All student workers in the Fitness Department are required to be familiar with this handbook, as well as sign the contract at the end stating that he/she has read its contents.
Section A: General Policies and Procedures

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University Recreation Directory

ASU Box 32081
150 Bodenheimer Drive
Boone, North Carolina 28608

Phone: 262-2100   Fax: 262-3033   Hotline 262-8732

Director: Joe Carter

Programming Staff
Associate Director: Eddie Simmons
Associate Director- Outdoor Programs: Rich Campell
Land Based Coordinator: Andrew Miller
Water Based Coordinator: Dave Hutchison
Intramural Sports: Jamie Seay
Fitness Coordinator: Michele Rippey
Aquatics Coordinator: Cheryl Eddins
Club Coordinator: Erin Carpenter
Informal Coordinator: Shannon

Administrative Staff
Administrative Assistants: Jeanne Lawrence, Sue Reese

Maintenance Staff
Manager: Bobby Hicks
Day Shift: Bill Martens, Jeff Bryan
Supervisor: Hensel Wallace
Night Shift: Doug Whitney, Roy Blackburn, Noah Arnold, Jason Wolfe, Ted Welc
<table>
<thead>
<tr>
<th>Fitness Contacts</th>
<th>Fitness Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michele Rippey</td>
<td><strong>Fitness Coordinator</strong></td>
</tr>
<tr>
<td><strong>Office Phone:</strong> (828) 262-6310</td>
<td>Cell Phone: (336) 710-3502</td>
</tr>
<tr>
<td><strong>E-mail:</strong> <a href="mailto:rippeymd@appstate.edu">rippeymd@appstate.edu</a></td>
<td></td>
</tr>
<tr>
<td>Jennifer Lanningham</td>
<td><strong>Group Fitness Programmer</strong></td>
</tr>
<tr>
<td>Phone: (336) 262-5268</td>
<td>Email: <a href="mailto:jl71029@appstate.edu">jl71029@appstate.edu</a></td>
</tr>
<tr>
<td>Vanessa Ithier</td>
<td><strong>Yoga/Pilates Programmer</strong></td>
</tr>
<tr>
<td>Phone: (919) 303-3850</td>
<td>Email: <a href="mailto:vi67865@appstate.edu">vi67865@appstate.edu</a></td>
</tr>
<tr>
<td>Chelsea Walsh</td>
<td><strong>Weight Room Programmer</strong></td>
</tr>
<tr>
<td>Phone: (828) 606-7484</td>
<td>Email: <a href="mailto:cw77389@appstate.edu">cw77389@appstate.edu</a></td>
</tr>
<tr>
<td>Jared Skinner</td>
<td><strong>Personal Training Programmer</strong></td>
</tr>
<tr>
<td>Phone: (704) 221-1635</td>
<td>Email: <a href="mailto:js69732@appstate.edu">js69732@appstate.edu</a></td>
</tr>
<tr>
<td>Crystal Cooper</td>
<td><strong>Marketing/Publicity Programmer</strong></td>
</tr>
<tr>
<td>Phone: (336) 407-1387</td>
<td>Email: <a href="mailto:cc76939@appstate.edu">cc76939@appstate.edu</a></td>
</tr>
</tbody>
</table>

**SRC**
- Main Office: 262-2100
- Console: 262-8704
- WR Console: 262-8710

**Quinn**
- Console: 262-3035

**LFC**
- Console: 262-8301
**Employment**

Benefits and student development opportunities while working for University Recreation:

- multiple job opportunities for students who desire to work and/or need income
- flexible hours that work around class schedules
- great atmosphere, fun people and a healthy environment
- development of work skills and experience while still in college
- opportunities for social interaction
- leadership and mentor opportunities where responsibilities and communication skills are learned

**General Employment Eligibility and Requirements**

To work for University Recreation you must:

1. Be a degree-seeking student. Be considered a full-time or part-time student in order to work the regular school year.
2. Be a degree-seeking student. Be considered a full-time or part-time student in order to work in the summer.
3. Provide University Recreation with appropriate identification (2 forms) and I-9 forms.

*Note: If you work for another department on campus, it is your responsibility to see that your hours do not exceed 20 per week (regular semester) between both jobs.

**Prerequisites**

In order to be a Personal Trainer for the Department of University Recreation at Appalachian State Group Fitness Program you must:

1. Successfully complete the Personal Trainer Training Course by passing all practical and written evaluations given by the Fitness Coordinator,
   **Or**
   Possess a National Certification and successfully complete the practical evaluation for University Recreation. *Preferred National Certifications: ACE, ACSM, NSCA, AFAA, NASM, etc.

2. Have basic knowledge of anatomy, kinesiology, and physiology as it relates to aerobic conditioning and muscular conditioning.

3. It is required that you possess current certifications in American Red Cross CPR/AED for the Professional and Blood Borne Pathogens.
   **It is your responsibility to keep a current copy on file in the Fitness Office.**

4. Complete the necessary I-9 forms and official payroll paperwork.
5. Be willing to serve as a good role model for fitness participants.

**Job Description**

**Personal Trainer**

Through one-on-one fitness assessments, consultations, and training sessions the Personal Trainer will assist and supervise in the advancement and improvement of a client’s health and well-being. As a professional in the field of Exercise and Health, the Personal Trainer educates and motivates individuals to experience the benefits of exercise through personal and professional relationships with clients and other fitness professionals. Trainers are expected to be professional, prompt, prepared, display confidence, enthusiasm and motivation for every session. You are also expected to treat your co-workers with respect and consider them to be your “teammates” on staff. It is your responsibility to support the fitness department by attending all mandatory meetings/special events as announced by your Programmer/Coordinator. You may be required to help organize and work special events throughout the year. It is the responsibility of the Personal Trainer to adhere to the policies as listed below:

1. Report to the appropriate facility ten minutes prior to the scheduled training time. **Tardiness will NOT be tolerated.**

2. Instruct participants with safe exercises, movements, and skills.

3. Provide the correct form, stance and safety cues for each exercise.

4. Keep up with training records and provide copies to the client upon request and completion of training package. The Fitness Coordinator will have you turn in these records to be reviewed from time to time.

5. Monitor participants and watch for signs of extreme fatigue, heat illnesses, and heat stroke.

6. Be prepared to answer questions and remain up-to-date on fitness/training related topics.

7. Have knowledge of exercise principles, anatomy and exercise physiology.

8. Inform the PT Programmer and Fitness Coordinator when sessions have been completed with a client.

9. Maintain current CPR/First-Aid and BBP certifications.

10. Wear appropriate workout attire and footwear while training clients.

11. Attend all meetings and trainings scheduled by the Coordinator of Fitness.

12. Begin and end each session at the designated times. You will only be paid for 1 hour unless you get approval from the Fitness Coordinator to train longer.

13. Train clients based on the specific goals and expectations that he or she has requested.
14. Eating is NOT permitted while training.

15. Cell phone use will NOT be tolerated while training.

16. The use of tobacco or alcohol while on duty will result in immediate dismissal.

17. The Console telephone is for work related use only. Do NOT use the phone for personal use.

18. Be prepared to execute emergency procedures established by University Recreation as needed.

19. Be LOYAL and maintain a PROFESSIONAL attitude and image consistent with the philosophical spirit of the program.

**Job Requirements**

**Trainings/Meetings/In-service**

Trainings, meetings and in-services are designed to orient new and old employees to the fitness program, address past issues, and plan future goals. All in-service programs are mandatory. In-service programs may be scheduled on a regular or infrequent basis throughout the semester by respective supervisors. There are regularly scheduled in-services at the beginning, middle and end of every semester. Other dates and times will be announced a minimum of one month prior to in-service. Attendance is required- failure to attend may result in disciplinary action or termination. Employees will be paid for attendance. In the event of emergency situations or conflicts, employees must submit a written request to the Fitness Coordinator for permission to miss the in-service prior to the meeting. If an employee misses trainings/in-services due to unforeseen circumstances, he/she must direct a letter of explanation and documentation no later than the end of the week to the Fitness Coordinator. In both circumstances, if a request is approved, the employee must attend a make-up meeting. Failure to attend an in-service without clearance from the Fitness Coordinator will result in a disciplinary report and will affect scheduling of clients.

**Assignments & Replacements**

Once you are put with a client, scheduling sessions with him/her is your responsibility. You are expected to maintain responsibility of that client until the conclusion of the training sessions. Exceptions are granted only for medical reasons or at the request of the client. You must reschedule sessions in advance if you cannot work. In the event that you cannot work with a client, the PT programmer and Coordinator will work in conjunction with you to find a replacement trainer. Replacement trainers can only be obtained from the trainer roster of those who have been approved to be personal trainers. You will be required to notify the PT Programmer and the Coordinator of who will be taking your sessions! As a personal trainer, you do not have the authority to cancel or change clients unless approved by the Fitness Coordinator.
Cancellations/No Shows/ Late Shows

1. CANCELLATIONS: Clients must cancel a session 24 hours in advance or will be required to forfeit a paid session. If the trainer needs to cancel a session, he/she will be required to cancel with his/her client 24 hours in advance. He/she will not penalize the client in any way or take away sessions in the event of a cancellation or rescheduling. Every effort should be made to reschedule an appropriately cancelled training session. Client/trainer contact information should be known by both parties.

2. NO SHOW: If the client fails to give a 24 hour notification of cancellation, then restitution would be forfeiting a paid session. If this is a continuous problem, it is the responsibility of the trainer to talk with the PT Programmer and Fitness Coordinator in an effort to resolve the issue.

3. LATE SHOWS A 10 minute rule will apply for scheduled appointments. If the client does not show within 10 minutes past the scheduled appointment, the personal trainer will not be obligated to train on that particular day. If the trainer decides to leave the client will forfeit a paid training session. If the trainer stays and the client shows up, they will only train you for the remainder of the scheduled training hour. Clients will not be expected to wait on the trainer for more than 10 minutes if he/she does not show up on time. The trainer will reschedule the session as soon as possible with his/her client and will not penalize them in any way.

Uniform Policy

Professional attire and appearance are expected at all times. You are a representative of the Fitness Department, University Recreation, Appalachian State, and fitness professionals nationally, as well as yourself. There will be absolutely no cut-offs, jeans, or torn pants allowed. T-shirts promoting unhealthy lifestyles and risqué attire are considered inappropriate.

Personal Trainers
The PT shirt(s) that is provided for trainers is required during all sessions, along with the appropriate pants/shorts and shoes (closed toe and closed heel).

Pre-training Paperwork/Consent Form/Contracts

Please provide and make sure that your client provides accurate information in the personal training packets, including the contact information, health history form, medical clearance form, PAR-Q, informed consent and contract. These records are considered legal documents of importance and will be used in the case of emergency or negligence. All PT packets are to be stored in the file cabinet in the PT Room at the Quinn. Always make sure that the door is locked when you leave! These documents are also used to identify client trends, as well as evaluate the program overall. In addition, these records are used to track the use of the PT program and affect scheduling for upcoming semesters. The PT Programmers will be in charge of keeping up with
headcounts and entering them into an excel spreadsheet in a male/female ratio and providing that information to the Coordinator at designated times.

Group Fitness Instructors are required to have participants sign the Indemnity Waiver BEFORE participating in each class. Participants that do not sign the waiver will not be allowed to participate.

**Knowledge/Certifications**

As a Personal Trainer you will get questions regarding general fitness and wellness topics. You must have knowledge of anatomy, kinesiology, and physiology as it relates to aerobic movement and muscular conditioning. It will be your responsibility to remain current on the latest fitness trends. On-going education is required to be kept up-to-date. Trainers are encouraged to attend conferences and workshops to obtain continuing education. If you get a question you don’t know the answer to, look up the information or refer the participant to someone who would know the answer. We challenge you to understand the reason for the exercises done in a specific class.

**Biography**

Each Personal Trainer will be required to submit a biography, briefly highlighting a few interesting facts about themselves and their specialties, which will be placed on the trainer board and web page, along with his/her picture.

**Publicity**

Fitness and Publicity personnel will be actively involved in promoting all University Recreation Fitness programs. You will be asked on occasion to sit at various booths and fairs to promote the Fitness Program. Remember that most clients or participants are acquired by word of mouth. You will also be asked to attend special events throughout the semester that are related to the Fitness program. The Fitness Coordinator will inform you if these events are mandatory.

**Communication**

Communication is crucial to the efficiency and success of our program. It is imperative that you keep the Fitness Coordinator and PT Programmer updated on your current e-mail address and phone number(s).

**E-mail**

E-mail is the main line of communication. Make sure to check your e-mail **DAILY** and respond to all correspondence in a timely manner. Failure to regularly check your email or open attachments may result in disciplinary action if an employee is not updated on current events within the fitness program.

**Telephone**
If you urgently need to contact your co-workers or supervisor, phone calls are usually best. Each employee will receive a copy of the employee contact list. These numbers are to be called by University Recreation staff only. **Please do not give out home or cell phone numbers to non-UREC individuals.**

**Face-to-Face**
If you have something important to discuss, please set up a meeting with the programmer and/or coordinator to discuss it in person.

**2 week Notice Procedure:** It is the responsibility of the employee to be professional when deciding to step down from a position. He or she is required to give the Fitness Coordinator a 2 week notice if he/she plans to step down. Employees who do not follow this procedure will be held responsible for his/her shifts. The Coordinator and Programmer will work with the student to get his or her shifts covered within the 2 week time period. Often shifts can be covered earlier than 2 weeks. Notations will be made and kept on file of how the employee handles this procedure in the final evaluation that is kept in the student’s file in the Student Recreation Center.

**Participant Complaints**

Although we strive to please everyone, there will be times when this will not be possible. Understand that, at some point you may not be able to solve an individual’s complaint to his/her satisfaction.

1. A student worker should never argue with individuals. Strive to maintain a pleasant attitude throughout the situation.

2. Listen without interruption to the whole complaint.

3. Empathize with the individual’s concerns without criticizing the University or University Recreation.

4. Try to suggest a solution, or refer them to a staff member who might be able to help solve their problem.

5. Write down the complaint or bring it to the attention of your programmer or coordinator and/or make it available for the appropriate staff member to see and handle.

6. Contact a professional staff member or supervisor if the individual becomes belligerent.

**Policy for Voicing Concern**

Any concerns, complaints, or suggestions that the instructor has or has received from participants should be voiced to the Fitness Coordinator.

Please make sure concerns, complaints and suggestions are passed on in a timely manner.
Clock-In Procedures

**Clock-in**
1. Swipe appropriate job card
2. Swipe student ID card (within 7 secs)

**To change to another JOB**
1. Do NOT clock out
2. Repeat steps 1 & 2 above

**Clock-out**
1. Swipe student ID card

Payroll Checks

Payroll checks will be available on the 15th and the last day of the month. If those days fall on the weekend, you will be paid on the Friday before. Checks will be mailed to your ASU Box unless you have set up direct deposits with the payroll administrator.

Evaluation Guidelines

Evaluations are expected to communicate to the employee, programmer and coordinator the degree to which that person is meeting his/her job expectations. They are also used to offer suggestions for improvement as a professional.

1. You will be evaluated at least once during the semester. These evaluations will be formal and written. You will receive a copy and one will be kept in your employee folder in the fitness office.

2. All evaluations will be discussed, and kept on file in the fitness office.

3. Several informal evaluations and spot-checks may be performed randomly throughout the semester. Evaluations can be known or anonymous.
4. The employee will be required to fill out an evaluation of the area programmer and coordinator once every year.

5. Personal Training clients will be asked to fill out an evaluation at the completion of their training sessions to provide us with feedback regarding the trainer, as well as the personal training program. It will be the responsibility of the trainer to inform the Fitness Coordinator upon completion of a client’s sessions.

**Inclement Weather Policy**

In case of inclement weather, please call the University Recreation Hotline (828-262-8732), the PT Programmer or Coordinator. **You are responsible for rescheduling sessions with clients if you cannot make it to campus safely!**

**Emergency Procedures**

Although an attempt is made to provide safe and effective fitness classes, there is always the possibility of injury or an emergency situation. For this reason, all ASU trainers are required to be CPR and BBP certified. The following procedures are to be followed in the case of an emergency:

◊ STOP all activity. Determine how the injury occurred.
◊ DO NOT MOVE or touch the victim, unless there is immediate danger.
◊ Send someone to the Console to alert the Supervisor and CALL 911 if necessary.
◊ The Supervisors are responsible for providing care.
◊ Call or e-mail to notify the PT Programmer and Coordinator of the incident IMMEDIATELY.

**AWARENESS**

**IT IS ADVISABLE THAT YOU USE PRUDENT AND DISCREET JUDGEMENT IN YOUR APPLICATION OF CARE TO INJURED INDIVIDUALS IN UNIVERSITY RECREATION ACTIVITIES. DO NOT, IN ANY WAY, MOVE AN INDIVIDUAL/S OR ALLOW AN INDIVIDUAL/S TO BE MOVED FOR ANY REASON OTHER THAN IMMINENT DANGER.**

**Emergency Numbers:**

9-911
828-262-2150 ASU Police
### Professional Organization Information

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Website</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Council on Exercise</td>
<td>acefitness.com</td>
<td>858-535-8227</td>
</tr>
<tr>
<td>Aerobics and Fitness Association of America</td>
<td>afaa.com</td>
<td>800-466-2322</td>
</tr>
<tr>
<td>American College of Sports Medicine</td>
<td>acsm.org</td>
<td>(317) 637-9200, ext. 138</td>
</tr>
<tr>
<td>American Fitness Professionals and Association</td>
<td>afpafitness.com</td>
<td>(609)-978-7583</td>
</tr>
<tr>
<td>American Heart Association</td>
<td>americanheart.org</td>
<td>800-242-8721</td>
</tr>
<tr>
<td>Aquatic Exercise Association</td>
<td></td>
<td>888-232-9283</td>
</tr>
<tr>
<td>Nike</td>
<td>nike.com</td>
<td>800-806-6453</td>
</tr>
<tr>
<td>Reebok</td>
<td>reebok.com</td>
<td></td>
</tr>
<tr>
<td>Gatorade Sport Science Institute</td>
<td>gssiweb.com</td>
<td>800-616-4774</td>
</tr>
<tr>
<td>National Strength and Conditioning Association</td>
<td>nsca-lift.org</td>
<td>719-632-6722</td>
</tr>
</tbody>
</table>

### Fitness Related Internet Sites

- Fitnesslink.com
- Fitnessmagazine.com
- Fitness.com
- Fitnessworld.com
- MuscleandFitness.com
- Turnstep.com
- exrx.net
- ptonthenet.com
- 24hourfitness.com
- Shape.com
- Training.fitness.com
- Yogabasics.com
- Pilates.about.com
- magazine.stack.com
Leadership Awards & Recognition

Instructor of the Month Award

Each month the Fitness Coordinator and Fitness Programmers will choose one instructor that they feel has excelled above and beyond what is expected of him/her. This person will be congratulated on their extra effort and announced to their peers through email. The Instructor of the Month will be posted on the bulletin board and the fitness web page so that participants can see what an excellent job he/she is doing. In addition, each month the winner will receive a FREE combo meal from Subway.

SUBWAY
Don’t forget to stop by anytime with your ASU Student ID to receive 10% Off your order at all Boone & Banner Elk locations!

Daye Award

The DAYE AWARD honors Barbara Daye, the former Dean of Students, who served the students, parents, and the University for more than thirty-three years. The DAYE AWARD is bestowed upon those employees (student employees) of the University Recreation Department that assert an excellence in sincerity, loyalty, integrity, dedication, and stewardship for the department and Appalachian. This award is given out once every year and is decided upon by the UREC student council.
Level 1 Disciplinary Warning

Violator must meet with PT Programmer and/or Fitness Coordinator. **Accumulation of two Level 1 offenses will result in dismissal.

Name___________________________ Date of Occurrence___________________

Offense:

☐ Failure to report to work
☐ Failure to report to work on time
☐ Unprofessional attitude
☐ Profane language
☐ Failure to wear proper attire/footwear
☐ Unsafe behavior
☐ Failure to attend mandatory in-service meetings/trainings without previously attained approval or written proof of a valid excuse
☐ Canceling your class/shift without authorization from the Fitness Coordinator
☐ Knowingly allowing unregistered people to participate in UREC activities
☐ Not finding a substitute for a class/shift, or not notifying the Fitness Programmer or Fitness Coordinator (LAST MINUTE REQUESTS OR THE ACTUAL CLASS/SHIFT GOES UNCOVERED)
☐ Failing to respond positively to suggestions or critique
☐ Failure to return checked out resources
☐ Failure to present App Card when reporting to work
☐ Failure to secure equipment properly (ex. not closing and locking doors and stereo cabinet, not returning equipment to its proper place)
☐ Failure to properly complete and turn in session logs/daily activity reports/indemnity forms
☐ Failure to comply with other departmental policies (i.e. sitting on console)
☐ Failure to uphold job duties as listed in the manual
☐ Other:

Date Discussed: _____________

Action taken:

I agree to that the above offense occurred and it was discussed with my immediate supervisor. I also agree to take the appropriate precautions to avoid any similar situations in the future.

Employee’s Signature___________________________________

Programmer’s Signature_________________________________

Fitness Coordinator’s Signature__________________________
Level 2 Disciplinary Report
Automatic Dismissal

Violator must meet with PT Programmer and/or Fitness Coordinator. Employee termination is determined at the discretion of Fitness Coordinator.

Name___________________________ Date of Occurrence___________________

Offense:
☐ Not showing up for a shift and WR is closed or class participants are turned away
☐ Stealing
☐ Reporting to work under the influence of drugs, alcohol, or other intoxicants
☐ Not reporting to work on time on consecutive occasions.
☐ Not reporting to work on consecutive occasions.
☐ Failure to obtain necessary medical release prior to the beginning of training sessions
☐ Dereliction of duty, insubordination
☐ Failure to perform your job as outlined by your job description in the Policies and Procedures manual
☐ Time Clock Fraud
☐ Other:

Date Discussed: _____________

Action taken:

I agree to that the above offense occurred and it was discussed with my immediate supervisor. I understand that it terms of probation and my right’s to grieve termination is left to the discretion of the Fitness Coordinator.

Employee’s Signature________________________________

Programmer’s Signature________________________________

Fitness Coordinator’s Signature__________________________
Appalachian State Personal Trainer Contract 2008-2009

I ________________________________ (print name) have read and understand the policies and procedures in the Appalachian State Fitness Manual and hereby agree to the terms as an employee of University Recreation. I agree to abide by and follow all procedures that relate to my job. I also understand that if my work is not satisfactory and/or I violate University or departmental policies set forth in the employment manual, I will be subject to disciplinary action.

______________________________  __________________
               Name            Date