



# Student Employee Manual

2014-2015



# WELCOME LETTER

---

Hello Campus Rec Staff!

Congratulations on joining the Campus Recreation team! You are an important member of a dynamic and high energy department, providing valuable experiences to FGCU students. 72% of FGCU students participate in Campus Recreation in some fashion. We're very proud of that number and consistently look for innovative ways to reach out to students. We've introduced EagleRec Radio in all facilities and recently launched our own FGCU Campus Rec App in order to educate and spread the word of Campus Rec. It's important that we engage students because those who participate in Campus Rec report that they have an improved sense of well-being, health, and self-confidence. We play a large role in their decision to stay enrolled at FGCU and, my personal favorite; students overwhelmingly agree that Campus Recreation improves their quality of life at FGCU.

None of this would be possible without you, our student staff. You are the foundation in which all great things happen in our department. Our core values are to be student-focused and promote student development; therefore we are implementing several initiatives this year to invest in your leadership, communication, and job skills. We believe that investment will contribute to your overall success in college and at life. As with most things in life, we continue to evolve and examine our policies and practices in order to stay focused on you. Therefore, this handbook is designed to provide consistency and continuity across the department.

We want you to look back on your time at FGCU and be proud of your work and happy that you were part of Team Campus Rec. My door is always open, so come and visit! I'm looking forward another year of helping student RECreate themselves. I hope you are too.

Thank you for your service to FGCU!

*Amy Swingle*

Amy Swingle  
Director

# TABLE OF CONTENTS

---

	<i>PAGE</i>
<b>WELCOME LETTER</b> -----	<b>2</b>
<b>TABLE OF CONTENTS</b> -----	<b>3</b>
<b>GENERAL CAMPUS RECREATION INFO</b> -----	<b>4</b>
<i>ORGANIZATIONAL STRUCTURE &amp; DIRECTORY INFO</i>	<i>5</i>
<i>STUDENT EMPLOYEE GROUPS</i>	<i>6</i>
<i>PROGRAM INFORMATION</i>	<i>7</i>
<i>FACILITY INFORMATION</i>	<i>8</i>
<i>FACILITY POLICIES</i>	<i>9</i>
<b>EMPLOYEE POLICIES &amp; PROCEDURES</b> -----	<b>10</b>
<i>GENERAL EMPLOYMENT GUIDELINES</i>	<i>10</i>
<i>ATTENDANCE POLICIES</i>	<i>10</i>
<i>ATTIRE &amp; UNIFORM POLICY</i>	<i>12</i>
<i>UNACCEPTABLE WORKPLACE ACTIVITIES</i>	<i>12</i>
<i>EMPLOYEE RESPONSIBILITIES &amp; STANDARDS</i>	<i>13</i>
<i>STAFF EXPECTATIONS &amp; EMERGENCY PREPAREDNESS</i>	<i>14</i>
<b>PERFORMANCE &amp; DISCIPLINE PROCEDURES</b> -----	<b>15</b>
<b>EMPLOYEE STANDARDS</b> -----	<b>18</b>
<i>PAYROLL PROCEDURES</i>	<i>18</i>
<i>STUDENT PERSONNEL FILE ACCESS</i>	<i>21</i>
<i>WORK PRACTICE CONTROLS</i>	<i>21</i>
<i>WORKPLACE ANTI-HARASSMENT POLICY</i>	<i>22</i>
<b>PUBLIC RELATIONS</b> -----	<b>23</b>
<b>EMERGENCY ACTION PLAN</b> -----	<b>24</b>

# **GENERAL CAMPUS RECREATION INFORMATION**

---

## **OUR VISION**

The Department of Campus Recreation at Florida Gulf Coast University will be at the forefront of enhancing the university experience by providing exceptional programs, services, and facilities to the University and surrounding community.

## **OUR MISSION**

The Department of Campus Recreation offers quality programs, services, and facilities that contribute to the overall educational experience at Florida Gulf Coast University.

As a student-focused department, we provide opportunities that encourage and develop healthy lifestyles, sportsmanship, leadership, teamwork, and responsibility. Campus Recreation is dedicated to the promotion and support of diverse ideas, beliefs, cultures, and abilities.

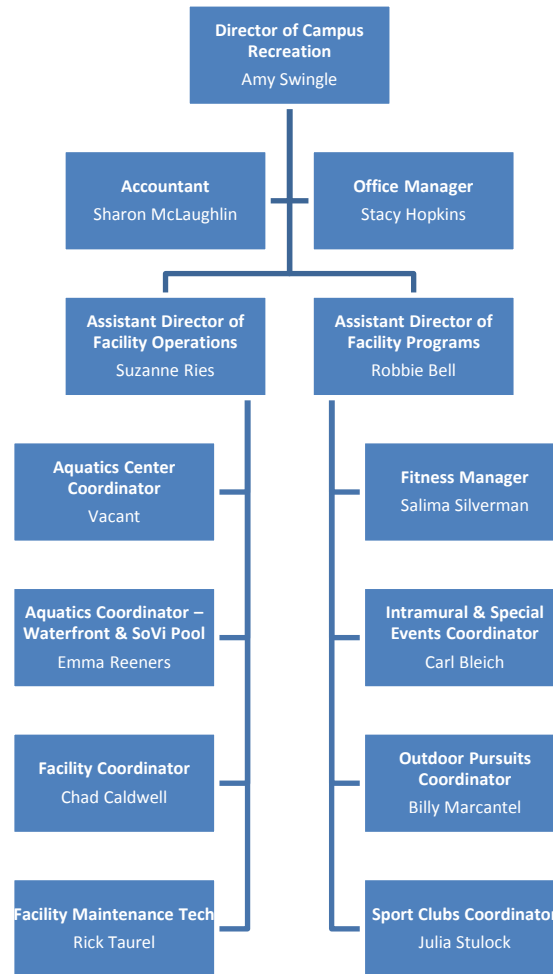
Through these endeavors we cultivate skills that enable lifelong learning and community engagement.

## **OUR VALUES**

We believe in educating and encouraging:

- Healthy Lifestyles
- Diversity
- Student Development
- Community
- A Student-Focus

# CAMPUS RECREATION ORGANIZATIONAL STRUCTURE & DIRECTORY



## Professional Staff Directory

Name	Email	Office Phone	Emergency Contact
Amy Swingle	aswingle@fgcu.edu	239-590-7936	<b>Professional Staff Cell Phone numbers are available to student staff via their direct supervisor. They are to be used in emergency situations only and are not to be given out for public use.</b>
Robbie Bell	rbell@fgcu.edu	239-590-7938	
Suzanne Ries	sries@fgcu.edu	239-590-7709	
Carl Bleich	cbleich@fgcu.edu	239-590-7734	
Chad Caldwell	ccaldwell@fgcu.edu	239-590-7702	
Stacy Hopkins	shopkins@fgcu.edu	239-590-1873	
Billy Marcantel	wmarcantel@fgcu.edu	239-590-1419	
Sharon McLaughlin	smclaughlin@fgcu.edu	239-590-7771	
Emma Reeners	ereeners@fgcu.edu	239-590-7701	
Salima Silverman	ssilverman@fgcu.edu	239-590-7333	
Julia Stulock	jstulock@fgcu.edu	239-590-7332	
Rick Taurel	rtaurel@fgcu.edu	239-590-1559	
Aquatics Center Coordinator	TBD	239-590-7703	

# CAMPUS RECREATION STUDENT EMPLOYEE GROUPS

The following is a representation of the various student employee groups within Campus Recreation.

## Facility Operations

### Aquatics

*Aquatics Center, SoVi Pool, & Waterfront*

- Head Lifeguard
- Lifeguard
- Swim Lesson Instructor
- Safety Instructor
- Boat Driver

### Facility Operations

*Recreation Center*

- Facility Manager
- Operations Crew
- Customer Service Representative

## Programs

### Fitness

- Group Fitness Instructors
- Personal Trainers

### Intramurals

- Intramural Supervisor
- Intramural Official

### Marketing & Special Events

- Marketing Developer
- Special Events Team

### Outdoor Pursuits

- Challenge Course Facilitator
- Trip Leader

### Sport Clubs

- Sport Clubs Supervisor
- Sport Clubs First Responder
- Sport Clubs Office Assistant

# CAMPUS RECREATION PROGRAMS

---

## **Aquatics**

Campus Recreation offers aquatic programming at our three aquatic facilities; the Aquatics Center, SoVi Pool, and the Waterfront. Swim Lessons are available for all ages and skill levels, from six months of age to adult. Our health and safety classes are taught by American Red Cross instructors and include Lifeguarding, Guard Start, Water Safety Instructor, and Community First Aid and CPR/AED.

## **Fitness**

Our Fitness program area offers students, faculty, staff, and members numerous programs and services in regards to total health, fitness, and well being. Our nationally certified personal trainers and group fitness instructors are ready to help anyone meet their personal health and fitness goals!

## **Intramural Sports**

The goal of the Intramural Sports program is to provide the students, faculty, and staff of FGCU with the opportunity to participate in organized, competitive recreational sports regardless of athletic ability. Intramural Sports promotes sportsmanship and social growth through its various individual and team sports including basketball, volleyball, soccer, dodgeball, flag football, and more! Various tournaments are also offered throughout each semester.

## **Outdoor Pursuits**

Campus Recreation's Outdoor Pursuits program encompasses both the planned semester trips and our outdoor high ropes course. Outdoor Pursuits also offers a variety of outdoor trips and programs for students, faculty, and staff to participate in throughout the year.

## **Special Events**

Campus Recreation offers several special events throughout the year. These events include Fly By Night 50-Mile Relay, Eagle Sprint Triathlon, Canoe Battleship, Semester Shakedown, and much more!

## **Sport Clubs**

Sport Clubs are formed by a group of FGCU students motivated by a common interest and desire to participate in a specific sport activity. The clubs exist to develop skills, encourage peer leadership, and engage in competition for a specific sport. Any student may join a club without the risk of being cut. Sport Clubs combine the team elements of varsity athletics and the recreational atmosphere of intramural sports. Some clubs are highly competitive and some clubs are more instructional.

# CAMPUS RECREATION FACILITY INFORMATION

---

Campus Recreation operates and manages eight different facilities. Below are descriptions of our facilities:

## **Aquatics Center**

The Lee County/FGCU Aquatics Center features two outdoor pools. Our 50 meter, 8-lane lap pool has a movable bulkhead that converts the pool into two 25-yard, 8-lane lap pool. We also have a 25-yard, 8-lane pool that is used mostly as a recreational pool. The Aquatics Center is also the home venue for our Florida Gulf Coast University Women's Swimming & Diving Team.

## **Auxiliary Gym**

The Auxiliary Gym contains one basketball/volleyball court and is located on the second level of Alico Arena. The gym is operated by Athletics, however, Campus Recreation utilizes the space for Intramurals, Sport Clubs, and Informal Recreation.

## **Eagle Challenge Course**

The Eagle Challenge Course is located at the Buckingham Center roughly 18 miles north of main campus. Set amongst 10 acres of green fields and pockets of pine uplands and oak hammocks, the Eagle Challenge Course is a combination of low and high ropes course teambuilding elements.

## **Recreation Center**

The 9,000 square foot Recreation Center includes the Fitness Center, Group Fitness Studio, and the Strength & Conditioning Room. Our Fitness Center is comprised of 25 cardio training pieces including treadmills, stairmills, ellipticals, upright and recumbent bikes, and rowing machines. The facility also features Matrix selectorized strength equipment, along with a free-weight area equipped with dumbbells and plate loaded strength-training equipment.

## **Recreation Fields**

We have approximately 6 acres of multi-purpose field space. Our largest field, Rec Field 1, is located within the main campus loop and is primarily used for our Intramural Sports program and Sport Club competitions. Sport Clubs utilize Rec Field 2, located in South Village. Both fields are also heavily used for informal recreation and special events throughout the year.

## **Recreation Outdoor Complex (ROC)**

The ROC is located adjacent to Alico Arena. The lighted outdoor facility includes 2 basketball courts, 2 beach volleyball courts, and an outdoor body weight training apparatus.

## **SoVi Pool**

SoVi Pool opened in August 2013. It is a leisure style pool with a zero-depth entry, fountain features, and a water volleyball and basketball area. The facility also has a large deck space and a grill area perfect for student groups.

## **Waterfront**

The Waterfront is located within North Lake Village and offers a variety of activities including kayaks, standup paddleboards, sailboats, cornhole, swimming, or lying in the sun with some friends. The Waterfront is also home to Campus Recreation's Axis Wake Boat. We offer motorized boating activities such as tubing, wakeboarding, wake surfing, and water skiing on Tuesdays, Thursdays, and Saturdays.



## **FACILITY HOURS**

The most current hours are available online at <http://www.fgcu.edu/CampusRec/hours.html>.

Our hours vary during University holidays and academic breaks. Those hours will be posted in advance.

## **GENERAL FACILITY POLICIES** - *Area specific policies are posted in each facility.*

1. Participation in Campus Recreation programs and facilities is completely voluntary. Users participate at their own risk and assume all responsibility for their own health and safety. Florida Gulf Coast University and Campus Recreation are not liable for injuries sustained during participation in Florida Gulf Coast University facilities or programs.
2. All users must be a current FGCU student, faculty/staff, or their guests. Valid Eagle ID cards must be presented upon entrance to the facility. Expired, unauthorized, or counterfeit ID cards will be confiscated and privileges may be revoked.
3. The following age restrictions apply to each of the following facilities:
  - a. Recreation Center and Waterfront – all users must be at least 18 years of age.
  - b. Aquatics Center and SoVi Pool – all users must be 13 years or older to use facilities without adult supervision.
4. Alcohol, tobacco products, glass containers, and pets, with the exception of service animals, are prohibited at all facilities
5. Proper workout/swim attire and footwear is required for all users. Appropriate attire is at the discretion of Campus Recreation employees.
6. No equipment should be removed from any facility without prior consent of Campus Recreation Staff. All equipment should be returned to its proper location after use.
7. Personal items should be secured in lockers or cubbies. Campus Recreation is not responsible for lost or stolen personal property.
8. Participants are expected to act responsibly and respect the rights of others. Unacceptable language and behavior are prohibited.
9. Photography, videotaping, posting of announcements/flyers without permission from Campus Recreation is prohibited.
10. Activities deemed dangerous, improper, or violate the intended use are prohibited. Campus Recreation employees have the final authority on all safety related issues.
11. Failure to follow or adhere to the facility policies and/or the direction of Campus Recreation employees may result in dismissal from facility, revocation of membership, or judicial review.
12. Report all maintenance issues, emergencies, vandalism, or misuse of Campus Recreation facilities immediately to Campus Recreation (239-590-7935), or FGCU Police (239-590-1911).

# EMPLOYEE POLICIES & PROCEDURES

---

## GENERAL EMPLOYMENT GUIDELINES

### **Employment Eligibility**

To be eligible for employment with Campus Recreation candidates and employees must be enrolled in at least three credit hours per semester at FGCU. Students no longer enrolled in classes at FGCU need to notify their direct supervisor immediately. Some exception may be granted for employment during winter and summer breaks and specialty positions (e.g. instructors, facilitators, etc.).

### **Scheduled Hours**

According to FGCU policy, student employees are limited to a maximum of 29 total hours per week. If you have another job on campus it is your responsibility to notify your supervisor about your employment and ensure that you do not exceed **29 TOTAL** hours per week as an FGCU student employee. Exceptions to this policy may apply during breaks.

### **Working in Multiple Areas**

Before being scheduled to work additional shifts in other departments on campus or other areas within Campus Recreation, you must receive approval from your direct supervisor. If you are dismissed from one area within Campus Recreation, you are automatically dismissed from all Campus Recreation areas.

### **Resignation/Work Schedule Change**

A written (typed and dated) notice to your direct supervisor is requested **two weeks** prior for any student employees who wish to:

1. End employment with the department.
2. Request reduction of current work schedule with Campus Recreation.
3. Change roles/positions within the department.

## ATTENDANCE POLICIES

### **Substitution System**

Each student employee is responsible for his/her own scheduled shift. Follow your area's substitution procedure. **Failure to cover your shift will result in disciplinary action.** If you are having a difficult time securing a replacement for your shift, communicate your efforts with your direct supervisor—a minimum of **five (5)** business days before your shift. It will still be your responsibility to find a replacement, but your direct supervisor may be able to assist with additional student employees to contact.

### **Failure to Notify Statement**

Two or more unauthorized absences will result in termination and will be noted in their student personnel file.

### **Excusable Absences**

Student employees are expected to show up and work the duration of their scheduled work shift. Authorized

absences include the following, with the proper supporting documentation:

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

### **Illness Procedure**

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

Please contact your employee group supervisor three (3) hours prior\* to the start of your shift if you are feeling ill. If your employee group supervisor is not available, please speak either with another professional staff member or another student employee on duty. Student employees who are scheduled to work a facility opening should notify their direct supervisor 90 minutes prior to opening the facility.

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

### **Tardy Policy**

Student employees are expected to report to scheduled shifts or meetings on time. Campus Recreation does allow a 6-minute *grace period*. Disciplinary action will be taken for those employees arriving after the 6-minute *grace period* or continuous abuse of the *grace period*. This may include, but is not limited to the following:

- Late from class
- Limited parking
- Did not know how to read work schedule
- Coming from any other prior commitment

**As always we encourage teamwork, however, your tardiness will not be excused even if someone agrees to stay and cover your shift until you arrive.**

### **Illness, Injury or Disability Re-Instatement**

A student employee returning from a medical leave of absence of any kind may be required to furnish a health care provider's opinion as to the employee's ability to carry on duties in a normal fashion. The department may refuse re-employment or may temporarily transfer employee to an alternative area if the employee's condition would interfere with job performance, or could cause further injury or aggravation of condition.

***Note: Campus Recreation reserves the right to verify any illnesses or death by requiring a doctor's note/funeral notice or any bill/receipts from auto repair and towing charges.***

### **Breaks**

All breaks must be requested and approved by the supervisor on duty. Requests are not guaranteed. Approved breaks must be communicated to other employees on duty. Breaks should only be taken for those employees working longer than four consecutive hours, unless there are extenuating circumstances. If for

some reason the employee leaves the building for a break, they must clock out. All employees must work a minimum of two hours prior to approved break; no breaks are to be taken at the start or end of any shift. Time allotments for breaks are as follows:

- Work 4 hours: One 15 minute paid break
- Work 8 hours: Two 15 minute paid breaks

***Note: All breaks are considered active breaks, meaning that you are still on duty. In emergency situations, all employees are expected to actively respond and perform their duties/responsibilities.***

## **ATTIRE AND UNIFORM POLICY**

### **Uniform Guidelines**

As an employee of Campus Recreation at FGCU, you are expected to look and act professional at all times. A large part of this is shown in your attire at work. Student employees are required to wear designated apparel. As with your appearance, your attire must be neat and clean at all times. Remember you represent Campus Recreation and FGCU. Uniforms are prohibited from being worn outside of work hours.

If you are unable to meet any of the above expectations because of a religious, cultural, or medical practice, please contact your direct supervisor. Specific guidelines/requirements will be outlined in your specific area handbook regarding uniform requirements.

### **Staff Attire**

Campus Recreation provides each student employee with one (1) uniform each academic year. Uniforms that are damaged while on duty will be replaced at no cost. Student employees may purchase additional uniforms at their own cost. Upon dismissal or termination, student employees are required to turn in all issued uniforms.

## **UNACCEPTABLE WORKPLACE ACTIVITIES**

Safety and customer service are our top priorities. The following activities are prohibited as they are distractions from monitoring the safety of our participants and providing quality customer service.

### **Computer/Tablet Usage**

There are computers located at some workstations. Computers at work stations are intended for work related duties. The FGCU website and weather.dtn.com (our weather radar service) are the only permissible websites.

Personal laptops and tablets are not permitted at any workstation that directly serves customers. Recreational use of laptops/tablets is not permitted at any time (e.g. movies, games, web surfing, etc.). Use of laptops/tablets for "light studying/reading" is at the discretion of your direct supervisor.

### **Congregating Around Work Areas**

Congregating around work areas is not permitted (e.g. front desk, lifeguard stand, etc.). If friends or visitors stop by while you are working, please explain to them that you are working and ask them to make the visit brief. If this is a consistent problem, disciplinary action may be taken.

## **Drug, Alcohol, and Tobacco**

At no time is an employee allowed to have any drugs, alcohol or tobacco with them or with their belongings at work. No employee is allowed to be under the influence of any drugs, alcohol, or tobacco products when at work. Impairment is an unsafe practice that puts yourself and the department at risk. Being unable to perform your job properly because of previous alcohol or drug use (i.e. hung over) is considered under the influence. If violation of the drug, alcohol, or tobacco policy occurs, the staff member will be sent home immediately. Violation of this policy is grounds for termination.

## **Food/Snacks and Drink**

Food and/snacks are not permitted at workstations. Employees eligible for a break may eat during their break in a break room location. All employees working less than four consecutive hours are expected to plan accordingly and eat before or after their scheduled shift. Special consideration will be taken for student employees who have medical conditions requiring food intake.

**Note: Campus Recreation reserves the right to verify any illnesses or condition by requesting a doctor's note.**

## **Phone Usage**

Personal calls or text messages are not permitted while on duty. Cell phones are not to be in sight at any time during a scheduled shift. We understand there may be extenuating circumstances and emergencies, but before placing or receiving any calls request permission from the supervisor on duty.

The telephone at the workstations is for business purposes only. No personal calls should be placed or received from workstations via Campus Recreation phones.

## **Studying and Reading**

"Light studying/reading" is defined as studying or reading that at **NO** time interferes with providing quality customer service or ensuring adequate participant supervision. Each employee group supervisor will determine their "Light studying/reading" policy for their area, if any. "Light studying/reading" is a privilege. If at any time this privilege interferes with student employees' work responsibilities, disciplinary action and/or the termination of this privilege will occur. This privilege will be evaluated each semester.

## **EMPLOYEE RESPONSIBILITIES & STANDARDS**

### **Email & Phone Communication**

Communication is a vital component to the success of operations at Campus Recreation. Student employees are expected to **check** their email accounts on a regular basis and **respond** to emails in a timely manner. Student employees are expected to communicate any changes to their primary email account or phone number to their direct supervisor immediately. Any missed email communication is the direct responsibility of the student.

### **Housekeeping and Maintenance**

Student employees are to keep their work area clean and neat. This includes staff refrigerators and microwaves. All trash must be picked up and placed in the proper receptacle.

## **Participation Expectations**

Employees are encouraged to participate in Campus Recreation programs and activities. As a Campus Recreation employee you are expected to follow all of our facility and program policies and procedures just as all participants do.

## **Staff Meetings and In-Service Trainings**

Any staff meetings and/or any in-service training are considered **mandatory** and you are paid for attending. These meetings and/or in-service trainings 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, the professional staff and the department. If you are unable to attend a scheduled meeting due to prior conflicts, please contact your direct supervisor **at least 48 hours** ahead of the scheduled meeting/in-service. (Giving a 48-hour notice **will not** ensure that your absence is excused. The appropriate disciplinary action may be taken.)

## **Use of Department or University Resources**

The department will supply the necessary resources to complete the job during your shift. If a student employee is found using any of the department's resources for personal usage (e.g. telephone, copier, computer/printer, washer/dryer, etc.) this will be grounds for termination and student will be asked to reimburse the department for any cost incurred.

## **SAFETY EXPECTATIONS & EMERGENCY PREPAREDNESS**

### **Safety Certifications**

All positions within the department **require** that you maintain current certifications in American Red Cross First Aid/BBP/CPR/AED for the professional rescuer as a condition of continued employment. Failure to do so will result in the loss of hours until the certification is renewed. If certification expires, the student employee may continue to work provided proof of registration in a renewal class is produced by the date of expiration. If proof of such registration is not produced, the employee will be removed from all work schedules. New student employees must obtain the required certifications within 30 days of their hire date; otherwise, the employee will not be allowed to work for Campus Recreation.

The department of Campus Recreation coordinates American Red Cross First Aid/CPR/AED for the Professional Rescuer, CPR/AED for the Professional Rescuer, and Lifeguarding classes throughout the year. Details for upcoming classes will be communicated to student employees via e-mail and/or fliers posted at workstations. These classes are available for Campus Recreation employees at a reduced cost. If you are unable to attend a class offered by the department, it is your responsibility to obtain your certifications elsewhere.

### **Emergency Preparedness Program**

Campus Recreation educates employees on the Department's Emergency Action Plan (EAP) through trainings and meetings. You can find a summarized version of the EAP in the back of this manual. Employees are expected to be prepared for an emergency at any time. The Red-Orange-Yellow (ROY) program assists employees in skill retention. A description of each component is as follows:

### **RED – Red Shirt Drills**

Each program area will have a Red Shirt Drill each month of the semester. The Campus Recreation Risk Management Committee will evaluate and score each drill. The employees involved with each drill will have a follow-up meeting with their direct supervisor to discuss the drill and their score. The score guidelines are listed below:

<b>Score</b>	<b>Results</b>
32-40	Discuss overall drill and performance with supervisor
24-31	Properly demonstrate the correct skill within 2-4 days of drill
0-23	Participation in a CPR/AED/First Aid Refresher Course is required

### **ORANGE – CPR/AED/First Aid Skill Test**

Once a year each employee will be required to demonstrate their CPR/AED or First Aid skills to their direct supervisor. Each employee will draw one scenario out of the collection of scenarios and be expected to demonstrate the skills required to address the specific scenario. Each scenario is graded as a pass or fail. If an employee fails, they have an opportunity to properly demonstrate the skills by choosing a second scenario. If the employee fails the second scenario they will be required to attend a CPR/AED/First Aid Refresher Course.

### **YELLOW – Safety Quiz**

Each semester, employees will be issued a short safety quiz. Questions will range from First Aid, CPR/AED, incident and accident reports, program or facility policies, etc. Employees will continue to answer questions until they can pass with an 80%.

## **PERFORMANCE & DISCIPLINE PROCEDURES**

---

### **PERFORMANCE REPORTS**

Student Employee Performance Reports are used to document outstanding and poor performance. Performance Reports can be completed and submitted by any employee, as well as be used to document self-performance if no other Campus Recreation staff member is around. Completed Performance Reports can be submitted to a professional staff member or dropped in the top of one of the safes located in each facility. All Performance Reports are confidential.

### **DISCIPLINE PROCEDURES**

As an employee of FGCU Campus Recreation you are expected to follow the policies outlined in this manual, as well as any employee group specific policies. Failure to do so will result in the implementation of the following disciplinary process. This system allows for the uniformity of disciplinary consequences, resulting in an objective disciplinary system. As a part of documented performance, student employees will be assigned points for each disciplinary policy violation. Documented reports and/or observation of violations will also be used to monitor employee performance. The violation may be in form of a verbal notice or a written notice. You will be notified of the violation immediately or within 48 hours following the situation. All violations will be documented and placed in the student personnel file.

## Assessment of Disciplinary Points

Disciplinary points are issued after a witnessed or documented violation. The violation is reviewed and a meeting with the direct supervisor may be necessary. The direct supervisor will determine if points are issued. Student employees will be notified via email of points as they accrue. Student employees may inquire about their point total at any time throughout the semester with their immediate supervisor.

## Discipline Point Scale

### LEVEL 1

#### 1 Point:

- Violation of dress code
- Unapproved homework while on duty
- Excessive visits from peers at the workplace
- Eating at your work station
- Failure to complete paperwork or any other form of work related documentation
- Insubordination, misconduct (Level 1-4, depending on severity)

### LEVEL 2

#### 2 Points:

- Tardy for scheduled shift
- Cell phone/or work phone for personal usage (including texting or playing games)
- Inappropriate computer use (e.g. social media, web surfing, etc.)
- Dishonesty (Level 2-4 depending on severity)
- Negative gossip (rumor spreading)

### LEVEL 3

#### 3 Points:

- Calling to inform someone that you are not coming in for a scheduled/substituted work shift
- Leaving workstation unattended
- Unexcused absence from staff meeting

### LEVEL 4

#### 4 Points:

- No show/no call for a scheduled/substituted work shift
- Breaching confidentiality (subject to termination)
- Theft (subject to termination)
- Verbal/physical harassment (subject to termination)
- Payroll fraud (misrepresentation of hours worked, also subject to termination)

## Penalty for Points

Discipline points accrue from the beginning of the fall semester to the end of the summer semester. However, 3 points may be removed after each semester for outstanding performance. Removal of points is at the discretion of the employee group supervisor. The following list outlines the penalty for each level of point accrual.

1 – 4 Points                      Meeting with supervisor or notification by email.



4 – 5 Points	Loss of either all shifts for 1 week, or 12 hours' worth of work, whichever comes first. The week off of the schedule will occur the week following the infraction. During this time the employee may <b>not</b> sub in any area. Meeting with immediate supervisor is required.
6 – 7 Points	Loss of either all shifts for 2 weeks, or 24 hours' worth of work, whichever comes first. The 2 weeks off of the schedule will occur the week following the infraction. During this time the employee may <b>not</b> sub in any area. Meeting with immediate supervisor is required.
8 or more Points	Removal from the schedule/termination of employment. Meeting with immediate supervisor and Assistant Director to determine employment status at Campus Recreation before employee is allowed to be scheduled in any area. Employee may not be scheduled in any area for the remainder of the current semester.

### Appeals

Discipline points will be assessed for all actions; however, situations such as family emergencies, death in the family, etc. inevitably arise. If you feel that your situation is an exception and the points assessed are unjustified, you may submit an appeal. All appeals must be submitted by email to your immediate supervisor within 5 days of the notification of points. Student employees filing appeals will meet with their immediate supervisor concerning the outcome of their protest.

### Dismissal/Termination

It is our goal at Campus Recreation to help students become model employees and avoid relieving any student of employment. However, all student employees are considered "at-will" employees and may be terminated at any time. **Grounds for immediate termination are not limited to, but include the following:**

- Violating Campus Recreation policies or procedures
- Leaving the facility unattended
- Sleeping while on duty
- Consuming alcoholic or illegal substances while on duty
- Reporting for work under the influence of alcohol or illegal substances
- Falsification of payroll
- Theft
- Unruly insubordination

### Dismissal Appeals

Once an employee has been dismissed, a final appeal can be made to the Assistant Directors of Facilities or Programs depending upon the area your position reports to. A written appeal must be submitted no more than five (5) days after the date of written notification of dismissal. After the appeal is received, an appointment will also need to be scheduled with either the Assistant Director of Facilities or Programs.

***Note: Failure to submit your written appeal within the above-mentioned time frame invalidates the appeal.***

## **LEADERSHIP ROLES**

Students who hold leadership positions in the department are held to a higher standard than other employees; however, they will be disciplined in the same manner. They are also expected to maintain a 2.5 cumulative GPA. The employee may be demoted to their original appointment if deemed necessary.

## **PERFORMANCE EVALUATIONS**

Evaluation is an important tool used to increase the effectiveness, efficiency, and overall quality of job performance. All employees should expect to be evaluated, both formally and informally, throughout their employment with Campus Recreation. Improvement-oriented evaluations may take place during shifts through verbal feedback. All employees will be formally evaluated at the end of each semester. This process includes a self-evaluation. This self-review will assist the employee and the respective direct supervisor in assessing current goals and aid in determining future goals for the student employee.

All employees will set short term and long term performance goals with their direct supervisor. The creation of these performance objectives/goals are a means to measure and enhance the student employee's job performance, as well as foster a mentoring relationship between the student employee and their respective direct supervisor.

## **RECOGNITION PROGRAMS**

There will be several programs and activities throughout the year that are designed to recognize our student employees. Upcoming programs and activities will be communicated via flyers, emails, and newsletters. Below are two of our exclusive recognition programs.

### **Students To Award & Recognize (STAR)**

STAR pins are awarded to employees who go above and beyond regular job responsibilities. Outstanding performance can be documented using a Student Employee Performance Report, or through observation. Direct supervisors will track STAR pins awarded to each employee. The number of STAR pins issued to employees helps determine who the overall department award winners are each year.

### **Campus Recreation Award Banquet**

At the end of each spring semester, the professional staffs plan a semi-formal banquet to celebrate the end of the year and recognize exceptional employees within the department. All graduating seniors are recognized with an award and a special gift. There are also five annual departmental awards, Facility Operations Employee of the Year, Program Employee of the Year, Campus Recreation Rookie of the Year, the Director's Award, and the Campus Recreation Most Valuable Eagle.

## **EMPLOYEE STANDARDS**

---

### **PAYROLL PROCEDURES**

**Failure to submit hours in a timely manner can result in disciplinary action. Students must notify their direct supervisor by the Friday before hours are due if you will be unable to submit hours.**

**Falsification of hours or hours entered incorrectly will result in disciplinary action.**

**Abuse of timeclock adjustments or failure to clock in/out properly can result in disciplinary action.**

## **Time Clock Manager**

Some areas of Campus Recreation use a computer-based program called Time Clock Manager to maintain hours that employees have worked. It is the employee's responsibility to clock in and clock out. The below procedures are to be followed when using the Time Clock Manager system.

***Note: If this is not applicable please refer to your facility or program area handbook for specific information on clocking in.***

### **Clocking In**

Upon arrival, all staff must clock in manually on the nearest workstation computer. Employees must be in full uniform and ready to work **prior** to clocking in. The following are the steps that must be followed to clock in:

1. Locate: "On-Screen Time Clock". This can be found in two different places on the computer:
  - a. An icon for the "On-Screen Time Clock" is on the desktop.
  - b. Click on the "start" button and locate "On-Screen Time Clock".
2. Click on "On-Screen Time Clock". A vertical toolbar with six options will appear (Clock in, Clock Out, Break, Job Code, View, and Exit).
3. To clock in click on <Clock in>. Type in your employee number (the number given to you upon employment at the Recreation Center).
4. Hit the <Continue> button. The next screen will identify the person clocking in and time of arrival.
5. Click on <Continue>.
6. Now select the appropriate job code for the position you are working.
7. You are now clocked in.

### **Clocking Out**

Once your shift is over, you are responsible for clocking out. The following are the necessary steps to be followed for clocking out.

1. Locate "On-Screen Time Clock." Follow the steps above to find the icon.
2. Click on <Clock Out>.
3. Enter your employee number and click on <Continue>.
4. The next screen will identify the person clocking out and the time. To confirm press <Continue>.
5. You have successfully clocked out.

### **Time Clock Adjustments Notes**

In the event that an employee forgets to clock in, clock out, and/or cannot clock in/clock out, a **time clock adjustment note** needs to be completed on Time Clock Manager. Time clock adjustment notes need to include a justification and can be added by "viewing your hours" and selecting the "add note" button.

### **Forgetting To Clock In**

If you forgot to clock in, please clock out as normal. Click "Yes" to having forgotten to clock in. This lets your direct supervisor know when you clocked out. Place N/A on the Clock Out portion of your time clock adjustment form. The same applies for forgetting to clock out on the previous day.

## Submitting Hours (Gulfline)

Every two weeks, the hours each employee has worked needs to be entered into Gulfline in order to be paid for that pay period. Hours are to be submitted by Tuesday at 5p.m. at the conclusion of each pay period. If you have problems or need assistance, please notify your direct supervisor immediately. Follow the steps below to submit hours worked.

**Note: The times and dates for this submission may change due to holidays or natural occurrences and you will be notified via email.**

1. Login to Gulfline via FGCU's website. Scroll down to the bottom of the page. Type in your user ID number. This is your University ID Number. Next, enter your 6-digit pin number. This is the pin number that was given to you by Human Resources. Click on <Login>.
2. Click on <Employee> on the main menu.
3. Click on <Time Sheet>.
4. Under the "Title and Department" column, choose the job code you will be entering hours for (e.g. Intramural Official). If you are missing a job code, notify your direct supervisor immediately.
5. Under the "Pay Period and Status" column, choose the pay period you will be entering hours for. The pay period you should enter your hours under is denoted on the top of your time sheet form. If you are still unsure, ask another available front desk attendant for help. **Note: You must select the column to the immediate right of the pay code in which you are entering hours.**
6. Click on <Time Sheet> at the bottom of that page.
7. Locate the first day you worked on your time sheet form. Under that day on the computer, find and click <Enter Hours> in blue.
8. There will be a long rectangular box that says "hours" to the left of it. Enter the number of hours you worked on that day into this box. This number is found in the 5th column from the right and needs to be rounded to the nearest quarter of an hour.
9. After entering the correct number of hours for that day, click on <Save>.
10. Repeat for each day of that week.
11. To enter hours for the next week, locate the <Next> button. This button will take you to a similar page with the next week's dates.
12. After you have submitted all of your hours for that job code and pay period, verify that the total hours on the computer screen is the same as the total hours for that job code at the bottom of your time sheet form.
13. If the total number of hours for that job code is the same on both the computer and your time sheet, click <Submit for Approval>. If the total number of hours is different, make adjustments until both the computer total and your time sheet totals are the same.
14. Enter your pin code in the box provided and click <Submit>.
15. The next screen should reflect, "Your Time Sheet was submitted successfully!"
16. If you do not receive this message, contact your direct supervisor immediately!

*Tax information: Human Resources designates students with a position prefix of STASST and non-students with OPHH. Students working for the college are exempt from paying Social Security and Medicare taxes during the academic year (everyone pays during the summer). Sometimes a STASST designated employee shows up with tax deductions during the school year. This is because they are only registered for 3 credit hours. To be exempt they must take 6 or more credit hours.*

## **Pay Check Distribution**

Campus Recreation strongly recommends that employees register for direct deposit to have their paychecks deposited directly into their bank account. This can be completed through Human Resources.

All paper paychecks will be available on the Friday of payday in the Campus Recreation Office Manager 's office, which is located in the Campus Recreation Modular. Paychecks may be picked up Monday thru Friday, 8am to 5pm with a valid photo ID. After one week, the paychecks will be mailed to the address we have on file. It is the responsibility of the student to make sure their address information is kept current in the Payroll Office.

## **Pay Periods**

Pay periods cover two weeks. A schedule of pay dates can be found on the FGCU Human Resources website.

## **STUDENT PERSONNEL FILE ACCESS**

A student employee may examine his or her personnel file upon request. A student employee has the right to correct, ask for deletion, or write a statement of disagreement with any item in the file with your direct supervisor present.

## **WORK PRACTICE CONTROLS**

Campus Recreation has implemented an exposure control plan that observes the practice of universal precautions to prevent contact with blood and other potentially infectious materials. All human blood and bodily fluids should be treated as if they are known to be infectious for HBV, HIV and other blood borne pathogens. The exposure control plan was designed to meet the requirements of the OSHA blood borne pathogens standard and also to assure that all student employees have a safe workplace environment.

Being a well-informed and educated staff member is extremely important when attempting to eliminate or minimize your risk of exposure to blood borne pathogens.

## **Universal Awareness & Precautions**

HIV (Human Immunodeficiency Virus) and Hepatitis B are a fact of life. When working for Campus Recreation, use protective measures for both you and the member/participant. Some of the precautions you should take to prevent transmission of blood borne infection include the following:

1. If there is anyone with an open bleeding wound, any blood exposure, or any bodily fluid (particularly saliva or urine), you should use rubber gloves that are provided in the first aid kits.
2. Always wash your hands after touching people, especially if blood or bodily fluids were involved (even if you wore gloves).
3. If you have an open wound, especially on the hands, avoid direct contact with the injured member. Contact another employee or a professional staff member for assistance.
4. If there are any items that have blood or bodily fluids on them, dispose of them in the bio-hazardous waste location.

## **Exposure Plan**

If for some reason the above precautions failed and you are exposed to the blood borne pathogen, please

contact a professional staff member immediately. Depending on the time of day you were exposed, you will be asked to report immediately to University Health Center (daytime) or the Emergency Room (evening). A professional staff member will fill out an accident report.

If exposure occurs during evening hours, you will need to follow up with a professional staff member the following business day.

### **Employee Injuries at Work**

If you have any questions regarding the Workers' Compensation procedures or your rights, please contact the Human Resources office. Follow the steps below if you are injured while at work:

1. Report the injury to a professional staff member immediately or as soon as possible. The individual who is assisting you will fill out a report of the injury for the Campus Recreation records and the Human Resources office. Report the injury even if it is minor and does not require treatment. That way if treatment is necessary at a later date, we have a record of the injury.
2. A professional staff will send you to the appropriate medical facility if necessary. Failure to go to one of the approved medical sites for treatment will result in **you being responsible for all bills incurred during the visit.**
3. If a professional staff sends you for medical treatment, following your visit you must report your status to one of the professional staff members. They will report your status to the Human Resources office, if necessary. If you have been taken off work or have been given any restrictions, please bring the doctor's instructions with you.
4. Please notify one of the professional staff members of any follow up doctor's appointments. They will then contact the Human Resources office with your status. Do this after each appointment.

### **WORKPLACE: ANTI-HARASSMENT POLICY**

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

If you feel that you have experienced or witnessed workplace harassment, you are to notify one of the professional staff members. Our department prohibits retaliation against anyone for reporting harassment, assisting in making a harassment complaint or cooperating in a harassment investigation.

It is our department's policy to investigate all such complaints thoroughly and promptly. To the fullest extent practicable, the department will keep complaints and the terms of their resolution confidential. If an investigation confirms that a violation of the policy has occurred, the department will take corrective actions as outlined in FGCU Policy 1.006: Non-Discrimination and Anti-Harassment Complaint Policy and Procedure.

# PUBLIC RELATIONS

As a student employee of Campus Recreation, your job will constantly involve interaction with people from within and outside the university community. Our goal is to have each member and participant leave our programs and facilities with a positive experience. You have a direct impact on this goal and that is why we have outlined the importance of communication (informative, handling suggestions and complaints, media interviews/queries), and the importance of confidentiality in this section of the employment handbook.

**Note: Student Staff are not permitted to give Professional Staff personal cell phone numbers out for any reason. Any questions or concerns should be referred to their work phone numbers or emails only.**

## Confidentiality

Questions regarding injuries, accidents, and other sensitive issues should be directed to one of the professional staff members. Your comments are to be expressed through the Incident and/or Accident Report. These reports, copies and other sensitive documents should always be placed face down on desktops or in the appropriate professional staff member's mailbox.

## Communication with Members and Participants

When meeting and dealing with our members and participants, student employees should conduct themselves in a professional, courteous, pleasant and agreeable manner. When firmness is called for, fairness and courtesy should still be present.

## 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 misinform them, you should politely refer them to another student employee or a professional staff member who is able to provide assistance. Some tips for handling suggestion and/or complaints are as follows:

- 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.
- Focus on the solution.

## Handling a Difficult Situation

During difficult situations involving members and participants, one of the most important things to do is to listen to everything the person has to say. Here are some things to keep in mind when listening:

- Allow the person to express their feelings.
- 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 to do. Note the incident on an Incident Report form. Include the names of all persons involved and their contact numbers.

## Media Protocol

There will be times when reporters from the University, as well as the community, will come into our facility and want to talk to someone in regards to either a program that we are offering, an emergency situation that has occurred, or about our opinion on a certain issue. The procedure for handling media inquiries is listed below.

Step One: State the following, *“No comment. The individual you will need to talk to is Amy Swingle, the Director of Campus Recreation.”*

Step Three: Notify your direct supervisor or Amy about the inquiry.

**ALL inquiries for interviews need to be directed to Amy Swingle, the Director of Campus Recreation. Students are not permitted to speak on behalf of the department or as a Campus Recreation employee for any reason. This includes any requests by Eagle News.**

## Photographs and Video Protocol

When a member or a guest comes into the facility with a camera or video camera, they must have received prior approval from a professional staff member to take pictures/film our facility and its members. Any person or group who has been given permission to use camera or video equipment will be given a Photo/Video Authorization form, signed by a professional staff member and dated for the day(s) in which the photographs or filming will take place. This form and photo ID must be with them at all times while at the facility.

## EMERGENCY ACTION PLAN

The following information is to serve as a guide for Campus Recreation employees to follow in case of an emergency. This is a condensed version of the Emergency Action Plan (EAP). Your employee group supervisor will inform you of the complete EAP. Emergencies can happen without warning, at any time or place, and because of this the procedures in the manual should be followed.

During any emergency **UNDER NO CIRCUMSTANCES ARE YOU TO SPEAK TO THE MEDIA.** Refer any media to the Director of Campus Recreation.

## INJURY OR ACCIDENT

*Primary Rescuer: Employee who first recognizes that the situation exists.*

*Secondary Rescuer: Recreation Center employee who is most available to assist at the time of the emergency.*

**Life Threatening Emergency** (e.g. Cardiac Arrest, Spinal Injury, Loss of Consciousness, etc.)

### 1. Primary Rescuer:

- a. Activates the **Emergency Action Plan** by alerting all Recreation Center employees
- b. Survey the scene; if safe, approach victim
- c. Perform primary survey; check consciousness, airway, breathing, and circulations; take spinal precautions if necessary
- d. Determine status of victim and give appropriate care (use personal protection equipment)



## 2. Secondary Rescuer:

- a. Proceed to scene of emergency, bring AED and additional first aid supplies
- b. Stop all activities and clear vicinity of patrons. Maintain or assign someone to maintain a clear area if you are needed to assist in the emergency.
- c. Call or assign someone to call for EMS; call 9-911 and ext. 1911. The dispatcher must be informed of the following:
  - situation
  - status of victim
  - appropriate entrance for EMS to reach victim.

**Phone Script:** "My name is \_\_\_\_\_ and I am calling from the (INSERT LOCATION) located on the FGCU campus at 10501 FGCU Blvd South. I have a victim who is \_\_\_\_\_. Please send an ambulance to the \_\_\_ facility. I will have someone meet you there." (Allow EMS to hang up first)

3. Each Campus Recreation employee involved must complete necessary paperwork (accident or incident reports). Be detailed and specific. Include victim and any witness information.
4. Check equipment and replace prior to re-opening of area (i.e. AED, and First Aid Kits re-stocked). Remember to clean up the area of any body fluids or other spills if necessary.
5. Notify appropriate professional staff

## Non-Life Threatening Emergency

### 1. Primary Rescuer:

- a. Notifies Recreation staff of situation
- b. Survey the scene; if safe approach victim.
- c. Obtain consent.
- d. Administer necessary first aid. (Use personal protection equipment)

### 2. Secondary Rescuer:

- a. Call or assign someone to call for EMS if necessary. (9-911 and x1911)
  - b. Assist with first aid.
3. Encourage the injured persons to seek medical attention if necessary.
  4. Each Campus Recreation employee involved must complete necessary paperwork (accident or incident reports). Be detailed and specific. Include victim and any witness information.
  5. Check equipment and replace prior to re-opening of area (i.e. AED, and First Aid Kits re-stocked). Remember to clean up the area of any body fluids or other spills if necessary.
  6. Notify appropriate professional staff

## EVACUATION PROCEDURE

In the event that you might have to evacuate any facility for such things as fire, gas leaks, smoke, etc. the following steps must be followed:

1. Stay Calm!
2. Read the Emergency Script over the microphone system or announce out loud. The script is located on the side of the stereo case.
3. Alert Campus Police at X1900 that the facility is being evacuated, and then call 9-911.
4. Staff will clear the facility. No one should be left in the facility regardless of reason. Be quick and assertive but reassuring as you ask patrons to leave. Customer Service Staff should stay at the front to

ensure no one enters or re-enters the facility.

5. Once the facility is clear, grab the facility key chain, first-aid pack, AED, and accident/incident clipboard. Make sure you grab your cell phone too!
6. Direct all patrons out to the designated emergency location outside the facility.
7. Using cell phones, notify the appropriate professional staff member of the situation.
8. Only reenter the facility if:
  - No damage is done to the facility and the management on duty or Campus Police give permission to enter the facility, make sure all emergency equipment is replaced and in working order, unlock doors, and allow patrons back into the facility in an organized fashion.
  - If damage has been done to the facility, do not allow patrons back in until you have permission from management or appropriate authority personnel.

## **SEVERE WEATHER**

In the event of severe weather such as tornado warnings, severe lightning, or associated power outage follow these procedures to ensure patron safety.

### **Tornado**

1. If a tornado warning has been issued, calmly alert patrons by reading the evacuation script for emergencies. Staff must notify all participants at the facilities.
2. Move all patrons into the designated safe area in the facility, keeping away from any windows.
3. Make sure you take cell phones, the First Aid Pack, AED, and Accident/Incident Reports.
4. DO NOT re-enter main building until the warning has passed and you are told to do so by Management or Campus Police.

### **Lightning**

1. If severe lightning is spotted, or detected through our lightning detection system (within 10 miles), ask all participants to move to a safe location. All aquatic facilities should be cleared immediately.
2. If there is severe weather outside, advise participants leaving the facility of the severe weather.

### **Power Outage**

1. If a power outage occurs, stop all activity and ask patrons to calmly walk to the front of the building.
2. Alert Physical Plant or Campus Police if possible at x1370 or x1900.
3. If there is severe weather outside, advise participants leaving the facility of the severe weather.
4. Once power is restored, normal activity may resume.

### **Hurricane**

1. When the University makes the campus aware of closure, all Campus Recreation facilities will also shut down.
2. Professional staff will notify student staff of closure and gather any available staff to assist with hurricane preparedness of the facilities.
3. Professional staff will communicate preparation procedures to follow.

## **BEHAVIORAL TYPE EMERGENCIES**

### **Violent Behavior/Altercation**

Not all altercations will end dangerously. Sometimes using a stern, authoritative voice will stop a problem before it becomes more serious. However, if the disturbances have not settled and have, in fact, escalated, the following procedures will help to keep order and safety throughout the facility:

1. Use your best judgment in a situation. Never put yourself into harms way by stepping into the middle of an altercation.
2. If one of the following fits any person, immediately call the police (x1911):
  - a. Appears to have a weapon
  - b. Appears to be under the influence of alcohol or drugs
  - c. Has or is doing malicious damage to property
  - d. Physically assaulting another
  - e. You intervene and they do not follow your instructions
3. Be sure to document the situation on an Incident Report, refer to (Appendix) for an example. Also, try to get names, ID numbers or any way to identify the person(s) involved.

### **Bomb Threat—*Telephoned Threat***

1. **DO NOT HANG UP!!**
2. Remain as calm as possible.
3. Be kind and courteous to the caller and note all of the information you are given as best as possible. Attempt to keep the caller on the line as long as possible.
4. If able, get the attention of a co-worker and have them notify University Police of the incoming bomb threat. This can be done by using gestures or writing on a piece of paper. Do not let the caller know that you are informing the police of the situation.

### **Bomb Threat—*Actual Explosive Found***

1. **DO NOT TOUCH THE OBJECT!!!**
2. Exit the area cautiously and quickly.
3. Call the University Police and inform them that there is a possible bomb in the facility. Provide any information about the object that you have. Follow any instructions given by the police.
4. Have all witnesses and yourself fill out an Incident Report using a thorough and detailed description.
5. Do not use radio transmission to inform others.
6. Do not pull the fire alarm.
7. Do not use the building announcement system.

### **Alcohol/ Drug Related**

Due to the nature of activities that take place at any Campus Recreation event, a student may **NOT** be under the influence of alcohol at any time. The following procedure is for alcohol related situations that could be harmful to the individual or bystanders that may be in the building. Basic procedures to follow when students have been suspected of drinking alcohol or may be on drugs are on the following page:

1. Use your best judgment when approaching an individual who may be under the influence or whom you may suspect to be under the influence.
2. Try to get the person's name and University ID number.
3. Do not allow the person to continue with activity and ask them to leave the facility.
4. If the person looks to be a danger to her/him or if the person becomes confrontational toward staff or any bystanders then notify University Police.
5. Give the police a description of the situation and follow police protocol from there.
6. Have all witnesses and yourself fill out an Incident Report using a thorough and detailed description.

### **Armed Robbery**

If an armed robbery is taking place in the facility, the following procedures are to be followed:

1. Remain calm, follow the robber's orders, do not make any sudden movements, and hand over whatever the robber is requesting.
2. As soon as the robber leaves, call University Police and contact the Director of Campus Recreation immediately.
3. Document the robber's physical features and the direction the robber left the facility.
4. Have all witnesses and yourself fill out an Incident Report using a thorough and detailed description.

# NOTES

---

# NOTES

---

# **IMPORTANT PHONE NUMBERS**

---

**CAMPUS RECREATION MAINLINE**

**239-590-7935**

**AQUATICS CENTER**

**239-590-7700**

**INTRAMURALS**

**239-590-7037**

**OUTDOOR PURSUITS**

**239-590-1419**

**RECREATION CENTER**

**239-590-7567**

**SoVi POOL**

**239-590-1769**

**SPORT CLUBS**

**239-590-1420**

**WATERFRONT**

**239-590-1871**

**HUMAN RESOURCES**

**239-590-1400**

**PHYSICAL PLANT**

**239-590-1370**

**UNIVERSITY POLICE**

**239-590-1900 (NON-EMERGENCY)**

**239-590-1911 (EMERGENCY)**