Our Staff

Director of Campus Recreation
Nick Knowles
Business Manager
Lynn Bryant
Manager of Sports Facilities
Alan Arvin
Asst. Director of Fitness Services & interim Intramurals
Brian Thomas
Director of Golf
Lia Lukkarinen

Fall 2019 Graduate Assistants
Chester Griffith
Lanier Mays
Taylor Brooks
Ashley Dumler
Dorian Adams
Monserrat Figuero
Jenna Bothell
Jordan Coil

Our Mission

The mission of Campus Recreation provides life-enhancing, recreational opportunities through the promotion of active lifestyle, personal growth and experiential learning.

We provide life balance with recreation.

What is Campus Recreation?

Campus Recreation is an office within the Division of Student Services. The Campus Recreation Office maintains and operates the Donald S. Spencer Student Recreation Center, Vince Grady Field, Harry Mussatto Golf Course, the Sipolt Memorial Disc Golf Course, and numerous other outdoor facilities. Programs include intramural sports, sport clubs, Rec Events, fitness services, and aquatics.

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How to recognize an excellent employee in Campus Recreation

An excellent Campus Recreation employee exhibits:

**Positive Attitude** – When asked to take on a task, they do so with enthusiasm and willingness to do their best.

**Punctuality** – Great employees show up to work with a smile and prior to their assigned work hours so they may begin their shift on time.

**Professionalism** – Along with punctuality, excellent employees are dressed professionally with clean, pressed clothing that reflects a professional attitude. This means their hair is combed, shirts and pants are clean, their nametags are on and easily read, and they greet others with a smile and caring attitude.

The needs of the patrons are anticipated and they have educated themselves on the operations within Campus Recreation and sponsored events.

**Awareness** – Employees who are aware of their surroundings greet customers by looking them in the eye and learn/use their names. These are the traits we are seeking. Employees are able to foresee problems developing and address them before they become a full blown event. Does this describe you?

**Learning Attitude** – We want employees who are interested in learning more about other areas and other jobs within Campus Recreation.

“To Infinity and Beyond” – Employees will do whatever is necessary to accomplish the goals of Campus Recreation. They volunteer to fill shifts, give tours for Discover Western, and always think of ways to improve our operations. They pick up trash on the floor, put things away, and help to make the facility a safe, secure, and clean environment.
General Policies and Guidelines

WESTERN ILLINOIS UNIVERSITY
GENERAL STUDENT EMPLOYMENT POLICIES

1. Student employees may not work more than **20 hours per week** or **8 hours per day** during the academic year.
2. Falsification of hours worked is grounds for **immediate dismissal**. Students suspected of falsifying time cards will be referred to the Director of Campus Recreation.
3. Payroll is prepared every two weeks. A direct deposit form must be completed and filed with Payroll. **Paychecks** must be directly deposited into your personal bank account.

CAMPUS RECREATION
GENERAL EMPLOYMENT GUIDELINES

The following guidelines are designed to assist each of you in doing a **conscientious and effective job**.

Communication

1. All messages and pertinent information must be **relayed** to the person relieving you.
2. To ensure privacy, Campus Recreation employees’ telephone numbers should **only** be given to co-workers or supervisors.
3. If your **replacement** for the next shift doesn’t show, please **notify** the supervisor on duty immediately.
4. **Cell phones** are **not** to be used at work except in the case of emergency on the intramural fields.

Computer Use

Computer use is limited to that which is required to perform your duties. (WIU websites and equipment checkout software)

Customer Service

6. Assist Spencer Student Recreation Center **patrons** in a **professional** and courteous manner.
7. **Uphold all** of the Spencer Student Recreation Center rules and regulations. Be consistent with rule **enforcement**

Employee Availability

8. All student employees must be **available** for **weekend** duty.

Employee Records

9. Employees may receive a written commendation for outstanding performance or a written notification when performance is below expectations. These notices will be placed in their employee file and can be used as a reference for employee evaluations.

Employee Training

10. You are **required** to attend each **semester’s employee training**. You may also be required to attend **in-services and/or staff meetings**. All Campus Recreation **first line responders** are required to be **CPR/First Aid/AED certified** within **30 days** of their original employment date. (National Safety Council certifications are provided at a nominal cost to all first line responders who are Campus Recreation employees.
11. You **must** know the Emergency Procedures in your area. If any injury or accident occurs, **notify** the supervisor on duty immediately.

Not Permitted While on Duty

12. When you are on duty, **participation** in individual leisure activity is **NOT** allowed.
13. Friends, acquaintances, or significant others should not **visit/socialize** with you while you are on duty.
14. Wearing of headphones, playing **of electronic games**, MP3’s, or cards are **not allowed** during working hours unless approved by your supervisor.
15. Doing **non-work related** tasks (including reading magazines, newspapers, books, or doing homework) is permitted at your workstation with the permission of your supervisor. In the event that your job performance and/or customer service skills are **not exemplary**, these **privileges will be terminated** immediately.
Breaks

- At the discretion of the appropriate supervisor, you may take a **10-minute paid** break for every continuous **4-hour shift**.
- Eating and drinking while on break may **only** be done in the **Oasis** or **Break Room**.
- At the discretion of the appropriate supervisor, an employee who works a minimum of a **7.5 hour continuous shift** may take a **non-paid**, one-hour maximum lunch break.
- The lunch break **may not** occur at the beginning or end of a shift or be used in conjunction with a paid break.
- If for some reason, you cannot **leave** your work area for a break, you are **not to eat** in an area **visible** to our customers.

Dress Code

**Appropriate attire** for workers is listed below:

1. You will be issued **one Rocky’s Rec Crew** staff shirt to wear with shorts, pants, or skirts. (wearing WIU apparel is a suitable alternative to your shirt).
2. Campus Recreation **nametags** are to be worn on the front of the staff shirt at chest level on the **right side** at all times while on duty.
3. The inseams of shorts must be a **minimum of four inches long**. Boxers (worn as shorts), cut-offs, mini-skirts, **sweatpants**, workout clothes, pajama pants, medical scrubs, and patched, faded, frayed, torn, or bleached-out jeans are **not** acceptable dress.
4. **Hats**, caps, kerchiefs, and sunglasses may **not** be worn inside Campus Recreation facilities.
5. **Closed-toe shoes** must be worn by student employees at all times with the **exception** of lifeguards while on duty.
6. **Additional clothing** for warmth, please **discuss** this with your supervisor.
7. **Cold weather**, if you need **additional** clothing for warmth, please **discuss** this with your supervisor.
8. **First time** you arrive at work **without** proper attire, you will be **sent home** to change and the incident will be documented.
9. **Additional Dress Code Standards** exist for students who work as intramural officials, group fitness instructors, lifeguards, and personal trainers.
10. Student employees **who do not** follow this dress code will be subject to disciplinary **action** which could result in the **loss** of their position.
Employee Discipline

All Campus Recreation employees are required to follow the policies, procedures, and expectations of Campus Recreation. Review the Code of Student Conduct for additional expectations.

Student employees, who fail to adhere to these standards, policies, etc., will be addressed with a written notice. The notice includes a summary of the incident; the action taken by the staff member, grad, or lead; and the employee’s comments. This form will be forwarded to the employee’s supervisor for his/her comments/actions.

Campus Recreation also utilizes a Disciplinary Points System for actions of discipline. The point system allows for the uniformity of disciplinary consequences resulting in an objective disciplinary system. As part of write-ups, student employees will be assessed points for each disciplinary policy violation. Shift reports will serve as the primary source of information regarding employee actions. However, professional and graduate staff observation and nightly reports will also be used to monitor employee performance. Some actions may be area-specific or may not apply to a certain employee’s area. Your supervisor will share the Disciplinary Points System with you during employee training.

Below are a few examples that may warrant varying point levels of discipline depending upon the severity of the situation. Please see complete policy for additional actions.

- Arriving late or leaving early from work without permission.
- Failure to wear proper attire while on duty.
- Failure to perform your job in the proper manner.
- Failure to follow a directive given by a supervisor.
- Failure to display appropriate behavior.
- Showing up for work under the influence of drugs, alcohol, etc.
- Missing a work shift or in-service/training meeting.

Employee Recognition

Employee Promotions

A promotion may require the employee to pass a written test, be interviewed, or acquire certain certification/training prior to scheduling.

Student employees may be cross-trained in other areas of Campus Recreation.

Individuals interested in promotion and growth within Campus Recreation should contact their supervisor.

Student Employee of the Semester

Each semester supervisors will select a student employee who will be recognized for outstanding work performance from their area.

Recognition for all Student Employees of the Semester will happen at the end of each semester.

NIRSA

Are you interested in making recreation your occupation?

Western Illinois University is an institutional member of the National Intramural Recreational Sports Association. Each year the association gathers for its annual conference to develop employees, discuss current trends in recreation and best practices and certifications.

The 2019 NIRSA national conference will be held February 16-19 in Boston, MA.

If you are interested in attending, scholarships and grants are available to help underwrite costs. Contact your supervisor for more information.
Training and Development

Campus Recreation is dedicated to providing all student employees with staff development and training programs in an effort to provide personal and professional growth and to improve service to students, faculty, and staff. Staff training and development programs will be provided on an ongoing basis. Whether your future chosen field is within Campus Recreation or not, we hope to teach you important transferable skills that you will be able to take with you to whatever career path you choose. Customer service, time management, and conflict resolution are some of the many skills you will need to be competent in working with Campus Recreation. These same skills will be required in whatever profession you choose.

CUSTOMER SERVICE AT ALL TIMES

Campus Recreation wants our employees to have great customer service and be aware of all programs offered by Campus Recreation. Giving tours and promoting the Student Recreation Center is an expectation of the job for all employees.
### Absence and Tardiness Policy

You are a member of our team; what you may do impacts our entire team. If you are ill and cannot fulfill your shift, you must call your supervisor in advance. If you need assistance in reaching your supervisor, call the Front Desk at (309) 298-2797.

Do not leave a message; the supervisor may not get it in a timely manner. If you do not come to work or do not speak with your supervisor, you are subject to disciplinary action which could lead to termination.

Unauthorized absences of two or more consecutive shifts without notice will be considered as a voluntary dismissal, and you will be removed from the work schedule.

Unauthorized and unnecessary absences jeopardize your employment and unfairly burden other employees. If you do not have authorization on TimePro, please notify your supervisor immediately or you will jeopardize getting paid.

The following examples may be excusable absences if communicated to your supervisor.

- Time off for a workers' compensation injury
- Jury duty
- Military leave
- Emergency situations beyond your control
- Death of a family member
- Illness/Accident (verifiable)

### Substitute Policy

Occasionally an employee may need to obtain a substitute for a shift. If you find you are unable to work a scheduled shift, you are responsible for securing a substitute from within your area.

It is your responsibility to make sure the individual taking your place is completely familiar with your duties.

In agreeing to substitute for a shift, you assume all responsibility for the duties and obligations the shift entails.

Substitutes must be presently employed by Campus Recreation.

### Clock in/out system and pay dates

You need to use your WIU ID card to swipe in to work each shift. When you complete your shift, you will need to swipe out on the time clock. (TimePro)

You are paid for the hours you have swiped in. If you missed clocking in, you must notify your supervisor with the correct clock in and out time and day and date for your shift.

If you do not have authorization on TimePro, please notify your supervisor immediately or you will jeopardize getting paid.

The payroll week begins on a Monday and ends on a Sunday. You are not allowed to work more than 20 hours per week.

Timecards are processed every other week on Mondays.

There is a two week delay until you are paid for those hours you have turned in.

See the schedule at your work station for exact dates.

In order to best serve our membership, communication is key! We cannot afford miscommunication about assigned shifts.

Each pay period you must accurately record your hours worked.
Required Training

Ethics Training

University employees must complete Ethics Training on an annual basis. The University will notify you by e-mail and provide instructions to you concerning when and how to participate in annual Ethics Training. You must complete the Western Illinois University Ethics Training within the time limit stated in the e-mail and provide your supervisor with a copy of the certificate of completion. If not completed, your employment could be terminated.

Sexual Harassment Training

University employees must complete Sexual Harassment Training on an annual basis. For many people, “sexual harassment” is an emotionally charged topic, loaded with confusion and uncertainty. This is unfortunate, because sexual harassment can be readily understood.

In-services/Employee Group Training Meetings

Employee areas may require additional in-services and training meetings such as those for lifeguards and officials. Employees are required to attend these meetings and will be notified when they will occur by their supervisor.

Injuries at Work

If you are injured at work, you must follow these procedures:

- Report the injury to either a professional staff member, lead supervisor, or your supervisor immediately or as soon as possible.
- Assist the individual who is assisting you to fill out an injury report form.
- Report the injury even if it is minor and does not require treatment.
- If treatment is necessary at a later date, there is a documented record of the injury.
- Depending on the severity of the injury, the staff member may call for medical assistance.
- If you receive treatment for your injuries, report this as soon as possible to your supervisor.
- If you become aware of other employees acting in an unsafe manner, please report this behavior to a professional staff member, lead supervisor, Graduate Assistant, or your respective supervisor.

Please exercise care while on duty and seek to prevent injuries before they occur.

Always report injuries at work to your supervisor.
CONTACT INFORMATION

**Address**
Campus Recreation
1 University Circle
Macomb, IL 61455

**Phone Numbers**
Campus Recreation Office
(309) 298-1228

Front Desk
(309) 298-2797

Fax
(309) 298-3224

**Email**
Director, Nick Knowles
NS-Knowles@wiu.edu

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**Disclaimer**

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

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

Campus Recreation complies with all University, State, and Federal laws and policies.

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**Emergencies**

**Fire**
1. Call 911 or use channel 2 on the two-way radios to report the fire, building location, and area of the building. If calling from a cell phone, call Office of Public Safety (OPS) at 309-298-1949 and report the same information. Do not use a cell phone unless absolutely necessary.
2. Evacuate the building: The supervisor on duty will designate people to evacuate the track, mezzanine, and gym levels and designate one employee for the east and west entrances to make sure no one enters the building after evacuation. No one may enter the building until OPS has given approval to the supervisor on duty.
3. Do not try to extinguish a fire. Wait for the Fire Department. Do not jeopardize your safety.

**Power Outage**
1. Evacuate all activity areas affected by the outage.
2. Call the appropriate number listed below. Identify yourself and tell them your location. Ask how long the power will be out.
   - During office hours, call Physical Plant at 8-1834 (or 309-298-1834 from a cell phone)
   - During evening activities, contact OPS at 8-1949 (or 309-298-1949 from a cell phone) or channel 2 on the two-way radios
3. Keep areas closed until power comes back on. If power does not return within one hour, student workers should be sent home and sign should be posted notifying students.
4. Emergency lighting will automatically come on in SRC and Brophy.

**Severe Weather**
1. Be aware of the civil defense sirens. A siren blast means a tornado has been sighted; it is considered a tornado warning. Sirens will not be used for all clear signals.
2. When a civil defense siren blasts:
   - The Lead, Grad, or Supervisor on duty will announce over the PA system: “A tornado warning has been issued, please clear all areas and proceed to the main level locker rooms.”
3. The Lead, Grad, or Supervisor on duty:
   - Notifies all other activity areas.
   - Gets a battery-operated weather radio and monitors it regularly.
4. The building will not be evacuated; fire alarms will not be sounded; and no other action will be taken except to notify OPS.

**Bomb Threat**
1. If receiving the call, try to keep the caller on the line; gather as much information as possible from the individual including:
   - The Lead, Grad, or Supervisor on duty:
     - Location of the bomb
     - Time of detonation
     - Any other information to assist in pinpointing the danger area
2. Contact the supervisor on duty and OPS at 309-298-1949; no other action should be taken to disrupt those using the SRC.
3. Wait for OPS to arrive to talk to the person receiving the call

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Additional emergency procedures for specific employee group areas will exist.

Please see your supervisor if you have any questions regarding safety and emergency procedures.