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.
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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

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

Administrative Staff
Administrative Assistants
Jeanne Lawrence
Sue Reese

Maintenance Staff
Manager
Day Shift
Supervisor
Night Shift
Bobby Hicks
Bill Martens
Jeff Bryan
Hensel Wallace
Doug Whitney
Roy Blackburn
Noah Arnold
Jason Wolfe
Ted Welch
Fitness Contacts

Michele Rippey  Fitness Coordinator  
  Office Phone: (828) 262-6310  
  Cell Phone: (336) 710-3502  
  E-mail:  rippeymd@appstate.edu

Jennifer Lanningham  Group Fitness Programmer  
  Phone: (336) 262- 5268  
  Email:  jl71029@appstate.edu

Vanessa Ithier  Yoga/Pilates Programmer  
  Phone: (919) 303- 3850  
  Email:  vi67865@appstate.edu

Chelsea Walsh  Weight Room Programmer  
  Phone: (828) 606-7484  
  Email:  cw77389@appstate.edu

Jared Skinner  Personal Training Programmer  
  Phone: (704) 221-1635  
  Email:  js69732@appstate.edu

Crystal Cooper  Marketing/Publicity Programmer  
  Phone: (336) 407-1387  
  Email:  cc76939@appstate.edu

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 an employee for the Department of University Recreation at Appalachian State Weight Room Program you must:

1. Abide by and enforce all policies and guidelines set by University Recreation, the Fitness Department and the weight room area.

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

3. Complete the necessary I-9 forms and official payroll paperwork.

4. Be willing to serve as a good role model for participants.
Job Description

Weight Room Attendant
The Weight Room Attendant will enforce all policies and guidelines set by University Recreation, Fitness Recreation, and the weight room area. He/she is also expected to treat co-workers with respect and consider them to be your “teammates” on staff. The Weight Room Attendant answers directly to the Facility Supervisor. The sequence of command thereafter is to report to the Weight Room Programmer, then the Coordinator of Fitness and finally to the Director of University Recreation. It is the responsibility of the Weight Room Specialist to carry out the duties and abide by the policies listed below:

1. Report to work a few minutes early and clock-in at the scheduled time. Tardiness will NOT be tolerated.
2. Complete opening and closing duties in the weight room and have a facility supervisor sign.
3. Provide a SAFE workout environment by supervising and maintaining the weight room and participants.
4. Maintain the weight room in a neat and orderly fashion. Dumbbells should be replaced and reorganized, benches, dumbbell handles, and machines wiped down. Check the tightness of the hex nuts on all barbells. If they are loose, tighten them. Organize belts, straps, clips, plates, bars, benches, dumbbells, etc. Pick up dumbbells, plates, clips, etc not being used.
5. Opening shifts (Mon-Fri) will be required to put out clean towels daily and closing shifts (Sun-Thurs) will be required to take up dirty towels and dispose of them in the designated place.
6. Assist participants through weight training workouts (spotting). Be aware of participants not requesting assistance, as many may struggle with an exercise when fatigue sets in. Watch for dangerous activities and provide spots on heavy lifts.
7. Make sure clips are used on all lifts.
8. Check out equipment as requested and keep track of it.
9. Make sure no food, drink, etc. is carried into WR area.
10. Make sure all weights, equipment, etc. is kept away from windows and mirrors.
11. Continuously move around entire weight room area to monitor all patrons (do not stay behind counter the entire time).
12. **Oversee participants and their use of the equipment and machines at all times (safety).** 
   **Homework, leisure reading, and personal tasks will NOT be permitted in the Weight Room.**

13. **Eating is NOT permitted while on duty.** Exceptions are allowed only with the permission of the Fitness Coordinator.

14. **Cell phone use will NOT be tolerated while on duty.**

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

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

17. **The console area should not be entered by anyone who is not on duty.** This includes social visits with friends or off duty employees.

18. Be available to answer general questions on weight training.

19. Have a general knowledge of basic anatomy, basic physiology, and kinesiology.

20. It is suggested that you maintain current CPR/AED and BBP certifications.

21. Record statistics every half hour and return the statistics sheet to the Facility Supervisor at closing.

22. **Do NOT sit on the console. If you need a break, sit down for no more than 5 minutes on a bench, stability ball or stool that is available.**

23. Pick up trash and leave the facility clean.

24. Perform other duties as assigned by the Coordinator of Fitness.

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

26. **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 weight room shifts.**

Assignments & Substitution

Once you are put on the weight room schedule, **the shifts you are assigned are your responsibility.** You are expected to maintain responsibility of those shifts until the conclusion of the semester. **Exceptions are granted only for medical reasons. You must find your own substitute if you cannot work.** In the event of requesting non-disciplinary release from your shifts for medical reasons, it is still your responsibility to find substitutions for the remainder of the semester. Once you find a substitute and have notified the programmer and the coordinator, the shift becomes the responsibility of that individual who has committed to substitution. If they then encounter a conflict with the shift, it is their responsibility to find another sub. **You will be required to notify the Weight Room Programmer and the Coordinator of who will be subbing your shift!** The quickest and most convenient method is by copying (CC) the Weight Room Programmer and Coordinator on the confirmation email from the instructor that will be subbing your shift. Failure to find a sub and/or provide notification of a sub may warrant in disciplinary action. **As a weight room attendant, you do not have the authority to cancel or change the format of a shift unless approved by the Fitness Coordinator.**

Rules and Regulations

It is your job to make sure that patrons follow all rules and regulations outlined for each weight room to ensure a safe, clean, and organized environment. Any patron that does not follow rules and regulations can be subject to suspension from University Recreation facilities.
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.

Weight Room Attendants

The weight room shirt(s) that is provided for attendants is required during all shifts, along with the appropriate pants/shorts and shoes (closed toe and closed heel).

Head Counts/Indemnity Waivers

Please provide accurate information on the daily activity reports. These headcount records are important and used a great deal, especially for annual reports. They are also used to identify the blocks of time that are most popular and help the Fitness Coordinator evaluate the program overall. In addition, these numbers are used to track the use of the fitness program and affect scheduling for upcoming semesters. The Fitness 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.

There will be a clipboard in each weight room that includes daily activity reports, in which you need to document the number of patrons that participated in activities within the weight room. Please record the number of people on a “Female to Male to Youth to Spectator ratio” then sign your name. Provide any notes necessary. Please make sure to sign in every time you work, even if you sub!

Communication

Communication is crucial to the efficiency and success of our program. It is imperative that you keep the Fitness Coordinator and Fitness Programmers 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 attendant 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.
Inclement Weather Policy

In case of inclement weather, please call the University Recreation Hotline (828-262-8732), the Weight Room Programmer or Coordinator. **You are responsible for your shifts!** The current policy is as follows:

- The Weight Room will remain open during inclement weather if University Recreation is in operation.
- If the weather is inclement and you do not feel that you can make it to campus safely to work your shift, please try to find a sub in advance, as well as notify the Weight Room Programmer and Fitness Coordinator.
- There will be a snow list for those who live on or close to campus. You will be called upon to work if others are not able to drive in to cover their shift.
- You are responsible for your shifts. Shifts will NOT go uncovered.

Emergency Procedures

Although an attempt is made to provide safe and effective weight rooms, there is always the possibility of injury or an emergency situation. For this reason, all ASU weight room attendants are encouraged to maintain CPR and BBP certifications. 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.
◊ Alert the Supervisor and CALL 911 if necessary.
◊ The Supervisor is responsible for providing care.
◊ Call or e-mail to notify the Fitness 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
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. A copy 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.

Leadership Awards & Recognition

Weight Room Attendant of the Month Award

Each month, the Fitness Coordinator and Weight Room Programmer will choose one weight room attendant 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 Weight Room Attendant 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.

Don’t forget to stop by anytime with your ASU Student ID to receive 10% Off your order at all Boone & Banner Elk locations!
**Dave 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 WR 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 WR 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.
- 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 Weight Room Attendant 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 or termination.

______________________________  __________________
Name                                Date