Welcome Letter

Welcome to our newest members of the Campus Recreation Team!

Congratulations on joining our family here at the Department of Campus Recreation at Utah State University. This is truly one of the most rewarding places to work not only on campus but anywhere in the Cache Valley. You have become part of the team that helps students succeed during their time here at the university by providing opportunities of Play, Wellness and Adventure. Having students come play with us helps them mentally, physically and emotionally. When we engage with these students, it influences their overall well-being, health, and self-confidence. This is why we seek out the very best individuals to join our team! You are the best!

As part of the Campus Recreation team, we believe in giving you the best tools that you need to be successful in your position. We are able to accomplish this through training, staff development, leadership, and communication. The most important value that we hold with our staff is trust. You can trust in the upper administration to support, guide, and provide the best tools that you need to be successful. In turn, we trust in you that you will always put your best foot forward when you come to work each day and look for opportunities to grow and help each patron that comes to visit our facilities.

We want you to always look back on your time with Campus Recreation as a time of growth and accomplishment. The skills you will learn will continue to help you in all your future endeavors. Our doors are always open, and we love getting to know each of you. Thank you for all that you do for Campus Recreation and most of all, what you do for Utah State University.

GO AGGIES!!

Daniel Lawrence, MSA, RCRSP
Director of Campus Recreation
(435) 797-8405
Daniel.Lawrence@usu.edu
Table of Contents

Welcome Letter

Table of Contents

General Campus Recreation Info
  Mission and Vision Statement
  Professional Staff Structure / Directory
  Program Information & Structures
  Student Employee Board
  Facility Information
  Facility Policies

Employee Policies & Procedures
  General Employment Guidelines
  Attendance Policies
  Employee Expectations

Performance & Discipline Procedures
  Performance Evaluations
  Disciplinary Procedures

Employee Standards
  Payroll Procedures
  Pay Scale
  Workplace Injuries

Public Relations
  Handling Complaints
  Media Requests

Emergency Action Plan

Employee Agreement
Mission

The Department of Campus Recreation provides wellness and healthy lifestyle-oriented programs, events and services to the Utah State University community. Campus Recreation creates opportunities for the USU community to enhance the campus experience through play, wellness and adventure.

Vision Statement

Campus Recreation is committed to being recognized as a leader on campus and in recreation within higher education across the country. We will continue to provide dynamic and diverse recreational experiences to engage students in a positive manner through learning and leadership opportunities. Campus Recreation is dedicated to creating excellent student and professional development.

Professional Staff Structure

Coming soon
### Professional Staff Directory

<table>
<thead>
<tr>
<th><strong>Staff Member</strong></th>
<th><strong>Position</strong></th>
<th><strong>Office Extension</strong></th>
<th><strong>Cell Phone</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Daniel Lawrence</td>
<td>Director of Campus Recreation</td>
<td>7-8405</td>
<td>970-381-5420</td>
</tr>
<tr>
<td>Katie Burns</td>
<td>Associate Director of Campus Recreation</td>
<td>7-5716</td>
<td>805-304-7995</td>
</tr>
<tr>
<td>Craig Boegner</td>
<td>Assistant Director of Facility Operations</td>
<td>7-0844</td>
<td>443-903-1326</td>
</tr>
<tr>
<td>Cassidy Hadden</td>
<td>Coordinator of Aquatics &amp; Safety</td>
<td>7-3016</td>
<td>760-902-1022</td>
</tr>
<tr>
<td>Amanda Bray</td>
<td>Assistant Director of Competitive Sports</td>
<td>7-0552</td>
<td>765-661-9094</td>
</tr>
<tr>
<td>Emmy Richards</td>
<td>Assistant Director of Fitness &amp; Wellness</td>
<td>7-7347</td>
<td>912-257-9919</td>
</tr>
<tr>
<td>Dan Galliher</td>
<td>Assistant Director of Outdoor Equipment &amp; Facilities</td>
<td>7-5525</td>
<td>435-770-3916</td>
</tr>
<tr>
<td>Greg Davis</td>
<td>Assistant Director of Outdoor Education</td>
<td>7-0066</td>
<td>801-201-0184</td>
</tr>
<tr>
<td>Kendra Gilmore</td>
<td>Athletic Trainer</td>
<td>7-0557</td>
<td>435-994-4872</td>
</tr>
<tr>
<td>Nicole Nelson</td>
<td>Coordinator of Facility Operations</td>
<td>7-5361</td>
<td>Not Available</td>
</tr>
<tr>
<td>Neal Bair</td>
<td>IT Coordinator</td>
<td>7-8548</td>
<td>Not Available</td>
</tr>
<tr>
<td>Ashley Deters</td>
<td>Coordinator of Business Operations and Scheduling</td>
<td>7-1503</td>
<td>Not Available</td>
</tr>
<tr>
<td>Clarie Prerost</td>
<td>Challenge Course Coordinator</td>
<td>7-0399</td>
<td>Not Available</td>
</tr>
</tbody>
</table>
Aquatic Programs

USU Campus Recreation Aquatics offers a welcoming and safe space dedicated for wellness, learning and leisure within our facility. Our student staff are professionally trained American Red Cross certified Lifeguards and Water Safety Instructors that provide a uniform standard of safety and swim lessons for all participants. Our student staff also manage the HPER Building activity spaces and are involved with the set-up and take down of sports equipment, equipment rentals at the HPER Service desk, and a central home base for all HPER related questions.

Campus Rec. Aquatics provides the following programs:
- Lap Swimming
- Open Swim times
  - Key Log Rolling
- Learn to Swim - Swim Lessons
  - Adult, Children, Group, Private, Semi-Private
- American Red Cross Safety Courses
  - First Aid/CPR/AED, Lifeguard, Water Safety Instructor
- Special Events
  - Log Rolling, Lazy man Triathlon, Halloween at the HPER, and Flick n Floats

Campus Rec. Aquatics partners with the following to provide more programming opportunities:
- KHS Academic Classes
  - Beginning Swim, Lap Swim, Water Aerobics, SUP Yoga, and Kayaking
- USU Swim & Dive Club
- USU Water Polo Club
- USU Intramurals
  - Battleship
- Employee Wellness
- Water Aerobics
- Logan High School Swim Team
- Cache Valley Water Polo

Outside User Groups to rent space to utilize for events, youth groups, and University.
Competitive Sports

Club Sports
The Club Sports Program complements the University’s intercollegiate athletic programs, Intramural activities, and physical education course offerings. The program is administered by the Campus Recreation Department, which offers professional guidance to the teams within the Club Sport Program. Each team is formed, developed, governed and administered by the student membership of that particular club working with the Campus Recreation Department. The key to the success of this program and each team is student leadership, interest, involvement, and participation. Sports include; Baseball, Cycling, E-Sports, Figure Skating, Golf, Hockey, Jump Rope, Men’s/Women’s Lacrosse, Powerlifting, Quidditch, Racquetball, Rodeo, Men’s/Women’s Rugby, Men’s/Women’s Soccer, Swim/Dive, Men’s Ultimate, Men’s/Women’s Club Volleyball, Water Polo, and Wrestling.

Intramurals
The Intramural Sports Program offers the opportunity for individuals to play organized sports in a recreational but competitive atmosphere within their campus community. They have the ability to learn new sport skills, recreate in a social environment, and have fun with fellow Aggies. The program desires to provide sports and activities of interest to the campus community. Sports and activities are organized on a team and individual basis, thereby enabling all to participate. Leagues: Flag Football, Indoor/Sand Volleyball, Soccer, Futsal, Pickleball, 5v5 and 3v3 Basketball, Softball, and more! Tournaments vary based upon interest, but include Spikeball, Battleship, and various E-Sports.

Unified Sports
Unified Sports at Utah State is a constantly growing partnership. We have one day tournaments on Saturday throughout the academic year, and need volunteers and coaches! These sports include Soccer, Futsal, Basketball, Flag Football, and Bocce Ball. Unified Sports consists of inclusive recreational sports opportunities for Special Olympics athletes and partners without disabilities. These recreational opportunities may take place in partnership with schools, sport clubs, the community and other private or public organizations as introductory one-day events, exhibitions, demonstrations (including Unified Sports Experiences) or ongoing activities such as physical education classes and intramurals.

Aggie Rec Camp
Aggie Rec Camp is a summer program created for the USU Student/Faculty/Staff and surrounding community to have their children come explore all of the different programs and adventures that we have to offer at Utah State University Campus Recreation. These campers will be able to partake in various programs including open recreation, aquatics, group exercise, and the ropes course/climbing wall. On top of this, they will be doing various programs from arts and crafts, field trips, special events, and movie days. Our hope is to promote our programs to have the campers want to attend Utah State University and become future Aggies!
Fitness Programs

The Fitness program promotes healthy lifestyles, creates opportunities for positive behavior modification and enhances student academic success. This is achieved through group fitness classes, personal training sessions, strength and conditioning, fitness consultations, wellness activities, nutrition coaching, and other programs that influence positive lifestyle choices and changes. Fitness classes include: Yoga, HIGH Fitness, Zumba, Strength Training, Cardiovascular Fitness, and many more!
Outdoor Programs

Outdoor Programs offers many trips throughout the calendar year including hiking, biking, rafting, snowboarding and skiing, snowshoeing, camping and more! Rent gear to take on your own outdoor adventure. Items include tents, backpacks, ski’s, snowboards, sleeping bags, cooking gear, bikes, day packs, canoes, kayaks/paddles/PFD’s, snowshoes, SUP’s and more! They also provide many outdoor certification courses.
Facility Information

Campus Recreation operates and manages the ARC, HPER, Fieldhouse, ALF and outdoor volleyball and basketball courts. Below are descriptions of each facility.

Aggie Recreation Center (ARC)
The ARC is the home of Campus Recreation and was funded entirely by the students. The 105,000 square foot recreation center includes a fitness center, 3 hardwood gym courts, 4 group exercise studios, an elevated indoor track, a multi-activity court (MAC), cardio lofts, a 50 foot climbing wall, locker rooms, professional staff offices, and an outdoor gear and equipment rental shop.

Since the ARC opened in November of 2015 it has received multiple awards for its construction and design. Some of these awards include 2016 Utah Construction and Design “Most Outstanding Sport Facility”, and ENR Mountain States Best Regional Projects “Merit Award for Sports/Entertainment”. The ARC was also awarded the LEED Gold Certification (Leadership in Energy and Environmental Design) by the US Green Building Council. Gold is the second highest rating a project can receive in terms of the project's sustainability, water efficiency, and conservation of energy. In February the ARC was recognized by the National Intramural Recreational Sports Association as an “Outstanding Sports Facility Award” recipient for 2017. This award was presented at the NIRSA Annual Conference in Washington DC. The award recognizes innovative designs of new, renovated or expanded collegiate recreational facilities of NIRSA Institutions. Winning facilities are considered a standard by which other collegiate recreational facilities should be measured, and from which others can benefit.
Health, Physical Education, and Recreation Building (HPER)

The Health, Physical Education, and Recreation (HPER) Building is an academic building shared by Campus Recreation, Employee Wellness, Athletics, and Academics. The HPER building was constructed in the early 1970's and has a retro feel and atmosphere.

The HPER contains several classic workout and recreation facilities including Pool, 6 Racquetball Courts, 2 Multi-Purpose Group Exercise Studios, 2 Multi-Activity Gymnasiums, 1 Half Multi-Activity Gymnasium, the Employee Wellness Weight Room, and Locker Rooms. The HPER also houses a 6-lane 299,440-gallon 25 yard lap pool with high and low diving boards, and a 102,660 gallon 6-lane leisure pool both operated by Campus Recreation.

George Nelson Fieldhouse

The Fieldhouse was originally constructed in 1937 when it served as the home to USU’s NCAA Basketball team until 1970 when the Dee Glenn Smith Spectrum was constructed. The Fieldhouse now serves as recreation facility shared by Campus Recreation, Athletics, and Academics. With a flooring change and a few renovations conducted in 2001, the Fieldhouse now features several spaces designed for student enjoyment and fitness.

The Fieldhouse includes approximately 8,500 square feet of fitness space for weight and cardio equipment, 2 Indoor Basketball Courts, an Indoor Track, 1 Multi-Activity Court, a Cycling Studio, Strength and Conditioning Room for functional training, Billiards Room, Squash Court and Locker Rooms.

Aggie Legacy Fields (ALF)

The Aggie Legacy Fields (ALF) were constructed in 2012 and feature synthetic Game Day Grass to provide USU students with over 154,000 square feet of playable surface! The ALF is primarily used by USU students for Intramural Programs, Club Sport games, and Open Recreation.

Sand Volleyball Courts

There are two sand volleyball courts located on the east side of the ARC. The push button lights can be found on the south side of the volleyball court.
Outdoor Basketball Courts

There are two outdoor basketball courts located on the east side of the ARC. The push button lights can be found on the wall on the east side of the ARC.

Facility Policies

This is not a comprehensive list of Campus Recreation facility policies. For a comprehensive overview please refer to the Campus Recreation website (http://www.usu.edu/campusrec/policies).

1. Campus Recreation is responsible for all scheduling of the following areas:
   a. Aggie Legacy Fields (ALF)
   b. HPER Building (all activity areas and swimming pools, not classrooms)
   c. Nelson Recreation Center (Fieldhouse)
2. All requests regarding scheduling of Campus Recreation Spaces should be directed to the Scheduling Coordinator.
3. No food or drink in activity areas with the exception of water in a closed container.
4. Staff has the right to enforce any policy they see fit to protect patrons as well as Campus Recreation facilities.

Aggie Recreation Center (ARC)

1) Facility is open to current USU fee paying students.
2) Current USU students can sponsor guests over the age of 18.
3) Exercise or athletic attire is required at all times inside the Aggie Rec Center.
4) Individuals wearing improper footwear will not be permitted to participate in specific activity areas. Shoes should be closed-toed, non-marking, and free of mud and debris.
5) Cleats and barefoot running are not permitted on the track. Campus Recreation staff members reserve the right to determine if a patron’s footwear is not appropriate for use within the facility.
6) While in locker room or restroom areas, the use of photography, video recording or audio devices is strictly prohibited.
7) Patrons who participate in specific activities where bare feet is part of the nature of the activity (sand volleyball, yoga, etc.) are permitted to remove footwear.
8) To respect the comfort of patrons and help minimize the transmission of bacterial infections (i.e. MRSA and Staph), shirts are required throughout the Aggie Recreation Center at all times. Shirts must cover, at a minimum, an individual’s sides of torso and midriff. A shirt must cover sports bras.
9) Clothing with zippers, buttons, metal rivets or any other feature that may damage equipment or upholstery are prohibited.

**Health, Physical Education, and Recreation Building (HPER)**

1) Enter the water only when a lifeguard is on duty.
2) Prolonged underwater breath holding is prohibited.
3) Diving is permitted only in water greater than 8 feet deep.
4) Shower before entering the water or after a stay in the sauna.
5) While in locker room or restroom areas, the use of photography, video recording or audio devices is strictly prohibited.
6) Proper swimming attire is required for use of facility.
7) Inflatable water wings, rafts, and inner tubes are not permitted.
8) Only authorized personnel are permitted to: use the starting blocks; and stand, sit, or place items on the Lifeguard stands.

**George Nelson Fieldhouse**

1) Facility is open to Students, Faculty and Staff.
2) Guest passes can be purchased for community members over the age of 18.
3) Equipment in Strength and Conditioning storage closet is only to be used under the supervision of a S&C coach or have previously worked out an agreement.
4) Persons under the age of 18 shall not be allowed to use the Fieldhouse except when minors are attending structured programs and events.
5) While in locker room or restroom areas, the use of photography, video recording or audio devices is strictly prohibited.

**Aggie Legacy Fields (ALF)**

1) Proper athletic attire must be worn when using the fields. Metal cleats and spikes are not permitted on the ALF.
2) Organized intramural or club sport activity will have policies regarding footwear, clothing and jewelry use.
3) Water in a closed container is permitted on the ALF. Food and other beverages are not allowed on the ALF. This includes chewing gum and sunflower seeds.
4) Alcohol, smoking, chewing tobacco and the use of other drugs is not permitted.
5) Pets of any kind with the exception of service animals are not allowed on the ALF.
6) All vehicles including bicycles, motor scooters, cars, etc. are prohibited unless authorized by the Campus Recreation department.
7) All users are subject to the authority of the supervisor on duty.
8) Patrons using the ALF must be current USU students, Faculty/Staff or have scheduled a reservation with the Scheduling Coordinator.
General Employment Guidelines

Employment Eligibility
Campus Recreation strongly encourages candidates and employees to be enrolled as current students at USU. Employees must remain in good standing with the university throughout their employment.

Weekly Hours
According to USU policy, hourly 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 between all USU jobs.

Working in Multiple Areas
USU student employees are permitted to work in multiple programs and departments, however, they may not have more than 2 jobs on campus at any given time. This includes jobs within the Campus Recreation department and other on campus jobs. 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 / Position 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
Employee Scheduling:
When to Work is a scheduling software that Campus Recreation uses to schedule employees. Employees are responsible to fill out their time preferences and request time off in When to Work. When to Work does not allow users to set availability based on position so if an employee works for multiple programs within Campus Recreation it is their responsibility to communicate with their supervisors in regard to their availability. Employees must check When to Work frequently to stay up to date on their schedules. There is a When to Work app available for
download. Employees can view their schedules, post and accept shifts on the trade board, and request time off in the app.

Substitution System:
Each student employee is responsible for their scheduled shifts. If you cannot work a scheduled shift, please put your shift on the trade board in When to Work and work with your fellow employees in your area to find coverage for your shift. If you are having a difficult time securing coverage for your shift please reach out to your direct supervisor to communicate your efforts. It will be your responsibility to find a replacement for your shift, but your direct supervisor may be able to assist in finding a replacement.

Failure to Notify:
Unauthorized absences will be noted in the employee's personnel file. Two unauthorized absences can result in termination of employment with Campus Recreation.

Excusable Absences:
Absences from scheduled shifts can be excused by the below circumstances with proper supporting documentation. Please make sure to notify your direct supervisor of the circumstances as soon as you can so they can work on securing shift coverage.

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

Illness Procedure:
If time allows students are responsible for securing shift coverage with another student that is trained to cover the area, they are working in. If a substitute is secured, please notify your direct supervisor so they are aware of the change.

Please contact your direct supervisor a minimum of 3 hours in advance if you feel you may not be able to work your shift due to illness and are having issues finding a substitute. If you are scheduled to open the facility, please inform your direct supervisor the night before if you are feeling ill so they can make arrangements for the following morning.
Undocumented excessive illness (two or more periods of time in a semester) may be grounds for termination.

Tardy Policy
Employees are expected to report to scheduled shifts and meetings on time. Campus Rec 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.

Campus Recreation encourages teamwork, however, tardiness will not be excused if someone agrees to cover your shift until you arrive, unless that had been worked out prior between the two employees and supervisor had been notified.

Employee Expectations

Verifying Access into Facilities
At any given time Campus Recreation can have almost 200 student employees working in various areas of the department. With this we ask that each time an employee enters a Campus Recreation facility they verify their access using the biometric hand scanner. This would be whether you are coming into the building to work or workout. This is to make it easier for our front desk staff as well as giving the department accurate data of who all is accessing the facility. We do understand that some areas go back and forth between various facilities, if this is the case we ask that you clock in when you first report to your shift.

Uniform Guidelines
As an employee of Campus Recreation, you are expected to look and act professional at all times. As with your appearance, your attire must be neat and clean at all times. Remember you represent both Campus Recreation and USU. It is prohibited to wear uniforms outside of work hours and should not be worn while working out off the clock in any Campus Rec facilities.

Each area has guidelines of uniform requirements based on the job you are performing. Your direct supervisor will outline what is required for the area that you work in.

Employee & Phone Communication
Communication is vital to the success of Campus Recreation operations. Students are expected to provide their direct supervisor with a phone number and email and have both available on When to Work so coworkers can contact them. Employees are expected to check their email accounts
regularly for updates and communication of upcoming events, programs and changes in operations.

Housekeeping and Maintenance
Student employees are to keep their work area clean and neat. This includes refrigerators and microwaves in the employee break area. As an employee if you notice something in the facility that is broken or needs to be cleaned please report this to the Facility Supervisor on duty. Even if you yourself are not on duty it is appreciated that these things get reported so they can be addressed immediately.

Staff Meeting and In-Service Trainings
Any staff meeting or in-service training is considered mandatory and you will be paid for attending. These meetings and trainings are held to keep employees informed and keep an open line of communication between you, co-workers and professional staff. If you cannot make it to one of these trainings, it must be communicated to your direct supervisor in advance. Not all absences may be excused, and this will be at the discretion of the professional staff member over the area you work in.

Unacceptable Workplace Activities
Safety and customer service are top priorities for USU Campus Recreation. The following activities are prohibited as they are distractions from monitoring the safety of our participants and providing quality customer service.

Computer/Tablet Use
There are computers and tablets located at various workstations. These devices are intended for work related duties. Browsing on workstations should be work related, ex. USU and Campus Rec websites, When to Work, American Red Cross website etc. Because email is the main communication source with our employees, checking personal email is allowed, but this is not to distract you from your duties as an employee. Please do not download apps onto tablets or share personal passwords.

Cell Phone Usage
Any non-work-related cell phone usage is prohibited at workstations. If you need to take a phone call or text that cannot wait until the end of your shift, please have the Supervisor cover for you and respond to the call away from the workstation. This needs to be for emergencies only, if this becomes an ongoing occurrence for an individual it will be addressed by their direct supervisor.
Food Snacks and Drink

Light snacking is allowed at workstations such as chips, candy, fruit, etc. Larger items such as sandwiches, salads, burritos, and other meal items should not be consumed at workstations. This is again to maintain an approachable customer service-based image at all of our service locations. Meal items can be eaten in the employee break area during break times as outlined earlier.

Congregating Around Work Areas

If friends and visitors stop by during your shift please be cognitive to keep the visit short as not to distract you from your duties. Please explain that you are working, and the visit needs to be brief. Congregating among employees not assigned to work the service desk needs to be limited. Employees not on the clock or in uniform should never be behind a service desk.

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 or written feedback.

All employees will be formally evaluated at the end of each school year. This process includes a written evaluation as well as a one-on-one meeting with your direct supervisor. Once the evaluation process is complete, employees are eligible for a maximum raise of $.50 per hour based upon the results of the evaluation. Each supervisor has the right to determine whether the employee’s performance warrants a raise.

Disciplinary Procedure

Campus Recreation follows a progressive approach to employee discipline. However, the type of conduct or infraction may require deviation from the progressive discipline approach. Such cases may require immediate action, including termination. In general, the following approach to discipline is followed:

**Oral and/or Written Reprimand:** Initial disciplinary action should be in the form of an oral discussion and/or written warning. This meeting should be held in private with your direct supervisor or GA responsible for your area. This meeting should provide an opportunity for problem solving that results in clear problem identification, correction
strategies, and employee commitment to improve. This meeting will be documented with a note to the employee's file and a copy to the employee.

**Second Written Reprimand:** A second written reprimand will be issued to an employee who fails to respond positively to a previous sanction including previous oral and/or written warnings. The purpose of the second written reprimand is to make certain the employee understands the seriousness of the misconduct and that further misconduct will most likely result in termination.

**Termination:** If the employee continues to behave inappropriately and violates a policy or procedure for a third time, Campus Recreation may terminate the employee. Terminated employees will be required to return Campus Recreation equipment and uniforms immediately. If an employee goes two semesters without any problems, one written warning may be taken away at the discretion of your Direct Supervisor.

**Payroll Procedures:**

Campus Recreation uses Aggie Time to track employee hours. Employees are responsible for the accuracy of their timecard and must correct any errors in a timely manner.

There are two pay periods each month. The pay periods are the first of the month through the 15th and the 16th through the last day of each month. Hourly employees will receive their direct deposit on the 10th (work done the 16th - last day of the previous month) and 25th (work done the 1st - 15th of the current month). If the 10th or 25th falls on a holiday or weekend, employees will be paid the next University workday.
Pay Scale:

Below is the pay scale for various positions within Campus Recreation. This shows the pay ranges for the various positions in the department and what the maximum wage can be for a student in a specific position. Pay scale for fitness positions are on the next page.

### Aggie Recreation Center Wage Scale

<table>
<thead>
<tr>
<th>Position</th>
<th>Level</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Attendants</td>
<td>Level 1</td>
<td>$7.25</td>
</tr>
<tr>
<td>Hockey Merchandise Assistants</td>
<td>Level 2</td>
<td>$7.50</td>
</tr>
<tr>
<td></td>
<td>Level 3</td>
<td>$7.75</td>
</tr>
<tr>
<td></td>
<td>Level 4</td>
<td>$8.00</td>
</tr>
<tr>
<td></td>
<td>Level 5</td>
<td>$8.25</td>
</tr>
<tr>
<td>Climbing Wall</td>
<td>Level 1</td>
<td>$8.00</td>
</tr>
<tr>
<td>IM Game Managers (Level 3)</td>
<td>Level 2</td>
<td>$8.25</td>
</tr>
<tr>
<td>Intramural Officials</td>
<td>Level 3</td>
<td>$8.50</td>
</tr>
<tr>
<td>Lifeguard/ Water Safety Instructor</td>
<td>Level 4</td>
<td>$8.75</td>
</tr>
<tr>
<td>Office Assistants</td>
<td>Level 5</td>
<td>$9.00</td>
</tr>
<tr>
<td>Rental Shop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Custodians</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aquatic Lead Positions</td>
<td>Level 1</td>
<td>$9.00</td>
</tr>
<tr>
<td>Building Supervisors</td>
<td>Level 2</td>
<td>$9.25</td>
</tr>
<tr>
<td>Competitive Sports Supervisors</td>
<td>Level 3</td>
<td>$9.50</td>
</tr>
<tr>
<td>Equipment Techs</td>
<td>Level 4</td>
<td>$9.75</td>
</tr>
<tr>
<td>Marketing Staff</td>
<td>Level 5</td>
<td>$10.00</td>
</tr>
<tr>
<td>Hockey Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Managers</td>
<td>Level 1</td>
<td>$10.00</td>
</tr>
<tr>
<td>*Trip Leaders</td>
<td>Level 2</td>
<td>$10.25</td>
</tr>
<tr>
<td>Graduate Assistants Summer (Level 3)</td>
<td>Level 3</td>
<td>$10.50</td>
</tr>
<tr>
<td></td>
<td>Level 4</td>
<td>$10.75</td>
</tr>
</tbody>
</table>
Pay Rate Criteria for Instructors/Personal Trainers

*Employees must work one full year at USU after receiving each nationally accredited certification in order to move from beginning to experienced or experienced to pro.

Pro- (Level III)
- Degree in Exercise Science or a related field or nationally recognized multiple certifications (CSCS, ACSM, NASM)
- 5 years of experience
- Starting pay $16 to $22

Experienced- (Level II)
- 2 nationally recognized certifications in Personal or Group Training
- 1+ years of Nationally Certified / Accredited Training experience
- Starting pay $12 to 16

Beginning- (Level I)
- Employees with less than one-year experience
- Must have nationally recognized personal training or group fitness certification
- Starting Pay $11 to $14

Workplace Injuries

If you are injured while working for Campus Recreation, the first priority is that you get treated. You should inform your supervisor that you have been injured and seek treatment. If your injury is not life threatening, you should visit a clinic that participates with the Workers Compensation Fund. A list of participating providers can be found at www.wcf.com/preferred-medical-providers. The provider is the Intermountain WorkMed located at 412 N. 200 E. Logan.

If your injury is life threatening, please immediately go to the nearest emergency room and seek the appropriate treatment.

You, with the help of your supervisor, will need to complete an Employer's First Report of Injury as soon as is practicable after your injury. A downloadable copy of the form can be found at https://risk.usu.edu/files/First_Report_of_Injury.pdf. Please fill out this form as best as you are
able and return it along with any paperwork you have received from your physician to USU Risk Management (risk@usu.edu or faxed to 435-797-1925).

Handling Complaints:

When handling complaints, it is important to listen to the patron and all individuals involved. Resist the urge to give a quick answer by taking the time to understand what is driving their concern. Once you have listened to their concern, the next step is to empathize with the customer. Explain to them that you have heard their concern and are going to work with them to resolve the issue. Do your best to explain Campus Recreation Policies and Procedures that may be relevant to the situation. Next, offer a solution to the problem focusing on what you can do. If you don’t have the authority to make a change to resolve their complaint, let them know you will address their concerns with someone who can. Make sure you follow through with anything you say you will do. If the customer is still unsatisfied with the situation after your response, refer them to the online complaint form on the Campus Recreation website or to your direct supervisor.

Media Requests:

If a group or individual inquiries about doing a filming or photography shoot in any Campus Recreation facility, please refer them to any service desk. There will be media request forms at the desks that the person(s) will need to fill out and have approved by either the Director of Campus Recreation or the Assistant Director of Facility Operations. Request forms must be submitted a minimum of two business days prior to the time of the attended shoot.

Emergency Action Plan

Purpose

The Department of Campus Recreation is not only committed to providing adequate supervision for their programs and services operated within each facility but is also dedicated to providing adequate emergency care. Professional staff and most student-staff members are required to be trained and certified in CPR, AED, and First Aid. Professional staff and student-staff members are also trained in emergency response procedures and must demonstrate a reasonable understanding and appreciation of the elements in the Emergency Action Plan. When an emergency occurs, taking the appropriate action can save lives. In order to ensure your own safety as well as the safety of Campus Recreation participants this Emergency Action Plan has been developed.
The first and most important concept that you must take from this manual is the Campus Recreation Standard of Care:

“We will provide the highest level of care we are qualified for as individuals and not act out of, or beyond, our scope of training.”

This simply means that you, as an individual, should rely upon the highest level of training that you have received. If the situation escalates beyond that, you should immediately notify the appropriate individuals and follow their instructions/allow them to handle the situation. The following table has the contact numbers for emergency personnel:

<table>
<thead>
<tr>
<th>Department</th>
<th>Campus Phone</th>
<th>Cell Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Response</td>
<td>911</td>
<td>911</td>
</tr>
<tr>
<td>Campus Police</td>
<td>7-1939</td>
<td>435-797-1939</td>
</tr>
<tr>
<td>Student Health Services</td>
<td>7-1660</td>
<td>435-797-1660</td>
</tr>
<tr>
<td>Facilities</td>
<td>7-3535</td>
<td>435-797-3535</td>
</tr>
</tbody>
</table>

Calling 911
You should call 911 during a life-threatening situation. Life threatening situations include anytime a person’s life or limb may be in danger and requires immediate assistance from EMS personnel. When in doubt call 911. If possible, make call from landline to ensure call isn’t dropped.

During the 911 call:
Stay Calm
● Though easier said than done, the calmer you are the easier it will be for the dispatcher to help you.

Be Prepared
● The dispatcher will ask you many questions that will include but may not be limited to:
  ● Where is the emergency?
  ● What is the nature of your emergency?
  ● What other details of the emergency can you provide me?
  ● What is the phone number of the phone you are calling on?

Listen to the Dispatcher
Follow the instructions of the dispatcher exactly how they instruct you. These individuals are very well trained and can help you through many different emergency situations until the appropriate personnel arrives.

Do not hang up the phone

The dispatcher will tell you when the appropriate time is to hang up. It is absolutely crucial that you stay on the phone with them until they tell you to get off the phone.

Access Routes

The following access routes should be used to direct emergency vehicles and personnel to each of the following locations:

- **Aggie Recreation Center**: Front main entrance directly off of E 700 North
- **Aggie Legacy Fields**: Far East entrance gate between Education Building and HPER.
- **George Nelson Fieldhouse**: Front main entrance directly off of E 700 North
- **HPER Building**: Far East entrance of HPER Building between Education Building and HPER

Radio Etiquette

All communication on the radios needs to be both work appropriate and professional. Radio conversations should take place in the following manner:

- Identify yourself and who you are trying to get ahold of.
- Target receiver notifies that they have heard call and they are ready for message.
- Message is communicated.
- Receiver confirms that they heard and understand the message.

Example Conversation:

- “ARC supervisor to Check Desk.”
- “This is the Check Desk go ahead.”
- “I am sending a patron your way to check out a resistance band.”
- “Copy that, thank you.”

Conversations on radio need to be clear and concise, longer conversations should be done face to face or over the phone.

Individual Emergencies

Following this page will be instructions on how to handle each individual kind of emergency. Although we will try to cover all emergencies, this is an impossible task and the instructions below are meant to be an overall guide.

The following table will list the different radio codes you should use to communicate the type of emergency occurring:
<table>
<thead>
<tr>
<th>Code Color</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Red</td>
<td>Emergency Medical Services</td>
</tr>
<tr>
<td>Code Blue</td>
<td>Police</td>
</tr>
<tr>
<td>Code Black</td>
<td>Bomb Threat</td>
</tr>
<tr>
<td>Code Green</td>
<td>Active Shooter</td>
</tr>
<tr>
<td>Code Orange</td>
<td>Care provided, Non Emergency</td>
</tr>
</tbody>
</table>

These codes will also coincide with the laminated cards at all of the Service Desk locations.

**Medical Emergencies**

Medical emergencies can occur at any time without warning. Emergencies can span from cardiac arrest to severe bleeding. No matter the emergency, the primary emergency contact number is 911 and should always be the first number called. When in doubt call 911, if a patron is worried about the expense let them know they can refuse the ambulance ride, but EMS professionals can evaluate them for free.

**What should you do if a medical emergency presents itself?**

- NEVER move a seriously injured individual
- CALL 911 immediately, stay with victim if possible and have a second responder call 911
- PROVIDE care based on your level of training
- INFORM emergency personnel that arrive with the following:
  - Location of victim
  - Description of emergency
  - Current condition of victim

**Work as a team in a medical emergency.**

- If an injury occurs on the ALF Competitive Sports staff should switch over to the Campus Rec channel to inform the other Building Supervisors what is going on.
- If EMS is called there should be 2 supervisors on site of the injury, one from the area the injury took place and another Supervisor from another area that is able to assist.
Automated External Defibrillator (AED)

If an AED is removed from its cabinet an alarm will sound. This alarm however does not notify the police or any emergency personnel. Due to this, it is vital that 911 be called and notified to ensure the appropriate emergency personnel are on their way.

AED Locations

- Please refer to the diagrams of the George Nelson Fieldhouse, HPER Building, and ARC Building.

Active Shooter

If you are outside of a building and someone begins to shoot:

- TAKE COVER IMMEDIATELY, behind something to stop or slow bullets/enter an uninvolved building
- If cover is not possible, run in a zigzag pattern away from gunfire
- Once in a safe location dial 911

If you are inside of a building and someone begins to shoot:

1. GET OUT
   a. If possible, immediately evacuate the building, whether others follow you or not
   b. Keep hands visible upon evacuation and follow instructions of police
2. HIDE OUT
   a. Find a room out of view of the shooter
   b. Lock and blockade the door if possible
   c. Silence any source of noise (cell phone, television, etc.)
   d. Hide behind large items
   e. Remain quiet
   f. Dial 911 when it is safe to do so
3. TAKE OUT
   a. This is an absolute last resort when your life is in imminent danger
   b. Act as aggressively as possible
   c. Throw items and improvise weapons
   d. Yelling
   e. Commit to your actions
**Bomb Threat**

ALL bomb threats are to be taken extremely seriously and to be treated as such until proven otherwise. Most bomb threats will be received by phone but can be received via hand-written note, email, or other means.

**If you receive a bomb threat:**
- Stay calm
- Keep the caller on the phone as long as possible
- Ask for the message to be repeated
- Write down as much of the message as you can
- Questions to ask the caller
  - *Where* is the bomb located?
  - *When* is the bomb going to detonate?
  - *What* kind of bomb is it?
  - *Who* is the target?
  - *Who* is the caller and how can they be reached?
  - *Why* was the bomb placed there?
- **DO NOT** hang up the phone that you receive the phone call on
- **DO NOT** activate the fire alarm
- **DO NOT** handle any suspicious notes or packages
- **DO NOT** use a cell phone or two-way radio within 100 feet of possible bomb locations
- Call 911 once you are safe
- Allow police officers to assess the situation
- Allow police officers to help evacuate building if deemed necessary

**Fire**

**If you suspect there to be a chance of fire or see a fire:**
- **PULL** the nearest fire alarm
- **EVACUATE** the building
- **CALL 911**
- **DO NOT** use elevators
- **DO NOT** re-enter the building until informed by authorities to do so
- Those that cannot exit using stairwells send them to an area with an elevator. Instruct them to wait there for Emergency personnel. These areas are referred to as “Area of Rescue Assistance”. When Emergency personnel arrives inform them of how many people you sent to these areas and where they are located in the building.
If you are trapped in a building by the fire:

- ENTER a room with a window, shut the door, and open the window
- SEAL where smoke is entering the room
- CALL 911 if able
- YELL at regular intervals out of window to alert emergency personnel of where you are

Fire Extinguishers

Fire extinguishers are present within Campus Recreation buildings as is required by law. Campus Recreation employees will not be specifically trained on the use of fire extinguishers and are not required to use fire extinguishers. This is to ensure their own safety and the safety of our patrons.

Evacuation Plans

During fire evacuations employees are asked to do a quick sweep of the floor they are working on as they move to the closest emergency exit. Please see the diagrams below to know all of the emergency exits within the facilities that you will be working in. Below you will also find the meeting points after an evacuation for all of the buildings:

1. Aggie Recreation Center: Southwest corner of the Aggie Legacy Fields
2. George Nelson Fieldhouse: In front of the Military Science building
3. HPER Building: On the south side of 700 N

Severe Weather/Natural Disasters

Tornado

If a tornado watch is in effect:

- Continue normal activities, however, keep an eye on the weather and be prepared to implement the plan described below for a tornado warning

If a tornado warning is in effect:

- TAKE COVER on the lowest level of the building away from windows. Evacuate staff and patrons into locker rooms.
- AVOID stairwells
- DO NOT call 911 unless an emergency presents itself
- STAY in cover until the warning is lifted
- If outdoors, lie in a ditch with face and head protected
Earthquake

If Indoors:
- DROP to the floor
- COVER under a sturdy desk or a table
- HOLD on to the desk or table firmly
- ASSESS the situation after the initial shock, if an emergency presents itself call 911

If Outdoors:
- AVOID buildings, utility poles and other tall structures
- AVOID power lines, as they may be active
- ASSESS the situation after the initial shock, if an emergency presents itself call 911

Severe Thunderstorms

If Outdoors:
- SEEK SHELTER immediately
  - Building or a metal-topped vehicle with the windows up
  - DO NOT seek shelter under trees or unprotected open structures

Once Indoors:
- AVOID contact with metal structures
- DO NOT swim, take baths, or take showers until thunderstorm has ceased

Utility Outage

Power
- Contact Facilities during business hours (M-F, 8am-4pm)
- Contact University Police outside of those hours
- If the generators do not turn on, the building should be calmly evacuated
- Notify your supervisor

Plumbing
- Close off area to allow for patron safety
- Contact your supervisor
- Contact either facilities or University Police if it compromises patron safety
If you smell propane or natural gas:
- **EVACUATE** the area and building
- **KEEP** others out of the building
- **CALL** the University Police
- **DO NOT** pull the fire alarm

**Chemical and Blood Spills**

**Chemical Spill**
- **ASSESS** the spill size
- **EVACUATE** the immediate area
- **SMALL SPILLS**
  - WEAR appropriate personal protective equipment
  - CLEAN up the spill
  - DISPOSE of in the appropriate container
- **LARGE SPILLS** or those you are not comfortable with
  - CONTACT your supervisor
  - CONTACT University Police

**Blood Spill**
- **ASSESS** the spill size
- **SMALL SPILLS**
  - Wear appropriate personal protective equipment
  - Clean up the spill with the following protocol:
    - SPRAY the spill with appropriate chemical cleaning agent (CCA)
    - COVER the spill with appropriate absorbent material
    - SPRAY the cover with appropriate CCA
    - DISPOSE of the cover in the appropriate container
    - SPRAY area where the spill was located with CCA
    - CLEAN with appropriate absorbent material
    - DISPOSE of all items in the appropriate container
- **LARGE SPILLS**
  - CARE for the victim (SEE MEDICAL EMERGENCIES)
  - CONTACT your supervisor
  - CONTACT facilities
USU Campus Recreation Employee Handbook Agreement

By signing this agreement, I am certifying that I have read the entirety of the USU Campus Recreation Employee Handbook. I understand the various policies and procedures outlined within the handbook and have discussed any questions or concerns with my direct supervisor.

________________________
Print Name

________________________
Signature

________________________
Date