



Handbook

2015-2016

George Mason University  
Mason Recreation  
4400 University Dr. MSN 1G6  
Fairfax, VA 22030 (703)993-3921

# Employee Handbook

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## Receipt and Acknowledgement of Mason Recreation Employee Manual

Please read the following statements, sign below and return to your supervisor.

### Understanding and Acknowledgment Receipt of Mason Recreation Employee Manual and Employment Policies

I have received and read a copy of the Mason Recreation Employee Manual. I understand that the policies and benefits described in it are subject to change at the sole discretion of Mason Recreation at any time.

I also understand that I have/will receive(d) a discounted CPR, AED, First Aid, and/or Specialty Certification by Mason Recreation; and if I resign or am terminated from employment within the current or following semester of certification, I may be responsible for repaying Mason Recreation in full for the total amount of the certification.

I also authorize and permit Mason Recreation to complete a background check on me (if needed). I understand obtaining these reports will be at the expense of Mason Recreation and may or may not be required as a condition of my employment. I also release my likeness for promotional photographs to the discretion of Mason Recreation.

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Employee's Name (print clearly)

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Position(s)

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Employee's Signature

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Date

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## Introduction

### Welcome

We are excited you have accepted the opportunity to become a part of the Mason Recreation team. We need employees such as you, who are reliable, communicate well with customers and staff, show a positive attitude, as well as understand and will assist in keeping Mason Recreation at the forefront of well-being on campus. This manual is designed to review the rules, policies, procedures and philosophies set forth by the department. We know you will represent us well by meeting and greeting our patrons and giving them the top notch service they deserve. Welcome!

### Mission Statement

Mason Recreation is committed to enriching the physical and holistic well-being of the diverse students and community that is George Mason University through quality facilities, programs, and services.

### Vision Statement

We will be at the forefront of the George Mason University community's well-being. Recreation will be a vital aspect of campus life, valued for our innovative and efficient uses of resources to advance learning and the human condition.

### Core Values

**Community** – We value our effect on a strong community by being responsive and by building diverse and inclusive relationships.

**Growth & Positive Impact** – We value growth and vitality through experiential learning supported in a caring environment to enhance well-being.

**Respect & Integrity** – The Mason Recreation family values respect and integrity through honesty, civility, and the free exchange of ideas.

**Safety** – We place personal and physical safety as a priority.

**Fun** – We have fun in everything we do.

**Teamwork** – We support teamwork through leadership, cohesion, and resilience.

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## What is Mason Recreation?

George Mason College officially separated from the University of Virginia in 1972. In the early 1980's that the George Mason Field House was constructed. It became the first recreation facility at the university. It wasn't until 1997 when the Aquatics and Fitness Center (AFC) opened, providing a facility dedicated to recreation.

Mason Recreation saw tremendous growth over the next fifteen years following the opening of the AFC. In 2007 the AFC was renovated to include a fitness gallery and the Sector B section of the facility. Skyline Fitness Center opened in the fall of 2008. This building was constructed thanks to financial contributions from Housing and Residence Life in their construction of Southside Dining Hall. In the fall of 2009 renovation of the former P.E. building was completed and the Recreation and Athletic Complex (RAC) was opened.

The majority of Mason Recreation's history has been as a subset of athletics, but in the summer of 2012 Mason Recreation joined University Life. In 2013 the EDGE officially joined Mason Recreation and in 2014 the Outdoor Adventures area was implemented. Today we have three facilities, four recreational fields, outdoor tennis and basketball courts, high and low challenge courses, and employ over 300 student employees.

## Informal Recreation

**The Aquatic and Fitness Center (AFC)** – Located next to Potomac Heights.

- Weight training/strength gallery
- Cardio Gallery
- Cycle studio
- Multipurpose room
- Olympic size competition pool
  - Short Course: 20 25yard lanes (fall/spring)
  - Long Course: 8 50meter lanes (summer)
  - 2 3meter diving boards, 4 1meter diving boards
  - Home of men's and women's ICA Swimming and Diving teams
- Recreation Pool
  - 6 25yard lanes and zero depth entry point with wading area
- Whirlpool (14 seats)
- Sauna
- Classroom
- Administrative offices
- Stretching room
- Men's and women's locker rooms with showers
- Family changing room

**The Recreation Athletic Complex (RAC) - Recreation Athletic Complex (RAC)** – Located on Patriot Circle.

- Weight training/strength gallery
- Cardio gallery
- Martial arts/dance room
- Yoga/Pilates room
- Linn gym (Wood floor)
  - 2 basketball courts

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- 3 volleyball courts
- Cage gym (Multipurpose floor)
  - 2 basketball courts
  - 2 volleyball courts
  - 1 Futsal court
  - 6 Badminton courts
- RAC Venue gym (wood floor)
  - 2 basketball courts
  - 3 volleyball courts
  - Home venue for Men's & Women's ICA volleyball, ICA Wrestling
- RAC Field (lighted turf field)
- 2 racquetball/wallyball courts
- 2 squash courts
- Academic classroom
- Administrative offices
- Equipment checkout
- Men's and women's locker rooms with showers
- Family Changing Room
- Freshens smoothie bar
- Multipurpose venue for men's and women's ICA Volleyball and Wrestling

**Skyline Fitness Center** – Located adjacent to Southside Dining facility.

- Variety of cardio equipment
- Weight training/strength equipment
- 1 basketball court
- Administrative offices
- Locker rooms \*no showers\*
- Lounge

**The EDGE Challenge Course** – Located at George Mason University's Science and Technology Campus.

- Challenge Course
  - Alpine Tower
  - Giant Swing
  - Low Elements
  - Total Team Challenge
- Piedmont Trail (1.2 mile loop wooded trail)

**West Campus Park** – Located on the West Campus via Campus Drive.

- Field 3 (lighted turf field)
- Field 4 (lighted grass field)
- Field 5 (grass field)
- Tennis courts
- Pavilion

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## Program Areas

**Aquatics** – Aquatic programs can be found in the AFC. We hold regular CPR/AED and First Aid training courses for members of the Mason community as well as the public. We also hold Lifeguard Training, Lifeguard Training Reviews, Water Safety Instructor, Safety Training for Swim Coaches, and CPR/AED for the Professional Rescuer and Health Care Provider Courses. Aquatics also offers a very popular private and semiprivate swim lesson program, water aerobics (both shallow and deep), as well as Masters swim team with a variety of practice times. New in 2015 we have begun offering Discover Scuba and Open Water SSI courses. All aquatics programs are taught by nationally certified instructors.

**Club Sports** – Mason Club Sports provides students a chance to compete at a high level without the time commitment of a D-I Varsity sport. Funded by the University and individual fundraising, Club Sports provides a competition stage less competitive than the University's Division I varsity program, while still promoting sportsmanship and skill development. Club Sports are student-led organizations, coached by fellow students and/or often community members. The department offers 35 different sporting programs involving over 700 University students. Sports are divided into Men's, Women's and Co-Rec teams. The department welcomes individuals of all skill levels, and requires participants to complete liability and insurance documents to ensure their safety in the event of potential injury in competition and practice. Certified athletic trainers are present during practices and games as first responders to incident and injury.

**Intramural Sports** – Intramural sports provide current Mason students, faculty, and staff an outlet to participate in organized sport leagues, tournaments, and special events including but not limited to 11v11 and 7v7 soccer, 4v4 flag football, basketball, volleyball, indoor triathlon, badminton, cricket, softball, and ultimate frisbee. Sports are offered in co-rec, men's, women's, and Greek leagues. Full-time students can log in to IMleagues.com to create a team or to participate, and part-time are permitted to do so after paying the part-time student fee. Intramural tournaments and leagues take place in Mason Recreation facilities, and on Mason's West Campus, depending on the semester and the sport. Participants of all skill levels are encouraged to participate, as we offer both competitive and recreational levels of play.

**Fitness** – The Fitness Program strives to offer diverse programs, which encourage healthy productive life styles regardless of ability of fitness level. Group fitness classes such as Group Exercise, Indoor Cycling, Yoga & Pilates, and Martial Arts & Self-Defense are offered to patrons of Mason Recreation facilities. Personal training packages are offered by NASM and ACE certified personal trainers to interested patrons, while certification preparation courses are offered for 10-week and 16-week periods. Special events are held yearly by the Fitness department, showcasing fitness talent, and promoting health and fitness to all patrons.

**Outdoor Adventures** – New to Mason Recreation Fall 2014! Outdoor Adventures provides a venue for nature and outdoor enthusiasts, and those with interests in outdoor recreation. Each semester the OA staff offer outdoor experiences and excursions such as paddle boarding, kayaking, canoeing, hiking, backpacking, biking, climbing and environmental service projects. Students sign up and join a group of 10 to 24 other outdoor enthusiasts for day, overnight, or extended day trips. For the novice or experienced outdoor explorers, tutorial clinics and workshops are offered on topics such as: trip planning, outdoor cooking, stove construction, food preparation, bear bag set-up, paddling and rock climbing skills, and a range of other skill building activities. More packages and offerings are under review and will be announced upon their finalization. Gear Rental is also available for Mason affiliated groups and individuals.

**EDGE** – Is a hands-on experiential learning, teambuilding, and organizational development training provider located on the Science and Technology Campus. EDGE offices are located in the Freedom Fitness and Aquatic



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Center. EDGE programs offer thought provoking, fun team development activities and workshops grounded in cutting edge team and organization learning theory. Home to a vast challenge by choice high and low element course at Prince William Campus, the EDGE also offers EDGE on Wheels allowing programming virtually to go anywhere.

## What You Can Expect From Mason Recreation

Mason Recreation is committed to our student and wage employees. We are here to guide your development through hands on training and development, committee involvement, and workshops geared to continue to prepare staff for any job field they chose to enter after Mason Recreation.

### All Staff Development/Required Trainings

The Friday prior to each Fall and Spring academic semester there is a required All Staff Development session. All facilities will be closed to ensure no staff is left behind. This staff development session aids in general knowledge, team building, and fun! Each area has specific training required for their areas. Please refer to area specific manuals for additional information on specific trainings.

All University employees are required to participate in Sexual Harassment and Equal Opportunity Employment Training and complete the Gallup StrengthsFinder evaluation. Additionally, dependent on your position with Mason Recreation, required training sessions may include but are not limited to: CPR/AED + First Aid, Blood Borne Pathogens, Hazard Communications, Fire Extinguisher Training, Diver Training, and Motorized Utility Vehicle (MUV) Training. Please refer to your area's specific manual for a complete list of certifications/trainings required for your position(s).

### Committee Opportunities

**Incentive Committee** - The incentive committee is designed to provide Mason Recreation staff with activities and superlatives to promote a sense of camaraderie throughout different areas. Past events have included the annual Halloween decorating contest, the end of the year potluck, and the midsummer barbeque. This committee is also in charge of the employee of the month, semester, and year awards.

**Getting Involved:** To get involved in the Incentive Committee, please speak to your supervisor or one of the student representatives about meeting times.

**Recreation Advisory Board** - The primary purpose of the Recreation Advisory Board is to advise the Executive Director of Recreation and his/her staff of the recreation interests of the university Constituencies. Members of this board serve as a bridge between recreation and other areas of University life and the George Mason. This board's responsibilities include conveying recommendations, sharing data, information, and opinions, while communicating and interpreting the policies and procedures of Mason Recreation to those whom they represent. Relevant to Mason Recreation, the advisory board also selects the winner of the Mason Recreation employee of the semester and year winners.

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**Getting Involved:** A resume and cover letter are required for application to the Recreation Advisory Board. The student staff seats on the Recreation Advisory Board rotate annually and is a 1 year appointment. The call for applications and interviews are held towards the end of the Spring semester to begin the following Fall.

**Leadership Team** - The Leadership Team acts as a liaison between the professional and student staff. This committee focuses on interdepartmental development, promoting inclusivity, and preparing students for the future. Past events led by the Leadership Team include staff trainings, development seminars, and adopting a family during the holiday season. This committee is also in charge of selection for travel funding opportunities for both student and wage staff.

**Getting Involved:** The Leadership Team requires both a resume and cover letter at an ad hoc basis. New members for this team will be selected when members decide to leave the board, can no longer make the regular meeting time, or graduate from George Mason. This team usually accepts between 3-5 members per semester depending on demand.

## Development Workshops

New in Fall of 2014, the Student Staff Development Committee was charged with creating and implementing a variety of opportunities to assist with student staff development. As part of your employment, student staff are required to participate in one developmental opportunity a month (Sep, Oct, Nov, Feb, Mar, Apr). There are various options to meet the requirement in order to work with students busy schedules. Opportunities include, but are not limited to: scheduled workshops, drop in with Career Services (must have CS complete meeting form), selected Ted Talk videos and reflection paper, volunteer work with reflection questions, reading and reflection question on pertinent articles or books on development. A calendar of scheduled workshops will be updated throughout the semesters and email communication will be sent from the Student Staff Development Committee Program Assistant. Serving as a committee member may also count towards your once a month development participation with permission from your supervisor.

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## Mason Recreation Facilities, Hours, and Staff

### Mason Recreation Facilities

**Tennis Courts** are located at West Campus. The tennis complex features eight (8) NCAA/USTA regulation courts equipped with lights.

**RAC Field** is located adjacent to the RAC, the RAC Field features a 120x80yd lighted turf field, with seating for approximately 800.

**West Campus Park** features two lighted fields; one natural grass and one turf surface. The complex features a third non-lighted grass field.

The **Aquatic and Fitness Center (AFC)** is located on Patriot Circle next to Potomac Heights, the AFC offers a variety of cardio and weight equipment, fitness and wellness programs, 2 pools, a whirlpool, sauna, and locker rooms. (703) 993-3939 Floor plan available in Appendix A.

The **Recreation Athletic Complex (RAC)** is located on Patriot Circle across from student apartments, the RAC offers a variety of cardio and weight equipment, fitness and wellness programs, 3 gymnasiums, racquetball and squash courts, and a juice bar. (703) 993-5323 Floor plan available in Appendix A.

**Skyline Fitness** is located adjacent to Southside Dining. Skyline offers a variety of cardio and weight equipment, a gymnasium, Outdoor Adventures, and locker rooms (no showers). (703) 993-5055 Floor plan available in Appendix A.

**EDGE** is located at the Science and Technology Campus in Prince William. EDGE programs are scheduled a minimum of 2 weeks in advance 703-993-4313.

### Hours of Operation

Fall/Spring Semester

Area	Mon – Thurs	Friday	Saturday	Sunday
AFC*	6:00am – 11:00pm	6:00am – 9:00pm	8:00am – 7:00pm	9:00am – 9:00pm
RAC	6:00am – 11:00pm	6:00am – 10:00pm	9:00am – 9:00pm	9:00am – 11:00pm
Skyline	9:00am – 12:00am	9:00am – 12:00am	11:00am – 12:00am	11:00am – 12:00am
OA Rentals	Mon 11:00am – 5:00pm Thurs, Fri 11:00am – 6:00pm		Closed	Closed
Fields	Fields are open dawn until dusk unless otherwise posted		Fields are open at 12pm until dusk unless otherwise posted	
EDGE	8:00am – 6:00pm daily (programs must be schedule prior to use)			

\*Pools close 30 minutes prior to facility closure

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Summer (beginning the day following the last Spring final)

Area	Mon – Thurs	Friday	Saturday	Sunday
AFC*	6:00am – 9:00pm	6:00am – 9:00pm	8:00am – 7:00pm	9:00am – 9:00pm
RAC	12:00pm – 8:00pm	12:00pm – 8:00pm	12:00pm – 8:00pm	12:00pm – 8:00pm
Skyline	Closed			
OA Rentals	Mon 11:00am – 5:00pm Thurs, Fri 11:00am – 6:00pm		Closed	Closed
Fields	Fields are open dawn until dusk unless otherwise posted		Fields are open at 12pm until dusk unless otherwise posted	
EDGE	8:00am – 6:00pm daily (programs must be schedule prior to use)			

\*Pools close 30 minutes prior to facility closure

## Weather Policy

- Normal
  - University is open, business as usual; Roadways clear, power outage less than 2 hours
    - ALL FACILITIES OPEN NORMAL HOURS
- Level 1
  - Delayed opening/early closing; Most roadways/sidewalks clear, power outage more than 4 hours
    - Delayed opening (*close normal hours*)
      - AFC: 10:00AM
      - RAC: When the university opens
      - SKYLINE: 10:00AM
    - Early closing
      - AFC: 6pm or one hour past the university closing whichever is later
      - RAC: 1 hour after the university closing
      - SKYLINE: 12AM
- Level 2
  - Closed 1 day; 50% roadways/sidewalks clear, outage expected for 1 day
    - AFC: 10:00AM – 6:00PM
    - SKYLINE 10:00AM – 12:00AM
    - RAC: 1:00PM – 8:00PM
- Level 3
  - Closed multiple days, outage expected more than 1 day; Major roadways only
    - AFC: 10:00AM – 6:00PM
    - SKYLINE: 10:00AM – 12:00AM
    - RAC: 1:00PM – 8:00PM
- Full Closure
  - Closed unknown length of time
  - Limited access, regional power disruption
    - SKYLINE: 10:00AM – 12:00AM
    - AFC: 10:00AM-6:00PM
    - RAC: 1:00PM – 8:00PM

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## Mason Recreation Professional Staff

Flow chart can be found in Appendix B

<b>Administration</b>			
Executive Director	Willie Ehling	993-4217	wehling
Director	Connie Benson	993-9810	cgrunsta
Human Resources & Office Manager	Christine Walter	993-5321	charchic
Assistant Director of Marketing	Charles Nicholson	993-3792	cnichol6
Finance Manager	Stephen Kuchera	993-3921	skuchera
Membership & Web Coordinator	Steven Flutsch	993-5622	sflutsch
Assistant Director of IT & Assessment	Janae Haaland	993-3934	jhaaland
<b>Operations</b>			
Associate Director of Facilities	Erica Andresen	993-3814	ebarber
Assistant Director of the AFC & Skyline	Lee Ann Houston	993-3190	lhouston
Operations Manager, AFC & Skyline	Colby Grant	993-3290	cgrant2
Operations Manager, RAC	Tim Reffner	993-5159	treffner
Operations Manager, Outdoor Venues	James Rannels	993-3858	jannels
<b>Competitive Sports</b>			
Assistant Director, Competitive Sports	Paul Bazzano	993-3291	pbazzano
Head Coach, Crew Club/Coordinator, Club Sports	Bob Spousta	993-3289	rspousta
Assistant Director, Club Sports	Ryan Bradshaw	993-5819	rbrash5
Coordinator, Intramurals	Jeremy Hans	993-5818	jhans
<b>Aquatics</b>			
Director, Aquatics	Sarah Litowich	993-4986	slitowic
Aquatic and Safety Coordinator	Vacant		
<b>Fitness</b>			
Director, Fitness	Ethan Carter	993-3935	ecarter8
Coordinator, Group Exercise	Patty Jarrett		pjarrett
Graduate Assistant, Fitness	Cassie Hynus		chynus
Graduate Assistant, Fitness	Sheri Gravette		sgravett
<b>EDGE/Outdoor Adventures</b>			
Associate Director, EDGE & Outdoor Adventures	Susan Johnson	993-3761	sjohnsoi
Assistant Director, EDGE	David Heath	993-9826	dheath
Sales Account Manager	Sue Czarnetzky	993-4313	sczarnet
Facility Manager, The EDGE	Dan Nellis	993-7021	dnellis
Coordinator, Outdoor Adventures	Ryan Murphy	993-5138	rmurph14
<b>Maintenance</b>			
Assistant Director, Maintenance, Safety & Security	Dennis Good	993-5128	dgood
Coordinator, Maintenance	Vacant		
General Maintenance Worker, AFC	Elena Bratichko	993-4028	ebratich

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## Employee Policies

### Employee Rights, Responsibilities, and Expectations

#### Rights

- The right to be treated fairly and equitably by your employer.
- The right to know what is expected of you concerning your work schedule, actual duties, and any other requirements made by the supervisor.
- The right to be informed about your work performance through verbal communication and performance evaluations.
- The right to an explanation if you are terminated.
- The right to review your employment files including department evaluations.
- The right to use your campus jobs as references for future employers and/or credit institutions.

#### Responsibilities

- Reporting to work on time and completing your scheduled shift.
- Working your schedule as agreed upon when hired, which may include working the days surrounding or during study and exam weeks, fall and spring breaks, and university holidays/vacations.
- Giving notice (in a timely manner) to your supervisor for planned or unexpected absences. You are ultimately responsible for getting your shift covered. Tardiness and unexcused or excessive absences are grounds for disciplinary action or dismissal from the job.
- Following department rules concerning appropriate dress, use of office equipment and supplies, use of radio, phones and computers, etc.
- Completing job duties as assigned and requested, and not conducting personal business (homework, email, texting, phone calls, web use, etc.) unless first approved by your supervisor.
- Treating your co-workers and supervisors with respect and consideration.

#### Expectations

- Mason Recreation expects its employees to be persons of character, committed to enhancing the experiences of all patrons.
- Provide customer service with a smile.
- Maintain professionalism when communicating with patrons, supervisors, and peers.
  - Through email, phone, or radio communication
- Each student employee is not only a representation of Mason Recreation, but the entire university – strive to seek professional development opportunities and capitalize on them.
- Be punctual and arrive ready to work.
  - 5 minutes early is on time.
  - Arriving as your shift begins is arriving late.
- Strongly enforce all facility rules – consistency across the board makes our team stronger and our policies easier to enforce.
- Cleaning duties are not a choice: these are required duties that must be maintained.
- Personal/Cell phone use is prohibited during your shift.
- Direct any questions beyond your scope of knowledge to the proper person or resource, such as a supervisor.

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## Positions and Pay

### Wage Employment Position Classifications

	Minimum	Maximum
<b>Level I</b>	8.25	8.75
<b>Level II</b>	9.00	10.50
<b>Level III</b>	12.00	13.00
<b>Level IV</b>	15.00	Market

### Level I

Duties at this level are routine and simple in nature. These positions are closely supervised. Very specific written and/or oral instructions are provided. No previous experience or specific skills required and employees will be trained to perform the duties of the position.

**Minimum Qualifications:** None. CPR/First Aid may be required based on position and will be provided by the department.

**Wage Range:** \$8.25 to \$8.75

### Positions at this level:

	Pay Rate
<b>CSA I</b>	8.25
<b>Fitness Attendant I</b>	8.25
<b>Program Assistant I</b>	8.25
<b>Marketing Assistant I</b>	8.25
<b>Intramural Scorekeeper</b>	8.25
<b>Event Staff I</b>	8.25
<b>OA Staff on Duty</b>	8.25

### Level II

Duties are less routine and more varied. These positions perform responsible tasks that require the employee to make some decisions. Employees are given general instructions and are expected to use some judgment in completing tasks.

**Minimum Qualifications:** Adequate skills to perform specific duties without detailed supervision and some job related experience is required (i.e. one semester in level 1 position). CPR/First Aid and additional certifications are required based on position and must be acquired prior to starting in the position.

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**Wage Range:** \$9.00 to \$10.50

**Positions at this level:**

	<b>Pay Rate</b>
<b>CSA II</b>	9.00
<b>Intramural Official I</b>	9.00
<b>Event Staff II</b>	9.00
<b>Fitness Attendant II</b>	9.25
<b>Fitness Equipment Tech</b>	9.50
<b>Intramural Official II</b>	9.50
<b>Lifeguard</b>	9.50
<b>Program Assistant II</b>	10.00
<b>Marketing Assistant II</b>	10.00
<b>Pool Operator</b>	10.00
<b>Down Week Worker</b>	10.50
<b>Special Event Lifeguard</b>	10.50
<b>EDGE Facilitator in Training</b>	10.00

## Level III

Duties are moderately to highly complex, varied, and involve a substantial degree of responsibility and judgment. Employees must take initiative regularly and frequently and must be able to provide information regarding unit procedures, rules, and regulations. Incumbents may be responsible for training lower level positions and acting as a lead supervisor over wage workers. Incumbent must possess specific knowledge and skills to perform duties without detailed supervision.

**Minimum Qualifications:** Related training or technical experience required (one year experience in Level I or II role). Related coursework may be substituted for experience. CPR/First Aid and additional certifications are required based on position and must be acquired prior to starting.

**Wage Range:** \$12.00 to \$13.00

**Positions at this level:**

	<b>Pay Rate</b>
<b>MOD (all buildings)</b>	12.00
<b>Head Lifeguard</b>	12.00
<b>Intramural Supervisor</b>	12.00
<b>Field Supervisor</b>	12.00
<b>Special Event Supervisor</b>	12.00
<b>Marketing Assistant III</b>	12.00
<b>Level IV Meeting Pay</b>	12.00
<b>Special Event Head Lifeguard</b>	13.00
<b>EDGE Facilitators</b>	12.00



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## Level IV

Duties are highly complex, varied, and involve a substantial degree of responsibility and judgment. Employees must take initiative regularly and frequently and must be able to provide information regarding unit procedures, rules, and regulations. Incumbent must possess specific knowledge and skills to perform duties without detailed supervision.

**Minimum Qualifications:** Three months (full-time equivalent) related training or technical experience required. CPR/First Aid and additional certifications are required based on position and must be acquired prior to starting. Related coursework may be substituted for experience.

**Wage Range:** \$15.00 to market

### Positions at this level:

	Pay Rate
Senior EDGE Facilitator	15.00
Water Safety Instructors	16.00
Personal Trainers	17.00
First Aid/CPR Instructors	18.00
Assist. Masters Swim Coach	20.00
Masters Swim Coach	25.00
Group Fitness Instructors	25.00
Spin Instructors	25.00
Water Aerobics Instructors	25.00
Yoga/Pilates Instructors	30.00
Leading EDGE Facilitator	50.00

## Other Pay Considerations

### Minimum Shift

No shift will be scheduled for less than two hours. In addition, wage employees will be paid a minimum of two hours for any shift which, by no fault of their own, is less than two hours. **NOTE:** If an employee is sent home from a shift, before reaching the two hours mark, due to a conduct or job performance issue they will not receive the minimum shift payment.

### Holiday/University Closure

During the following Federal Holidays and University Closures each employee will receive the University Closure pay rate of \$1.00 more than their normal rate of pay for that position. This pay rate is an additional timesheet and it is the employee's responsibility to ensure they fill out the correct timesheet.

### Recognized Holidays and University Closures:

New Year's Day  
Martin Luther King Day  
Memorial Day

# Employee Handbook

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Independence Day  
Labor Day  
Columbus Day (fall break)  
Thanksgiving Day and the day after Thanksgiving  
Winter Break – typically December 24<sup>th</sup> – January 2<sup>nd</sup>  
Spring Break

## Meetings and Training

Staff earning wages in Levels IV will be issued a “meeting” time sheet they are to use for meetings and training sessions with a pay rate of \$12.00 per hour.

## After Midnight Pay

Special Event shifts scheduled to start between 12am and 4am will receive time and a half pay until 6am.

Regular pay rates will be in effect until 12am and after 6am regardless of when the shift actually begins or ends.

## Weather Emergency

Any wage employee that works during a University weather related closure (snow day, flooding, hurricane, etc.) will be paid at the Holiday/University Closure rate of \$1.00 more than their normal rate of pay for that position and hours must be recorded on the appropriate University Closure timesheet.

## Shift Cancellation

Supervisors are expected to provide wage employees with 24hours notice of any shift cancellation. In the event that 24hours notice is not possible (intramural games, outside groups) employees will receive payment for half of the scheduled hours. **EXAMPLE:** An employee is scheduled to work an event 6pm – 12am. At 3pm the event is cancelled. The employee should record 3 hours on their timesheet for that position.

If the employee is already onsite when a cancellation occurs payment will be given for the entirety of the current hour PLUS one additional hour. **EXAMPLE:** An employee is scheduled to work an event 6pm – 12am. At 7:30 the event is cancelled (due to forfeit, rainout, etc.). The employee should record 3 hours on their timesheet.

## Time Sheets

For most of Mason Recreation employees, work hours will be recorded by the employee in Patriot Web.

Employees are required to enter their hours each pay period and submit their online timesheet by 11:59pm the close of the pay period. In addition to their Patriot Web time sheet, employees may be required to submit a paper time. It is not your supervisor's responsibility to notice that you did not get credit for a shift you worked if you do not enter time on your Patriot Web timesheet or follow substitute/trade board procedures. Please refer to your area specific manual for details.

As an employee you may hold various time sheets. It is the employee's responsibility to ensure they open and post hours in all time sheets periodically, even if they did not work a specific role that pay period. Time should be entered in the quantity of “0” in order to maintain an available time sheet. If you do not maintain time sheets and your time sheet expires it may take additional time to process payment. To ensure on time payment, keep your time sheets active.

# Employee Handbook

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## Pay Schedule

George Mason University processes payroll every other Friday. All employees must enroll with the direct deposit program. Upon your hire it may take up to four weeks to receive your first paycheck.

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your supervisor immediately. He/she will take the necessary steps to research the problem and to assure that any necessary correction is made promptly.

## Eligibility for Employment

Most Mason Recreation positions are designated as student wage staff only. Those that are designated student wage staff are not permitted to have non-student employees except for the occurrence of a student having graduated and remaining on staff. Graduated students are permitted to remain on as wage staff for one semester after graduating.

### Student Wage Only Positions:

- Customer Service Attendant
- MOD
- Fitness Attendant
- Area Program Assistants
- Intramural Officials
- Intramural Supervisors
- Park Supervisors
- Park/Event Staff

### Student and/or Wage Positions:

- Lifeguard
- Water Safety Instructor
- CPR/AED/FA Instructor
- Personal Trainer
- Group Fitness Instructor
- Outdoor Adventure Trip Leaders
- Outdoor Adventure Staff on Duty (Gear Rental Attendant)
- EDGE Facilitators

# Employee Handbook

## Attire and Personal Appearance

### Work Attire

Work attire varies per position and should be worn at all times while on the clock. Wearing your uniform outside of your shift is prohibited. Mason Recreation employees are expected to have a neat appearance during all shifts. This includes, but is not limited to:

- Unaltered staff shirt (tucked in for specific positions)
- Nametags are to be worn at all times in the upper right hand side of your issued shirt or jacket
- Clean, well-kept pants or shorts (shorts must be approaching the knee) in khaki, black, or other approved colors. Bottoms must be free from rips, tears, or frays.
- Belt if needed to prevent underwear from showing
- Comfortable, closed toed shoes
- No hats\*, sunglasses, or large jewelry
  - GMU brand hats may be worn by Outdoor Supervisor. If not GMU brand must be solid black, white, grey, or green.

If an employee is cold, he or she may wear a Mason Recreation jacket. If an employee wishes to wear a shirt under their staff shirt we ask it be either black or white with no writing on the sleeve.

### Personal Appearance

Mason Recreation employees should maintain a professional appearance while on duty. This includes, but is not limited to:

- Clean articles of clothing
- Wrinkle-free, or minimal wrinkled clothing from use during the day
- Hair groomed, including facial hair
- Good and attentive posture while seated

### Dress Code Per Area

#### Customer Service Attendants (CSAs)

- Males: Khaki colored chino style pants or shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), issued green Mason Recreation polo tucked in with belt, issued green jacket (if cold and require a jacket), closed-toe shoes, name tag
- Females: Khaki colored chino style pants or shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), issued green Mason Recreation polo, issued green jacket (if cold and require a jacket), closed-toe shoes, name tag

#### Managers on Duty (MODs)

- Males: Khaki colored chino style pants or shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), issued grey Mason Recreation polo tucked in with belt, issued black jacket (if cold and require a jacket), closed-toe shoes, name tag
- Females: Khaki colored chino style pants or shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), issued grey Mason Recreation polo, issued black jacket (if cold and require a jacket), closed-toe shoes, nametag

# Employee Handbook

## Fitness Attendants

- Males: Khaki colored chino style pants or shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), issued green Mason Rec polo tucked in with belt, issued green jacket (if cold and require a jacket), closed-toe shoes, name tag
- Females: Khaki colored chino style pants or shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), issued green Mason Recreation polo, issued green jacket (if cold and require a jacket), closed-toe shoes, name tag

## Lifeguards

- Males: Issued black swim shorts, grey Lifeguard T-shirt, whistle with lanyard, fanny pack, name tag
- Females: Issued green shorts, grey Lifeguard T-shirt, swim suit (under shorts/shirt), whistle with lanyard, fanny pack, name tag

## Headguards

- Males: Issued black swim shorts, black Headguard polo, whistle with lanyard, fanny pack, name tag
- Females: Issued green shorts, black Headguard polo, swim suit (under shorts/shirt), whistle with lanyard, fanny pack, name tag

## Water Safety Instructors

- Male/Female: Appropriate swim suit with issued rashguard over top

## Safety Instructors

- Male/Female: Khaki, black, brown, or grey pants or shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), Mason Recreation polo, closed-toe shoes, hair away from face

## Intramural Officials and Score Keepers

- Shorts/Pants: Issued black Nike shorts or solid black pants (outdoor sports)
- Exceptions:
- Football: may wear 1 ¼" single stripe black pants
  - Softball: may wear navy blue or grey Umpire pants or shorts

## Shirts (vary by sport):

- Basketball, Volleyball, & Handball: 1" striped collarless v-neck
- Football: 1" striped w/collar and front pocket
- Soccer/Futsal: Yellow w/collar and front pocket
- Softball: Baby blue Umpires shirt

Shoes: All black shoes are preferred for all sports

Whistle (Fox40 with lanyard): required for Basketball, Football (finger whistle ok), Soccer, Handball, Volleyball

## Additional Equipment (supplied by department):

- Football: down indicator, 1 or 2 yellow flags, 1 bean bag (blue), black hat with white piping (optional), game card and pencil, watch or stopwatch
- Soccer: Yellow and Red cards, game card and pencil, watch or stop watch, flags for assistant Referees
- Volleyball: net measuring chain

# Employee Handbook

Softball: strike indicator, lineup card and pencil, masks, padding (optional), navy blue Umpire hat (optional), ball bag, plate brush

## Intramural Supervisors

Male/Female: Khaki colored chino style shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap) or pants with belt, issued grey or green Mason Recreation polo, closed-toe athletic shoes, green Mason Recreation pullover jacket (optional)

*Optional: additional layers underneath for outdoor weather, Mason hat outdoors only*

## Fitness Instructors/Aqua Aerobics Instructors

Male/Female: Appropriate workout attire

## Personal Trainer

Male/Female: Athletic shorts/pants or khaki colored chino style pants or shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), issued black or gold Personal Trainer shirt, closed-toe shoes, name tag

## Outdoor/Event Supervisors

Male/Female: Khaki colored chino style shorts (must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap) or pants with belt, issued grey Mason Recreation polo, closed-toe athletic shoes, nametag, green Mason Recreation pullover jacket (optional)

Hats are acceptable – If not GMU branded must be solid black, white, gray or green

*\*Exceptions may be made by the direct supervisor in times of inclement weather and/or other special circumstances*

## EDGE Facilitators

Male/Female: Shorts or long pants appropriate for outdoor wear ((must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), no tears, holes or frayed ends.. Issued EDGE shirt, clean and tucked in, issued EDGE name tag, socks and closed toed/heel shoes. Tattoos should be covered, facial hair groomed, hair pulled back and contained in a cap, bandana, or tie.

Minimal use of sunglasses. All jewelry and body piercing must be obtrusive and safe.

*Optional: Personal outerwear due to inclement weather will be necessary.*

## Outdoor Adventures- Trip Leaders/Office Staff

Male/Female: Shorts or long pants appropriate for outdoor wear ((must fit appropriately when sitting or standing and must be no more than 5-6" from the top of the knee cap), no tears, holes or frayed ends.. Issued OA shirt and name tag, socks and closed toed/heel shoes. Tattoos should be covered, facial hair groomed, hair pulled back and contained in a cap, bandana, or tie. All jewelry and body piercing must be obtrusive and safe.

*Trip Leaders optional: Personal outerwear due to inclement weather is to be approved by Coordinator, Outdoor Adventures. Sunglasses.*

# Employee Handbook

## Communication Devices

### Telephones

Most areas are equipped with a land line phone where patrons may be calling or transferred. Please use the following greeting when answering:

**“Thank you for calling Mason Recreation at the (Facility) (Area). This is (your name). How may I help you?”**

### Rules for phone usage

- Speak to the person as if they were there with you.
- If you are unable to provide the information they need, NO NOT GUESS, ask someone.
- If you need to leave the phone while they are still on the line, press the “HOLD” button.
- If they meant to call a different area, transfer the caller to the appropriate area.
- **Do not give out cellular phone numbers of student or professional staff.**
- University phones should not be used for personal calls.

### Transferring Calls

- Press “Trans”
- Dial 3 – XXXX
- After the first ring, press “Trans” again.
  - If the ringing stops the call is being transferred and you may hang up the phone.

### Two-Way Radios

Radios are provided to certain employees to aid in communication and for the safety of our members. All radio frequencies are public space and you will be held accountable for your conversations. Unnecessary radio conversations are not acceptable and may jeopardize the safety of our participants.

### How to use, General

- Turn Radio on with top right toggle
- Ensure you are carrying the correct radio for your station or have the correct radio at the corresponding station.
- Confirm the channel you are on. You can change the channel with the middle toggle OR the up down buttons on the left side of radio. There are 9 channels, however 7-9 are for senior staff use only.
  1. FX-AFC (building)
  2. FX-RAC (building)
  3. FX-SKY (building)
  4. FX-IM (function)
  5. FX-WEST(West campus)
  6. FX-REC (Repeater channel for entire campus)
  7. FX-UL (professional staff ONLY)
  8. FX-GMU1 (campus wide EMERGENCY channels ONLY, do not use unless campus wide emergency)
  9. FX-GMU2 (campus wide EMERGENCY channels ONLY, do not use unless campus wide emergency)
- All radios have the capability to SCAN. Professional staff, front desk, intramural, ATC, IM Supervisor and MOD's should always be in scan function. **Push the A button** – You are now scanning. You should not have to push the scan button each time you turn on/off your radio.

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- When scanning, you will not be able to change your channel. You must hit the A button again to turn off scanning, to change channel.
- Scanning allows you to pick up other channels (facilities/space) on your radios within your radios.
  - FX-AFC (building) – can pick up AFC and FX-REC
  - FX-RAC (building) – can pick up RAC and FX-REC
  - FX-SKY (building) – can pick up SKY and FX-REC
  - FX-IM (function) – can pick up IM and FX-REC
  - FX-WEST(West campus) – can pick up WEST and FX-REC
- Channels 1 – 5 and scanning allows you to hear the FX-REC channel. The FX – REC channel is to be used to get ahold of someone at another building/function.
  - If you need to speak to someone in another building/function you should change your channel to read FX-REC.
  - Once on the FX-REC channel you may radio another staff member in another building/function by saying, for example:
    - Connie from Erica on FX-REC
  - The staff member you radio must turn radio to FX-REC to have a conversation.
  - Everyone will be able to hear the call and the entire conversation. If sensitive information is needed to be discussed, use this channel to request a phone conversation.
  - Conversations on this channel need to be EXTREMELY short and to the point. When this channel is in use, all other communication is blocked.
- To communicate from radio to radio, please press and hold the push to talk (ptt) button on side and **WAIT FOR IT TO BEEP and WAIT A FULL SECOND** before beginning to talk.
- To communicate from radio to radio on channels 6-9, please push the push to talk (ptt) button on side and **WAIT FOR A TRIPLE BEEP followed by a SINGLE BEEP.**
- Student Staff communication
  - State AREA from AREA when communicating. Always state who you would like to communicate with FIRST.
    - Front desk from Fitness UP.
- Full Time Staff communication
  - Area or name from Full time staff name
    - Guard office from Erica
    - Lee Ann from Erica

## In an Emergency

- When in an emergency and the staff member needs assistance, they can push the ORANGE emergency button. This button will alert ALL radios within the facility/space to what radio is in emergency. The radio that has the emergency button pressed becomes an open microphone to all radios.
- To be able to respond back to the person that pressed the emergency button or to open up communication again, you will need to push the side button, hear a beep and repeat for three consecutive times.
- To disable your radio from the emergency response once it has been heard, you can turn off radio and turn back on.



# Employee Handbook

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## Etiquette

- Check screen to confirm you are on the right channel when communicating.
- Confirm radio is on a volume you can hear.
- Hold the transmit button down until you hear a BEEP to insure that the first part of your message is not cut off.
- Do not clutter up the air with non-essential information. Be careful what you say on the air. There are many ears listening. Many facts will be taken out of context even when carefully identified.
- DO NOT handle the radio by the antenna.
- Remove radio from belt when in the restroom.
- Be sure to turn off radio and put in appropriate charger at the end of the night.

## Cellular Phones

Conversations on a cell phone by employees in the public areas of the facility are not allowed. Text messaging and checking your email via your phone is also prohibited. We ask that your phone be put away during your shift. If you are off duty, please remove or cover your staff shirt before using your cell phone in public spaces – patrons do not necessarily know that you have clocked out.

Exceptions: IM Supervisor, MOD's, and EDGE and OA staff, Outdoor/Event Supervisors can carry cell phones in case of emergency or need to contact professional staff members.

If you have need to be accessible via cell phone while on shift you must obtain prior permission from your supervisor.

## Computers

The computers supplied throughout Mason Recreation facilities are there to provide greater service to our patrons, access large amounts of data quickly, and facilitate your job. You may only use CLASS for the functions associated with your position. You may not alter your photo ID. You are NOT PERMITTED to surf the web, download anything to the computer, or play computer games. Your focus should be on our patrons, not on the computer.

Personal commuturs are permitted for certain positions at certain locations. Please consult your area's specific manual for the rules regarding personal computer use.

## When Not Working

When you are not on shift with Mason Recreation please cover or remove your staff shirt. This way our patrons will not confuse you for a working employee. Additionally, we ask that you follow all rules and policies of Mason Recreation while using our facilities and participating in our programs. Do not put your fellow employees in a compromised situation by asking for favors or exceptions.

As an employee you are held to a higher standard while using Mason Recreation facilities. This includes the times when you are not working. Repercussions for violating any Mason Recreation policy (fighting, not checking in/out equipment, etc.) will be increased. We ask that as an employee, you respect all other Mason Recreation employees while working and do not make them bend/break rules for you.

# Employee Handbook

## Social Media

### Personal Social Media Use

Do not post anything on social media that could be viewed as negative against Mason Recreation. As an employee you have the responsibility to uphold the standards of professionalism of the department. Do not post pictures of illegal or inappropriate activity while wearing Mason Recreation uniforms. Personal social media accounts are not to be used during a shift.

### University General Recommendations

If you are responsible or have access to departmental social media editing rights, please adhere to the University recommendations. The keys to success in social media are being honest about who you are, being thoughtful before you post, and respecting the purpose of the community where you are posting. Be accurate. Make sure that you have all the facts before you post. It's better to verify information with a source first than to have to post a correction or retraction later. Cite and link to your sources whenever possible; after all, that's how you build community. If you make an error, correct it quickly and visibly. This will earn you respect in the online community.

- Do not host or share confidential or propriety university information.
- Provide only information that can be verified. Do not present false or misleading information. Include links and references to other websites where appropriate.
- Provide constructive comments with the aim of adding value to the conversation.
- Maintain content to keep it directly related to the topic of your site. Do not include any inappropriate personal information.

Be respectful. You are more likely to achieve your goals or sway others to your beliefs if you are constructive and respectful while discussing a bad experience or disagreeing with a concept or person. Think before you post. There's no such thing as a "private" social media site. Search engines can turn up posts years after the publication date. Comments can be forwarded or copied. Archival systems save information even if you delete a post. If you feel angry or passionate about a subject, it's wise to delay posting until you are calm and clear-headed. Be aware of your audience. Post news, events and items that are relevant to your target audience. With the influx of information in the Web era, your readers will be quick to ignore or delete you if your information is not helpful to them. Keep it updated. Online news is instant, so readers are looking for the most up-to-date information they can find. Always remember to follow good practices:

- Contact your supervisor when discussions involve sensitive subjects.
- Obtain appropriate written permission before publishing, transmitting, or storing copyrighted or intellectual property content on a University Affiliated Site.
- Quickly recall a post or respond quickly when asked for correction when you make a mistake.
- Apply common sense and exercise good judgment, discretion, and thoughtfulness when posting content on social media channels. Strive for high quality in content.
- Be respectful of comments received. Listen and read them carefully before posting your responses.
- Use social media channels responsibly; you are representing George Mason University.
- Moderate your site to make sure nothing is posted by others that violates confidentiality, policies, or laws.
- Be aware that information conveyed on an Affiliated University Site are statements of the University, and be cognizant of how that information will be perceived by all readers.

# Employee Handbook

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## Access to Facilities

For entry into most facilities and events, individuals are required to bring a valid George Mason University or Mason Recreation ID card. This policy applies equally to our employees. PLEASE do not take advantage of your co-workers by requesting or gaining admittance without ID. Please access Mason Recreation facilities through the front doors and swipe in upon arriving to work.

As an employee you may be granted key or door access to certain doors throughout our facilities. Those employees with external door access are trusted with access to facilities. Entry is permitted for work related purposes only. Any after-hours access will not be tolerated and employees are subject to termination if this privilege is abused.

## Access to Keys

Depending on your position within the department you may need access to various keys from time to time. Please ensure all keys are returned to their appropriate locations. Keys are not to be taken home or kept for extended periods of time. Access to keys is a privilege and can be revoked at any time.

## Scheduling Work Assignments

Determining a work schedule is solely at the discretion of the supervisor for a particular position. However generally the process is as follows:

- Each employee will notify his or her supervisor of class and other obligations prior to the beginning of each semester. Each supervisor has his or her own scheduling procedure. Please refer to your position specific manual or ask your supervisor if you have questions.
- Finals and long university breaks (Thanksgiving break, Winter Break, Spring Break, etc.) will have individual schedules depending on your area need and availability.

## Schedule Changes/Substitutions

Employees should arrive at their work stations on time and ready to work. Some supervisors may require employees to arrive earlier than the start time of the shift. Please check with your supervisor for scheduling policies for your particular area of employment. Any employee not able to arrive in a timely manner must notify their supervisor or the MOD/IM Sup/Head guard. Calling in does not excuse your tardiness, it allows your area to make necessary accommodations until you arrive. Incidents of tardiness may be cause for disciplinary action.

All unexcused absences, and/or tardiness, will be documented for future reference. Additionally, the employee may be subject to the Mason Recreation Employee Performance policy.

We understand that student employees may not always be able to work at their scheduled times due to unexpected events. If such a reason should arise, the employee (**NOT** MOD/IM Sup/Head Guard or full time staff) must find a substitute to work his or her assigned shift.

Many Mason Recreation positions post their shifts on myworkouts.com. Myworkhours.com also is home to the official trade board for those positions. You will be given an individual username and password to log into the webpage. Once logged in, you will be able to look at the posted schedule from your supervisor, post shifts, pick up shifts, and look at the shifts already posted or take. Please review myworkhours.com with your supervisor if you have any questions.

# Employee Handbook

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## **YOU ARE RESPONSIBLE FOR YOUR SHIFT UNTIL ANOTHER EMPLOYEE HAS OFFICIALLY TAKEN YOUR SHIFT!**

Along with posting your shift on trade board, Mason Recreation recommends you use the following procedure:

- Notify your fellow employees that you need a substitute well before the date in question
- If you have difficulty finding a substitute, co-workers should be contacted via phone or email to solicit their help.
- If you have called ALL of your co-workers and still cannot find a substitute, notify your supervisor of the problem AT LEAST two days in advance. There are no guarantees that the situation will be rectified and you may have to change your plans in order to work your scheduled shift.
- Failure to secure a substitute constitutes missing a shift, therefore planning in advance is essential.
- Make sure the substitute employee has been trained to work the position (ex. CSA's should not be subbing for lifeguards unless they are trained, and that they have an active time sheet in the position).

You may have to arrange a shift trade with someone in order to get your shift filled. Exams, papers, and projects are not excuses to miss work. It is your responsibility to manage your time accordingly.

Once an individual agrees to cover a shift he/she has to officially take the shift on trade board and is thusly responsible for working the indicated time. It is imperative that a person be certain he/she can work the requested shift PRIOR to agreeing to work the shift.

# Employee Handbook

## Reporting Practices

### Accident and Incident Reports

- **Accident:** Any time a staff member or patron leaves the facility in a different condition than which they came. Every time care is necessary for a patron, including any injury or accident, an employee must fill out an accident report (circle accident on the top of the form).
- **Incident:** Any time there is vandalism, fighting between patrons, theft, or other unusual behavior, an incident report needs to be filled out (circle incident on the top of the form).

### Reporting procedure

- Staff members involved need to complete the appropriate accident/incident report form as quickly as possible after providing care.
- The forms are located in the pool office and at the front desks of the AFC, RAC, Skyline, or onsite with supervising staff.
- Record only factual information about the incident of what was seen, heard and any action taken.
- Make sure to record legibly, with accurate and nonjudgmental or unbiased information. If a serious accident or incident occurs, signed and dated witness statements can be attached to the form. Make sure they are legible and unbiased as well. Please make sure that witnesses sign the form.
- Ensure the form has all necessary areas completed.
- When a form is completed in a Mason Recreation facility, after incident or accident form is completed, call MOD to submit to Operations Manager.
- When a form is completed off site (i.e. Outdoor Adventure trip), staff should turn it in to their Area Supervisor upon returning to campus.
- The Operations Manager or Area Supervisors should sign the Facility Manager line after review.
- We do not give out copies to the injured or their families at this time.
- Keep information on the accident or incident private, do not share the information with anyone else, except for the MOD or a supervisor.

### Employee Performance Reporting

Employee Performance Reports will be used by all staff to report positive and negative actions of incident by fellow staff members. Performance Reports should be submitted to the area supervisor for review. Supervisors will contact individual who wrote the report to inform them of receipt and that they will be investigating/taking action or ask for additional information. Supervisor will also contact the individual who the report is regarding to discuss the write up within 3 business days of receiving the report. In person meetings will be held by the supervisor if an employee reaches or exceeds 5 points. For full reporting policy, please see Appendix C.

# Employee Handbook

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## Appendices

Appendix A: Facility Floor Plans/Maps

Appendix B: Professional Staff Flow Chart

Appendix C: Wage Employee Performance Reporting Policy

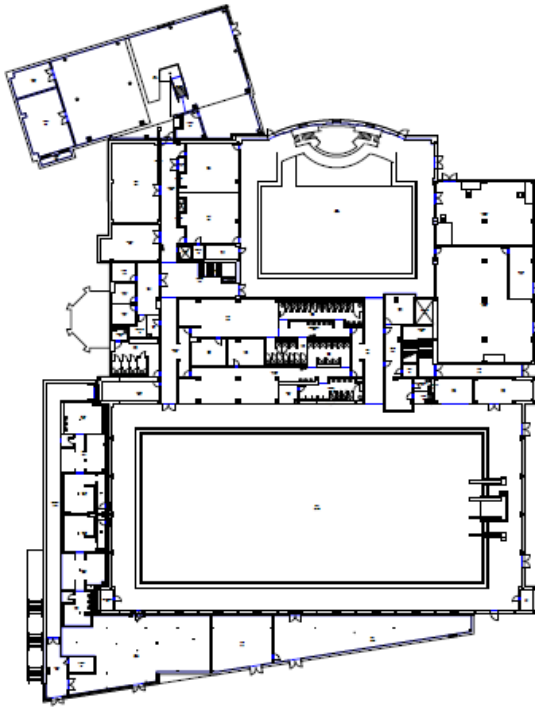
Appendix D: Student Wage Travel Policy

# Employee Handbook

## Appendix A: Facility Floor Plans/Maps

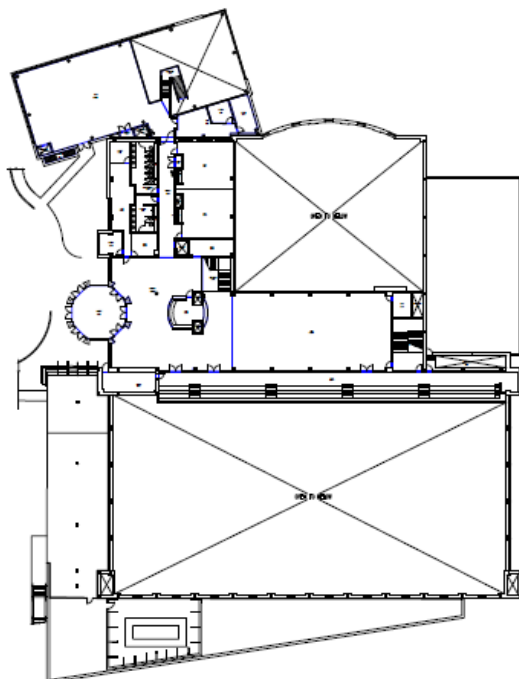
### AFC

#### AFC Basement



Room Number	Room Name	Room Number	Room Name
1	Weight Room	47	Women's Swimming Locker Room
1A	Maintenance Office	47A	W Swimming Restroom Area
5	Family Changing Room	47B	W Swimming Shower Area
12	Stretching Room front half	48	M Swimming Restroom Area
13	Stretching Room back half	48A	Men's Swimming Locker Room
15	Swim Team Lobby	48B	M Swimming Locker Room
15A	Swim Office	49	Hospitality
15B	Swim Office	50	Storage (golf cart)
15C	Swim Office	51	Storage (lane lines, etc)
18	Recreation Pool	102	Front Desk
19	Suana	103	Vending
22		105	Ops Mgr, AFC
23	Women's Locker rm.	105A	Asst. Dir, AFC
24	Women's Locker Room Showers	105F	Membership Coord.
25	Women's Locker Restroom	107	Office Area
27	Women's Rental Locker rm.	112	Front half classroom
28		113	Back half classroom
29	Men's Locker Room Showers	118	Multipurpose Room
32	Men's Rental Locker rm.	119	Spectator Seating
33	Competition Pool	119A	IT Dir
34		122	MP Closet
35	Varsity Diving Storage	123	Fitness Office
36	Aquatic Coordinator	123A	Fitness Dir
36A	Guard Office	123B	Fitness Assessment Office
37A	Guard Office Shower	124	Cardio, Fitness Galley
38	Spin Room	MENS1	Men's Locker Room
39	Hallway	MENS2	Men's Locker Room Restroom
42	Pit Storage Room	UNISEX	Family Changing Room Restroom
43A	Aquatic Director	UNISEX2	Guard Office Restroom
43B	Dive Coach	WOMENS1	Women's Locker Room sinks
46	Guard Office Storage	WOMENS2	

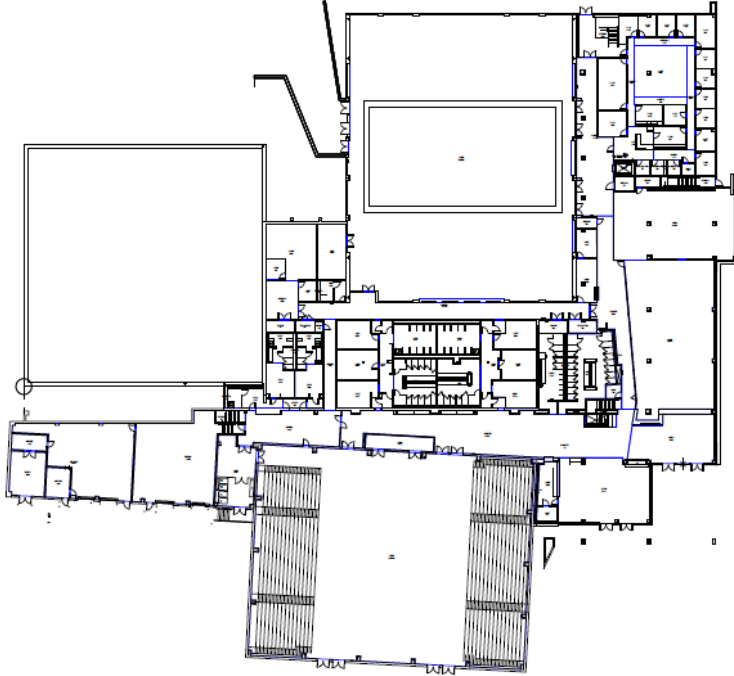
#### Main Floor



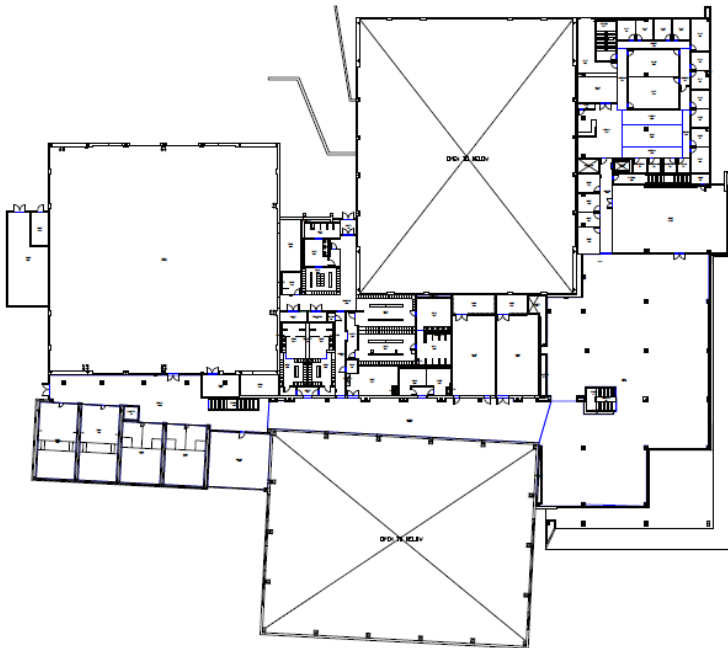
# Employee Handbook

## RAC

### Main Floor



### Second Floor

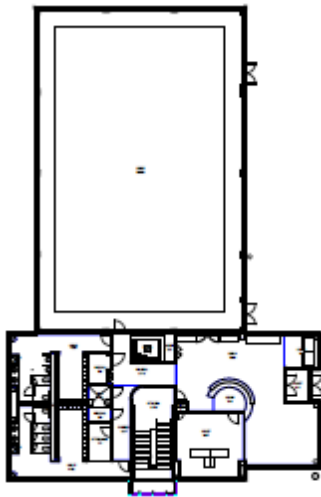


Room Number	Room Name	Room Number	Room Name
1001	Main Entrance	2001	Cardio Space
1002	IT Closet	2002	Martial Arts
1003	Weight Room	2003	Martial Arts
1005A	Janitor closet	2004	Corridor
1006	Equipment check out	2005	Assistant Director, Marketing
1007	Equipment check out storage	2007	Operations Manager, Outdoor Club Sports Coordinator & Head Coach, Men's Crew Club
1100	Lobby of Offices	2008	Coach, Men's Crew Club
1106	Executive Director of Recreation	2100	Lobby of ROTC Offices
1107	Associate Director, Facilities	2101	Closet
1108	HR & Office Manager	2102	Corridor
1109	Director of Recreation	2103	IT Closet
1110	Finance Manager	2104	Men's Restroom
1111	Assistant director, Competitive Sports	2105	Women's Restroom
1112	Assistant Director, Club sports & Coordinator, Intramurals	2106	Electric Room
1113	Head Coach, Women's Volleyball	2107	Storage
1114	Head Coach, Men's Volleyball	2107	RHT
1115	Head Coach Men's Tennis	2108	RHT
1116	Head Women's Tennis Coach	2109	RHT
1118	Conference room, small	2110	ROTC
1119	Conference room, large	2111	ROTC
1120	Work Room	2112	ROTC
1121	Operations Manager, RAC	2113	ROTC
1122	Break Room, Kitchen	2114	ROTC
1135	Open area - Cubbies	2115	ROTC
1200	Linn Gym	2116	ROTC
1201	Linn Gym, storage	2117	ROTC
1202	Athletic Training Storage	2119	ROTC
1203	Family Changing Room, Linn	2120	Conference Room
1204	Athletic Training	2121	ROTC Office Cubicals
1205	Athletic Training Office	2127	Supply Issue and Storage
1210	Men's Volleyball Locker Room	2128	Work Room Lab
1211	Men's Volleyball Locker Room showers	2129	Corridor
1212	Women's Volleyball Locker Room	2201	Yoga Pilates, MP #4
1213	Women's Volleyball Locker Room showers	2202	multi-purpose room #5
1214	Family Changing Room, RAC	2203	Classroom
1218	Women's Locker Room	2204	Classroom storage
1219	Women's locker area	2205	Men's Restroom
1220	Women's Basketball Locker Room	2206	Women's Restroom
1221	Visiting Women's Team Locker Room	2207	Fitness Storage
1222	Women's Locker Room showers	2210	Team locker room #1
1223	Women's Locker Room restrooms	2211	Team locker room #1, restrooms/showers
1224	Men's Locker Room	2212	Team locker room #2
1225	Men's locker area	2213	Team locker room #2, restrooms/showers
1226	Men's Basketball Locker Room	2215	Team Room Locker Room
1227	Visiting Men's Team Locker Room	2216	Team Room Lockers
1228	Men's Locker Room showers	2217	Team Room showers
1229	Men's Locker Room restrooms	2218	Family Changing Room, CAGE
1230	Men's Restroom	2227	Cage gym
1231	Women's Restroom	2228	Cage Gym, Storage
1233	RAC Gym	2229	Cage Gym, Storage #2
1234	RAC Gym Volleyball Storage	2230	ROTC
1235	RAC Gym Storage	2232	Squash Court #1
1236	Freshens	2233	Squash Court #2
1237	Freshens Storage	2234	Racquetball Court #1
1239	Freshens Dining	2235	Racquetball Court #2

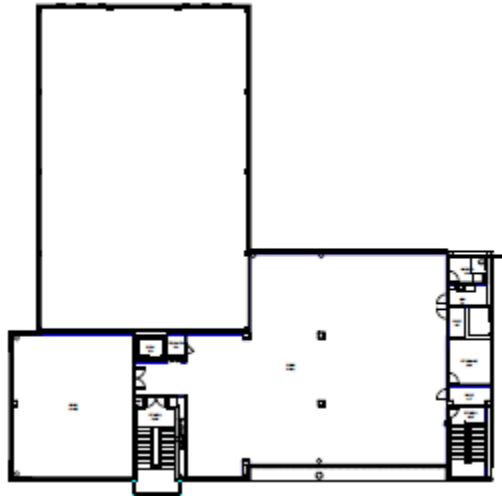


## Skyline

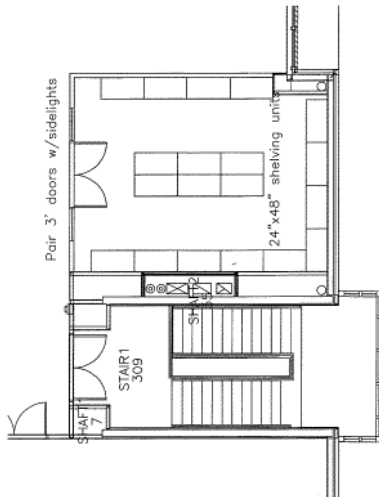
First Floor



Second Floor



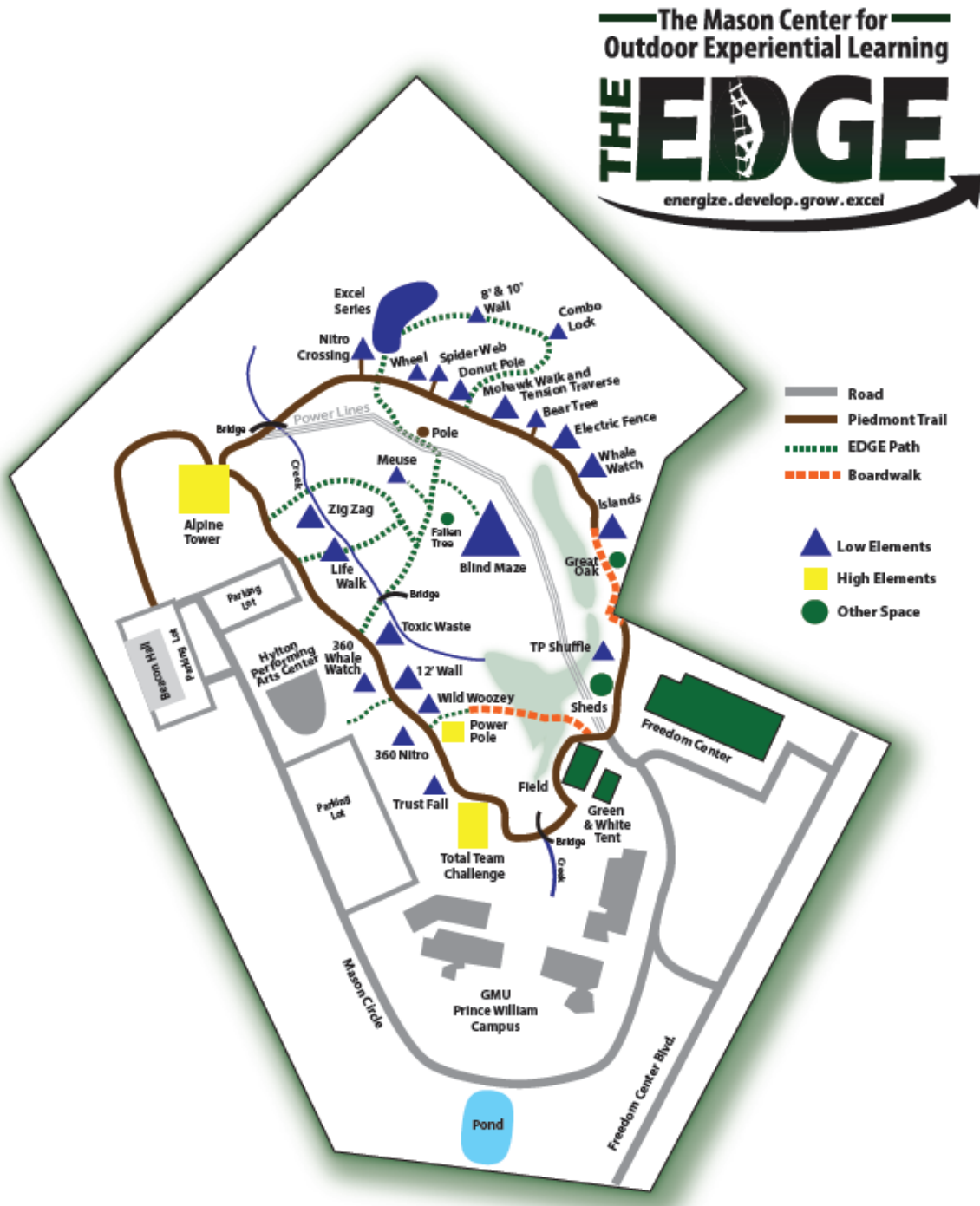
Upstairs Storage



Room Number	Room Name
1002	Front Lobby
1004	Main Entrance
1005	IT Closet
1006	Front Desk
1007	Admin Suite
1010	Men's Locker Room
1014	Storage
1015	Women's Locker Room
1018	Skyline Gym
2001	Weight Room
2006	Cardio Space
2008	
2012	
2013	Outdoor Storage

# Employee Handbook

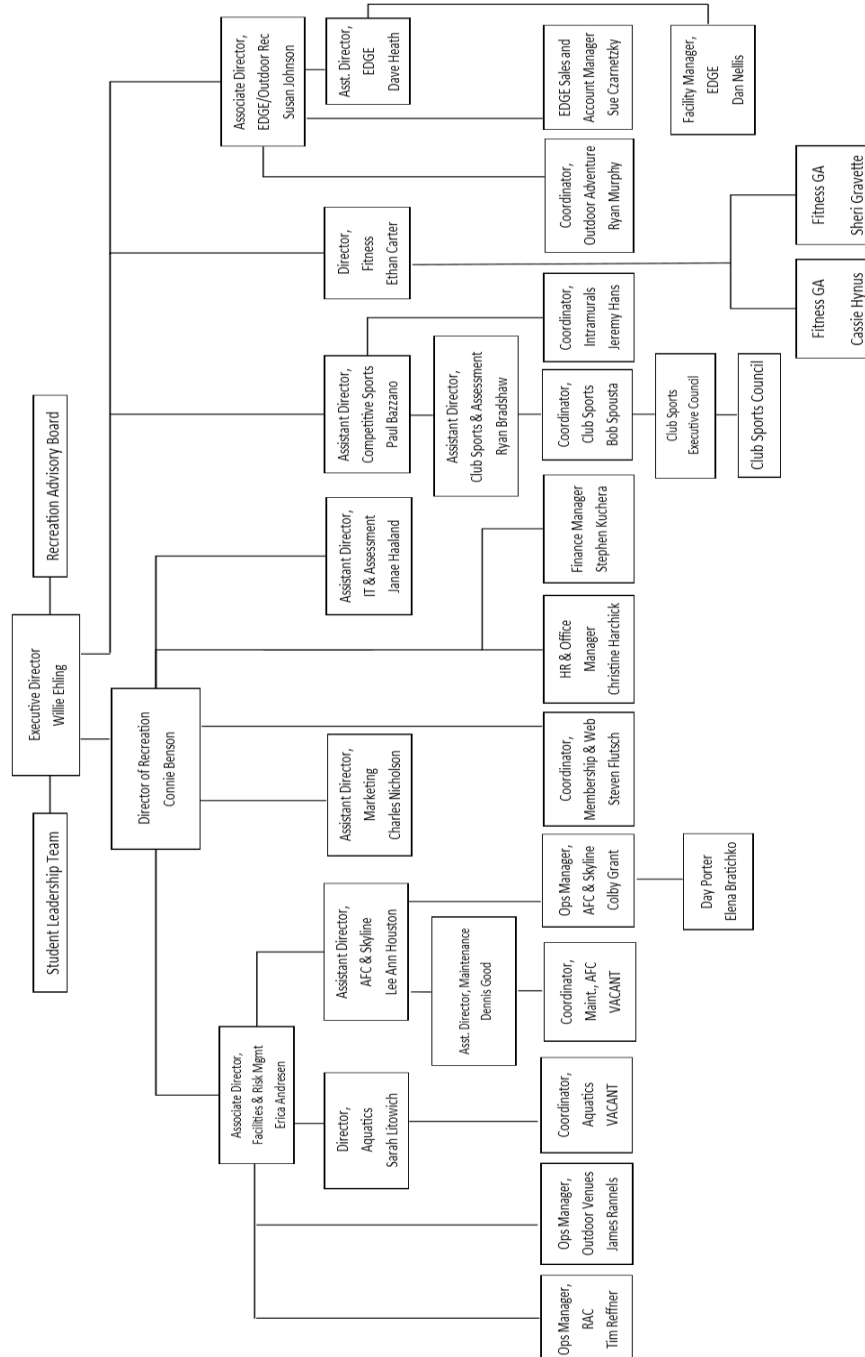
## EDGE



# Employee Handbook

## Appendix B: Professional Staff Flow Chart

### Mason Recreation August 2015



# Employee Handbook

## Appendix C: Wage Employee Performance Reporting Policy

Employee Performance Reports will be used by all staff to report positive and negative actions or incidents by staff members. Performance Reports should be submitted to area supervisor for review. Area supervisors should contact individual who wrote the report to inform them of receipt and that they will be investigating/taking action or ask additional questions in the matter within 3 business days of report. Area supervisor should contact individual who was written up to discuss the incident or inform them of action being taken 3 business days from report.

Points	Action
2	Reading or doing homework before shift work is done.
2	Visiting excessively with friends/coworkers.
2	Failure to complete all required paper work (including time sheets).
2	Failure to wear proper work attire.
1-3	Late to a shift (no call) <5 minutes = 1, 5-15 minutes = 2, 15-30 minutes = 3
1-3	Late to a shift (advanced notice) <5 = 0, but still documented, 5-15 = 1, 15-30 = 2
5	Missed shift/required meeting (unexcused absence) Missed shifts include late shifts 30+ minutes
1-5	Leaving early without approval
5	Smoking or use of tobacco while on shift
5	Facility use such as working out, racquetball, etc. while on shift
10	Falsifying time sheets
10	Working under the influence of drugs or alcohol
10	Sleeping during a shift or in Uniform.
10	Stealing or using office equipment for unauthorized personal use.
10	Conduct on or off the job that creates a conflict of interest or could represent a liability to Mason Recreation or George Mason University.
10	Threats to the public or employees
TBD	Violation of George Mason University Code of Conduct.
TBD	Other behaviors or infractions not specifically listed, but which disrupt the daily operations of the department.

If at any time a staff member performs an action resulting in an automatic 10 points, the staff member will be terminated and not be rehired by Mason Recreation.

Points expire one year from accumulation date. If a staff member reaches an accumulative 10 points, he or she will be suspended for 2 weeks. During the suspension the staff member is responsible for getting his or her shifts covered. If shifts are not covered, additional points will be added to the staff member, potentially resulting in termination. Upon returning from suspension, no points can be accumulated until previous points have expired.

Area supervisor should hold in person meetings with staff members who reach 5 points and each point addition after. Area supervisor will keep running tally of points for all staff members and inform them of points and point totals upon receipt of new points, or upon request.

# Employee Handbook

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## Appendix D: Student Travel Policy

### Student Travel Policy

#### Table of Contents:

- Application Process
- Review Process
- Travel Funds Request/Approval
- Financial Commitments
- Travel Conduct
- Post Trip Expectations

#### What am I applying for?

The ability to travel at a reduced cost through the department in order to:

Network with recreation department leaders from around the country, including fitness, facility management, intramural sports, marketing, aquatics, and outdoors.

Learn about program, staff, and individual development from dedicated professionals.

Enhance my understanding of a field in recreation, create new relationships for you within your staff, and help identify potential career paths.

# Employee Handbook

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## Application Process

You can apply for funding to a variety of conferences including but not limited to:

- NIRSA
- AORE
- AOM (Academy of Management)
- ERSL

If you are aware of a conference that former Mason Recreation employees have not attended, contact your supervisor for more information. Funding is not limited to historically attended conferences.

Applicants who wish to apply for travel funds must submit the following documents by the designated deadline (WHICH IS ONE MONTH PRIOR TO THE RESPECTIVE EARLY BIRD DEADLINE):

- Resume
- Letter of Interest
- Proof of Scholarship/Stipend application and/or Presentation Proposal

## Review Process

Applications and Documents will be reviewed by the Student Leadership Team

[masonrec.leadership@gmail.com](mailto:masonrec.leadership@gmail.com)

Student Leadership Team will pass recommendations to the Executive Director for final decision.

We would ideally like to have optimal representation from all areas of recreation including:

- Aquatics
- EDGE
- Facilities
- Fitness
- Intramurals
- Marketing

Supervisors will make recommendations on applicants' behalf to the Executive Director for final decision.

Executive Director will issue the final decision for travel funding. Funding may be partial or full

- Factors of consideration at the Executive Level
  - Scholarship/Stipend applications for conference/event
  - Formal presentation proposal and/or accepted presentation for event
  - Value of trip to student and department
- Funding is not fully approved until signed off by University Life Administrators

# Employee Handbook

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## Travel Authorization Form

Once you have received approval for full or partial funding via University Life, please contact your supervisor and set up a meeting to speak about your trip in greater detail and review your authorization forms. Complete Online Form with accurate information.

Travel Authorizations are required in situations when travel costs:

- Exceed \$500.00
- Include Lodging over the basic rate, or include airfare

Prior to leaving all participants should have Direct Deposit for their reimbursement completed:

- Electronic Reimbursement Form (Direct Deposit)
  - <http://fiscal.gmu.edu/wp-content/uploads/2013/09/EDlenrollment.pdf>
- Direct deposit usually takes up to 1 month.

Upon returning from the trip you will need to fill out the Travel Reimbursement Form please contact your supervisor and set up a meeting to initiate your reimbursement.

- Please be aware that the travel group reimbursement will be submitted together.
- Do not postpone initiating your reimbursement as other will be waiting on you.
- Ensure you keep your original receipt for your hotel or upfront costs excluding meals.

# Employee Handbook

## Financial Commitment

Full funding of registration costs includes early bird organizational member prices (NIRSA, AORE, etc.) If a student is not a member of the organization and non-member registration is higher than member registration the student must pay the difference in cost of member/non-member registration cost. If student does not meet Early Bird consideration, they are responsible for the cost difference of Early Bird and Regular Registration costs.

Transportation Expenses: Covered by Department, so long as travel request paperwork is processed and submitted in a timely matter.

- Lodging Expenses: Upfront
  - 4 Students to a room
  - 2 faculty members
  - Room Costs will be split accordingly
  - Traveling Students automatically incur costs depending on roommate selections
  - When circumstances allow, students will always pay lowest amount
  - Hotels usually require a refundable deposit up to \$100.00
- Meals: Upfront
  - Per Diem and Incidental Rate for City
  - Standard: \$46.00 /day
  - Travel Days: 75% of PD&I
  - Exception Cities: <http://fiscal.gmu.edu/wp-content/uploads/2013/11/OutOfStateLodgingAndMealRatesOct2013.pdf>

Allowable Expenses	Unallowable Expenses
Business Telephone Calls	Damage/Lost/Stolen Goods
Fax	Alcoholic Beverages
Data Transmission Charges	Excessive Meal/Lodging Expenses
Passport and Visa Expenses	Luxury Expenses
Registration Fees	Travel between lodging and dining
Internet Charges	Travel Insurance

## Reimbursement:

- Students will be reimbursed for up-front expenses including:
  - Lodging
  - Meals
- Per Diem And Incidental Rate
  - 100% Per Diem Rate for days spent in travel destination
  - 75% on Days of travel.



# Employee Handbook

## Travel Conduct

### Trip Expectations:

- Dress
  - Mason Recreation Attire
  - Business Casual
  - Dress Accordingly (Interviews, Presentations, etc.)
- Conduct/University Representation
  - Always remember that you're representing the university, especially when wearing name tag and dressed in Mason Recreation attire.
- Learning Experience
  - Ties into Post-Trip Expectations
    - Why did the department send you?
    - What will you bring back to our student employees?
    - How will you apply what you learned?
    - How will you inspire others to get involved?
- Trip Guidelines
  - Make sure you pack the appropriate essentials and toiletries for travel as outlined in TSA guidelines if you are flying. If driving, please be conscientious of how much you are bringing; other travelers must fit their belongings in the trunk space of the vehicle.
  - You are expected to be actively listening during conferences, take copious notes, and ask relevant questions when appropriate.

### Student Post Trip Expectations

- Each student traveler will be responsible for presenting to one or two student staff member groups.
  - This includes making and presenting a short (approx. 10 min) PowerPoint to program areas and leading a round table discussion for the Student Development Workshop series.
  - The presentation should include information about:
    - What the student traveler learned
    - Brief explanation of what NIRSA (or other organization) does
    - How this trip benefited them personally
    - How participating in this trip will help them to benefit Mason Recreation
    - A brief overview of what the student did each day during the trip
    - And brief information on why this trip was enjoyable, fun, and informative, as well as a learning situation.
  - Possible assigned group are: Lifeguards, RAC CSA's, RAC MOD's, AFC CSA's, AFC MOD's, IM Supervisors, IM Staff, Advisory Board, Fitness Attendants, Fitness 2, Marketing Team, Practicum Students, Professional Staff, etc.
- You may be expected to meet with your supervisor to debrief your travel experience. You may also be expected to lead a roundtable discussion regarding your trip as part of staff development.
- The student traveler may also be required to make a presentation to the full time staff members OR to the Advisory Board.
  - This presentation will be a group presentation
  - This presentation will be more informative and professional than the student staff presentation
  - More specific requirements for the presentation will be available closer to the trip.