager and Program Coordinator

A minimum of five (5) days are required to post an open position before interviews can be conducted by the Assistant Director of Student Personnel and Interview Committee. This time frame will allow for the opportunity to advertise the position to the current URec student staff members.

The interview committee will recommend (based upon the search) their top candidates for the position to the hiring employee group supervisor. Before offering the position to interviewing candidates, the hiring employee group supervisor should seek out the candidates' work performances from their current employee group supervisor and review the personnel files with the Assistant Director of Student Personnel.

Once the input has been collected, the employee group supervisor will need to draft and defend who their top candidates are and share with the Assistant Director of Student Personnel. Once the Assistant Director of Student Personnel has approved the candidates (to ensure that the candidates meet the qualifications for the position), the employee group supervisor may offer the position.

External Hiring

The employee group supervisor must inform the Assistant Director of Student Personnel that a position has become available within their employee group.

The Assistant Director of Student Personnel will review the status of positions for that particular employee group. The Assistant Director of Student Personnel will recommend which (CWS/GSA) should be considered for an interview.

A minimum of seven (7) days are required to post an open position before interviews can be conducted by the Assistant Director of Student Personnel. This time frame will allow for the opportunity to advertise the position to the campus community.

Assistant Director of Student Personnel will review applications/resumes submitted and communicate with the employee group supervisor regarding who will be contacted for an interview. The exemptions are Intramural Officials, Group Fitness Leaders, Personal Trainers, WSI and Lifeguards.

Special Note: Staff member should not be trained for any employee group during a HOLIDAY or SPECIAL EVENT pay date.

Rewards and Recognition Programs

There will be many programs and activities throughout each semester that are designed to recognize you and your fellow staff members. The types of rewards and recognition programs the department offers: PATS, Departmental Academic Honor Roll, You Made a Difference!, Tom Jones Student Leadership Award, Tony J. Kolarik Award, Recognition of Service Excellence Award, Bright Ideas and High 5. To review R&R programs, please review pages 30-33 of the Employment Handbook.

Upcoming programs and activities will be communicated via fliers posted at workstations, in the employee newsletters, staff meetings, communication board or by email.

Self-Nomination Procedure for PATS Points Program

When a student staff member feels that they have delivered outstanding service to one of our

members and/or guests and no URec Staff member is around to observe their interaction, the student staff members can recognize themselves by recommending P.A.T.S points. (There will be a box on the Student Staff Performance Report to indicate that this is a self-nomination.) Self-nominations should be submitted within 3 business days after the service is given.

Student Development Fund

The basic premise for this funding program is to contribute toward the professional growth and development opportunities of undergraduate and graduate students who are employed with the department of University Recreation at Central Michigan University. Student staff members may request funding after they have been employed with the department for a minimum of one academic semester (16 weeks). Funding will be allocated without regards to race, sex, religion, age, sexual orientation or other factors which may be considered discriminatory or irrelevant.

If you are interested in receiving financial support to attend conferences and/or workshops, please see the Assistant Director of Student Personnel for more details and information regarding this program.

Formal Programs

| Program | Purpose | Eligibility | Process | Award/Celebration |
|--|--|---|---|--|
| Super Sub | To reward staff members who make the commitment to assist fellow staff members in covering open shifts that are listed on the substitution sheet | Written substitution listed on the dealy substitution sheet. | At the end of each month the sub sheet is tallied to determine the staff member who has the most substitutions for their employee group. | Monthly Announcement of recipients will be made on Bb. Staff member will receive a food coupon from a local eatery. |
| Positive Attitude Towards Service (PATS) | To reward staff members who demonstrate outstanding customer service performance. | All staff members. | Each time an Outstanding Performance report is completed on a staff member who is recognized by a fellow staff member or by a professional staff member. The SCP will determine if the report should receive points and how many. | Ongoing Anytime throughout the academic year a staff member can redeem their PATS points for University Recreation apparel and specialty items. |
| URec Academic Honor Roll | To recognize staff member for their outstanding academic performance. | All staff members. Staff must have register/completed 12 or more letter graded hours to be eligible. | At the end of each semester. | Semester A list of URec academic Honor Roll will be posted in the main concourse of the SAC. The list is broken down by GPAs. |
| You Made a Difference! | To recognize staff members for their outstanding service that was provided either during a member/guest time of visit to the SAC or during their participation in one of th department's programs. | All staff members. | Each month the comment cards will be reviewed by a group of committee members who will decide which of the 'You Made a Difference!' comment cards are the most deservicing for that month. | Monthly The staff member(s) whoare chosen for their outstanding customer service will receive recognition pin to wear on your nametag. (The committee also has the discretion to not award a recipient if the comment cards returned during that particular month are not truly outstanding. |
| Service Recognition | To recognize staff members for length of service. | Student staff members who are graduating or will be leaving the department to fulfill an internship requirement (graduating next semester) | Employee group supervisor submits list of student staff members who will be graduating. Verify length of employment. | Annually Announced at the URec Annual Banquet and Gala Award Ceremony. Years of service will determine what type of recognition staff member will receive. |
| Tom Jones Student Leadership Award | To recognize a student staff who has embodied the "spirit" and dsplayed a sense of leadership, passion, commitment, and loyalty in their position and for the department. | 1. Full time undergraduate or graduate student status. 2. Worked for URec for a minimum of 1 academic year (32 weeks). 3. Is in good academic standing. 4. Outstanding work performances. 5. Demonstrates the qualities listed. | Each time an Outstanding Performance report is completed on a staff member who is recognized by a fellow staff member or by a professional staff member. The SCP will determine if the report should receive points and how many. | Ongoing Anytime throughout the academic year a staff member can redeem their PATS points for University Recreation apparel and specialty items. |

| Program | Purpose | Eligibility | Process | Award/Celebration |
|--|--|---|---|---|
| Tony J Kolarik Intramural Supervisor of the Year | To recognize the Intramural Supervisor who embodies the outstanding commitment, dedication, enthusiasm, leadership and service which Tony displayed during his work with the Intramural Program. | A student staff member who is employed as an Intramural Supervisor for that academic year. | Nominated by peer Intramural Supervisors. The Tony J. Kolarik Selection Committee will review nomination materials and make a recommendation to the Director of University Recreation. | Annually Announced at the URec Annual Banquet and Gala Award Ceremony. Honoree receives a commemorative plaque and name inscribed on plaque. |
| William N. Wasson Student Leadership and Academic Award | To recognize outstanding student leaders who are active participants, employees and/or volunteers at their institution. | Undergraduate/graduate students who are participants of and/or employed by the Department of Recreational Sports on NIRSA Institutional Member campuses. See criteria published by NIRSA. | A CMU/URec professional staff member who is an active member of the NIRSA will nominate student. (A limit of four may be submitted from each institution). NIRSA will determine who should receive this award. | Annually Announced at the NIRSA annual conference and the URec Annual Banquet and Gala Award Ceremony. Honoree(s) receive plaque designed by the NIRSA. Student name will also be inscribed on plaque located in the NIRSA room. |
| Donald R. Stabenow Recognition of Service Excellence Award | To recognize outstanding contribution and service to the department's programs and services it offers to the membership. | All staff members. 1. Student must be an active staff member during spring semester. 2. Have not received the award yet. 3. Full-Time student status. 4. Of fine moral character. | Nominations are solicited and submitted by the professional staff. Up to five student staff members will be selected to receive this award. | Annually Announced at the URec Annual Banquet and Gala Award Ceremony. Honoree receives a commemorative plaque and name inscribed on plaque. |

| Positive Attitude Towards Service (PATS) - Point Values | | | | |
|---|-------------|------------------------------|--|--|
| Area | Point Value | Verification Required | Issued by | Authorization |
| Customer Service | | | | |
| Going above and beyond Members/guests expectation | 5 | Per documentation | Any staff member or member, guest or participant | Employee Group Supervisor and Assistant Director of Student Personnel |
| Job Knowledge/Performance | | | | |
| Mentoring fellow staff members to the department/employee group | 5 | Per documentation | Any staff member | Employee Group Supervisor and Assistant Director of Student Personnel |
| Enforcing departmental policies during a difficult situation | 5 | Per documentation | Building/IM Supervisor, Student Manager, fellow co-worker, Professional Staff member | Employee Group Supervisor and Assistant Director of Student Personnel |
| Assisting Employee Group Supervisor with training during peak hiring periods | 5 | Per documentation | Employee Group Supervisor | Employee Group Supervisor |
| Non-paid attendance of related workshop or conference not supported by URec Professional Development Fund | 10 | Copy of receipt/registration | | Approval required before attending by Assistant Director of Student Personnel |
| Cooperation | | | | |
| Last minute call into work (within two hours of shift) | 10 | | | |
| Last minute call into work (same day) | 5 | Per documentation | Building/IM Supervisor, Student Manager, Professional Staff member | Employee Group Supervisor and Assistant Director of Student Personnel |
| Working beyond work shift to assist with activity area coverage (15 min. -45 max.) | 5 | Per documentation | Building/IM Supervisor, Student Manager, Professional Staff member | Professional Staff, Student Manager, Building Supervisor and Assistant Director of Student Personnel |
| Working beyond work shift to assist with activity area coverage (45 minutes) | 10 | | | |
| Volunteer for departmental programs 1 -3 hours | 5 | | | |
| Volunteer for departmental programs 3 hours | 10 | Program Filer | | Event Coordinator signature on filer |
| Safety | | | | |
| Active role in facility/participant emergency | 10 | | | |
| Correcting a potentially dangerous situation | 5 | Per documentation | Building Supervisor/IM, Student Manager, Professional Staff member | Associate Director(s) and Assistant Director of Student Personnel |
| Attitude/Enthusiasm | | | | |
| Having a positive attitude while dealing with a difficult member | 5 | Per documentation | Building Supervisor/IM, Student Manager, fellow co-worker, Professional Staff member | Employee Group Supervisor and Assistant Director of Student Personnel |

Special Note: Assistant Director of the Student Personnel has the authority altered the above stated PATS point values based upon the situation of the written report.

| Positive Attitude Towards Service (PATS) - Point Values | |
|---|--|
| REDEMPTION ITEMS | VALUE |
| Pizza Coupons | 1 for 1 point value (ex. \$20 to Dominoes = 20 PATS Points) |
| Premium Food Coupons (Max & Emily's, LaBelle, Mt. Town) | 2 for 1 point value (ex. \$20 to Mt. Town = 40 PATS Points) |
| Premium non-food vendors (Meijer, CMU Bookstore, Ace of Diamonds) | 2 for 1 point value (ex. \$20 to Bookstore = 40 PATS Points) |
| ULane Bowling Pass (Good for three games, shoes excluded) | 20 Points |
| Day Pass to the SAC | 20 Points |
| Additional Staff Shirt | 30 Points |
| 24 Punch Group Fitness Pass | 30 Points |
| Messenger Bag/Backpack | 50 Points |
| URec Hooded Sweat Shirt | 65 Points |
| URec Fleece | 75 Points |
| PATS Platinum Card | 100 Points |

Informal Programs

| Program | Purpose | Eligibility | Process | Award/Celebration |
|-----------------------|---|--|--|---|
| Happy Birthday | To wish staff members a happy birthday. | Staff member must have indicated their birth date on the Student Staff Directory form. | Card Sent. | Monthly Staff member may receive complementary coupons for departmental activities or from other participating businesses. |
| High 5 | To recognize fellow staff members. | All staff members. | Staff member can obtain a High 5 slip outside the Staff Breakroom. Once the handwritten note is written, staff member may hang it up in the High 5 zone. | Ongoing On the 15th and at the end of each month we will pull these cards down. Check the Staff Breakroom for messages. |
| Just Because | To share promotional items. | Staff member on duty. | Determined by URec professional staff. | Food, snacks, or free promotional items. |
| SAC Passes | To invite friends and family members to use the SAC when visiting staff members. | All staff members. | Distributed on paychecks. | Quarterly Month of January, March, July, and October. |
| Social/Fun Activities | To encourage staffmembers to come together and get to know their fellow staff members (students and professionals). | All staff members. | | Activities range from Beginning of the year BBQ, Thanksgiving feast, Holiday Party, St. Patties Day Senior Partner Appreciation, End of year Banquet. |

2008 - 2009 URec Award Banquet



Whitnie Kimball & Darryl Anglin

Certificate of Appreciation



Justin Peterson, Julianne Hanna, Whitnie Kimball, Karli Schaner, & Chelsea Kachaterian



Heather Macmanaman & Tom Jones

Student Leadership Award



Stan Shingles, Renee Shingles, Chris Petterson, and Courtney Jenkins

University Policies and Statements

Sexual Harassment Statement and Procedures

Workplace: Anti-Harassment Policy

Our department is committed to maintaining a work environment that is free from discrimination. In keeping with this commitment, we will not tolerate harassment of our staff members by other student staff members, general members, or professional staff members. Harassment consists of unwelcoming conduct, whether verbal, physical or visual that is based on the 14 protected classes, such as sex, color, race, religion, national origin, age, physical or mental disability. Our department will not tolerate harassment that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive work environment.

If you feel that you have experienced or witnessed workplace harassment, you are to notify the Assistant Director of Student Personnel or your employee group supervisor. Federal law forbids retaliation against anyone for reporting harassment, assisting in making a harassment complaint or cooperating in a harassment investigation.

It is our department's policy to investigate all such complaints thoroughly and promptly. To the fullest extent practicable, the department will keep complaints and the terms of their resolution confidential, however, under State and Federal law URec is required to report any sexual harassment to the Affirmative Action office. If an investigation confirms that a violation of the policy has occurred, the department will take corrective actions outlined in the Behavioral Counseling section of this handbook.

University Recreation will follow the policy established by the University. Central Michigan University's policy reads as follows:

Central Michigan University's Affirmative Action Policy expressly prohibits any faculty, staff or students from engaging in sexual harassment. Sexual Harassment is defined as follows:

"..... Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct or communication of sexual nature when:

- Submission to such conduct or communication is made a term or condition of employment, either explicitly or implicitly, to obtain employment, public accommodations or public services, education or housing.
- Submission to or rejection of such conduct or communication by an individual is used as a factor or decision affecting such individual's employment, public accommodations or public services, education or housing.
- Such conduct or communication has the purpose or effect of substantially interfering with an individual's employment, public accommodation or public services, education, or housing, or creating an intimidating, hostile, or offensive employment, public accommodations, public services, educational, or housing environment."

Should any staff member wish to file a complaint concerning sexual harassment, they are urged to talk to their employee group supervisor, Assistant Director of Student Personnel and/or one of the Associate Directors. These individuals will review the University policy with the complainant and advise them about the informal and formal resolution alternatives available under the University policy. Students may also choose to file complaints directly with either the Affirmative Action office located in Powers Hall or the Office of Student Life located in the Bovee University Center.

All inquiries and complaints will be treated with the utmost confidentiality and dealt with as promptly as possible.

The University policy and procedures are subject to revision as determined necessary or desirable in view of experience or changes in the law. The department of University Recreation will continue to follow University policy as revisions occur. The following steps may be helpful if you are in a situation where sexual harassment exists:

You should immediately approach the person (s) who is harassing you. Inform them that their action is offensive and they should stop their actions or comments. It is advisable that someone else accompanies you when you speak to the person(s), preferably a fellow staff member.

If the comments or action does not cease, or you do not feel comfortable approaching the person (s), you should report the situation to your employee group supervisor, Student Manager on duty or the Assistant Director of Student Personnel. You should immediately write down the names of witnesses and a description of the incident. Incident report forms are available from the Student Manager or any of the professional staff members. When you write the incident report, indicate what has occurred and the action you have taken. Do not provide judgmental information such as " the person should be expelled from the facility forever."

If you feel threatened or in danger: do not leave the building alone. Ask for an escort from a fellow staff member or call Night Rides at 774-3081.

Equal Employment Opportunity Policy

CMU, an AA/EO institution, strongly and actively strives to increase diversity within its community. The department of University Recreation will recruit, select, train, promote, transfer and release persons without regard of the irrelevant criteria.

CMU provides individuals with disabilities reasonable accommodations to participate in university activities, programs and services. Individuals with disabilities requiring an accommodation should speak with the Assistant Director of Student Personnel or your respective employee group supervisor.

Drug Free Workplace Statement

Consistent with the Drug-Free Workplace Act of 1988, Central Michigan University (CMU) is committed to providing a workplace which is free from the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance. The unlawful manufacture, distribution, dispensation, possession, or use of controlled substances is prohibited on any CMU-owned or controlled property.

It is the intent of CMU to provide a drug-free, healthful, safe and secure work environment. No employee will report to work evidencing any effects of illegal drug use.

Smoke and Tobacco-Free Policy

Central Michigan University establishes the following smoke-free policy for all facilities and vehicles in which university functions or services are carried out or offered, regardless of location. This includes all on-campus and off-campus facilities whether owned or leased by the University. All university workspace and classroom areas under the University's control will be smoke-free, even if the building owners or lessors do not prohibit smoking.

As used herein, "smoking" means the carrying or holding of a lighted cigarette, cigar, pipe or any other lighted smoking equipment or the inhalation/exhalation of smoke from any lighted smoking instrument.

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

The department of University Recreation complies with all University, State and Federal laws and policies.

This handbook is not part of a contract and no staff member has any contractual right described in this employment handbook. Employment with the department of University Recreation is at will and voluntary and the department has the right to dismiss employment at any time.



IMPORTANT PHONE NUMBERS

Student Activity Center
774-3686

Bowling Center
774-3286

Injury Care Center
774-2345

Program Desk
774-3200

Reservation Line
774-1356

Towers Fitness Center
774-2158

East Area Fitness Center
774-1979

Awards sponsored by
Simply Engraving

Tom R. Jones Student Leadership Award

| | |
|-------------------|-----------|
| Heather Mcmanaman | 2008-2009 |
| Wynn Michalak | 2007-2008 |
| Jamie Wensink | 2006-2007 |
| Rachael Finley | 2005-2006 |
| Erin Scramlin | 2004-2005 |
| Ellen Hector | 2003-2004 |
| Siddharth Kaza | 2002-2003 |
| Katie Mulder | |
| Adam Fisher | 2001-2002 |
| Demond Pryor | 2000-2001 |
| Sarah Weiderman | |
| Mary Donnellon | 1999-2000 |

Tony J. Koliark IM Supervisor of the Year Award

| | |
|--------------------|-----------|
| Don Gillette | |
| Dillon Thorne | 2008-2009 |
| Rob Latva | 2007-2008 |
| Alicia Slone | 2006-2007 |
| Brad Mitchell | 2005-2006 |
| Chris Popma | 2004-2005 |
| Eric Lillibridge | 2003-2004 |
| Jennifer Schonhoff | 2002-2003 |
| Danyelle Smythe | 2001-2002 |
| Adam Fisher | 2000-2001 |
| Kevin Remenap | 1999-2000 |
| Adam Reid | |
| Jen Sidebottom | 1998-1999 |

Donald R. Stabenow Recognition of Service Excellence Award

2008 Recipients

Karli Schaner
Justin Peterson
Whitnie Kimball
Heather McManaman

2007 Recipients

Rob Latva
Amy Kotulski
Andrew West

2006 Recipients

Anne MacDonald –Program Coordinator –Aquatics
Chris Nicholson—Graphic Design Coordinator
John Robinson—Intramural Official
Crystal Sattelberg -Building Supervisor

2005 Recipients

Melanie Morris –Service Center Representative

