



B2 Gym Attendant
Staff Manual
2024-2025

INTRODUCTION

The purpose of this manual is to inform staff of all procedures, rules and regulations and to help staff provide excellent customer service to all members, and recreational users, of the B2 Gym (formerly known as the Fitness Centre).

In keeping with McGill University's commitment to education and innovation, McGill Athletics and Recreation vows to provide students and staff opportunities to participate in sport and physical activity within an inclusive environment that values health, well-being, and fair play. We strive to instill within our community the values of academic and sporting excellence, along with the importance of maintaining an active lifestyle.

All Attendants are expected to abide by the following mandate while working in the B2 Gym:

1) Be Positive & Welcoming

The B2 Gym should be an inclusive environment, where everyone from the community feels welcome. Gym Attendants are the frontline for creating a positive atmosphere, and connecting people to the gym.

2) Be Professional

Be up to date on policies and emergency procedures. Your knowledge is vital to safe & effective operations. Review the latest Staff Manual, Emergency Action Plan, the Equipment Care Manual, and learn how all of the gym equipment works.

3) Be Kind

Respect the path that everyone is on. Everyone is different and unique, and every level of fitness is acceptable. Do your best to be encouraging, whether it's a "hi" to someone walking into the B2 Gym, or noticing that someone needs a bit of direction or help.

KEY CONTACTS

McGill Sports Centre Front Desk	(514) 398-2341
Athletics and Recreation Main Line	(514) 398-7000
McGill Security	(514) 398-3000
Sports Medicine Clinic	(514) 398-7007
Walk Safe	(514) 398-2498
Equipment Room	(514) 398-7009

*Use the [McGill Recreation website](#) to find all administrators contact information. The Client Services office is now located where the RedBird Sport Shop was (to the left of the front desk when you enter the building).

INDEX

ACCIDENT REPORTS

AMUSE COLLECTIVE AGREEMENT

B2 GYM ATTENDANT DESK

B2 GYM ATTENDANT TASKS

BREAKS

CODE OF CONDUCT

COMMUNICATION

COMPLAINTS

DIGITAL CLOCK

EMERGENCY ACTION PLAN

EVACUATION PROCEDURES

EQUIPMENT CARE TASKS

FIRST AID

FITNESS CENTRE RULES

FITNESS PODS

FOOD & BEVERAGES

GROUP CLASSES & PAID COURSES

KEYS

LAPTOPS/CELL PHONES/INTERNET

LOCKERS

MUSIC

PROBATIONARY PERIOD

PERSONAL TRAINING & FITNESS ASSESMENTS

PROFESSIONAL DECORUM

SCHEDULING

SPORT MEDICINE SERVICES

SPECTRUM

TOWELS & SPRAY BOTTLES

TROUBLE SHOOTING EXCEPTIONAL SCENARIOS

WATER FOUNTAINS

WORK STANDARDS & PROCEDURES

ACCIDENT REPORTS

Fitness Center Attendants must complete and submit an Accident Report Form in all cases of injury requiring medical attention or emergency services, no matter how minor. These reports must be submitted within 24 hours of the accident to the Fitness Manager or Athletics Security (if Manager is away). These forms can be found in the B2 Gym binder at the desk (NOTE: the form is 2-sided).

AMUSE COLLECTIVE AGREEMENT

All B2 Gym Attendants are members of AMUSE (Association of McGill University Support Employees, <http://www.amusemcgill.org>.) The collective agreement between McGill University and AMUSE can be accessed here: [AMUSE CASUALS NEW CA - 2022-2025 - AMUSE Signed-signed.pdf \(squarespace.com\)](#)

B2 GYM ATTENDANT DESK

The desk should be wiped down regularly and kept tidy. Personal items such as outdoor coats, boots, bags, etc., should be stored in a locker, and not behind the desk. Staff should be observant, professional, and ready to help members as they enter the B2 Gym, answer questions and rent equipment.

B2 GYM ATTENDANT TASKS

Primary Responsibilities

- Open/close the B2 Gym
- Ensure that all B2 Gym users have a valid membership or guest/day pass
- Enforce the B2 Gym house rules & lifting platform rules at all times
- Circulate through the B2 Gym and monitor members to ensure the safe use of all equipment and exercises. Refer members to Personal Training services when assisting members with movements that are outside your scope of expertise
- Clear Level B2 in the event of an emergency (see Emergency Action Plan)
- Greet members in a friendly and welcoming manner
- Be knowledgeable and able to give a brief demonstration of all equipment in the B2 Gym
- Give short tours of the B2 Gym to new members, and let members know about our classes, group courses, fitness pods, and personal training services
- Keep the Attendants desk tidy and clean, return Lost & Found items to the Equipment Room
- Keep the turnstiles clean & clutter free
- Keep the whiteboard up to date with a “WOD” (workout of the day) and other current information (E.g. Opening Hours)

- Report any equipment that is not functioning to the Fitness Manager via the binder NOTES section, and place an OUT OF ORDER sign on that equipment, along with the date and type of malfunction
- Check that equipment spray bottles are adequately filled and replenish cleaning towels when needed and/or when possible

Opening/Closing Procedures

1. Arrive 15 minutes prior to opening, this is when your shift begins
 2. Sign out keys from security guard at Main Entrance (keep keys in B2 Gym until closing)
 3. Unlock the side door to enter the Fitness Centre, ensure it is locked behind you. DO NOT allow members to enter the gym until opening time, they must scan through at the turnstile.
 4. Turn on lights found in the control desk area (lights are on when indicators are RED)
 5. Turn on computer monitors, re-start computers if necessary, then log in
 6. Log-in with Spectrum on both computers. See Spectrum section for login instructions
 7. Open blinds (control button is under the desk in the cabinet)
 8. Turn on sound system (ensure it is not too loud, follow buttons #1-3) and the TV's (the TV is turned on using the LG remote and channels can be changed by pointing the Videotron remote at the RIGHT SIDE of the TV).
 9. Choose an appropriate music playlist from Youtube/Spotify, keeping volume levels appropriate for the time of day. Avoid songs/playlists with explicit lyrics
 10. Unlock and open Fitness Centre gate (gate is unlocked from the left side, NOT the centre)
 11. Check that the Fitness Centre was left clean and all weights and equipment were stowed away properly, take note of what was not done from previous evening's close, tidy up where necessary
 12. Check that the emergency exit doors are activated (red lights are flashing on the door bar)
- ❖ Reverse procedures for closing

BREAKS

- Employees scheduled for four (4) hours or more of continuous work are entitled to a fifteen (15) minute paid rest period. You do not need to clock out in order to take this break, but you must coordinate with a colleague or Manager in order to ensure the Gym remains monitored at all times (when possible)
- Employees scheduled for seven (7) hours or more of continuous work are entitled to an additional fifteen (15) minute paid rest period.
- Employees may take one (1) thirty (30) minute unpaid meal break after five (5) hours of continuous work. You will need to coordinate with a colleague or Manager to schedule this break, and you must clock out/clock in when taking it. Should an employee be required to continue their work duties through the meal break, the thirty (30) minutes will be paid.

CODE OF CONDUCT

If you witness ANY physical altercation between members in the B2 Gym you MUST contact McGill Security and ask them to come file a report in order to document the incident, regardless of whether or not the members wish to pursue the matter.

If you witness a situation between members that is escalating (E.g. yelling/physical altercation) you may ask them to leave the B2 Gym. You do not have to tolerate inappropriate behavior (and neither do other members).

Fitness Centre Attendants have the right to interpret and apply these rules and may ask any member to leave the facility, in order to ensure that all staff and members have a positive, safe, and enjoyable training experience.

McGill Athletics and Recreation has the right to cancel membership privileges whenever it is deemed that there is a lack of adherence to the rules and regulations.

COMMUNICATION

Communication between the Fitness Manager and the Attendants will occur through email, in-person, and through mobile communications (eg What's App). Please be aware that What's App use will be strictly for work-related communications (E.g. shift swaps, shift pick-ups, looking for last-minute back up). Social communications should remain outside of this group.

COMPLAINTS

If a member or guest comes to the Attendant's desk to complain, apologize for the inconvenience, thank them for raising their concern(s), and have them fill out the Complaint Form (located in the B2 Gym binder). Let them know that we take their concern seriously, and that the Fitness Manager will address their concern in a timely manner. Place the completed form in the Fitness Manager's mailbox (located on the door to the office) for follow-up.

DIGITAL CLOCK

How to change the digital clock in the mezzanine:

- Use the black remote labelled "Mezz Timer"
- Click "edit" – the turquoise button on the top right of the remote
- Use the blue arrows to toggle to different digits on the clock
- Use numbers to punch in the time
- Press "ENTER" once you have entered in the correct time

NOTE: E1 button changes clock from 12hr clock to 24hr clock

EMERGENCY ACTION PLAN

Serious Injury

First Person at the Scene/Person in charge

- Establish that it's safe to enter the scene of the incident → **PERSONAL SAFETY IS #1!**
- Stay calm
- Establish crowd control
- Do not move the injured person, unless required to perform CPR
- Perform the tasks you are qualified to administer. Await the arrival of advanced medical care
- Designate a responsible individual to do the following:

Call Person

- Call 911
- Call Athletics Security at 398-7000 ext. 2341
- Return to the scene with an AED if needed (in the corner outside of the B2 Gym doors)

OUR ADDRESS: 475 Pine Ave West

McGill Sports Center/Molson Stadium Access via front entrance

Automatic External Defibrillator (AED) Locations:

- B2 Gym (outside main entrance)
- Sports Center Security
- McConnell Arena
- Molson Stadium/Winsor Clinic (Supervisors Office)
- Winsor Clinic
- Sport Medicine Clinic (Reception Desk)

Non-Serious Injury

- Allow participant to move their own injured body part (when possible)
- Provide the appropriate first-aid
- Fill out the Accident Report with the injured person & submit within 24 hours to the Fitness Manager mailbox
- Ask the injured person if there is a friend or roommate who can come assist them and/or if they would like a taxi to the nearest emergency room (currently the Montreal General Hospital, 1650 Cedar)
- Instant ice is available the B2 Gym front desk
- DO NOT SEND THE INJURED PERSON TO THE SPORTS MEDICINE CLINIC. Doctors will not see someone for care, but if able, they can go speak to the receptionist to make appointments or call 514-398-7007 (NOTE: same day appointments are rarely available)
- Crutches (when available) can be rented from the Sports Medicine Clinic (\$50/day)

EMERGENCY EVACUATION PROCEDURES

In the event of a building alarm, the B2 Gym Attendant is the primary person responsible for clearing the B2 Gym (if there are 2 or more people on shift during the weekends, the others clear Level B2 outside of the B2 Gym checking the Varsity Weight Room, activity rooms, and all bathrooms).

1. Turn off the music. Announce loudly (using Google Translate speaker function) for everyone to exit the B2 Gym by the far emergency exit doors.
2. Put on an evacuation vest (in the cupboard under the walkie-talkie at the desk) and take the walkie-talkie.
3. Open the emergency door (push the bar, no key is necessary to unlock this door - or the 2nd door in the stairwell that leads outside) and direct people outside.
4. Check the entire B2 Gym before exiting that no one has been left inside (if they are wearing headphones they may not have heard the announcement).
5. Once outside, in a loud voice, direct everyone to move away from the building and on to the sidewalk (not sitting on the grass or in the emergency stairwell).
6. Call a manager to determine the next steps.

No one can come back into the building until McGill Security gives the ok (they will be advised by the Fire Department when it is safe to return).

EQUIPMENT CARE TASKS

- Clean all equipment and areas as listed in the Attendant binder, according to the day/time, and refer to the Equipment Care Manual for proper cleaning of equipment.
- Record any problem or equipment needing repair in the NOTES section, as well as the Equipment Repairs Form. Place an OUT OF ORDER sign on any equipment needing repair, along with the date and type of malfunction. Note the issue on the repair form for the Service Crew.
- Keep the B2 Gym equipment in order and tidy (eg plates and dumbbells racked in their appropriate spots)

FIRST AID

All B2 Gym Attendants must have current Standard First Aid/CPR-C (AED) certification. Certification courses are available here:

<https://www.ymcaquebec.org/en/Health-and-Fitness/First-Aid-and-CPR-Courses>

GYM RULES

House Rules and Gym Etiquette

1. Valid B2 Gym Membership

- Access to the B2 Gym is given only to those with a valid membership, a Day Pass or to individuals with special access from the Gym Administrator. Please have your ID card ready to scan at the turnstiles for gain entry.
- Clients must be 16 years of age or older to enter the B2 Gym. Minors under the age of 16 must be accompanied by an adult member.

2. Personal Belongings

- All personal items must be stored in a locker. There are free day lockers available in the changing rooms, as well as a basket/Premium locker available for purchase online or in person at Client Experience office, located to the left of the main entrance.
- Locks can be purchased at the Client Experience office.
- Backpacks/duffle bags, coats, and boots are NOT allowed in the gym.
- A small sealable/drawstring bag holding your training gear is acceptable. Gym Attendants will ask you to bring anything other than this back to a locker.
- Items left unattended will be brought to the Lost and Found in the B2 Gym and/or the Equipment Room

3. Apparel

- Appropriate workout apparel, such as t-shirts, shorts or track pants, sports bras, and other athletic gear may be worn. Any type of clothing that is not meant for working out (e.g. jeans, ripped or altered clothing, clothing with inappropriate statements, flip flops) may be deemed unacceptable by the B2 Gym Attendants. You may be asked to change and/or leave the facility.
- Athletic footwear (closed at the toes and heels) must be worn at all times. Street shoes, dress shoes, boots, or outdoor footwear are **not** allowed.

4. Personal Hygiene

- Clothing must be laundered
- Personal daily hygiene is appreciated.
- Avoid using heavily scented personal care products.

5. Towel

- Towels for cleaning the equipment are provided. Please spray the towel first, then wipe down the machines after use. This is especially important for our machines with screens.

5. Water Bottle

- Stay hydrated during your workout, and fill up at any of the water fountains.
- Only water and sports drinks are allowed in sealed containers.
- Food and gum are **not** allowed at the B2 Gym.

6. Safety First

- We are **all** responsible for personal safety in the gym.
- Don't be a hero! Ask for a spot from a Gym Attendant when lifting heavy weights overhead/over your face and/or when lifting to failure.
- Use a collar for all barbell work to avoid plates falling off.
- Use proper lifting techniques. If you are unsure, please book in with one of our [Personal Trainers](#).
- Be aware of personal space. Be mindful of placing equipment in high-traffic zones, and **never** walk in front of someone while they are lifting. Wait until they finish their set or walk behind them.

7. Share Equipment

- Please limit your time to 30 minutes on all cardio machines during peak hours (7 to 9a.m. and 4p.m. to closing).
- Don't rest on machines or linger between sets.
- Please allow others to "work in" and use the equipment between your sets. This means while you rest, they lift. While they rest, you lift.
- Personal trainers will have priority over any equipment for personal training program clients.

8. Cleaning and Storing Equipment

- Place your towel between you and the equipment to minimize sweat transfer.
- Wipe down equipment after use. Spray the towel that has been provided to you first, then wipe down the equipment (especially important for cardio equipment screens).
- Return equipment to its designated place after use – place dumbbells in the correctly labeled rack.
- Unload your barbell and return plates to their designated storage space after use.

9. Avoid Excessive Noise

- Limit grunting and yelling, and refrain from cursing. The B2 Gym is a public place where members are trying to concentrate on performing their workouts.

- Avoid dropping weights unnecessarily, which will damage the equipment and facility. Instead, lift/lower weights with control. If you are unsure how to do this, please ask for instructions from a Gym Attendant.

10. Be Courteous & Respectful

- Be helpful with first-timers.
- Listen to the instructions from the Gym Attendants.
- There is a zero tolerance for any form of harassment of staff or members which may include, but is not limited to:
 - Behaviour that demeans, ridicules, or embarrasses a member, employee, guest, or visitors, including comments, gestures, and jokes which may adversely impact the individual's enjoyment of the B2 Gym
 - Bullying, mistreatment, intimidation or teasing that creates an uncomfortable environment
 - Verbal abuse, belittling, or excessive profanity
 - Reprisal or retaliation against anyone who invokes this code
 - Verbal and/or sexual harassment and/or discrimination of any kind
 - Individuals are encouraged to report any alleged incidents involving prohibited conduct, whether they feel that it is directed toward them or someone else. All concerns, complaints, or incidents will be dealt with in a fair and timely manner while respecting the complainant's privacy to the fullest possible extent.
 - Theft of any kind will result in expulsion from the facility.

Lifting Platform Rules and Etiquette

1. Safety First

- Use collars for all barbell work to keep plates from sliding off the bars.
- Ask for a spotter when powerlifting or performing lifts to failure.
- Learn how to safely "fail" an Olympic lift, through proper instruction from a personal trainer who is a certified weight lifting coach.

2. Choose the Correct Bar

- Use the Olympic barbells for snatch or clean and jerk moves only. Ask the Gym Attendant for them (yellow: 35lb bar | Blue: 45lb bar).
- Powerlifting barbells can be used for deadlifting, squats and other exercises (except Olympic lifts since they have less spin). They are available for rent. See the Gym Attendant.

3. Hands Only on the Bar
 - Touching the bar with your foot is considered disrespectful. Touch the bar with your hands only.
4. Load Plates on the Barbell Properly
 - The barbell should always be loaded starting with the heaviest plates on the inside of the bar to the lightest.
5. Use Bumper Plates for Olympic Lifting & Deadlifting
 - Use of heavy metal plates beyond 25 lbs can damage/destroy the barbell and the platform by bending its bars and causing friction on the spin of the bar.
6. Avoid Excessive Weight Dropping
 - When possible, control the bar on the way down. This will preserve the integrity of the bar, plates, and platform.
 - With light or warm-up weights in the snatch, lower the bar to your thighs and then lower it to the platform.
 - With cleans and clean and jerks, lower to your shoulders, then to your thighs, and then to the platform.
7. Cleaning Up & Storing Equipment
 - Respect the platform and power racks.
 - Unload plates from the barbell and put them back in their designated home.
 - Remove all items from the platform.
 - Place bumper plates in order on the bumper plate storage rack.
8. Liquid Chalk Only
 - Bring your own liquid chalk
 - Clean up any spills that may happen or ask for assistance from Gym Monitors if spills happen.
 - **Use of powered chalk is strictly prohibited.**

FITNESS PODS

Individuals wanting to workout in a private space can now use our Fitness Pods, located at the old squash courts (B1 level). PODS B + C are FREE for use with a valid membership, non-members pay a fee of \$5/hour. A maximum of 4 people can use the space at any one time. POD A is rentable for \$5/hr

Equipment Available:

Power racks, lifting platform, 45/35lb Olympic bars, adjustable benches, dumbbells (3-25lb), plates, bumper plates, TRX, rowing machine, assault bike, kettlebells, slam balls, swiss balls, BOSU balls, plyo boxes, stretching mats, foam rollers, skipping ropes and 70" HDTV to stream favorite apps.

Hours of Operation (Fall/Winter):

Monday-Friday – 7:00am – 10:00pm

Saturday/Sunday – 9:15am – 8:15pm

Booking the Pods

Members of the FC can book the Pods FREE of charge, while non-members pay a \$5 (+ taxes) fee per booking. Booking can be done on-line or in-person at the Client Experience office.

Reservation of the Pods are in one (1)-hour increments, booked up to one (2) days in advance, with a maximum of three (3) bookings per week.

CANCELLATION POLICY: Members with last-minute cancellations OR who no-show more than 3 times, will have their booking privileges suspended/revoked (on a case-by-case basis).

Member Check-in & Safety/Supervision

Members will get the key from the front desk Security to access the PODS. B2 Gym Attendants, rec monitors, and/or managers on site will be responsible for routinely passing through the hallway to check the PODS. Gym Attendants will sign that they have done a check, on forms located just outside the PODS on the wall.

Cleaning the PODS

Shifts where there are more than 1 Attendant working will be responsible for cleaning and organizing the PODS. Aim to clean them when they are not in use (empty or in between bookings), however if it must be done during a member's use, please do the following:

Knock on the door first, announce that you are a B2 Gym Attendant here to clean, then work quickly & quietly around the member. Replenish cleaning towels and refill any empty/low spray bottles, and remove any used cleaning towels. Ensure PODS are locked properly if they are not in use.

FOOD & BEVERAGES

Eating food in the Fitness Centre or food left on the Attendants' desk is STRICTLY PROHIBITED, as it is unprofessional. Meals can be eaten in the cafeteria or other suitable areas in the building before/after your shift, OR during designated breaks (when applicable, see BREAKS section). Beverages must be in a closed container. Should you feel faint or light-headed and require something to eat, step outside the gym, eat quickly, and return to your duties (this is not a designated break). If you are still feeling unwell, let the Manager know so appropriate actions can be taken.

GROUP CLASSES & PAID COURSES

Free In-gym group classes led by Personal Trainers occur occasionally, and members can register online or in-person. These are for members of the B2 Gym ONLY.

Registration for PAID group courses (E.g. Women on Weights) can be done on-line or in-person at Client Services, and is open to members and non-members of the FC. Refer to the McGill Athletics & Recreation website for start dates/times and more info.

KEYS

Attendants must not give the B2 Gym keys to anyone to open an activity room. Activity room keys must be obtained from the Front Desk on the main floor. This is an issue of security (we need to know who's in the spaces), and liability (the ability to track broken equipment/stereos, etc.)

LAPTOPS/CELL PHONES/BOOKS

Individual laptops, cell phone usage, personal internet usage/browsing, homework and studying/reading are NOT permitted during your shift inside the B2 Gym. Cell phones can be on your person and checked during towel runs and POD checks. You have a customer facing position, and there are members inside the gym at all times. You should be alert, circulating the gym periodically, and helping members. You will get ONE warning if caught, after which disciplinary measures will be taken. Should you require the usage of your phone, get permission from a manager and ask them to cover the desk for you.

LOCKERS

Small lockers designed for wallets are directly outside of the B2 Gym and rentable baskets are across from the Equipment Desk for larger valuables, such as laptops and iPods. In the Men's locker room the lockers have a flap that can fold up over the first lock so that a second lock can be placed on top. The locker doors are customized and have been reinforced at the top, the middle and at the bottom so that they cannot be pried open. Staff do regular walk-throughs of the locker rooms, however the

mens locker room has been known for theft.

Premium Lockers can be rented for a semester or full year (done through Client Services), or personal items may be placed in a locker designated for day use. Day lockers must be emptied and locks removed at the end of every day. We do not provide locks, they may be purchased at the Client Experience Office.

We DO NOT hold onto member's personal belongings at the desk.

MUSIC

Music played in the B2 Gym should be clean/no explicit lyrics to not offend anyone and played at a reasonable volume. Keep in mind that there are wide-ranging tastes and opinions to consider when choosing a playlist. Music can be changed per a member's request, and volume can be adjusted when asked, to an appropriate volume level.

To turn the stereo on, follow the buttons numbered 1-3. To get music from the computer to play via the stereo, ensure the radio volume is turned down and the computer volume is turned up.

PROBATIONARY PERIOD

All new hires will be subject to a probationary period, as per the AMUSE collective agreement article 17:

The probationary period is one of the two (2) following periods, whichever is completed first:

- a) the Employee has worked one hundred and twenty (120) hours in an academic term; OR
- b) the Employee has worked in three (3) academic terms over a period of five (5) consecutive academic terms. The probationary period is only completed upon having worked in a third academic term.

For the purposes of the present article, the Spring and Summer academic terms are considered one (1) academic term.

The Employer retains the right to terminate the employment of the Employee if they are found unsuitable.

PERSONAL TRAINING & FITNESS ASSESSMENTS

Please refer members to the [Personal Training](#) page on the Athletics website for more information on our PT Services. PT services information is also located on the Attendants' desk. PT sessions can be

purchased online or at Client Services (Office G-20).

Only McGill Personal Trainers may train clients in the B2 Gym. Personal training is defined as:

- Leading an individual through a designed workout
- Providing one-on-one exercise instruction and education
- Prescribing a fitness program for an individual
- Verbally or visually promoting a personal training company
- Receiving payment for guidance, including payment of a guest fee

Anyone suspected of working as a personal trainer should be asked to discontinue and may have all membership and guest privileges revoked (this includes the trainer and trainee).

PROFESSIONAL DECORUM

B2 Gym Attendants are front line ambassadors of health and wellness of McGill University. They should be pleasant, friendly and polite at all times with members. B2 Gym Attendants should be particularly aware that many incoming students are new to the gym environment. Attendants should be encouraging, helpful and positive.

Attendants should also be aware that we do not tolerate harassment of any kind - psychological, discriminatory, sexual or criminal. All incidents involving members should be addressed immediately, and the Fitness Manager should be advised. Athletics Security should be contacted where necessary.

Understanding Harassment: https://www.mcgill.ca/harass/files/harass/harassment_fact_sheet_2013.pdf

Colleagues should be treated with dignity and respect. Any issues or conflicts among Attendants may be brought to the Fitness Manager's attention with an expectation of confidentiality.

Rules must be enforced at all times. If a member is not co-operating, please notify the Fitness Manager and/or Security. A full time staff person will assist you or come and speak to the member when available.

All personal or contact information of members and employees found in Spectrum and iWork must be kept private and confidential. No personal information shall be disclosed to a third party.

All B2 Gym Attendants on duty are expected to dress in designated B2 Gym Attendant uniform, along with athletic pants and shoes, and should be clean and neat. If you require another uniform, please see the Fitness Manager.

The uniform includes:

- McGill B2 Gym Staff shirt
- Black or gray athletic shorts or athletic pants (no jeans, sweat pants, skirts etc.)

- Appropriate INDOOR training shoes (do not wear your outside shoes in for your shift)
- No caps or headwear while on duty (headbands are permissible)

Rights & Recourses of Unionized Employees:

<https://secureweb.mcgill.ca/secretariat/files/secretariat/Rights-Recourses-Unionized-Employees-May2010.pdf>

Rights & Recourses of Students: <https://secureweb.mcgill.ca/secretariat/files/secretariat/Rights-Recourses-Students-May2010.pdf>

SCHEDULING

All scheduling is done through <http://www.iwork.ca>. You will receive an invitation to join and then follow the instructions to put all of your employee information into the system. The monthly schedule will be released on the third week of the previous month. You must put in your monthly availability in order to be put on the schedule. All shift trades will be made through this software. **PLEASE NOTE:** There is no guarantee of a pre-determined schedule, or a minimum number of hours of work.

To fill in your up-to-date **PERSONAL INFORMATION**:

1. Under the **My iwork** tab, click on **My Details**
2. Fill in your personal information
3. Click **Save Changes**

To fill in your **MONTHLY AVAILABILITY**:

1. Make sure you are in right month at the top right of the screen, click GO
2. Go to **My Availability** in the **My iwork** tab
3. Fill in the times of the day you are AVAILABLE
4. Fill in the days of the month you CANNOT work
5. Pick the number of hours you would like to work per week. Enter any comments
6. Click **Save Availability**

To **FIND A SUB**, you need to drop or trade your shift:

1. Make sure you are in right month at the top right of the screen, click GO
2. Go to **My Schedule** in the **My iwork** tab
3. At the bottom, click **Post** on the shifts you want to drop or switch
4. To trade: select the **person** you want to send it to
5. To drop: click **available for everyone**, so that someone will pick it up

To **SPLIT YOUR SHIFT** between yourself and another employee:

1. Make sure you are in right month at the top right of the screen, click GO

2. Go to **My Schedule** in the **My iwork** tab
3. At the bottom, click **Split** on the shift you want to drop or switch
4. Select the time for the part of the shift you would like to post separately, and click **Split Shift**
5. On the **My Schedule** page, click **Post** on the part of the shift you want to drop or switch
6. To trade: select the **person** you want to send it to
7. To drop: click **available for everyone**, so that someone will pick it up

To PICK UP SHIFTS:

1. Make sure you are in right month at the top right of the screen, click GO
2. Turn on the various email notifications found under the **My Details** tab to get notifications about shift openings, etc.
3. When you get a notification, Go to **Pickup Shifts** in the **My iwork** tab
4. Click on the date of the shifts you want to pick up

NOTE: Employees are not allowed to work more than 2 shifts in one day. A third shift MUST be approved by the Fitness Manager before picking up.

SPORT MEDICINE SERVICES

The Sports Medicine Clinic is located on the 3rd floor of the Currie Gymnasium. The clinic is designed to provide first aid treatment, injury assessment and rehabilitative service for McGill varsity athletes (funded and non-funded), intramural students, gym club members and the McGill community. After a member has had a serious illness or injury, participation should be prohibited until medical approval to resume activity has been obtained. The Sport medicine Clinic is open weekdays from 8:00am to 8:00pm.

A certified athletic therapist will be on duty in the Windsor Clinic on weekdays from 4:00pm to 8:00pm, as well weekends from 1:00pm to 5:00pm, August through April.

SPECTRUM

Spectrum is the software program used for a variety of gym related tasks. Please familiarize yourself with this and practice when you are on shift, as we will need to do this proficiently to service our members well!

To log-in to Spectrum:

User: FCCheckin

Password: musclebeach

For GATE Computer → use workstation "Fitness Centre Checkin 2"

For DESK Computer → use workstation "Employee Check-in"

Member Check-in

- Log-in to Spectrum with the Fitness Centre Checkin2 workstation, top left of the screen click Member → Member Checkin. When someone scans in, the turnstile should open. If it doesn't and they have a valid membership, you can click on the "Open Gate" button at the top to let them in.
- If you have ongoing problems with every card not working (i.e. every single card gives you a message, and you have to manually let everyone in), please call Linda Forcillo in the Business Office: 514-398- 7000 ext: 01643. She sets up the membership profiles and may see a bigger problem at hand. This often happens at the end/start of a new semester.
- People with ongoing scanning/card issues should be sent to Client Experience office, where they can make the necessary adjustment to their file.

Employee Check-in

- Log-in to Spectrum, using the workstation "Fitness Centre Employee Checkin". When you begin your shift, click on "Employee Check-in". Type your student number, and hit ENTER. It will say "You are not clocked in" in red → click on the button that says "Clock-in".
- To clock-out, follow these procedures again, and hit "Clock-out" when finishing your shift OR when taking a scheduled break. **Remember to clock back in when coming back from a scheduled break!**

Group Class Bookings & Member Check-ins

- In Spectrum, click on Group X → Class Management. Click on the current class, and check if the person in front of you is on the list for our in-gym group class. If they are on the list, then have them head over to the class. If they have not signed up for the class, and the class is full, apologize and let them know they can attend a class if they sign up online.

TOWELS & SPRAY BOTTLES

Cleaning towels (orange) and spray bottles are currently provided outside the B2 Gym for members to take on their way inside the gym. Members are encouraged to spray down their equipment after each use.

Personal towels are currently NOT being enforced, but will be subject to change as our systems/needs change. Please be sure to enforce any policy changes that occur once the Fitness Manager approves.

TROUBLE SHOOTING EXCEPTIONAL SCENARIOS

- 1) *Gym feels too warm/hot*

The first thing you should do is check the temperature of the gym. The thermostats are located throughout the gym, but you should check the one on the wall leading to the big mezzanine AND the one on the far left wall of the big mezzanine (the hottest area of the gym). Note the temperature. For reference, the gym should be 21C or lower (ideally 20C).

Next, LOOK UP at the green vents to ensure they are inflated. If they are deflated this means ventilation is shut OFF, and we need to address this ASAP. Reach out to let a manager know and they will let facilities know.

Lastly, turn ON all available fans to increase circulation of air. Remember to turn these OFF at closing time. Please remember this building is old and when seasons transition it will always take several days to recalibrate.

2) Leaking water from the ceiling

If it's a slow drip, use orange towels to absorb, place hazard cones around the leak, and let a manager know right away. If the leak is steady, place a garbage bin underneath, place hazard cones around it, and let a manager know right away.

3) Member lost their ID card

Check if they left it at the desk in the card holder. If not located, direct them to the front desk to see if it turned up there. **ALL found ID cards should be brought to the front desk of the building at the end/beginning of your shift.**

4) Member lost an item

Point them to our B2 Lost and Found bins. If the item is not there, direct them to the Equipment Room lost and found to check there (main floor, across from baskets/women's change room).

WATER FOUNTAINS

The water may sometimes appear white. It is safe to drink, it is simply the filter putting too much air into the water. Advise members to let the water run for a minute before refilling their water bottle.

WORK STANDARDS & PROCEDURES

- 1) B2 Gym Attendants must arrive on time wearing their work shirt, prepared to work for the entire shift. Failure to arrive on time for a working shift, or not showing up for a scheduled shift is not acceptable and will result in a verbal warning, followed by disciplinary actions.

PLEASE NOTE: failure to arrive to an OPENING shift on time (OR a missed opening shift) will

result in an immediate disciplinary meeting with the Fitness Manager, an HR advisor, and an AMUSE union representative.

- 2) B2 Gym Attendants must periodically circulate the gym to monitor member safety, member check-ins, and ensure that only members and guest pass holders enter via the turnstiles. Exceptions and special access will be made by the Fitness Manager, and communicated ahead of time with Attendants. When 2 employees are on shift, one should be at the desk area attending to members needs, while the other is cleaning or circulating the gym. When working alone, the employee will clean and do daily duties when possible during slower times, and always make sure to attend to members needs first as they arise. Should an attendant need to leave the B2 Gym to use the restroom or to get towels, they must communicate with a co-worker/Fitness Manager/security to ensure supervision of the B2 Gym is maintained at all times.
- 3) B2 Gym Attendants are expected to follow and enforce the B2 Gym rules and etiquette. This applies whether you are on shift, or off shift and acting as a patron of the B2 Gym.
- 4) B2 Gym Attendants must submit shift availability in iWork when requested by the Fitness Manager, unless they have communicated an exceptional circumstance.
- 5) B2 Gym Attendants may NOT eat food in the B2 Gym or leave food out at the Attendants' Desk. Should an employee need to eat because they are feeling light-headed/unwell, they must communicate with a co-worker/Fitness Manager and arrange that the B2 Gym is monitored while they step out to eat something quickly. Please ensure that you eat before you begin your shift.
- 6) B2 Gym Attendants may NOT do homework or non-work activities at the Attendant's desk area. This is a job and a business, and this does not look professional.
- 7) B2 Gym Attendants must clock in/out during their shift, and initial the daily tasks that they have completed. Failure to complete daily tasks must be communicated to the Fitness Manager, so that they can arrange to have these tasks completed on other shifts.
- 8) All B2 Gym Attendants must have current Standard/Emergency First Aid + CPR certification. If this certification expires it is up to the employee to get recertified, and shifts will be suspended until they provide a temporary/hard copy of their new certification.