

Sports & Fitness Employee Manual

(Student & Temporary Employees)



Welcome to Sports & Fitness

Thank you for joining us! We are very happy to welcome you to Sports & Fitness. As a new employee, we want you to feel that your association with Sports & Fitness will be a mutually beneficial and pleasant one.

You have joined a department that has established an outstanding reputation for its quality services. Credit for this goes to each and every one of our employees. Our hope is that by joining our team, you too will find satisfaction and take pride in your work here. Our goal is ensure that the students at UHD enjoy an enriching fitness experience while learning and having fun. Our motto is “Don’t Leave Fitness out of your Education”. This motto helps us all remember that the main goal is to educate our students first, but also make it fun in the process.

This manual will provide answers to most of the questions you may have about Sports & Fitness’s policies and procedures, including our responsibilities to you and your responsibilities to Sports & Fitness. Your responsibility as an employee is to read and understand the policies outlined in this manual. In addition to clarifying roles and responsibilities, this manual will also provide an understanding of Sports & Fitness’s interest in the welfare of all that work here. If anything is unclear, please discuss the matter with your full-time supervisor or our directors.

Compensation and personal satisfaction gained from doing a job well are only some of the reasons most people choose to accept a position. Most likely, many other factors count among your reasons for selecting Sports & Fitness as your next place of employment. We seek to provide our employees with pleasant relationships and working conditions, career development and flexible schedules. Sports & Fitness is committed to doing its part to provide a satisfying work experience. Our hope is that you will also be a contributing factor to maintaining this satisfying work experience as well.

From time to time, the information included in our Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including postings on the bulletin boards and/or notices sent directly to you via email.

We extend to you our personal best wishes for your success and happiness with Sports & Fitness.

Sincerely,

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# Purpose of this Manual

This manual has been prepared to inform you about Sports & Fitness’s history, philosophy, employment practices and policies, as well as the conduct expected from you.

This manual is not designed to be all inclusive or answer every question you may have, nor would we want to restrict the normal question and answer interchange among staf. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

The goal of this manual is to help you feel comfortable with Sports & Fitness. We depend on you—your success is our success. Please don’t hesitate to ask questions. Your full-time supervisor will gladly answer them. We believe you will enjoy your work and your fellow employees here. We also believe you will find Sports & Fitness a good place to work.

We ask that you read this manual carefully, and refer to it whenever questions arise.

Sports & Fitness’s policies, benefits and rules, as explained in this manual, may be changed from time to time as business, employment legislation, and economic conditions dictate. If, and when, changes are made to the employee manual, employees will be notified and an updated version of the manual will be made available to all employees.

# Notice

The policies in this manual are to be considered as guidelines. Sports & Fitness, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this manual at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee. No one other than the full time staff of Sports & Fitness may alter or modify any of the policies in this manual. No statement or promise by a supervisor may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this manual be found to be unenforceable or invalid, such finding does not invalidate the entire manual, but only the subject provision.

This version of the employee manual replaces (supersedes) all other previous manuals for Sports & Fitness as of July 4th, 2017. State and UHD policies, procedures and practices supersede this manual.

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About Sports & Fitness

The Student Life Center opened March 19, 1997 after a number of years determining the needs of the University of Houston-Downtown community. Sports & Fitness was created to offer physical fitness and recreational opportunities to enhance the UHD students’ collegiate experience.

## Facilities

The Sports & Fitness department is housed in the Jesse Owens Student Life Center. The Student Life Center is a three-level, 30,000-square-foot facility that includes two ball courts, equipped for full court basketball, volleyball, and badminton, a multipurpose studio designed for aerobics and martial arts, and a fitness center with state of the art weight equipment, cardiovascular units, and a training room where fitness assessments are offered. Lockers and showers are also available.

## Activities

Sports & Fitness activities are available in several forms (open recreation, intramural sports, fitness programs, extramural sports, sport clubs, etc.) so those individuals may be involved as either participants or spectators. These recreation, sport and wellness related physical activities are conducted in the Student Life Center, off-campus outdoor fields and various facilities in the community.

## Mission

University of Houston-Downtown Sports & Fitness serves as a vital and integral part of student life on campus. The mission of Sports & Fitness is to provide the university community with programs that offer vigorous, fun-filled, health-promoting, physical activity conducive to wellness and personal development. Sports & Fitness supports the mission of UHD by seeking to create a climate that motivates members to embrace a healthy life-style, which can enhance their academic studies, build friendships and social skills, develop leadership qualities, and cultivate a sense of ownership and belonging to the university. UHD students are second to none and deserve a first rate program.

Sports & Fitness Organizational Chart

Sports & Fitness fall under the division of Student Affairs at the University of Houston – Downtown. This includes a reporting relationship to the Assistant Vice President of Student Success and Dean of Students, the Associate Vice President of Student Affairs, and ultimately reporting to the UHD President, Michael Olivas.

Immediate business decisions and oversight for Sports & Fitness are handled by our Director, Richard Sebastiani and our Associate Director, Rhonda Scherer. Supervision of specific business processes and functional areas lies with our full-time staff. Lastly, the day-to-day functions of the Student Life Center are handled by our capable student and temporary employees. Our employees hold a variety of positions that ensure that our facility is well run and ready to serve the students, faculty, and staff of UHD on a daily basis.



What To Expect From Sports & Fitness

Sports & Fitness selects employees who display an interest in fitness by wishing to contribute to the success of Sports & Fitness. We dedicate ourselves to a healthy environment by providing a facility that is attractive, comfortable, orderly and safe. By maintaining mutual respect in our working relationships, we assure employees the opportunity to discuss any problem with a full-time staff member at any time.

Through open discussion, we will make prompt and fair adjustments of any complaints, which may arise, in the everyday conduct of our business, to the extent that is practicable. We hope to develop competent people who understand and meet our objectives, and who accept with open minds the ideas, suggestions and constructive criticisms of fellow employees.

It is from these individuals we will make promotions or fill vacancies whenever possible. We will keep all employees informed of the progress of Sports & Fitness, as well as the department’s overall aims and objectives. These efforts are made so that Sports & Fitness will continue to be known as “a great place to work.”

What Sports & Fitness Expects From You

Your first responsibility is to know and understand your role and responsibilities, how to perform them promptly, correctly, and pleasantly. Secondly, you are expected to cooperate with your supervisors, your fellow employees, and maintain a good team attitude. How you interact with your fellow employees and Sports & Fitness members and customers, and how you accept direction can affect your success in Sports & Fitness. In turn, the performance of one area can impact the entire department of Sports & Fitness. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability. The results will be better performance for the university overall, and personal satisfaction for you.

You are encouraged to take advantage of opportunities for personal development that are offered to you. This manual offers insight on how you can positively perform to the best of your ability to meet and exceed Sports & Fitness expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We are dedicated to making Sports & Fitness a department where you can approach your supervisor(s) to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of Sports & Fitness.

Remember, you help create the healthy, pleasant and safe working conditions that Sports & Fitness intends for you. Your dignity and that of fellow employees, as well as that of our UHD S&F Members is important. Sports & Fitness needs your help in making each working day enjoyable and rewarding.

Hours of Operation

## Normal Hours

The Student Life Center’s normal hours of operation are as follows:

* **Monday through Thursday 7 am - 9 pm**
* **Friday 7 am - 7 pm**
* **Saturday & Sunday Closed**

Your schedule will be determined and assigned by your full-time supervisor. On average, most employees are assigned to work a 10 to 25 hour work week. Schedules may vary depending on academic semester, semester breaks, and scheduled facility closures.

## Semester Break Hours

Per the academic schedule, Sports & Fitness hours may be adjusted for designated breaks in which courses are not in session or where the university is closed for business.

During semester breaks (when the university is open for business) hours of operation are as follows:

* **Monday through Thursday 9 am - 9 pm**
* **Friday 9 am - 7 pm**
* **Saturday & Sunday Closed**

During semester breaks (when the university is closed for business) hours of operation may vary. Employees will be provided with a notice of schedule changes in advance to any scheduled closures or hour changes.

## Inclement Weather Closures

In the event the university is closed due to inclement weather conditions, the Student Life Center will also be closed. Inclement weather closures are decided by the emergency management team of the university and communicated to all students, staff, and faculty.

Sports & Fitness employees are encouraged to ensure that their full-time supervisor has their most current contact information in order to share any updated information as it is received.

In the event an inclement closure occurs during normal hours of operation, the student supervisor will be notified on how to proceed and every precaution will be taken to ensure that both our employees and members are able to remain safe and secure during the event.

## After Hours Entry

Student and Temporary employees are not permitted to enter the Student Life Center outside of the normal hours of operation without the prior consent of your full-time supervisor. Employees required to be in the Student Life Center after hours for special events or projects will be provided with the necessary keys to access specific areas by their full-time supervisor.

Personnel Administration

The task of handling personnel records and related personnel administration functions within Sports & Fitness has been assigned to the Department Business Admnistrator of Sports & Fitness. Questions regarding wages and interpretation of policies should be directed tot his position.

Employment Classifications

## Student Employee

A student employee is an employee who is an active UHD student during time of employment. Active status is determined by remaining enrolled in at lease one (1) course during employment during the academic year. Summer course enrollment may not be necessary to continue employment during summer months. Student employees work less than a regular forty (40) hour work week. On average, a student employee will be scheduled for 15 and 20 hours per week. Student employee positions are non-exempt and non-benefit eligible positions.

Sports & Fitness student employee positions include (but are not limited to): Student Supervisors, Sports Supervisors, Fitness Attendants, and Desk Attendants.

A student employee is be in good academic standing with the university to begin and continue employment with Sports & Fitness. Student employees are hired on a semester by semester basis and must have a minimum 2.0 GPA. Student employees falling below this minimum may be provided with a grace period at the discretion of their supervisor as long as they demonstrate satisfactory progress to bring their GPA up to the required minimum.

## Temporary Employees

A temporary employee is an employee who is hired for a specific project, event, or period of time. The job assignment, work schedule and duration of the position will be determined on an individual basis. A temporary employee is not required to be an active UHD student for continued employment. Temporary employees work less than a regular forty (40) hour work week. The temporary employee may or may not be a UHD student. Temporary employee positions are non-exempt and non-benefits eligible positions.

Sports & Fitness temporary employee positions include (but are not limited to): Fitness Instructors, Personal Trainers, Massage Therapists, Interns, and Sports Officials.

## Full-Time Employees

Sports & Fitness is comprised of six (6) full time employees who ensure that Sports & Fitness is properly managed on a daily basis. Each employee, whether student or temporary, has a specific full-time staff member who they report to (certain positions may have more than one). This staff member is their full-time supervisor.

Interaction with our full time staff allow employees to receive guidance and counsel regarding your assignments and the progress you make on your job. Your full-time supervisor can show you how your work role and responsibilities fit into the overall picture, assist you in the learning new things, answer questions, and encourage you when things seem tough.

Your full-time supervisor has authority to hire and dismiss, assign work, recommend pay increases, transfers or promotions, and to maintain order and discipline. Your full-time supervisor wants you to succeed. They are interested in your personal success, the success of the Sports & Fitness department, and the overall success of the university.

Employment Policies

Employees, both current and former, are expected to read, understand, and abide by the employment policies as contained within this manual. Any violation of the stated policies may lead to disciplinary action, up to dismissal.

## Knowledge of Sports & Fitness

After having learned to competently perform your own duties, your next step is to familiarize yourself with other Sports & Fitness activities. This can prove valuable to you, our UHD Sports & Fitness Members and Sports & Fitness as well. Sports & Fitness may provide additional “cross-training.”

Knowledge of the services and products of Sports & Fitness will help you avoid the “I don’t know” syndrome. Our UHD S&F Members’ confidence in you increases, as you are able to answer their basic questions. However, please don’t pretend you know the answer or try to guess the answer when you are uncertain. If you are unsure of the correct information, refer the inquiry to your supervisor, or to a person more qualified to respond.

## Confidential Information

Your employment with Sports & Fitness assumes an obligation to maintain confidentiality both during and after employment. Any violation of confidentiality seriously injures Sports & Fitness’s reputation and effectiveness. Confidential information includes, but is not limited to, that is personal in nature, student records, personnel records, and more.

Employees are not permitted to discuss confidential Sports & Fitness information with anyone who does not have a legitimate interest in the information. This includes peers, other employees, and members. Even casual remarks can be misinterpreted and repeated, so employees are encouraged to develop the personal discipline necessary to maintain confidentiality. If you hear, see or become aware of anyone else breaking this trust, consider what he or she might do with information they get from you.

This includes respecting the privacy of Sports & Fitness Members. Should someone inquire about the whereabouts of a member of Sports & Fitness, we must politely decline their request. This includes telling someone if an individual has been in the facility earlier that same day. We do not transfer phone calls to, take messages for or locate Sports & Fitness members for non-Sports & Fitness purposes.

If you are questioned by someone outside the university or your department and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer, and that we do not wish you to do so. Instead, as politely as possible, refer the request to your supervisor.

No one is permitted to remove or make copies of any Sports & Fitness records, reports or documents without prior approval from a full-time staff member of Sports & Fitness. Because of its seriousness, disclosure of confidential information could lead to dismissal.

## CPR/ AED / Basic First Aid Requirement

All employees are required to present and maintain up-to-date CPR/AED and Basic First Aid certificates. Employees who fail to maintain these qualifications, may be subject to dismissal.

In an effort to accommodate these requirements, Sports & Fitness will provide the necessary training for both CPR/AED and Basic First Aid training. See your supervisor for scheduled training dates.

An AED (Automated External Defribrillator) is located on the first , Second and third floor to the right of the elevator located in the Student Life Center and can be obtained/utilized by any trained Sports & Fitness staff member during an emergency situation.

## Harrassment

Sports & Fitness intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, and visual - will not be tolerated.

What Is Harassment?

Harassment can take many forms. It may be, but is not limited, to words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.

Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of his/her position or creates an intimidating, hostile or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

All Sports & Fitness employees, and particularly supervisors, have a responsibility for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or any full time staff member with whom they feel comfortable. When management becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the department to do so.

Reporting

Any incidents of harassment must be immediately reported to a full-time supervisor. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate would be subject to severe disciplinary action or possible discharge.

Sports & Fitness will also take any additional action necessary to appropriately remedy the situation.

No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

Employment and Hiring Policies

## Job Descriptions

We maintain a job description for each position in Sports & Fitness. When your duties and responsibilities are changed, your job description will be updated. Student Supervisor, 1st Floor Attendant, 3rd Floor Attendant and Fitness Center Attendant job descriptions can be found in this manual. All other job descriptions are available upon request.

## Proof of U.S. Citizenship and/or Right to Work

Federal regulations require that either prior to (or on) your first day of work, all employees must complete and sign Federal Form I-9 , an Employment Eligibility Verification Form, and a UHD application. All employees must present documents of identity and eligibility to work in the United States.

## Nepotism

Sports & Fitness seeks to hire qualified and capable employees. There may be times when these employees may be related to one another. Sports & Fitness works to ensure fairness and equity within the work environment. In order to due this, nepotism must be prevented at all costs. Employees that are related (siblings, cousins, parents, spouses, significant others, etc.) are not permitted to work in a supervisor – subordinate role at any point in time during their employment with Sports & Fitness. In the event employees are placed in this position, due to promotion or position change, management will work with both employees to adjust the working relationship to avoid nepotism at all cost.

## Hourly Wages

It is Sports & Fitness’s desire to pay wages and salaries that are comparable to other departments in the university in a way that will be motivational, fair and equitable. You are employed by Sports & Fitness and will be carried directly on our payroll. No person may be paid directly out of petty cash or any other such fund for work performed.

Hourly Rates

Effective September 1st, 2017, the rates listed below represent the current Sports & Fitness payscale for our Student and Temporary Employees. Employees are guaranteed at least the minimum pay rate for the position they are hired into. Increases above the minimum may be granted due to experience, certifications, length of service, and exemplary performance reviews during their continued employment.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Position | Desk / Fitness Attendant | Student Supervisor | Internships | Personal Trainer | Instructor/Massage |
| Minimum | **$9.25** | **$11.00** | **$10.00** | **$13.00** | **$12.00** |
| Mid Level | **$10.00** | **$11.50** | **$11.00** | **-** | **Varies** |
| Maximum | **$10.75** | **$12.00** | **$12.00** | **-** | **Varies** |

Payroll

UHD payroll consists of 26 pay periods per year. Student and Temporary employees are on a Bi-Weekly pay cycle. The pay cyle is from Wednesday through Tuesday. Pay dates are normally on every other Friday for hours worked during the two (2) week period ending the previous Tuesday at 11:59 pm. Changes will be made and announced in advance whenever Sports & Fitness holidays or closings interfere with the normal payday.

Paycheck Distribution & Cashing Procedures

Paychecks are directly deposited to the checking or savings account you specify. Employees who do not enroll in direct deposit will receive a physical check that must be picked up directly from payroll; however we advise that you enroll in direct deposit.

Payroll Deductions

Sports & Fitness is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 form regarding the number of dependents/exemptions you claim. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes.

Error In Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your full-time supervisor and/or the Business Administrator. The necessary steps will be taken to research the problem and to ensure that any necessary correction is made properly and promptly.

## Time Clock

All student and temporary employees are required to clock in and out for their shift using the computer based web clock. Employees can clock in no more than 15 minutes prior to the start of their shift. Employees are not permitted to clock in or out of their shift using any other methods outside of the computer based web clock.

Time Reporting

By law we are obligated to keep accurate records of the time worked by employees.

Your time record is the only way Sports & Fitness knows how many hours you worked and how much to pay you. Your time record indicates when you arrived and when you departed. You are to clock out and in for lunch. All employees are required to keep the office advised of their departures from and returns to the premises during his/her work shift.

You are responsible for your time record. Remember to record your time. If you forget to clock in or make an error, you must complete a Time Clock Correction Form and deliver this to the Business Administrator. You are not permitted to clock in more than fifteen (15) minutes before your scheduled starting time nor more than fifteen (15) minutes after your scheduled quitting time without your supervisor’s approval.

No one other than a full time employee or the employee in question may clock in or out. Tampering with another’s time record is cause for disciplinary action, including possible dismissal, of both employees. Do not alter another person’s record, or influence anyone else to alter your record for you.

## Work Schedule

The Student Life Center is open for operation from Monday through Friday. Student and temporary employees may be scheduled to work between 3 to 5 days, with shifts varying from 2 to 7 hours depending on need and your availability. Your full-time supervisor will post the semester schedule. You will be notified promptly whenever a change is necessary.

Employees are not permitted to work a shift greater than 7.50 hours in one day.

Should you have any questions concerning your work schedule, please ask your full-time supervisor.

Attendance

You are expected to be at your work station and ready to work at the beginning of your assigned shift, and you are expected to remain at your work station until the end of your shift, except for approved breaks and lunch. If or when your work takes you away from your work station, please let the Student Supervisor know where you are going and how long you expect to be gone.

Be aware that excessive time off could lead to disciplinary action.

Note: See “Excessive Absenteeism or Lateness” later on in this section for further information.

**Late Arrival & Tardiness**

From time to time, employees may arrive for their shift later than expected due to unforeseen events or circumstances. Employees that are unable to arrive on time for their scheduled shift are to notify the Student Supervisor on shift of their pending arrival.

When you call in to inform Sports & Fitness of your late arrival, ask for the Student Supervisor directly. Please indicate when you expect to arrive for work. Notifying a fellow-employee is not sufficient. Please try to give the supervisor as much time as possible to arrange for someone else to cover your position until you arrive.

Breaks/Rest Periods

You are offered one (1) fifteen (15) minute rest break for each 4-hour shift scheduled. This break is not mandated by law and may be unavailable depending on coverage availability. If you work in an area where breaks are not directly assigned, please coordinate with the Student Supervisor to maintain adequate coverage at all times.

Breaks may not be taken during the first or last 15 minutes of a work shift. Should other abuses of the break policy arise, you may lose your break privileges. Always be sure to return to work on time at the end of any break.

In the unlikely event of an emergency or unusual condition, the Student Supervisor may ask you to change or postpone your break in order to finish a particular project. Under extreme circumstances, the Student Supervisor may not be able to relieve you for a break.

Lunch Period

Employees scheduled to work at least six (6) consecutive hours must clock out for an unpaid lunch period of at least thirty (30) to sixty (60) minutes. If you will be taking a lunch period longer than 30 minutes, you must receive approval from your Student Supervisor prior to taking the lunch break. The time when lunch periods are scheduled varies depending on the needs of the department and your area. You may be asked to postpone or shorten your lunch period depending on area coverage.

## Overtime

Employees are not authorized to work over 40 hours per week and therefore are not eligible for overtime. Any additional hours over your scheduled shift(s) must be authorized by your full-time supervisor prior to the hours being worked.

Acceptance of a shift as coverage does not permit an employee to work hours in excess of 40 hours per week.

Should you accidentally exceed 40 hours in a week, you will receive comp time or carry unpaid hours over to the next pay period.

## Shift Coverage

Absences

From time to time, it may be necessary for you to be absent from work. Sports & Fitness is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. If you are unable to report to work, or if you will arrive late, please attempt to find coverage. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf.

If unable to find coverage, contact the Student Supervisor immediately. If you know in advance that you will need to be absent, you are required to find another employee to work during your scheduled hours. A coverage form must be completed to confirm the coverage agreement.

Absence from work for two (2) consecutive days without notifying a supervisor will be considered a voluntary resignation.

Shift Coverage Form

Shift coverage forms are available at the 3rd floor desk of the Student Life Center. Employees are asked to prepare, sign, and submit a shift coverage form prior to all planned absences and immediately upon their return to work for any unplanned absences.

Employees should list their name, the name of the employee covering their shift, the date of the shift to be worked, and ensure that both them and the other party sign off of the coverage. The student supervisor on shift is required to sign acknowledging the coverage.

The shift coverage form is a contract, which implies that the employee who has agreed to take the shift will show up on time and ready to work the shift. If the employee who agreed to cover the shift does not abide by the coverage agreement, they may face disciplinary action.

If no coverage form is submitted prior to an employee being out due to a planned absence, that employee may face disciplinary action (leading up to termination) for failure to appear at work.

## Excessive Absenteeism or Lateness

In general, two (2) unexcused absences in a 30-day period, or a consistent pattern of absence, and will be considered excessive along with the reasons for the absences coming under question.

Tardiness or leaving early, without prior approval or notification, is as detrimental to Sports & Fitness as an absence. Three (3) such incidents in a 30-day period will be considered a “tardiness pattern” and will carry the same weight as an absence.

Other factors, like the degree of lateness, may be considered. Such excessive behavior will result in a written reprimand.

Be aware that excessive absenteeism, lateness or leaving early may lead to disciplinary action, including possible dismissal.

**Record of Absence or Lateness**

If you are absent because of illness for two (2) or more successive days, your full-time supervisor may request that you submit written documentation from your doctor. If you are absent five (5) or more days because of illness, you will be required to provide written documentation, at your cost, from a doctor that you are able to resume normal work duties before you will be allowed to return to work.

Your full-time supervisor will make a note of any absence or lateness, and the reason, in your personnel file. Your attendance record will be considered when evaluating requests for time off, future schedules, and renewed employment assignments.

## Inclement Weather Time Reporting

Please tune to radio station KTRH 740 am for updates on current conditions.

Unfortunately, you will not be paid when the facilities are closed due to circumstances not within Sports & Fitness’s control; the following are examples of such circumstances.

* Operations cannot commence or continue due to imment threat to the safety of employees or property or when recommended by civil authorities.
* University is closing as a result of national/university holidays.
* Public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities, or sewer system.
* The interruption of work is caused by an “Act of Nature” (inclement weather, fire, flood, earthquake, avalanche, etc.) or some other cause not within Sports & Fitness’s control.

**Closure After Starting Time**

If severe weather conditions exist and the university decides to close the campus for the remainder of the day, you will be notified as soon as possible by a full-time supervisor. You will only be paid for the time that you actually worked.

**Closure Prior to Starting Time**

We will attempt to contact you at least one (1) hour before your scheduled starting time if the Student Life Center will be closed. You will not be paid for this time missed.

## Employee Benefits

**Eligibility**

Only UHD full-time employees are eligible for benefits. Student and Temporary Employees are not eligible for benefits.

**Holidays**

You are not eligible to receive holiday pay if you are a Student Employee or a Temporary Employee.

**Recognized Holidays**

Labor Day

Christmas Eve

Thanksgiving

Christmas Day

Martin Luther King, Jr. Day

New Years Day

Independence Day

The university will be closed for the above mentioned holidays. Additional days for these holidays as well as other special days may be awarded throughout the year. Adequate notice will be provided to all employees and UHD S&F Members indicating any planned university closing.

**Unpaid Leaves of Absence**

**Vacation**

To qualify for paid vacation, you must be a full-time employee at UHD. Student Employees and Temporary Employees are not eligible for paid vacation.

**Personal Leave**

Student Employees and Temporary Employees may take unpaid personal leave for personal reasons such as to study for an exam, attend a funeral, university or family event, if adequate coverage is available.

Approval of leave is dependent upon the employee’s ability to find someone to cover his/her area during requested time off. A coverage contract must be completed by both the employee requesting the leave as well as the employee agreeing to cover the shift.

**Sick Leave**

To qualify for paid sick leave you must be a full-time UHD employee. Student Employees and Temporary Employees are not eligible for paid sick leave.

**Insurance**

Student Employees and Temporary Employees are not eligible for insurance coverage at UHD. UHD students are eligible for insurance at a discounted fee through the University. For additional information about such coverage, refer to UHD Student Health Services.

## Government Required Insurance Coverage

**Workers’ Compensation**

The Texas Workers’ Compensation Law is a no-fault insurance plan, which is supervised by the state, and one hundred percent (100%) paid for by Sports & Fitness. This law was designed to provide you with benefits for any injury which you may suffer in connection with your employment. Under the provisions of the law, if you are injured while at work, you are eligible to apply for Workers’ Compensation.

**What Is Workers’ Compensation?**

Texas’s no-fault Workers’ Compensation law was passed by the State legislature in the event to guarantee prompt, automatic benefits to workers injured on the job.

Before Workers’ Compensation, an injured worker had to sue his employer to recover medical costs and lost wages. Lawsuits took months and sometimes years. Juries and judges had to decide who was at fault and how much, if anything, would be paid. In most cases, the injured worker got nothing. It was a costly, time-consuming and unfair system.

Today, if you’re unable to work because of a job injury, Sports & Fitness and our Workers’ Compensation Insurance carrier work together to take care of your medical expenses and pay you money to live on until you’re able to come back to work—automatically, without delay or red tape.

**Who Is Covered?**

Every Sports & Fitness employee is protected by Workers’ Compensation.

**What Is Covered?**

Any injury is covered if it’s caused by your job—not just serious accidents, but even first-aid type injuries. Illnesses may also be covered, if they’re related to your job. For example, common colds and flu are not covered, but if you caught tuberculosis while working at a TB hospital, that’s covered. The main question is if the injury or illness is the result of the performance of your job.

**When Am I Covered?**

Coverage begins the first minute you’re on the job and continues anytime that you’re working for Sports & Fitness. You don’t have to work a certain length of time, and there’s no need to earn any minimum amount of wages before you’re protected.

**Social Security**

The United States Government operates a system of contributory insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. As your employer, Sports & Fitness is required to deduct this amount from each paycheck you receive. In addition, Sports & Fitness matches your contribution dollar for dollar, thereby paying one-half of the cost of your Social Security benefits.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct is needed to help everyone work together efficiently, effectively, and harmoniously. Some people have problems with “rules” and “authority figures,” and past experience may have justified these thoughts and feelings; however, at Sports & Fitness, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting employment with us, you have a responsibility to Sports & Fitness and to your fellow Employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

## Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Sports & Fitness. If you have any questions concerning any work or safety rule or any of the unacceptable activities listed below, please see your full-time supervisor for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

* Willful violation of any university/department rule; any deliberate action that is extreme in nature and is obviously detrimental to Sports & Fitness’s efforts to operate.
* Willful violation of security or safety rules or failure to observe safety rules or Sports & Fitness safety practices; tampering with Sports & Fitness equipment or safety equipment.
* Negligence or any careless action which endangers the life or safety of another person.
* Being intoxicated or under the influence of controlled substance drugs while at work; use, possess, or sale of controlled substance drugs in any quantity while on university premises except medications prescribed by a physician which do not impair work performance.
* Unauthorized possession of dangerous or illegal firearms, weapons or explosives on university property or while on duty.
* Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on university premises or when representing Sports & Fitness; fighting, or horseplay or provoking a fight on university property, or negligent damage of property.
* Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work; refusal to help out on a special assignment.
* Threatening, intimidating or coercing fellow employees on or off the premises—at any time, for any purpose.
* Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of university property, or the property of fellow employees, UHD S&F Members, or visitors in any manner.
* Theft of university property or the property of fellow employees; unauthorized possession or removal of any university property, including documents, from the premises without prior permission from supervisor; unauthorized use of university equipment or property for personal reasons; using university equipment for profit.
* Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; falsifying reason for an absence or other data requested by Sports & Fitness; alteration of university records or other university documents.
* Violating the non-disclosure agreement; breach of confidentiality of personnel information.
* Conducting a lottery or gambling on university premises.

Occurrences of any of the following activities, as well as violations of any Sports & Fitness rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive.

* Unsatisfactory or careless work; mistakes due to carelessness or failure to get necessary instructions.
* Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
* Sleeping on the job; loitering or loafing during working hours.
* Excessive use of telephone for personal calls.
* Leaving your workstation during your work hours without notifying your Student Supervisor.
* Smoking in restricted areas or at non-designated times, as specified by department rules.
* Creating or contributing to unsanitary conditions.
* Excessive absence or lateness.
* Obscene or abusive language toward any supervisor, employee or UHD S&F Member; indifference or rudeness towards a UHD S&F Member or fellow employee; any disorderly/antagonistic conduct on university premises.
* Failure to immediately report damage to, or an accident involving university equipment.
* Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on university premises.
* Failure to maintain a neat and clean appearance in terms of the standards established by your supervisor; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
* Eating food and beverages in undesignated areas or at your workstation.
* Failure to clock in or out; alteration of your records or attendance documents; clocking someone else in our out.
* Knowingly and willingly clocking in excessively early or clocking out excessively late.

## Progressive Discipline

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

* Verbal Warning
* Written Reprimand
* Dismissal

Written reprimands will include the reasons for the supervisor’s dissatisfaction and any supporting evidence. You will have an opportunity to defend your actions and rebut the opinion of your supervisor at the time the warning is issued. Disciplinary actions may also include suspensions or other measures deemed appropriate to the circumstances.

This policy pertains to matters of conduct as well as the employee’s competence. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without resorting to the steps set forth in this policy.

Under normal circumstances, full-time supervisors are expected to follow the three-step procedure outlined below. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the university may decide to repeat a disciplinary step.

To ensure that Sports & Fitness business is conducted properly and efficiently, you must conform to certain standards of attendance conduct; work performance and other work rules and regulations.

When a problem in these areas does arise, your full-time supervisor will coach and counsel you in mutually developing an effective solution. If, however, you fail to respond to coaching or counseling, or an incident occurs requiring formal discipline, the following procedures occur.

**Step One: Verbal Warning**

Your full-time supervisor or student supervisor will discuss the problem with you, making sure that you understand the nature of the violation and the expected remedy. The purpose of this conversation is to remind you of exactly what the rule or performance expectation is and also remind you that it is your responsibility to meet that expectation. This conversation may or may not be identified as a verbal warning.

Your full-time supervisor will fully document the Verbal Warning, which will remain in effect for a semester or a year depending on the severity of the offense. Documentation of the incident will remain in the department file.

**Step Two: Written Reprimand**

If your performance does not improve within the semester, or if you are again in violation of Sports & Fitness practices, rules or standards of conduct, your full-time supervisor, after reviewing the situation with the Assistant Director or Director of Sports & Fitness, will discuss the problem with you, emphasizing the seriousness of the problem and the need for you to immediately remedy the problem.

Following the conversation, your full-time supervisor will write a memo to you summarizing the discussion.

**Step Three: Dismissal**

If your performance does not improve within the one semester or year period following a Written Reprimand, or if you are again in violation of Sports & Fitness practices, rules or standards of conduct, you will be dismissed.

**Appeals Process**

To appeal a verbal warning, written reprimand or dismissal notice, you must submit a written appeal to the next ranking supervisor within 10 days of verbal warning, written reprimand or dismissal notice. In turn, you will receive a written response and/or consultation with the next ranking supervisor within 10 days of the receipt of your written appeal. His/Her ruling on the issue is final.

Student employess may be terminated at any time without following the steps listed above. Additionally, students are hired on a semesterly basis with no guarantees for rehire.

Job Descriptions

Job descriptions are created to assist Sports & Fitness with seeking and hiring the right personnel to fill our positions. The job description will provide a high level overview of the roles & responsibilities of each position. Additional detail is provided upon hiring to ensure that all Sports & Fitness employees have the appropriate knowledge, skills, & abilities for the position.

## Student Supervisor

**Basic Function:**

The Sports & Fitness Student Supervisor is responsible for supporting the structure, direction, services and programs of the Student Life Center. Specifically, this includes supervising activities within building when full-time staff are not present, monitoring activities throughout building, assisting with marketing efforts, assisting with facilitating Sports & Fitness activities, and office assignments.

**Duties:**

* Assist full-time staff in supervising activities and individuals in Student Life Center. This includes insuring that all doors are properly secured, areas are adequately staffed and safety procedures are being followed.
* Monitoring activities throughout building. This includes frequent walk throughs on each floor.
* Assist with marketing efforts. This includes the creation of fliers, brochures, articles, etc.
* Setup and breakdown of fitness equipment as needed for various sports and activities offered in the Student Life Center.
* Handle cash/paperwork for Sports & Fitness services such as locker rental, resale items, program registration and memberships.
* Provide information on Sports & Fitness programs, services and functions through guided tours and staffed tables.
* Office responsibilities including but not limited to data entry, telephone calls, filing, running errands and greeting visitors.
* Follow posted procedures for locker rental, resale items, book training and massages, make ID’s, program registration and memberships.
* Follow and enforce all polices and procedures in Sports & Fitness.
* Attend occasional staff meetings, Sports & Fitness special events and university/division sponsored events.
* Other duties as assigned.

**Requirements:**

Must be current UHD student and in good standing with the university. Interested in fitness or athletics. Possess supervisory skills. Must be willing to work early mornings, evenings and weekends. Friendly and dependable. Helpful and customer service oriented.

**DETAILED REQUIREMENTS:**

This individual has been selected because they possess and display characteristics of a responsible leader. These individuals will at times be placed in charge of the building during the absence of a full-time Sports & Fitness staff member.

**GENERAL**

* Enforce policies: When supervisors are consistent when enforcing policies, the employees are actually happier. Knowing that there will be consistency creates a sense of security.
* Personnel: Report any employee issues on the facility report. If you have to tell someone to wear their uniform or to arrive on time, please document such incidents on the facility report. If there was an incident that was more detailed or of a confidential nature, indicate on the report that you spoke to the employee(s) and that you need to relay the incident to Gladis.
* Punctuality: Be on time to all department commitments; shift, meetings, trainings etc. Be the example!
* Keys: Keep up with your keys and use them to access the supervisor keys during your shift. As part of the transition, the first supervisor should remove their personal keys leaving the supervisor keys so that the next supervisor can acess the supervisory keys by leaving their personal keys.
* Facility report: Facility reports should be thoroughly completed every day. Details pertaining to the facility, employees, programs, equipment etc. must be documented on the facility report.
* Awareness: Be very aware of the programs and schedule of events offered by Sports & Fitness. Know your catalogs and the website to better assist our customers as well as our employees
* Studio: You are responsible for setting up the studio and insuring that the room is ready for the next scheduled event. This includes having the stereo, equipment and sign in sheet ready to go. It is recommended that the opening supervisor as the desk attendant to fill out the aerobics pages for the day and have the sign in sheets ready first thing. Make sure to inspect the area following each class. Ask participants how they enjoyed the activities offered and encourage them to come back.
* Transition: It is very important to transition from one supervisor to the next. This includes making sure the change drawer is properly counted and accounted for as well as relaying any messages, incidents or incomplete assignments. Not only should you use the facilty report for proper transition but take a few minutes to discuss issues in person as well.
* Memberships: Be familiar with all of the memberships offered with Sports & Fitness: Regular, Alumni, Friend, CJ, ELI, and Guest. Know how to properly set these up within the CSI system.
* Breaks: Employees are offered one fifteen minute break for every 4 hour shift worked. Though not guaranteed, we would ask that you please make every attempt to accommodate our staff. Breaks may not be taken during the first or last 15 minutes of a person’s shift.
* Walk throughs: Should be done every hour and should include every room/area located in the Student Life Center. Things that are out of the normal should be reported on the Facility Report.
* Assisting Customers: You are responsible for signing people up for healthy workshops, fitness assessments, personal training appointments and massage appointments as well as locker rental and the sale of various resale items. Please make sure to know pricing, schedules and policies for each of these areas.
* Equipment Room: Make sure that you put things where they belong when putting things away in the equipment room.
* Challenge Program: When items are given out for the Challenge Program make sure to not what items were given on the Challenge Incentive form. If a member has additional questions or would like a printout of their challenge letter, please give them one of Kayce’s cards and ask them to send her their request/question.
* Be alert, be visible and be knowledgeable!

**Opening the facility**

* Begin Completion of Student Life Center Facility Report
* The Student Supervisor responsible for opening the facilities will ensure that the doors and the facility are ready to open at the time the facility is scheduled to open.
* Turn on lights as needed throughout entire building.
* Conduct a walk-through, which includes checking all doors to the building to make sure they have not been tampered with the evening before. If a door is found unlocked or open, document such on Facility Report.
* Unlock appropriate doors (1st and 3rd floor entrances, gymnasiums, locker rooms and workroom).
* Make sure all employees are at their stations. If an employee is not in, remain at vacant position until employee arrives or make arrangements for someone else to cover. Document lateness with excuse (if any) on Facility Report. Remember, you are the verbal warning so not only document lateness but make sure to tell employee that they need to arrive on time from her on out.
* Report any unauthorized locks left on lockers by indicating on report what locker room and locker number locks were found on. Ex. Men #45 or Women #40. If applicable, cut locks off of unauthorized lockers. Contents found in locker should be bagged up, labeled with date found and relocated to the lost and found cabinet in the equipment room.
* Count the cash drawer and complete paperwork to verify the amount when starting & ending the shift. Report any discrepancies to the immediate supervisor.
* Verify that each area is as it should be. Look for hazardous situations such as water leaks, broken equipment, etc.
* Verify locker rooms are clean and equipped with toilet paper, soap and shampoo. Call Facilities Management at x8026 if immediate attention is needed.
* Check with Fitness Center Attendant to verify that each piece of fitness equipment has been examined and is in working order. Have Fitness Center Attendant initial Facility Report.
* Complete opening checklist on Facility Report. Document anything out of norm. Ex: a door left open, employee late, locker room not cleaned, etc.
* Checkout appropriate radios to appropriate student staff members.

**During shift**

* Check cleanliness of facility. Make sure all equipment is operational. Make sure floors are clear of loose equipment or clutter.
* Directly supervise the other staff members by walking around and being a visible presence.
* Check cleanliness of locker rooms. Call Facilities Management x8026 if locker rooms need immediate attention.
* Ensure that activity scheduled is being followed. Ex: If volleyball is scheduled for East Gym, ensure that basketball is not being played.
* If a fitness program is scheduled during your shift, ensure that you log participants in on appropriate form. This includes making sure the area is ready for the fitness program scheduled and making sure the area is left in proper order following the program.
* Complete during shift checklist on Facility Report. Document anything out of the norm. Ex: instructor late, basketball being played during volleyball time, there was a toilet paper fight in locker room.
* Supervisor meetings.

**Closing the facility**

* Make sure all equipment is in its proper location. This includes fitness equipment, and sporting equipment.
* Have front desk call clients for personal training and massage appointments.
* Have announcement made 30 minutes before closing that locker rooms will be closed in 15 minutes. This is done in an effort to avoid people showering too close to closing time.
* Close locker rooms 15 minutes before closing time.
* Verify that all fitness equipment has been cleaned and is in proper working condition. Verify that all equipment has been returned. This includes belts and sporting equipment. If equipment has not been returned, collect IDs left and give to full-time supervisor. Have Fitness Center Attendant initial Facility Report.
* Report any unauthorized locks left on lockers by indicating on report what locker room and locker number locks were found on. Ex. Men #45 or Women #40. If applicable, cut locks off of unauthorized lockers. Contents found in locker should be bagged up, labeled with date found and relocated to the lost and found cabinet in the equipment room.
* Verify that the TVs and stereo have been turned off in Fitness Center.
* Turn off applicable lights throughout facility.
* Lock all doors (1st and 3rd floor entrances, gymnasiums, locker rooms and office).
* Conduct a walk-through, which includes confirming that all doors to building are locked.
* Make sure everyone is out of the building. No one other than full-time staff members are allowed to stay in the building after you leave.
* Look for hazardous situations such as water leaks, broken equipment etc.
* Complete closing checklist on Facility Report. Document anything out of norm. Ex: full-time staff UHD member still in building, locker rooms are dirty, etc.

**Daily activities include but not limited to:**

* Set-up area(s) for designated activities. Ex: Volleyball equipment for volleyball.
* Run errands as assigned.
* Field questions pertaining to all aspects of Sports & Fitness as well as the university.
* Conduct tours of facilities for prospective UHD S&F Members.
* Assisting UHD S&F Members by administering aid for various injuries. This includes but is not limited to issuing an ice pack or Band-Aid as well as thoroughly completing an incident/accident report.
* Handle cash/paperwork for Sports & Fitness services such as locker rental, resale items, program registration and memberships.

**Weekly activities include but not limited to:**

* Data entry of Fitness Programs participation.
* Creating and posting fliers pertaining to Sports & Fitness.
* Recruiting participants in all areas of Sports & Fitness by telephone calls, handing out fliers throughout university and addressing students throughout campus.

Policy Violations

* Request any UHD S&F Member violating Sports & Fitness rules to leave.
* Report any UHD S&F Member for disruptive behavior, which could revoke the UHD S&F Member’s privileges.
* Contact a Full-Time Supervisor for assistance immediately. Be sure to provide details on Incident Report.

## 3rd Floor Attendant

**Basic Function:**

The Sports & Fitness 3rd Floor Attendant is responsible for supporting the structure, direction, services and programs of the Student Life Center. Specifically, this includes monitoring the access into building on 3rd floor level and answering the main switchboard.

**Duties:**

* Monitor access into building on 3rd floor. This includes checking I.D.’s through CSI system and completing appropriate paperwork.
* Greet and assist individuals entering the facility.
* Answer main switchboard and direct calls accordingly.
* Follow and enforce all polices and procedures in Sports & Fitness.
* Provide information on Sports & Fitness programs, services and functions.
* Attend occasional staff meetings, Sports & Fitness special events and university/division sponsored events.
* Other duties as assigned.

**Requirements:**

Must be current UHD student and in good standing with the university. Interested in fitness or athletics. Friendly and dependable. Helpful and customer service oriented. Must be willing to work early mornings, evenings and weekends.

**DETAILED REQUIREMENTS:**

**Opening**

* Turn on office equipment in general area.
* Be issued and responsible for radio to be used during shift.

During Shift

* Answer all incoming calls.
* Kindly greet every UHD S&F Member and guest entering and leaving facility.
* Allow or deny access according to access guidelines listed below.
* Have individuals sign consent/release or guest permit forms.
* Keep counter clean and clear of clutter.

**Closing**

* Pickup trash around area.
* Clean desk area in preparation for next day of business.

Member Entry

* Each UHD S&F Member entering the building must present a valid UHD ID with annual sticker.
* Verify photo ID with individual requesting entry.
* Verify enrollment status in computer system or roster.

Member Entry

* If UHD S&F Member does not have annual sticker on his/her valid UHD ID and is enrolled, have UHD S&F Member complete a consent/release form. Once complete; place annual sticker on back of valid UHD ID. Scan in UHD S&F Member and allow UHD S&F Member to enter.
* If UHD S&F Member does not have a valid UHD ID but has a valid drivers license and according to computer system or roster is currently enrolled at UHD, have UHD S&F Member complete a consent/release form (even if UHD S&F Member professes to have already done so) and indicate on consent/release form that UHD S&F Member used drivers license as proof of ID. Do not give UHD S&F Member a semester sticker. Advise UHD S&F Member to bring his/her UHD ID next time.

Guests

* A guest must be at least 18 years old or with legal guardian (if under 18)
* Once a supervisor has been contacted regarding the guest, the guest is instructed to complete an Assumption of Risk, Release and Indemnification for Guests.
* Guests are not issued a annual sticker and must complete the Assumption of Risk, Release and Indemnification form each time they enter the facility as a guest.
* The supervisor escorts the guest and member to the 3rd floor Member Service counter to receive the $5 entry fee.
* The supervisor keeps the guest ID and member ID in facility folder.
* Upon leaving, the guest and member must notify the student supervisor to return their ID’s.
* The member must be in the facility at all times while their guest is present.
* The member and guest may be involved in different activities throughout the facility at the same time.
* Review Membership Menu to determine guest pass stipulations.

Friends & Family (related or non-related)

* Friends & Family without memberships can enter facility with purchase of a Guest Pass ($5.00)
* Friends & Family of UHD S&F Members are eligible to purchase various memberships.
* Once a supervisor has been contacted regarding a membership, the S&F Member should complete the Assumption of Risk, Release and Indemnification Form or an Assumption of Risk, Release and Indemnification for Minors and give them a copy of Sports & Fitness policies and the Member Menu.
* The supervisor escorts the member and friend to the 3rd floor counter and excepts payment for membership.
* The friend will be issued a Sports & Fitness Key Tag to be presented at each visit.
* Review Membership Menu membership stipulations.

**Phone**

* 3rd Floor Attendant will answer all incoming calls.
* “Good \_\_\_\_\_\_\_\_, Sports & Fitness, this is \_\_\_\_\_\_\_\_, may I help you?”
* Be able to answer questions about Sports & Fitness facilities, and programs, as well as UHD in general.
* Transfer calls to appropriate areas or individual for additional assistance. Check to see that individual is available prior to transferring call. If unavailable, take a message and deliver to staff.
* Only Sports & Fitness staff members are permitted to use the phone.
* External calls are permitted on phone for emergency reasons only (local calls only).
* Keep personal calls to a minimum.

Entry Violations

* Anyone not permitted in building should be politely asked to leave.
* Contact Student Supervisor if a UHD S&F Member/visitor becomes aggressive.

## 1st Floor Attendant

**Basic Function:**

The Sports & Fitness 1st Floor Attendant is responsible for supporting the structure, direction, services and programs of the Student Life Center. Specifically, this includes monitoring the access into building on 1st floor level, checking out equipment, and monitoring activities in East and West Gymnasiums and lobby area.

**Duties:**

* Monitor access into building on 1st floor. This includes checking I.D.’s, through CSI system and completing appropriate paperwork.
* Greet and assist individuals entering the facility.
* Check out sports equipment to eligible users.
* Monitor activities in East and West gym as well as lobby area.
* Follow and enforce all polices and procedures in Sports & Fitness.
* Provide information on Sports & Fitness programs, services and functions.
* Attend occasional staff meetings, Sports & Fitness special events and university/division sponsored events.
* Other duties as assigned.

**Requirements:**

Must be current UHD student and in good standing with the university. Interested in fitness or athletics. Friendly and dependable. Helpful and customer service oriented. Must be willing to work early mornings, evenings and weekends.

**DETAILED REQUIREMENTS**

**Opening**

* Turn on office equipment in general area.
* Be issued and responsible for radio to be used during shift.

During work day

* Answer phone.
* Kindly greet every UHD S&F Member and guest entering and leaving facility.
* Allow or deny access according to access guidelines listed below.
* Have individuals sign consent/release or guest permit forms.
* Keep counter clean and clear of clutter.

**Closing**

* Pickup trash around area.
* Clean desk area in preparation for next day of business.

Entry procedures

* Each UHD S&F Member entering the building must present a valid UHD ID with annual sticker.
* Verify photo ID with individual requesting entry.
* Verify enrollment status in computer system or roster.

Entry procedures

* If UHD S&F Member does not have annual sticker on his/her valid UHD ID and is enrolled, have UHD S&F Member complete a consent/release form. Once complete; place annual sticker on back of valid UHD ID. Log student on log sheet and allow student to enter.
* If UHD S&F Member does not have a valid UHD ID but has a valid drivers license and according to computer system or roster is currently enrolled at UHD, have UHD S&F Member complete a consent/release form (even if UHD S&F Member professes to have already done so) and indicate on consent/release form that UHD S&F Member used drivers license as proof of ID. Do not give UHD S&F Member a annual sticker. Advise UHD S&F Member to bring his/her UHD ID next time.

Guests

* A guest must be at least 18 years old or with legal guardian.
* Once a supervisor has been contacted regarding the guest, the guest is instructed to complete an Assumption of Risk, Release and Indemnification for Guests.
* Guests are not issued a Rec. sticker and must complete the Assumption of Risk, Release and Indemnification form each time they enter the facility as a guest.
* The supervisor escorts the guest and member to the 3rd floor Member Service counter to receive the $5 entry fee.
* The supervisor keeps the guest ID and member ID in facility folder.
* Upon leaving, the guest and member must notify the student supervisor to return their ID’s.
* The member must be in the facility at all times while their guest is present.
* The member and guest may be involved in different activities throughout the facility at the same time.
* Review Membership Menu to determine guest pass stipulations.

Guests (Friends & Family)

* Friends & Family without memberships can enter facility with purchase of a Guest Pass ($5.00)
* Friends & Family of UHD S&F Members are eligible to purchase various memberships.
* Once a supervisor has been contacted regarding a membership, the S&F Member should complete the Assumption of Risk, Release and Indemnification Form or an Assumption of Risk, Release and Indemnification for Minors and give them a copy of Sports & Fitness policies and the Member Menu.
* Contact the supervisor to escort the member and guest to the 3rd floor counter and excepts payment for membership.
* The new member will be issued a Sports & Fitness Key Tag to be presented at each visit.

Equipment checkout

* Sporting equipment may be checked out by UHD S&F Members only.
* UHD S&F Members must present and leave a valid UHD ID to checkout sporting equipment.
* Staff members should check students appearal before handing out equpitment.
* The UHD S&F Member that checked out equipment must return equipment to receive ID.
* Another UHD S&F Member may not return equipment.
* Should a UHD S&F Member fail to return equipment, they will be subject to charges for missing item. The individual’s UHD ID should be turned over to a full-time staff member.

**Phone**

* 1st Floor Attendant will answer incoming calls the following way.
* “Good \_\_\_\_\_\_\_\_, Sports & Fitness, this is \_\_\_\_\_\_\_\_, may I help you?”
* Be able to answer questions about Sports & Fitness facilities, and programs, as well as UHD in general.
* Direct calls to appropriate areas or individual for additional assistance.
* Only Sports & Fitness Staff UHD members are permitted to use the phone.
* Outgoing calls are permitted on phone for external emergency reasons only.
* Keep personal calls to a minimum.

General Area

* Within eyesight of front desk, periodically inspect activities taking place in both gymnasiums and lobby area. Ensure that students are not engaged in inappropriate behavior as previously discussed in this manual. If such activity is taking place, contact a Student Supervisor immediately.

Entry Violations

* Anyone not permitted in building should be politely asked to leave.
* Contact Student Supervisor if a UHD S&F Member/visitor becomes aggressive.

## Fitness Center Attendant

**Basic Function:**

The Sports & Fitness Fitness Center Attendant is responsible for supporting the structure, direction, services and programs of the Student Life Center. Specifically, this includes monitoring the activities on the 2nd floor Fitness Center, and overlooking the activities in the West and East gymnasiums.

**Duties:**

* Monitor activities on 2nd floor Fitness Center area.
* Periodically overlook and monitor activities in East and West gymnasiums.
* Check out fitness equipment to eligible users.
* Clean equipment on weekly basis and throughout shift as needed.
* Promote The Challenge Program and The Fitness Release Time. Check-in participant into timeclock , so members can get credit for the program.
* Greet and assist individuals with Fitness Center issues and proper usage of fitness equipment.
* Follow and enforce all polices and procedures in Sports & Fitness.
* Provide information on Sports & Fitness programs, services and functions.
* Attend occasional staff meetings, Sports & Fitness special events and university/division sponsored events.
* Other duties as assigned.

**Requirements:**

Must be current UHD student and in good standing with the university. Interested in fitness or athletics. Familiar with fitness equipment. Friendly and dependable. Helpful and customer service oriented. Must be willing to work early mornings, evenings and weekends.

**DETAILED REQUIREMENTS:**

**Opening:**

* Inspect each piece of equipment for any irregularities. Make sure all equipment is in proper place and in working condition. Report any problems to Student Supervisor.
* Sign Facility Report.
* Be issued and responsible for a radio during shift.

**During Shift:**

* Attendants that are on duty may not work out, watch TV or sleep.
* Attendants may not leave the Fitness Center unattended. A Student Supervisor should be called to cover area for breaks or lunch.
* Thoroughly clean assigned equipment on a weekly basis based on cleaning schedule.
* Politely greet every UHD S&F Member entering or leaving the Fitness Center.
* Walk through the Fitness Center to assist UHD S&F Members on proper usage of equipment.
* Ensure that members put away any equipment they use as well as properly clean/wipe down the equipment they used. If a member does clean/wipe down the equipment, the Fitness Center Attendant is responsible for replacing and cleaning/wiping down the equipment.
* Provide UHD S&F Members with advice on how to achieve their desired goals. If you are not a personal trainer, you should never claim to be. The information you provide is your personal opinion.

**During Shift:**

* Periodically look over rails to assist in monitoring activities in both gymnasiums (do not stand behind the equipment or near electrical cords/outlets). Report inappropriate activities to Student Supervisor immediately.
* Fitness Center Attendants are permitted to spot UHD S&F Members as long as entire area is secure and they feel confident as a spotter.

**Closing**

* Inform all UHD S&F Members 15 minutes before closing time to please conclude their activities.
* The upholstery and frame of each piece of equipment must be cleaned with ammonia free soap and water on a daily basis.
* All equipment should be put back in its appropriate place.
* Pick up trash.

**UHD Sports & Fitness Members Dress code**

* UHD S&F Members are not permitted to work out while wearing dresses or sandals.
* UHD S&F Members must wear a shirt and shorts or sweats and athletic shoes while working out.
* Individuals wearing open toe shoes are not permitted to enter the free-weight area.

**Phones (and other technological devices)**

* Cell phones are not permitted.
* No laptops, notebooks, iPod’s or headphones are permitted.

TV Usage

* The Mye Cardio unit TV’s are for personal use of the cardio unit user at the time of use.
* Televisions should be kept at a low volume at all times.

Equipment checkout

* Belts are available to checkout.
* UHD S&F Member must leave valid UHD ID when checking out a belt.
* UHD S&F Member will receive ID upon returning belt.
* ID’s left at end of day will be turned over to Student Supervisor.

Safety

* UHD S&F Members should be assisted with the proper usage of fitness equipment (no overhead lifts are allowed at any time; no deadlifts are allowed unless a member of the UHD Powerlifting team is present).
* Non-working pieces of equipment should be reported to a Student Supervisor immediately and taken out of service by placing an “OUT OF ORDER” sign on piece.
* No one is allowed to sit, climb or stand on rails overlooking gymnasiums.
* No one is allowed to sit, climb or stand on equipment to watch TV unless actively working out.
* Nothing is to be thrown to or from rails overlooking gymnasiums. Contact Student Supervisor immediately if an incident occurs.
* No children under 18 are allowed on fitness equipment or in fitness area.

Safety

* In case of serious injury (unconsciousness, serious cut, broken bone, etc.), contact Student Supervisor immediately who will call 911.
* In case of minor injury (scrap, minor cut, fatigue) contact Student Supervisor.
* If an individual has stopped breathing, a Fitness Center Attendant administers CPR.

Policy Violations

* You may ask any UHD S&F Member violating Sports & Fitness rules to leave the facility.
* You may report a UHD S&F Member for disruptive behavior, which could ultimately revoke the UHD S&F Member’s privileges.
* Contact a Student Supervisor for assistance immediately. Be sure to provide details on Incident Report.

## Sports Student Supervisor

**Basic Function:**

The Sports & Fitness Intramural Student Supervisor is responsible for supporting the structure, direction, services and programs of the Student Life Center. Specifically, this includes assisting with the coordination/facilitation of all Intramural Sports activities, marketing efforts, data entry/compilation, and office assignments pertaining to Intramural Sports.

**Duties:**

* Assist full-time staff in coordinating/facilitating Intramural Sports activities. This includes initiating/implementing promotion and marketing efforts, setting up and breaking down equipment as needed for various activities, assisting in supervising and implementing program.
* Supervise Intramural Sports referees and scorekeepers.
* Creating fliers, schedules, standings, articles etc. when applicable.
* Provide information on Intramural Sports programs through staffed tables.
* Assist in the training of sports officials
* Office responsibilities including but not limited to data entry, telephone calls, filing, running errands and greeting visitors.
* Assist when applicable as a Student Supervisor. As a Student Supervisor, individual will follow job description and responsibilities as stated for a Student Supervisor.
* Follow and enforce all policies and procedures in Sports & Fitness.
* Attend occasional staff meetings, Sports & Fitness special events and university/division sponsored events.
* Other duties as assigned.

**Requirements:**

Must be current UHD student and in good standing with the university. Interested in fitness or athletics. Possess supervisory and leadership skills. Interested in sports. Must be willing to work early mornings, evenings and weekends. Must be willing and able to work at off campus activity sites. Friendly and dependable. Helpful and customer service oriented.

**Job Descriptions for Scorekeepers, Office Assistant, and Interns are available upon request.**

UHD Sports & Fitness Member Relations

The success of Sports & Fitness depends upon the quality of the relationships between Sports & Fitness, our employees, and our UHD S&F Members. Our UHD S&F Members’ impression of Sports & Fitness and their interest and willingness to visit the Student Life Center is greatly formed by the people who serve them. In a sense, regardless of your position, you are a Sports & Fitness ambassador. The more goodwill you promote, the more our UHD S&F Members will respect and appreciate you, and Sports & Fitness.

Here are several things you can do to help give UHD S&F Members a good impression of Sports & Fitness:

* Act competently and deal with UHD S&F Members in a courteous and respectful manner.
* Communicate pleasantly and respectfully with other employees at all times.
* Follow up on orders and questions promptly, provide business like replies to inquiries and requests, and perform all duties in an orderly manner.
* Take great pride in your work and enjoy doing your very best.

A UHD S&F Member is defined as an individual who is a current UHD student, faculty, staff, or a paid S&F Member of the UHD Alumni Society, a paid Criminal Justice Cadet S&F Member, an active ELI student, or a Family (Spouse and/or Minor) S&F Member.

## Cash Handling Procedures

The department accepts payment of cash for its products and services. Cash payment is accepted only by authorized student employees or full time staff employees. Upon receipt of payment, a receipt will be issued for their purchased through the CSI system.

If the payment is by personal check, it must be made payable to the University of Houston-Downtown. The payor’s name and address must be pre-printed on it. A valid State of Texas driveer’s license or State of Texas ID and UHD ID must be presented. These numbers are to be recorded on the face of the check. On the back of the check, “For Deposit Only, UH-Downtown, Account #00100760785”.

If the payment is by credit card, the supervisor will complete a credit card charge form. A valid Texas driver’s license or ID and UHD must be presented.

After completion of transaction, the employee will immediately place cash in cash drawer and deposit in the designated secure safe at closing of each shift in a sealed envelope with print out of transaction listing report. Only the full time staff members have access to the safe.

Communication

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information; you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all Sports & Fitness methods of communication, including this Employee Manual, bulletin boards, discussions with your full-time supervisor, memoranda, staff meetings, newsletters, training sessions, email, etc.

You will be required to provide Sports & Fitness with an email address that you frequently check to improve communications between our employees and Sports & Fitness. On various occassions, electronic emails will be sent to update you on policies, procedures and to make you aware of upcoming activities. You will be required to know this information.

Dress Code/Personal Appearance

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with UHD S&F Members or visitors in person.

All employees in Sports & Fitness are required to wear university issued shirts (if shirts are available); Sports & Fitness issued nametag, shorts, sweats, warm-ups, slacks or jeans and athletic shoes. Shorts and jeans should be appropriate for fitness area and demonstrations on fitness equipment. Shirts are to be tucked in at all times. Cut off shorts or high rised shorts are not permitted. Caps, if worn, must be on straight. Articles of clothing depicting universities other then UHD are not permitted.

As a Student Employee, you will be issued two (2) Sports & Fitness shirts. You will have the option to buy additional shirts at the cost of $20.00. Only staff members are eligible to purchase additional shirts. You will be allowed to keep a shirt for each long semester (fall or sping) worked. If you work less than a long semester, you must return your shirt(s).

## UHD Sports & Fitness Nametag

Student Staff are required to wear Sports & Fitness issued nametag with name at all times during work hours. Nametags are to be worn on the chest area with name facing out. It is your responsibility to report a lost or stolen nametag to a full-time staff member for replacement.

Should you fail to wear your required uniform, you will be required to rent a uniform or be sent away without pay. The second time you fail to wear your required uniform, you will be written up. The third instance of not wearing your uniform will result in immediate termination.

A neat, tasteful appearance contributes to the positive impression you make on our UHD S&F Members. You are expected to be suitably attired and groomed during working hours or when representing Sports & Fitness. A good clean appearance bolsters your own poise and self-confidence and greatly enhances our university image.

Personal appearance should be a matter of concern for each employee. If your full-time supervisor feels your attire is out of place, you may be asked to leave your workplace until you are properly attired. You will not be paid for the time you are off the job for this purpose. Your full-time supervisor has the sole authorization to determine an appropriate dress code, and anyone who violates this standard will be subject to appropriate disciplinary action.

Expense Reimbursement

You must have your full-time supervisor’s written authorization prior to incurring an expense on behalf of Sports & Fitness. To be reimbursed for all authorized expenses, you must submit a receipt(s) to your full-time supervisor immediately after returning to work. Taxes cannot be reimbursed; therefore, a university tax exempt form is to be used when making purchases on behalf of Sports & Fitness.

First Aid

Federal law (“OSHA”) requires that we keep records of all illnesses and accidents, which occur during the workday. The Texas State Workers’ Compensation Act also requires that you report any illness or injury on the job, no matter how slight. If you hurt yourself or become ill, please contact your full-time supervisor or Student Supervisor for assistance. If you fail to report an injury, you may jeopardize your right to collect workers’ compensation payments. OSHA also provides for your right to know about any health hazards, which might be present on the job. Should you have any questions or concerns, contact your supervisor for more information.

In addition, all Sports & Fitness staff members are required to be CPR and Basic First Aid certified during duration of employment. Trainings will be scheduled during the academic year and employees will be required to attend the mandatory training.

Grievances

Our goal is to maintain a comfortable working environment for everybody. We do this in several ways:

* By treating each of you as an individual and encouraging your maximum development;
* By recognizing that each of you is essential to the success and growth of Sports & Fitness; and
* By maintaining direct communications with all of our employees and ensuring that each and every one of you can speak directly and openly with our management team.

We believe that this type of communication, without interference from any outside party, is best for all concerned. Therefore, when you wish to express your problems, opinions, or suggestions, you will always find an open door and an attentive ear.

As time goes by and Sports & Fitness grows, we will continue to listen and respond to your questions and comments.

## Resolving Problems

Whenever you have a problem or complaint, we expect you to speak up and communicate directly with us. You can take the following steps:

1. First, talk to your immediate full-time or Student Supervisor. These individuals are most familiar with you and your job and are, therefore, in the best position to assist you. These individuals work closely with you, and are interested in seeing that you are treated fairly and properly.

2. If your full-time supervisor cannot help you resolve the matter, you can speak to the Assistant Director or the Director of Sports & Fitness who will give your problem or complaint prompt consideration.

Remember—it is always best to resolve problems right away. Little problems tend to turn into big problems; facts become confused; resentment and anger builds up. It is always best to get things off your chest before they get out of hand.

Housekeeping

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times—it is a required safety precaution.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repairing or replacing to a Student Supervisor immediately.

## Personal Belongings

Sports & Fitness employees are not permitted to hold or secure UHD S&F Members or guest belongings during the time the UHD S&F Member or guest is utilizing the facility. This includes but not limited to books, backpacks, jewelry, etc. UHD is not responsible for lost or stolen property.

Employees should store their personal belongings in their rented locker or student supervisor areas. Personal belongings should be stored neatly and properly to prevent any theft and/or clutter in work areas.

## Workstations

Employees are to be sitting upright at their stations while on their shift. Absolutely no one should sit on counters. Employees should not put feet on counters. No sleeping on counters. Employees are not permitted to wear headphones, bluetooths or use IPODS while working. No friends “parking” or hanging around counters while the employee is working. Employees should be alert, disciplined, friendly yet professional. Staff on duty should be the only individual behind counter. No one should be reaching over and grabbing supplies from counter.

Property & Equipment Care

It is your responsibility to understand the machines you need to use to perform your duties. Good care of any machine that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and Sports & Fitness. If you find that a machine is not working properly or in any way appears unsafe, please notify the Business Administrator immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate a machine you deem unsafe, nor should you adjust or modify the safeguards provided.

## Radio Usage

Radios are used to assist in the communication process enabling us to better serve the employees and S&F Members of the Student Life Center. A radio will be checked out to the employees on duty in the following areas: Student Supervisor, 1st Floor Attendant 2nd floor Attendant and 3rd Floor Attendant.

The usage of these radios should be limited to business purposes only. Only Sports & Fitness staff is permitted to use the radios. The Student Supervisor will be better prepared to respond to the incident.

If you are assigned a radio during your shift, you are financially responsible for this radio until you sign it over to the next person following your shift. For this reason, it is required that you take the radio with you during breaks (including restroom breaks), lunch breaks or errands. “Code 1” is to be used over the radio when an individual needs coverage to go to the restroom.

## Return of University Property

Any Sports & Fitness property issued to you must be returned to Sports & Fitness at the time of your dismissal or resignation, or whenever your full-time supervisor requests it. You are responsible to pay for any lost or damaged items. A hold may be placed on your University account if such fees are not repaid.

Media

Although you work for Sports & Fitness and UHD, employees are not authorized to act as a spokesperson on behalf for either Sports & Fitness nor UHD. If approached by the media, (TV, radio, newspaper, etc) you are asked to make no comments other then to refer them to the Director or the Assistant Director for Sports & Fitness. This also includes university publications.

Meetings & Activities

## University Meetings

On occasion, we may request that you attend a university sponsored event. If this is scheduled during your regular working hours, your attendance is required. If it is held during your non-working hours you may be required to attend pending adequate notice. You will be paid for university events where your attendance is required.

## Department Meetings

From time to time, your supervisor will schedule department meetings before, during, or after work. It’s to your advantage to be at these meetings. They give you and your fellow workers a chance to receive information on Sports & Fitness events, to review problems and possible solutions, and to make suggestions about your department or your job.

If your attendance at Department Meetings is mandatory, you will be notified via postings or informed in writing. Failure to attend may involve a penalty. Employees are paid for their time to attend mandatory meetings.

## Open Door Policy & Counseling

If a problem or complaint is of a personal nature, or a very delicate matter, you may meet first with any UHD Sports and Fitness member of management, including the Director of Sports & Fitness, to discuss it. He or she will decide if you should first discuss the problem with your immediate supervisor. If the complaint, suggestion, or question is of such a nature that approaching your immediate supervisor would hamper resolution, the management person you contact will take the appropriate action.

## Participation in Sports & Fitness Activities

Sports & Fitness employees are strongly encouraged to participate in activities offered by the department. Indeed, participation in sports or fitness activities is one of the factors taken into account when we hire new employees. Sports & Fitness employees are not allowed to participate in Sports & Fitness activities (fitness programs, intramural sports, open rec. etc.) while on the clock.

Keep in mind as an employee, you are held to a higher standard of conduct when participating in Sports & Fitness sponsored activities. Sports & Fitness employees should at no time be disruptive during intramural games, open rec., or other activities. Being disruptive reflects poorly on the department and yourself. Your actions may encourage others to be disrespectful and disruptive to fellow employees or other participants.

On the contrary, Sports & Fitness employees are expected to exhibit and encourage good sportsmanship and fair play at all times. Displays of poor sportsmanship and behavior by Sports & Fitness employees may result in suspension from that or all activities, suspension from employment or termination from employment.

Personal Phone Calls & Mail

Please keep personal phone calls to a minimum—they must not interfere with your work. You are permitted to make limited local area calls in the office located on the 3rd floor during a “break” period only. Please do not abuse this privilege. Emergency calls regarding illness or injury to family members changed family plans, or calls for similar reasons may be made at any time. Incoming urgent calls will be directed to you.

Personal calls made using your personal phone must be made during breaks and within breakrooms, student offices, or outside of the student life center. Texting should be kept to a minimum during your working hours. Excessive texting (or use of your personal phone), thus causing dirruption in your work, may result in disciplinary action.

Never attempt to assist UHD S&F Members while talking on the phone. Put the person on the phone on hold while you assist the member in front of you.

Please don’t use Sports & Fitness as a personal mailing address, and do not put personal mail in the stacks that are to be run through the postage meter. Although the amount may seem small, it is still considered theft.

Safety Rules

Safety is everybody’s business. Safety is to be given primary importance in every aspect of planning and performing all Sports & Fitness activities.

Please report all injuries (no matter how slight) to the Student Supervisor immediately, as well as anything that needs repair or is a safety hazard. Below is some general safety rules. Your supervisor may post other safety procedures in your department or work area:

* Avoid overloading electrical outlets with too many appliances or machines.
* Walk—don’t run.
* Use stairs one at a time.
* Report to your supervisor if you or a co-worker becomes ill or is injured.
* Ask for assistance when lifting heavy objects or moving heavy furniture.
* Smoke only in designated smoking areas.
* Keep cabinet doors and file and desk drawers closed when not in use.
* Sit firmly and squarely in chairs that rolls or tilt.
* Wear or use appropriate safety equipment as required in your work.
* Avoid “horseplay” or practical jokes.
* Start work on any equipment only after safety procedures and requirements have been explained (and you understand them).
* Keep your work area clean and orderly.
* Stack materials only to safe heights.
* Watch out for the safety of fellow employees.
* Use the right tool for the job, and use it correctly.
* Remember that failure to adhere to these rules will be considered serious infractions of safety rules and will result in disciplinary actions.

Security

Maintaining the security of the Student Life Center is every employee’s responsibility. Develop habits that ensure security as a matter of course. For example:

* Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
* Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
* When you leave Sports & Fitness’s premises make sure that all entrances are properly locked and secured.

## Smoking

Sports & Fitness discourages its employees from smoking. Smoking is regarded as a poor health habit, which can detract from performance and is often offensive to co-workers and/or UHD S&F Members. While we cannot regulate employee conduct off the job or outside of work hours, we feel it is our responsibility to provide a workplace free of exposure to hazardous substances, and we have therefore established our facility as a smoke-free environment. All employees are expected to abide by this policy.

Sports & Fitness employees are not permitted to smoke outside the entrances to the building. If you must smoke, we ask that you smoke in the designated smoking areas on the East Side of the One Main building.

## Study Policy

Students are permitted to study if all shift responsibilities have been completed. Study should never interfere with job responsibilities including answering the phone, assisting UHD S&F Members/visitors and monitoring activities around workstation. Study privileges may be revoked if an employee neglects job responsibilities. Workstation computers are not to be used for personal reasons. Laptops are not permitted at workstations.

## Substance Abuse

Sports & Fitness is committed to providing its employees with a safe workplace and an atmosphere which allows them to protect inventory and other assets placed in their care; Sports & Fitness employees should not be subject to any safety threats from fellow workers. You are expected to be in suitable mental and physical condition while at work, allowing you to perform your job effectively and safely.

Whenever use or abuse of any mood altering substance (such as alcohol or other drugs) interferes with a safe workplace, appropriate action must be taken. Sports & Fitness has no desire to intrude into its employees’ personal lives. However, both on-the-job and off-the-job involvement with any mood altering substances can have an impact on our workplace and on Sports & Fitness’s ability to achieve its objectives of safety and security. Therefore, you are expected to report to the workplace with no mood altering substances in your body. While you may make your own lifestyle choices, Sports & Fitness cannot accept the risk in the workplace which substance use or abuse may create. The possession, sale or use of mood altering substances at the workplace, or coming to work under the influence of such substances shall be a violation of safe work practices and will be subject to disciplinary action, including possible dismissal.

## Theft

Internal theft is considered a serious violation to Sports & Fitness. Although taking small items of Sports & Fitness property may seem inconsequential, the cumulative effect can be very large. Stealing from the university is like stealing from you.

Sports & Fitness will not tolerate property theft of any type. We consider property theft to be the unauthorized use of university services or facilities or the taking of any university property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities, which are unacceptable.

1. Excessive copies and printouts.

2. Taking of university property. No item purchased or supplied by Sports & Fitness should ever be removed from university premises without express authorization of your immediate supervisor and the proper paper work associated with the situation. This rule applies to all university property, computers, and even pens and paper.

Unauthorized possession or removal of university property is a very serious offense. Employees violating this policy will be subjected to discipline up to and including possible dismissal and prosecution.

## Violations of Policies

You are expected to abide by the policies in this manual. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in each individual’s personnel file.

A partial list of causes for possible disciplinary action (“Unacceptable Activities”) is presented under “Standards of Conduct” in the “Employment” section of this Manual. This list is not to be considered all-inclusive.

UHD Incident & Injury Procedures

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## Dealing with a Difficult Situation

There may be times when serious situations arise between individuals and staff or between two individuals. When dealing with difficult situations, it is important to always remain calm and work to descalate the siutation. Do not raise your voice, yell, or become confrontational. Do not use sarcasm. Remain professional at all times. Be sure to listen to the complaint.

If you most go into further detail to justify a policy (ex: Athletic shoes provide the kind of support needed when playing such a physical activity that would help reduce the risk of injury to not only you but the individuals you are playing with,” ) do so informatively and politely.

When you are enforcing policies, explain the policy clearly. Be prepared to point out the policy on the Sports & Fitness Policies Sheet. Next, explain that it is your job to enforce the policy. Should an individual be confused or unclear about a policy that you just explained, politely offer to invite your supervise to clarify any confusion regarding the policy for them.

If the individual(s) is/are still uncooperative or unsatisfied contact your immediate supervisor either by radio or phone in this manner:

“(Supervisor’s Name), this is Your Name. There is an individual who has a strong concern regarding our (State Policy). Can you assist me on (Your location).” Do not attempt to describe the confrontation and/or individuals involved over the radio or telephone.

If you are a supervisor, you should immediately respond via radio or phone that you will be right there.

While you wait for your supervisor to arrive, refrain from discussing the matter further with the individual and try to resume Sports & Fitness business.

After your supervisor arrives, clearly explain the situation calmly and professionally. Avoid making judgmental remarks about the individual. Once you have provided the pertinent details, do not linger around the individual(s) and supervisor. Let your supervisor take control. Go back and try to resume Sports & Fitness business as best you can but be prepared to assist your supervisor when asked.

## Incident Procedures

A difficult situation may escalate into a verbal or physical incident. If an individual(s) becomes verbally abusive towards you or others, remain professional. Inform the individual that it is obvious that you can not help him/her and that you will contact your immediate supervisor to assist him/her. Follow same procedures as Dealing with a Difficult Situation. The immediate supervisor as well as any employee who was a participant in the incident should document such incident on an Incident Report or separate sheet attached to Incident Report.

If an individual physically threatens or assaults you or someone else, do your best to diffuse or escape the situation. Try and keep the individuals apart verbally not physically. Contact your supervisor via radio or phone immediately and as calmly as you can say:

“(Supervisor’s Name), this is (Your Name), I am involved in an incident on (Your location). Please assist me immediately.” Do not attempt to describe the incident and individuals involved over the radio or telephone unless such information will assist your supervisor (ex: individual has a weapon, someone has been injured, the area is unsafe). Wait until your supervisor arrives to discuss details of incident.

If you are a supervisor, you should immediately respond via radio or phone that you will be right there.

While you wait for your supervisor to arrive, refrain from discussing the matter further with the individual and try to resume Sports & Fitness business.

After your supervisor arrives, clearly explain the situation calmly and professionally. Avoid making judgmental remarks about the individual. Once you have provided the pertinent details, do not linger around the individual(s) and supervisor. Let your supervisor take control. Go back and try to resume Sports & Fitness business as best you can but be prepared to assist your supervisor when asked.

In more serious cases, inform your supervisor to call university police or that you are calling university police at x8065. If UHD police are called, they may take control of the situation. At this time, try your best to compose yourself and be able to assist with the investigation.

If there is a serious dispute between two individuals, and if conditions permit, try to diffuse the situation yourself before it escalates further. If conditions do not permit, contact your supervisor via radio or phone immediately. Replay circumstances of incident as calmly as possible. Try and keep the two individuals apart verbally, not physically until a supervisor arrives. Go back and try to resume Sports & Fitness business.

The supervisor will pull aside and keep separate any parties involved in a dispute. This applies even if they are actively involved in a game or activity. Your supervisor will gather information from any staff /member witnesses and the individuals involved. The supervisor will make a decision on whether to pull the individual(s) from the activity, area, or facility. The supervisor may choose to disqualify the individual(s) from S&F activities or facility. The individual must be notified verbally by the supervisor of the supervisors ruling. Any expulsion period longer than a day must be decided on by the Director of Sports & Fitness. Disciplinary recommendations may be made on the Incident Report by the supervisor. The Director of Sports & Fitness may also choose to forward a referral notice for further disciplinary actions against an individual to the Executive Director for Student Services.

The Director of Sports & Fitness must be notified immediately of any incidents involving physical threats or assaults via radio, phone or cell phone. Individuals involved in physical threats or assaults will be expelled from Sports & Fitness facilities at the time of incident. The Director will determine the length of expulsion. The Director may choose to forward a referral notice for further disciplinary actions against an individual to the Executive Director for Student Services.

All incidents require a completion of an Incident Report by a student supervisor or higher authority, which must be turned into the Office of Sports & Fitness immediately. The Incident/Injury Report must be filled out as completely as possible.

## Injury

All injuries regardless if they are minor, must be reported to the student supervisor. Report any apparent minor injury in this manner:

* An accident/injury is reported with as much detail as possible via radio to which a student supervisor or higher level staff responds immediately. (All of the Sports & Fitness staff are American Red Cross Sports First Aid/CPR certified.)
* After an assessment of the situation is made, the responding staff determines whether he/she deals with it or 911 is called. The injured party is responsible for charges associated with the ambulance/paramedic services.
* If 911 is called, a call to University Police is made immediately afterwards to make them aware of the situation and to assist if necessary and/or direct ambulance to injured party. No transportation in personal or university vehicles by staff is to be offered to an injured party at any time.
* Responding staff completes S&F Injury Report that includes witness accounts and signatures.
* Paperwork is submitted to full time S&F staff for review.

A student supervisor must offer assistance to an injured individual. If an individual refuses aid, it must be noted on the Injury Report. If the injury appears serious, follow the American Red Cross procedures for First Aid/CPR.

## First Aid Kit(s)

There is mobile First Aid kit in the 1st floor Equipment Room. Cold packs are also located in the Equipment Room. An Injury Report must be completed whenever any supplies are dispensed to an injured person.

Fire Procedures

All employees must be knowledgeable of the location of all fire alarms, fire extinguishers; fire exists in Sports & Fitness facilities.

Student Employees on duty serve as floor wardens on their respective floor. They are to ensure all occupants are off their floor before exiting the building themselves. Student supervisors and full time staff will try to make a final sweep of the facilities if possible. All Sports & Fitness must try to maintain radio contact during the evacuation. It is important that the radios remain clear unless absolutely necessary.

## Reporting Fires and Fire Alarms

**I. Notification**

1. If the following is reported, or if you see smoke or flames, or smell something burning, or hear a fire alarm, IMMEDIATELY:
2. Call the Fire Department: 911
3. Call the Fire Safety Director: Building Manager: (713) 221-8911.
4. Activate the Fire Alarm - If Not Activated.
5. Report any change in conditions to the Fire Department and the Fire Safety Director.
6. If you think you smell a peculiar or unfamiliar odor, IMMEDIATELY call the student supervisor of any full-time staff member who will then call the Fire Safety Director: Building Manager: (713) 221-8911.
7. Information to be given to the Fire Department:
8. What is the emergency: (Alarm, Smoke, Flames, etc.)
9. Your Address: One Main Street, Jesse Owens Student Life Center
10. State the Location, Floor, or Particular Area.
11. Type of Occupancy: High-rise - University
12. Your floor number: (1st, 2nd, 3rd) Your Building: Student Life Center
13. Your telephone number: (713) 221-8225
14. Listen to the dispatcher: (Let the Dispatcher Hang up First!
15. **Emergency Procedures Priorities**
16. **Emergency Procedures -** if the following is reported or if you see smoke or flames or smell something burning:
17. Isolate the fire - (close the door if it can be done so safety).
18. Call the Fire Department, Fire Safety Director and activate the Fire Alarm.
19. Evacuate - using the Exit Stairwells.
20. Fire extinguishment - (if small and you can do so safely).
21. **Emergency Procedures - in the event of an alarm only:**
22. Notify the Fire Department and the Fire Safety Director.
23. Minimum Procedures: Proceed to the stairwells and prepare to exit.
24. Report any change in conditions to the Fire Department and the Fire Safety Director.
25. **Fire Safety Director:**
26. Notify the Fire Department.
27. Recall all elevators that access the floor of incident to the designated floor (if that is not the floor of incident), by turning the Elevator Fire Service Recall Switch to the “ON” position and have someone meet the Fire Department with emergency keys and knowledge of the building.
28. All fires shall be reported to the Fire Department even if extinguished, no matter how small.

ID Discrepency Procedures

Sports & Fitness Members are required to present a valid university issued ID upon entering the facility. If the member does not have their UHD ID, they can present a valid government issued ID with picture. The name and photo are to be matched with the name (and possibly photo) in CSI. If a member has neither their UHD ID nor a government issued photo ID, they can present their UHD 900# and will be allowed entry as long as their photo is available in CSI. If a Sports & Fitness Member is personally (first name, last name) known to the desk attendant on duty to be eligible and there are no other members waiting to enter, he/she may be granted access with a verbal warning to bring appropriate ID the next time.

If you have strong suspicion that the ID presented does not appear to be the individual wishing to enter the facility; the following procedure is followed:

Explain to the individual that our computer is down and that they are to go ahead and enter the facility. Explain that you will deliver their ID to them once our computer problem is corrected.

Once they can not hear you, call a student supervisor to your desk. Explain that you believe the individual is using false identification to enter the facility. The student supervisor then contacts university police requesting assistance in removing an individual from our facility.

Keep an eye on the individual until university police arrives. The university police will approach the individual in question and try to verify their identity. The student supervisor will have the police remove all individuals involved in the scheme.

An incident report must be completed and turned in accompanied with the false ID by the student supervisor.