

Recreational Sports and Services Mission Statement

The purpose of Recreational Sports and Services is to enhance the quality of life for our students and the SIU community by providing dynamic opportunities in safe facilities and environments.

- *Recreational Sports and Services engages patrons to promote wellness through social interaction and healthy lifestyles.*
- *We strive to be professional, knowledgeable, and resourceful while embracing creativity and inclusivity.*

Recreational Sports and Services Vision Statement

A happy, healthy community

Incentive Program – Employee of the Month

Employees of the Month

1. How am I nominated?
 - Employees are nominated by their professional employer/peer/patrons.
 - Full-time staff will vote on nominees.
 - All RSS employees may nominate by clicking to <https://form.jotformpro.com/71783546614968> and completing the required information listed
2. Who is eligible?
 - All RSS student employees. RSS graduate assistants or students fulfilling internships ONLY are not eligible for nomination.
3. There is one winner per month:
 - RSS professional staff votes for student employees at the first meeting of each month. They vote on student nominations from the previous month. (They vote on May EOM in June, etc.)
4. Awarded employees will receive a prize. For Fall 2019/Spring 2020 it is a \$10 Common Grounds gift card.
5. Recognition in the monthly newsletter that is posted throughout the facility.
6. An inscription nameplate will be added to the EOTM Plaque located on the first floor of the SRCA plaque is located on the first floor of the SRC and this will hold the name of the winner

Professional Procedures

Staff Meetings and In-Service Trainings

Anytime your area supervisor plans staff meetings and/or any in-service training, they are considered mandatory and you will be paid for your attendance. These meetings and/or any in-service training are developed to inform you of upcoming events and to provide constructive review/comments of job responsibilities as well as to keep the lines of communication open between you, co-workers, employee group supervisor(s), and the department. If you are unable to attend a scheduled meeting due to prior conflicts, please contact your employee group supervisor at least **48 hours ahead** of the scheduled meeting/in-service.

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Recreational Sport and Services staff must complete the following training before starting work:

- ✓ Completing payroll paperwork, pay periods and dates, rate of pay
- ✓ Missed punch forms & how to track hours on TimeClock.
- ✓ Student Recreation Center policies and Radio conduct: radio location, operation, radio protocol
- ✓ Emergency response: role in an emergency, location of AED/first aid kits, documentation of accidents/incidents, emergency flipcharts **(If applicable in your position)**
CPR/AED and first aid training and certification (CPR ONLY required for supervisor-level employees, sport club safety officers, and lifeguards)
- ✓ Department/unit specific employment training
- ✓ Illinois State Ethics Training
- ✓ PCI training (credit card protocol training – **(If applicable-typically cash handling positions)**)
- ✓ VAWA Training (violence Against Women Act)
- ✓ and much more (at the university's discretion)

Working in Multiple Departments within RSS

Before being scheduled to work additional shifts in other RSS employee areas, you must receive approval from your primary employee supervisor. You may also be required to complete additional paperwork for different job classifications.

If you do work in two or more employee areas within the department, there is a potential risk that the negative actions and/or behaviors performed in one department may affect employment in another department. For example, if you are dismissed from one department, you're automatically dismissed from all RSS departments.

When you work in multiple departments you must know your schedule in both areas. The department you receive most of your hours with must approve extra hours. **You are responsible to track your own hours and allotment. RSS staff is not responsible to track this for you. The number of positions you hold with us is not limited, although pay rates may be limited (see your direct supervisors)**

****If you work in multiple department on campus or different positions within the SRC or RSS as well, YOU are responsible for tracking the hours worked in each. As a reminder, you cannot work over 20 hours during the academic year and 37.5 during a summer session.***

Professional Development Opportunities for RSS Student Staff

Certifications

- **First Aid/CPR/AED certification at minimal cost**
 - Some employees are given the opportunity to become certified in First Aid and CPR/AED. Many positions within the department mandate this certification. Certification classes are offered regularly to employees at a minimal cost. Students may not "clock-in" for training. These are granted to you as a convenience and for professional development opportunities.
- **CPR Instructor Certifications**
 - Student employees are highly encouraged to become CPR Instructor certified. Certification classes are offered periodically to employees at a minimal cost.
- **Fitness-Related National Certifications**
 - Student staff are encouraged to become nationally certified. Periodically, we are made of opportunities and will pass along to student staff
- **Community Sports Officiating**

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- Student staff has the opportunity to officiate local middle/junior high school and high school IESA /IHSA sports through the SIU Carbondale Officials Association. The RSS Competitive Sports department hosts officials training seminars.
- **Conferences and Workshops**
 - Employees are encouraged to attend/present at professional development conferences and workshops.

General Student Employee/Employment Expectations

1. You must be currently enrolled as a student at SIU throughout the term of your employment. If your status should change at any time during the term of your employment, you are required to inform your immediate supervisor. RSS MUST have written verification that you are enrolled in school PRIOR to the session starting you are working within. Unverified students will be ineligible/terminated from employment.
2. Stay current on all certifications required for your position.
3. Present your I.D. card at the Reception Desk to enter the facility, even when reporting for work.
4. Arrive on time and ready to work by the time your scheduled shift starts.
5. Clock in and out for your shift properly. Missed-punches are subject to the employee discipline policies with RSS.
6. Find substitutes for your shift(s) and notify your supervisor. Failure to show up for a shift could result in disciplinary action. You are responsible for getting your scheduled shift covered.
7. Personal emergencies (sudden illness, family death or illness, etc.) will be handled on an individual basis. You are responsible for notifying your supervisor in a timely manner about your situation.
8. Wear your required uniform during your shift. Appropriate staff VEST must be visible at all times. No Open toed shoes, tattered pants or shorts are permitted. RSS will value inappropriate tattoos or jewelry on a case by case basis. Clothing worn is expected to be professional and is subject to employee discipline if deemed inappropriate. Dress code may differentiate based on department.
9. No bandanas are to be worn in the facility while on duty. **SIU hats ONLY!**
10. Unauthorized persons are not allowed in work areas, nor should you be in another work area while not on duty.
11. Respond to work related emails and return phone calls in a timely manner. Any valid and current email address is acceptable to use. Please ensure that you check your email daily for announcements and updates.
12. Clearly understand specific duties and responsibilities for your position.
13. You are responsible for enforcing RSS policies and procedures. If you do not understand a policy or employment task, please ask your supervisor for clarification.
14. Attend mandatory meetings and training session. You must request prior approval from your supervisor if you cannot attend meetings and training sessions. You are responsible for making up the material covered.
15. While on duty, participation in programs is not permitted. Expectations of employees is always higher when you participate in RSS-sponsored programming.
16. Failure to adhere to employment responsibilities will result in staff warning, written documentation and/or termination.
17. Student employees MUST understand that they can be disciplined or terminated for misuse of any RSS computer.
18. Act responsibly and professionally at all times while working and when representing RSS/SIU Carbondale.
19. You are responsible for knowing the student employee discipline policy
20. Food should be kept out of the sight of all participants. If you are entitled to a break, ask the Facility Supervisor to assist in covering your area.
21. Cell phones cannot be used while on duty unless it pertains to work.

Professionalism

Dress Code/Uniforms

The purpose of staff uniforms is to clearly identify RSS employees to all patrons. Uniform vests are to be worn only while at work and cannot be taken for personal use. The following uniform procedures are valid for the current year:

- Facility Supervisors will wear ORANGE vests, Member Services employees will wear GRAY vests, Competitive Sports employees will wear BLUE vests and all other staff wear black. Lifeguards and fitness staff have appropriate apparel they will be wearing and are not subject to wearing vests,
- Shirts/ apparel worn underneath MUST be professional. You may not wear apparel that displays any alcohol sayings, tobacco ads, Greek letters, professional sports teams, explicit or non-professional looking dress, or any non-SIU Carbondale apparel (other university represented apparel). Professional staff have the right to ask students to change apparel items if they deem inappropriate.
- No open toe shoes may be worn while on duty. Tennis shoes or shoes with a non-marking bottom are expected and required.
- Headphones MAY NOT be used at work – no exceptions
- Pants must have no rips/strings/stains.
- Only SIU hats are permitted.
- Pants or shorts MUST be appropriate length.
 - **Employee Clothing:** *If the employee is wearing shorts while working, the shorts MUST come within two inches of the top of the knee – or contain at least an 8-inch inseam - no exceptions. Fitness staff must wear appropriate attire as well while working in the facility. Please use discretion when dressing for work in the SRC. Employees must wear closed-toed shoes while working (exception – lifeguards)*

Name Badges

Employees will receive a name badge to be worn AT ALL TIMES while on duty. The ID badge will enable a patron to confidently approach an employee for matters of safety, security, and information. Wear your employee identification with pride. Name badges are available in the administrative offices of RSS.

Personal Items

Staff personal belongings should be kept away from customer sight in designated shelves, cabinets, or drawers. The free black box lockers and locker room lockers are acceptable areas for belongings. RSS has lockers available to reserve at no cost to employees. Employees interested in a locker (small box locker size) can give their name, phone number, and email to their supervisor who will work with Facilities staff to assist you. Renewals will be required on a semester basis.

Visitors at Work

No visitors are permitted in employee work areas. Visitors congregating around workstations are not permitted. If friends stop by while you are working, please explain to them that you are working. Issues with visitors may result in disciplinary action.

Cell Phone/Personal Phone Calls/Text Messaging/Social Media Use/Use of Internet on work computers

While on duty, staff may not use their cell phones or work phones for personal use (If you have an emergency call please contact your supervisor to make sure your area is covered). All attention must be directed to the job at hand and to provide good service to the customers.

The phones at the Reception Desk and Member Services should be open for customer calls and emergency situations. Text messaging is not permitted while on duty (If you have an emergency call please contact your

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supervisor to make sure your area is covered). Employees may **NOY** use work computers to connect to the internet for non-work related items.

Food & Drink

Employees are able to consume food and drink in designated areas. Please see your supervisor for these locations.

Patron Belongings

Employees on duty are not permitted to hold any belongings for patrons. Patrons can store their belongings in the free lockers located throughout the facility. Patrons can use the daily lockers or rent a locker with their memberships. RSS is not responsible for lost items.

Lost and Found

Recreational Sports and Services Lost and Found is located at the Equipment Desk/Reception Desk. Facility Supervisors are responsible for logging items in the Lost and Found Log, which is located on the equipment check out computer.

Retrieving Lost and Found Items

- ✓ Any staff finding something is required to **IMMEDIATELY** contact the facility supervisor and to have the supervisor come and retrieve the item.
- ✓ The supervisor and/or receptionist will log the item, and the supervisor will take it to its designated area to store it safely.
- ✓ Should a patron inquire about a lost item, simply ask for a detailed description of the item and when the item was misplaced.
- ✓ Check the Lost and Found log, located at reception desk, to see if the item has been logged in Lost and Found. Never allow a patron to skim through the Lost and Found log.
- ✓ If item is listed, call the Supervisor on Duty to open the Lost and Found locker located in the Laundry room and retrieve the correct item. The number on the item should correspond with the number in the Lost & Found Log.
- ✓ If the item is of value, it will be located in the Administrative Office in the grey valuables safe in Room 131. To retrieve these items, call the Supervisor on Duty over the radio. Only supervisors have access to the Lost and Found valuables safe.
 - **Valuables** include, but are not limited to:
 - Jewelry (rings, watches, earrings, etc.)
 - Any personal electronic device(s)
 - Eyeglasses
 - Purses/wallets
 - Cell Phones
 - Credit cards, ID cards, passports
- ✓ Once the item is retrieved, have the supervisor fill out the spaces provided on the log with the patron's information.

How long do we keep items?

- ✓ Lost and found items are maintained by RSS for **two weeks**, then they are donated to charity. Valuables will be taken to DPS.

Items Lost at Satellite Facilities?

Please be aware that your area may have certain policies for outdoor areas. Please be aware of them and contact your supervisor with questions.

Phone Etiquette

- ✓ Begin each interaction with a greeting...
("Good morning, Good Afternoon) Recreational Sports and Services, this is YOUR FIRST NAME, how may I help you?"

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- ✓ Speak Clearly
- ✓ Smile – You can **hear** if someone is smiling.
- ✓ Take complete messages
 - Name – ask spelling
 - Caller’s phone number, then repeat number to caller....
 - Date/time of call
 - Caller’s message

Radio Etiquette/Radio Check

- Each RSS radio will be set on channel 2 for communication with RSS employees. When you start your shift, do a radio check and let the other staff members know that you are on duty.
 - “This is _____. I will be _____ on duty if you have any questions, comments or concerns please let me know.”
RSS radios are to be used for professional communication ONLY amongst employees about work-related activities.
- Keep your radio near you and the volume turned all the way up. It is your responsibility to hear the radio no matter how busy you are.
- When trying to make a call or respond to a call made to you, hold the button down for one second before talking. If you don’t wait the one second, then the beginning of your message will be cut off.
- It is also each staff’s responsibility to monitor others’ communication to ensure that when you call someone you are not interrupting someone else’s conversation. Make sure they are finished with their conversation before you start one.
- If a radio is not functioning properly, the radio must be returned to a facilities staff member for inspection.

How to use the Radio:

1. Make sure radio is on channel 2. To talk press and hold down the button outlined in green on the side of the radio for approximately one second and then start talking.
2. Keep conversation to a minimum, be PROFESSIONAL, and use professional language. Lengthy conversations and conversations involving confidential information should be on the telephone **not** on the radio.
3. Lifeguards should NEVER have radios on their person when walking close to the pool deck or climbing in/out of lifeguard chairs. Radios should be left in the chairs.
4. We are not on a dedicated FCC (Federal Communications Commission) channel BUT our frequency CAN be monitored and that personal use or language is deemed for possible termination and will not be tolerated.

Example:

Amber: Amber to Supervisor on duty. (Not Bob or Jamie, by title: supervisor)
Supervisor: This is Caleb. Go Ahead.
Amber: Could you please meet me at the Equipment Desk?
Supervisor: I will be there as soon as possible. (**Always** reply so that the other person knows you received the message)
Amber: Thank you

Radio Personnel/Locations:

Reception Center, Lifeguard Office, Supervisors, Lifeguards, Custodian on Duty, Pool Tender, Competitive Sports Officials, Member Services, Competitive Sports Supervisors, Amber Armstrong, Morgan Carvalho, Khara Burke, Victor Martin, Savanna Ashbaugh, Sally Wright, , and Corné Prozesky.

Malfunction of radios:

Please inform the Supervisor on Duty who will leave inoperative radio on Assistant Director – Facilities RM137 desk with a note indicating the problem.

Professional Duty:

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Please protect radios from damage, theft, or loss. Handheld Radios are an intricate part of our communications network. Each unit is valued at over \$400.00.

Technology

Saluki Net / Pay Increases

You are encouraged to view your student payroll information on Saluki Net (<http://salukinet.siu.edu/>), which is updated the Wednesday prior to each scheduled payday. The following information is available on Saluki Net:

- *Automatic Rate Increase (ARI) Information*
- The total number of hours you have worked at RSS.
- Your ARI control hours. Once your total ARI hours exceed your ARI control hours, you will receive a \$.10 cent per hour increase in your rate of pay provided you are not at the maximum allowable rate of pay for your job classification.
- NOTE: This doesn't apply to Extra Help, IC, or Civil Service employees. For more information on this, please see the Business Office in the Administrative area of the SRC.

Internet/Email Usage

Customer service is always a priority at RSS. The computer should be used for work purposes only. Utilizing email and Internet for personal reasons is prohibited. This interferes with job performance. Social sites such as Facebook and Twitter are also prohibited for personal use.

Confidentiality

Several positions within RSS require a higher level of confidentiality associated with the position. Those student employees deemed to hold these positions may be required to sign a confidentiality statement, indicating that they will not and cannot share information to anyone. Misuse of this policy or breaking this policy or agreement will result in possible termination of the employee.

Background Checks

On occasion, RSS student staff may be asked to complete a required background check for their position. All background checks will be at the department's expense if requested.

Student Employee Complaint Procedures/Patron Complaints

RSS believes in an open communication policy. Student staff who have complaints or disagreements are encouraged to try to resolve these problems by discussing them honestly with the professional staff member with whom they have a conflict.

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

STEP TWO: Discuss your problem with the individual's supervisor. If after step one has been taken and an agreement still cannot be reached, the student staff member should make an appointment and share the problem with that individual's supervisor. Please see the Organizational Chart (enclosed) for correct contacts.

For any complaints of harassment see – *University Policies and Statements – Sexual Harassment Statement and Procedures* section. **SEE APPROPRIATE SECTION IN MANUAL OR CONTACT THE DIRECTOR IMMEDIATELY.**

Handling Suggestions or Complaints

Members and participants may approach you to express complaints, requests, or suggestions. If you are unable to provide a satisfactory answer (or action), rather than misinforming them, you should politely refer them to another staff member or a professional staff member who is able to provide assistance. Some tips for handling suggestions and/or complaints:

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- ✓ Acknowledge their feelings; try to understand how they feel.
- ✓ Keep paraphrasing the facts.
- ✓ Do not get caught up in their behaviors or let their behavior become the problem.
- ✓ Ignore verbal abuse – **“Be the Bigger and more Professional Person” in the situation.**
- ✓ Focus on the solution.

Handling a Difficult Situation

Listen to everything the person has to say.

- ✓ Allow the person to express their feelings.
- ✓ “I don’t know” is an inappropriate answer. You may say “I am unsure, but let me find someone that knows this answer. We will assist you!”
- ✓ Try not to interrupt; let them finish.
- ✓ Accept their feelings as valid.
- ✓ Refrain from saying things like “There is no reason to be angry about...”
- ✓ Responsibilities in communication are shared between the sender and the receiver.

After allowing the person to fully express his/her feelings, help the person list reasonable alternatives and then ask them what they would like you to do. If you cannot resolve the issue, refer it to someone who can. Follow through. Do not promise something you do not intend or cannot do or provide. Note the incident on an Incident Report form. Include the names of all persons involved and their contact numbers.

Patron Complaints

If a patron complains about a situation, encourage them to contact a professional staff member. Business cards for each professional staff member are available at the Reception Desk to hand out to a dissatisfied patron. Patrons are encouraged to visit the Administrative Office to speak to professional staff in person.

Participant Weightroom/Selected Studio Apparel Policy

Participants using the West Weightroom, central Fitness Studio, Courtside Fitness Studio, Personal Fitness and Wellness Studio (PFWS) and select equipment on the second level of the SRC in the East (large) Gymnasium, the following apparel policy is in effect:

For safety, please have your upper torso covered and wear shoes. The SRC apparel policy states: ***Unaltered and seamed shirts that cover the upper torso completely are required. Closed-toes shoes are required. No bare feet or sock feet are permitted in the above-listed areas.***

Additionally, the following policies are set place for participants in the SRC/Outdoor areas:

- 1. No jeans or cut-off jeans can be worn in weightrooms or Studios***
- 2. No clothing with metal rivets or buttons are permitted***
- 3. Shirts must be worn over sports bras.***
- 4. Cargo shorts or pants are not permitted***
- 5. Any offensive clothing deemed inappropriate by RSS staff is not permitted***

Marketing Information

Signage

Any signage, poster or flyer must be approved by RSS before posting. There is only one bulletin board that is available for general posting, so only one copy should be given to the Reception Desk for approval. The Marketing Department staff will post the flyer for as long as space permits. Printed materials mentioning alcohol, tobacco, or

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gambling or an establishment associated with any of these activities will not be posted. Additionally, postings that advertise non-related RSS activities may not be permitted to be posted.

If a staff member sees a need for a sign that is damaged, missing hours, has incorrect dates or information, a supervisor should be contacted immediately.

Please do not hand-write signs or tape on the walls, doors, or windows. Templates are available for the different departments. Please see your supervisor to locate.

Social Media Policy

As an SRC employee, it is important that you understand the importance of Social Media and the impact it can have on you, the community, and the RSS as a whole. We encourage you to follow these few simple guidelines while utilizing these tools.

- Social Media sites are very useful tools in today's society. We encourage you to use social media to promote and support RSS and all of our surrounding activities; however University computers and time on the job are reserved for department-related business as approved by supervisors. Please do not use this time to be on social media sites.
- Think twice before posting, as privacy does not exist in the world of social media. Social media posts should not violate the RSS values, code of conduct, or policies. Posts should not be seen as offensive, derogatory, demeaning, or create an unsafe environment for our employees or patrons.
- Employees must not make official comments or posts on social media platforms on behalf of RSS without prior approval from the Marketing Staff.
- Be respectful and understand that content contributed to a social media site could encourage attention, both positive and negative.

We encourage all employees to communicate with supervisors before taking to social media sites. Posts seen as harmful to the department may have consequences.

How you present yourself on social media does impact your employment with RSS. You can be terminated for negative/subjective postings within social media outlets.

Media Policy

Any questions/requests from any media outlet should be referred to Mary Stoffel, Sally Wright, and Corné Prozesky. If they are unavailable and it is urgent please refer them to your supervisor or any other full-time staff member that may be available. RSS student employees or part-time employees are not permitted to talk to any media members without prior knowledge and approval from those staff members listed above.

Camera/Video Policy

Patrons are encouraged to let RSS staff know they will be in the facility working on items for an academic class, project, etc. RSS gets many requests for video within RSS facilities are outdoor areas. Patrons must follow the policy that states:

1. NO filming or photographs in RSS locker rooms or bathrooms. Cell phone use in these areas is discouraged
2. Our camera video policy is located at <http://rec.siu.edu/facilities/policies/>

Student Employee Conduct

In fulfilling employment obligations, RSS staff members shall:

- ✓ Conduct themselves professionally and remain unbiased, impartial, and courteous in all communication while interacting with participants, guests, spectators, and other members of staff

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- ✓ Actively promote sportsmanship, fairness, and equal treatment of everyone
- ✓ Maintain the integrity of the program by adhering to the department's mission, policies, procedures, rules, and safety policies at all times.

The following actions (but not limited to) may lead to disciplinary consequences:

- ✓ Failure to show-up for work without properly notifying your supervisor
- ✓ Late for a shift
- ✓ Working out or using the SRC or RSS facilities recreationally while on the clock
- ✓ Failure to attend or leaving early (without prior approval) from a mandatory meeting or in-service
- ✓ Inappropriate language or conversation
- ✓ Improper use of radios for communication
- ✓ Failure to abide by stated employee dress code
- ✓ Failure to maintain satisfactory working relationships with the public or employees (poor customer service)
- ✓ Failure to obtain or maintain current certifications necessary for the position
- ✓ Inefficiency or incompetence in job performance or requirements (ex: not following guidelines or RSS policies, sleeping on the job, inappropriate cell phone use, etc.)
- ✓ Illegal gambling on the job/in the office
- ✓ Sexual Harassment/Discrimination
- ✓ Careless, negligent, or improper use of University property
- ✓ Releasing confidential information without proper authority
- ✓ Falsifying reported time worked on payroll sheets or clocking someone else in or out
- ✓ Excessive or inappropriate *Timeclock* missed punches
- ✓ Working under the influence of alcohol, prescription, or non-prescription drugs that may impact an employee's performance
- ✓ Misuse of departmental keys
- ✓ Being away from designated work area for extended periods of time
- ✓ Violating SIU Carbondale policies and procedures
- ✓ Personal telephone calls or texts while working.
- ✓ Working over University mandated hours
- ✓ Malicious, inappropriate, or subjective postings on Social Media

Disciplinary Process

The disciplinary process for student employees is a “guide” to make all student employees’ better professionals. In most occasions, these processes will be followed according to this stated policy. In some situations, these policies cannot be followed exactly as noted below due to specific circumstances. Student employees are “**At Will Employees**” within the State of Illinois. This means “An employer may terminate its employees at will, for any or no reason ... the employer may act peremptorily, arbitrarily, or inconsistently, without providing specific protections such as prior warning, fair procedures, objective evaluation, or preferential reassignment ... The mere existence of an employment relationship affords no expectation, protectable by law, that employment will continue, or will end only on certain conditions, unless the parties have actually adopted such terms.” (**Guz v. Bechtel National, Inc., 24 Cal. 4th 317, 8 P.3d 1089, 100 Cal. Rptr. 2d 352 (2000).**)

1. Verbal Warning (1)

A verbal warning may be issued for minor violations (as determined by the supervisor) within the workplace. The supervisor will be responsible for the delivery of this verbal warning to the student employee in a private setting. The supervisor will compile a written report of the violation and subsequent verbal warning and place in the employee's file. The verbal warning must be signed by the student employee and the supervisor to indicate he/she is aware of the violation.

2. Written Warning (1)

A written warning may be issued for a repeat violation or for a major violation. This is a detailed and written account of a disciplinary situation that has occurred. The warning will be signed by the supervisor and employee and placed in the employee's file.

3. Suspension/Termination (1)

Suspensions may vary in length depending on the incident and the decision of the supervisor. This process involves enacting a suspension or mandatory leave without pay based on an incident that is more severe. For example, not renewing or failing to become CPR/First Aid certified may result in a temporary suspension. Written documentation will be discussed and signed by the supervisor and employee, then placed in the employee's file.

After a verbal warning, written warning and/or suspension, an RSS student employee can be terminated. An immediate termination may occur based on the severity of the offense as determined by RSS staff.

Appeals Process

Student employees have the right to appeal a decision of termination or suspension. They must follow the appropriate steps of an "Administrative Appeal."

1. A letter submitted within 7 days of termination sent directly to the Director (cproz@siu.edu) stating parameters of the appeal.
2. The Director will schedule a meeting to review the appeal with employee and/or RSS staff.
3. Employee will be notified within two business days, after meeting, of a final decision. Once a decision has been made, this appeal can go no further. All decisions made by the Director are final.

Conduct While Participating

Recreational Sports and Services is one of the few athletic settings where an individual has the opportunity to be employed by and participate in the same program. All student employees are strongly encouraged to participate in Intramural Sports or other programs but will be held to a higher standard of conduct than that of the normal participant. If a staff member engages in hazardous behavior or actions that might damage equipment or the facility, that person may be suspended or further disciplinary action may be taken.

Employee Performance Reviews (See Appendix)

Feedback on performance starts the first day of work and is a continual process throughout the year. Feedback may be given by your peers and/or supervisors during scheduled evaluation periods and at any time of interaction with a supervisor.

Each staff member should receive a written evaluation of work performance per year. The purpose of this is to give each employee an opportunity to recognize positive contributions to RSS and also give a time to discuss how to improve performance. **(Evaluations will be kept in your personnel file within the department).**

Evaluations can determine re-hire, transfer within RSS, or termination procedures.

These are taken seriously and carefully administered to ensure each staff member has an opportunity to review performance and communicate to the supervisor any concerns, suggestions, or feedback that staff may have. This should be a mutual exchange of information.

Safety Procedures

Inclement Weather Procedures

In the event of inclement weather, Recreational Sports and Services may cancel or delay operations and/or programs and services for an appropriate reason. If it is determined that conditions warrant action, one of the

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following decisions may be made regarding the status of classes and the operation of the university. Your supervisor will call you in the event of University closure or delays. **The SRC will most likely be required to be open and available to students during weather closures. Students are asked to make every available effort to report to work on such days if scheduled.**

FIRST AID/CPR/AED

Certification Requirements

ALL SUPERVISORY staff positions are required to have First Aid, Adult CPR/AED, and Child CPR/AED certifications. You have 60 days to receive your certification or you will be temporarily suspended, if not terminated. Classes are scheduled regularly throughout the year. The Departments' supervisors will complete an audit of all staff certifications each semester and maintain certification records for staff in her/his unit. All supervisory staff **MUST** have a completed and valid certification on file to work alone within their parameter of RSS.

Emergency Audits

Staff members may be audited to assess emergency response skills each semester. Audits will be conducted by student and professional staff members.

Emergency/Safety Equipment

Automatic External Defibrillators (AED) (Please see Appendix for locations)

RSS has three AEDs within Student Recreation Center. RSS facilities staff inspects AED Kits on a monthly basis. There are three (3) AED units for check out (please see Amber Armstrong or Morgan Carvalho for more details).

Location of First Aid Kits

In the SRC, basic First Aid kits are located in all major exercise rooms; Large First Aid bags are located behind the Equipment desk and on the pool deck. An inventory of supplies are kept in room 23 (room at the end of the hall where studios are). Shea Natatorium is also equipped with a First Aid kit.

Student Employees Workers' Compensation

The following policy has been established by the Illinois Department of Central Management Services as part of its Early Intervention Program for Workers' Compensation.

If you are injured on the job, you should:

- Report the injury to your supervisor immediately. Complete a departmental Accident Report form detailing the nature of the injury.
- Call the Injury Reporting Hotline, (800) 773-3221 to report your injury and provide information to initiate your claim.

Grievance Process

Any conflict or misunderstanding of student employment policies or regulations should be discussed first with your immediate supervisor. If you feel the matter cannot be resolved at that level, the grievance should be presented in writing to the head of your department. A complete copy of the grievance procedure is available from Student Employment Services.

Emergency Action Plan

Emergency Procedure Manual

The department of Recreational Sports and Services has developed an Emergency Manual to assist all staff members in dealing with emergency situations that may occur in the Student Recreation Center and Outdoor RSS facilities. This comprehensive manual provides information regarding emergency procedures such as accident/injuries, tornadoes, fires, and bomb threats.

1. Code Life Threatening

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2. Code Injury
3. Code Support
4. Code ADAM
5. Code Evacuation

Life Threatening Situation

Description:

Any life threatening medical emergency situation

i.e. heart attack, profuse bleeding, and unconsciousness/convulsions.

Supervisor Role:

Immediately contact the Equipment Desk/Reception Desk via the portable hand radios.

1. i.e.) There is a life threatening situation “describe” **State Location**, i.e.(on court # __), repeat the page.
 - a. **Example:** “There is a life threatening “name of incident” on court one, I repeat there is a life threatening seizure on court 1.”
2. A 911 class is AUTOMATIC when a code-life-threatening is called – no exceptions!

Reception Center Role:

- ✓ Get the suspected injury and location of emergency from the Supervisor on Duty via the 2-way radio, and stay in contact with the supervisor.
 - ✓ Contact 911 (if directed by the supervisor)
 - State your name and where you are calling from, emphasize the **Student Recreation Center on Grand Ave.**
 - State type of suspected injury, i.e. unconsciousness/non-responsive.
 - State location of emergency; clarify what entry to come in
- DO NOT HANG UP!!! The 911 operator will let you know when to hang-up.

Code Injury “Description”:

Description:

Non-life threatening medical situations

i.e.) suspected broken bones, dislocations, dizziness

Supervisor Role:

Immediately contact the **Reception Center** via the portable hand radios.

i.e.) There is a non-life threatening situation “describe” on **State Location**, i.e.(on court # __), repeat the page.

Example: There is a non-life threatening ankle dislocation on racquetball court 4, I repeat, there is a non-life threatening ankle dislocation on racquetball court 4!

Reception Center Role:

- ✓ Contact 911 ONLY IF THE SUPERVISOR REQUESTS
 - ✓ Get the suspected injury and location of emergency from the Supervisor on Duty via the 2-way radio, and stay in contact with the supervisor.
 - ✓ Contact 911 immediately
 - State your name and where you are calling from, emphasize the **Student Recreation Center on Grand Ave.**
 - State type of suspected injury and details of the injury
 - State location of emergency
- DO NOT HANG UP!!! The 911 operator will let you know when to hang-up.

Code Support:

Description:

Any problem requiring Facility staff support

i.e.) fights

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Supervisor Role:

Immediately contact the **Reception Center** via the portable hand radios.

i.e.) There is a Code Support **State Location**, i.e.(on court # __), repeat the page.

Reception Center Role:

- ✓ Make a Public Announcement
i.e.) "There is a Code Support: **State Location**," i.e. (at the Equipment Desk), repeat the page.
- ✓ Listen for any further direction from the supervisor via the 2-way radio
- ✓

Code Evacuation:

Description:

Any situation that warrants evacuation of the SRC, i.e. Active Shooter, bomb threat, fire, chlorine leak.

Supervisor Role:

Immediately contact the **Reception Center** via the portable hand radios.

i.e.)" There is a Code Evacuation: **State Location**," i.e.(on court # __), repeat the page, **State Detailed**

Information

Reception Center Role:

- ✓ Make a Public Announcement
i.e.) Please Evacuate Recreation Center ASAP: State Location, i.e. (court # __), repeat the page.
- ✓ Contact 911 immediately
 - State your name and where you are calling from, emphasize the Student Recreation Center on Grand Ave.
 - State type of suspected emergency, i.e. Active Shooter/Bomb Threat
 - State location of emergency
- ✓ DO NOT HANG UP!!! The 911 operator will let you know when to hang-up.

*****In a Code Evacuation, pulling the fire alarm will quickly get people out of the facility as well as unlock the magnetically sealed doors.**

Code ADAM:

Description:

Missing/Lost/Stolen child

i.e.) Missing/lost child

Supervisor Role:

Immediately contact the **Reception Center** via the portable hand radios.

i.e.) "There is a Code Adam: **State Location, repeat Code Adam....**"

Reception Center Role:

- ✓ Get the suspected location of emergency (missing individual) from the supervisor on duty via the 2-way radio, and stay in contact with the supervisor.
- ✓ Contact 911 immediately
 - State your name and where you are calling from, emphasize the Student Recreation Center on Grand Ave.
 - Indicate this is a Missing/Lost/Stolen Child. Get as much info as known about the child as possible (what they were wearing, height, weight, etc.)
- ✓ DO NOT HANG UP!!! The 911 operator will let you know when to hang-up.

ALL Staff Role:

Secure **ALL** exits. Do not let anyone leave facility unless authorized by Police.

Accident/Incident Reports:

Reporting

In the case of all injuries or medical treatment received by participants, spectators, coaches, volunteers, or employees; the supervisor shall fill out a RSS Accident/Incident Report Form and turn it in to their program supervisor within 24 hours of the accident.

Outdoor/Other Facility and Program Information

Facility Locations

- **Student Recreation Center (SRC) – 300 E. Grand Ave, Carbondale, IL 62901**
 - This is the main indoor recreational facility for the RSS. It has 210,000 sq. ft. of space, an Olympic- sized pool, 2 indoor running tracks, 6 basketball courts, 3 weight rooms and various studios, cardio pieces, free weight pieces, selectorized machines, 6 racquetball courts, and 2 squash courts. It is located on Grand Avenue.
- **Becker pavilion/Campus Lake Boat Dock**
 - The new Becker Pavilion is currently under construction and will be made available for use in Spring 2018.
- **Campus Lake Outdoor Exercise Course/Trail/pathway**
 - Various exercise challenges are located off of the path that circles Campus Lake, including a rope climb, a wall climb and many more.
- **Campus Lake Picnic Areas**
 - A number of areas around Campus Lake are available for holding picnics and social gatherings.
- **Disc Golf Courses (2)**
 - There are two 9-hole Disc Golf Courses, one located by the Becker Pavilion/ Campus Lake Boat Dock and one across the street (Grand Avenue) by the Student Recreation Center/Sam Rinella Fields.
- **Jean Stehr Field**
 - The Jean Stehr Field is located behind Pulliam Hall along Mill Street.
- **Rec Sports Complex – 1545 Evergreen Drive, Carbondale, IL 62901**
 - The Intramural Sports Play Fields are located south of Campus Lake just off of Evergreen Drive and Douglas Drive. Located here are softball, flag football, and intramural soccer fields
- **Sam Rinella Fields**
 - The Sam Rinella Field is located in front of Brush Towers. Students often use them for football, baseball, Frisbee, etc.
- **Lesar Law School Tennis Courts**
 - Located just west of the School of Law on Douglas Drive.
- **Arena Tennis Courts**
 - Several tennis courts are located to the NE of the Saluki Football Stadium.
- **Upper Arena Playfield**
 - The Upper Arena Playfield is located on the south side of SIUC Arena. This is a traditional home for many SIU Carbondale sport clubs.
- **Track and Field Complex Turf Field**
 - The Track and Field Complex is home to varsity track (outdoor season) but there is a turf field enclosed by the track that is managed by RSS and home for several sport clubs and some intramural sports events.

Program Descriptions

- **Base Camp**
 - Located at the member Services area on the first floor of the SRC, Base Camp services include Information on outdoor areas in Southern Illinois and maps of outdoor camping areas, contact information on state parks, Outdoor Adventure trips and clinics held at Touch of Nature. This is also the location that provides a wide range of outdoor rental gear, canoes, paddles, and boats for rent.
- **Fitness and Personal Training**
 - Housed in the Personal Fitness and Wellness Studio (PFWS) the Fitness department offers over 30 group exercise classes each week. Members may participate at no extra cost. Pre-registration

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not required. Personal Training options are also available through Member Services. This includes one-on-one and small group training as well as limited fitness testing and other measurement and evaluation services.

- **AIR – Access Inclusive Recreation and Special Populations (Special Populations)**
 - Recreational opportunities and programs are offered to persons with disabilities, youth and family, and international students.
- **Aquatics and Safety Programs**
 - Programs include swim lessons, AED/CPR certifications, First Aid certifications, life guard training. This program operates from Shea Natatorium, Pulliam Pool, and Campus Lake.
- **Instructional Programs**
 - Instructional program are offered through RSS. These programs are non-credit (no academic credit) and meet weekly within the SRC on a semester-basis.
- **Competitive Sports (includes intramural sports and sports clubs)**
 - Intramural Sports offers over 50 activities each year for men, women, co-rec (men and women combined), faculty-staff, and members. Different league structures and levels of participation are designed to provide the widest range on involvement opportunities. Intramural sports serve student population in, Softball, Basketball, Volleyball, Flag Football, Soccer (Indoor and Outdoor), Badminton, Tennis, Table Tennis, and much more!
 - There are over 35 individual sport clubs affiliated with RSS that incorporate competitive and non-competitive sport clubs.

University Policies and Procedures

Sexual Harassment Statement and Procedures

Southern Illinois University is committed to a policy of providing equal employment and educational opportunities. In particular, Southern Illinois University is committed to maintaining a community in which students, faculty, and staff can work and learn together in an atmosphere free of all forms of discrimination, including sexual harassment. Sexual harassment violates the dignity of the individual and the integrity of the University as an institution of higher learning, and thus, sexual harassment in any form will not be tolerated at Southern Illinois University. This policy applies to all employees, students, contractors, and visitors of Southern Illinois University.

This policy prohibits sexual harassment, retaliation related to sexual harassment claims, knowingly reporting false sexual harassment complaints and knowingly providing false information during the investigation of a sexual harassment complaint. All University employees are responsible for taking reasonable and necessary action to prevent sexual harassment, and all members of the University community are expected to contribute to an environment free of sexual harassment, and are encouraged to report promptly (pursuant to campus procedures) any conduct that could be in violation of this policy. Each SIU campus shall adopt specific procedures for reporting, investigating and resolving harassment claims.

This policy shall not abridge any individual's speech and due process rights under the First and Fourteenth Amendments; nor shall it abridge principles or rights of academic freedom or the University's educational mission. Prohibited sexual harassment and discrimination are not expression protected as a matter of academic freedom.

Definition: Sexual Harassment in employment means any unwelcome sexual advances, requests for sexual favors, or any conduct of a sexual nature, when:

- Submissions to or toleration of such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment (this is a type of *quid pro quo* – meaning "this for that" – sexual harassment); or

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- Submission to or rejection of such conduct by an individual is used as a basis (or threatened to be used as a basis) for employment decisions or assessments affecting such individual (this is a type of *quid pro quo* – meaning “this for that” – sexual harassment); or
- Such conduct has the purpose or effect of substantially interfere with an individual’s work performance or creating an intimidating, hostile, or offensive working environment (this is a type of hostile environment sexual harassment).

Please see the SIU Policy and Procedure manual for further information.

RSS believes in an open communication policy. Student staff who have complaints or disagreements are encouraged to try to resolve these problems by discussing them honestly with the professional staff member with whom they have a conflict.

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

STEP TWO: Discuss your problem with the individual’s supervisor. If after step one has been taken and an agreement still cannot be reached, the student staff member should make an appointment and share the problem with that individual’s supervisor.

For any complaints of harassment see – *University Policies and Statements* – **CONTACT OUR DIRECTOR, CORNÉ PROZESKY IMMEDIATLY.**

NO SMOKING

There is no smoking or use of any kind of tobacco products on any SIU property or grounds. The only areas where student may smoke or use tobacco items are in vehicles in parking areas. This includes the use of any vaping devices as well.

Inclusivity within the RSS

Recreational Sports and Services is omitted to inclusion and equal access both with programs and facilities use. Several areas of the SRC have been modified/changed to assist patrons to feel more comfortable. RSS has developed a “statement of inclusion” that will be posted in the SRC. It states....

Statement of Inclusivity

At SIU, we celebrate a rich history of diversity within our student body and acknowledge this strength as a proud foundation to build upon. We recognize and value the diversity of our faculty, staff and campus leadership. SIU is committed to being mindful of the voices of the diverse campus community.

Additionally, Recreational Sports and Services (RSS) will continue to...

...Champion the chance for ALL to participate and contribute to their highest potential. We are dedicated to equal opportunity and inclusion for all people regardless of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, familial status, gender identity or genetic information.

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We are committed to providing safe spaces for all participants. In an effort to accommodate all of our members, we provide multiple workout areas to address various skill, ability, and individual comfort levels. We respect inclusive excellence and provide gender inclusive restrooms and gender inclusive changing rooms. Please see individual area signage within the Student Recreation Center (SRC) for more information and facility/program policies.

It is the job of every RSS student employee to support and abide by this inclusionary statement.

**Recreational Sports and Services
Southern Illinois University Carbondale
Student Employee Handbook Agreement**



The Recreational Sports and Services (RSS) Student Employee Handbook has been prepared to inform you of the philosophy, policies and procedures, as well as employment practices and procedures.

The policies in the RSS Student Employee Handbook are to be considered as guidelines.

- RSS, at its option, may change, delete, suspend or discontinue any part or parts of the policies in the RSS Student Employee Handbook at any time without prior notice as business, employment, legislation and economic conditions dictate.
- No one other than RSS staff may alter or modify any of the policies in this RSS Student Employee Handbook. Any alteration or modification of the policies must be in writing.
- No statement or promise by a supervisor, manager or department head, past or present, may be interpreted as a change in policy, nor will it constitute an agreement with an employee.

Receipt and acknowledgement of RSS Student Employee Handbook

Please read the following statement, sign this page and return it to RSS Employment Supervisor. A signed copy will be kept in your permanent employee file within the department..

I have been given an electronics OR hard copy of, and will/have read, the Recreational Sports and Services Student Employee Handbook. I understand that the policies and procedures described in it are subject to change at any time at the sole discretion of the RSS staff and that I will abide by all stated policies and procedures.

PRINTED NAME: _____

EMPLOYEE SIGNATURE: _____

Today's Date

For year 2019-2020