



Coastal Carolina University
Department of Campus Recreation

A Division of Student Affairs

Employee Policy & Procedure Manual

TABLE OF CONTENTS

	<u>Page</u>
SECTION ONE - Mission	3
SECTION TWO - Policies	3
All Student Employees	
Safety First, Last and Always	
Public Relations	
First Aid and CPR Requirements	
Work Assignments	
Arrival and Preparedness	
Appropriate Dress	
Absenteeism	
Behavior	
Substance Abuse	
Evaluation	
Pay and Compensation	
Holidays and University Vacation Periods	
Resignation	
Recreation Center.....	7
Admission Policies	
Rules and Regulations	
General	
Small Gym	
Racquetball Courts	
Weight Room Rules and Regulations	
Pool	
Towel and Locker Service	
Equipment Check-Out Service	
SECTION THREE – Emergency Action Plans	10
• Emergency Situations - General	
▪ First Aid Emergencies	
▪ CPR Emergencies	
▪ Assault	
▪ Unruly Patrons	
▪ Chemical Leak or Fire	
• Emergency Situations - Pool	
▪ Near Drowning/Drowning	
▪ Neck and Spinal Injuries	
• Emergency Situations - Intramural Sports/Sports Clubs	
▪ IM Fields	
▪ Sand Volleyball Courts	
• Emergency Situations – Ropes Course	
• Location Descriptions:	
Student Recreation Center - General	
Student Recreation Center - Pool	

Tennis Courts
Intramural Fields
Ropes Course

SECTION ONE

MISSION

DEPARTMENT OF CAMPUS RECREATION

The Department of Campus Recreation is an integral dimension of the total education experience. Our mission is to encourage participation in recreation, fitness and intramural sport activities that will aide in the development of a confident, responsible and motivated individual by providing structured play as well as informal opportunities to build a healthy lifestyle for our students, faculty and staff.

Involvement in these activities not only creates excitement, enjoyment and socialization but also promotes a productive, healthy, holistic lifestyle.

We are committed to the values of empowerment, customer service and the challenge of meeting the diverse needs of the university community.

INTRAMURAL SPORTS

The mission of the Intramural Sports Program is to offer a wide variety of activities and encourage all students to take advantage of the opportunity to participate. By offering a diversified program, students will be provided with the opportunity to develop courage, sportsmanship, mental alertness and leadership qualities in a stimulating competitive or non-competitive atmosphere.

SECTION TWO

POLICIES FOR STUDENT EMPLOYMENT

All Department of Campus Recreation student employees are responsible for all duties assigned and underwritten in this manual.

Safety: First, Last and Always

All Department of Campus Recreation employees are expected to take a SAFETY FIRST attitude while carrying out their assigned duties.

1. Be aware of possible safety hazards.
2. React to and alter a situation that presents a potential safety hazard.
3. Follow the Emergency Action Plan outline in section four of this manual.

Public Relations

You will leave a lasting impression with any patron because you are either the first person or the last person representing the Department of Campus Recreation with whom the patron will interact.

1. Be appropriately dressed (see below).
2. Be appropriately groomed, including clean and neat uniform.
3. Be prepared to stay busy during your shift. **STUDENT EMPLOYEES WILL NOT BE PERMITTED TO DO HOMEWORK, STUDY, READ WHILE ON DUTY, TEXT or TALK ON YOUR CELL PHONE.**
4. Personal phone calls and conversations with friends will not be tolerated while you are working. These activities distract you from providing proper customer service.
5. Be polite. Use terms such as Yes, Ma'am and Yes, Sir.
6. Say, "Thank you." Patrons deserve it.
7. Be informed. You will be asked many questions.
8. Stay at your post. Do not leave your area unsupervised.
9. Feel free to refer patrons to your supervisors when necessary.
10. Please report any trouble situations to you supervisor as soon as possible.

First Aid and CPR Requirements

Every Campus Recreation employee will be working closely with individuals involved in physical activity. It is imperative that every Campus Recreation employee is prepared to respond to any emergency that may arise. Therefore, it is required that every Department of Campus Recreation employee be certified in First Aid and CPR. You have 60 days from date of hire to obtain your certification.

Work Assignments

Work assignments and schedules will be published weekly by the Assistant Director of Campus Recreation and the Intramural Sports Coordinator. Student employees are expected to adhere to the following:

Arrival and Preparedness

1. Employees are expected to be at their work stations at least 10 minutes prior to their scheduled starting time ready to work.
2. Employees are expected to remain attentive at their stations while on duty. This means that there should be no interruptions of work due to other circumstances (ie: friends, other activities occurring in the Rec Center). **EMPLOYEES ARE NOT ALLOWED TO DO HOMEWORK, STUDY, READ WHILE ON DUTY, or TEXT.**
3. Employees who are late to work or who leave early without permission are subject to the absenteeism policies outlined in this manual.

Appropriate Dress

1. No hats (head gear of any kind), sandals, cut-off shorts, articles with holes in them, or head phones. Employees should make every attempt to look as professional as possible.
2. The Department of Campus Recreation reserves the right to dismiss any student employee who is not “dressed appropriately” and begin disciplinary action. Arriving to work dressed inappropriately or not ready to work is considered the same as not showing up for work at all.
3. Facility Supervisors, Front Desk staff, Weight Room staff, Intramural Sports Supervisors, and Intramural Sports Scorekeepers will be issued staff uniforms. A staff shirt must be worn anytime on duty. Staff shirts may ONLY be worn while on duty. All front desk and weight room staff must wear black or khaki pants or shorts. Athletic shorts or pants are not acceptable. No jeans allowed on duty. Name tags will be issued and are considered part of your uniform. It must be worn while on duty.
4. Lifeguards will be issued a staff T-shirt which must be worn at all times when on duty. Shorts or sweats are allowed. Jeans are not permitted. Guards may wear sandals on duty. A whistle & name tag will be issued and is considered part of your uniform. You must have it at all times.
5. All department staff are advised to wear your uniform while on duty only and not to class or other activities. To remain professional we ask that you wear your uniform only while on duty.

Absenteeism

In the event that you are unable to work during your assigned time the following procedures are necessary:

1. Secure your own substitute from a list of employees. (Students who have not been officially hired by the Office of Campus Recreation are NOT eligible to serve as substitutes.)
2. Once you have secured a substitute, complete a substitution form and turn it into your supervisor.
3. Once a substitute for a shift has signed the form, they are now responsible for coverage of the shift and employee originally scheduled is relieved of that responsibility.
- 4. Excessive substitutions of shifts are grounds for suspension and may lead to dismissal.**
5. Plan ahead. Other on-duty employees cannot assume the remainder of your duties as well as their own.
6. Student employees who are absent without excuse from their work stations are subject to termination, and must meet with the Director of Campus Recreation and/or the Assistant Director of Campus Recreation prior to being allowed to return to work.

Behavior

Student employees represent the Department of Campus Recreation to all students of Coastal Carolina University, the institution’s professional Faculty and Staff, and the general public. Your behavior, while on duty, sets the tone for all people who may use or visit these

facilities. Therefore, in order to promote a safe and healthy environment the following behavioral considerations are necessary.

1. Horseplay of any kind will not be tolerated. It is dangerous.
2. Loud or boisterous behavior is an indicator of inadequate performance of duties (see: Evaluation).
3. Courtesy and manners are expected when dealing with those we serve.

Students will be warned only once concerning behavior while on duty. After one warning the employee is subject to termination. The Director of Campus Recreation, Assistant Director and Intramural Director reserve the right to terminate any student employee for behavioral reasons, regardless of prior warning.

Substance Abuse

The use of alcoholic beverages and/or illegal drugs is strictly prohibited. Any student employee engaging in the use of alcohol or illegal drugs prior to or during working hours is compromising the safety of our patrons and is subject to immediate termination. In addition, the student employee is also subject to disciplinary action by the university and/or law enforcement authorities in accordance with policies set forth in the Code of Student Conduct.

Evaluation

All student employee positions are hired on a semester basis. The Department of Campus Recreation reserves the right to not hire any student employee back for any reason.

Student employees are evaluated each term or semester by their immediate supervisor. Your performance of job duties will be discussed including but not limited to customer service, punctuality and team member.

Discipline & Incentive Program

Introduction

Due to the large number of students under the department's employment, it is essential that each employee accept responsibility for the success of the program. If a student employee is found to be negligent in his/her duties, certain disciplinary actions (the assessment of points) will be taken according to the nature of the offense. The point system allows for the uniformity of disciplinary consequences, resulting in an objective disciplinary system. As a part of their assessment, 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 staff observation and Disciplinary Action (red) Forms and SPEED (green) forms reports will also be used to monitor employee performance.

Points

Points will be assigned as follows:

no-call, no-show to assigned shift*	3 pts.
Disrespectful, negligent or improper behavior	2 pts.

Leaving a shift early	2 pts.
Failure to comply with authority, policies, procedures & job responsibilities	2 pts.
Unexcused absence from staff meeting	2 pts.
Tardy equal to or less than 10 minutes	1 pt.
Dress code violation	1 pt.
Cell phone use	1 pt.
Personal phone calls	1 pt.
Studying, playing games, on internet, etc. while on duty	1 pt.
Emergency shift coverage	-1 pt.
Showing initiative	-1 pt.

*Shifts missed due to illness, organization meetings, interviews, labs, supplemental classes, special occasions, etc. will result in the assessment of 3 points per shift. Missed shifts can be remedied by utilizing the substitute system (no points are assessed when a substitute is used).

Notification of Points

Student employees will be notified via e-mail of points as they accrue. Student employees may inquire about their point total at any time throughout the semester.

Protests

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 a protest. All protests must be emailed to the designated person within 10 days of the notification of points. Protests will be reviewed by the professional staff during meetings. Student employees filing protest will be notified via e-mail concerning the outcome of their protest.

Consequences

The following consequences will be applied as a part of the point system:

If you have received 4 points, your supervisor will meet with you to discuss your actions and how to successfully maintain your position with us.

If you have accrued 6 points - automatic employee termination

Exceptions

In addition, employment may also be automatically terminated for actions outlined in the student employee handbook, including theft, possession of or under the influence of any drug or alcohol, and other serious offenses.

An employee who is dismissed from a departmental position may be dismissed from all positions within Campus Recreation.

Pay and Compensation

Paid Leave

Student employees are not eligible for earned annual or sick leave compensation. Students are paid at a rate established by the supervisor prior to initial service.

Pay Schedule

Student employees must clock in when starting shift and clock out when finishing shift. **You will NOT get paid unless you clock in!** Time clock is located in Williams Brice 151 – main office. Student paydays are every other Friday. You can locate a current pay schedule at www.coastal.edu/payroll. Once a student employee has completed all paperwork necessary to become eligible for compensation, it normally takes 6 weeks from the initial date of employment until the first check is received. All employees must have direct deposit and can set that up at the Payroll office. It is the responsibility of the student employee to make certain that her/his time has been clocked for each shift. Failure to clock time will result in a delay in getting paid.

Holidays and University Vacation Periods

All holiday and university vacation periods are published annually in the University Bulletin and the “Schedule of Classes.” Students are **not required** to work during holidays or breaks, but may be asked to work in order to provide continuous service to the University. Holidays and break assignments should be discussed with your supervisor before employment begins.

Resignation

Student employees who wish to resign their positions are asked to give a two week notice to your immediate supervisor in order to find a replacement for the employee without interrupting services of the Department of Campus Recreation. Resignations should be made in writing.

RECREATION CENTER

Admission Policies

All individuals must present a validated Coastal Carolina University I.D. at the front desk to use Recreation Center.

Academic classes have priority in the Recreation Center. Check posted schedules to confirm availability. The Department of Campus Recreation reserves the right to make appropriate changes in the schedule without prior notice.

1. A validated Coastal Carolina University student, faculty/staff, or membership identification card is required upon **every** entry to the facility.
2. All students enrolled in one hour or more are automatically eligible to use the facility.
3. All current full-time and part-time faculty/staff members are automatically eligible to use the facility.
4. Spouses and dependents (who are at least 16 years of age) of students and faculty/staff members may request a duplicate I.D. free of charge. Obtain these cards from the CCU ID office. Children under 16 years of age must be accompanied by an adult member of the family (16 years of age or older) and supervised at all times.
5. Memberships are **NOT** sold to Alumni or the general community.
6. All guests' passes are available for \$5.00 per person/per visit. All guests must be 16 years of age or older, have a picture I.D. and MUST enter and exit with the student, Faculty or staff person.
7. Daily passes are **NOT** available to the general public during regular semester hours. All guests must be accompanied by a current CCU student, faculty or staff.

Rules and Regulations

1. General
 - Tobacco use of any kind is prohibited in the building.
 - Pets are not allowed.
 - Stereos and radios are not allowed.
 - Proper footwear must be worn at all times. (See specific areas)
 - Dirty or muddy shoes are not allowed in the building.
 - Food and drink are not allowed in the building.
 - Alcohol or illegal substances are not allowed on the premises.
 - Abusive language will not be tolerated.
 - All policies outlined in the "Student Code of Conduct" will be enforced.
 - Please pick up and disposed of all trash and litter.
2. Small Gym
 - Hanging on basketball rims, backboards or nets is prohibited.
 - Non-marking shoes must be worn at all times.
 - Cleats are not allowed.
3. Weight room Rules and Regulations
 - Use of cell phones while using any type of facility equipment is PROHIBITED!
 - Proper athletic clothing, shirts and athletic shoes must be worn at all times. No jeans, jean shorts, or hiking boots.

- The use of a towel is required for personal and equipment hygiene. Please wipe down weight and cardiovascular equipment after use. Campus Recreation is not responsible for providing towels.
- No personal items are allowed in this area. Please use lockers or shelving provided. The Department of Campus Recreation is not responsible for lost or stolen items.
- Participants exercise at their own risk. Individuals are responsible for their own health and safety.
- Please return weights to appropriate storage racks after use. Do not rest weights on top of benches, against benches/machines or against walls. Weights should only be on a bar or on the rack.
- There is a 30 minute time limit on all cardiovascular equipment during high traffic times. Please be respectful of those waiting.
- Weight room attendants have the right to ask anyone to leave the area if the individual is acting inappropriately.
- Children under the age of 16 will not be allowed in the weight room under any circumstances.

4. Pool

- All patrons must wear appropriate swimming attire (no cut-offs).
- All patrons should take a shower before entering the pool to remove any excess body oils or sweat.
- Lap lanes are for lap swimmers. Please be courteous to those swimming laps.
- Swimmers may use our swimming equipment, but should return it when finished.
- Please do not use pool office as an entrance. Enter the pool through the locker rooms.
- Diaper-age children must be wearing a waterproof diaper when swimming.
- Running is prohibited, walk at all times!
- Do not spit or blow nose in the pool.
- Diving boards are CLOSED!
- Any activity considered unsafe will be stopped, including rough play.
- Please do not hang on the lane lines.
- Walking on or swimming under the bulkhead (moveable walkway) is prohibited.
- Patrons must use ramp (shallow pool) for entrance and exit only. No playing on the ramp or rails.
- No chewing gum, food or candy allowed on the deck.
- Persons with communicable diseases or skin, eye or nasal infections will not be permitted to use the pool.
- No urination or defecation in the pool.
- Only Coast Guard Approved flotation devices are permitted in the pool.
- No balls of any kind allowed in the pool.
- Plastic bottles only allowed on deck. NO GLASS!!

- **Children under the age of 13 will not be permitted entrance to the pool unless supervised by an adult.**
5. Towel and Locker Service
- Towels and locks may be checked out free of charge at the front desk with an I.D.
 - Lockers are also available for rent on a semester or yearly basis. Please check at the front desk for locker availability and fees.
 - Lockers may be used on a daily basis free of charge. Any personal locks left on over night will be cut off. Items removed from the locker may be picked up at the front desk.
6. Equipment Check Out Service
- All equipment is checked out on a first come, first serve basis for a nominal fee. A valid CCU identification card is required at the time of check out. Some of the equipment available includes:
- ◇ Basketballs
 - ◇ Soccer Balls
 - ◇ Volleyballs
 - ◇ Footballs
 - ◇ Outdoor Volleyball System
 - ◇ Flag Football Equipment
 - ◇ Racquets
 - ◇ Softballs & Bats
 - ◇ Frisbee

Outdoor equipment can also be checked out for a nominal fee. For more information – See front desk manual.

SECTION THREE

EMERGENCY ACTION PLAN

These plans are designed to outline the necessary steps taken in the event of an emergency or any unexpected incident that may occur while on duty as a Department of Campus Recreation student employee.

Incident reports are to be filled out and filed in the event that First Aid or CPR is administered, rescue of any type is performed or Campus police is called for any reason. Reports are to be thorough and should contain the victims name, address, phone, ID number and complete description of the accident or situation.

Blank incident forms are available at the Recreation Center front desk, in the pool office, and Intramural Sports binders. If one is filled out, deliver the original to the Assistant Director of Campus Recreation (POOL ONLY: a copy should be filed in the pool office). All reports must be filed on the day the incident occurs.

During any emergency situation that occurs that requires a full investigation and the media gets involved, only the Director of Campus Recreation, or the Assistant Campus Recreation is to speak with the media. If someone approaches you from the media concerning an incident, politely direct that person to your supervisor.

Emergency Situations - General

First Aid Emergencies

First Aid situations can range from very minor to serious. Follow only the steps necessary to provide care for minor first aid emergencies. (Use your professional judgment as to when EMS should be called on a first aid situation.)

Primary Responder:

1. Asks patron "what happened"
2. Applies necessary First Aid
3. Instructs another employee to call campus police (2177) when necessary.
4. Stays with the victim until help arrives.
5. Fills out incident report.
6. Fixes problem (i.e. sharp edge, slippery area) or closes area and reports to supervisor.

CPR Emergencies

CPR emergencies are infrequent, however all employees should be prepared for this type of situation. All employees should use a resuscitation mask or breathing barrier, found in the first aid kit at the front desk. All lifeguards should have their own personal mask and should have it with them at all times when working. Also make sure that your CPR skills are up to speed and that your CPR (PR) certifications do not expire. CPR is to be performed according to the American Red Cross guidelines.

Primary Responder:

1. Survey the scene and make sure it is safe to enter.
2. Approach the victim, tap them on the shoulder and ask if they are okay.
3. Assess the victims vital signs (Airway, Breathing, Circulation)
4. Call EMS (9-911) or instruct someone to call EMS.
5. Begin necessary rescue techniques (i.e. rescue breathing, CPR) according to ARC.
6. Remain with the victim until advance medical personnel arrive.
7. Write and file an incident report.
8. Notify immediate supervisor, appropriate professional staff ASAP.
9. Follow up.

Assault

If someone is assaulted in any way, in the locker rooms, pool area or anywhere in the facility, do not take the situation lightly. It is always serious and should be treated as such.

Primary Responder:

1. Tell the victim who you are and that you are here to help.
2. Approach the victim and ask "what happened"
3. Call Campus Police (2177)
4. Wait for Campus Police with the victim.
5. Write and file an incident report.
6. Notify appropriate professional staff ASAP.
7. Follow up.

Unruly Patrons

If any patron in or around any Campus Recreation facility becomes unruly and uncontrollable, consider this a serious and potentially dangerous situation. At the point the patron(s) cannot be controlled and refuse to obey the facility rules enforced by Campus Recreation employees, Campus Police should be called. Express to the dispatcher that this is a serious situation and that you need assistance immediately. If you take the situation too lightly, so will the officers responding to the call.

Any patron who fails to acknowledge specified rules or employee instructions shall be deemed as unruly. He/She is a threat to himself/herself and a threat to the safety of others.

Primary Responder:

1. Recognizes that there is a potential problem
2. Calls Campus Police (2177) and accurately describe the situation.
3. Notifies patron(s) that they must exit the facility immediately for an emergency situation if deemed necessary. Patrons should be instructed to leave the immediate area.
4. Upon the arrival of Campus Police, describe the incident.
5. Follows instructions of the Campus Police.
6. Writes and files an incident report.
7. Notifies their immediate supervisor, Aquatics Coordinator, Assistant Director or Director of Campus Recreation ASAP.
8. Follow up.

Chemical Leak or Fire

Because the CCU pool uses Sodium Hypochlorite or liquid Chlorine, the risk of a chlorine leak is low. The use of Muriatic Acid is also present and the possibility of a leak could be life threatening.

ALL EMPLOYEES:

1. Notify building supervisor of problem.
2. Clear entire building (be certain patrons know to leave the building).
3. Check locker rooms for any patrons.
4. Leave the building and make sure the Fire Department has been called.
5. Fill out and file any necessary paper work.
6. Follow up.

After an emergency situation has occurred, lifeguards should make sure that all necessary persons are notified as soon as possible. These people include the Coordinator of Aquatics and Fitness, Assistant Director and Director of Campus Recreation.

Location Descriptions:

Student Recreation Center – General aka Williams-Brice

Corner of Independence Drive and College Boulevard.

Student Recreation Center – Pool aka Williams-Brice

College Boulevard between Chanticleer Drive West and Independence Drive (large glass doors).

Tennis Courts

Chanticleer Drive West across from Recreation Center.

Intramural & Sports Club Fields

On East Campus behind Coastal Science Center.

Sand Volleyball Courts

Chanticleer Drive East in front of Woods Residence Halls.

Ropes Course

College Boulevard across from baseball stadium parking, behind varsity soccer field.